



Resources

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Landlord/Tenant Issues

- **Alaska Legal Services Corporation:** Tenants may call for help on their Landlord Tenant Helpline, open Monday - Thursday from 6PM-8PM at 1-855-743-1001. If your landlord is trying to evict you, mention the eviction when you call. If the line is busy when you call, hang up and keep trying until you reach someone.
 - **Alaska Legal Services Corporation Elder Law Project:** for Alaska residents who are at least 60 years of age, ALSC attorneys can assist with landlord/tenant disputes, public housing, assisted living, and nursing homes. To learn more, folks can visit their website at <https://www.alsc-law.org/elder-advocacy/> or call the ALSC Anchorage office toll-free at 1-888-478-2572.
- **Alaska Bar Lawyer Referral Service:** The Alaska Bar Association's Lawyer Referral Service connects the public with active, reputable attorneys who charge a maximum of \$125 for the first half-hour consultation. Services are accessible toll-free within Alaska and during specified hours, providing legal assistance efficiently and affordably. Visit their website at <https://alaskalawhelp.org/organization/lawyer-referral-service> or call at 1-800-770-9999.

Housing Discrimination

- **Alaska Legal Services Corporation:** Alaska Legal Services also provides crucial assistance to underserved populations by ensuring fair housing under federal law and protecting against discrimination based on race, color, religion, national origin, sex, familial status, or disability. You can contact them at 1-855-679-3247 or visit their website at <https://www.fairhousingalaska.org/>.
- **Anchorage Equal Rights Commission (AERC):** If an individual has experienced discrimination at their job, in their housing, or at a local business, school, financial institution or governmental agency within the Municipality of Anchorage, they can contact AERC at 907-343-4342 or EqualRights@anchorageak.gov.
- **Alaska State Commission for Human Rights:** The Alaska State Commission for Human Rights is the state agency that enforces the Alaska Human Rights Law and investigates complaints related to discrimination. Complaints can be filed via phone at 907-274-4692 or by visiting <https://humanrights.alaska.gov/>.

Housing Resources

- **Brother Francis Shelter:** Brother Francis provides low-barrier emergency shelter and support services for adults experiencing homelessness. Services include housing case management and various programs aimed at facilitating long-term stability for guests. Their phone number is 907-277- 1731 and the shelter is located at 1021 E 3rd Avenue.
- **Abused Women's Aid In Crisis (AWAIC):** AWAIC provides safe shelter, comprehensive support services, and advocacy for women, men, and children affected by domestic violence in Alaska, assisting them in building safe, independent lives. Their phone number is 907-272-0100.
- **McKinnell House:** McKinnell House provides emergency shelter services for homeless families in Anchorage, including 24-hour lodging and individualized case management. Their phone number is 907-375-3500 and their website is <https://mckinnellhouse.salvationarmy.org/>.
- **Henning Incorporated:** Henning Inc. offers a range of services including supportive housing options, case management, health services like mental health resources, and professional development opportunities such as job skill training and interview preparation. Their programs also include landlord support with peer counseling and treatment referrals. They are located at 921 W. 6th Ave in Anchorage and their email is info@henninginc.org.

- **Bean's Cafe:** They offer comprehensive services to combat hunger and homelessness in Anchorage, providing up to 10,000 meals daily. Their phone number is 907-433-8601, their email is info@beanscafe.org, and their website is <https://beanscafe.org/>.
- **Covenant House Alaska:** Covenant House offers transitional living programs in Anchorage to support homeless youth in achieving stability and independence through education, employment services, and community engagement. Their initiatives include career counseling and educational support, and they provide housing to people ranging from ages 13 to 24. Their address is 755 A Street and their phone is 907-272-1255.
- **Clare House (Catholic Social Services):** Clare House offers emergency shelter, meals, and essential resources for women with children and expectant mothers in need. Their services include 24-hour support and case management aimed at helping families achieve stability. Their phone number is 907-222-7300 and their website is <https://www.cssalaska.org/our-programs/clare-house/>.
- **Downtown Hope Center:** They offer daily meals, shelter, and supportive services to homeless and low-income individuals of all genders. The phone number is 907-277-4302 and their website is <https://www.downtownhopecenter.org/>.

