Working for Fairness and Justice in the Civil Legal System
The civil legal system handles disputes between individuals and between individuals and businesses, organizations and government agencies. The civil legal system does not include criminal legal actions.

Vermont Legal Aid provides free civil legal services to people throughout Vermont, primarily those with low incomes or who meet the income and eligibility guidelines for each of our projects:

- Disability Law Project
- Elder Law Project
- Office of the Health Care Advocate
- Housing Discrimination Law Project
- Long Term Care Ombudsman Project
- Mental Health Law Project
- Poverty Law Project

Through legal representation, community education, public policy and legislative advocacy, Vermont Legal Aid works on behalf of the social and economic interests of our clients and seeks to address the causes of poverty, discrimination and inequality.

*The client cases presented in this annual report are real cases. Names and some details have been changed to protect the privacy and confidentiality of our clients.*
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The phrase “Equal Justice For All” is engraved above the doors to the Supreme Court. Vermont Legal Aid helps to ensure that one of the founding principles of this country remains alive: justice for all, not just for the few who can afford it.
Working for Fairness in the Legal Justice System

All too often, life isn’t fair — but our justice system should be. A fair justice system means that, regardless of how much money they have, everyone has information about how the system works, support to navigate that system when they can do so on their own, and legal representation when they need it.

Vermont Legal Aid helps individuals protect their livelihood, their health and their families by providing legal representation in court, legal advice and assistance, and easy-to-understand forms and online resources.

While most people understand the need for fairness within the criminal justice system, too few realize that life-altering decisions affecting the health, safety, and success of Vermont families are often at stake in civil legal matters.

Without help from programs like Legal Aid, people not only lack basic information about their rights, but also have no way to enforce those rights. Almost everyone knows that a person faced with criminal charges has the right to an attorney; however, very few realize that a person facing the loss of their children or the roof over their heads does not have that same basic right. When some people have no access to legal help, our system of justice is simply not fair and will not work the way it is supposed to.

Helping to balance the scales in the legal system is at the core of what we do. Our work on behalf of those without a voice helps guarantee that they can be heard and be treated fairly and with dignity.

Eric Avildsen  
Executive Director
For over three years, Allysha has made a daily commitment to her recovery from the destructive, out-of-control life of a drug addict. She successfully focused the energy she used to expend on getting and using drugs into building a stable, happy life for herself and her five-year-old daughter. Reliable and highly competent, she has worked as a receptionist at a small company for 2\(\frac{1}{2}\) years.

As part of her substance abuse treatment, Allysha visits a clinic each morning for a dose of Suboxone, which curbs her body’s craving for opiates. One morning last June, she arrived at the clinic and was told they would have to discontinue her treatments soon. The clinic had not been paid for several weeks because her VHAP insurance had ended. Allysha called Green Mountain Care Member Services and was told that her employer had not returned a required VHAP form to the Department for Children and Families (DCF).

In a panic, Allysha turned to the Office of the Health Care Advocate (HCA) for help. We discovered that DCF had in fact received the form, but had determined that Allysha was over income for VHAP due to a recent pay increase. We helped her enroll in an insurance plan that she could afford, then fought to get her into its chronic care management program. This program allows her to get her crucial daily treatments and avoid the $15-per-day co-payment she cannot afford. We were also able to successfully argue that the clinic should get retroactive payments to cover the cost of treatment for the time she had not been insured.

Today, Allysha continues to get the treatment she needs to stay clean, remain employed and provide a good life for her daughter.

Chief Health Care Advocate
Trinka Kerr

Staff
Emily Bens
Eric Fanning
McKenna Freese
Dani Fuoco
Sandra Gluck
Kaili Kuiper
Laurie Larson
Lila Richardson
Julia Shaw
Christine Speidel
Marjorie Stinchcombe
Anna Stuart
Emma Zavez

Removing Roadblocks to Addiction Recovery
Defending Against Unlawful Confinement

Victor is like other single dads struggling to make ends meet and care for their children — except that he suffers from bipolar disorder. On a snowy February afternoon a neighbor saw Victor behaving unusually and called the sheriff, who grabbed Victor and took him to the closest hospital.

