

# The Florida Bar Foundation

Annual Report  
of the  
*Legal Assistance  
for the Poor Grant  
Program*  
**2013**



*The Florida Bar Foundation  
875 Concourse Parkway South, Suite 195  
Maitland, Florida 32751*



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# Annual Statewide Overview Report



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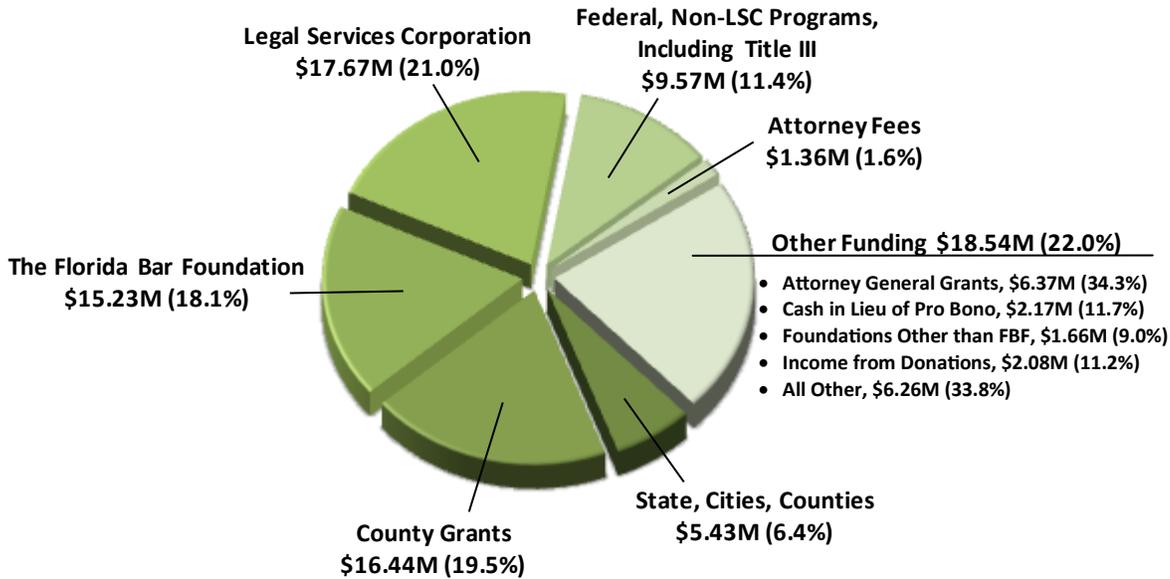
## **Providing Access to Justice for Florida's Most Vulnerable Residents.**

The Florida Bar Foundation (Foundation) offers an integrated, comprehensive system of grant programs and other forms of support to strengthen Florida legal services programs and increase client services. Grants for these purposes are:

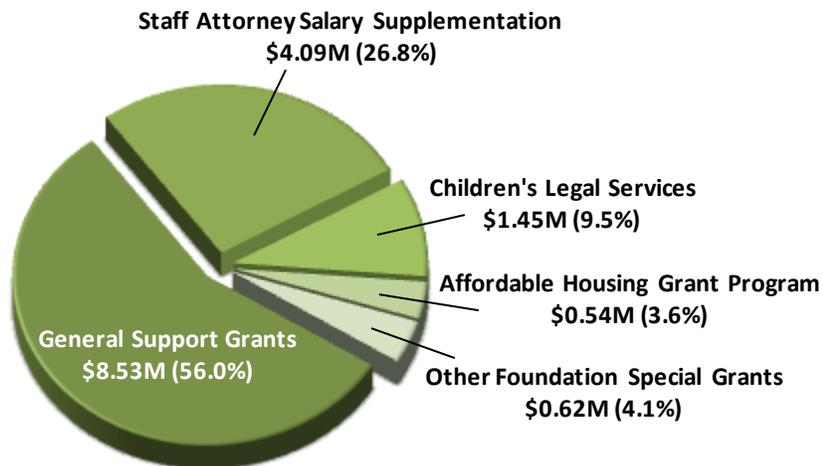
### **Legal Assistance for the Poor (LAP) Grant Programs:**

- General Support
  - Children's Legal Services
  - Affordable Housing
  - Staff Attorney Salary Supplementation
- 
- Of \$84.25 million received by Florida legal services organizations in 2013, \$15.23 million, or 18.1 percent, came from The Florida Bar Foundation.
  - The Foundation is the only funder linking 31 legal services programs in Florida to form a comprehensive, statewide legal services delivery system.
  - Foundation grantees documented direct dollar benefits to clients totaling more than \$89 million in 2013 from sources including child support and federal programs such as Social Security and Supplemental Security Income, which is designed to provide food, shelter and medical care to the elderly and disabled.
  - Foundation-funded providers completed 86,757 cases in 2013.

## Total Funding Received - \$84.25M by Florida Bar Foundation Grantees, 2013



## Total Foundation Funding - \$15.23M Provided for Calendar Year 2013



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## **General Support Grant Program**

The Florida Bar Foundation awards annual grants to legal aid programs for the general support of the provision of free legal assistance to eligible clients within the service area of each program. The general support grants comprise over 55 percent of the funds provided by the Foundation for the provision of legal assistance for the poor. The general support grants contribute initial institutional support to legal aid programs for the provision of general legal assistance based upon local priorities. These grants are distributed on the basis of the number of poor people in each region under Florida's legal services plan. Several statewide programs are funded on a non-per capita basis and offer statewide legal services, including legislative, administrative, and statewide advocacy, and co-counseling and backup services for local legal aid programs.

For 2013, the Foundation awarded a total of \$8.53 million in general support grants which funded 31 legal aid programs providing a full range of legal services to the low-income population of Florida's 67 counties.

## **Affordable Housing Grant Program**

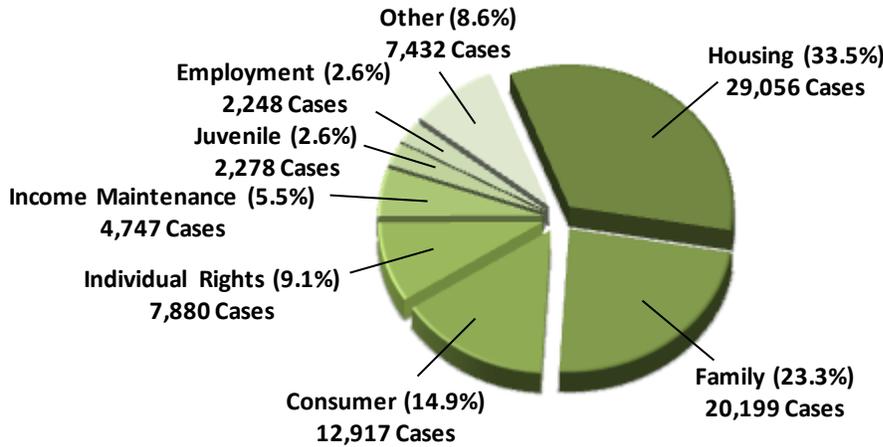
The Foundation has sought to make an impact on the affordable housing crisis for low-income individuals and families through the implementation of a statewide-regional affordable housing project. The goal of the project is to undertake systemic advocacy to prevent the loss of affordable housing units and to support the development of new affordable housing units. Grants support multi-form legal advocacy, including legislative advocacy, administrative advocacy, public policy advocacy and litigation on a statewide and local level in collaboration with local community groups. In March 2013, the Foundation awarded a total of \$540,000 in affordable housing grants that funded six affordable housing projects.

## **Staff Attorney Salary Supplementation Grant Program**

In September 2007 the Foundation released the results of an in-depth study titled, "The Quest for the Best: Attorney Recruitment and Retention Challenges for Florida Civil Legal Aid." Eighty-eight percent of the state's legal aid attorneys participated in the study through Web-based surveys, personal and telephone interviews and focus groups. The study found that the median starting salary for a licensed attorney in a Florida legal aid program was \$38,500 and that staff attorneys do not reach a median salary of \$50,000 until nine years after law school graduation.

Common measures of a middle class lifestyle, such as home ownership, proved beyond the reach of legal aid attorneys in spite of their highly specialized and marketable skills. The study also found that "financial pressure due to low salary" was the number one reason former legal aid attorneys left their jobs. In accordance with the recommendations of the study, The Florida Bar Foundation initiated a Staff Attorney Salary Supplementation Grant Program in 2008 to increase staff attorney starting salaries beginning Jan. 1, 2008 to a minimum of \$43,500 and to a minimum of \$46,000 by Jan. 1, 2010. It also established goals that attorneys with three, six, and ten years of experience would be earning a minimum salary of \$50,000, \$60,000 and \$70,000 respectively, by 2010. For 2013, the Foundation provided a total of \$4.09 million to 29 of the Foundation's general support legal aid programs to assist them in achieving these goals and to improve professional development measures, including supervision, and training, etc.

# 86,757 Cases Closed in 2013



The following examples of actual cases reflect generally the advocacy undertaken by Foundation grantees and pro bono attorneys.

- 
- |   |  |   |  |
|---|--|---|--|
| <b>Housing Matters</b><br><b>29,056 Cases</b> | <ul style="list-style-type: none"> <li>• Federally Subsidized Housing Rights</li> <li>• Homeownership/Real Property</li> </ul> | <ul style="list-style-type: none"> <li>• Landlord/Tenant (Other than Public Housing)</li> </ul> | <ul style="list-style-type: none"> <li>• Public Housing</li> <li>• Housing Discrimination</li> </ul> |
|---|--|---|--|

By the time Rhonda, a single mother of five children, contacted legal aid, she and her children were homeless and living in a shelter. The Housing Authority had denied her application for public housing assistance because it claimed she had a past criminal record and owed the Housing Authority money. Her legal aid attorney investigated the matter and determined that the Housing Authority was mistaken about her past record, and that it was improperly charging her for past fees. After her attorney resolved these matters, Rhonda and her children were found eligible for housing assistance. The family left the homeless shelter and is now living in a safe and affordable home where the children have the stability they need to succeed in school and live healthy lives. *Legal Services of Greater Miami, Miami*

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- |  |  |   |  |   |
|--|--|---|--|---|
| <b>Family Matters</b><br><b>20,199 Cases</b> | <ul style="list-style-type: none"> <li>• Adoption</li> <li>• Custody/Visitation</li> </ul> | <ul style="list-style-type: none"> <li>• Dissolution of Marriage</li> <li>• Adult Guardianship/Conservatorship</li> </ul> | <ul style="list-style-type: none"> <li>• Name Change</li> <li>• Parental Rights Termination</li> </ul> | <ul style="list-style-type: none"> <li>• Domestic Abuse</li> <li>• Support</li> </ul> |
|--|--|---|--|---|

Stacey, a 36-year-old mother of three who had been married for 16 years, was served with divorce papers after she was permanently disabled by a genetic condition that causes paralysis, the inability to speak, and eventually, death. Although she remained mentally sharp, Stacey could only express her wishes through "yes" or "no" gestures or by pointing to letters of the alphabet to spell out words. Legal aid became Stacey's "voice" in litigation seeking sufficient spousal support to provide for her medical care, as well as a share of the husband's retirement benefits. Their three children were living with Stacey's husband, and she wanted to maintain frequent contact with them. After a year of litigation and lengthy settlement negotiations, Stacey received a settlement valued at more than \$1,600 a month for the remainder of her life, monthly Social Security benefits in the amount of \$576 and her husband's agreement to maintain a life insurance policy for the benefit of their three children. In addition, the settlement required Stacey's husband to transport the children to visit her regularly and on holidays. Legal aid also helped Stacey with estate documents, including a living will, designation of a health-care surrogate, and a durable power of attorney. *Heart of Florida Legal Aid Society Inc., Lakeland*

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- |  |  |   |   |
|--|--|---|---|
| <b>Consumer Matters</b><br><b>12,917 Cases</b> | <ul style="list-style-type: none"> <li>• Bankruptcy/Debtor Relief</li> <li>• Collection</li> <li>• Contracts/Warranties</li> </ul> | <ul style="list-style-type: none"> <li>• Credit Access</li> <li>• Energy</li> <li>• Loans/Installment Purchase</li> </ul> | <ul style="list-style-type: none"> <li>• Public Utilities</li> <li>• Unfair Sales Practice</li> </ul> |
|--|--|---|---|

Sheila, 86, sought help from legal aid because her Social Security retirement benefits were being garnished to reimburse the cost of medical services allegedly paid for by Medicare. In 2005, Sheila had been involved in a car accident in which she was not at fault. She had received a settlement, which paid all of the medical bills, such that Medicare was either reimbursed or not held responsible for expenses. In May 2013, Sheila was notified that she owed Medicare more than \$8,000. She contacted her personal injury attorney, who wrote numerous letters to the Treasury Department to no avail. A legal aid staff attorney made numerous calls to the collection agency and the Medicare Secondary Payer Recovery Contractor (MSPRC) and was able to eventually convince them to re-evaluate Sheila's account. They cancelled the alleged debt and Sheila received reimbursement of all of the monies that had been garnished. *Three Rivers Legal Services, Gainesville*

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Individual Rights Matters 7,880 Cases

- Immigration/Naturalization
- Mental Health
- Civil Rights
- Disability Rights
- Human Trafficking

Raimundo came to the United States when he was 11 to live with his mother and father in Florida and was later joined by his three younger siblings. Raimundo’s father was extremely abusive, causing Raimundo to step in and try to take care of his mother when his father lost control. The family left on one occasion and reported the abuse to police, but they returned as they had nowhere else to go. When Raimundo was 16 he came home one night to find the door locked. When he knocked, his father answered it, saw that it was Raimundo and threw boiling grease on him. The police were again called, and Raimundo was taken to the hospital and treated for his burns. His father was then arrested and later sentenced to six years in jail. On behalf of the family, legal aid filed for U-Visas, which enable victims of certain crimes to gain legal status and work eligibility in the United States. Their case was approved, and now they can live and work in the United States and be free of their abuser. *Florida Equal Justice Center, Ft. Myers*

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Income Maintenance Matters 4,747 Cases

- Welfare
- Social Security
- Unemployment Compensation
- Food Stamps
- SSI
- Veterans Benefits

Ben was a homeless veteran living on the street or occasionally on a friend’s couch. He was unable to work because of severe PTSD related to his military service. Because of his disability he quickly became aggressive with anyone who could not provide him with the assistance he requested. He came to legal aid angry and suspicious and had already been thrown out of most places he had gone to for assistance. The Social Security Administration had denied his claim for benefits, and legal aid agreed to represent him in his appeal. At the hearing, Ben’s legal aid attorney helped him tell his story about all the efforts he had made to get help and how difficult his life had become. The Administrative Law Judge, also a veteran, agreed that Ben was disabled and granted him benefits. Ben is now in his own apartment and is able to participate in his continuing treatment without worrying about where he will spend the night or whether his life is in danger. *Coast to Coast Legal Aid, Plantation*

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Employment Matters 2,248 Cases

- Employment Discrimination
- Earned Income Tax Credit
- Employee Rights
- Wage Claims
- Taxes
- Agricultural Workers Issues

A U.S. citizen from New Mexico, Efrain, 66, was picking citrus in Florida’s Indian River area in January 2013, when he fell from an 18-foot ladder, badly injuring his shoulder, back and ribs. Although his employer reported the injury to the insurance carrier, the carrier failed to pay for medical treatment or compensation for lost wages during the period of his convalescence. By the time he sought legal aid, Efrain was being evicted from his apartment for nonpayment of rent, had no money for food and was in severe pain from his still-untreated injuries. Legal aid filed several petitions on Efrain’s behalf, ultimately winning him thousands of dollars in back-wage benefits and securing approval for medical treatment and physical therapy. Furthermore, in the course of assisting him with his worker’s compensation claim, his legal aid attorney discovered that Efrain had been paid well below the federal and state minimum wage for his work. Legal aid filed suit against Efrain’s employer, and a federal court awarded him more than \$6,000 in damages. *Florida Legal Services Migrant Farmworker Justice Project, Lake Worth*

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Health Matters 1,345 Cases

- Medicaid/Medicare
- Home/Community Based Care
- Long Term Care Facilities
- Gov’t Children’s Health Insurance
- Private Health Insurance
- State and Local Health

Louise, a 23-year-old woman with cerebral palsy and three young children, had been sexually abused by her uncle, and one of her children was from this incestuous relationship. The Department of Children and Families (DCF) petitioned for the appointment of a guardian after Louise’s grandmother made allegations of abuse, and the Guardianship Program of Dade County was appointed to her case on an emergency basis. Through the work of the Guardianship Program and DCF, Louise was removed from the home where the abuse was taking place. The Guardianship Program worked with the Agency for Persons with Disabilities to find a placement for Louise and her children in an appropriate group home. They now live in a four-bedroom house that provides 24-hour care. The uncle was incarcerated for the sexual abuse and remains in prison. *Guardianship Program of Dade County, Miami*

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## Children's Legal Services Grant Program

In March 2013, the Florida Bar Foundation continued to recognize the special legal needs of children by awarding \$1.45 million to fund 22 children's legal assistance projects. This funding included a total of \$223,530 in contributions from the Trial Lawyers Section of the Florida Bar, the Family Law Section of the Florida Bar, and the Real Property Probate and Trust Law Section of the Florida Bar. Other contributions totaling \$257,592 included contributions from the Florida Bar's Annual Lawyers Challenge for Children, The Florida Bar Foundation's Kids Deserve Justice License plate campaign, individual contributions from John and Pam Noland, and individual contributions from the Executive Council members of the Real Property Probate and Trust Law Section of the Florida Bar.

These grants reach rural and urban areas throughout Florida and address children's legal needs through staff attorney and private pro bono attorney services. Among the children reached are the following:

- Children who are disabled or have learning disabilities and were being denied special education services required by law;
- Foster care children whose time in foster care could be shortened;
- Children, including foster care children, who need access to medical, mental and other health related services;
- Children seeking benefits so that they can be cared for by loving relatives rather than being placed in the state foster care system; and
- Children aging out of foster care who need transitional assistance and access to their Social Security funds held by the state.

### Programs receiving grants in 2013:

- Americans for Immigrant Justice
- Bay Area Legal Services
- Brevard County Legal Aid
- Community Law Program
- Community Legal Services of Mid-Florida
- Dade County Bar Association Legal Aid Society
- Florida's Children First
- Florida Equal Justice Center
- Florida International University College of Law
- Florida Legal Services
- Florida State University College of Law
- Gulfcoast Legal Services
- Jacksonville Area Legal Aid
- Lawyers for Children America
- Legal Aid Service of Broward County
- Legal Aid Society of Palm Beach County
- Legal Aid Society of the Orange County Bar Association
- Legal Services of Greater Miami
- Legal Services of North Florida
- Southern Legal Counsel
- University of Miami School of Law (Children and Youth Law Clinic)

## **Children's Legal Services Grants - Protecting Children, Providing Better Futures**

Leon, 15, has spent nearly his entire life inappropriately placed in a geriatric nursing home in the Tampa Bay area. Born with Infantile Cerebral Palsy, he requires a tracheotomy tube to breathe and a gastrostomy tube for all nutrition and is a ward of the state. The Public Interest Law Clinic at the Florida State University College of Law advocated for Leon to receive appropriate services in a community setting and worked to facilitate an adoption for Leon. As the Attorney ad Litem, the Center visited the adoptive family's home three times and interviewed the family's doctor, teachers and nurses in preparation of a report to the Court to support the adoption. Leon was successfully placed with his new family just before Christmas and is in the final stages of the adoption process. He is thriving in his new community placement. *(Florida State University College of Law - Health Care Access/Special Education Project)*

Patrice and Sam are in the first and third grades, respectively. They both have been diagnosed with bipolar disorder and attention deficit disorder and are on medication to mitigate their symptoms. Their mother also struggles with bipolar disorder and therefore understands her children's experience. At the end of the school year, both children, who had many absences from school documented by doctor's notes, had their reassignment to their school rescinded. The school had been notified of the children's medical diagnoses, and the mother had requested that the children be evaluated to determine if they were students with disabilities under the Individuals with Disabilities Education Act (IDEA). The school refused to allow the students to stay at their reassigned school. Legal aid helped the mother appeal to the reassignment committee, which determined that their absences allowed the school to rescind their reassignment. Believing that the children's medically documented absences were manifestations of their disabilities, legal aid filed a complaint with the Office of Civil Rights (OCR) for disability discrimination. The OCR agreed and determined that the school and the committee failed to consider their possible disabilities in their decision making. OCR entered into a resolution with the Broward County School District, ordering them to train school personnel, evaluate the two children, provide compensatory education, if needed, and correct their policy regarding the reassignment committee. The impact of this determination, if followed by the school district, will keep future students struggling with mental health disabilities from being discriminated against in the reassignment process. *(Legal Aid Service of Broward County)*

Betheny, 16, came into the dependency system after suffering sexual abuse for four years at the hands of her 18-year-old half brother, which her mother denied. Betheny suffers from several mental health disorders and suicidal thoughts. She engages in self-mutilation and often cuts herself when she encounters extreme stress, sometimes carving expletives into her hands and arms. Initially, the mother refused to enter into a case plan in Betheny's dependency case, and the half brother refused a plea in the criminal case, so Betheny was going to have to testify in both trials. A Lawyers for Children America pro bono attorney fought aggressively for protective orders to shield the teenage girl from the rigors of testifying in both cases and helped gather additional evidence. Because of the attorney's zealous advocacy, the mother eventually consented to a case plan and the brother took a plea, thereby eliminating the need for the Betheny to testify against her brother and mother. This was a huge victory given Betheny's habit of inflicting self harm after stressful events. The attorney also zealously advocated for her to receive all needed services in her dependency case. As a result, Betheny is now stabilized and receiving the medical and therapeutic care she needs. *(Lawyers for Children of America - Teen Collaborative Project)*

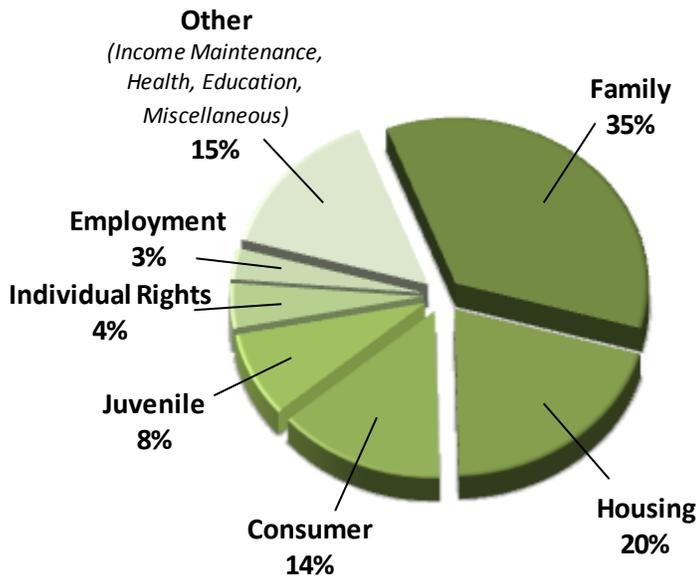
## Pro Bono Participation

With implementation of the Florida Supreme Court’s pro bono plan in 1993, attorney participation in Florida Bar Foundation-funded pro bono projects surged in 1994, then reached a peak in 1998 before tapering off from 1999-2007. In September 2008, the Statewide Standing Committee on Pro Bono completed its groundbreaking study on pro bono titled, “Pro Bono: Looking Back, Moving Forward”. The study, sponsored by Foundation funding, examined the stagnation of pro bono, and decline in pro bono through organized programs. The study also made recommendations as to how to reinvigorate pro bono in Florida through prospective partnerships among the courts, the Florida Bar, the Foundation, local bar associations, law firms, individual attorneys, and pro bono programs that administer pro bono projects.

In the years since 2008, the Standing Pro Bono Committee, with the continuing support and guidance of the Foundation, has undertaken several successful initiatives to engage additional private attorneys in the provision of pro bono legal services to low-income families and to improve the pro bono delivery system. One of those initiatives, the One Campaign, continues to engage pro bono attorneys who work with their local legal aid office where they can utilize their unique skills to help regular citizens navigate the law.

A total of 6,508 private lawyers provided direct legal assistance to clients and closed 9,749 pro bono cases in 2013, approximately 11 percent of the total of 86,757 cases closed by Foundation grantees. Over 5,900 private lawyers provided cash contributions of over \$2.1 million. Florida’s lawyers donated 88,499 hours through organized pro bono programs in 2013. At an *average* hourly rate of \$120, this represents a significant private-sector contribution: \$10.6 million worth of free assistance to low-income people across the state.

## Cases Completed by Private Attorneys



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## Foundation-funded Programs are a Good Investment.

### Legal Services advocacy produces millions of dollars in benefits for low-income Floridians.

From the purely economic perspective of dollars generated per dollar invested, the performance of Florida's Legal Aid advocates is outstanding. In 2013, for example, they won an estimated \$89.0 million in direct benefits for their clients, including child support payments, Social Security Disability benefits and worker's compensation insurance payments -- benefits to which clients were legally entitled.

### Foundation-funded programs bring dollars into local economies.

Federal benefits such as Social Security, Supplemental Security Income, Temporary Assistance to Needy Families, and Medicaid are vital strands of the safety net. These federal income support benefits not only help the direct recipients, but also flow immediately into local economies, generating income and jobs for working Floridians that otherwise would be lost to our state.

In 2013, Legal Aid advocates obtained \$53.6 million in federal client benefits flowing into Florida communities. These benefits, together with \$27.2 million\* in federal grant funds for Florida Bar Foundation-funded programs' own operating support, represented a total of \$80.8 million flowing directly into local communities in the form of salaries, rent and goods, and services purchased from local businesses. Applying a standard economic activity multiplier of 1.54 produces a reliable estimate of \$124.5 million in new economic activity and 3,052 jobs resulting from these benefits and grants.

## Economic Impact...

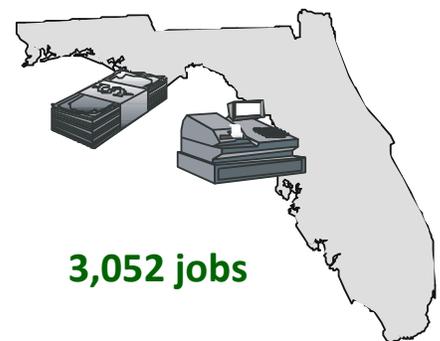
**\$80.9  
Million**

in federal grants & benefits obtained for clients...

- Disability
- Supplemental Security Income
- Medicare
- Other

...Circulates  
**1.54 times**  
in local economies...

...providing  
**\$124.5 million**  
in income for working Floridians.



**3,052 jobs**

*\*\$27.2 million total includes \$17.7 million in federal Legal Services Corporation (LSC) grants and \$9.5 million in other federal grants.*

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## Foundation-funded legal services are cost-effective.

Legal aid lawyers provide services in a compassionate manner, but strive to serve as many clients as they can with limited resources. In 2013, they handled 10 cases for every \$10,000 in funding they received.

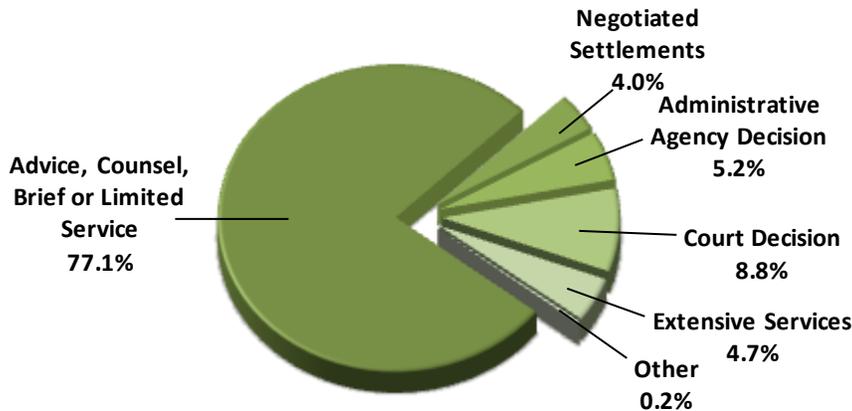
- **A high proportion of cases are resolved without litigation.**

As the graph below indicates, 77 percent of the 86,757 cases closed by legal aid in 2013 were resolved by advising the client about steps he or she could take short of litigation, or by providing non-litigation services such as drafting a letter or making phone calls on the client's behalf.

- **Pro bono efforts of the private bar leverage the investment of dollars in Foundation-funded programs.**

Of the above total number of cases, private lawyers closed 9,749 cases on a pro bono basis in 2013. They donated 88,499 hours of services, valued at \$10.6 million.