Probate & Estate

- **Alaska Court System Self-Help Services:** The Alaska Court System has created a helpful resource for individuals who may have questions about probate and estates. The Probate Self-Help page can be found at <https://courts.alaska.gov/shc/probate/index.htm>.
- **Alaska Legal Services Corporation Elder Law Project:** For Alaska residents who are at least 60 years of age, ALSC attorneys can assist with Advance Directives such as power of attorney, living wills, and testamentary wills. To learn more, folks can visit their website at <https://www.alsc-law.org/elder-advocacy> or call the ALSC Anchorage office toll-free at 1-888-478-2572.
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- **Alaska Bar Unbundled Legal Services:** The Alaska Bar Association curates a list of attorneys who are licensed to practice law in Alaska and provide Unbundled Legal Services in a variety of substantive areas. Unbundled Legal Services can also be described as discrete task representation, which means an attorney provides a specific service to a client rather than being retained to handle all aspects of a client's case. The attorneys' rates can be obtained from each individual attorney. The list can be accessed via their website at <https://alaskabar.org/wp-content/uploads/Unbundled-List-Current.pdf>

Wills

- **Alaska Court System Self-Help Services:** The Alaska Court System has created a helpful resource for individuals who may have questions about wills or are interested in creating their own will. Their website on wills can be located at <https://courts.alaska.gov/shc/probate/wills.htm>.
- **Alaska Law Help:** This is a free online tool prepared by Alaska Legal Services that walks individuals through the process of creating their own wills. The website is <https://alaskalawhelp.org/classroom/preparing-your-own-will/introduction-to-wills/wills-faq>.

- **Alaska Legal Services Corporation Elder Law Project:** for Alaska residents who are at least 60 years of age, ALSC attorneys can assist with Advance Directives such as power of attorney, living wills, and testamentary wills. To learn more, folks can visit their website at <https://www.alsc-law.org/elder-advocacy> or call the ALSC Anchorage office toll-free at 1-888-478-2572.
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Native Shares/Dividends

- If individuals are having issues with their dividends or shares, the first step will always be to contact their corporation to see if the issue can be resolved internally. Most corporations have a shareholder records department or team designated to handle concerns related to dividends/shares. Many corporations have websites and/or portals where individuals can review their dividend/share information and complete Shareholder Stock Wills.
- **Alaska Legal Services Corporation:** ALSC offers support to Alaska Native clients with issues related to wills. They may be able to answer questions about dividends/shares. To learn more, folks can visit their website at <https://www.alsc-law.org/alaska-native/> or call the ALSC Anchorage office toll-free at 1-888-478-2572.
- **Alaska Bar Lawyer Referral Service:** The Alaska Bar Association's Lawyer Referral Service connects the public with active, reputable attorneys who charge a maximum of \$125 for the first half-hour consultation. Services are accessible toll-free within Alaska and during specified hours, providing legal assistance efficiently and affordably. Visit their website at <https://alaskalawhelp.org/organization/lawyer-referral-service> or call at 1-800-770-9999.

Vulnerable Populations

Elders

- **Adult Protective Services (APS):** APS helps to prevent or stop harm to vulnerable adults. Vulnerable adults are people who may not be able to protect themselves due to age, illness, or disability. If someone is calling and needs to make a report of harm to APS, they can call 1-800-478-9996.
- **Aging and Disability Resource Centers:** Alaska's Aging and Disability Resource Centers (ADRCs) connect Alaskans with long-term services and programs they need. They help seniors, people with disabilities, and caregivers find services like in-home care, transportation, Medicaid and Medicare options, and environmental modification resources. ADRCs can also help consumers find assistive technology resources, like vision or hearing aids, and mobility devices, like walkers

or wheelchairs. They can sometimes help people make changes to a home to make it safer or easier to access. To get help from ADRC, call 1-855-565-2017.