There were no beds available at state facilities, and the hospital wouldn’t admit Victor to the psychiatric ward because he refused medication. State law requires that Vermonters like Victor be released within 72 hours unless the hospital files papers requesting Court permission to hold someone against their will.

Instead, Victor was held for 10 days in a tiny, windowless room in the hospital’s emergency department with an armed guard outside his door. He was not allowed to contact his teenage children.

Even though psychiatrists were present in the hospital every day, the hospital filed multiple applications for an emergency psychiatric exam as a way to avoid having to file with the Court for an involuntary commitment and triggering Victor’s right to a court hearing and a lawyer.

When the Mental Health Law Project (MHLP) finally received a copy of his paperwork, we immediately contacted Victor who requested our help seeking his release. We filed a petition for habeas corpus, giving Victor the right to a hearing and requiring the hospital to prove that they had legal authority to hold him.

The night before the hearing, the hospital transported Victor to a private mental health facility over 150 miles away, then argued in court that Victor’s petition be dismissed because he was no longer in the county where the hearing was scheduled. MHLP opposed this on Victor’s behalf.

The judge ruled that the hospital could not circumvent Victor’s right to a hearing by continuing to move him. However, the judge then refused to release Victor saying that the 72-hour time limit hadn’t been triggered because he had not actually been admitted. MHLP appealed the case to the Vermont Supreme Court and negotiated a resolution that will keep people like Victor from languishing in confinement without a hearing. The MHLP also helped pass legislative amendments that are designed to ensure that Vermonters do not face this type of delay in the future.

“These [hospital] walls do not yield. You can smash yourself to bits against them.” - MHLP client
Restoring Safety and Protection to an Elder Forced from Her Home

A lifelong resident of Shrewsbury, 89-year-old Janice had lived by herself for 13 years in the home she had owned for over 50 years. Four years ago, her eldest son Jeremy moved in with her, and Janice’s nightmare began.

Jeremy literally took over Janice’s home. He bullied and frightened her until she finally was forced to leave her own home to live with a daughter in another state. Jeremy refused his mother’s and siblings’ pleas to leave the home, and the police refused to remove him.

The once neat, clean house was now in shambles, filled with trash and debris. Bills were ignored and unpaid.

Six months after being forced out of her home, Janice was referred to the Elder Law Project. Working with Janice and her family, we developed a plan for her safe return to Vermont. We filed for a restraining order and convinced the court that Jeremy was financially exploiting his mother. The Court ordered Jeremy out of her home and restored possession to her. With this order providing safety and protection, she was able to move back into her home and is living there again with the assistance of her granddaughter.
Preserving a Critical Safety Net

Susan is an adult with a disability that makes her unable to care for herself and causes frequent seizures. Her sister had the same disorder and died while suffering a seizure five years ago. Susan’s guardian and primary caregiver is her elderly mother, Margaret, who lives on a limited income.

Through the Choices for Care (CFC) program, Susan receives assistance that enables her to stay in her mother’s home and avoid the much greater expense of living in a nursing home or long-term care facility. During a seizure, Susan can fall out of her wheelchair or otherwise hurt herself.

In order to ensure her daughter’s safety, Margaret had a personal emergency response device installed near Susan’s bed. Margaret uses a remote control she keeps with her at all times to activate the device and request help as she runs to assist Susan quickly, preventing serious injury and the need for costly medical treatments.

CFC paid for this emergency response device for 3 1/2 years, then decided they would no longer pay for it. The decision to terminate this coverage was not made because Susan’s condition had improved or because Margaret could now afford to pay for the unit herself. The Long Term Care Ombudsman intervened on Susan’s behalf and argued that she was entitled to a reasonable accommodation of her disability. The Ombudsman convinced the State to reinstall the unit, providing a critical safety net for Susan and avoiding the need for more costly care.

