



IDAHO LEGAL AID
SERVICES

2024

Annual Report



Dear Friends and Supporters,

It is my great honor to write to you as the new Executive Director of Idaho Legal Aid Services. This past year was a pivotal one, filled with achievements, milestones, and challenges that have impacted both our organization and the people we serve. As we look forward to 2025 and beyond, I am encouraged by the ripple effect Idaho Legal Aid’s work continues to have on individuals, families, and entire communities throughout Idaho.

In 2024, we bid a fond farewell to our long-standing Executive Director, Jim Cook. For over 11 years, Jim led ILAS with visionary leadership, guiding our growth and championing innovative approaches. Prior to his time as ED, Jim devoted 14 years to ILAS as a Staff Attorney and Deputy Director. His commitment to justice helped set the stage for all that we have accomplished and all that remains possible.

I stepped into this role with immense gratitude for Jim’s impact and a profound sense of responsibility to carry that work forward. Together with our dedicated staff, I am committed to building on our foundation of excellence and driving us into a future where even more Idahoans have access to life-changing legal assistance.

From Challenges to Change is the guiding theme for this year’s Annual Report. It reflects the transformative journey many of our clients undertake. Whether they are facing eviction, domestic violence, public health benefit denials, or individual rights barriers – the legal support we provide sparks a ripple of positive change that reaches both individuals and entire communities. This ripple effect is at the heart of our mission. Each resolved case restores hope and stability to our clients, while also contributing to a stronger, healthier society for all.

None of this work would be possible without our donors, volunteers, and partners. Your financial support and unwavering belief in our mission fuels every success story we celebrate. Thank you for standing beside us to ensure equal access to justice remains a reality for all Idahoans – regardless of income, background, or circumstance.

On behalf of everyone at Idaho Legal Aid Services, I invite you to explore the pages of our Annual Report and discover the impact of this support. You will find stories of resilience, innovation, and achievement. If you are already a supporter, we extend our heartfelt thanks. If you are learning about us for the first time, we hope these stories demonstrate the profound change you can help create through your generosity. Let’s stand together as we transform challenges into change, one case, one client, and one community at a time.