- **South Central Foundation Elder Program:** The Southcentral Foundation Elder Program provides a comprehensive approach in delivering services to address the needs of Alaska Native and American Indian Elders, age 55 and older, who reside in the Anchorage area. Their phone number is 907-729-6500.

Children

- **Office of Children's Services (OCS):** If someone reports concerns regarding the safety or wellbeing of a child they know or care about, they should be encouraged to make a report to the Office of Children's Services. The fastest and easiest way to report child abuse is to call the OCS reporting hotline at 1-800-478-4444. If someone suspects child sexual abuse, they should make a report to both OCS *and* Law Enforcement.
- **OCS Complaints:** If someone calls to express a grievance with a decision or action taken by OCS, they can file a grievance using the following form:
<https://dfcs.alaska.gov/ocs/Documents/form/complaint.pdf>.
- **Court-appointed attorney:** If a parent calls about their open OCS case and is looking to speak with an attorney, they should contact their court-appointed attorney from the Public Defender Agency or the Office of Public Advocacy. The phone number for the Office of Public Advocacy is 907-269-3500. The Public Defender Agency has all their staff contact information listed on their website at <https://pda.doa.alaska.gov/contact-us/>.
- **ICWA:** If a parent is calling about OCS involvement or removal and hopes to have their tribe involved in their child(ren)'s case, they should be referred directly to their tribe. If a tribal employee is calling ANJC about an ICWA case, they should be forwarded to the ANJC ICWA team.
- **Alaska Ombudsman:** If a parent is calling about a closed OCS case and are interested in filing a complaint about how a case may have been handled, they can file an online complaint at <https://ombud.alaska.gov/file-a-complaint/>. They can also complete an intake by calling 907-269-5290 or emailing ombudsman@akleg.gov.

Child Support

- **Child Support Services/Enforcement Division (CSSD/CSED):** If someone is calling with concerns about child support, they will want to reach out directly to the Child Support Enforcement Division at 907-269-6900. The CSSD website (<https://childsupport.alaska.gov/>) allows parents to contact their caseworker, look up case information, and make payments online.

Civil Cases

Adoptions/Guardianship

- **Alaska Court System Self-Help Services:** The Alaska Court System Self-Help program has information on Guardianship and Conservatorship. Individuals can learn more about the court process, filings, and other information by visiting <https://courts.alaska.gov/shc/guardian-conservator/index.htm>. For adoption information and forms, they can visit <https://courts.alaska.gov/forms/index2.htm#adopt>.
- **Alaska Court System Guardian Help Line:** This help line is available to all people seeking information about Alaska adult guardianships or conservatorships. Phone Line Hours are

Monday-Thursday 8:00AM-4:30PM and Friday 8:00AM-12PM. The Statewide Phone Line Number is 907-264-0520 and emails can be sent to guardianshiphelpline@akcourts.gov.

- **Office of Public Advocacy (OPA):** Alaska's Office of Public Advocacy provides crucial support and guidance to individuals serving as guardians or conservators for family members or friends. They assist with navigating responsibilities and legal requirements, including filing complaints about public assistance programs such as SNAP. To learn more, individuals can visit <https://opa.doa.alaska.gov/pg/intro/>. OPA's phone number is 907-269-3500.
- **Alaska Legal Services Corporation:** ALSC provides crucial legal assistance in Alaska, focusing on various civil issues including paternity, adoption, guardianship, domestic abuse, divorce, name change, child custody, and support. To learn more, folks can visit their website at <https://www.alsc-law.org/alaska-native/> or call the ALSC Anchorage office toll-free at 1-888-478-2572.
- **Alaska State Association for Guardianship and Advocacy (ASAGA):** ASAGA provides information on guardianship and conservatorship, as well as trainings, tools, resources and advocacy for guardians and conservators. They have information on how to apply for guardianship and how to complete annual reports. For more information or to ask questions, individuals can email asagaak@protonmail.com or call 907-312-0382.

