

[Iowa] LiveHelp Client Stories

Guardianship of Brother

A man's brother was in the hospital for two years. The hospital wanted the man to be his brother's guardian and conservator. The man wanted more information on his legal and financial obligations before agreeing, and looked on the Iowa Legal Aid LawHelp Web site for information. He needed some help finding the information, but the Iowa Legal Aid offices were closed for the night. The man sent an email to Iowa Legal Aid using the LiveHelp feature.

The LiveHelp operator responded the next morning. She first explained to the man that Iowa Legal Aid cannot give legal advice by email, and sent him the link to the Iowa Legal Aid LawHelp page with information on Guardianship.

The man sent a reply to the LiveHelp operator, "Thank you for your reply. The 'determining the necessity for, and alternatives to guardianship and conservatorship' are very helpful. Thanks."

Disabled Mother

A visitor to the Iowa Legal Aid Senior Hotline LawHelp Web site used the LiveHelp Chat feature to ask this question, "How do I get my Mother on disability? Where do I start?" The Iowa Legal Aid LiveHelp operator explained that there was information on the main Iowa Legal Aid LawHelp site, and explained first where to click on the screen to go to the information then sent the visitor a link to the page she needed. The visitor responded, "Got it! Thanks!" The visitor signed off saying, "This is a great service, thank you."

Bad Used Car

Thirty minutes after a single mother purchased a used car with her income tax refund, the car stopped running. The seller refused to send a tow truck, to repair the car or to refund the money the woman paid for the car.

The woman's sister went online to the Iowa Legal Aid Web site and sent a request for help using the LiveHelp chat feature. The LiveHelp operator at Iowa Legal Aid explained to the sister that Iowa Legal Aid cannot give legal advice in LiveHelp chat, but offered to help the sister find information. The sister thanked the LiveHelp operator and said, "yes, anything will help we are desperate."

The Iowa Legal Aid LiveHelp operator sent the sister the page on the Iowa Legal Aid site that helps site visitors find the local Iowa Legal Aid office or intake phone number and said the woman who bought the car should call Iowa Legal Aid for help with her problem. The operator also sent the sister the number of the Iowa Bar Association Lawyer Referral Service in case the buyer of the car was not low income.

Next the Iowa Legal Aid LiveHelp operator sent the sister to the articles on the Iowa Legal Aid Web site that discuss the purchase of used cars. After reading two articles, the sister of the car buyer sent the Iowa Legal Aid LiveHelp operator this message, “Thank you, you helped more than you know, take care.”