

2021 IMPACT REPORT

We're stronger together.

It has been a tough year for us all. Yet thanks to your commitment we successfully met the challenges we faced and know we can accomplish much more together. Every day over the past year families faced losses and uncertainty of all kinds. I am proud of the resourcefulness of our Legal Aid SMC staff to adapt to the rapidly changing needs of our community. And I am grateful for the support of dedicated community organizations and compassionate neighbors like you. Together, we are keeping families housed, stable, and safe by providing them with the legal help they need.

You made sure families knew where to go for help.

When public health restrictions stopped our walk-in housing clinics and kept us from meeting clients in person, you helped us find new ways to serve clients safely. When some immigrant families were left out of federal relief, our community created a 16 million dollar fund to protect them. And when the technological divide made it difficult for some clients to access assistance, your generosity equipped our team with the resources needed to make it easier.

You are strengthening our low-income community for the future.

We're learning how to better serve San Mateo County's diverse population every day. Whether it's creating clear self-help guides for common legal issues or overhauling our intake process to safely help clients during the pandemic, we couldn't do it without you. Thanks to you, people are able to navigate our complicated safety net system and get the help they need. Your support is making our systems work better and our community stronger.

Thank you.



M. Stacey Hawver
Executive Director

You're
fixing
the
system



Find us online!



ADVOCACY

Over 85,000 people in San Mateo County depend on their Medicare coverage for healthcare. Medicare helps everyday people pay for their doctor's appointments, testing, prescriptions, and mobility aids like wheelchairs. But sometimes, the system meant to help lets someone fall through the safety net.

Jim, an elderly San Mateo resident, was being treated at a nursing facility when Medicare terminated his coverage. Jim still needed nursing care but his health care plan refused to cover it. For Jim, it meant a pile of bills and all the stress that carries.

Thanks to your gift to Legal Aid SMC, Jim had somewhere to go for help. Jim was able to talk to attorneys with expertise in the health programs he relied on for his ongoing care. They explained the steps his provider should have taken to seek coverage through his Medi-Cal that allowed him to continue his treatment. After Legal Aid SMC intervened, his health care plan agreed to cover the cost. I'm sure you can imagine the relief that decision brought Jim.

But the good news doesn't end there. Your giving also allowed our team to work side-by-side with health advocates across California. When Legal Aid SMC attorneys identified a pattern of local cases like Jim's and asked partners if they'd seen any similar cases, they discovered that the same mistake was leaving low-income families **all over the state** with mountains of hospital debt.

I'm excited to share that the Department of Health Care Services has issued new guidance to close this gap and provide low-income seniors in California with affordable coverage when they need it most. Your support is making the safety net work better.

Thank you for giving the gift of justice to so many.

▶▶ Our mission is to fight social injustice through civil legal advocacy. Our vision is for every person to have the basic necessities of life.

Special thanks to our Pro Bono Partners, who volunteered over 4,700 hours to help low-income families

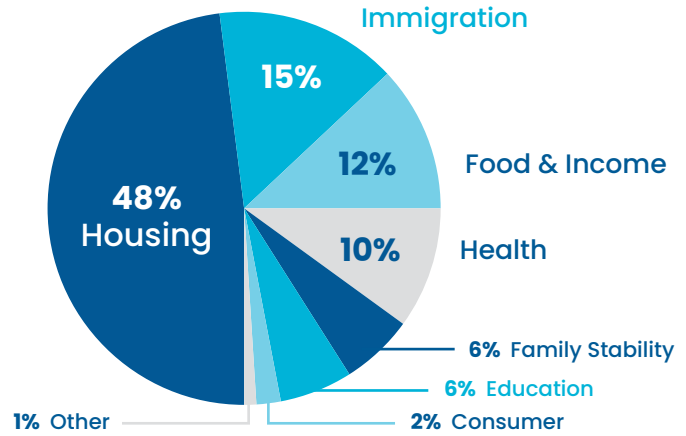
1,364 CASES OPENED



670 immigrant households connected to important resources like CalFresh and Medicare



27 Pediatric Residents trained to recognize legal issues affecting their patients' health



Over 4,400 tenants educated about their housing rights



Over 62 evictions stopped to keep families housed



Provided legal aid to **267 clients with a disability**



636 Households with children helped



Serving clients in **more than 7 languages**



130 outreach events to connect families to information

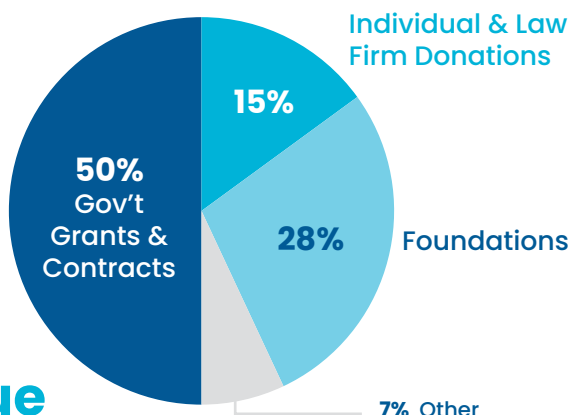
\$113,776

San Mateo County Median Income

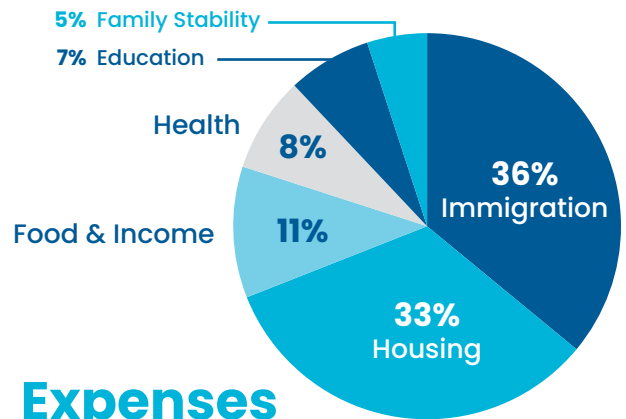
\$24,000

Our Clients' Median Income

Revenue



Expenses





WHY I SUPPORT LEGAL AID SMC

▶▶ *“LASSMC has always provided quality, compassionate legal service to our underserved communities.”*
– Trinidad M.

▶▶ *“The attorneys, staff members, and pro bono attorneys have the commitment, compassion, and determination to defend their clients.”*
– Elvira R.

▶▶ *“Between high rents and a lack of rent control, San Mateo County residents need all the help they can get.”*
– Courtney P.

▶▶ *“I believe in what you do. Legal Aid is essential and a life saver!”*
– Lori L.



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