

# Legal Services Vermont Priorities 2024

Priority	Goal	Strategy	Desired Outcomes
<p><b>Housing:</b> Maintain and improve housing stability and quality for low-income individuals and families.</p>	<p>Help clients avoid eviction or transition to new housing.</p>	<p>Disaster-related housing cases</p>	<p>Assist 50 clients avoid housing instability related to Vermont’s July 2023 flood disaster through FEMA appeals and related legal assistance.</p>
		<p>General eviction cases</p>	<p>Protect 300 clients from eviction through advice, referral and representation</p>
		<p>Eviction advice cases and outreach</p>	<p>Provide advice and legal information to 300 clients and community advocates on evictions</p>
		<p>Mobile Home Cases</p>	<p>Protect 30 clients from eviction and preserve their mobile home leases through advice, referral and representation</p>

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		Subsidized housing cases	Protect housing subsidies for 75 individuals and families through advice, referral and representation	
		Habitability cases	Assist 75 clients with housing habitability issues through advice, referral and representation	
		Emergency housing cases	Assist 30 clients with emergency housing denials	
	Ensure that the legal system protects the rights of tenants, and that the public has effective legal information about housing rights		Public education through vtlawhelp.org	Provide legal information to at least 10,000 in-state user sessions on vtlawhelp.org and improve self-help legal information.
			Support for pro se litigants, better court forms, plain language, and improved court services	Through the LSV TIG project, work to improve pro se access to court forms and filing processes.
			Improve statewide enforcement of housing habitability codes	Support clients to advocate with Town Health Officers to enforce habitability regulations in 40 cases

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**Consumer and Benefits:** Improve financial stability for low-income individuals and families

Improve clients' financial status through consumer information and advocacy

Debt collection/repo cases

Reduce or prevent judgment in 100 cases through legal information, advice, referral and representation

Bankruptcy/debtor relief cases

Provide counsel and connect 50 bankruptcy clients with private lawyers

Collection practices cases

Assist 30 clients to protect themselves from creditor harassment through legal information, advice, referral and representation

Public education through vtlawhelp.org

Provide consumer legal information to at least 2,500 in-state user sessions through vtlawhelp.org and improve self-help information and forms.

Preserve and provide access to basic government benefits

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**Family:** Preserve and protect family stability and safety

Provide legal support and assistance for individuals in family matters

Social Security Cases	Assist 100 clients in appealing Social Security overpayments and terminations
Food Stamp, Reach Up, Fuel Assistance, and Social Security eligibility cases	Assist 50 clients in receiving or retaining benefits through legal information, advice, referral and representation
Public education through vtlawhelp.org	Provide benefits information to at least 2,500 in-state user sessions from Vermont through vtlawhelp.org and improve self-help information and forms.
Domestic Abuse cases	Assist 200 victims of domestic violence in getting protective orders through legal information, advice, referral and representation
Divorce and Custody cases	Assist 200 clients with counsel and advice in divorce and custody cases through legal information, advice, referral and representation

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Public education through vtlawhelp.org	Provide legal information to at least 10,000 in-state user sessions in family law through vtlawhelp.org and improve self-help information and forms.
Crime victim cases	Provide legal assistance to 100 crime victims through advice, referral and representation
Crime victim referrals	Coordinate crime victim referrals with other statewide agencies for 250 crime victims

**Legal Assistance and Education:**  
Empower low-income individuals and families

Provide support for low-income clients in civil legal matters

Helpline assistance for low-income Vermonters	Through helpline support, 5000 low-income Vermonters will receive information and advice about civil legal matters
Counsel and advice cases	200 low-income Vermonters will receive counsel and advice in civil legal matters
Pro Bono assistance	Work with statewide partners to improve LSV's pro bono program

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		and expand pro bono participation by private attorneys
Assist low-income Vermonters in understanding their rights and managing their legal problems		
	Legal information available on the web at vtlawhelp.org	Provide legal information to at least 75,000 in-state user sessions on a broad range of civil legal issues and work to update and improve information and forms on the website.
	Advice in civil legal matters	300 clients receive pro se assistance in civil legal matters
Assist low-income Vermonters to represent themselves in court		
	Coaching, help with pleadings, and advice in civil court cases	Draft pleadings and provide pro se support to 300 low-income Vermonters with active cases in court and update pro-se information and forms on vtlawhelp.org.

**Outreach:** Improve access to legal assistance and information

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Provide more access to legal advice and information for low-income Vermonters

Access to legal clinics

Continue to expand statewide access to legal advice clinics using staff and pro bono resources

Access to legal information

Continue to expand outreach and training opportunities to new venues, especially in underserved areas of the state