### Total: 86,757 Cases



## Legal aid promotes and strengthens families, communities and the children's futures.

Further, and perhaps most important, the legal advocacy of legal aid lawyers and paralegals protects low-income families from the unlawful loss of their homes and transportation to work, the unfair denial of medical benefits and services, and the unjust deprivation of educational services to disabled children. Legal aid lifts the despair of poverty and provides opportunity and justice. This strengthens families, lessens violence in homes and communities, and helps to ensure a stronger society, a society that honors its ideals.

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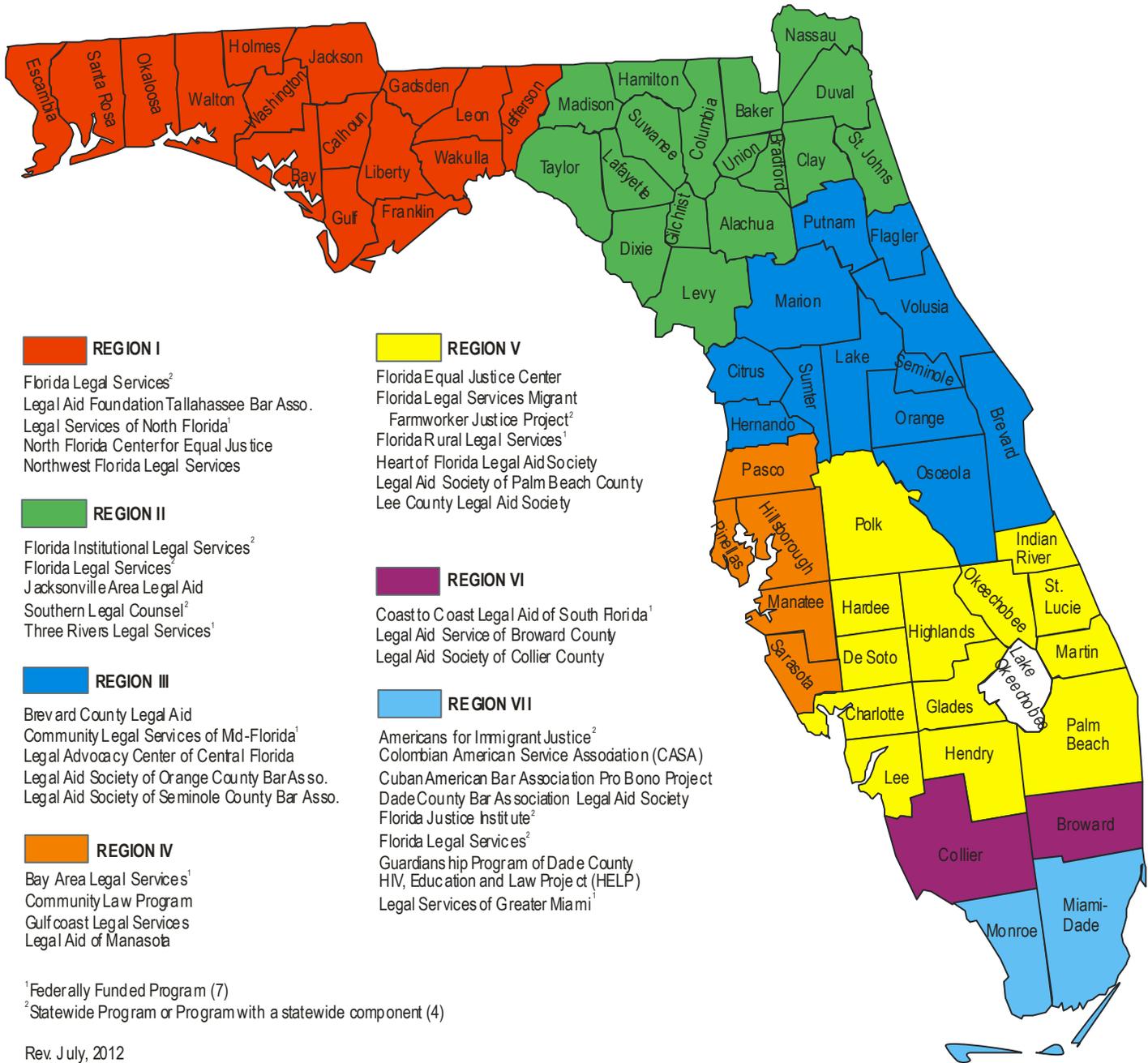
## **Foundation-funded programs apply technology as a strategy for improving the productivity and accessibility of their services.**

- A computerized case management system (Legal Server) supplied by the Florida Bar Foundation to 28 general support grantees helps with the administration of the day-to-day casework of program lawyers and paralegals. This case management system provides grantees the data and communication needed to manage cases, track outcomes, and efficiently report to funding sources. The system was installed and operational by September 2009 in the grantee programs. The Foundation continues to assist grantees with support through a help desk, additional training, and further development of the case management system.
- Local websites provide 24-hour access to legal education and self-help materials for low-income clients, and for professionals who pass this information on to their low-income clients. A statewide website, operated by Florida Legal Services and supported by the Foundation, links Florida legal aid advocates and pro bono attorneys to training, community legal education materials, legal research resources and other support services. The website also is available to clients for information on available legal aid services, client community education materials, and other resources.
- Full computerized legal research materials and services are made available to legal assistance grantees at a very reasonable rate, with the Foundation handling the centralized billing for a statewide contract with legal research firm Westlaw and providing supplemental funding .
- A web-based grant management system (LegalServer), adopted by the Foundation in 2012, is the companion to the case management system (LegalServer) used by Foundation general support grantees. The grant management system serves as a database of grantee information and allows Foundation staff to solicit and receive electronic grant applications, reports, and outcomes measures from its grantees. Technical support and training is provided by Foundation staff who also support the help desk for grantees using the LegalServer case management system.

## **Planning for the Future...**

Since the collapse of the national economy in the latter half of 2008, the Foundation has experienced significant declines in IOTA revenue. Utilization of a significant reserve by the Foundation has enabled grants to be decreased over a period of several years. However, very significant grant reductions have been necessary. Grant reductions in 2012 resulted in an overall cut in Foundation grants of 30 percent from the prior year's grants. The Foundation has sought funding from other sources to alleviate these reductions over the past few years, and in several instances, the Foundation has been successful in obtaining other funding. However, the new funding obtained has not offset the revenue lost due to low interest rates on IOTA accounts. The Foundation continues to pursue other funding initiatives and prioritize its funding reductions in order to preserve the core of critical civil legal aid to low-income families in Florida.

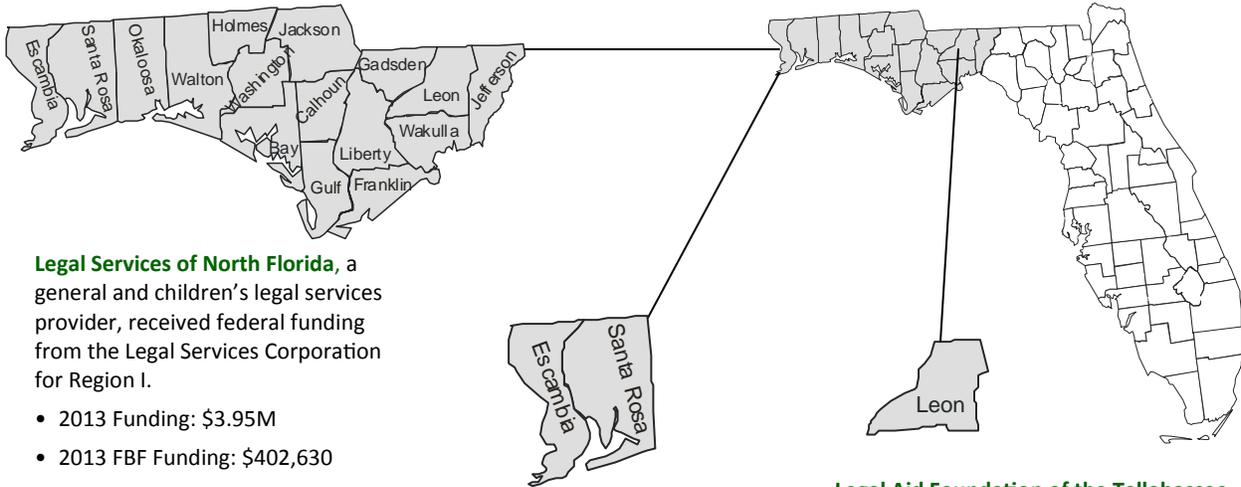
# Florida's Regional Legal Services Delivery System



Region I



# Key Statistics for 2013 for the Legal Services Delivery System in Region I



**Legal Services of North Florida**, a general and children’s legal services provider, received federal funding from the Legal Services Corporation for Region I.

- 2013 Funding: \$3.95M
- 2013 FBF Funding: \$402,630
- 4,019 Cases Closed in 2013

**The North Florida Center For Equal Justice** is the unrestricted legal services program serving Region I, primarily clients with housing issues.

- 2013 Funding: \$0.41M
- 2013 FBF Funding: \$150,844
- 10 Cases Closed in 2013

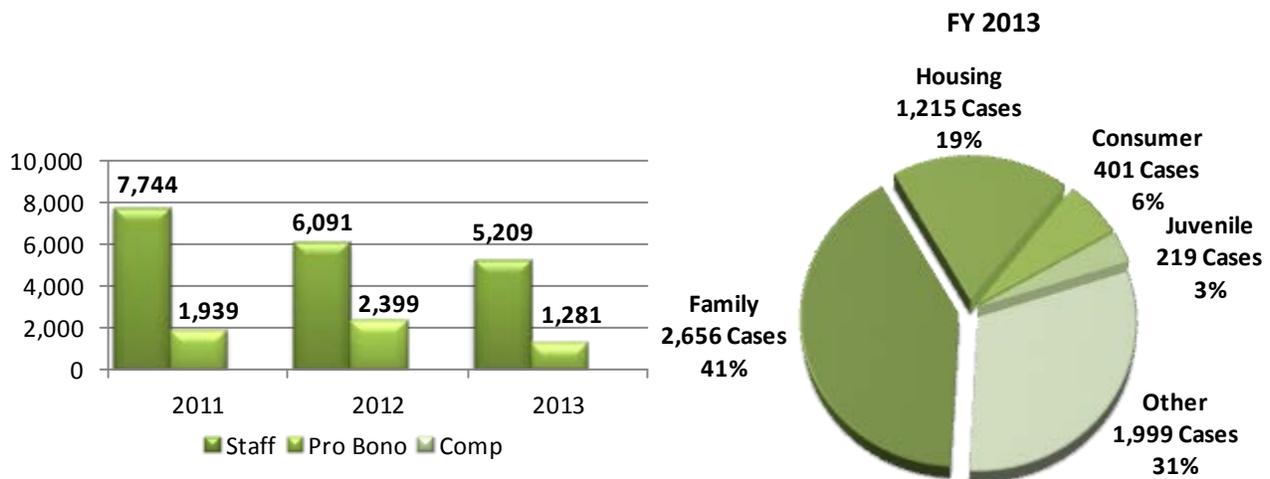
**Northwest Florida Legal Services** provides general legal services in two counties.

- 2013 Funding: \$0.76M
- 2013 FBF Funding: \$229,166
- 2,375 Cases Closed in 2013

**Legal Aid Foundation of the Tallahassee Bar Association** services one county utilizing volunteer attorneys and law students and also sponsors the Legal Aid Guardian Program.

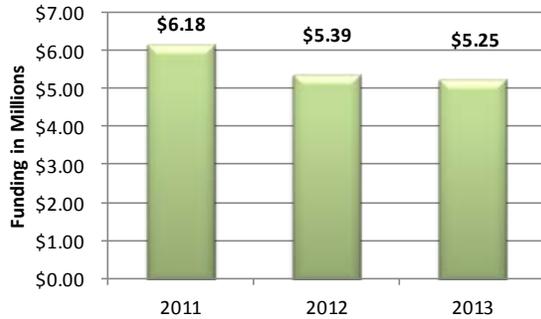
- 2013 Funding: \$0.13M
- 2013 FBF Funding: \$27,929
- 86 Cases Closed in 2013

## Total Case Services For Individuals



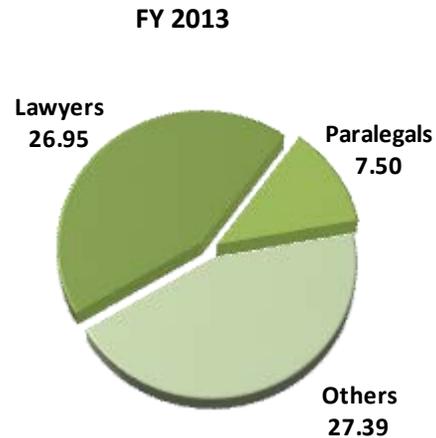
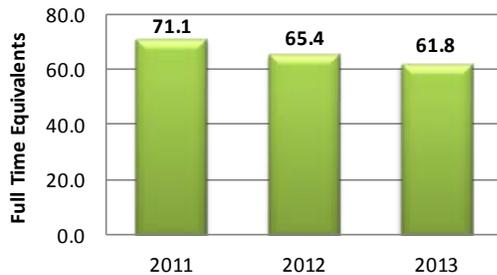
Number of low income persons within Region (125% of poverty per 2000 census): 222,001

## Total Funding



*FBF General Support funding per region is based upon a census formula, counting low income persons at 125% of poverty level.*

## Total Staffing



*Number of attorneys per 10,000 low income people (125% of poverty per 2000 census): 1.2*

## Total Pro Bono and Other Volunteer Programs

### Statistics:

- 461 private attorneys participated in 2013.
- 6,399 attorney hours of service were provided, valued at \$959,850 (\$150 per hour).
- 1,286 cases were closed by pro bono attorneys.
- 664 attorneys contributed \$190,993 in funding.

# Legal Aid Foundation of the Tallahassee Bar Association, Inc. *Tallahassee*

## Snapshot of Achievements, 2013

LAF is recovering from reduced pro bono volunteer service after the September 2012 elimination of the Tallahassee Bar Association's mandatory service requirement for members. Achievements factoring into our recovery include: The hiring of a full-time executive director in June 2013, recognized by the Florida Bar Foundation and other grantors as essential to LAF success. Having full time leadership capacity allowed LAF to increase community outreach and systems development, such as: Improved client outreach and information by updated, accessible information. LAF developed new service applications, brochures, social media presence, and a new website. Fast, consistent acknowledgement of volunteer lawyers and financial supporters through a variety of channels. Large scale e-communications to TBA, local bars, and the Second Judicial Circuit. LAF uses this new capacity to inform the legal community about our efforts and to recruit volunteers. Improved, consistent staff training. LAF created a training manual for intake-referral staff. With the Clerk of the Court, Refuge House, and 2-1-1 Big Bend, LAF cross-trains staff on organizational services and appropriate referrals. LAF has also increased the variety and effectiveness of volunteer recruitment systems, such as: New online volunteer survey, allowing LAF to customize case opportunities to respondent preferences. Mentorship opportunities to involve lawyers who cannot take on full representation. Improved client service through a case triage system. Volunteer lawyers recommended systems to evaluate client cases for urgency, allowing LAF to identify cases requiring accelerated review and volunteer recruitment. These cases receive pro bono help more quickly than in the past.

## Population Served:

*General Low Income Population*



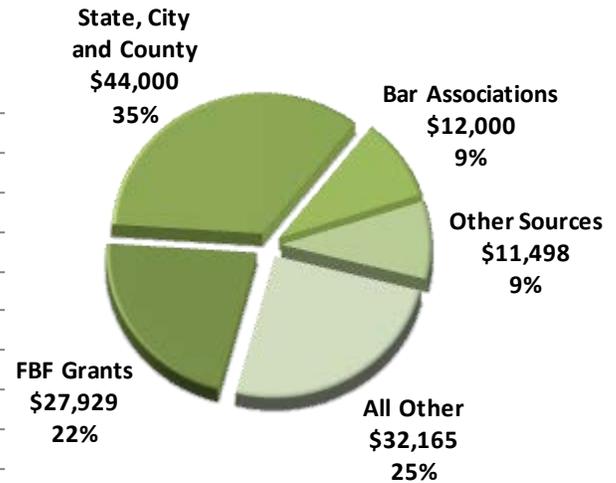
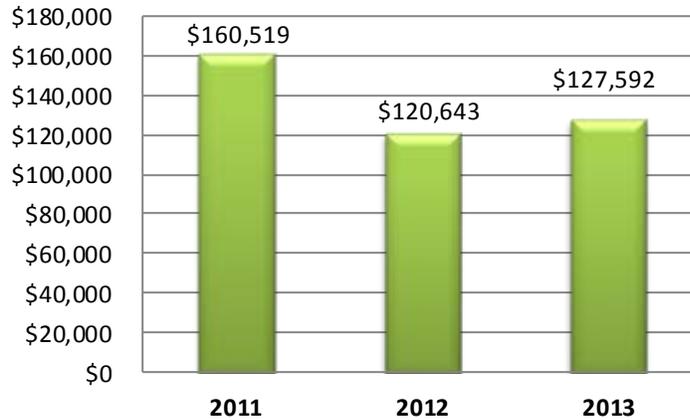
## Service Area

County	Cases Closed
Leon	82
Wakulla	4
Gadsden	3
Taylor	1

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## Program Funding

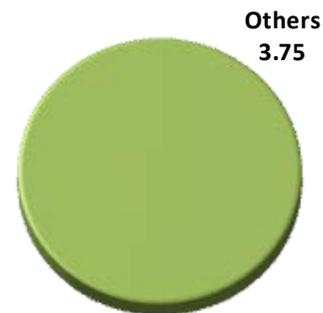
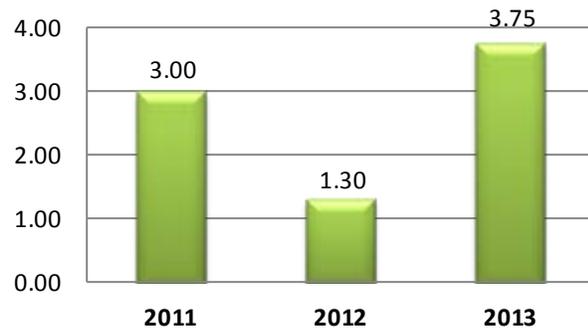
**Total 2013 Funding: \$127,592**



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## Staffing

**Total 2013 Staffing: 3.75 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 92 private attorneys participated in 2013.
- 2,738 attorney hours of service were provided valued at \$410,700 (\$150 per hour).
- 90 cases were closed by pro bono attorneys.
- 76 attorneys contributed \$9,730 in funding.

---

## Case Services For Individuals

### **Total Cases Closed in 2013: 86**

#### **Family: 53 Cases**

Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

#### **Housing: 16 Cases**

Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

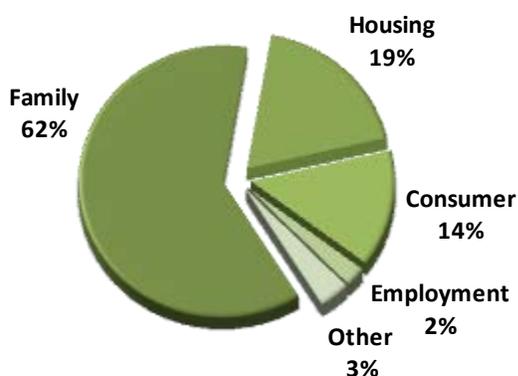
#### **Consumer: 12 Cases**

Legal problems include illegal taking of property, wage garnishment, denial of credit and fraudulent consumer practices.

#### **Employment: 2 Cases**

Legal problems include job discrimination, wrongful firing, and denial of employment benefits.

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## Case Examples:

**D**ue to domestic violence, a young mother moved in with a female friend. During a trip to the drugstore, the mother left her son under the care of her roommate, who had agreed to babysit. The roommate then left the house and called the father to tell him the boy was left alone, and the mother was arrested for child neglect. The child was placed under custody of his father, and the mother was given supervised visitation, with her mother as the supervisor. It was then that the mother applied to the Legal Aid Foundation to establish unsupervised visitation and possible custody. She was concerned about the well-being of her son, who was complaining that he was not bathed and was losing his hair in patches (diagnosed as a result of an untreated ringworm infection). The attorney obtained an emergency motion to allow her to appear for mediation by phone. After the mediation, our volunteer obtained an emergency hearing from a judge to consider unsupervised visitation. In the meantime, the father was arrested for methamphetamine possession and distribution and remains in jail. The sister of the father tried to claim custody over the boy and move him to a different school. Our LAF volunteer successfully stopped the sister's actions and was able to obtain custody through the client's mother. The judge has since awarded unlimited unsupervised visits to the mother and the volunteer will be filing a motion to set the case for a final hearing, asking to relocate the child to his mother's new home at the end of the school year, reuniting them as a family.

**I**n January 2013, the mother and father of a 4-year-old child entered into a written agreement providing for 50-50 custody, alternating weeks, with their minor child. Within a few months of that agreement, the mother filed a petition to relocate and unilaterally moved the child from Tallahassee to Jacksonville, without the father's permission or a court order allowing her to do this. The mother was sporadically bringing the child back to Tallahassee every other week for the father's timesharing but was making regular excuses as to why she could not do this on a regular basis. Coincidentally, a DCF complaint was filed against the father at approximately the same time the mother claimed she could not return the child to the father in Leon County. The complaint was immediately closed with no findings against the father. A Legal Aid Foundation volunteer lawyer immediately filed an emergency motion to return the child to Leon County. At the relocation hearing, held approximately three months later, the judge denied the mother's relocation petition, finding that the mother was not in a stable situation, such a move would harm the child's growth and that it was not in the child's best interest to relocate. As a result, the 4 year old remains in Tallahassee where she was born and the majority of her family members reside.

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## Other Program Services and Activities:

### **Services to Individuals.**

An example of additional outreach provided by LAF would be the Family Law Pro Se Program. The Family Law Pro Se program is targeted at clients who feel they are able to represent themselves in court but have limited knowledge with the paperwork required. A legal assistant that is part of our Pro Se program provides clients the paperwork necessary for their respective case or problem, and explains to them exactly what it means. This paperwork is provided at a low cost

for the client and ensures that they are provided with sufficient information to fill out the paperwork on their own. The Pro Se program does not represent clients in court. Clients are referred to the Pro Se program through our intake counselors. Upon intake, clients are made aware that they have the option of trying to file Pro Se. The goal of Pro Se is to provide crucial information to clients who wish to file themselves.

# Legal Services of North Florida, Inc.

## Tallahassee

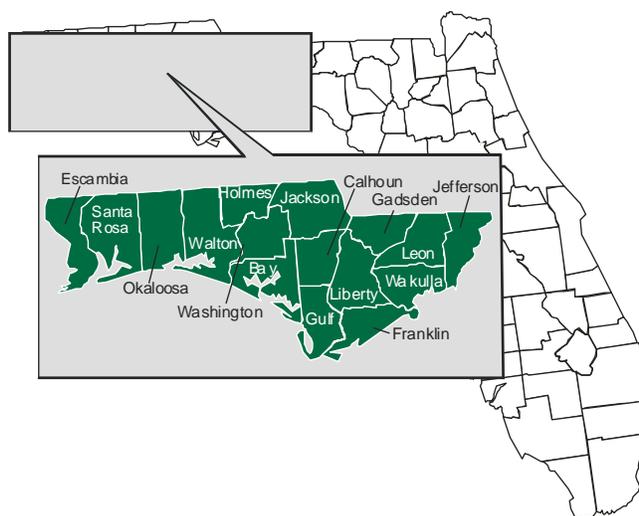
### Snapshot of Achievements, 2013

Major achievements for LSNF in 2013 included:

- An expansion of funds and services for veterans in our service area. In 2013, we were included as a subgrantee for funding from the Supportive Services for Veterans Families program. We are working with many organizations in the community to improve lives of veterans who are homeless or facing homelessness in the eastern part of our service area.
- Moving our Pensacola branch office. After several years of being housed in an office that was too small to meet our needs in Pensacola, we found a space that was suitable for our needs and within our budgetary constraints. At the end of 2013, we moved into our newly renovated space.
- Enhancement of our program-wide website. We completed the transition to a new program website and added a component offering online referrals for attorneys willing to undertake representation of clients whose cases we have screened.
- Sharing of documents throughout the program. We created SharePoint document libraries for staff in our five offices. All documents from our five fileservers have been centralized and transferred to our SharePoint site enabling staff to access program documents and other digitized forms and manuals from anywhere there is internet access. All fileservers will be officially retired. All of these achievements will improve the effectiveness and efficiency of our staff in providing services to clients seeking help in our service area. Foundation funding continues to play a significant part in our ability to undertake new initiatives.

### Population Served:

*General Low Income Population*



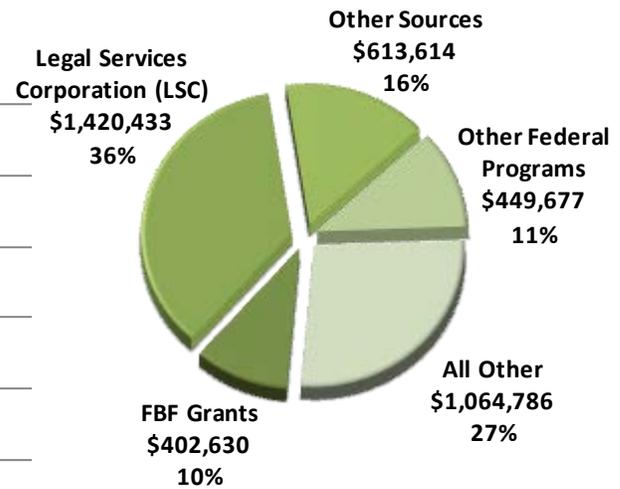
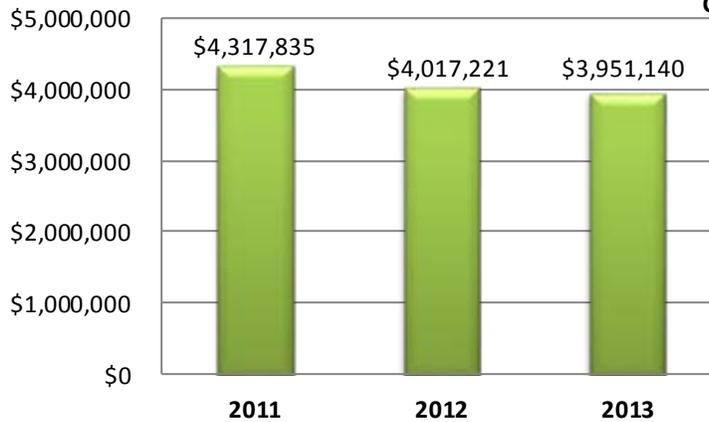
### Service Area

County	Cases Closed
Leon	1,387
Escambia	794
Bay	430
Okaloosa	367
Gadsden	262
Santa Rosa	173
Wakulla	151
Walton	78
Jackson	67
Franklin	64
Jefferson	51
Holmes	26
Washington	25
Other	144

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## Program Funding

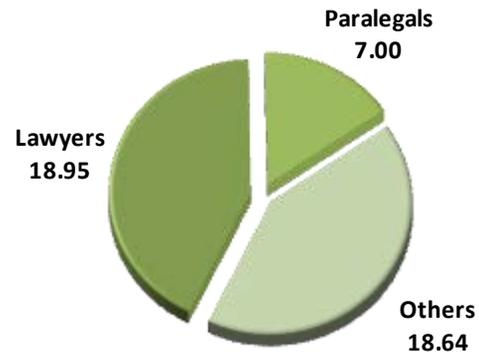
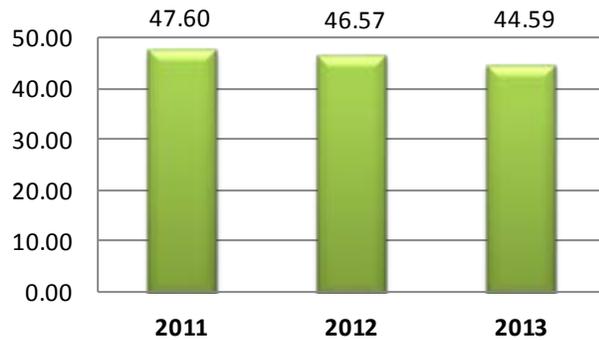
**Total 2013 Funding: \$3,951,140**



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## Staffing

**Total 2013 Staffing: 44.59 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 362 private attorneys participated in 2013.
- 3,542 attorney hours of service were provided valued at \$531,300 (\$150 per hour).
- 1,116 cases were closed by pro bono attorneys.
- 529 attorneys contributed \$160,885 in funding.