Long Term Care Ombudsman Project

- Visited each nursing home and residential care facility in Vermont every quarter — more than 1,000 visits last year
- Resolved 583 individual complaints on behalf of long term care residents and people receiving long term care services in the community
- Provided an additional 500 consultations to residents and people in the community and 206 consultations to facility staff and other providers

Our presence helps to improve the quality of life for those who need long term care services and makes the long term care system better for those who need it.
Protecting a Profoundly Disabled Man from Needless Risk

Paul is a young man with multiple disabilities who needs close supervision and care. He has both a condition that requires his food be minced or pureed to prevent choking and an eating disorder that compels him to eat dirt, rocks, trash, cigarette butts, and paint chips. He has poor balance and would fall frequently without hands-on support, and he has no awareness of dangers posed by cars and other potential hazards in his community.

When Paul turned 21, he lost access to Children’s Personal Care Services (CPCS), a program created to ensure that children with multiple disabilities receive personal care and assistance with daily activities. CPCS had paid for 65 hours per week of help and supervision. Paul’s mother, who already cares for him 75 hours a week, has a degenerative disability and could not pick up the additional 65 hours of care. The family applied for assistance from Vermont’s Developmental Services department, which has a program designed to help adults with disabilities like Paul. Paul was denied these services.

His family turned to the Disability Law Project (DLP) for help. The DLP represented Paul in a Human Services Board appeal of the denial. We argued that without supervision, Paul’s health and safety were at imminent risk. We demonstrated that he met both funding and clinical eligibility criteria. Just before the hearing was to take place, the State reversed its position and granted Paul the additional assistance he needs to be safe.

Disability Law Project

We help people with legal issues related to their disability. In addition to assisting individuals like Paul, we work to protect the rights of thousands of Vermonters with disabilities who are affected by systemic problems.
Approximately 1,200 low-income Vermont families lost or suffered reductions in Children’s Personal Care Services when the Vermont Department of Health began using a new screening tool to decide if children were eligible for the program and what level of service they could receive. These services help families cope with a child’s disabilities and often enable parents to maintain regular employment.

Frantic families called the Disability Law Project (DLP) for help. We immediately filed appeals for 18 individual families, and we negotiated with the Department of Health to address major legal issues that affected all families whose services were terminated or reduced.

As a result of DLP’s systemic advocacy on these issues, the State agreed to:

- Send revised notices that meet legal requirements to all families who lost some or all CPCS services
- Follow administrative rule-making requirements that give DLP and other advocates the chance to challenge rules that do not conform to the law
- Hire an independent expert to evaluate whether the screening tool measured what it was being used to measure, to ensure that the scope of services offered is consistent with federal law, and to revise the tool
- Use the revised screening tool to re-evaluate all children whose CPCS services were reduced or terminated
- Continue to fully fund services for all children whose services were reduced or terminated until they are re-evaluated using the revised screening tool

The 18 individual cases are on hold pending results of the re-evaluations, which will be done in 2014. Our work has helped ensure not only that individual families were able to maintain services to which they were entitled, but also that the State followed state and federal laws.
For more than 20 years Dorothy had held senior administrative positions at several prestigious universities until she was forced to retire early due to a serious illness. Five years after her retirement, significant medical bills had depleted her savings and her modest social security income no longer covered the mortgage on her small two-bedroom home.

As soon as she fell behind on her mortgage, Dorothy contacted the bank that had purchased her loan and requested modification of her interest rate so she could afford to pay her mortgage. Instead, Dorothy received a letter from a “foreclosure mill” law firm that offered nothing but a delay in foreclosure proceedings for three months, if she made interest payments. When one of Dorothy’s payments arrived two days late, the bank immediately began foreclosure proceedings on her home.

A desperate Dorothy contacted Vermont Legal Aid for help. The Poverty Law Project (PLP) fought with the bank for more than three years to get Dorothy a mortgage modification that she could afford.

Despite the fact that it was legally required to offer the loan modification, the bank mishandled the case, misled the Court, and repeatedly and unreasonably delayed the case. Finally, we asked the Court to penalize the bank. After rejecting all of the bank’s excuses, the judge ordered the bank to sit down with VLA and a court-appointed mediator. Finally able to negotiate directly with the bank, we were able to get reasonable mortgage terms that excluded attorney’s fees and other unwarranted expenses the bank had claimed. The new monthly payment was one that Dorothy could afford. Without the PLP’s help, Dorothy and hundreds of other Vermonters are virtually powerless when attempting to defend their homes against the legal teams of national banks and servicing companies who refuse to follow state and federal laws.

