



CONTRA COSTA
SENIOR LEGAL SERVICES

An Introduction to our Services

Our Mission

- To work in close collaboration with partners to protect the rights of seniors by providing free legal advice, representation, and legal education to the residents of Contra Costa County 60 years of age and older as part of a holistic approach.
- Our most urgent objective is to reach, serve, and empower all seniors who need our help with legal problems that affect basic needs such as housing, economic security and prevention of abuse.

Who We Serve

**Residents of Contra
Costa County**

**who are 60 years old
or older**

We provide free legal services to anyone who meets this criteria, **regardless of income or status**

Who We Are



One Executive Director



One Director of Legal Services



Five full-time attorneys



Three administrative staff



Two Development Staff



One IT specialist and special projects support



Volunteers

CCSLS relies on volunteers to amplify its impact on the community
We work with dozens of volunteers who run our clinics and assist in our office

How CCSLS Delivers Services

- Direct legal services
 - Limited-in person
 - Phone appointments
- Clinics
 - In-person
- Educational presentations and outreach
 - Virtual and in-person
 - Senior resource fairs

Free Legal Clinics Allow Seniors to:

- Create an Advance Health Care Directive
- Create a Durable Power of Attorney
- Free Wills for low-income clients (no trusts)
- Get advice on issues related to elder abuse, housing, and small claims
- Get information about restraining orders





Outreach and Education

- We offer trainings on:
 - Tenants' rights, spotting scams and fraud, elder abuse, and planning for incapacity.
- Attend health and resource fairs, visit senior housing, and work with senior centers to offer free clinics.
- We offer presentations in English and Spanish

How We Deliver Legal Services

- Full scope legal representation:
 - Elder abuse restraining orders
 - Eviction defense
- Limited scope representation
 - Preparing documents and sometimes filing documents at court
 - Preparing letters
- Advice



Service Areas

Tenant Rights:

Elder Abuse Prevention

Small Claims

Incapacity Planning

Public Benefits

Consumer Issues

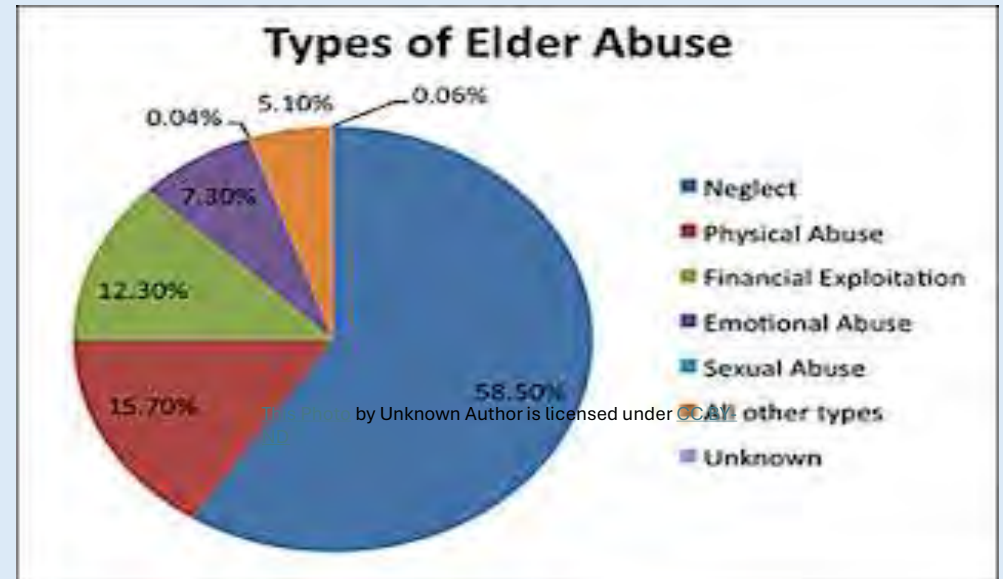
Tenant Rights



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- Unlawful detainers
- Security deposit refund
- Habitability concerns
- Rent increase questions
- Subsidized housing issues
- Reasonable accommodations

Elder Abuse Prevention



- Elder Abuse Restraining Orders
- Domestic Violence Restraining Orders
- Civil Harassment Restraining Orders

Elder Abuse

Elder = 65
years or older



- Physical abuse
- Sexual abuse
- Mental or emotional abuse
- Isolation
- Abduction
- Neglect
- Abandonment
- Financial Abuse



A scammer convinces a senior to wire money to a foreign country for an “investment”



A daughter agrees to help her mom pay bills, but writes checks to herself from mom’s account



A “new friend” gets a senior’s social security number and opens credit cards in the senior’s name



A financial advisor asks a senior to invest in their “side business,” which turns out to be a fake

Examples of Financial Abuse

Elder Abuse Restraining Order

- Protects elders from abuse (must be age 65 and up or a dependent adult)
- Meant to protect against future abuse
- Available orders include:
 - Move out order
 - Stay away order
 - Personal conduct order – no abuse, no contact
- Enforced by police
- Requires going to court



Small Claims

Amount in
dispute:

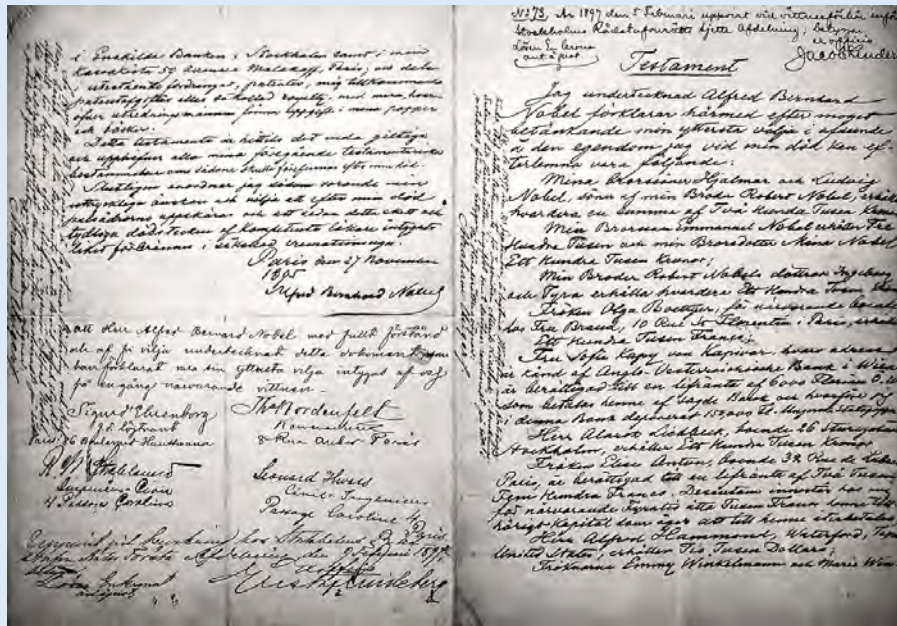
\$12,500 or less



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Incapacity Planning

- Advance Health Care Directive
- Durable Power of Attorney
- Simple Will



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Public Benefits



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- Social Security
- SSI (Supplemental Security Income)
- SSDI (Social Security Disability Income)
- We don't help with an initial application for benefits

Consumer Issues



- Identity Theft
- Scams Awareness and Education
- Student Loans

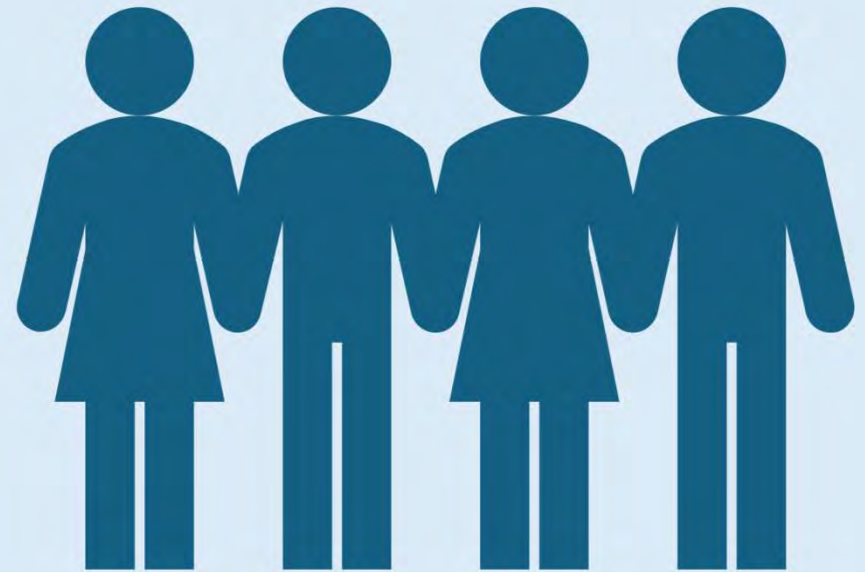
Services CCSLS Does Not Provide

- We are generally unable to assist with the following (but we'll give referrals):
 - Landlord rights (absent elder abuse)
 - Real property disputes (disputes over land/homeownership)
 - Criminal law
 - Family law
 - Immigration
 - Personal injury or medical malpractice
 - Probate
 - Tax
 - Employment
 - Guardianship and conservatorship
 - Applying for public benefits
 - Trusts; wills for high income seniors



By the Numbers: 2024-2025 Fiscal Year

- 837 Clients Served
 - 427 housing (51%)
 - 184 advance healthcare directives, durable powers of attorney, and wills (22%)
 - 16 consumer cases (2%)
 - 139 elder abuse cases (17%)
 - 47 Income maintenance (6%)
 - 24 other services (2%)
- Outreach
 - 54 Pro Bono Senior Clinics held
 - Gave 91 presentations



How Seniors Can Ask Us For Help

- When possible, elders should call us directly to request help
- We need to speak with an elder to provide assistance
- Elders do not need to come in person to our Concord office to receive help





How Can you Refer a Senior to Us?

- Tell the senior to call us at (925) 609-7900
- If they get voicemail, they should leave a message with their:
 - Name
 - Phone number
 - Brief explanation of what they need help with

How Can You Help?

Your support makes our work possible!



Volunteers:

Opportunities for attorneys to help at our senior assistance clinics

Non-attorney volunteers welcome for additional opportunities



Donations:

Can be made online with credit or debit

Can also be sent by check to our office



Scan the QR code for more information!



Contact Us

2702 Clayton Road, Suite 202
Concord, CA 94519

(925) 609-7900
www.ccsls.org

Thank you!