With Gratitude,

Sunrise Ayers
Executive Director

Contents



By The
Numbers



Our
Impact



Service
Categories



Ripple
Makers



Board of
Directors

2024 By The Numbers

Cases Handled

3,661

Total Cases

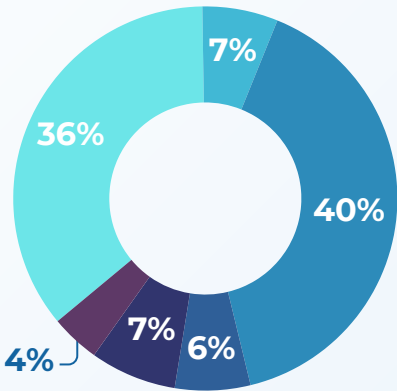
141

MFLU Cases

86

ILU Cases

Client Services



Family Safety & Stability

Health & Essential Benefits

Safe & Stable Housing

Consumer Protection

Advocacy for Older Adults

Individual Rights

Demographics

Income

66%

Up to 125% FPL

23%

125% to 200% FPL

11%

Over 200% FPL

Language

13%

Primary Language
Other Than English

Age

2%

Under 18

65%

18 to 59

33%

Over 60

Gender

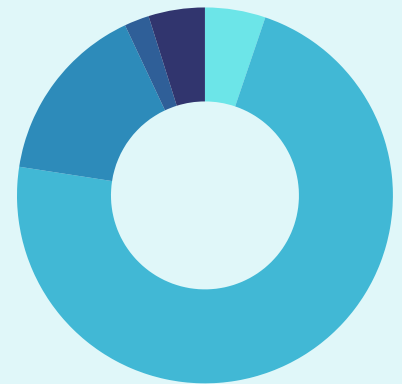
25%

Male

74%

Female

Ethnicity



72% - White

16% - Hispanic

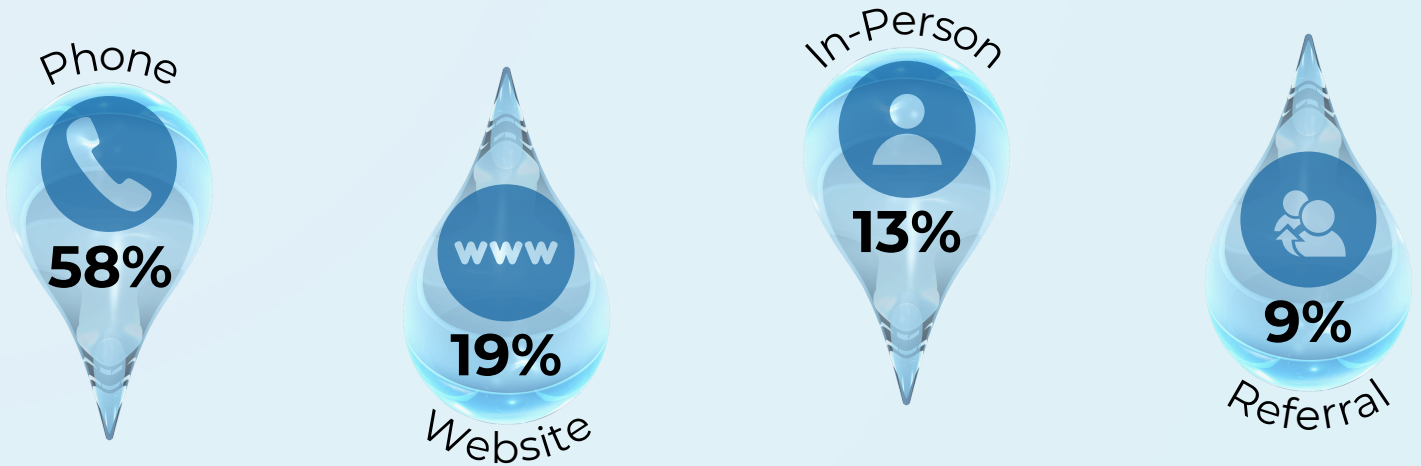
5% - American Indian

4% - Other

2% - Black

Our Impact

Intake Methods



Outreach & Advocacy



Services Snapshot



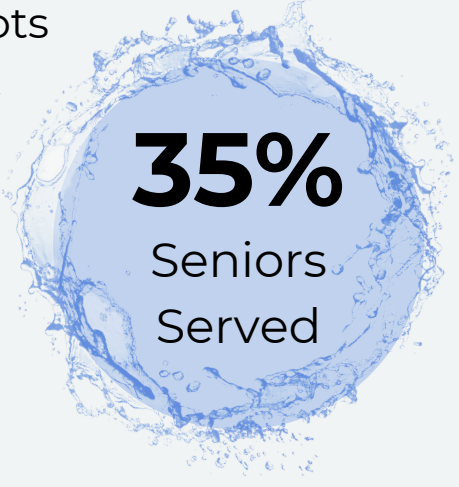
Safe & Stable Housing

Every Idahoan deserves a roof over their head and the legal right to keep it. Our organization defends tenants from illegal evictions, combats housing discrimination, and enforces fair housing laws so families can put down roots and build lasting security.



3.1

Hourly Case
Average



35%

Seniors
Served



1,315

Households
Protected

Impact At A Glance

When a landlord issues an unlawful notice or unsafe living conditions arise, we are often the only line of defense in keeping families housed. In

2024, we helped more than **1,300 households** avoid eviction and compelled landlords to address serious hazards - ensuring our clients stayed warm, dry, and safe at home.