Powers of Attorney

- **Alaska Court System Self-Help Services:** The Alaska Court System Self-Help program has information on Power of Attorney. Individuals can learn more about Powers of Attorney and Health Care Directives by visiting <https://courts.alaska.gov/shc/family/shcpoa.htm>.
- **Alaska Legal Services Corporation:** ALSC provides crucial legal assistance in Alaska, focusing on various civil issues including paternity, adoption, guardianship, domestic abuse, divorce, name change, child custody, and support. To learn more, folks can visit their website at <https://www.alsc-law.org/alaska-native/> or call the ALSC Anchorage office toll-free at 1-888-478-2572.

Personal Injury (including Medical Malpractice)

- **Alaska Bar Lawyer Referral Service:** The Alaska Bar Association's Lawyer Referral Service connects the public with active, reputable attorneys who charge a maximum of \$125 for the first half-hour consultation. Services are accessible toll-free within Alaska and during specified hours, providing legal assistance efficiently and affordably. Visit their website at <https://alaskalawhelp.org/organization/lawyer-referral-service> or call at 1-800-770-9999.
- **Alaska Bar Unbundled Legal Services:** The Alaska Bar Association curates a list of attorneys who are licensed to practice law in Alaska and provide Unbundled Legal Services in a variety of substantive areas. Unbundled Legal Services can also be described as discrete task representation, which means an attorney provides a specific service to a client rather than being retained to handle all aspects of a client's case. The attorneys' rates can be obtained from each individual attorney. The list can be accessed via their website at <https://alaskabar.org/wp-content/uploads/Unbundled-List-Current.pdf>.

Small Claims

- **Alaska Court System:** The Alaska Court System provides step-by-step instructions on the small claims process in its "Alaska Small Claims Handbook" which can be accessed at <https://public.courts.alaska.gov/web/forms/docs/sc-100.pdf>. There are also fill-in-the-blank forms available for use on the court website at <https://courts.alaska.gov/forms/index2.htm#sc>.

Employment Law

Worker's Compensation

- **Alaska Department of Labor and Workforce Development:** The Alaska Workers' Compensation system ensures injured employees receive medical and disability benefits, including provisions for dependents in cases of work-related fatalities. It also addresses fraud prevention, employer compliance, and regulatory updates through various committees and boards within the Department of Labor and Workforce Development. To contact them, visit their website at <https://www.labor.alaska.gov/wc/> or call at 877-783-4980 and email at workerscomp@alaska.gov.

Workplace Discrimination & Wrongful Termination

- **Anchorage Equal Rights Commission (AERC):** If an individual has experienced discrimination at their job, in their housing, or at a local business, school, financial institution or governmental agency within the Municipality of Anchorage, they can contact AERC at 907-343-4342 or EqualRights@anchorageak.gov.
- **The Alaska State Commission for Human Rights:** The Alaska State Commission for Human Rights enforces state laws prohibiting discrimination in various aspects of life, including employment, public accommodations, and housing. Composed of seven commissioners appointed by the governor, the commission aims to eliminate discrimination statewide by investigating and resolving complaints from individuals across Alaska. Complaints can be filed via phone at 907-274-4692 or by visiting <https://humanrights.alaska.gov/>.
- **U.S. Equal Employment Opportunity Commission:** The EEOC provides step-by-step instructions for addressing workplace harassment: initially confronting the harasser if possible, checking for an existing anti-harassment policy, and following its reporting procedures if available; otherwise, seeking assistance from a supervisor or HR. Retaliation protections are guaranteed by law, and individuals can file a discrimination charge with the EEOC within specific time limits if needed. Their website is <https://www.eeoc.gov/laws/guidance/what-you-should-know-what-do-if-you-believe-you-have-been-harassed-work> and their phone number is 1-800-669-4000.
- **Disability Law Center of Alaska:** The Disability Law Center may be able to help if an individual with a disability is facing a legal issue related to their disability. Their intake process has moved completely online and can be completed at <https://www.dlcak.org/intake/online-intake-form>. If an individual requires a reasonable accommodation to complete the form, they can email akpa@dlcak.org or leave a message at 1-800-478-1234.
- **Alaska Bar Lawyer Referral Service:** The Alaska Bar Association's Lawyer Referral Service connects the public with active, reputable attorneys who charge a maximum of \$125 for the first half-hour consultation. Services are accessible toll-free within Alaska and during specified hours, providing legal assistance efficiently and affordably. Visit their website at <https://alaskalawhelp.org/organization/lawyer-referral-service> or call at 1-800-770-9999.
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Criminal Representation/Criminal Cases