Five years after her retirement, significant medical bills had depleted her savings and her modest social security income no longer covered the mortgage on her small two-bedroom home.
The Poverty Law Project represents Vermonters in cases involving the basic needs for safety, shelter, and economic security including:

- Bad housing conditions
- Debt collection
- Eviction
- Foreclosure
- Relief from Abuse for domestic or sexual violence or stalking
- Medicaid terminations
- Reach Up sanctions and terminations
- Social Security terminations, denials, over/underpayments, delays, recoupments
- Unemployment benefits
- Tax problems with the IRS
- Youth and education issues

Poverty Law Project

Poverty Law Project Director
Sandy Paritz

Staff
Julie Carp
Christopher Curtis
Maryellen Griffin
Sara Kagle
Jean Murray
Maureen O'Reilly
Grace Pazdan
Jessica Radbord
Kirstin Schoonover
Lauren Peach
Christine Speidel
Sara Williams
Ensuring Fairness in Housing

Hopeful for a fresh start after leaving an abusive relationship, Martha and her toddler son Nathan moved across the country to Vermont. Before the move, Martha rented an apartment through Craigslist and lined up a job and day care.

They arrived in Vermont only to find that Martha’s job had fallen through. Two weeks after settling into their apartment in an old house, Martha received an eviction notice because her neighbor had complained about the noise her son was making. Despite the fact that neither she nor her son was being loud or disruptive, both the landlord and the neighbor bombarded her with harassing emails and letters.

Martha called Vermont Legal Aid for legal help with the eviction case, but moved into temporary housing for homeless families because she couldn’t endure the harassment from the landlord and neighbor.

The Housing Discrimination Law Project (HDLP) recognized that her landlord had wanted her out simply because she had a child and filed a complaint with the Human Rights Commission, who agreed that there had been discrimination. Over the next six months, the Human Rights Commission tried to help the parties settle the issue, but the landlord was defiant and continued to send harassing emails to Martha.

We then filed a lawsuit against the landlord for violating federal and state fair housing laws for trying to evict her for having a child, making discriminatory statements, and intimidating and harassing her. The landlord eventually settled the lawsuit for $16,000.

Over the next six months, the Human Rights Commission tried to help the parties settle the issue, but the landlord was defiant and continued to send harassing emails to Martha.
Protecting At-Risk Adults from Abuse, Neglect and Exploitation

In August 2013, Vermont Legal Aid announced an extensive four-part settlement of a lawsuit aimed at helping to protect vulnerable adults who are at risk of abuse, neglect or exploitation.

This settlement resolved a major case brought by VLA, together with Disability Rights Vermont (DRVT), the Community of Vermont Elders (COVE), Senior Solutions and Southwestern Vermont Council on Aging (SVCOA).

The case had been filed in November 2011 following several unsuccessful attempts to spur the State to address the significant backlog of investigations into complaints of abuse and other major systemic problems with the administration of the Adult Protective Services (APS) division of the Department of Disabilities, Aging and Independent Living (DAIL).

In April 2012, a Superior Court judge rejected the State’s attempt to have the case thrown out. Furthermore, he found that concerns about Adult Protective Services’ failure to do its duty to respond to allegations of abuse, neglect and exploitation warranted review by the Court.

The settlement, after almost two years of litigation, provided:

- Specific changes to the APS policy manual and staff training regarding those changes
- An ongoing review of a sample of APS case files reviewed by an independent panel for the following year and a half
- The addition of representatives from DRVT, COVE, Senior Solutions and SVCOA as members of the DAIL Advisory Board and its APS sub-committee
- Court enforcement of the agreement for a period of 1.5 years, if needed

“In its ruling, the Court sent a clear message that the allegations in this case were very serious and deserved judicial scrutiny,” said Barbara Prine, Vermont Legal Aid attorney and lead counsel for the Plaintiffs. “That ruling set the stage for this far-reaching settlement that will help to improve the lives of many at-risk Vermont adults.”