Clients With
Income Below



67%

125% of Federal
Poverty Levels

Percentage of
Cases Resolved



95%

Within The
Calendar Year

Number of
Clients Served



55%

Living With
A Disability

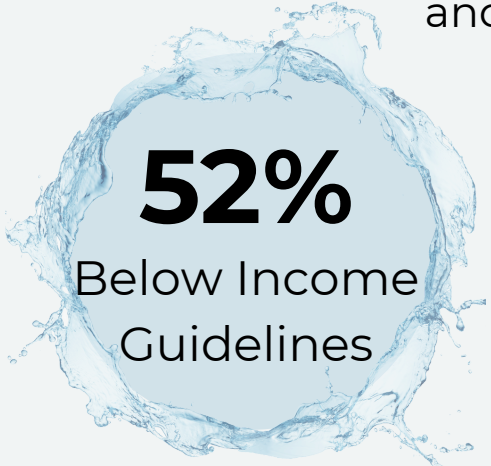
Health & Essential Benefits

Health shouldn't hinge on confusing forms or bureaucratic errors. Our organization helps people secure vital benefits and overturn wrongful denials - work that protects wellness, stability, and dignity in communities across the state.



250

Benefit
Cases Won



52%

Below Income
Guidelines



3.9

Average
Case Hours

Impact At A Glance

No one should lose their health or housing because of red tape. In over **200 cases**, we helped Idahoans navigate complex systems like Medicaid, unemployment benefits, and Supplemental Security Income so they could keep their insurance benefits, maintain steady income, and focus on recovery.

Share of
Clients Served



63%

That Were 60
Years or Older

Amount of
Clients That



79%

Are Living With
A Disability

Percent of
Cases Resolved



95%

Within The
Calendar Year

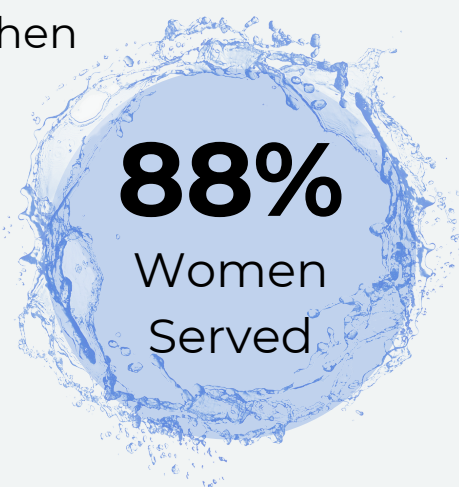
Family Safety & Stability

We stand with survivors of domestic violence and families in crisis, using the law to turn fear into safety. Our staff prioritize survivor voices and children's well-being by securing protection orders and safe arrangements when families need it most.



6.3

Hourly Case
Average



88%

Women
Served



1,500

Families
Protected

Impact At A Glance

Every day, families turn to us when home is no longer a safe place. In 2024, we helped more than **1,500 households** secure protection orders, navigate custody disputes, and reclaim a sense of safety. Our attorneys stood beside survivors in court, amplified their voices, and provided the legal foundation they needed to protect their children and start again.

