

Second half 2023 Report to the  
Service Delivery Committee of the  
Commission on Aging  
Legal Action of Wisconsin  
SeniorLAW Project



# Please share a success from 2023.

A low-income client with a disability, receiving long-term care support services at home, applied for the SSI exceptional expense supplement which increases SSI income due to medical expenses. The application was filed in May of 2022, but no benefits were received. There were no clear appeal rights associated with this inaction by the State. A SeniorLAW attorney researched the issue and filed a fair hearing request asking for SSI-E benefits back to May of 2022 based on the State's inaction in regard to the application. The attorney presented this unique case at the fair hearing and received a fully favorable decision with benefits backdated to May of 2022.



# Please share a challenge from 2023.

- Our biggest challenge in 2023 was staffing due to an open attorney position and staff medical leave. We hired attorney Annie Gonring, and she started at the end of June. By the end of the year, SeniorLAW was fully staffed, and we were able to reopen intake for consumer and eviction issues in Milwaukee County.



# Report on 2023 Performance Objectives

<i>Input Key Performance Indicator</i>	<i>Annual Outcome Target</i>	<i>Actual YTD Outcome</i>
Hours dedicated to case work	2000	1,767
Case intensity 0-2 hours	55%	26%
Case intensity 2-20 hours	42%	72%
Case intensity 20-80 hours	3%	2%
% of clients satisfied with services received from Legal Action	80%	78
Monetary impact	\$550,000	473,168
Closed cases that helped clients obtain or maintain public benefits	75	90
Outreach sessions for older adults	12	7
Outreach sessions for community professionals	6	1
Number of clients assisted through pro bono counsel	40	85



# Funding Summary

- Total Agency Budget: \$19,600,000
- ADS funding amount, and percentage of agency budget: \$405,079 / 2%
- Contract spending: \$404,812.89



# Please share one service improvement or planned change for 2024.

At the end of 2023, the SeniorLAW Project reopened intake for eviction and consumer debt cases. In 2024, we have been able to provide representation to clients facing eviction in Milwaukee County Circuit Court. We have also been able to represent clients being sued for medical debt. Funding for legal aid-based eviction defense recently decreased in Milwaukee County and it is now especially important for SeniorLAW to be available to represent older adults facing the loss of their housing.