- **Public Defender Agency or Office of Public Advocacy:** If you qualify for court appointed counsel, your court appointed attorney from the Public Defender Agency or the Office of Public Advocacy serves as your advocate and represents your position in court and with the legal parties outside of court. The phone number for the Office of Public Advocacy is 907-269-3500. The Public Defender Agency has all their staff contact information listed on their website at <https://pda.doa.alaska.gov/contact-us/>.
- **Alaska Bar Lawyer Referral Service:** The Alaska Bar Association's Lawyer Referral Service connects the public with active, reputable attorneys who charge a maximum of \$125 for the first half-hour consultation. Services are accessible toll-free within Alaska and during specified hours, providing legal assistance efficiently and affordably. Visit their website at <https://alaskalawhelp.org/organization/lawyer-referral-service> or call at 1-800-770-9999.
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Prisoner Rights

- **ACLU of Alaska:** The ACLU has a strong track record of advocating for the rights of prisoners, ensuring fair treatment and access to parole for inmates struggling with mental illness through litigation and legislative action. You can reach out to them through their website <https://www.acluak.org/> or contact Jackie Sheperd at 907-351-9011 and jshepherd@acluak.org.

Wrongful Convictions

- **Alaska Bar Association:** If an individual is hoping to file a complaint against their previous attorney in a criminal case, they can contact the Alaska Bar Association at 907-272-7469 or can file an online Attorney Grievance Form at <https://alaskabar.org/for-our-community/complaints-against-attorneys/>.
- Individuals can also file an appeal on their criminal conviction, but this would need to be done through their current attorney or through a new private attorney. If they are interested in finding a new private attorney, they can connect with The Alaska Bar Association's Lawyer Referral Service or the Unbundled Legal Services List.

Re-entry

- **CITC Re-Entry & Restorative Justice Services:** CITC provides services and tools to those returning to the community after incarceration in order to successfully rebuild their lives. Participants gain support through comprehensive case management, peer-driven support groups, behavioral cognitive therapy, and additional resources for housing, employment, education, substance abuse, behavioral health, and medical health care. To connect with services, individuals can call 907-793-3200.
- **Partners Reentry Center:** The Center provides comprehensive reentry support including employment services, transitional housing assistance, counseling and mentoring. Individuals can visit their website at <https://www.partnersforprogressak.org/> or call 907-272-1192.

Law Enforcement Complaints

- **Anchorage Police Department (APD):** there are two locations individuals might file complaints or grievances against APD. The Anchorage Municipal Ombudsman receives complaints via their website at <https://www.muni.org/Departments/Assembly/Ombudsman/Pages/default.aspx>. Additionally, individuals are encouraged to submit complaints directly to APD for internal investigation. To learn more about this process, folks can visit their Internal Affairs Unit website at <https://www.anchoragepolice.com/internal-affairs>.
- **Alaska State Troopers:** Individuals who would like to file a complaint can complete a “Notice of Employee Conduct” form online at <https://dps.alaska.gov/Comm/OPS/Home>.
- **Office of Victims' Rights (OVR):** The Office of Victims' Rights provides free legal services to victims of crime with regard to contact with police, prosecutors, judges, and other criminal justice agencies in this state, as well as to advance and protect victims’ rights in court. Individuals can complete the online Request for Help form at <https://ovr.akleg.gov/form.php> or can call toll-free at 1-844-754-3460.