Share Reporting
As Survivors of



92%

Domestic
Violence

Amount of Cases
Closed



93%

Within The
Calendar Year

Clients With
Incomes Below

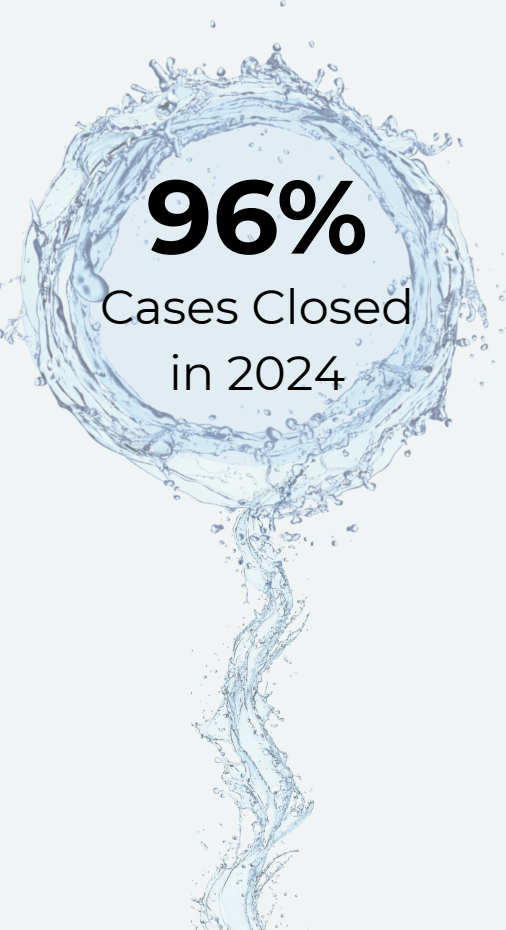


74%

125% of Federal
Poverty Levels

Consumer Protection

Everyday transactions shouldn't be legal minefields. Idaho Legal Aid Services protects Idahoans from predatory practices - recovering lost wages, challenging fraud, and defending the financial rights of those living paycheck to paycheck.



96%

Cases Closed
in 2024



2.5

Average Case
Hours



238

Consumers
Shielded

Impact At A Glance

In an era of scams, fine-print traps, and rising costs, our work helped restore financial stability for over **200 Idaho households** in 2024. We challenged deceptive practices, recovered lost income, and safeguarded clients from exploitation. This advocacy protected not just paychecks - but peace of mind for those living on the edge.

Clients With
Incomes Below



47%

125% of Federal
Poverty Levels

Proportion of
Clients That



65%

Live With
A Disability

Percentage of
Clients Served



73%

That Were 60
Years or Older

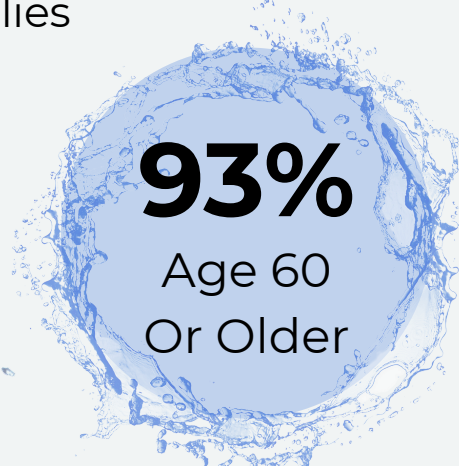
Advocacy for Older Adults

Idaho's seniors deserve to age with peace of mind and dignity. We draft wills and powers of attorney, defend against unnecessary guardianships, and act as guardian ad litem only when protection is required - helping families safeguard loved ones.



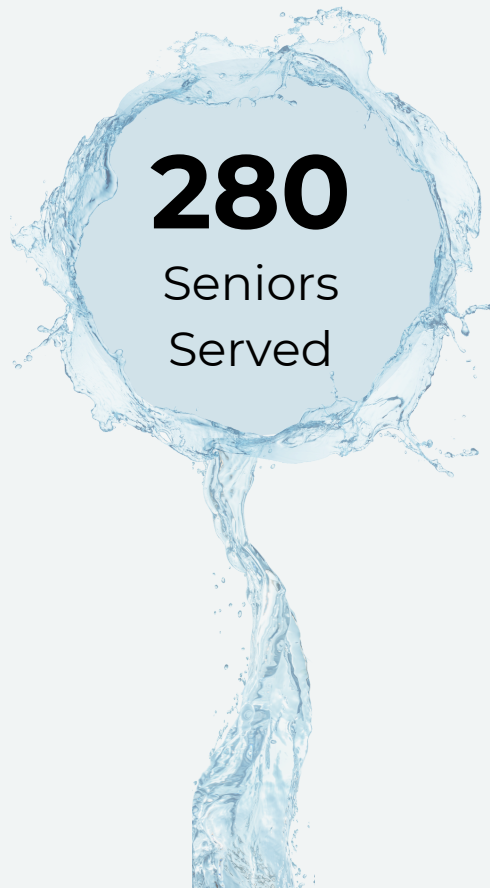
3.6

Average
Case Hours



93%

Age 60
Or Older



280

Seniors
Served

Impact At A Glance

Aging shouldn't mean giving up control. In 2024, nearly **300 seniors** worked with Idaho Legal Aid Services to safeguard their wishes, finances, and independence through advance planning and legal protection. From powers of attorney to guardianships, we helped families navigate sensitive transitions with clarity and compassion.

