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Legal Resource Centers

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www.lafsb.org

ANNUAL REPORT 2016-2017

Your Generosity Helped Us to Help Them!

Our client was an 80-year-old widow living alone in a mobile home. Despite “no solicitation” signs, a home security salesman came to our client’s door and pressured her into letting him inside, even putting his foot in the door. Using scare tactics about home safety, the salesman convinced her to sign a lengthy contract that included an autopay deduction from her bank account. The client paid the contract monthly until the system malfunctioned and the alarm sounded for 24 straight hours. When our client called the company to report the malfunction, the company refused to send a technician and told her she would need to login and follow the online instruction manual. She told the company that she was not internet savvy and they still refused to send a technician. Meanwhile, the alarm continued to sound. With the help of her daughter, the client dismantled the system to stop the noise. The alarm company refused to cancel the contract even after she sent a note from her doctor stating that the malfunctioning alarm was a threat to her health. The client closed her bank account to stop the autopay deductions but that led to the company charging her late fees. And then the company directed a collection agency to call her repeatedly, sometimes a dozen times a day. Legal Aid was able to get the contract canceled and all claimed debt waived, and was able to eliminate the negative information on the client’s credit report.

In the last fiscal year, Legal Aid staff attorneys advised or represented **888** individuals and families with critical civil legal matters involving housing, family violence, elder abuse, consumer protection and probate. Our volunteer outreach attorneys assisted another **648** individuals and families, and our Legal Resource Centers assisted **6,144** customers.

Client Demographics

- **21% were seniors.**
- **34% were disabled.**
- **9% were homeless.**
- **21% of clients are victims** of domestic violence, sexual assault, or elder abuse and neglect.

In all, Legal Aid
services reached

7,680

Santa Barbara
County residents.

THE MISSION OF THE LEGAL AID FOUNDATION is to provide high-quality civil legal representation and advice to low-income people, seniors, and victims of domestic violence, sexual assault, and human trafficking in times of crisis and to assist in pro per residents with navigating the civil legal system. Our work ensures meaningful access to the civil justice system for those with barriers to other sources.

FY 2016-2017 Financial Statement

Revenue

Government Grants & Contracts	\$ 1,120,638
Foundation & Corporate Grants	277,423
Individual Contributions	48,812
Chowderfest Net Revenue	48,369
Interest and Other Income	743
TOTAL REVENUE.....	\$ 1,495,985

Expenses

Program Services	\$ 1,197,100
Management & General	212,322
Fundraising	52,962
TOTAL EXPENSES	\$ 1,462,384

Carryover to FY 2017-2018 **\$ 33,601**

*From audited financial statements for the fiscal year ending June 30, 2017. The complete report is available upon request.

Heartfelt thanks to our generous supporters & volunteers!

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