Class Action Challenges Medicare’s Improvement Standard

Attorneys from Vermont Legal Aid’s Medicare Advocacy Project co-counseled with the Center for Medicare Advocacy to file a nationwide class action lawsuit against the Centers for Medicare and Medicaid Services (CMS) in 2012.

The suit challenged Medicare’s use of an improper “improvement standard” to deny coverage to people who may not improve, but whose conditions may deteriorate without skilled maintenance services. The Vermont District Court approved the settlement of the case, Jimmo v. Sebelius, No. 5:11-cv-00017 (D.Vt.) on January 24, 2013.

Under the terms of the settlement agreement, CMS revised its coverage standards to clarify that Medicare coverage is available for the maintenance of chronic conditions, a decision that may affect thousands of people across the country. These changes were effective starting January 6, 2014 and Medicare was required to carry out a national education campaign based on the Jimmo settlement.

In addition, Medicare beneficiaries who were improperly denied services for skilled maintenance based on the “improvement standard” from January 18, 2011 through January 24, 2014 can request a new review of their claim for coverage under the revised standards.
Redesigning Systems to Meet Increasing Needs for Legal Services

The last six years have been particularly difficult for legal services in Vermont. Funding for advocacy for vulnerable Vermonters first stagnated, and then fell, while the financial crisis caused requests for help to skyrocket.

In an effort to respond to the crisis and provide services more efficiently, Vermont Legal Aid and Law Line joined forces to overhaul our intake and screening process and to redesign our client-oriented website (VTLawHelp.org).

We chose to use the name Vermont Law Help for both our new intake unit and the client website because we view them as dual portals to the same function — providing the most appropriate level of legal help possible to as many Vermonters as we can.

Vermont Law Help Intake and Quick Advice

Despite the fact that our call volume has more than doubled since the advent of Law Line in 1996, our joint telephone screening process has barely changed. We have relied on support staff across the state to identify the clients that Legal Aid or Law Line could best serve. Callers whose cases could not be accepted for full or limited representation received referrals to other agencies.

Responding to the new reality of trying to help many more clients with fewer resources, we began a multi-year effort to reimagine our screening and intake system. We analyzed 10 years of VLA and Law Line case data, consulted with colleagues across the country and worked briefly with a consultant to ensure that our changes result in a more efficient and effective legal services system.

In 2013 we prepared a pilot project that reversed recent trends by putting lawyers on the front lines to answer client calls. The Vermont Law Help (VLH) intake and quick advice pilot project, which is jointly staffed by VLA and Law Line lawyers, opened in January 2014. Initially focusing exclusively on housing cases, VLH will gradually add additional legal areas until they are handling all intakes.

Early indications are that the VLH intake model will allow us to serve more clients across the state effectively and efficiently:

- Many more Vermonters can speak with a lawyer and receive legal advice.
- Callers are getting help with a broader range of legal problems.
- The number of callers getting “lost” because the advocate is unable to reach the client when calling back is significantly reduced.
In the first full year, we expect to increase the number of clients who get legal advice by almost 40% or 2,000 cases. We expect the number of full and limited service cases to shrink by about 10% as the VLH lawyers more effectively target which cases to accept.
We All Belong | Diversity & Cultural Competence Training

In August 2013 Vermont Legal Aid was selected in a competitive application process to become a community partner in Burlington’s We All Belong (WAB) AmeriCorps program. WAB helps Burlington government, schools and non-profits better reflect, understand and serve the needs of Burlington’s ethnically diverse and refugee populations; remove barriers that perpetuate socio-economic inequity; and create a more welcoming and inclusive community.

AmeriCorps volunteer Minh Eric Le joined VLA in October as Diversity Accessibility and Community Outreach Coordinator to guide our efforts. Born in Vietnam, Eric immigrated to the US in 2002 with his family. He graduated from UVM with a major in political science and a minor in English. Eric’s projects were guided by staff attorney Barbara Prine and VLA’s 9-member Diversity and Cultural Competency Committee.