---

## Case Services For Individuals

**Total Cases Closed in 2013: 4,019**

### Family: 1,602 Cases

Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

### Housing: 820 Cases

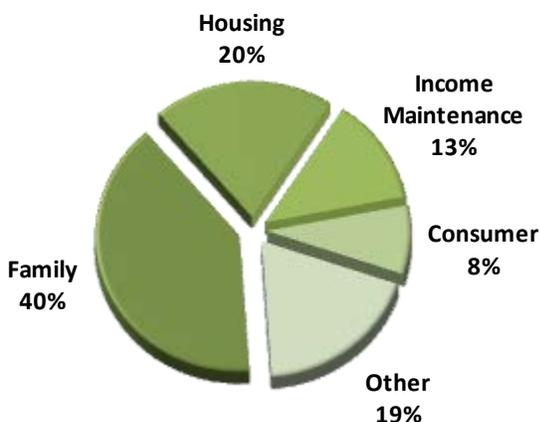
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Income Maintenance: 513 Cases

Legal problems include eligibility for or termination of SSD (disability), SSI (Supplemental Security), unemployment comp or public benefits.

### Consumer: 331 Cases

Legal problems include illegal taking of property, wage garnishment, denial of credit and fraudulent consumer practices.



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## Case Examples:

A disabled man, his autistic brother, and his mother all lived together in a mobile home in a rural county of our service area where the local food stamp office had been closed. They had no computer and the library only helped food stamp applicants once a month. The man came to LSNF because the family was out of food stamps, he and his brother were unable to recertify their information, and his mother was unable to make an initial application. A LSNF attorney assisted in the online application which was so complex, it took nearly an hour to fill out. LSNF was successful in obtaining food stamps for all three people. As a result of this case, LSNF is screening other disabled applicants who need assistance and is forwarding the difficulties they face to Florida Legal Services to analyze.

Our client sought services after being served with a writ of possession to remove her and her five-month-old child from her mobile home. The Sheriff was on his way to the mobile home to remove the client and her family. LSNF staff quickly arranged for her to get credit counseling and filed a Chapter 13 bankruptcy in one hour. Had the Sheriff removed her from the home, a bankruptcy would not have saved her home. She is now in a confirmed Chapter 13 bankruptcy plan, allowing her to make up the back payments on a reasonable schedule, and is no longer in fear of losing her home.

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## Other Program Services and Activities:

### Services to Individuals.

- As part of LSNF's ongoing efforts to provide specialized services to clients in our community, LSNF provides intake services and sponsors presentations at senior citizen centers in 11 of our 16 counties. In 2012, nine presentations were held and 33 senior citizen visits for intake purposes were scheduled. In 2012, the program provided legal services to 1,214 seniors in our service area.
- LSNF, in conjunction with North Florida Center for Equal Justice, continues its outreach and representation to clients affected by the gulf oil spill. In 2012, the two organizations were successful in representing hundreds of clients and recovering more than \$600,000 for area residents. Outreach efforts in the western part of our service area are spearheaded by an intense PR program, created to inform clients of the existence of funds for those affected by the gulf oil spill disaster.

### Support Services for Other Agencies.

Leslie Powell, the managing attorney in our Pensacola office, served on the Board of the EscaRosa Coalition on the Homeless beginning in November 2009. She served as the president of the Board from May 2010-June 2011. Her 3-year term on the Board ended in June 2012; however, she was asked to remain to help with transitional issues of the ECOH. While Leslie will no longer be on the Board after March 2013, the ECOH has asked for another LSNF representative to serve on the board when she leaves. Leslie also served as a trainer for the 2012 NITA Advocacy training. The goal was to improve attorney skills in the representation of children. As a result, LSNF supported the volunteer efforts of NITA while simultaneously improving the children's advocacy skills of our attorneys. The Tallahassee office's lead attorney regarding domestic violence representation and outreach is a member of the Domestic Violence Fatality Review Team. This team is comprised of local professional citizens who represent various sectors of the community such as victim advocates, law enforcement, etc. Fatality review teams exist all over the state and are designed to intensely review domestic violence fatalities in the county where the team is situated. The goal of the team is to identify information to lead in prevention of domestic violence related deaths.

# Northwest Florida Legal Services, Inc.

## Pensacola

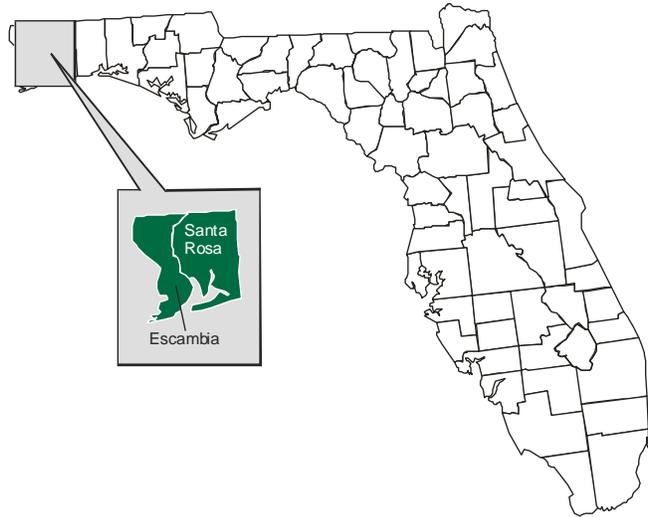
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### Snapshot of Achievements, 2013

NWFLS provided legal assistance to eligible clients in our Escambia and Santa Rosa county service area during 2013. Even with substantial funding reductions, we were able to recover awards of \$75,036 in annual child support, alimony and social security benefits to our clients. We were also able to recover back benefits of \$58,603 in child support and social security. We continued to make weekly visits to inmates in need of civil legal assistance at the county jails in Escambia and Santa Rosa counties. We provided many inmates with powers of attorney so their families could care for their children, pay rent, mortgage or vehicle payments while they were incarcerated. Conditions of confinement were referred to FILS.

### Population Served:

*General Low Income Population*



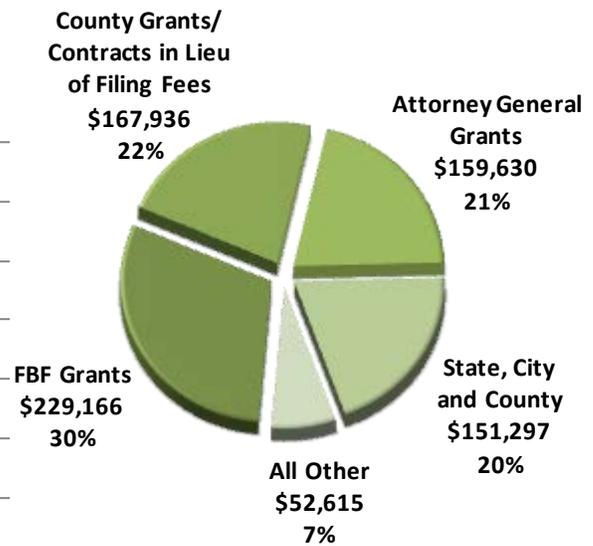
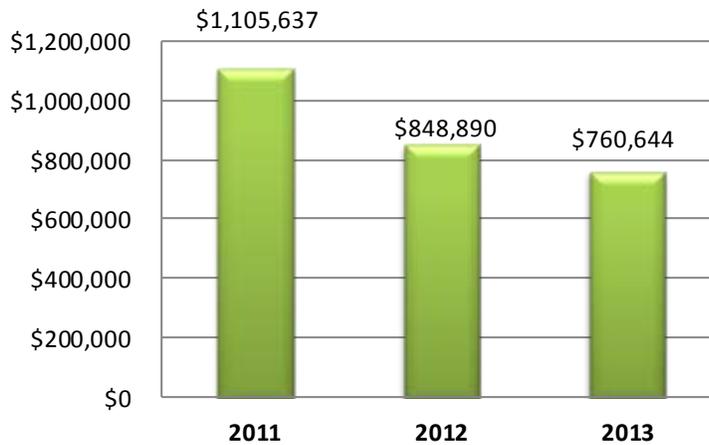
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### Service Area

County	Cases Closed
Escambia	1,809
Santa Rosa	495
Okaloosa	12
Walton	10
Other	49

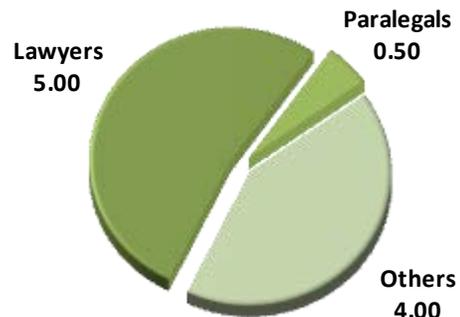
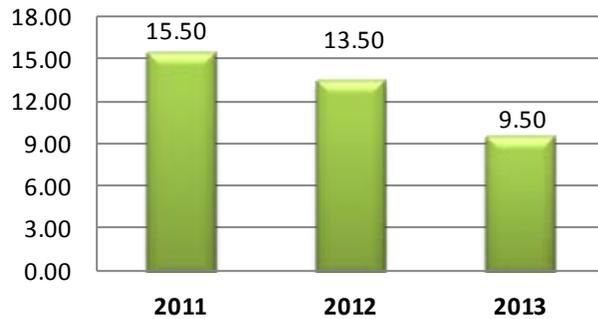
## Program Funding

**Total 2013 Funding: \$760,644**



## Staffing

**Total 2013 Staffing: 9.50 Full Time Equivalents**



## Pro Bono and Other Volunteer Programs

### Statistics:

- 7 private attorneys participated in 2013.
- 119 attorney hours of service were provided valued at \$17,850 (\$150 per hour).
- 80 cases were closed by pro bono attorneys.
- 59 attorneys contributed \$20,378 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2013: 2,375**

### Family: 1,001 Cases

Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

### Housing: 371 Cases

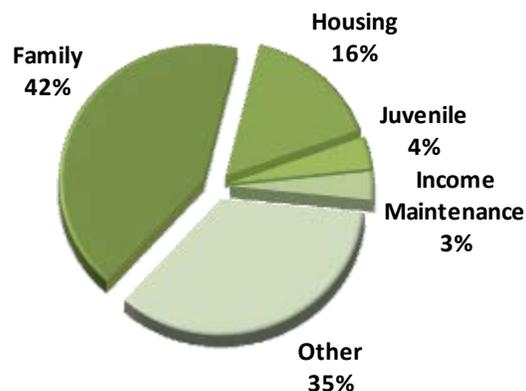
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Juvenile: 91 Cases

Legal problems include abuse, neglect, wrongful charges of delinquency, guardianship and emancipation.

### Income Maintenance: 80 Cases

Legal problems include eligibility for or termination of SSD (disability), SSI (Supplemental Security), unemployment comp or public benefits.



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## Case Examples:

**M**ary had been brutalized by her husband off and on over the years. She decided it was time to take action when he assaulted her outside her workplace leaving her lying on the ground as he drove off. She came to us for help with a protective order and to obtain a divorce. We obtained the protective order while the husband was in jail on criminal charges for the attack. We were then able to help her with a divorce. The husband tried to continue to control her during the divorce case. The judge held the husband in contempt of court until he decided to provide the information which was needed to complete the case. Our client is now able to continue her life without having to face the threat of violence constantly.

**A** 90 year old former client contacted us with a problem of not being able to get her bank to cash a check because her driver's license had expired earlier in the year when she decided she would no longer drive. She was told that without a valid picture I.D. she could not cash a check. We were able to contact the local DMV office and arrange for the client to renew her expired Drivers License in order to have a current valid identification card and to be able to access her bank account.

---

## Other Program Services and Activities:

### Services to Individuals.

We provided outreach at the Loaves and Fishes kitchen and shelter for the homeless and displaced persons. We attempt to identify any legal needs of the group that we can meet. We do intake as part of the outreach in order to determine the services which are needed. Many cases involve advice on benefit issues and child support cases. Some clients need help on housing issues that may have resulted in them being displaced. We have an outreach program for southern Santa Rosa county at the Navarre Civic Center twice a month. The target audience is primarily lower income senior citizens. This group typically needs help with advanced directives, wills, durable powers of attorney, consumer issues, benefit issues (social security) and housing issues. The goals of the outreach are to provide access to residents of southern Santa Rosa county who need legal

assistance and may not be able to travel to our main office. We do outreach at the Favor House women's shelters in Escambia and Santa Rosa counties. Our attorneys provide legal advice and assistance to the residents of the shelter who may have legal issues other than protection from domestic violence. The target of the outreach is domestic violence victims. The goal is to provide a more comprehensive approach to their legal needs than simply protective injunctions. The strategy used is typically a question and answer session between the victims and one of our attorneys who comes to the women's shelter offices where the clients feel more comfortable and safe. Those victims that need legal assistance beyond domestic violence protection are given information on how to contact our office for that assistance.

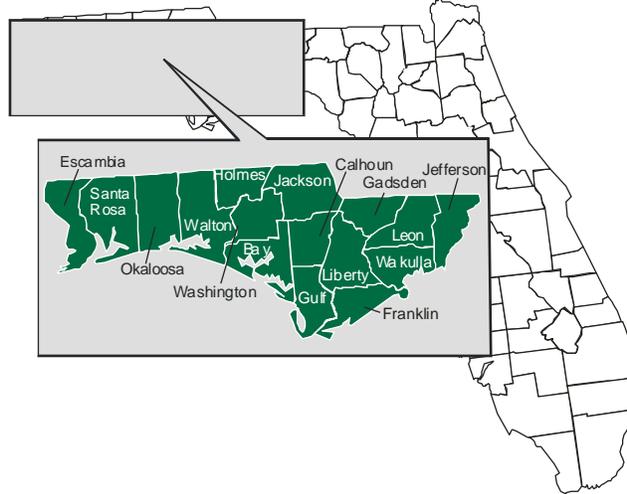
# The North Florida Center For Equal Justice, Inc. Tallahassee

## Snapshot of Achievements, 2013

NFCFEJ did not expand services due to resource limitations but continued to concentrate on providing services that were not otherwise covered in the region and were directly related to our mission. NFCFEJ remained a lead counsel in a class action against several entities statewide. The action has already benefitted clients statewide and is directly related to named clients in region 1. Another of co-counsel is also FBF funded to some extent but do not provide the range of services provided by NFCFEJ and does not have the litigation resources of NFCFEJ. The case is a civil rights and ADA case and was best filed as a class action. No other FBF funded entity serving FBF eligible clients in region 1 was able to do this litigation due to funder restrictions and/or lack of staff qualification. Another example of a significant achievement remains NFCFEJ's continued participation in the five (5) state consortium with regional partner LSNF representing Florida victims of the BP oil spill. The consortium continued through 2013 to notify, identify and assist claimants through toll free telephone access, e-mail access and walk-in assistance. NFCFEJ works with LSNF making sure that no services are duplicated but as many eligible claimants including applicants who are undocumented or otherwise ineligible for services by a LSC funded program as possible are assisted. The project is expected to continue through at least part of the coming year so that no claim from an eligible resident is missed. Finally, NFCFEJ continues to take on legal issues that because of resource problems and case volumes are inaccessible to other regional partners including complex appeals and group representation. Another example would be NFCFEJ participation in foreclosure defense in the panhandle using funds from the Attorney General and to a lesser extent

## Population Served:

*General Low Income Population*



## Service Area

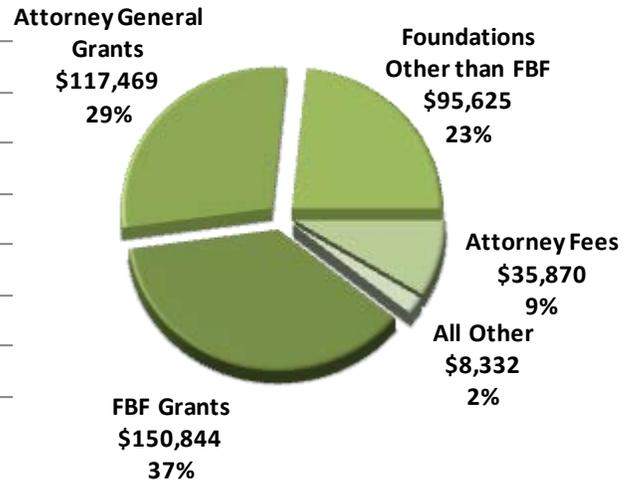
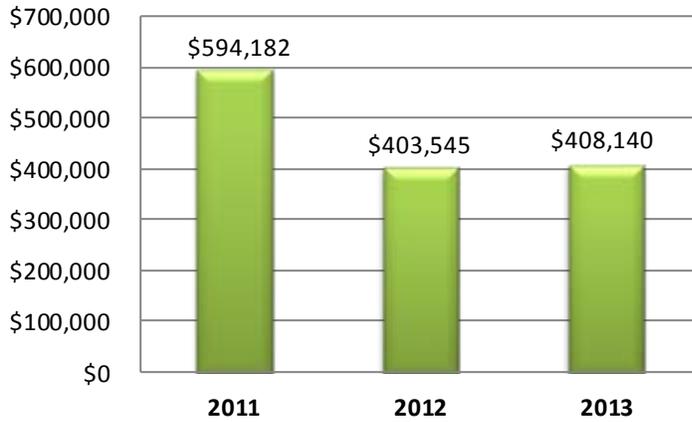
County	Cases Closed
Statewide	89
Franklin	17
Escambia	15
Leon	13
Wakulla	7
Gulf	7
Calhoun	6
Okaloosa	6
Bay	6
Walton	4
Santa Rosa	2
Jefferson	2
Jackson	1
Gadsden	1

*Continued on last page*

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## Program Funding

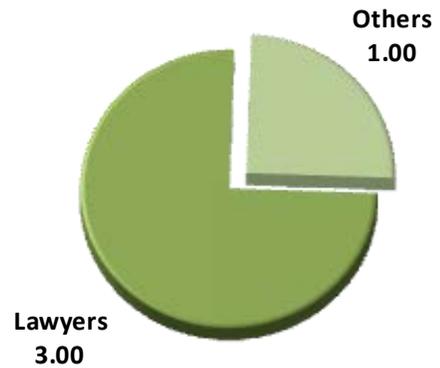
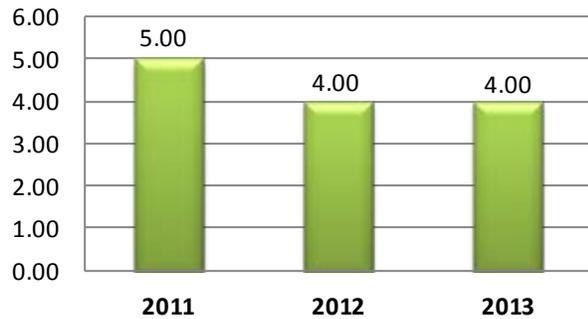
**Total 2013 Funding: \$408,140**



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## Staffing

**Total 2013 Staffing: 4.00 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

**Statistics:**

*Not Applicable*

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## Case Services For Individuals

### **Total Cases Closed in 2013: 10**

#### **Housing: 8 Cases**

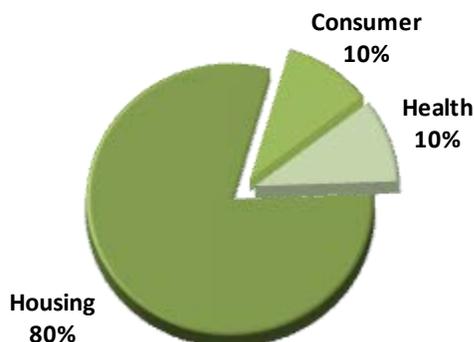
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

#### **Consumer: 1 Case**

Legal problems include illegal taking of property, wage garnishment, denial of credit and fraudulent consumer practices.

#### **Health: 1 Case**

Legal problems include gaining or preserving health care for low income clients and their families.



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## Case Examples:

**N**FCFEJ completed litigation and settlement of the case involving the married couple both of whom were disabled and who cared for 4 grandchildren in their home. NFCFEJ, after failed negotiations to reinstate the subsidy used to help the couple pay their rent, filed in federal court seeking an injunction and permanent reinstatement. The housing authority refused to settle, the court refused to qualify the clients as indigent and the case proceeded to the U.S. Court of Appeals where the court ordered a remand declaring the client to be indigent and that the trial court had to reconsider the applicable law leading to a future ruling in NFCFEJ client's favor. Settlement negotiations began in earnest when defendant's counsel was replaced and new counsel understood that settlement was in the defendant's best interest. The subsidy was permanently reinstated and client was paid damages including reimbursing the landlord for monies owed and attorney's fees were paid to NFCFEJ. The housing authority also was obligated to train employees properly and alter the fair hearing process to comply with the law.

**A** panhandle homeowner received service of foreclosure papers against his homestead and felt that he already paid almost the entirety of his mortgage and in any case was willing to pay the alleged small balance but the lender refused to provide him with an amount, payment history, etc. After a referral from LSNF, NFCFEJ filed claims and defenses, filed motions and sought discovery while continuing negotiations with lender counsel. After counsel changes several times NFCFEJ was able to convince the lender to accept the amounts owed and clear the lien from the homestead property. The client and his family now own the home free and clear of all liens related to the mortgage.

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## Other Program Services and Activities:

### Services to Individuals.

NFCFEJ continued to participate in community education efforts in the panhandle related to the oil spill. Also NFCFEJ provided community education and awareness about housing rights and how to enforce those rights. NFCFEJ also gave presentations across the panhandle to various groups on the impact of various housing and foreclosure laws.

### Support Services for Other Agencies.

NFCFEJ provided training and expertise assistance to regional partners in the areas of impact litigation, housing and foreclosure defense.

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## Snapshot of Accomplishments *continued from page 1*

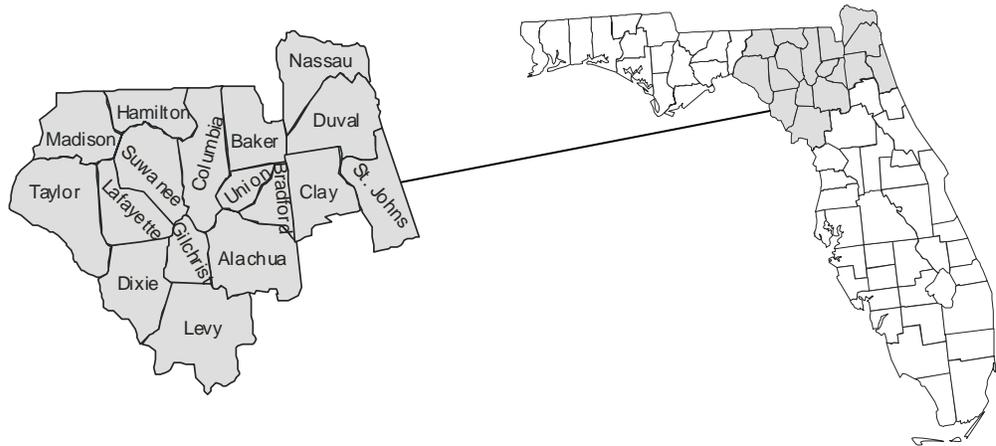
for a portion of the year from FBF received from the Florida Attorney General. Overall funding for foreclosure defense has been reduced but NFCFEJ continues to improve techniques and economize case management to help as many eligible clients

as possible. NFCFEJ and LSNF cooperate with allocation of clients and skills training so that panhandle residents are able to remain in their homes.

## Region II



# Key Statistics for 2013 for the Legal Services Delivery System in **Region II**



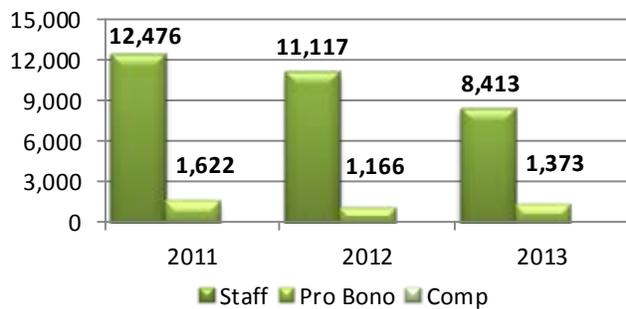
**Three Rivers Legal Services**, a general legal services provider, received federal funding from the Legal Services Corporation for Region II.

- 2013 Funding: \$2.76M
- 2013 FBF Funding: \$223,310
- 3,550 Cases Closed in 2013

**Jacksonville Area Legal Aid, Inc.** is the unrestricted general and children's legal services program serving Region II.

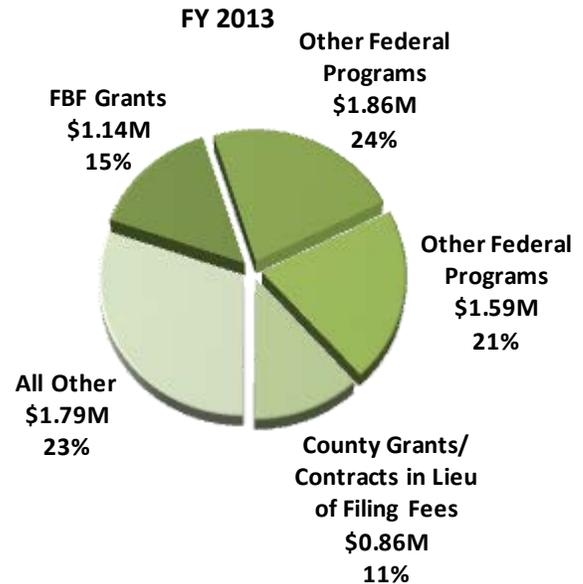
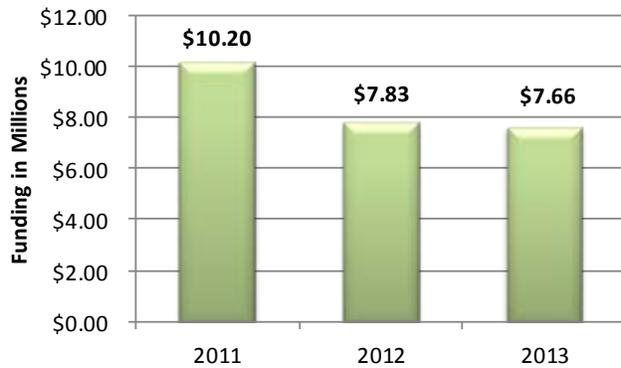
- 2013 Funding: \$4.90M
- 2013 FBF Funding: \$915,556
- 6,236 Cases Closed in 2013

## Total Case Services For Individuals



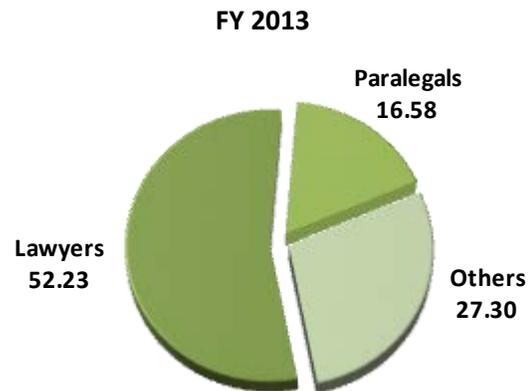
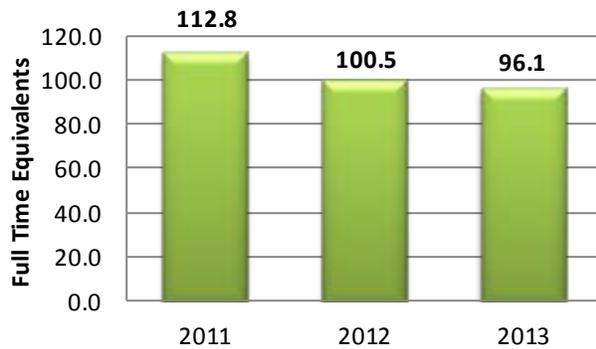
Number of low income persons within Region (125% of poverty per 2000 census): 272,158

## Total Funding



*FBF General Support funding per region is based upon a census formula, counting low income persons at 125% of poverty level.*

## Total Staffing



*Number of attorneys per 10,000 low income people (125% of poverty per 2000 census): 1.9*

## Total Pro Bono and Other Volunteer Programs

### Statistics:

- 550 private attorneys participated in 2013.
- 11,090 attorney hours of service were provided, valued at \$1,663,500 (\$150 per hour).
- 1,382 cases were closed by pro bono attorneys.
- 387 attorneys contributed \$289,276 in funding.

