

2024 Report to the  
Service Delivery Committee of the  
Commission on Aging  
Legal Action of Wisconsin  
Legal Assistance



## Please share a success from the first half of 2024.

- A 62 year old client with a developmental disability and income below the Federal Poverty Level was being evicted for non-payment of rent, but the charges listed were questionable. A Legal Action attorney represented the client at trial and successfully argued that the eviction notice was invalid based on listing charges that client did not owe. The court dismissed the case and sealed the record so that client's name would not appear on the eviction case and cause problems with finding a new rental unit.
- A 75 year old client with very low income was sued for a medical debt by a debt collector who purchased the debt from a medical provider who had gone out of business. A Legal Action attorney represented the client in court arguing that the debt collector could not collect on the debt because the provider had failed to bill the client prior to going out of business, thus waiving their right to collect. The court dismissed the case based on the common law doctrine of equitable estoppel.





## **Please share a challenge from the first half of 2024.**

- Verification problems related to applications for and renewals of Medicaid and FoodShare. Items that are sent into IM are not processed.
- Failure of IM to screen for MSP.
- Scheduled a meeting with DHS to express concerns.



# Report on Mid-year 2024 Performance Objectives

Program Objective 1:		<i>Provide robust legal services</i>		
<i>Input Key Performance Indicator</i>	<i>Annual Outcome Target</i>	<i>Actual YTD Outcome</i>	<i>Goal Met?</i>	<i>Coordinator Comments</i>
Hours dedicated to case work	2000	1,049		
Case intensity 0-2 hours	55%	35%		
Case intensity 2-20 hours	42%	63%		
Case intensity 20-80 hours	3%	2%		
% of clients satisfied with services received from Legal Action	80%	94%		



<b>Program Objective 2:</b>		Good outcomes for clients		
	<b>Annual Outcome</b>	<b>Actual YTD</b>	<b>Goal Met?</b>	<b>Coordinator Comments</b>
<b>Input Key Performance Indicator</b>	<b>Target</b>	<b>Outcome</b>		
Monetary impact	\$550,000	81,058		
Closed cases that helped clients obtain or maintain public benefits	75	63		
<b>Program Objective 3:</b>		Promote greater awareness of benefits in the community		
	<b>Annual Outcome</b>	<b>Actual YTD</b>	<b>Goal Met?</b>	<b>Coordinator Comments</b>
<b>Input Key Performance Indicator</b>	<b>Target</b>	<b>Outcome</b>		
Outreach sessions for older adults	12	5		
Outreach sessions for community professionals	6	1		



<b>Program Objective 4:</b>		Maximize pro bono legal services to Milwaukee older adults		
	<i>Annual Outcome</i>	<i>Actual YTD</i>	<i>Goal Met?</i>	<i>Coordinator Comments</i>
<b><i>Input Key Performance Indicator</i></b>	<b><i>Target</i></b>	<b><i>Outcome</i></b>		
Number of clients assisted through pro bono counsel	40	22		
<b>Program Objective 5:</b>		Medicare counseling and Medicare outreach activities		
	<i>Annual Outcome</i>	<i>Actual YTD</i>	<i>Goal Met?</i>	<i>Coordinator Comments</i>
<b><i>Input Key Performance Indicator</i></b>	<b><i>Target</i></b>	<b><i>Outcome</i></b>		
# of Medicare Cases Worked	50	28		
Hours of Medicare Counseling	100	54		
# of Medicare Outreach Activit.	0	4		





# Funding Summary

- Total Agency Budget: \$19,600,000
- ADS funding amount, and percentage of agency budget: \$405,292, 2%
- Contract spending: \$183,025.83



**Please share one service improvement or planned change for the second half of 2024.**

- Improve case reporting in our database to ensure that we receive credit for the work done and the outcomes achieved.

