

Tennessee Alliance for Legal Services
TSLA Report
Reporting Period: June 1, 2022 – July 15, 2022

Program summary:

Tennessee Alliance for Legal Services (“TALS”) partnered with the West Tennessee Legal Services (“WTLS”), Memphis Area Legal Services (“MALS”), Legal Aid Society of Middle Tennessee (“LASMTC”) and Legal Aid of East Tennessee (“LAET”) to form a one-of-a-kind network known as the Tennessee Senior Law Alliance, (“TSLA”) to provide civil legal assistance to meet the legal needs of Tennessee’s most vulnerable senior citizens age 60 and over in all ninety-five (95) counties. TSLA works to help seniors by addressing core legal issues such as accessing healthcare, housing, estate planning (simple wills, powers of attorney, advanced directives), income maintenance, consumer finance, abuse and exploitation. Collectively, TSLA collaborates with partners to ensure that Tennessee’s senior citizens can live their lives safely, securely and with dignity. The four firms worked together closely for initial three-year contract period to ensure the implementation of the TSLA program. In 2022, two firms, WTLS and LAET, along with TALS, continued the program into its fourth and final year to invest the remaining grant funds in serving seniors. WTLS expended its remaining TSLA funding during March 2022, and LAET expended its remaining TSLA funding during January 2022; therefore, there is no data to report on seniors served for either firm. All TSLA partners, regardless of funding source, are continuing to serve Tennessee seniors leveraging the capacity they established through the Elder Trust grant.

Client stories and Outcomes:

Tennessee Alliance for Legal Services

Story #1

A caller from a small rural county called with a rather complicated property question. The caller was trying to purchase a small tract of land with a small, older house on it. The caller entered a purchase sale agreement for the purchase of the tract and house BUT there was a hold over tenant in the house. The Helpline attorney walked the caller through his options, including the steps and timing for a potential eviction of the holdover tenant. If the caller followed the steps outlined by the Helpline attorney, the purchase of the small tract of land and house should be able to close on time. The caller was immensely grateful for legal advice and assistance from the Helpline attorney.

Story #2

An older couple moved to TN in December 2021. They purchased a piece of property with a house on it in a rural county. After moving in, the property owners discovered that a neighbor

had an easement for a driveway across their property. The couple scheduled a meeting with their title company and learned that the easement had been disclosed as an exception to the title and the couple failed to realize this fact at the time of closing. At the advice of the Helpline attorney, the couple went and talked to the neighbor and the neighbor agreed to move the easement to a much more convenient location on the couple's property. The couple was thrilled with the legal advice provided by the Helpline attorney and they were able to resolve a complicated easement issue with a neighbor in an amicable way that benefited both the couple and the neighbor.

Of those who responded to the Tennessee Alliance for Legal Services Senior Legal Helpline text message survey, 98% reported that they were treated with respect; 96% learned more about their rights or resources that could help them, and 86% plan to take action based on what the helpline attorney said. The following are a few of the callers' comments:

Kent was amazing. Thank you for employing such a learned and wise man.

If all the people are as educated and knowledgeable and respectful as the gentleman that we had today, there is no need for improvement.

You were wonderful! Mr. Kent was a very good listener and explained a lot to us. Very happy!

I was very happy with your help.

It was awesome. No improvement necessary!

Outcomes reporting:

Senior Helpline:

	Current reporting period	Total from previous contract	Total served to date
Senior Helpline			
Helpline calls received	212	5,291	6,681
Unduplicated senior callers served	185	4,174	5,402

Unduplicated Seniors Served:

	Current reporting period LAET	Current reporting period WTLS	Current reporting period TALS	Oct. 16, 2021 to date	Served in the previous contract	Total served to Date
Unduplicated Seniors						
Unduplicated seniors served	-	-	185	1,450	9,335	10,785

Cases Opened and Closed:

	Current reporting period LAET	Current reporting period WTLS	Oct. 16, 2021 to date	Total opened/closed in previous contract	Total served to date
Cases opened					
Cases opened	-	-	317	7,349	7,666
Cases closed					
Cases closed	-	-	406	5,872	6,278

Economic Impact of Legal Services:

	Current reporting period LAET	Current reporting period WTLS	Oct. 16, 2021 to date	Total from previous contract	Total to date
Economic Impact					
Economic Impact	-	-	\$ 163,682.41	\$ 2,729,413.21	\$ 2,893,095.62