# Jacksonville Area Legal Aid, Inc.

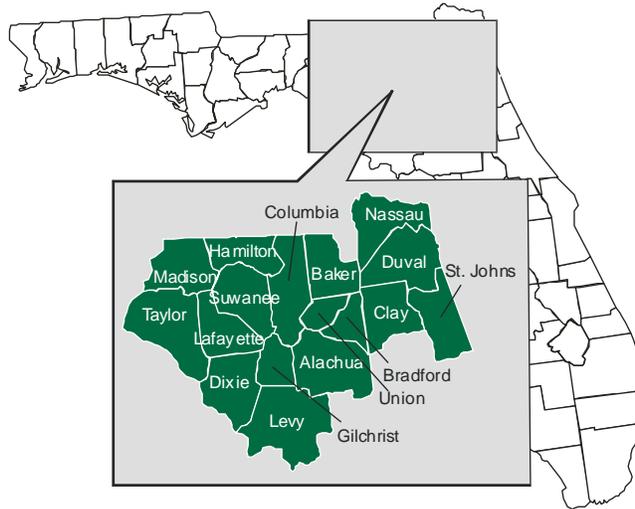
## Jacksonville

### Snapshot of Achievements, 2013

- EXPANDED NATURE OF SERVICES:**  
 Jacksonville Area Legal Aid, Inc. (JALA) has developed a way to grow affordable housing, improve the housing stock, and provide long-term benefit to children living in blight-ridden areas, all from the ruins of discriminatory lending practices. First, JALA filed a fair housing complaint with HUD against a major mortgage company that systemically neglected the upkeep of houses it held through foreclosure in low-income minority neighborhoods, while providing a far different level of upkeep in non-minority/majority neighborhoods. JALA successfully pursued the case through to settlement in 2013, and among other settlement provisions, recovered \$450,000 to be used, under JALA's direction, in community reinvestment work in targeted neighborhoods. JALA then began work in 2013 on two distinct projects: (1) JALA partnered with the Northwest Jacksonville Community Development Corporation, a CDC originally incorporated by JALA, and other organizations to build an affordable home custom-designed for a blind, wheelchair-bound JALA client. Beyond the client's use of the home, it will remain dedicated to housing low-income disabled persons in perpetuity. (2) JALA partnered with Communities in Schools, Jewish Family and Community Services, and Operation New Hope (all local non-profits) to target at-risk children in specific geographic areas. Communities in Schools and Jewish Family located 106 children in owner-occupied homes, and began the process of evaluating those homes for specific rehab work, to be done by New Hope. This process continues into 2014, with the goal of being fully completed in 2014, following which Communities in Schools will track the targeted children in order to evaluate the effect of the change in their physical home environment.

### Population Served:

*General Low Income Population*



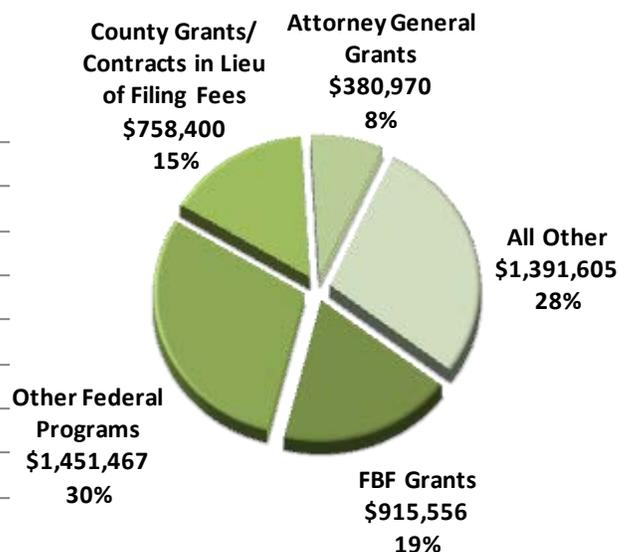
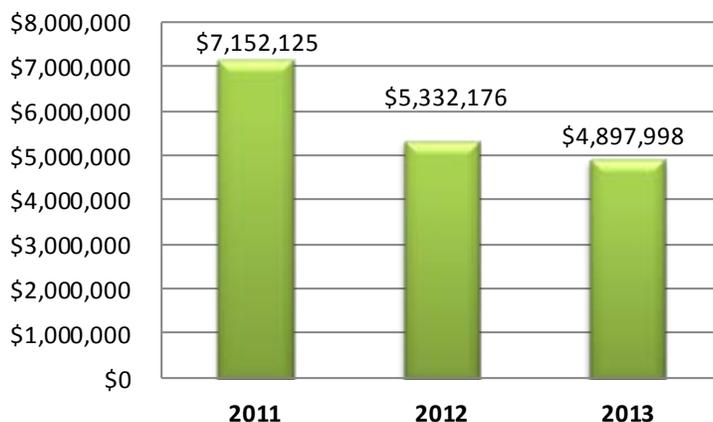
### Service Area

County	Cases Closed
Duval	5,043
Saint Johns	709
Clay	247
Nassau	114
Baker	16
Suwannee	5
Alachua	3
Other	151

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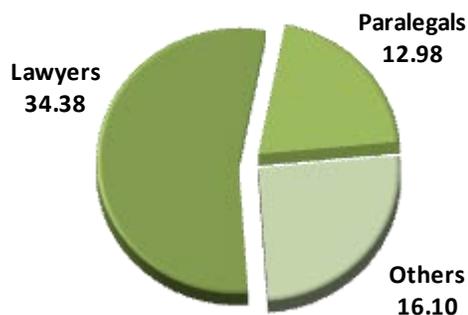
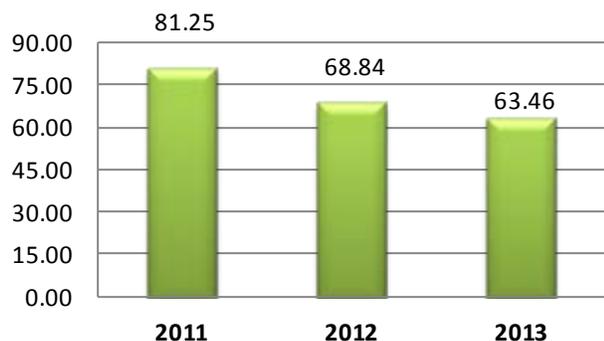
## Program Funding

**Total 2013 Funding: \$4,897,998**



## Staffing

**Total 2013 Staffing: 63.46 Full Time Equivalentents**



## Pro Bono and Other Volunteer Programs

### Statistics:

- 478 private attorneys participated in 2013.
- 10,223 attorney hours of service were provided valued at \$1,533,450 (\$150 per hour).
- 1,126 cases were closed by pro bono attorneys.
- 354 attorneys contributed \$280,851 in funding.

---

## Case Services For Individuals

**Total Cases Closed in 2013: 6,236**

### Housing: 1,863 Cases

Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Individual Rights: 1,283 Cases

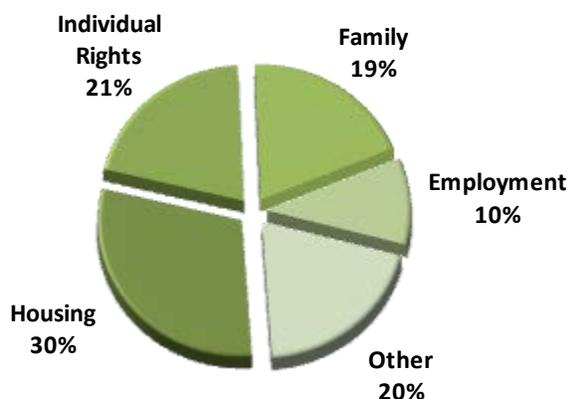
Legal problems include denial of access to public services and accommodations and denial of rights to institutionalized people.

### Family: 1,211 Cases

Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

### Employment: 643 Cases

Legal problems include job discrimination, wrongful firing, and denial of employment benefits.



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## Case Examples:

JALA represented a young, single mother who was denied eligibility for the local housing authority's public housing program. The client was denied because, when she was a minor living with her mother in Miami-Dade public housing several years earlier, the client's mother had been evicted due to utility issues that did not involve the client or the client's behavior. JALA appealed the housing authority's denial, and at hearing, presented proof that the mother's actions were not connected to the client, and that the client and her five-year-old daughter, who themselves had good references from prior landlords, had demonstrated no reasonable likelihood of being unable to comply with the housing authority's behavior requirements. The Hearing Officer agreed, and overturned the denial of admission to public housing for the client and her minor child.

JALA represented an immigrant detainee of the Baker County Jail who had been diagnosed with paranoid schizophrenia. The client was a lawful permanent resident, and had lived in the U.S. since he was a young child. Because his schizophrenia was undiagnosed until his early 20's, his teenage years in the U.S. were characterized by multiple run-ins with the law, including deportable offenses. After being diagnosed, however, he started receiving the proper care and medication to control the symptoms of his illness. He made significant efforts to turn his life around. He regularly took his medication, obtained his GED, and enrolled in college. Recently, he stopped taking his medication for a brief time period, and while off, was arrested for disorderly conduct. The arrest brought him to the attention of Immigration and Customs Enforcement, which detained him and charged him as removable from the U.S. based on the offenses ten years earlier. JALA was able to show the Immigration Court that the client had made significant efforts to turn his life around. He was regularly employed, financially supported his two U.S. children, and had a familial support system here in the U.S. JALA provided evidence that treatment for mental illness was practically nonexistent in his home country, and that he had no family there who could offer him financial, emotional, or psychological support. JALA argued that the client was eligible for Cancellation of Removal, which would allow him to be granted a new green card despite his convictions for removable offenses. In light of the evidence, and assurances from the client that he would continue his medication, the Court granted the requested relief and released the client from detention the same day. The client was ecstatic to be reunited with his family, and started back at the job he held prior to being detained.

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## Other Program Services and Activities:

### Services to Individuals.

- **OUTREACH TO DEBTORS AT SMALL CLAIMS COURT:** JALA's Clay County office continued to provide regular outreach to the pro se defendants assembled to attend monthly en masse small claims pretrial hearings. JALA educates the defendants about the process, including their rights, the role of the attorneys for the creditors and collection agencies, and how to obtain relief from the court. The goal is to eliminate the disadvantage to pro se defendants who are more likely to contract away their rights in this setting without the benefit of advice. A JALA attorney regularly attends the mass hearings, designed by the court to determine which cases are disputed and which can be settled through face-to-face negotiation. By pre-arrangement, the judge in his introduction to the proceedings invites pro se defendants to speak with the JALA attorney. A two-page leaflet was developed to introduce the defendants to small claims court and debtor protections, including possible defenses against debt buyers suing individuals who had never dealt with those companies. The leaflet was thoroughly revised for readability and emphasis, and was handed out to defendants who asked for advice about their cases. The attorney is also available to review individual cases. Many defendants were advised to request dismissal of the complaints against them, due to the plaintiffs' failure to attach required documentation. In the majority of cases, plaintiffs never amend, and the cases are dismissed after 45 days. The impact over and above the individual dismissals has been a substantial decrease in the number of debt claims that have been filed since this project originally started, because plaintiffs' counsel have learned that many cases will be dismissed if they do not attach the proper documents.
- **OUTREACH TO HOMEOWNERS AT RISK:** JALA became aware that a growing number of foreclosures are being filed by homeowners' associations (HOAs), after a client whose home had been sold to a predatory investor contacted JALA for post-judgment help. Although JALA was able to help the client obtain a repayment agreement to retain his home,

it was too late to avoid the extra fees tacked onto his HOA delinquency. JALA began researching HOA foreclosures on the court dockets, and became aware of one attorney who had filed about 200 such cases in Clay County, including cases with HOA delinquencies under \$200. In each of these cases, he was seeking a legal fee of about \$2,500. Defendants were not contacting JALA about these cases, largely because they had no idea they could eventually lose their homes through such county court procedures. Many of these cases were occurring in a neighborhood which was marketed to Navy veterans and active service members. JALA organized an outreach campaign by writing informative letters to each defendant in an active case; by contacting the most-watched local news network, which covered the story, featuring our client and his home; and by contacting former clients in the affected neighborhoods to get them to speak to their neighbors. As a result of its outreach, individual clients came forward for representation, and JALA has been able to obtain favorable settlements (waiver of attorney fees, reduction of other fees, and 60 additional days to pay) and has successfully kept clients in their homes with HOA liens cleared away.

- **ADVANCE DIRECTIVES FOR SENIORS PRO BONO PROJECT:** Pro Bono JALA offered four advance directives events at different HUD-subsidized residential facilities. Collaborating agencies include HUD (through the location's service coordinator), Florida Coastal School of Law, The Jacksonville Bar Association, and the Northeast Florida Paralegal Association. The four events in 2012 provided documents for 72 low-income seniors.

### Support Services for Other Agencies.

- **HOUSING UMBRELLA GROUP LEADERSHIP AND SUPPORT:** Two of JALA's housing attorneys continued their active participation in the Housing Umbrella Group of Florida Legal Services, a statewide group of advocates for low-income tenants. Both attorneys served the group by providing guidance and sample pleadings to housing attorneys in other legal services programs around the state. One of

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## Other Program Services and Activities:

the JALA attorneys is a co-chair of the group. He helped plan and implement the group's annual training event. He also organized and led the group in successfully opposing landlord-tenant legislation that would have drastically eroded basic rights and protections that have long been afforded to tenants in Florida. His support included analyzing the proposed legislation, explaining the problems with the legislation to Florida's Senate Judiciary Committee staff, and working with the group's lobbyist to educate legislators as to why they should vote against the legislation. While there were certainly many other reasons for the final outcome, JALA's efforts likely contributed to the legislation's defeat.

- **WEBINAR TRAINING AND SUPPORT FOR PRO BONO ATTORNEYS STATEWIDE:** Working in collaboration with Florida Legal Services, JALA has developed a collection of CLE webinars for pro bono attorney training and support. The webinars are presented live and recorded using "Go to Meeting." During the live webinar, registrants have the opportunity to interact with the instructor by submitting questions. After the webinar, pro bono attorneys statewide may request the webinar web address, password, and materials. The pro bono coordinator in the requesting attorney's county is copied on the email containing the webinar materials, so the coordinator is notified of the availability of the new willing and trained volunteer. There is no charge for the webinars but attorneys are asked to assist at least one pro bono

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## Snapshot of Accomplishments *continued from page 1*

- **EXPANDED QUALITY & QUANTITY OF SERVICES:** JALA instituted a co-counseling program with the local Public Defender's Office. JALA attorneys have the benefit of quickly gaining valuable jury trial experience, while JALA clients have the benefit of an expanded pool of pro bono attorneys.
- **IMPROVED ACCESS & EFFICIENCY:** JALA negotiated and moved its Clay County office into free courthouse space to conserve resources for client services, and increase client access.
- **SIGNIFICANT INCREASE IN PRO BONO INVOLVEMENT:** Building on the implementation of new procedures for case placement and the online case review resource,

Pro Bono JALA implemented new tools for placing cases and implemented new pro bono opportunities. This resulted in renewed commitment and involvement in the delivery of legal services to the poor. New case placement tools include the Case Placement Rally in which Board members served as Case Placement Assistants; targeted problem code requests to pro bono panel members; Bankruptcy Pro Bono Practice Group; and Consumer Issues Pro Bono Practice Group. New opportunities for involvement include Lawyers in Libraries, Estate Planning Intake Night, and Bankruptcy Pro Se Filers Clinic.



# Three Rivers Legal Services, Inc.

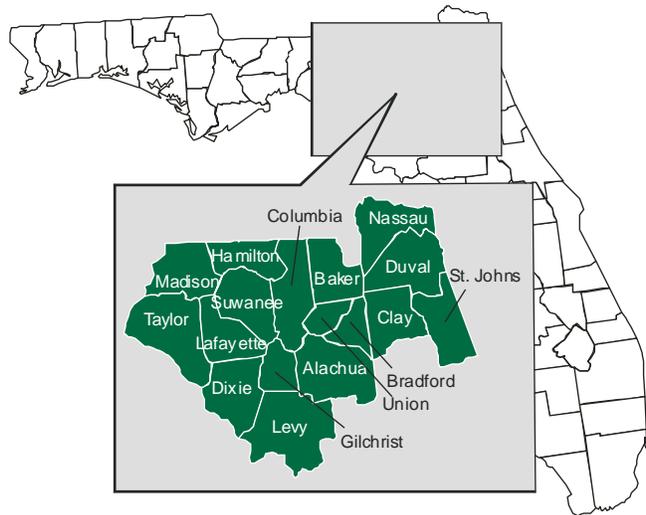
## Gainesville

### Snapshot of Achievements, 2013

In 2013 Three Rivers Legal Services Inc. continued to provide and expand priority legal services for eligible low income people in seventeen counties. Prominent poverty law issues such as veteran’s rights, homelessness, prison reentry assistance, pipeline from school to prison problems and mortgage foreclosures have taken center stage along with our standard poverty law work. In every instance we are trying to meet continuing and emerging needs. City, County and locally administered federal grants have allowed us to continue and expand our work with the homeless. We have been able to obtain resources to target homeless, disabled veterans and their families in several counties. Although we have always provided that service, the grant enables targeted outreach and community education to that population. In the same way, funds distributed to legal services programs emanating from the National Mortgage Settlement Grant have allowed us to expand our work with housing foreclosures. A staff member is a part of the leadership of the state-wide committee on developing prison re-entry assistance, and fortunately we have been able to keep our education attorney on staff to work on pipeline to prison and special education. We have moved our Jacksonville office to a more suitable office space which is still accessible to our clients and located near other community service providers. Our Board of Directors started a search for an Executive Director to replace our retiring Director. The Board also adopted new by-laws to include term limits and an advisory board. TRLS has also invested in a new VOIP telephone system that allows calls to any office to be answered at any office and transferred to the appropriate party. In addition, staff can be connected to the telephone system from any location. This provides for a seamless appearance to callers for assistance so that helpline intake

### Population Served:

*General Low Income Population*



### Service Area

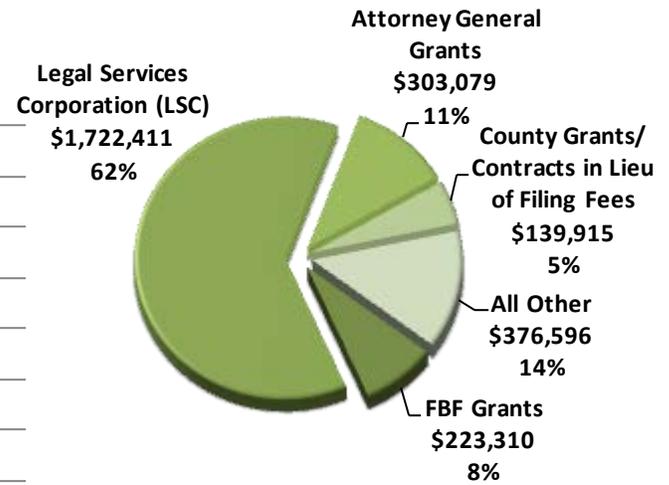
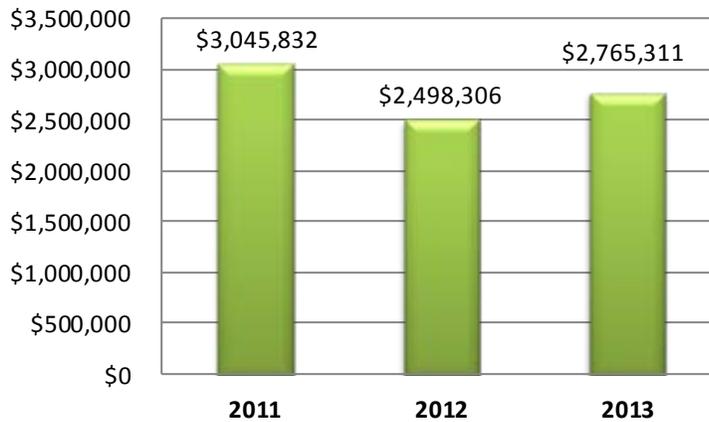
County	Cases Closed
Alachua	1,543
Duval	586
Columbia	394
Suwannee	258
Levy	154
Bradford	88
Gilchrist	80
Hamilton	70
Dixie	64
Taylor	60
Union	54
Clay	44
Baker	41
Other	116

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## Program Funding

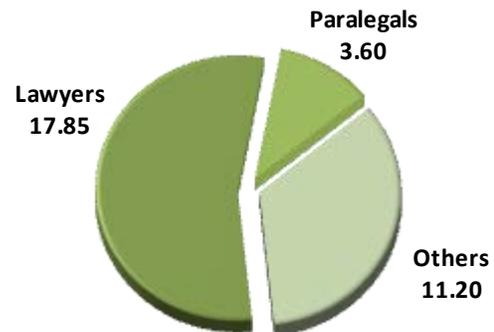
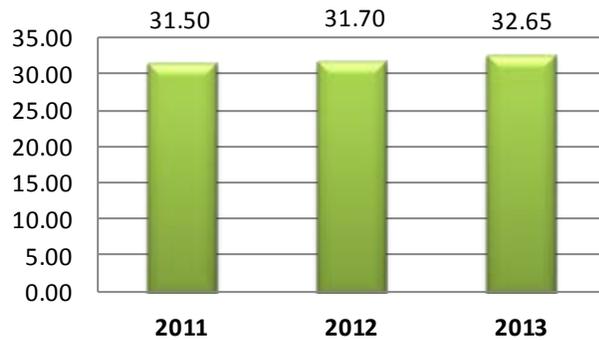
**Total 2013 Funding: \$2,765,311**



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## Staffing

**Total 2013 Staffing: 32.65 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 72 private attorneys participated in 2013.
- 867 attorney hours of service were provided valued at \$130,050 (\$150 per hour).
- 256 cases were closed by pro bono attorneys.
- 33 attorneys contributed \$8,425 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2013: 3,550**

### Family: 1,130 Cases

Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

### Housing: 1,113 Cases

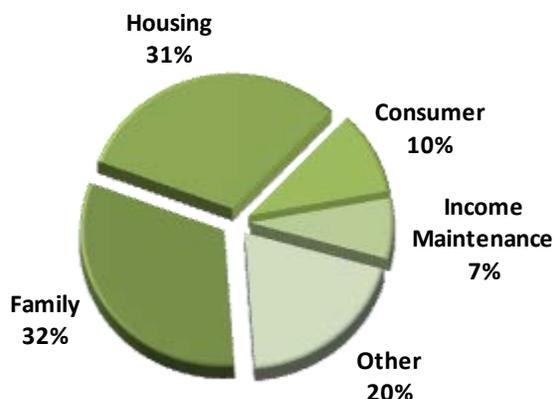
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Consumer: 354 Cases

Legal problems include illegal taking of property, wage garnishment, denial of credit and fraudulent consumer practices.

### Income Maintenance: 259 Cases

Legal problems include eligibility for or termination of SSD (disability), SSI (Supplemental Security), unemployment comp or public benefits.



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## Case Examples:

Client, a 60 year old woman living with her special needs grandson, came to TRLS in April of 2013. She was facing a hearing on a motion for summary judgment and was in imminent risk of losing her home to foreclosure. She had refinanced her home in 2006, near the peak of the real estate boom, for \$81,000, and had been unable to keep property insurance on her home because the insurance company cancelled her policy for failure to remove a number of hazardous trees, which she could not afford to do. TRLS stepped in at the summary judgment stage, and informed the court that the hearing had not been properly noticed. The court denied the motion for summary judgment, and shortly thereafter, client was approved for a temporary mortgage modification. She made her three trial payments, but the lender mysteriously misplaced the permanent modification paperwork, so client continued to make trial payments for several more months. Finally, after diligent follow-up by TRLS, client received her permanent modification in December of 2013, which lowered her monthly payments to an affordable level, and included a principal reduction element that will reduce client's loan balance by about \$37,000.00 over the next three years. Client was also able to reinstate her insurance coverage to remove force placed insurance.

An 86 year old woman applied for services with TRLS because her Social Security retirement benefits were being garnished in the amount of \$191 per month by the Treasury Department for medical services allegedly paid for by Medicare. The client was on a very limited income and the garnishment made it impossible to pay all of her living expenses. In 2005, client was involved in a car accident through no fault of her own. A personal injury case was filed and she received a settlement, which paid all of the medical bills, thus Medicare was either reimbursed or held not to be responsible for the medical expenses. In May, 2013, client was notified that she owed more than \$8,000 to the Treasury Dept. She contacted her personal injury attorney who wrote numerous letters to the Treasury Dept. to no avail. Client then came to TRLS for assistance. A staff attorney made numerous calls to the collection agency and the Medicare Secondary Payer Recovery Contractor (MSPRC). After being transferred between various departments and given the names of several different employees to contact, the attorney eventually convinced MSPRC to re-evaluate client's account and they canceled the alleged debt. Client received reimbursement of all of the monies that had been garnished and was notified in writing that she no longer owed the alleged debt to the Treasury Dept.

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## Other Program Services and Activities:

### **Services to Individuals.**

Much outreach time last year from the Lake City office was spent on attending meetings of the Long Term Recovery Committees for Columbia County and Suwannee County. On June 26, 2012, Tropical Storm Debby hit North Florida, causing severe flooding and damage to thousands of homes in Columbia and Suwannee counties. The committees developed protocols and sought funding to assist victims with long-term unmet needs. The resulting figures were more than \$8 million of unmet needs in the two counties. Many homes only began to dry out at the end of 2012 and many families continue to be displaced from their homes. TRLS assisted several clients with filing appeals to FEMA last year, however, none of them were approved for additional funds and there is no avenue to appeal further, thus these clients will be seeking the assistance of the long term recovery committees to assist with their unmet needs. TRLS staff will continue advocating for clients at the committee meetings in addition to providing legal services to any eligible storm victims who need legal services in order to be eligible for assistance. We anticipate helping more clients with probate issues in order to obtain disaster assistance and we did in 2008 after the

storm. Gainesville staff provided tabling, education and information to homeless people with special attention to homeless veterans this past year. Two events helped us reach our target audience: Breakfast on the Plaza and the 2012 Alachua County Homeless Veterans Stand Down. We were able to reach about 600 people and give our brochures and information regarding services, income maintenance and housing at these events. The breakfast was held at a place in front of the courthouse where homeless people gather everyday and the Stand Down was held in a multipurpose center. The paralegal who works primarily with this population represented the organization at each event.

### **Support Services for Other Agencies.**

Equal Justice Conference, May 17-19, 2012. A Managing Attorney participated in a panel discussion entitled "But There Are No Lawyers! Encouraging Pro Bono in Remote Rural Communities". The target audience consisted of private bar and legal services staff from throughout the country. She was able to share our experiences, experiments, successes and failures of making Pro Bono work in rural communities

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## Snapshot of Accomplishments *continued from page 1*

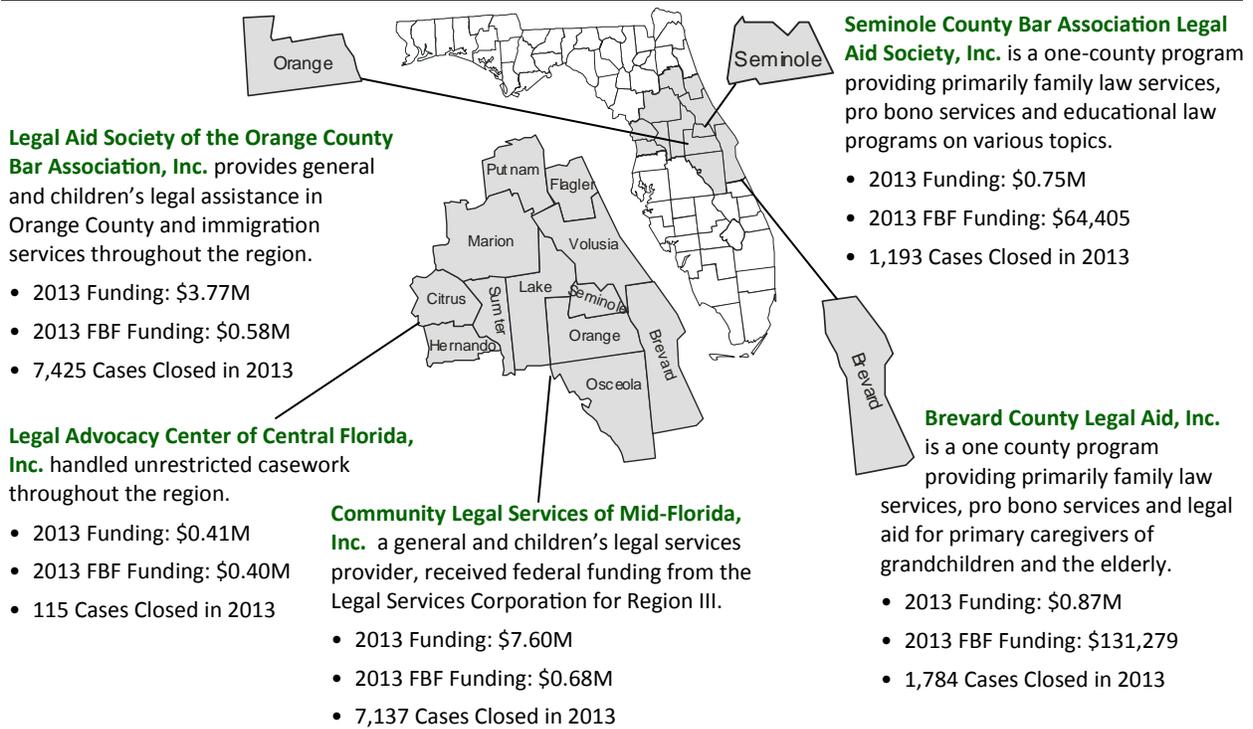
screening can happen without callers being redirected to a different number and allows remote advocates to make calls from any location. With

changes in our board, leadership and technology, TRLS will continue to grow and flourish in our region.