With Eric’s assistance, VLA began working to:

1. Increase the cultural competency of the Burlington office staff, particularly those who interact regularly with members of the public
2. Evaluate whether Burlington clients adequately reflect the city’s diversity
3. Ensure that our intake process is equally accessible to all
4. Develop an outreach plan to inform diverse communities about their substantive legal rights and the legal resources that are available to them

In addition to preparing regular reports about the New American populations living in Vermont, Eric conducted a diversity and cultural competency staff assessment survey and summarized the results. Together with the committee, he planned and conducted a half-day diversity and cultural competency staff training. The We All Belong program ended in August 2014.

Disaster Manual Authors Receive Vermont Bar Association President’s Award

Vermont Legal Aid’s Jessica Radbord and Law Line of Vermont’s Margaret Frye received the Vermont Bar Association’s President’s Award at the VBA Annual Meeting in September 2013. The award is given at the discretion of the out-going president to recognize distinguished service to the Vermont Bar Association.

Recognizing the need for a comprehensive disaster manual that would enable the bar to respond quickly to future catastrophic events like Tropical Storm Irene, the VBA reached out to Jessica and Margaret. “The task was not a small one,” said outgoing-VBA president Amber Barber. “Despite the fact that they were already busy training many of us to serve the legal needs of those harmed by the storm in addition to handling their own significant caseloads, Jessica and Maggie were willing and actually energetic to tackle this project.”

The VBA has shared the manual to help bar associations and organizations in New York, New Jersey and Colorado in the wake of hurricane and flooding disasters in those states.

Jessica joined Vermont Legal Aid in August 2010 as the Vermont Poverty Law Fellow, primarily representing tenants in substandard housing. Her focus swiftly shifted to work with tenants and flood survivors after Tropical Storm Irene. As a staff attorney, Jessica mainly defends Vermonters in foreclosure cases and represents subsidized housing tenants. She is a graduate of Columbia Law School, where she was a Kent Scholar and a public interest award winner. Margaret (Maggie) practices primarily in housing, consumer and public benefits law.

For most of 2012 and continuing through 2013, she served as Law Line’s disaster relief attorney assisting and representing low-income Vermonters with legal problems following Tropical Storm Irene. Maggie graduated from New England School of Law in Boston.
Renamed Health Care Ombudsman Project Ramps Up for Increased Volume

A law enacted by the Vermont legislature in 2013 provided additional funding to expand the mandate of a renamed Office of the Health Care Advocate (HCA). The law significantly increased the HCA’s responsibilities, expanded their health policy role and mandate, and enlarged their advocacy capacity in preparation for the advent of Vermont Health Connect.

In addition to providing critical assistance to help individual Vermonters (regardless of income, resources or insurance status) get health coverage and access to services, the HCA now acts as a voice for consumers in health care policy matters before the Vermont legislature and as their advocate before government agencies that oversee state insurance and other health care programs.

“Part of our statutory mandate is to represent the public in rate review hearings and other matters before the Green Mountain Care Board, including hospital budget requests and Certificates of Need,” says Vermont’s Chief Health Care Advocate, Trinka Kerr. “With the vast changes resulting from implementation of the Affordable Care Act, all aspects of the HCA’s work have increased tremendously over the past year.”

Trinka joined the HCA as a staff attorney in 2000 and has been the project director since 2006. She oversees the work of seven advocates, four attorneys, a policy analyst and an outreach specialist. The HCA has provided free advice and assistance to more than 37,000 Vermonters with health care and health insurance concerns since it was created by the Vermont legislature in 1998. Vermont Legal Aid has managed the Health Care Advocate Project since the project’s inception.

Housing Discrimination Law Project Testing

The Housing Discrimination Law Project (HDLP) regularly conducts fair housing testing to measure the types and prevalence of housing discrimination in Vermont. In 260 paired tests of Vermont’s rental housing market conducted in 2012 and 2013, we found an aggregate discrimination rate of 44%.