Clients With
Income Below



44%

125% of Federal
Poverty Levels

Percentage of
Cases Resolved



96%

Within The
Calendar Year

Amount of
Clients Served



56%

Living With
A Disability

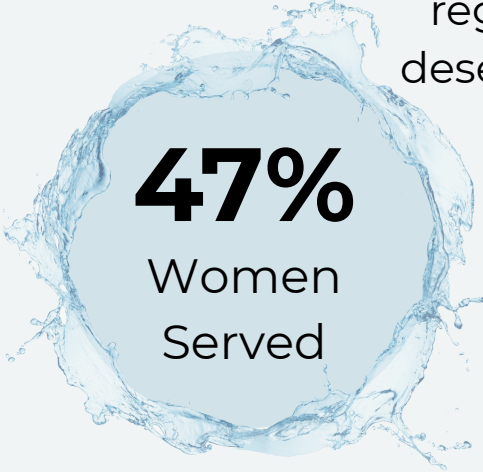
Individual Rights

Civil rights are not optional. Whether confronting disability discrimination or workplace harassment, we represent clients whose fundamental rights are on the line. Our staff believes every Idahoan - regardless of circumstance, deserves fairness and dignity.



180

Rights Cases
Resolved



47%

Women
Served



8.8

Hourly Case
Average

Impact At A Glance

Fairness should not depend on income. In 2024, Idaho Legal Aid Services supported **180 Idahoans** facing job discrimination, wrongful record barriers, or civil-rights violations. This work opened doors to new employment, housing opportunities, and a true second chance for those who need it most.

Percentage of
Cases Resolved



71%

Within The
Calendar Year

Amount of
Clients Served



30%

Age 60 Years
Or Older

Clients Reporting
Income Below



84%

125% of Federal
Poverty Levels

Ripple Makers in 2024

When Billie faced a challenging custody battle, her former partner unjustly cited her recent illness as proof she couldn't effectively parent.

Idaho Legal Aid Services represented Billie in court, powerfully demonstrating her consistent dedication and resilience as a parent. Winning primary custody provided her the stability she needed to not only thrive at work, but also pursue further education - significantly enhancing her family's prospects for a brighter future.

"I'm thankful for you every day...I wish I had more than words to repay you."

Ripple Starter Under \$249

Amy Shumway
Andrew Dickerson
Anita Hurlburt
Ashley Cetnar
Brian Neuffer
Bruce Thomas
Catherine Renshaw
Claire Tardiff
Courtney Diehl
D. James Manning
David Leroy
David Winmill
Donald Gray
Erin Coningsby
Ernesto Sanchez
Gary Hanes
Geoffrey Heeren
Glenn Posein

Jacqueline Fearnside
Jenna Furman
Jesse Lipson
John Arkoosh
Jon Evans
Joseph Pirtle
Joshua Bishop
Justin Curtis
Karl Casey
Kathryn Sticklen
Kira Dale
Kurt Starman
Louise Regelin
Marie Callaway
Mark Cox
Matthew Taylor
Meghan Carter
Merlyn Clark
Nancy Luebbert
Nicholas O'Bryant

Nicole Hendersen
Noah Bush
Packer Elder Care Law
Phillip Oberrecht
Richard Petersen
Sunrise Ayers
Theodore Tollefson
Thomas McCabe
**Wave Maker
\$250 to \$499**
Alexandra Hodson
April Oliver
Boyd Peterson
Farin Eddins
Forrest Hunter
Galen Carlson
Howard Burnett
Jack & Peggy McMahon
Jacquelyn Bock
James Arnold