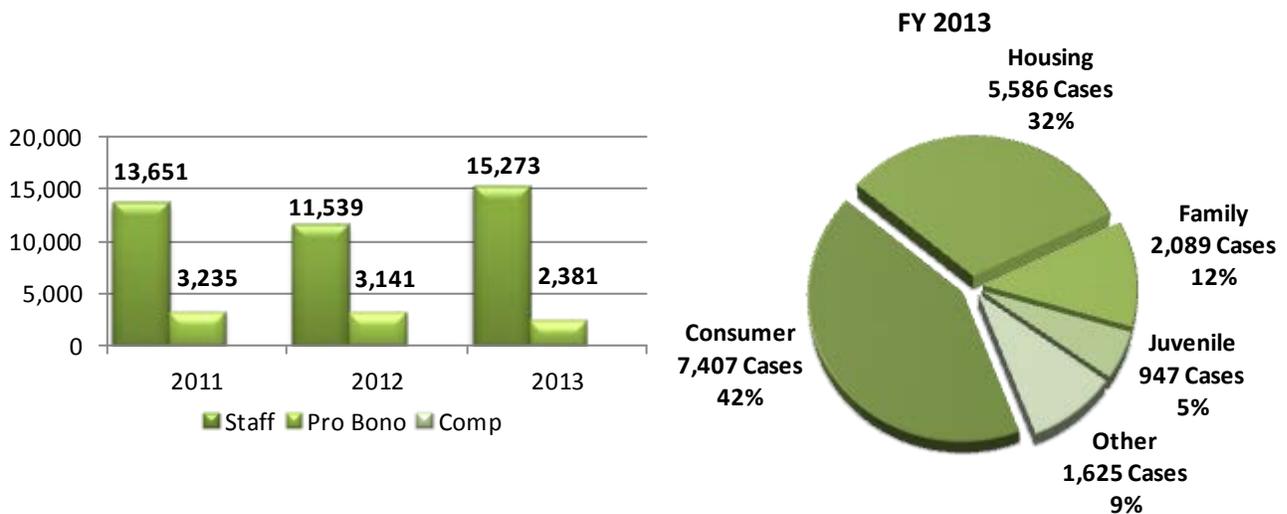
# Region III



# Key Statistics for 2013 for the Legal Services Delivery System in Region III

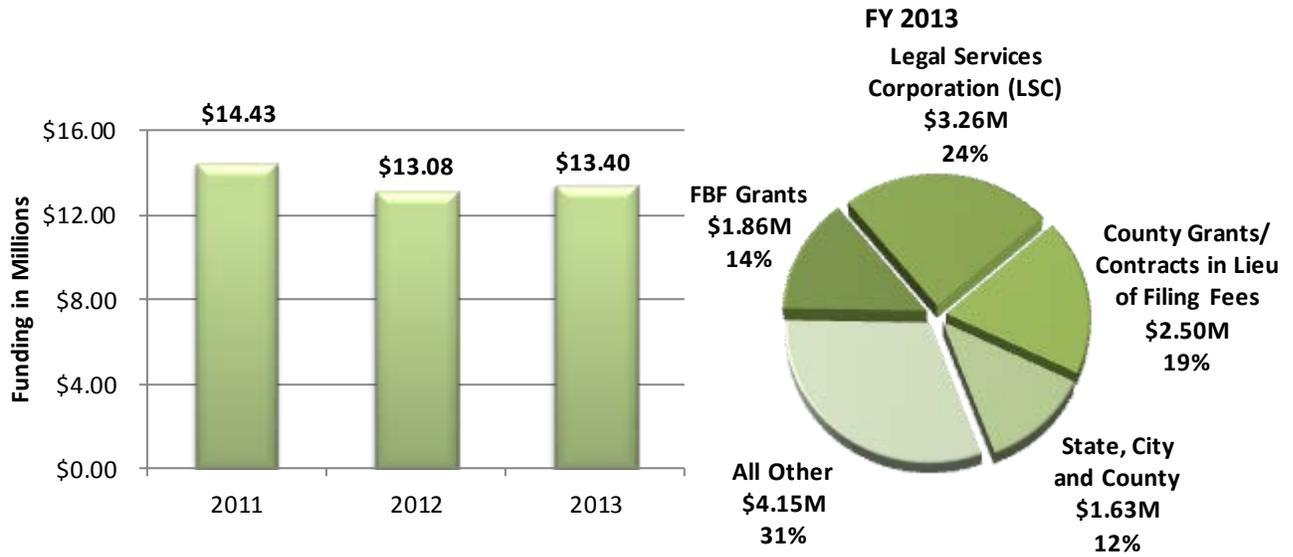


## Total Case Services For Individuals



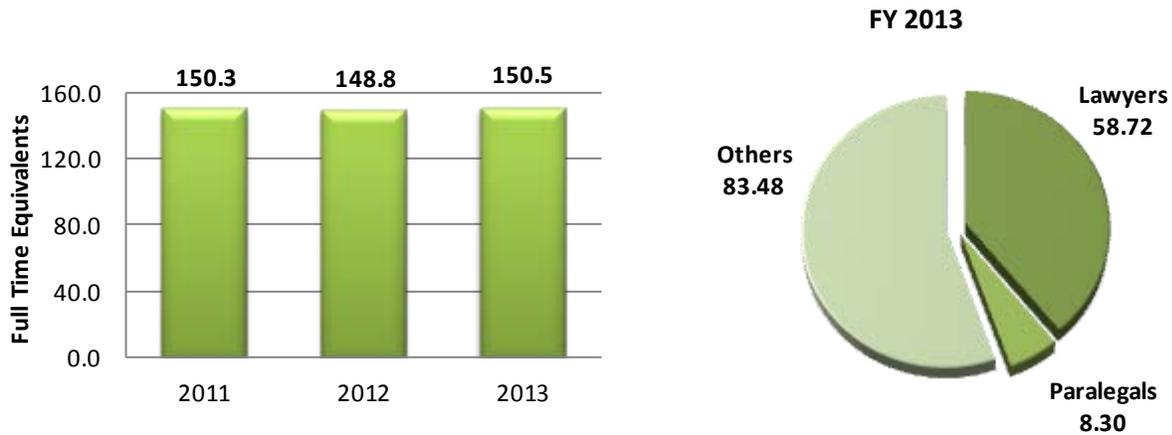
Number of low income persons within Region (125% of poverty per 2000 census): 485,623

## Total Funding



*FBF General Support funding per region is based upon a census formula, counting low income persons at 125% of poverty level.*

## Total Staffing



*Number of attorneys per 10,000 low income people (125% of poverty per 2000 census): 1.2*

## Total Pro Bono and Other Volunteer Programs

### Statistics:

- 1,855 private attorneys participated in 2013.
- 27,272 attorney hours of service were provided, valued at \$4,090,800 (\$150 per hour).
- 3,127 cases were closed by pro bono attorneys.
- 1,631 attorneys contributed \$570,910 in funding.

# Brevard County Legal Aid, Inc.

## Rockledge

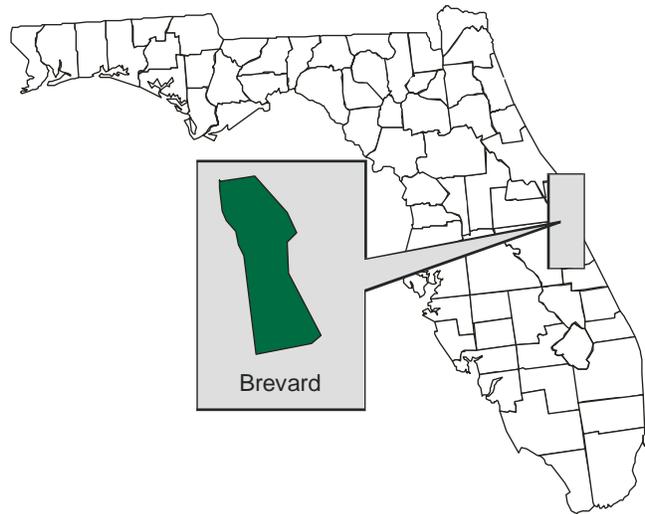
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### Snapshot of Achievements, 2013

In 2013, BCLA helped over 2,100 individuals and families in Brevard, ensuring effective access to our justice system by providing vitally important legal assistance. We continued to place a strong emphasis on family law, children's issues, and housing. Our programs improved Brevard County's quality of life as we protected victims of domestic violence and their children, ensured that foster children access every opportunity as they transition to independent living, and preserved our clients' homes by offering much-needed legal assistance to homeowners facing foreclosure. We relied heavily on our pro bono program to meet the ever-growing need for legal assistance, with approximately 65% of our cases closed by volunteer attorneys. Florida Bar Foundation General Support support was instrumental in assisting us achieve our objectives by providing funding for legal staff and some occupancy costs. As part of our strategic planning process, BCLA recognized the importance of reviewing our IT needs with an eye toward much-needed upgrades. In 2013, the need for improvements was underscored by breakdowns (including a server hard drive) which hampered workflow and productivity. Accordingly, BCLA developed a plan to upgrade systems which included purchase and installation of a new server (with a 500 GB hard drive), 14 new workstations and monitors, and software (including Windows 7 Professional and Microsoft Office 2013). The conversion took place almost flawlessly. The performance improvements are impressive and greatly improve our ability to efficiently provide services for our clients.

### Population Served:

*General Low Income Population*



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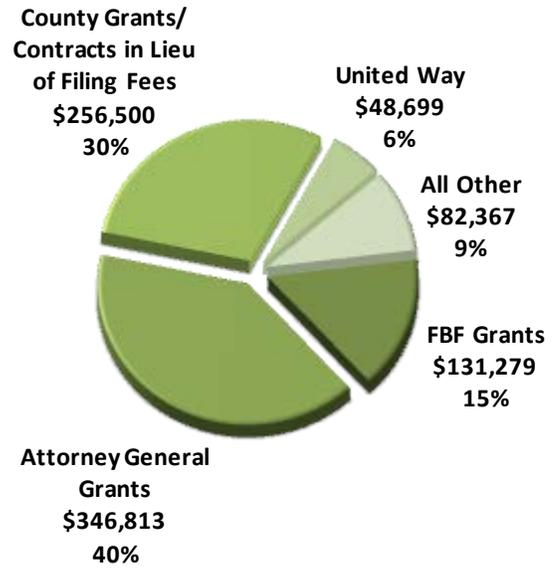
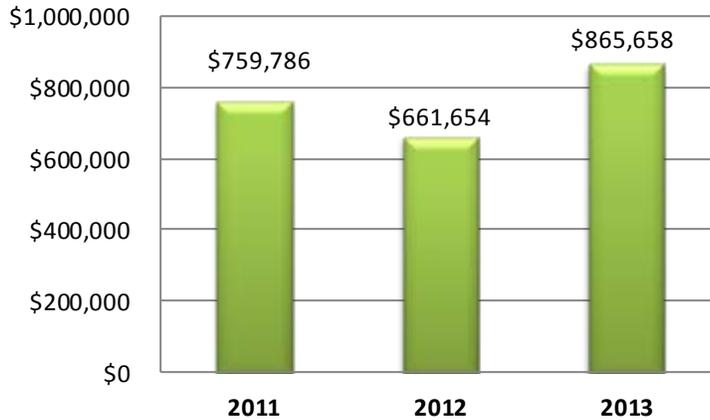
### Service Area

County	Cases Closed
Brevard	1,795

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## Program Funding

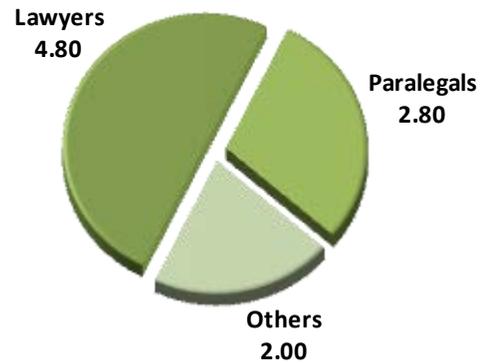
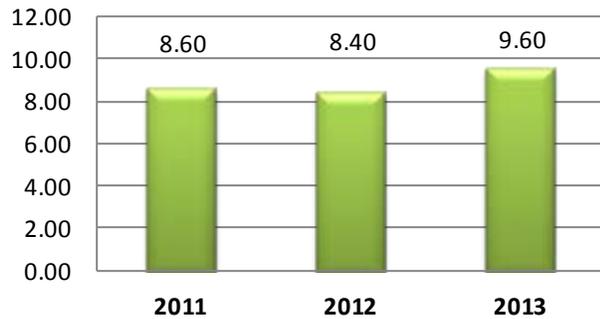
**Total 2013 Funding: \$865,658**



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## Staffing

**Total 2013 Staffing: 9.60 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 162 private attorneys participated in 2013.
- 3,659 attorney hours of service were provided valued at \$548,850 (\$150 per hour).
- 1,191 cases were closed by pro bono attorneys.
- 136 attorneys contributed \$47,180 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2013: 1,784**

**Family: 838 Cases**

Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

**Housing: 510 Cases**

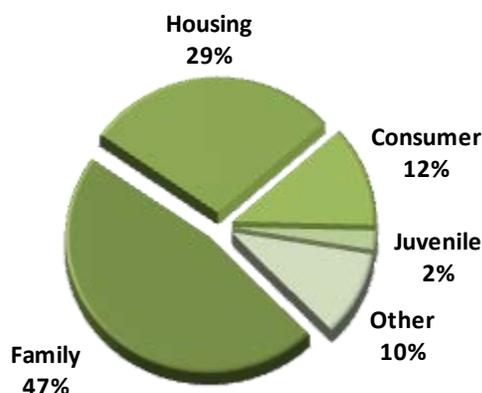
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

**Consumer: 215 Cases**

Legal problems include illegal taking of property, wage garnishment, denial of credit and fraudulent consumer practices.

**Juvenile: 40 Cases**

Legal problems include abuse, neglect, wrongful charges of delinquency, guardianship and emancipation.



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## Case Examples:

**B**CLA, as the court appointed counsel for a minor child in foster care, represented the child's express wishes with regard to reunification with her father who was recently released from prison. The child had not seen her father since 2007. Despite the father's negative home study due to past criminal behavior and lack of stable housing, the State wanted to reunify the child with her father. The child is living in a foster home and is doing exceptionally well in school. The child told us that she wanted to be the first in her family to attend college and she was afraid that if she was reunified with her father, her goal of obtaining a college education would be defeated. Counsel met with the child's case worker and the father several times and reported her findings to the Court. Counsel helped negotiate a gradual visitation schedule with the father. Reunification was put on hold until a positive relationship could be established between the father and the child. In the meantime, counsel introduced the child to an after school program called "Teens as Tutors" at a local non-profit called Club Esteem. This program provides the child with a paying job for tutoring economically disadvantaged children after school. Club Esteem also provides the child with mentors who will help her apply to college and for college scholarships. The child is well on her way to establishing a relationship with her father, while at the same time, achieving her goal of becoming the first child in her family to attend college.

**A** young mother of a born-out-of-wedlock newborn came to BCLA after her boyfriend was physically abusive. He threw her and the child out of the residence the parties shared with his mother and then filed a paternity case seeking majority timesharing and primary residence, citing in his petition that our client had no place to live. He was seeking child support from her and to have her time restricted to supervised contact with the child. The father has three other children, all born out-of-wedlock, and does not support any of them, although he is ordered to do so. He is approximately 32 years old, "part-time" self-employed and lives with his mother, who pays his way. BCLA helped this young mother gain primary residence, a good parenting plan and a child support award.

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## Other Program Services and Activities:

### Services to Individuals.

In 2012, BCLA continued to offer weekly clinics to provide legal advice and assistance to self-represented litigants. In addition to pro se family law clinics, BCLA offered a variety of clinical opportunities to accommodate both the needs of our clients and our volunteer attorneys. BCLA offered a weekly advice clinic to clients with problems such as foreclosure, insurance and debt collection. Biweekly, BCLA conducted specialized clinics at our office in Rockledge which focused on helping clients with family law, consumer, tax and bankruptcy matters. BCLA also offered a monthly simple will clinic to seniors, the chronically ill and the poor. In addition to simple wills, healthcare advanced directives were also

drafted. In the case of our family law pro se clinic, we provided limited representation to litigants and were able to provide case-specific advice to our clients rather than merely assistance filling out forms. The courts are flooded with pro se litigants in family law cases and our efforts offered a positive contribution in helping to alleviate gridlock in an overburdened court system. As a result of the assistance they receive pursuant to BCLA clinics, our clients are better able to understand the legal issues they are faced with and cope with their problems, protecting important interests and rights and helping them achieve self-sufficiency and family stability.

# Community Legal Services of Mid-Florida, Inc.

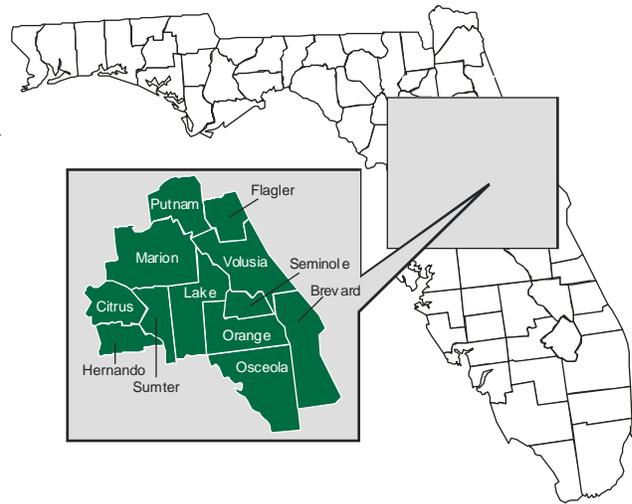
## Daytona Beach, Orlando and Ocala

### Snapshot of Achievements, 2013

CLSMF was fortunate to receive additional funding from the Legal Services Corporation due to a census reallocation. This has enabled CLSMF to reopen our Tavares office with an attorney and legal assistant, add a special education attorney in Daytona Beach, a housing attorney to our Ocala office which had been without a housing attorney since the fall of 2012, a strategic initiatives attorney to further develop our interactive forms program, a legal assistant in Kissimmee and a Helpline assistant. After several years of retrenchment, we are very excited to be able to replace frozen positions and restore much-needed services. We were amazed that even without a public announcement when word got out in the client community that we were restoring the attorneys in Ocala and Tavares, clients started flocking to our doors. We are continuing to develop our interactive forms program. We are keenly aware that we are only able to represent a fraction of the people who need our help and that we have an obligation to provide some form of effective assistance to others. With the help of Legal Services Corporation technology innovation grants we have been developing interactive legal forms that self-represented litigants can use and that will be available at [www.floridalawhelp.org](http://www.floridalawhelp.org). So far, we have programmed all the forms necessary for a Petition for Custody by an Extended Family Member and are now beta testing Dissolution of Marriage without Children family law forms. Dissolution with Children will be available in the fall. These interactive forms have been very helpful in our family law workshops which are taught by pro bono attorneys. We have found that whereas it used to take three hours to conduct a dissolution of marriage workshop, it only takes one and half hours using interactive forms. And the self-represented litigants leave the workshop with a complete set of printed forms (which are based on Supreme Court approved forms) that can be filed. The pro bono attorneys are more willing to conduct shorter workshops and the litigants are very pleased with the completed forms.

### Population Served:

*General Low Income Population*

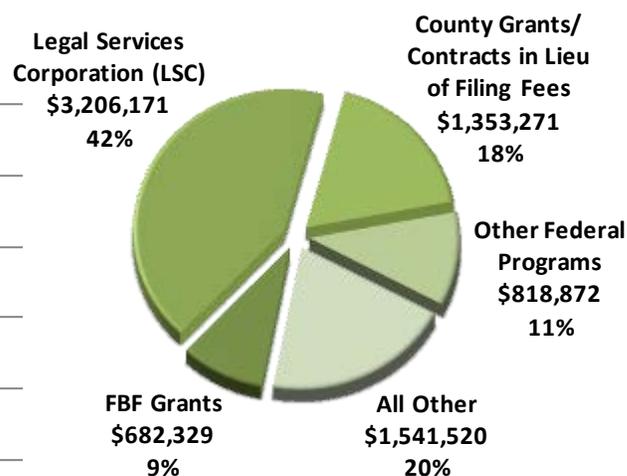
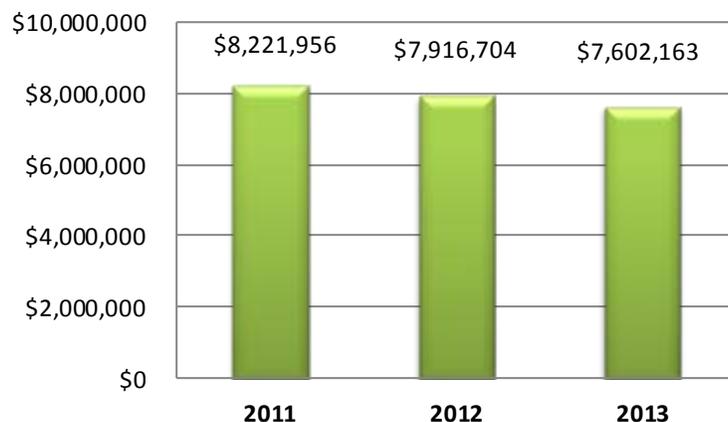


### Service Area

County	Cases Closed
Volusia	1,951
Osceola	1,087
Marion	1,066
Citrus	531
Lake	483
Hernando	470
Flagler	326
Putnam	316
Seminole	285
Brevard	223
Orange	220
Sumter	119
Other	74

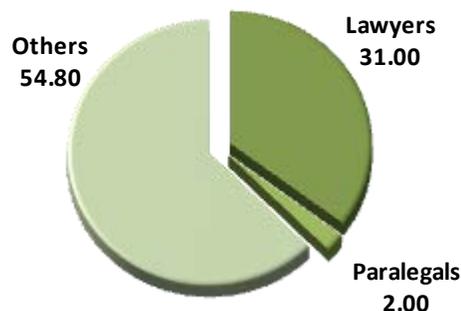
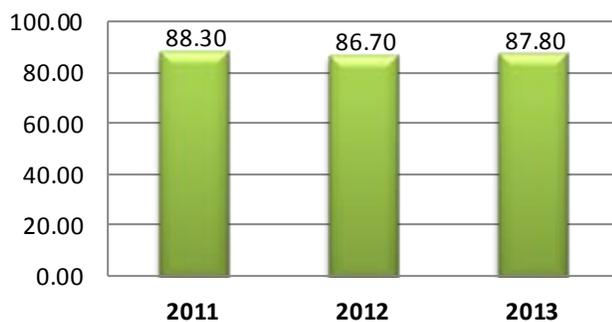
## Program Funding

**Total 2013 Funding: \$7,602,163**



## Staffing

**Total 2013 Staffing: 87.80 Full Time Equivalentents**



## Pro Bono and Other Volunteer Programs

### Statistics:

- 169 private attorneys participated in 2013.
- 3,476 attorney hours of service were provided valued at \$521,400 (\$150 per hour).
- 748 cases were closed by pro bono attorneys.
- 209 attorneys contributed \$50,800 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2013: 7,137**

### Consumer: 6,963 Cases

Legal problems include illegal taking of property, wage garnishment, denial of credit and fraudulent consumer practices.

### Family: 81 Cases

Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

### Other: 93 Cases

Legal problems include Income Maintenance, Housing, Health, Education, Juvenile, Employment, Individual Rights and other matters.



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## Case Examples:

**M**other (our client) and father have an 11 year old daughter in common. Although the child was born in the U.S. during a brief visit, mother, father and the child returned to Ecuador when the child was 2 months old. So, the child has been living and attending school in Ecuador until the age of 11. When the child was about 4 years old, the father relocated to the U.S. and the parties separated. The parties had an oral agreement so that the child could visit the father in the U.S. during her vacation from school. This oral agreement went on for the next 6 or 7 years. In 2012, while the father was in Ecuador for a visit, the parties entered into a Mediated Settlement Agreement through the court mediation program in Ecuador. The Mediated Settlement Agreement basically just incorporated the previous oral agreement. As a result, the mother prepared an authorization for the child to travel to FL to spend her vacation with the father. Child arrived on February 11, 2013 and was supposed to return to Ecuador April 26, 2013. The father refused to return the child and the mother had not seen her since February 11, 2013. The mother's contact with the child was limited to occasional phone calls, which were being monitored by the father. She further advises that the father was telling the child that the only reason the mother was trying to secure her return was to put the father in jail. Subsequent to that, the mother initiated an action in Ecuador for the international recovery of the child. An order was entered by the Judge in Ecuador calling for her immediate return. The father refused to honor the Mediated Settlement Agreement, which has legal effect under the laws of Ecuador, and he ignored the Ecuadorian Order calling for the child's immediate return. The State Department asked CLSMF to assist. CLSMF Staff Attorney Sally Burgos then initiated a petition for the return of the wrongfully retained child under the Hague Convention and for the expedited enforcement of the foreign Order from Ecuador. At our hearing the Judge ruled in our favor and found that the father had wrongfully retained the child in the U.S. He then ordered that the child be returned to the Mother by 5 p.m. the following day. The mother and the child left Lake County for Ecuador the next day.

**F**ourteen months ago, CLSMF's tax unit interviewed a client whose bank account was scheduled to be levied by the IRS for delinquent tax debts. He worked in a job that was commission-based and was confused about his tax liability. An attorney in our tax unit worked quickly with the IRS to remove the levy so that the client's monies would not be frozen. In addition, after assessing his situation for an offer in compromise, CLSMF tax attorney submitted an offer to the IRS. The IRS had assessed that the client owed \$44,360.56. As a result of our advocacy, the IRS accepted a payment from the client of \$1,161, and forgave \$43,199.56.

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## Other Program Services and Activities:

### Services to Individuals.

- Back to School Bash held in Ocala 8/11/12. Purpose of event: To provide backpacks, school physicals, health screenings, child IDs and to disperse information and educate the population, by increasing awareness of Fair Housing Act, the protection it provides and where to find resources. Per HUD directive, Fair Housing Initiative Program (FHIP) funds are used to focus on members of the underserved and limited-English individuals in our service area. CLSMF staff distributed the CLSMF brochure in English and Spanish, and also the Fair Housing brochure. 1,272 attended; 22 organizations participated; 101 volunteers; 1,412 children received backpacks.
- CLSMF conducts extensive outreach targeted to non-English speakers as part of an IRS Low Income Taxpayer Clinic (LITC) grant. In 2012, the LITC distributed approximately 5,541 educational brochures about tax rights and responsibilities at 55 community events. The LITC also held 105 English-as-a-Second Language (ESL) Tax Clinics and met one-on-one with 380 ESL taxpayers to answer general tax questions. Additionally, the LITC held topic specific workshops on topics such as “Credits and Benefits for People With Minor Children,” “Repayment Options for People With Tax Debt,” “What’s New For Tax Season,” “Tax Benefits for Persons Living With Disabilities,” and “Tax Issues Affecting Victims of Domestic Violence.” Approximately 297 low-income and ESL taxpayers attended the various tax-related workshops. In order to reach a broader audience

and educate taxpayers about the Earned Income Tax Credit (EITC) and other tax rights and responsibilities, the LITC conducted 15 presentations geared toward service providers at partner agencies so they in turn could better assist their clients and make appropriate referrals for services.

- CLSMF's Regional Fair Housing Summit, April 26, 2012, brought together 277 persons representing the housing industry, attorneys, civil rights agencies, government and community representatives to gain knowledge of fair housing and fair lending. Workshops were presented on mortgage rescue scams, fair lending, affirmatively furthering fair housing, overview of fair housing, disability rights, and accessibility in multi-family housing.

### Support Services for Other Agencies.

Affirmatively Furthering Fair Housing webinar presented by Michael Allen from the Relman law firm (Chicago) on affirmatively furthering fair housing. Fair Housing Unit Program Manager Tonja Speights-Greene coordinated the event and invitations to attend were sent to CLSMF employees and 13 organizations (housing agencies, city, county, and state government staff) in CLSMF's 12-county service area; a total of 28 people attended the webinar including nine state and local government employees and three US Dept. of Housing and Urban Development (HUD) staff. CLSMF also provides fair housing testing supervision to Bay Area Legal Services via a contract with HUD funds.