The results show discrimination rates of:
- 46 percent based on national origin
- 36 percent based on race/color
- 45 percent on minor children
- 22 percent based on disability

In addition, the HDLP conducted 10 accessibility site tests of newly constructed rental units. Eighty percent of the units tested had some level of noncompliance with the 1991 design and construction accessibility requirements of the federal Fair Housing Act.

The full Rental Discrimination Report is available on Vermont Legal Aid’s website.

The Housing Discrimination Law Project also monitors online rental sites (such as Craigslist) and print publications for discriminatory housing advertisements. In 2013, the HDLP found and responded to 19 of these discriminatory ads.
Kids in state custody/foster care have the highest incidence of identity theft of any other demographic group – and they don’t even realize it until they leave the foster care system and find that they can’t open a bank account, get an apartment, buy a car to get to work or qualify for student loans to attend college.

“Jay worked to ensure that Department for Children and Families (DCF) policies and practices follow federal law requiring DCF to check credit reports and clear up issues before youth age out of foster care.”
In addition to state and federal funding, grants and support from partner agencies and organizations, the work of Vermont Legal Aid was supported in 2013 by generous donations from the following individuals and organizations:

Central Vermont Council on Aging
Champlain Valley Agency on Aging
Coalition of Vermont Elders
Disability Rights Vermont
Northeastern Vermont Area Agency on Aging
Senior Solutions
Southwestern Vermont Area Agency on Aging
Vermont Bar Foundation

Access to Justice Campaign (339 individual and firm donors)
Aaron Adler
Anonymous IBM Employees
Peter Alden & Susan Bliss Alden
Blodgett, Watts, Volk & Sussman
Paul Carnahan & Eve Jacobs-Carahan
Morgan Ecklund
Michael Green
Robert Linder
Thomas & Robin McCormick
Christopher McVeigh
Elizabeth Steele
Peter & Rosemary Zamore

Help to ensure fairness in the legal justice system. Support Vermont Legal Aid’s work to help clients like Paul, Janice, Allysha, Martha, Susan, Victor, Dorothy and thousands more.

To donate online, visit vtlegalaid.org.

To donate by check, make it payable to Vermont Legal Aid and mail it to:

Vermont Legal Aid
264 North Winooski Avenue
Burlington, VT 05402
INCOME

- General Funding from the AHS $1,166,051
- Vermont Bar Foundation $837,342
- Other Low-Income Grants $376,845
- Protection and Advocacy Contracts $496,881
- Other Disabilities Grants $133,461
- Area Agencies on Aging Contracts $273,994
- Medicare Advocacy Grant $571,925
- Other Elder Advocacy Grants $128,958
- Long Term Care Contracts $647,816
- State Health Care Advocacy Grants $1,143,734
- HUD Housing Discrimination Grant $324,985
- Other Funding $371,574

**Total Grant and Contract Income** $6,473,566

EXPENSES

- Total Salaries $3,521,562
- Fringe Benefits $1,504,738
- Office and Administrative Overhead $298,512
- Occupancy $398,160
- IT Support Services $128,621
- Travel $115,510
- Subcontracts $427,282

**Total Expenses** $6,394,385
Administrative/Support Staff

**Burlington**
Jennifer Andrews
Eric Avildsen
David Chien
Erika Gleason
Sue Gosselin
Eric Le
Rob Lyman
Jim Rohde
Leslie Thayer
Sara Zeno

**Montpelier**
Jocelyn Bolduc

**Rutland**
Jennifer Philo

**Springfield**
Jeannette Lachapelle

**St. Johnsbury**
Stephanie Berube

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**Office Locations**

- **Burlington**
  264 North Winooski Avenue
  Burlington VT 05402

- **Montpelier**
  7 Court Street
  Montpelier VT 05601

- **Rutland**
  57 North Main Street, #2
  Rutland VT 05701

- **Springfield**
  56 Main Street, Suite 301
  Springfield VT 05156

- **St. Johnsbury**
  177 Western Avenue, Suite 1
  St. Johnsbury VT 05819

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**Telephone – ALL OFFICES**
1.800.889.2047