Ripple Makers in 2024

James Dale
Jennifer Dockter
Kara Heikkila
L. Scott Wolfley
Leon Smith
M. Sean Breen
Michael Metz
Molly Miragas
Nancy Baskin
Natasha Taylor
Ofelia Resendiz
Rick Carnaroli
Roger Burdick
Scott Wayman
Steven Verby
Tom Arkoosh

Current Catalyst **\$500 to \$999**

Alexandra Grande
Bart Davis
Clay Gill
Colleen Zahn
Comstock & Bush
Cooper & Larsen
David Ballard
Debra Heise
Dempsey Foster
Gabriel Hamilton
Hugh Mossman
Jane Spencer
Jim & Mary Jones
Joel Horton
John Butler

John Stegner
Kenton & Allison Wood
Kenworth Sales
Lisa Nordstrom
Newal Squyres
Parsons Behle Latimer
Patricia Young
Patrick Miller
Paul Clark
Stephen Rice
Stoel Rives
Teague Donahey
University of Idaho
Tide Turner
\$1,000 to \$2,499

Depoldaho
Diane Minnich & Mike
Stoddard
Elam & Burke
Gjording Fouser
Heidi Fisher
Idaho Association of
Defense Counsel
Melissa Kilmer
Tristin Poorman

Surge Sustainer **\$2,500 to \$4,999**

Kirton McConkie
Satz Asbury Foundation
Confluence Circle
\$5,000 And Above
DeAtley Foundation

Duke Evett
Hawley Troxell
Hepworth Holzer
Holland & Hart
Idaho Magistrate Judges
Association
Third District Bar
Association



Following a life-changing disability and subsequent domestic violence, Tammie turned to Idaho Legal Aid Services for assistance. Through patient, dedicated representation, Tammie secured vital Social Security benefits, sole custody, and a protective order. She emerged empowered, affirming that the abuse was never her fault, and reclaiming safety and financial independence.



Board of Directors

Idaho Legal Aid Services is guided by a Board of Directors composed of both attorneys and clients. Appointed by various bar associations and client organizations, these volunteer members generously contribute their time and expertise to oversee ILAS's operations. We are deeply grateful for their dedication, leadership, and commitment to our mission.

Officers

President

Brooke Redmond

Vice President

Kinzo Mihara

Secretary

Cathy Beck

Members

Sean Walsh

First District Bar Association

Kathleen Centers

Safe Passages

Paul L. Clark

Second District Bar Association

Renae Hoff

Third District Bar Association

Haze Young

Western Idaho Community Action Program

William Mauk

Fourth District Bar Association

Lora Breen

Idaho State Bar Association

Anne Henderson

Fourth District Bar Association

Miriam Mbotha

Women's and Children's Alliance

Jennifer Dockter

Fifth District Bar Association

Adriana Arteaga

Community Representative

Mary Shea

Sixth District Bar Association

Amber Williams

Community Representative

Steve Brown

Seventh District Bar Association

Tracey Gorman

Seventh District Bar Association

Kourtney Crossley

Eastern Idaho Head Start



Office Locations

Boise

1447 S. Tyrell Lane
Boise, ID 83706

Nampa

212 12th Ave Road
Nampa, ID 83686

Coeur d'Alene

610 W. Hubbard Ave., Suite 219
Coeur d'Alene, ID 83814

Pocatello

109 N. Arthur, Suite 302
Pocatello, ID 83204

Idaho Falls

482 Constitution Way, Suite 101
Idaho Falls, ID 83402

Twin Falls

496 Shoup Ave West, Suite G
Twin Falls, ID 83301

Lewiston

2230 3rd Ave North
Lewiston, ID 83501

www.idaholegalaid.org

[@IdahoLegalAid](https://www.instagram.com/IdahoLegalAid)



**IDAHO LEGAL AID
SERVICES**

— Advocacy. Education. Representation. —