# Legal Advocacy Center of Central Florida, Inc.

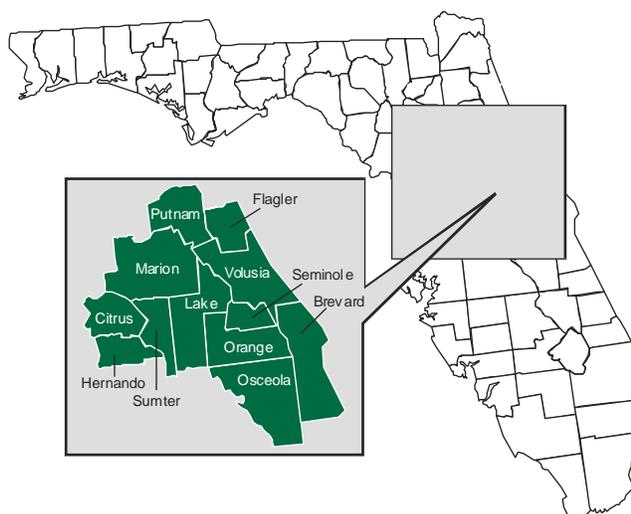
## Sanford

### Snapshot of Achievements, 2013

The Legal Advocacy Center of Central Florida, Inc. (LACCF) continues its role as an unrestricted program serving low-income consumers in Florida Legal Services (FLS) Region III. Our mission is to advance and protect consumers' rights. We are over 90% funded by The Florida Bar Foundation (FBF) and rely heavily on our general support grant. In 2013, LACCF advanced its mission by protecting the public from efforts by debt collectors to weaken the Florida Consumer Collections Practices Act (FCCPA). The FCCPA has a written notice requirement for consumer debt assignments. In essence, debt buyers need to notify consumers that they have purchased their debt from the original creditors. Violation of this provision causes consumers to not know that their debts have been assigned to a debt buyer. Consumers would have no way of knowing if a debt collection action is a scam, or a case of mistaken or stolen identity. Since 2013 to the present, LACCF is litigating a class action in Osceola County and developing a second one based on this FCCPA notice requirement. LACCF joined forces with Alice Vickers and the Florida Alliance for Consumer Protection (FACP) to lobby HR 413's proponent: Rep. David Santiago (R) (Distr. 27 - Volusia County). LACCF signed a position letter with FACP and debated against the offending provisions proposed by debt collectors. After we petitioned Rep. Santiago, he recognized the industry's ploy and agreed to eliminate the prejudicial language. LACCF met with Rep. Santiago and discussed the importance of keeping the FCCPA strong.

### Population Served:

*General Low Income Population*



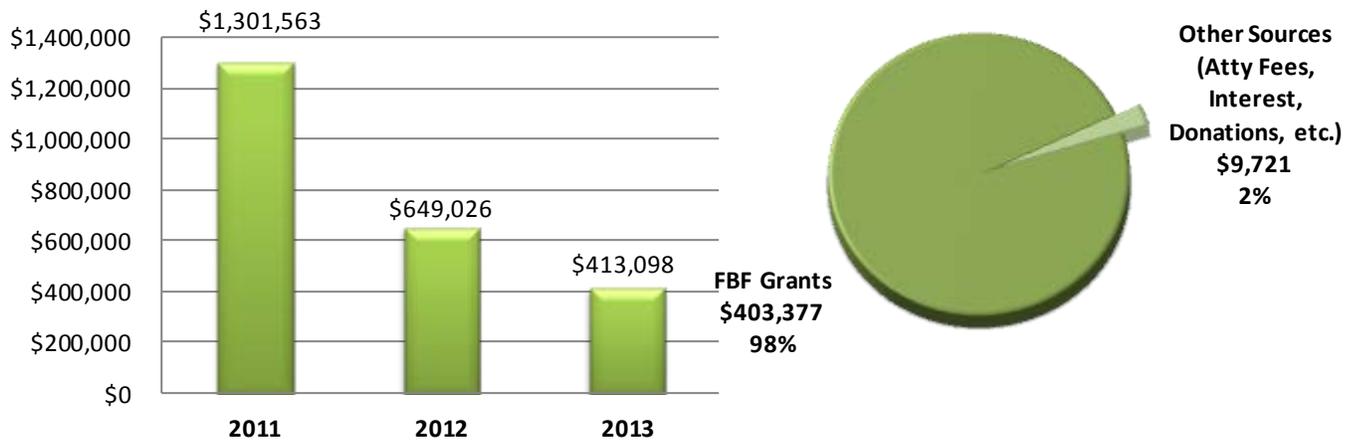
### Service Area

County	Cases Closed
Volusia	25
Lake	18
Seminole	15
Marion	15
Osceola	11
Citrus	6
Flagler	5
Brevard	5
Orange	4
Putnam	3
Hernando	3
Sumter	2
Other	3

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## Program Funding

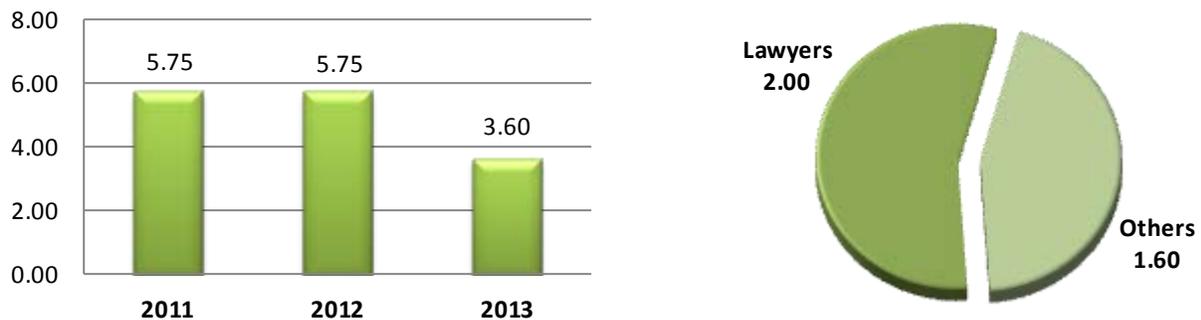
**Total 2013 Funding: \$413,098**



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## Staffing

**Total 2013 Staffing: 3.60 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 4 private attorneys participated in 2013.
- 134 attorney hours of service were provided valued at \$20,100 (\$150 per hour).
- 17 cases were closed by pro bono attorneys.

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## Case Services For Individuals

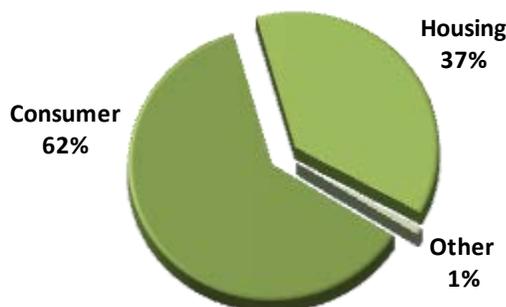
**Total Cases Closed in 2013: 115**

### Consumer: 71 Cases

Legal problems include illegal taking of property, wage garnishment, denial of credit and fraudulent consumer practices.

### Housing: 43 Cases

Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.



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## Case Examples:

**O**sceola County Consumer Law Case Settlement. We settled a credit card debt collection case with CACH, LLC for failing to notify the consumer about the assignment of a debt from the original creditor to the debt buyer. LACCF received the \$7,500 in attorney's fees. Following our litigation strategy, we should expect more settlements of this nature.

**E**ducating Small Businesses on Garnishments. Mr. H and Ms. M both faced wage garnishments in unrelated cases. We assisted them in filing claims of exemption based on their status as heads of household. Both were sole supporters of minor children. The judgment creditors conceded the matter once they saw dependents on the tax return. However, both times, the employer had improperly disbursed the garnished funds to plaintiff's attorney. We tracked down the proper individual in plaintiff's office to authorize returning the funds. In Ms. M's case, plaintiff was facing sanctions because their "processing time" took six weeks. Once the employer received the money, we made sure that the wages were returned to the client immediately. Our discussion with Ms. M's employer was actually very educational. They were a small business, unfamiliar with garnishments, and lacking a corporate attorney.

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## Other Program Services and Activities:

### Support Services for Other Agencies.

LACCF has a staff attorney participating in The Florida Bar's Legal Needs of Children Committee. The Committee monitors and influences the Legislative process where the legal needs of children are concerned. The Committee also studies developments in this specialized area of

legal practice and keeps members of The Bar informed of significant developments through regular e-mail updates. As a result, The Bar has the benefit of an advocate bringing awareness to the "School to Jail" pipeline issues affecting disabled and at risk children in the State.



# Legal Aid Society of the Orange County Bar Association, Inc. Orlando

## Snapshot of Achievements, 2013

We provide legal services to low-income clients who need assistance in the areas of family, juvenile, consumer, housing, public benefits, health, and immigration law. Community problems addressed include providing legal protection to abused and neglected children and domestic violence survivors; protecting clients from unlawful evictions and unsafe housing; providing clients relief from unscrupulous businesses who take advantage of the poor by charging unreasonable and unlawful charges for basic services and goods; providing relief for poor families from unlawful debt collection practices; by insuring access to health care; and by helping families find legal solutions to their family disputes over custodial arrangements and support issues resulting in greater stability for families. We reach client groups with special legal needs through an extensive outreach and intake system. We attempt to meet the most pressing legal dilemmas of those seeking our assistance. The Legal Aid Society offers the following legal services to the poor in our community through the combined effort of staff, pro bono attorneys, and volunteers: Advice and counsel; community legal education; information and referral; negotiation and litigation; simple to complex, in state and federal court and in administrative hearings, both state and federal; and legislative and administrative advocacy. Our staff and pro bono attorneys advocate, negotiate, and provide direct legal representation to low-income clients. In addition to their own case handling, staff attorneys assist volunteer attorneys through training, manuals, and mentoring. We have 1,404 volunteer attorneys who participate in our pro bono program by taking cases or volunteering in a pro bono project. A financial donation was made by 1,203 attorneys in 2013. Attorney volunteers donated over 19,042 hours in 2013. At year-end, Legal Aid had 2,322 open pro bono cases. We also provided immigration legal services to Orange, Lake, Polk, Seminole, Brevard, Volusia, Putnam, Flagler, Marion, Citrus, Hernando, Sumter, and Osceola residents in 2013. Together, staff and volunteers served 20,454 new clients in 2013.

## Population Served:

*General Low Income Population*

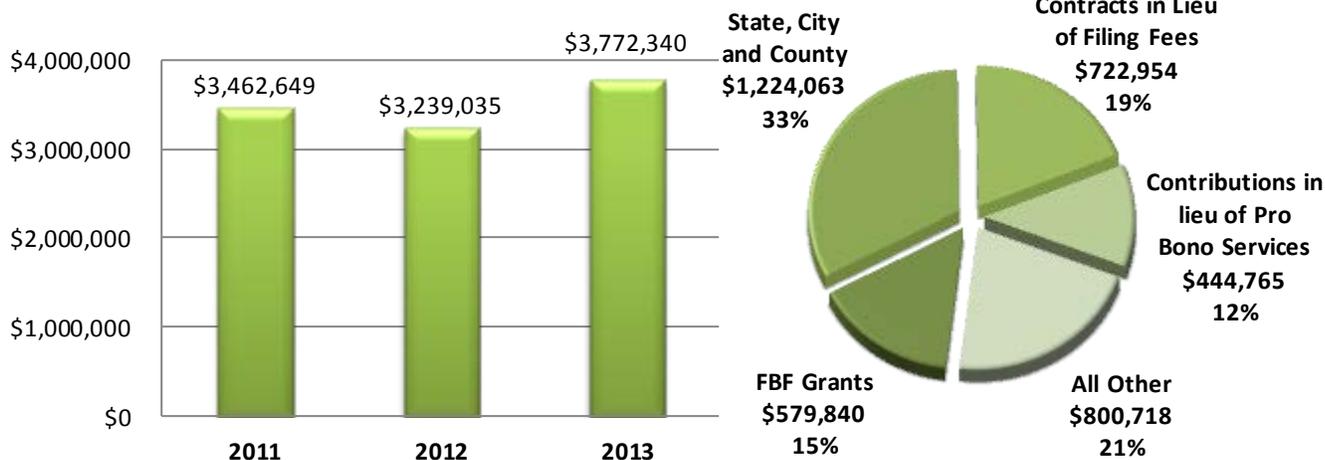


## Service Area

County	Cases Closed
Orange	7,036
Osceola	39
Seminole	39
Polk	27
Lake	25
Volusia	10
Brevard	5
Sumter	3
Lee	3
Pinellas	2
Duval	2
Manatee	2
Marion	2
Other	248

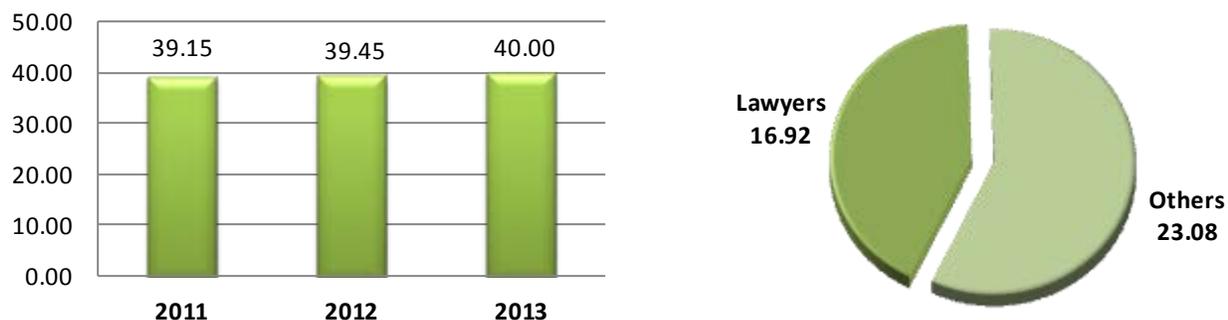
## Program Funding

**Total 2013 Funding: \$3,772,340**



## Staffing

**Total 2013 Staffing: 40.00 Full Time Equivalents**



## Pro Bono and Other Volunteer Programs

### Statistics:

- 1,455 private attorneys participated in 2013.
- 19,043 attorney hours of service were provided valued at \$2,856,450 (\$150 per hour).
- 1,003 cases were closed by pro bono attorneys.
- 1,204 attorneys contributed \$444,765 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2013: 7,425**

### Housing: 4,650 Cases

Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Juvenile: 879 Cases

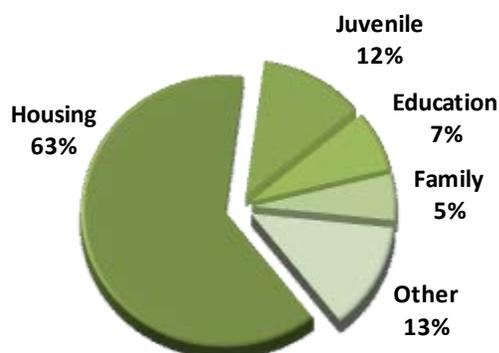
Legal problems include abuse, neglect, wrongful charges of delinquency, guardianship and emancipation.

### Education: 536 Cases

Legal problems include suspension or expulsion from school and denial of access to educational opportunities.

### Family: 410 Cases

Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.



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## Case Examples:

A 69 year old grandmother was expecting her 2012 refund to be direct deposited in her bank account. It went to someone else's account. The IRS said, not my problem, the bank said, not my problem, the police said, not my problem. Our pro bono attorney called the Orlando Police Department, got an affidavit from the client, filed with the police, and put pressure on the account holder and bank to restore the funds. \$852 refund was returned to client.

David, a 17 year old wheelchair-bound youth, entered foster care with burns, pressure sores, and was bedridden and losing weight. His pro bono attorney and our staff attorney advocated for him to be enrolled in school, secured a wheelchair-bound mentor, enrolled him in wheelchair basketball, and obtained necessary equipment. In 2013, he left foster care with the ability to meet his personal needs; he attends school, plays wheelchair basketball, hand-cycles, and is college-bound.

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## Other Program Services and Activities:

### Services to Individuals.

- **Services for underserved client group:** In 2012, we partnered with two social service agencies and a local church to provide education and lawyers to assist ex-offenders in sealing/expunging their record. The partners in this effort were The Goodwill Self-Sufficiency Center, The Jobs Partnership of Florida, and St. Paul A.M.E. Church of Apopka. Throughout the course of the year, we conducted eight community seminars at which we or a pro bono attorney spoke to attendees about their rights and the laws regarding sealing of records.
  - The target audience for these events were ex-offenders with a record in Orange, Osceola, or Seminole County. At six of these events, the narrower target audiences were low-income individuals that were utilizing the services of The Goodwill Employment Office or the Jobs Partnership to find work. At the other two events, we targeted two low-income neighborhoods in Apopka and Zellwood.
  - The needs addressed were legal education and free legal assistance in the filing of a Petition to Seal or Expunge.
  - The goals of these activities were to educate folks who cannot seal or expunge, to encourage them to contact their elected officials to request a change in the law, and to represent in court those folks who met the legal requirements to seal or expunge their record.
  - Our strategy was to focus our efforts on those individuals actively seeking employment and those folks in certain neighborhoods. This strategy is further enhanced by the collaboration with community partners, law student volunteers, and pro bono attorneys.
  - Results achieved were that we educated 364 people and we assigned 62 people to pro bono attorneys for extended services.
- **Outreach to specific group of low-income families in East Orange County:** In 2012, we were asked by a local church that administers a food pantry for about 100 individuals to come to their food pick-up site and educate their clients about our services and various areas of the law. Twice during the year, we had a representative at the University 7th Day Adventist Church available to talk to individuals as they were picking up their food distributions.
  - The target audience for these events was low-income individuals that are regularly receiving free food through a food bank.
  - The needs addressed were that of education about Legal Aid and our services, and education on various legal topics as the food bank had identified that many of their clients had legal needs and were not sure where they could turn for assistance.
  - The goal of the activity was to make a presence at the food distributions and educate those folks receiving food.
  - The strategy was to have a representative available several times throughout the year on site.
  - Results achieved were that we educated 118 low-income people on their legal rights and our services.
- **Outreach for underserved client group: AIDS Special Will Project for low-income persons with AIDS and HIV.**
  - The target audience: For 19 years, pro bono attorneys have provided simple wills and related documents to persons with AIDS and HIV. Using three case manager organizations, attorneys meet clients once a month at each site.
  - The needs addressed were offering advice and preparation of end of life documents to this community.
  - The goal was to have quick access to a private attorney at the case managing agency through which the client received their help and referrals.
  - The strategy was 15 pro bono attorneys visited Centaur and Hope & Help sites each month and one site Miracle of Love, quarterly as requested.
  - The results were 67 persons served through advice and preparation of documents.

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## Other Program Services and Activities:

### Support Services for Other Agencies.

#### • Lunch and Learn Trainings

- Target audience: Pro bono attorneys, law students, and legal aid/service attorneys in Region 3.
- Needs addressed: Staff, pro bono attorneys, and law students need training in poverty law areas so that they can better assist clients.
- Goals: To provide better legal work for clients; to retain and recruit pro bono attorneys and law students; to provide networking opportunities for pro bono and legal aid/service lawyers to discuss client issues; to do collaborative work and provide support to each other in assisting clients. We offered twenty substantive trainings at lunchtime in 2012, which offer CLE credits and free lunch on topics directly related to client work. Trainings offered are basic, intermediate, and advanced.
- Results: 452 pro bono attorneys, law students, and legal aid/services staff attended our Lunch and Learn Trainings in 2012.

#### • Independent Living Community Action Team (CAT) Meeting with Community Partners

- Target audience: We are a core member of the IL Community Action team, which meets monthly to improve the lives of Ninth Judicial Circuit teens in foster care, as well as former foster youth. Other core participants include Intervention Services Inc. (ISI), our county's Independent Living service provider, Barry University School of Law, and City of Life, a local philanthropic organization.
- Needs addressed: As a core collaborator, we assess the current needs of our community's foster teens, create objectives, and then meet with other community stakeholders to carry out those objectives. This continuous collaboration ensures that the nearly 200 current and former Orange County foster youth eligible for independent living services receive personalized legal and community advocacy.
- Goals: In 2012, the Community Action Team focused on obtaining vital documentation and employment training for our youth. Legal Aid's GAL Program communicated with ISI

on a weekly basis to determine which youth needed vital documentation, and which youth had the capacity to gain employment.

- Results: Of the 39 youth in Orange County age 17 and older, we filed necessary pleadings, obtained necessary date-certain orders, and arranged for ISI and case management to drive youth to documentation appointments. This legal advocacy resulted in 38 of the 39 youth securing complete sets of vital documentation, including birth certificates, social security cards, state identification, and Medicaid cards. This documentation allows youth to enroll in school, secure housing, and apply for employment. Through our partnership with Panera Bread Company, all youth in Orange County who turn 18 and ultimately apply to Panera Bread for employment were able to meet with a Panera manager to discuss employment skills preparation.
- #### • Employment Partnership with Panera Bread Company Benefitting Former Foster Youth
- Target audience: In 2012, we collaborated with Panera Bread Company to provide employment training for former Orange County dependent youth.
  - Needs addressed: When youth elect to "extend the court's jurisdiction," Legal Aid's GAL Program remains appointed to dependency cases until youth reach age 19. Although these 18-year-old former foster youth are legally adults, they, like their non-foster youth counterparts, are rarely capable of financial self-sufficiency.
  - Goals: Through the Panera partnership, each of the approximately 25 Orange County dependency youth who turned age 18 in 2012 had the option of meeting with Panera Bread Company in order to gain valuable employment skills.
  - Results: At least 15 youth met with the Panera Bread Company in 2012. These youth were able to meet with store managers to discuss employer expectations upon hire and interviewing skills. These experiences will ultimately allow former foster youth to successfully enter the working world.



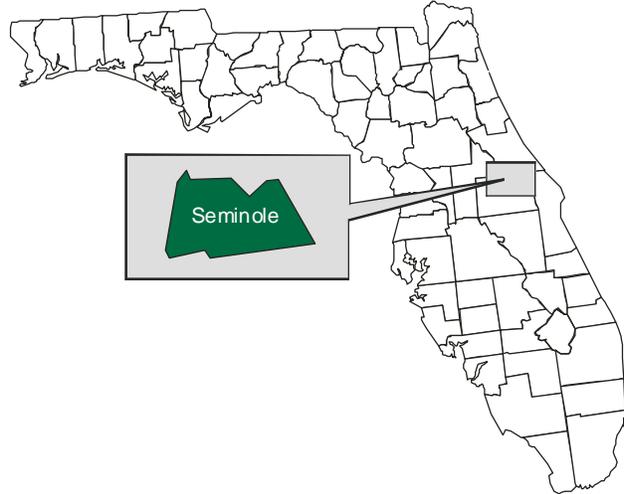
# Seminole County Bar Association Legal Aid Society, Inc. *Altamonte Springs*

## Snapshot of Achievements, 2013

One of many special projects operated by SCBALAS includes a Domestic Violence Prevention Advocacy project. The objective of the advocacy project is to identify and rectify any systemic problems negatively impacting the legal rights of victims of abuse seeking Injunction for Protections against domestic violence. During the last eighteen months, our staff identified the harmful practice of denial of the safeguards afforded to victims of domestic violence seeking redress under Florida Statute §741.30. Victims of domestic violence seeking an injunction for protection were routinely and immediately denied the protections afforded in Florida Statute §741.30 if the perpetrator of the violence had conditions of release in a criminal case restricting their contact with the victim. One of these victims was K.C., a disabled immigrant woman. She commenced an action against her estranged husband for the purpose of obtaining an injunction for protection against domestic violence. Her petition alleged the existence of approximately fourteen acts of domestic violence that the husband had recently inflicted upon her. The judge denied her request for an injunction without an evidentiary hearing because “the petitioner is protected by conditions of release in the criminal case – and may refile if any of those condition change.” SCBALAS appealed the ruling and was granted oral argument. The court found in our client's favor and ruled that a victim could be granted an injunction for protection against domestic violence, even if perpetrator was subject to conditions of release from custody, including electronic monitoring, in criminal matters. The appellate court determined that the protections afforded in the criminal proceeding are not sufficient to protect a victim because the victim is not a party to the proceeding. Injunctions provide other conditions of protection not found in criminal matters. This case reversed a practice that harmed victims of domestic violence in our county.

## Population Served:

*General Low Income Population*

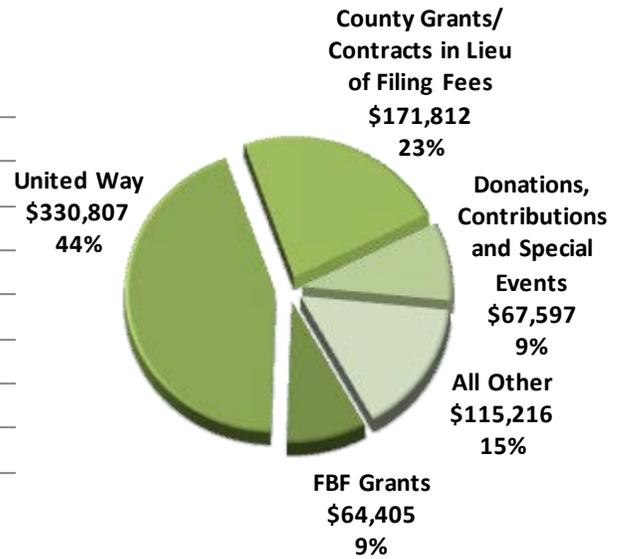
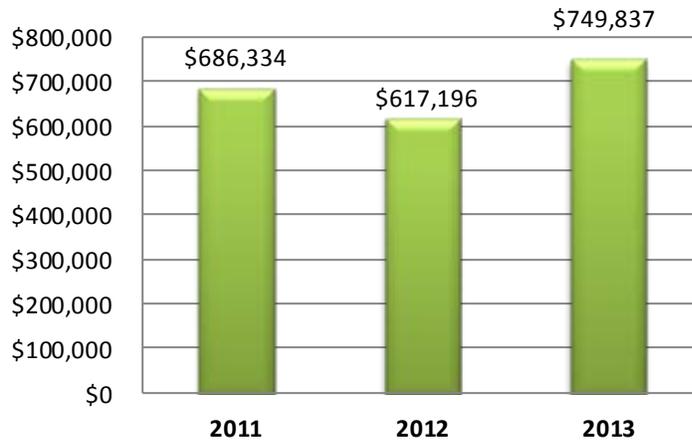


## Service Area

County	Cases Closed
Seminole	1,193

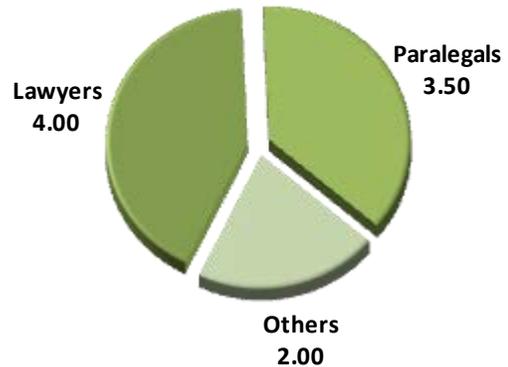
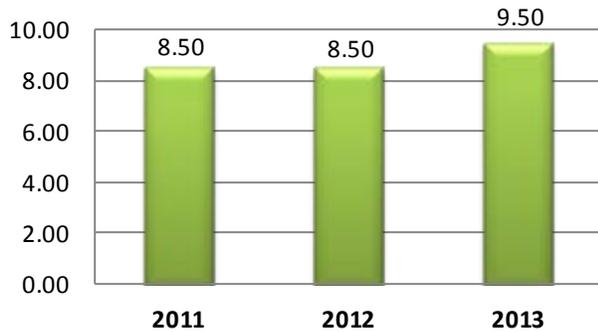
## Program Funding

**Total 2013 Funding: \$749,837**



## Staffing

**Total 2013 Staffing: 9.50 Full Time Equivalents**



## Pro Bono and Other Volunteer Programs

### Statistics:

- 65 private attorneys participated in 2013.
- 960 attorney hours of service were provided valued at \$144,000 (\$150 per hour).
- 168 cases were closed by pro bono attorneys.
- 82 attorneys contributed \$28,165 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2013: 1,193**

### Family: 760 Cases

Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

### Housing: 359 Cases

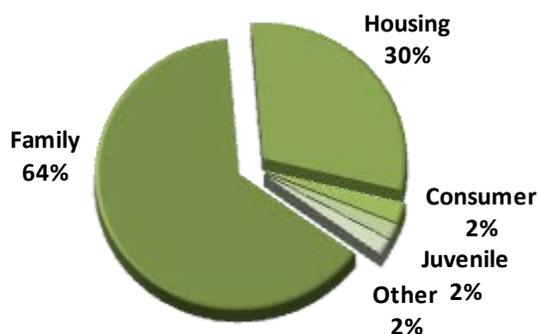
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Consumer: 29 Cases

Legal problems include illegal taking of property, wage garnishment, denial of credit and fraudulent consumer practices.

### Juvenile: 22 Cases

Legal problems include abuse, neglect, wrongful charges of delinquency, guardianship and emancipation.



