



# Georgia Senior Legal Hotline

Atlanta Legal Aid Society



# WHO ARE WE?



We are approximately 120 attorneys, paralegals, and support staff, who provide legal services to low-income clients in many areas of civil law, largely in Atlanta's five metro counties.

# Introduction to Atlanta Legal Aid and the Georgia Senior Legal Hotline

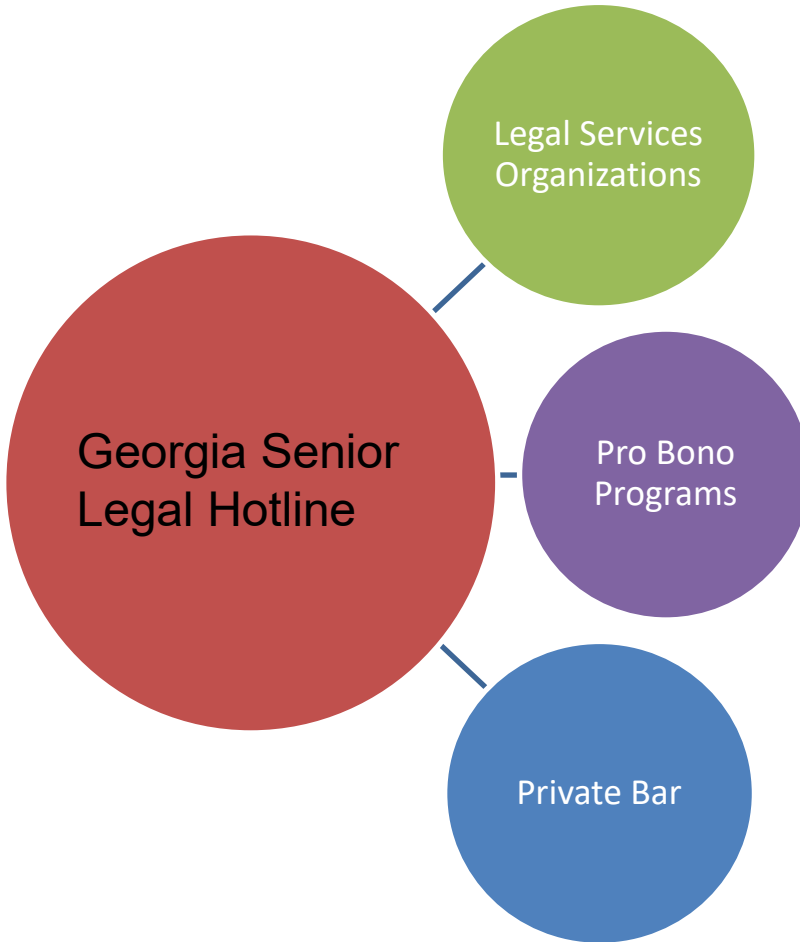
## Atlanta Legal Aid Offices and Specialty Units:

- Offices
  - Fulton and Headquarters
  - Cobb
  - Clayton and South Fulton
  - Gwinnett
  - DeKalb
- Specialty Units
  - Georgia Senior Legal Hotline
  - Senior Citizen's Law Project
  - Health Law Unit (AIDS, cancer, and ALS)
  - Mental Health and Disability Rights Project
  - Home Defense Project
  - General Law Unit
  - Family Law Unit, and Family Law Information Centers
  - Kinship Care Program
  - Hispanic Outreach Project
  - Health Law Partnership (with CHOA)
  - Extended Service Project



- Seniors, aged 60 or over
- Advice, Brief Service, and Referrals
- Staffed by six staff attorneys and two administrative staff
- Strong reliance on volunteers; currently have volunteer attorneys, administrative volunteer, and law firm support

# Georgia Senior Legal Hotline



What are the  
Hotline's  
referral  
sources?

# How does the Hotline work?

- Call and leave a message at the Hotline
- Volunteers pull voicemails and enter them into case management system
- Administrative staff and volunteers call seniors for intake and assign cases to an attorney
- Seniors receive a call back within two to three business days from the attorney

## Hotline Services

- Organize facts
- Identify legal issues
- Screen for benefits
- Provide legal advice
- Provide brief service
- Make referrals

# Most Common Legal Issues

- Collections/garnishment
- Bankruptcy
- Estate Planning
- Probate/Year's Support
- Medicaid/Medicare
- Food stamps
- Consumer disputes
- Long-term care planning
- Social Security
- Mortgages
- Landlord/Tenant
- Public Housing





**THANK YOU!**

Atlanta Legal Aid Society  
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[www.atlantalegalaid.org](http://www.atlantalegalaid.org)

Senior Hotline: 404 - 657-9915 or 1 888-257-9519

