



# Fulton County Courts Justice Resource Center

Senior Legal Services  
Program

# WHO ARE WE?



We are approximately 120 attorneys, paralegals, and support staff, who provide legal services to low-income clients in many areas of civil law, largely in Atlanta's five metro counties.

# Introduction to Atlanta Legal Aid and the Georgia Senior Legal Hotline

## Atlanta Legal Aid Offices and Specialty Units:

- Offices
  - Fulton and Headquarters
  - Cobb
  - Clayton and South Fulton
  - Gwinnett
  - DeKalb
- Specialty Units
  - SENIOR LEGAL SERVICES PROGRAM at the JRC!
  - Senior Citizen's Law Project
  - Health Law Unit (AIDS, cancer, and ALS)
  - Mental Health and Disability Rights Project
  - Home Defense Project
  - General Law Unit
  - Family Law Unit, and Family Law Information Centers
  - Kinship Care Program
  - Hispanic Outreach Project
  - Health Law Partnership (with CHOA)
  - Extended Service Project

# TYPES OF CASES WE HANDLE



## Housing

Legal Aid helps people to maintain the homes they have, to increase access to affordable housing and to improve conditions in which people live.



## Consumer

Legal Aid lawyers fight predatory debt collectors, unfair and illegal collection practices, and other practices that threaten our clients' economic stability.



## Family

Our lawyers and volunteers legalize family relationships, fight for custody and child support and protect victims of domestic violence



## Health

Advocates work to guarantee appropriate health benefits for our clients, including through disability work, and wills and estates.



- Seniors, aged 60 or over, and Relative Caregivers
- Advice, Brief Service, and Referrals
- Staffed by two full-time attorneys and four part-time attorneys
- Strong reliance on volunteers; currently have volunteer attorneys, administrative volunteer, and law firm support

# Georgia Senior Legal Hotline

# Hotline - Criteria for Priorities

- Caller presents a legal problem
- Legal problem has a direct effect on the senior's health, safety, economic security, or ability to live independently
- Brief services are well-defined and likely to resolve the problem
- Screening for Foods Stamps and Medicare Savings Program (MSP), and helping with those applications
- Is there an alternative legal service that handles the case type?
- Is the client capable of taking action on her own?
- Does the Hotline receive dedicated funding (kinship care cases) or have a special program?
- Does the Hotline have expertise? Would research be too time-consuming?
- Client's income and assets. Even if case is a priority, can client afford private attorney?
- Call Volume

Georgia Senior  
Legal Hotline

What are  
the  
Hotline's  
referral  
sources?



# How does a client get to the Senior Legal Services Program?

- Telephone to JRC
  - Paper intake form by JRC
  - Online intake form by JRC
- Online by client
  - JRC site
  - Atlanta Legal Aid site
- Telephone to Hotline
- Walk-in?
- Court referral?



- Ask to speak with the client if relatives, caregivers, friends, and neighbors, request help on behalf of the client
- Conduct intake even if the client is unavailable
- Attorney will review the appointment information to determine whether to proceed with the client's appointment

What if another person asks for help for the client?

# Senior Legal Services Program

## Anticipated Services

- Organize facts
- Identify legal issues
- Screen for benefits
- Provide legal advice
- Provide brief service
- Make referrals

# Senior Legal Services Program

- Advice
  - Provide advice on numerous topics based on priorities
- Brief Service
  - Call third party
  - Write demand letter
  - Contact an agency
  - Assist with filling out pleadings
- Referrals
  - Elderly Legal Assistance Programs
  - Atlanta Legal Aid
  - Georgia Legal Services
  - Pro Bono Projects

# Public Benefits Overview

- SNAP
- Medicare
- Medicaid
  - Nursing Home Medicaid
  - Community Care Services Program (CCSP)
  - Low-income Seniors
  - Medicare Savings Program (MSP: QMB, SLMB, QI-1)
- TANF
- Social Security and SSI



**THANK YOU!**

**John R. Warchol**

**404-614-3921**

**[jrwarchol@atlantalegalaid.org](mailto:jrwarchol@atlantalegalaid.org)**

**Atlanta Legal Aid Society**

**54 Ellis St. NE | Atlanta, GA 30303**

**[www.atlantalegalaid.org](http://www.atlantalegalaid.org)**