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## Case Examples:

**N**.R. is a 53 year old man who was recently diagnosed with severe or advanced multiple sclerosis. Shortly after receiving his diagnosis, N.R.'s wife of more than 20 years left him, leaving the state and taking their last remaining minor child with her. N.R. became severely depressed and unable to meet his financial needs. Exhausted by his situation, NR requested our office provide him representation with dissolution of marriage action. N.R.'s case was assigned to one of our staff attorneys who assisted with the return of the minor child, secured temporary and retroactive child support and permanent alimony. Through the divorce, N.R. was also assigned the parties' marital home, which is now nearly paid off. Prior to the establishment of child support and alimony, N.R. struggled to make ends meet, relying solely upon his monthly SSI check. Today, N.R. is financially sound and able to meet his monthly expenses without having to borrow from friends, family and his church.

**M**.T., a child was abandoned by his mother when he was approximately 5 years of age. He was placed with another relative where he was neglected and sexually abused. He was then placed in a foster care home. He was having a significantly difficult time adjusting to foster care and being placed in group homes. He was labeled a difficult child who did not respond to therapy and the Department of Children and Families (DCF) wanted to place him in a psychiatric facility in the State of Florida. M.T. did not want to be placed in the facility and therefore the court appointed one of our staff attorneys to represent him as an attorney ad litem. The attorney met with M.T. and reviewed over three volumes of case files concerning M.T. and realized that DCF, who was entrusted with his care, was not complying with the Court's orders issued in his case and was neglecting him. M.T. had not been placed in school for several months and had been in and out of the emergency rooms for a recently diagnosed medical condition and a prior medical condition. These medical conditions are known to have an effect on behavior and could have caused M.T.'s inability to comply with the DCF's requests. A new assessment was completed that determined that the M.T.'s recently discovered medical condition could have affected his behavior and that the child had intellectual deficiencies that affected his ability to benefit from the type of therapy that had been provided by DCF. The new assessment also indicated that placing M.T. in a lock down psychiatric facility was not appropriate. The attorney continues to advocate for M.T. and seeks for him to be placed in an appropriate placement with the necessary wraparound services needed for him to thrive in a secure and safe environment.

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## Other Program Services and Activities:

### **Services to Individuals.**

Our staff attorneys conduct outreach services at the local domestic violence shelter bi monthly. The attorneys provide a brief presentation concerning family law issues and meet with individual victims of domestic violence staying at the shelter. Our strategy is to empower abused women with knowledge of their legal rights to prevent their further ill-treatment. Victims that require additional service are advised to contact our office for further assistance and legal representation. A staff attorney travels monthly to the office of Pathways to Home to provide legal advice to participants of the Pathway program. Pathway is a not for profit organization that assist homeless families. They assign each client a case manager to help the families reach financial independence. The joint goal of this outreach is to resolve legal problems that hinder the families' ability to become self-sufficient. For example, a participant in the program was a single mother receiving little financial support from the father of the children. We assisted the indigent mother in filing a child support action against the father to secure sufficient funds needed to maintain the family with food and shelter. In other cases, we have assisted participants in sealing a crime that has prevented the participant from securing stable employment. Combining efforts and resources, we are able to leverage our legal services to improve the quality of the life of the participants in the program. Another target of our outreach is the elderly population. Many elderly are victims of unethical creditors that violate consumer protection laws. Our goal is to educate the elderly regarding their legal rights concerning creditor issues to prevent their exploitation. Our pro bono attorneys provide presentations concerning debtor creditor rights at lunch sites of Meal of Wheels. The elderly persons are very engaged at the presentations and have their questions answered. If additional assistance is needed by any elderly person, we refer the individual to a pro bono attorney. Information is provided regarding protection of identity theft. Florida leads the nation with identity theft issues.

### **Support Services for Other Agencies.**

Our program has a joint project with the Legal Aid Society of the Orange County Bar Association to assist homeowners facing foreclosure of their home and/or tenants whose rental property is being foreclosed in central Florida. Our two programs obtained a joint grant to Heart of Florida United to fund the "Save the Home" project. Our program administers the project and completes the reporting requirements. The focus of the project is to provide legal assistance and representation to participant of the project to prevent the loss of their home. Loss of a home is devastating and often leads to financial and family instability. In addition, we conduct outreach and educational presentation throughout the community to encourage individuals facing foreclosure problems to seek help and assistance. Many individuals take no action until it is too late to save their home because they are paralyzed with fear or confused with the overwhelming amount of papers and documents received. Our joint project targets areas in the community experiencing the majority of the foreclosures to prevent the decline of the neighborhoods caused by abandoned or unkempt homes.

# Region IV



# Key Statistics for 2013 for the Legal Services Delivery System in Region IV

**Bay Area Legal Services**, a general and children’s legal services provider, received federal funding from the Legal Services Corporation for Region IV and operates a regional telephone helpline.

- 2013 Funding: \$7.34M
- 2013 FBF Funding: \$0.70M
- 11,957 Cases Closed in 2013

**Community Law Program** is a one-county program primarily dedicated to pro bono family law.

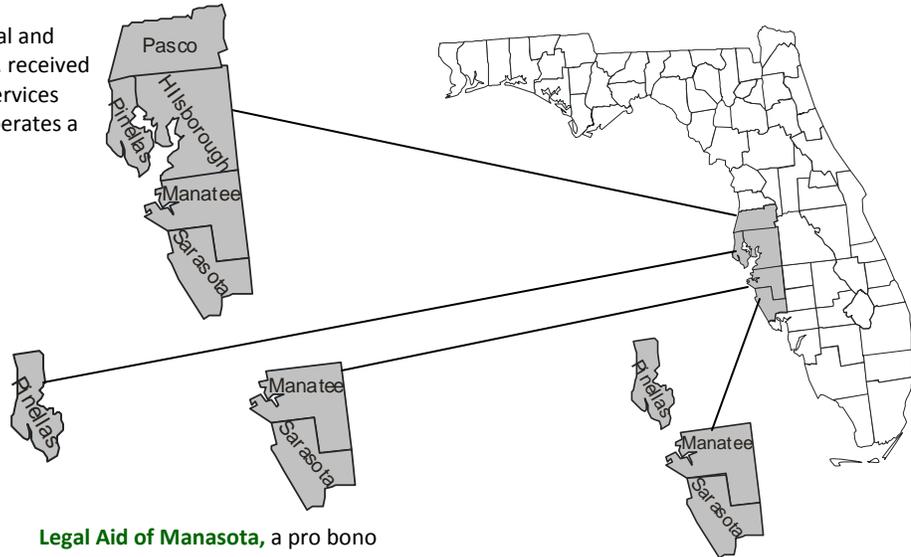
- 2013 Funding: \$0.33M
- 2013 FBF Funding: \$104,831
- 1,021 Cases Closed in 2013

**Legal Aid of Manasota**, a pro bono program, serves two counties, primarily in family law and housing.

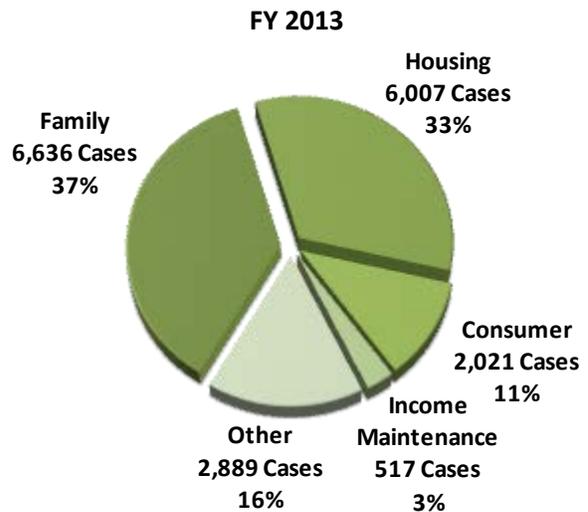
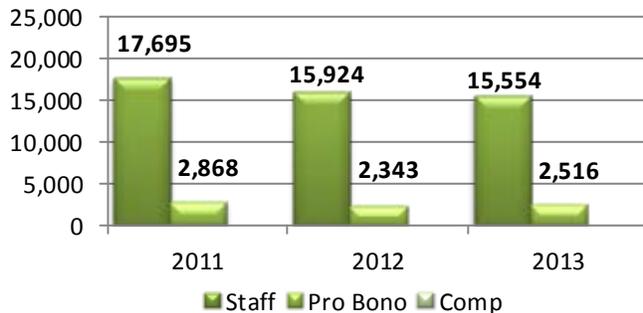
- 2013 Funding: \$0.90M
- 2013 FBF Funding: \$75,702
- 1,555 Cases Closed in 2013

**Gulfcoast Legal Services** provides general legal assistance in three counties and handles restricted cases and immigration cases throughout the region.

- 2013 Funding: \$2.81M
- 2013 FBF Funding: \$0.97M
- 3,537 Cases Closed in 2013

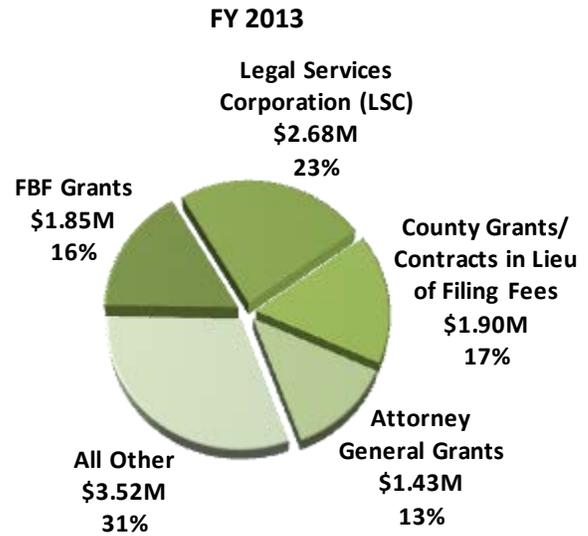
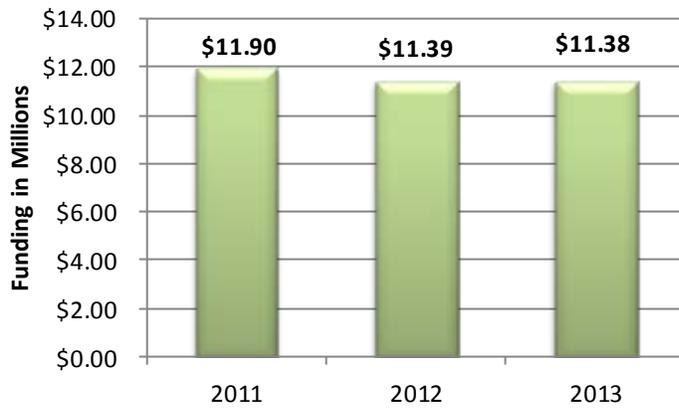


## Total Case Services For Individuals



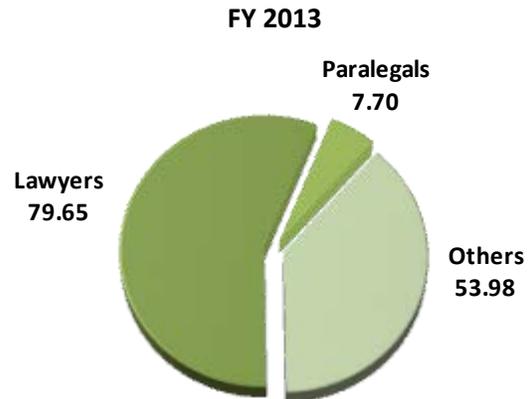
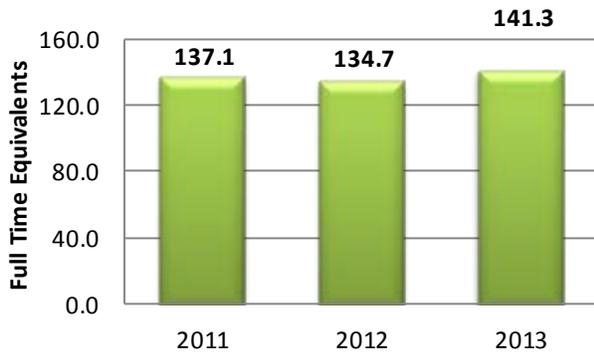
Number of low income persons within Region (125% of poverty per 2000 census): 409,175

## Total Funding



*FBF General Support funding per region is based upon a census formula, counting low income persons at 125% of poverty level.*

## Total Staffing



*Number of attorneys per 10,000 low income people (125% of poverty per 2000 census): 1.9*

## Total Pro Bono and Other Volunteer Programs

### Statistics:

- 872 private attorneys participated in 2013.
- 17,693 attorney hours of service were provided, valued at \$2,653,950 (\$150 per hour).
- 2,485 cases were closed by pro bono attorneys.
- 1,004 attorneys contributed \$382,931 in funding.

# Bay Area Legal Services, Inc.

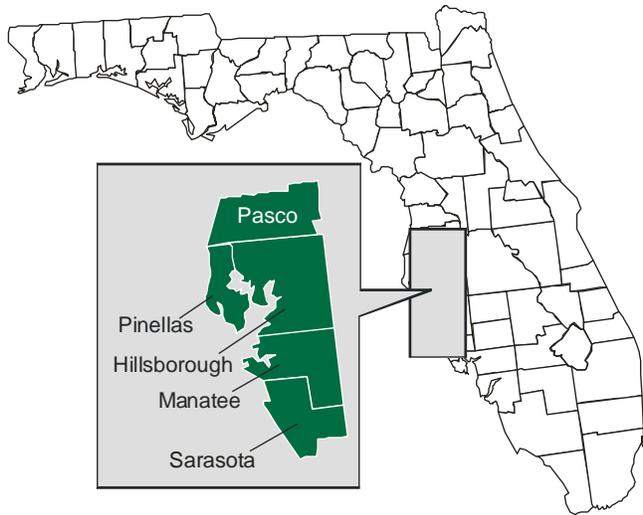
## Tampa

### Snapshot of Achievements, 2013

Through its Centralized Telephone Intake Project, Bay Area Legal Services (BALS) screened 59,996 new applicants for service in Region IV. The average time for an applicant to wait before talking with a “live” screener was two minutes and seven seconds. BALS closed the cases of 11,965 clients with advice, counseling, and representation and helped 4,944 first time pro se litigants and 2,649 who returned for more help at its Legal Information Center located at the Hillsborough County Courthouse. Volunteer attorneys helped an additional 1,255 pro se litigants at Bay Area’s Family Forms Clinics. Bay Area has suffered significant funding reductions from The Florida Bar Foundation and from other funding sources. Bay Area has approached the legal community for help with funding through its Sustaining Law Firm (SLF) Campaign. Sustaining Law Firms contribute a minimum of \$350 per attorney to Bay Area. The \$350 contribution can be from the law firm, from its attorneys, or from some combination thereof. The SLF began in 2012. Spearheaded by the BALS Board of Directors, the SLF has helped to increase BALS annual giving significantly. Annual giving revenues in 2013 were 32% higher than in 2011 which is the year before the campaign started.

### Population Served:

*General Low Income Population*



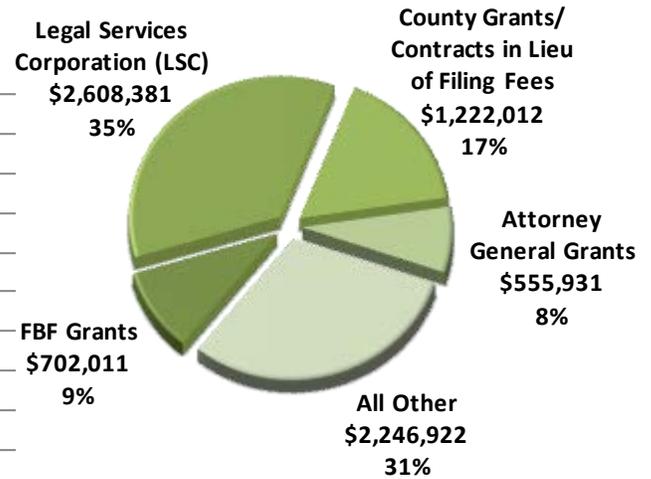
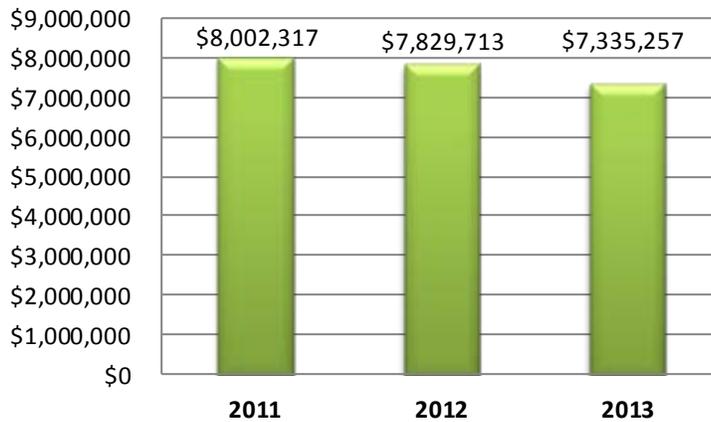
### Service Area

County	Cases Closed
Hillsborough	5,733
Pasco	2,686
Pinellas	1,272
Sarasota	469
Manatee	444
Duval	108
Broward	101
Palm Beach	95
Volusia	95
Unknown or Ou	91
Orange	81
Miami-Dade	71
Marion	59
Brevard	56
Other	567

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## Program Funding

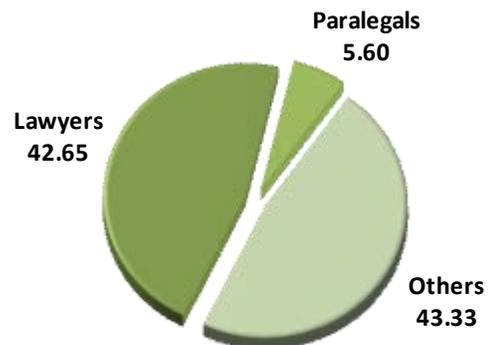
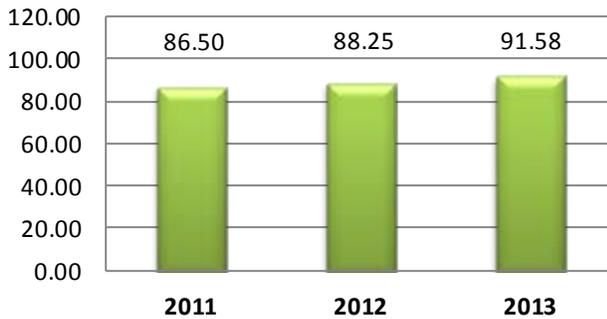
**Total 2013 Funding: \$7,335,257**



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## Staffing

**Total 2013 Staffing: 91.58 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 373 private attorneys participated in 2013.
- 5,718 attorney hours of service were provided valued at \$857,700 (\$150 per hour).
- 329 cases were closed by pro bono attorneys.
- 775 attorneys contributed \$301,842 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2013: 11,957**

### Family: 4,924 Cases

Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

### Housing: 3,844 Cases

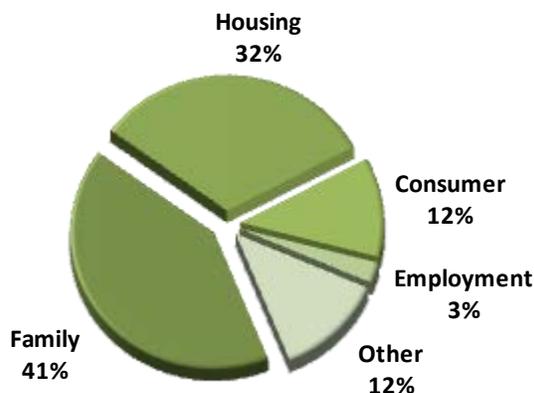
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Consumer: 1,418 Cases

Legal problems include illegal taking of property, wage garnishment, denial of credit and fraudulent consumer practices.

### Employment: 292 Cases

Legal problems include job discrimination, wrongful firing, and denial of employment benefits.



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## Case Examples:

**H**enry and Anna are seniors who applied to BALS seeking help with a custody matter involving their grandchildren. The couple raised the children, now teenagers, since they were toddlers. A few years ago, when the children's mother was arrested and sentenced to eight years in prison, the children's father filed a motion to gain custody despite having no contact with the children since they were very young. BALS filed a motion to allow Henry and Anna to intervene in the matter. The father failed to appear at the hearing and the court dismissed his custody action. Although Henry and Anna prevailed, they remained without legal authority to protect their grandchildren from any future attempts by the father to seek custody of the children. The father had a history of mental illness and domestic violence. The children feared that they might be forced to leave the secure and loving home that they shared with their grandparents to live with an unstable father who was also a stranger to them. Henry and Anna requested assistance from BALS to adopt their grandchildren. Their BALS attorney was able to obtain consent to the adoption from the children's mother. But their father refused to consent and tried to contest the adoption by filing a convoluted and lengthy motion to dismiss. BALS responded by filing a motion to strike the father's motion. The father attended the motion hearing and argued that he had the right to have custody of his children. After considering the matter, the judge granted the motion to strike and allowed the adoption to proceed. The father was properly served with adoption papers, but he failed to appear at the final hearing. The adoption was granted. With the help from BALS, Henry and Anna were able to protect their grandchildren and ensure that they remained in a stable and secure home.

**B**renda and Lee have lived in their home with their two young sons for more than four years. In the last year they fell behind on their mortgage payments due to overextended credit and significant expenses resulting from an auto accident. After being sued for foreclosure, the couple applied to BALS seeking help with obtaining a mortgage modification from their lender. Brenda and Lee qualified for legal services through BALS' foreclosure assistance grant. BALS worked with them to prepare them for their mediation conference with the lender. After reviewing the lender's documentation, BALS questioned the adequacy of the lender's net present value disclosure and threatened to cancel the conference. The lender responded by providing a more thorough supplemental disclosure and a modification offer. With help from BALS, Brenda and Lee were able to negotiate a favorable modification for a 30-year term at a significantly reduced interest rate and allowed them to roll their arrearage into the new loan. The couple can now afford their mortgage payments and the family feels secure in their home.

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## Other Program Services and Activities:

### Services to Individuals.

- Legal Information Center: The Legal Information Center located at the Hillsborough County Courthouse is a free program funded to provide information to people who are, or will be, representing themselves in family law cases in Hillsborough County. It is a collaboration between Bay Area, the private law firm of Fowler White, TECO Energy, and Hillsborough County. The project served 4,599 individuals were served for the first time in 2012 and 2,707 returned for more help. The project is supplemented by the pro bono family forms clinic where volunteer attorneys helped 1,232 pro se litigants complete court approved family law forms.
- Community education presentations to the elderly: Bay Area attorneys and paralegals continue to undertake extensive outreach to the elderly pursuant to funding received for that purpose. Hundreds of individuals received information through educational presentations designed to prevent legal problems from occurring including legal strategies to preserve independence.

### Support Services for Other Agencies.

Bay Area is the lead agency in a multi-agency collaboration, (SafeNet), funded to help stabilize the lives of victims of domestic violence and their children through a full range of legal and social services. Bay Area is a partner in the Family Justice Center of Hillsborough County where some twenty six organizations have located staff to provide "one stop" shopping to victims of domestic violence. Bay Area has two staff members on site full-time at the Family Justice Center. Bay Area has two staff members on site at The Spring of Tampa Bay, the busiest domestic violence shelter in Florida. Bay Area's Executive Director is a member of a leadership group of "invitation only" local non-profit CEOs and Executive Directors. The Community Foundation of Tampa Bay funds a consultant to facilitate group discussions around organizational improvement.

# Community Law Program, Inc.

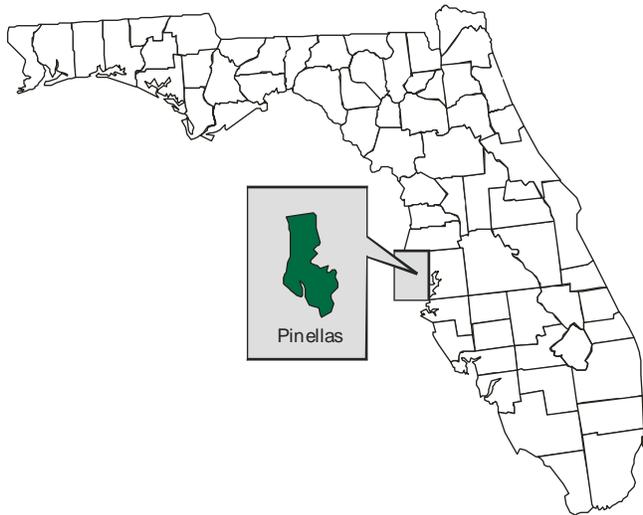
## St. Petersburg

### Snapshot of Achievements, 2013

In 2013, Community Law Program had a record year of recovery of monetary benefits in excess of \$1.1 million on behalf of poor residents in our community as the result of direct legal assistance. We also increased the number of hours donated by volunteer attorneys by over 40%. In addition, we engaged in two new activities that expanded the provision of free legal services to veterans in our community. In March, we partnered with Stetson University's Center for Excellence in Elder Law and with the St. Petersburg Bar Foundation in an event called Wills for the Greatest Generation. During this one day event, we utilized volunteer attorneys and law students, and we prepared simple wills and advance directives for local veterans and their spouses. In June, we partnered with Stetson's Veterans Law Institute to host a free community education and one-on-one advice event for local veterans facing foreclosure and/or other housing related legal issues. In furtherance of our organization's strategic plan, we increased our capacity to educate far greater numbers of people than we ever could hope to assist through direct services by completing 2 educational videos that are now available for viewing by the public at large on [www.floridalawhelp.org](http://www.floridalawhelp.org) and elsewhere. The first set of videos address applying for SSI/SSDI and appealing an adverse decision. The second video deals with tenants' rights. Both videos were prepared and produced using volunteer attorneys and using in-kind Media support from Stetson University College of Law. Finally, with the receipt of a special needs grant from the Pinellas Community Foundation, we were able to update our computer system in a cost effective manner that will lead to increased productivity and better overall client service delivery. We had not purchased new computers since '07 and were still using a Windows XP operating system and 2003 Microsoft Office software prior to our upgrade.

### Population Served:

*General Low Income Population*



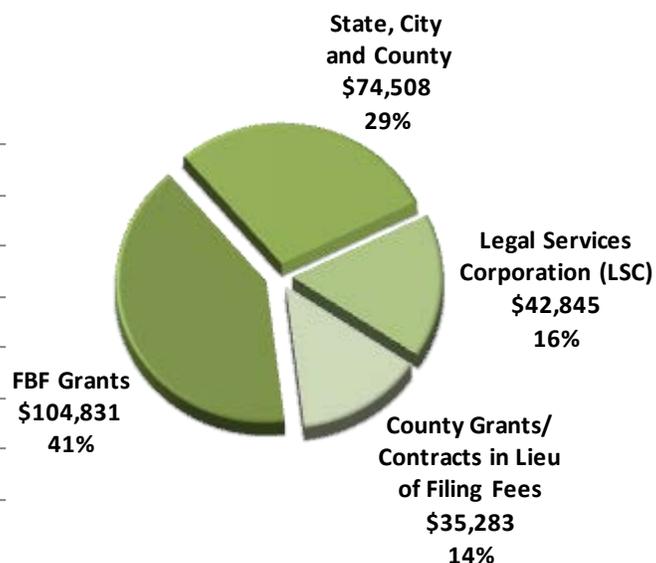
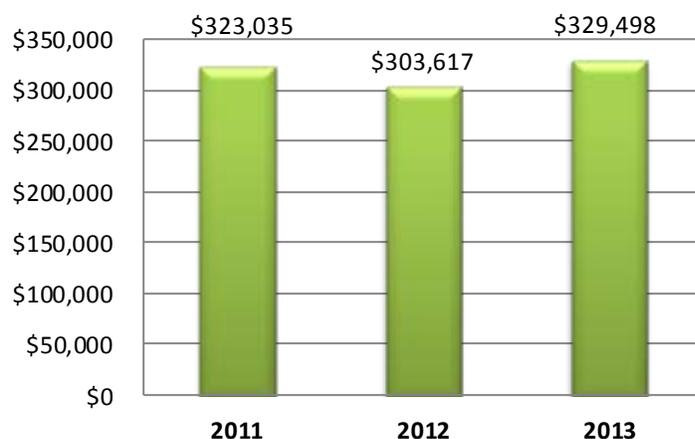
### Service Area

County	Cases Closed
Pinellas	1,055
Pasco	7
Osceola	1

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## Program Funding

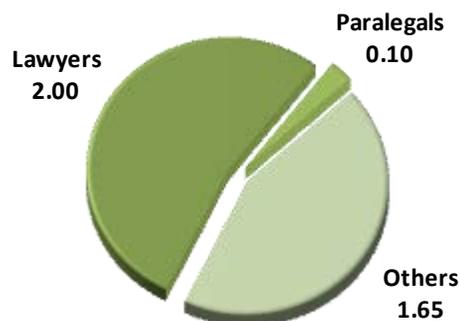
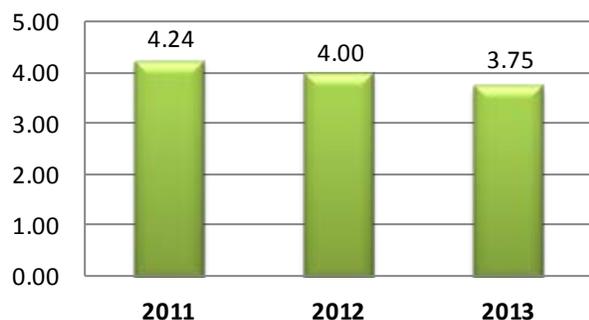
**Total 2013 Funding: \$329,498**



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## Staffing

**Total 2013 Staffing: 3.75 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 119 private attorneys participated in 2013.
- 3,144 attorney hours of service were provided valued at \$471,600 (\$150 per hour).
- 999 cases were closed by pro bono attorneys.
- 60 attorneys contributed \$25,345 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2013: 1,021**

### Family: 553 Cases

Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

### Housing: 135 Cases

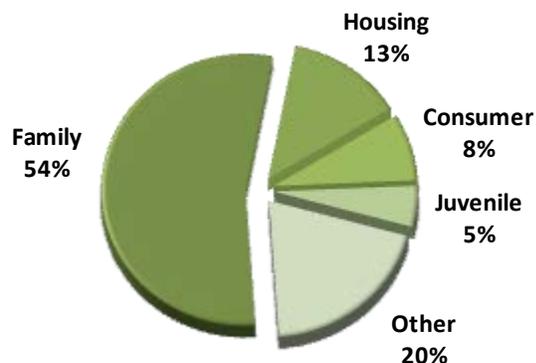
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Consumer: 82 Cases

Legal problems include illegal taking of property, wage garnishment, denial of credit and fraudulent consumer practices.

### Juvenile: 50 Cases

Legal problems include abuse, neglect, wrongful charges of delinquency, guardianship and emancipation.



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## Case Examples:

This first case involves a set of factual circumstances we often see at Community Law Program. In this case, our client is a woman with prior drug problems who lost custody (i.e., majority timesharing rights) with her minor child due to her prior problems, but was granted weekend visitation privileges. She came to us for help, because her child's father (who has custody of the child) had ceased allowing her to visit with her minor child, a girl, aged 6 at the time. The child's father cut off visitation, primarily because he had remarried, and his new wife did not like the fact that our client (the child's mother) was involved in her life and had a prior drug problem. As a consequence, the child's father filed a supplemental petition to modify (further restrict) our client's visitation/timesharing rights, and our client was simply seeking to enforce her visitation rights. With the help of a volunteer attorney, the father's petition was denied, and our client ended up getting ten (10) consecutive weeks of make-up visitation with her daughter. In the court's order, there is great and strong language from the court admonishing the child's father for his behavior, particularly for interfering in our client's visitation rights for issues unrelated to her fitness as a parent and for allowing his new spouse to interfere in said relationship. This outcome is significant, as I stated, because it gives hope and validation to many clients we typically see in similar circumstances, who have made mistakes in the past but are trying to do the right thing by their children but are faced with being hauled back into family court without adequate resources to afford representation. Were it not for our organization, Pinellas County residents like this one would have had nowhere to turn.

We received a referral from our local domestic violence center of an elderly, disabled woman (confined to a wheelchair), who was seeking a permanent injunction against her daughter and son-in-law. The daughter and son-in-law had moved in with her a while back, but had stayed beyond their welcome, and the son-in-law was physically abusing her. The client also alleged that they were stealing from her. The abuse was being investigated by DCF, but in the meantime, the client was trying to get them out of her home. With the help of a volunteer attorney, a final judgment of injunction was issued against both the daughter and the son-in-law, and as a consequence, they were removed from the elderly woman's home.

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## Other Program Services and Activities:

### **Services to Individuals.**

We assisted an additional 174 clients (59 of whom were unduplicated) in family law (documented buy completed applications) through community education/self help classes focused on: (1) completing the numerous Supreme Court approved forms necessary to start a divorce proceeding; and (2) assisting clients with children involved in family law proceedings understand and complete proposed parenting plans. We also participated in a number of other community education and outreach events designed to target specific client populations, such as the disabled and the elderly, and/or address specific legal needs, such as rights of tenants living in apartments as well as in homes that are being foreclosed on. We assisted 102 clients (documented by sign up sheets) through these outreach activities.

### **Support Services for Other Agencies.**

We actively participated in an advisory group called Domestic Violence Drug Court Task Force. This group was organized by the Family Law Division of the Sixth Circuit in light of a 3 year federal grant it received to implement a uniform domestic violence court. The purpose of

this effort was to make recommendations on how to provide a holistic and more uniform approach to the handling of litigants involved in the domestic violence injunction process. This advisory group consisted of the various stakeholders in the domestic violence delivery system, including but not limited to, legal services organizations, domestic violence centers, various entities within the criminal justice system, providers of intervention services to abusers, etc. By the end of 2012, the advisory committee broke up into separate subcommittees to work on the preparation of uniform materials for litigants' use at the clerk's offices when filing an injunction and to plan a day-long summit for stakeholder groups and members of the public on domestic violence. In addition, for five year now, we have collaborated with Pinellas County Clerk of Court, the Sixth Judicial Circuit, and the Clearwater Bar Association in the operation of the Self Help Center. Community Law Program provides contract attorneys, who provide legal assistance to pro se litigants in the areas of family law, landlord-tenant, and small claims at the rate of \$1 per minute in 15 minute increments. In 2012, the St. Petersburg Self Help Center arranged 1,516 attorney appointments.

# Gulfcoast Legal Services, Inc.

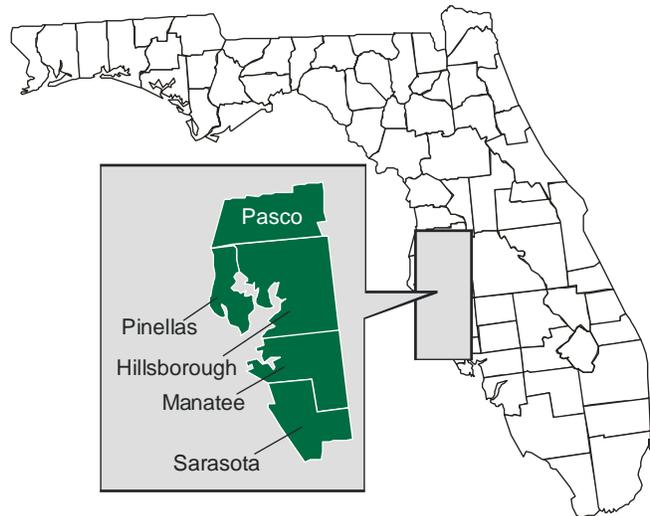
## St. Petersburg

### Snapshot of Achievements, 2013

In 2013 GLS maintained its strong advocacy on behalf of low income clients. GLS advocates helped clients with public benefits problems, tax issues, consumer matters and family law problems, along with other legal matters. In particular GLS provided significant resources to helping homeowners with their foreclosure problems, assisting 786 homeowners in foreclosure. GLS helped vulnerable clients, including the elderly, the homeless, children, immigrants and the disabled. GLS provided representation in immigration court to prevent the deportation of immigrant children, victims of domestic violence and trafficking. GLS appeared in state and federal court on behalf of victims of housing discrimination. GLS helped victims of domestic violence with injunctions and divorces. In 2013, with the assistance of Florida Bar Foundation funding, GLS began the process of modernizing its technology and case practices. Rather than maintain large paper files, all GLS cases are now scanned and uploaded to the Florida Bar Foundation supported case management system, Legal Server. GLS also began the process of maintaining its data on "the cloud". When finished, staff will be able to access their desktop from any internet enabled device. GLS expanded its outreach efforts in 2013, providing evening and Saturday presentations and clinics in libraries and senior centers. With the Foundation's support, GLS remains a vital and integral part of the Region IV delivery system and the statewide unrestricted delivery system. The Foundation's support makes it possible for GLS to provide comprehensive, energetic affirmative advocacy, counseling and education to vulnerable individuals and families, regardless of their status. This report is illustrative of this organization's dedication to equal access to justice.

### Population Served:

*General Low Income Population*



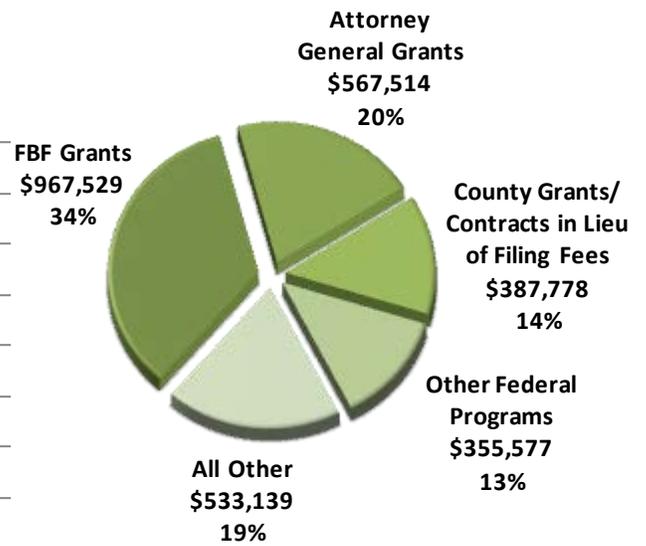
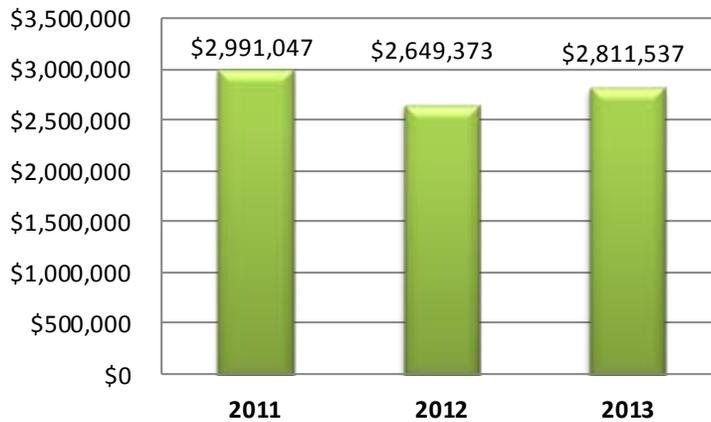
### Service Area

County	Cases Closed
Pinellas	2,054
Manatee	604
Sarasota	565
Hillsborough	235
Pasco	35
Lee	4
Polk	4
Palm Beach	4
Broward	3
Hernando	3
Charlotte	2
Lake	1
De Soto	1
Other	22

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## Program Funding

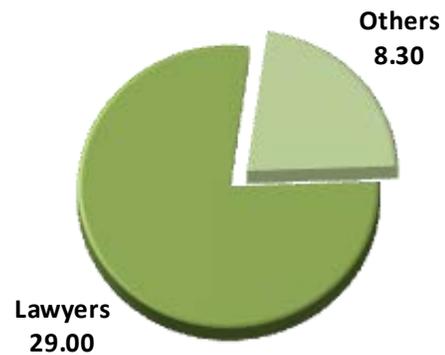
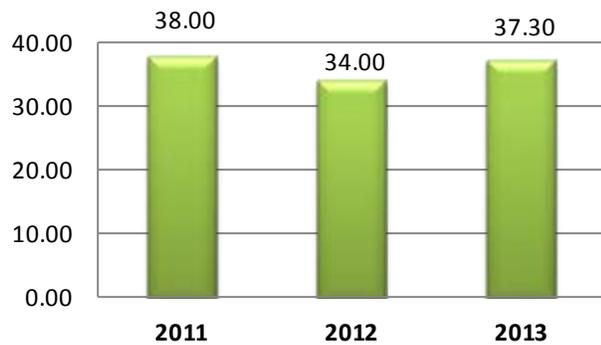
**Total 2013 Funding: \$2,811,537**



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## Staffing

**Total 2013 Staffing: 37.30 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 166 private attorneys participated in 2013.
- 544 attorney hours of service were provided valued at \$81,600 (\$150 per hour).
- 158 cases were closed by pro bono attorneys.
- 135 attorneys contributed \$43,774 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2013: 3,537**

### Housing: 1,401 Cases

Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Individual Rights: 592 Cases

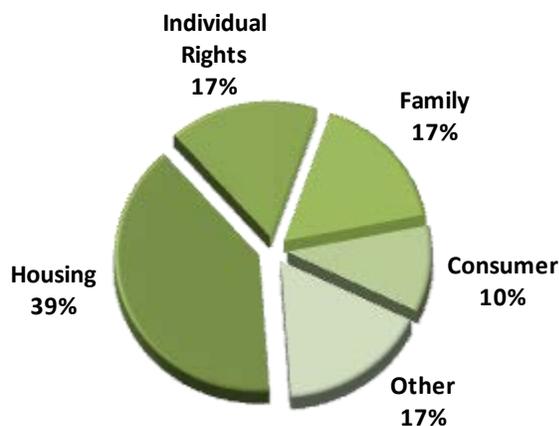
Legal problems include denial of access to public services and accommodations and denial of rights to institutionalized people.

### Family: 588 Cases

Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

### Consumer: 366 Cases

Legal problems include illegal taking of property, wage garnishment, denial of credit and fraudulent consumer practices.



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## Case Examples:

An anxious mother of four young children was served with a foreclosure complaint. Some months previously, her husband, unable and unwilling to cope with his loss of employment, had fled back to his native country. Left alone with her young children, our client went to work as a CNA, tending to homebound senior citizens and made a very modest income. Client went to the Sarasota office of GLS in October of 2009 for help. GLS staff immediately prepared an answer to the complaint, which client filed pro se. In August of 2010, the plaintiff again filed for summary judgment. GLS staff prepared a second affidavit in opposition to plaintiff's motion. A third summary judgment hearing was set, and GLS staff prepared a third opposition -- and judgment was denied for the third time. In 2011 and 2012 a new loan servicer substituted in as the plaintiff, and the new plaintiff changed counsel -- otherwise the docket remained quiet. In 2013, faced with an inability to prove all of the elements of its case, the plaintiff took a voluntary dismissal at trial. The result provides a home for the client and her children for the indefinite future.

GLS had previously represented a client who speaks little English at a highly contested return hearing in which a Final Judgment of Injunction for Protection Against DV was entered on behalf of our client, the wife. Timesharing of the parties' two very young minor children was awarded to the wife with timesharing to the father every other weekend. About a month later, upon the father's first timesharing period with the children, the father refused to return them on Christmas Day and instead made allegations of child sexual abuse reported to CPS. An emergency hearing on the father's motion for temporary custody was heard shortly after the holidays. With a very short time to prepare, GLS staff coordinated with client, CPS and the child's counselor on a fact-finding mission, and accepted the emergency case for representation. The father's allegations and motive appeared to be suspect and unsupported by the evidence, and GLS staff was able to successfully represent the client at the custody hearing. The husband's motion for custody was denied, and the husband was ordered to retrieve the children immediately from his mother's home after court while the wife and counsel waited in the Judge's chamber waiting room. Witnessing the reunion between the children and the mother, and the relief that followed was a remarkable moment.

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## Other Program Services and Activities:

### Services to Individuals.

- GLS conducted a pro se family clinic in Manatee County. The target audience were low income, victims of domestic violence who were seeking a divorce. The needs of the audience were addressed by providing day-long clinics to complete and review all necessary forms to file for initiating a divorce. The goal of this clinic was to provide clients, who would not otherwise receive legal assistance and/or advice in filing a divorce, timely access to an experienced family law attorney. In doing so, the hope is that clients would be able to start the process of legal disentanglement with their abusers. The strategy was to provide a day-long clinic where clients could come and be assisted in filling out all necessary forms to start a divorce proceeding and have those forms reviewed and any questions of the clients' answered by a qualified, family law attorney. The results were successful. Each month the clinic was attended by clients referred by the local domestic violence centers and all clients were able to complete and file for a divorce action after the conclusion of clinic services.
- In response to the Obama policy on Deferred Action for Early Childhood Arrivals (aka DACA), GLS conducted informational presentations to the Tampa Bay community at large, in conjunction with other organizations including the Hispanic Outreach Center, United We Dream, Unidos Now and USCIS. The objective of the presentations was to inform the public about the policy and eligibility requirements, as well as warn against the use of notarios. GLS attorneys answered the questions and addressed concerns of the community regarding this new policy. In addition, GLS assisted a number of persons in their DACA applications through a series of hybrid pro se appointments, where clients brought all of the necessary documentation and were assisted by GLS attorneys in completing the packet for USCIS.
- Homeless Outreach: Gulfcoast Legal Services recognizes the difficulty that the more than 5,000 homeless in Pinellas County have in accessing services. For several years a member of our staff has work hand-in-hand with shelters, service providers, drop-in centers, and soup kitchens by doing outreach and telephone interviews in order to give the homeless access to services. In 2012, we regularly visited St Vincent De Paul soup Kitchen (St. Petersburg) and Boley Safe Haven (a low demand shelter for the chronically homeless with a mental health diagnosis). We work closely with Daystar Life Center (drop-in center), doing outreach and referring clients to one another. We also are referred clients from Pinellas Hope (tent city) and Safe Harbor and the YWCA Family village, doing telephone intakes where more convenient for the clients. We met with the case managers at Beacon House (transitional housing for men) and will be starting evening presentations and outreach there. We participate in the annual Coming Home conference for individuals returning to the community from jail or prison. We also work with St. Vincent de Paul and several other Pinellas County providers to provide support services (legal services) to Veterans that are homeless or are at risk of becoming homeless. We have been working with Dean Adams at Stetson Law who has provided a Homeless Advocacy Intern each semester in our St Petersburg office. With the help of these interns, we have been able to increase the frequency of our outreach visits. We have been an active member of the Pinellas County Coalition for the Homeless for many years and, as a result, have established a good network for referrals. A great number of homeless have qualified for SSI and other benefits as a result of our outreach program. We have developed handouts which provide information in areas including SSI/Disability, Identity Theft, Low Income Housing, Name Change, and Transportation to provide to our clients at outreach sites.

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## Other Program Services and Activities:

### **Support Services for Other Agencies.**

Presentation to Legal Needs of Children Committee of FL Bar The GLS Immigration Unit in conjunction with AI Justice, BALS and St. Thomas University School of Law, provided a presentation for the Florida Bar, Legal Needs of Children Committee, during the annual Florida Bar Conference in Orlando, Florida. Attendees learned about the various immigration relief available to children in foster care, the importance of consulting with an immigration attorney if a child is facing delinquency charges and an overall presentation regarding the facts and fiction of

undocumented children in the U.S. The presentation was recorded and is now available on USF's Center for Child Welfare website. Tampa Bay HBA presentation The GLS Immigration Unit did a lunch and learn presentation for the Tampa Bay Hispanic Bar Association. Attendees learned about the various immigration relief available to their clients and the importance of consulting with an immigration attorney when their client is facing criminal charges. Attendees also learned about the 48 hour rule and how to assist clients when they are detained by local authorities under an "Ice Hold".



# Legal Aid of Manasota, Inc.

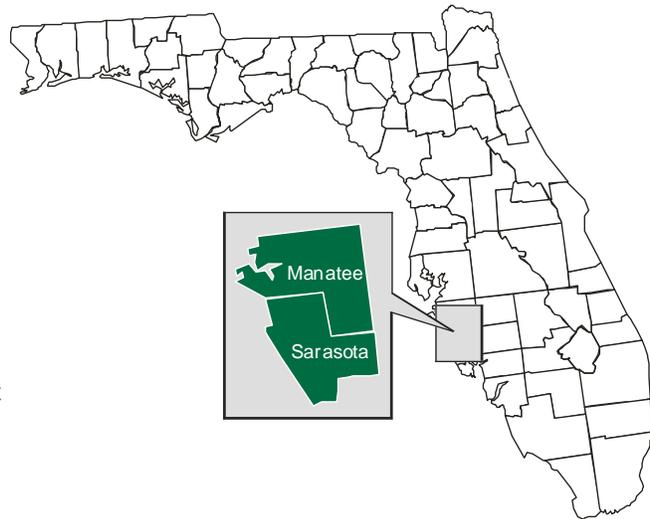
## Sarasota, Bradenton, and Venice

### Snapshot of Achievements, 2013

LAMS was successful in obtaining significant new program funding: \$50,000 award to move our office into a larger space allowing for more pro bono attorneys to volunteer; \$15,000 grant to start a pro bono program assisting children "Aging out of Foster Care"; over \$100,000 raised through 3 special events; \$1,000 award for our new Medical-Legal Partnership cancer initiative; and increases in existing funding through the county, the Veterans program, and foreclosure funding. In addition, pro bono attorneys donated over 7500 hours of time at a value of over \$1.5 million. Cancer Patient Initiative-recognizing that many people facing a cancer diagnosis also have related legal issues, LAMS provides legal services in the areas of estate planning, guardianships, foreclosure, public benefits, etc. Referrals are provided through the Center for Building Hope, Hospice, the SMH Breast Care Navigators, and other medical and social service agencies. Youth Aging out of Foster Care-LAMS was successful in obtaining funding to provide pro bono attorneys for youth aging out of the foster care system. The attorneys will be able to provide a variety of legal assistance, but primarily will focus on a "legal checklist" developed by Florida's Children First, a partner in this project. The checklist includes, but is not limited to: eligibility for Independent Living Benefits; obtaining records such as birth certificates, driver's license, social security card; education issues (tuition/fee exemptions, barriers to admission); employment issues (wage & hour, expunging criminal records); accessing public benefits; credit reporting; and housing issues. Training will be provided at no cost to the pro bono attorneys and is tentatively scheduled for Spring 2014.

### Population Served:

*General Low Income Population*



### Service Area

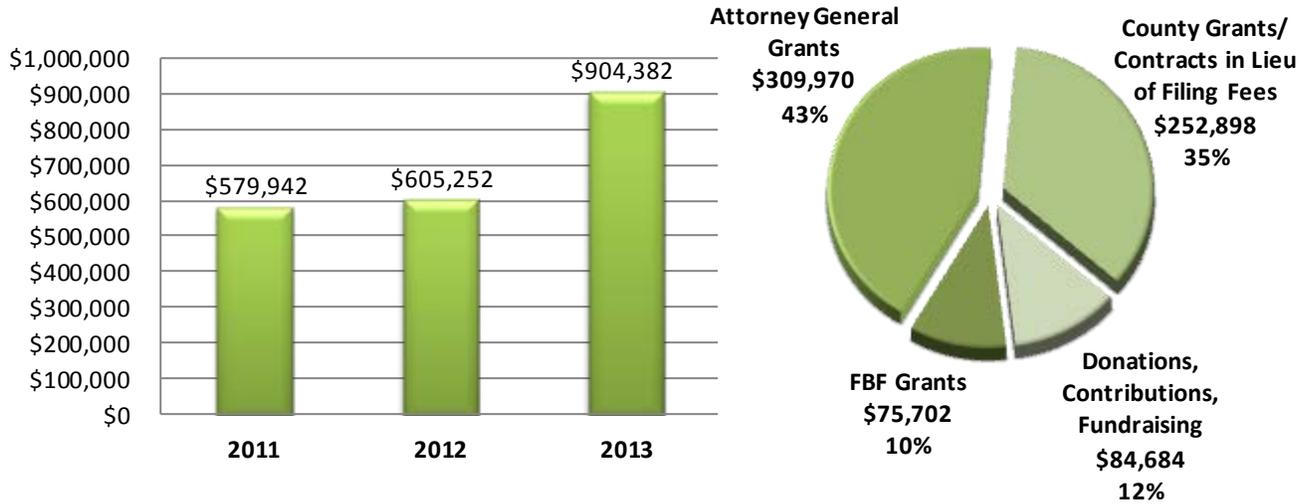
#### Service Area:

County	Cases Closed
Sarasota	1,069
Manatee	438
Other	48

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## Program Funding

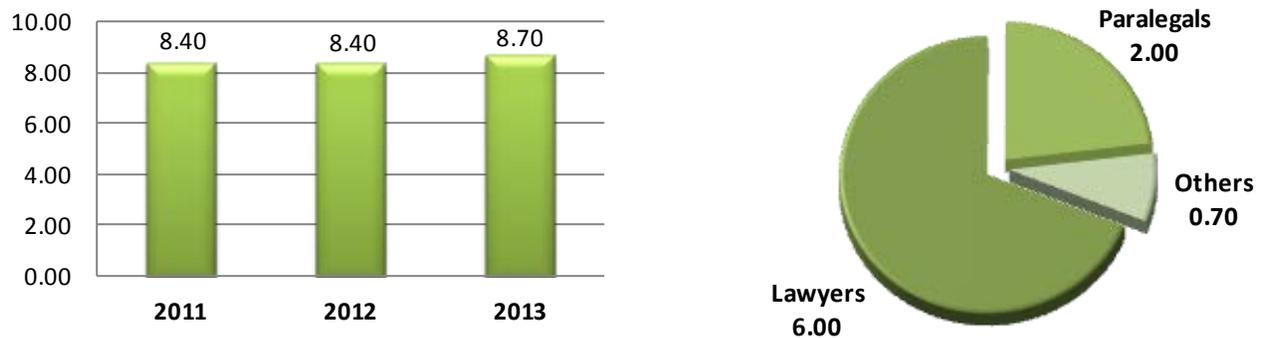
**Total 2013 Funding: \$904,382**



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## Staffing

**Total 2013 Staffing: 8.70 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 214 private attorneys participated in 2013.
- 8,287 attorney hours of service were provided valued at \$1,243,050 (\$150 per hour).
- 999 cases were closed by pro bono attorneys.
- 34 attorneys contributed \$11,970 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2013: 1,555**

### Housing: 627 Cases

Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Family: 571 Cases

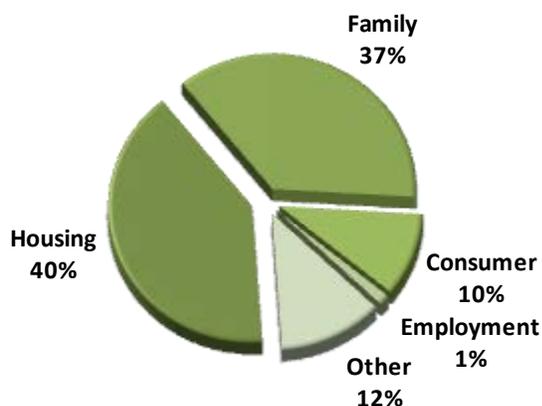
Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

### Consumer: 155 Cases

Legal problems include illegal taking of property, wage garnishment, denial of credit and fraudulent consumer practices.

### Employment: 19 Cases

Legal problems include job discrimination, wrongful firing, and denial of employment benefits.



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## Case Examples:

A 52 year old single man who had several serious medical issues, some from a car accident, plus prostate cancer. He was working two jobs trying to stay on top of his bills. His mortgage started at \$108,000 but ended up at \$170,000 with past due interest, escrow advances, etc. The attorney negotiated with the bank and was successful in obtaining a permanent modification which was affordable for the client. In addition, the bank forgave \$120,000 of his principal leaving him with a \$50,000 mortgage.

A pro bono attorney represented clients in a mortgage foreclosure case since October 27, 2009. The husband is employed as a janitor and the wife runs a day care business in their home. The recession caused the wife to lose all of her customers, resulting in a default on the mortgage on September 1, 2008. After a lot of time spent on litigation and an attempt to mediate which failed because the attorneys of record admitted that they were not representing the plaintiff, we were able to achieve a modification of the mortgage loan. The clients owed approximately \$300,000 on the mortgage. The modification reduced the amount owing to \$136,000, interest fixed at 4 percent. The monthly payment for interest and principal is \$568.39 for 30 years. The modification resulted in the cancellation of approximately \$164,000 of debt and reduced the amount owing to fair market value of the property. The wife can continue her day care center and they get to stay in their long term home.

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## Other Program Services and Activities:

### Services to Individuals.

In conjunction with the Young Lawyers Division of the local bar we held a Wills for Heroes event providing free advance directives for front line emergency responders. Offered a monthly pro se divorce clinic in both Sarasota and Manatee

counties. Participated in 3 separate Veteran events, including a Veteran's Stand Down with many social service agencies all providing assistance to homeless Vets.



Region V



# Key Statistics for 2013 for the Legal Services Delivery System in Region V

**Florida Rural Legal Services**, a general legal services provider, received federal funding from the Legal Services Corporation for Region V and also serves the state's migrant farmworker community.

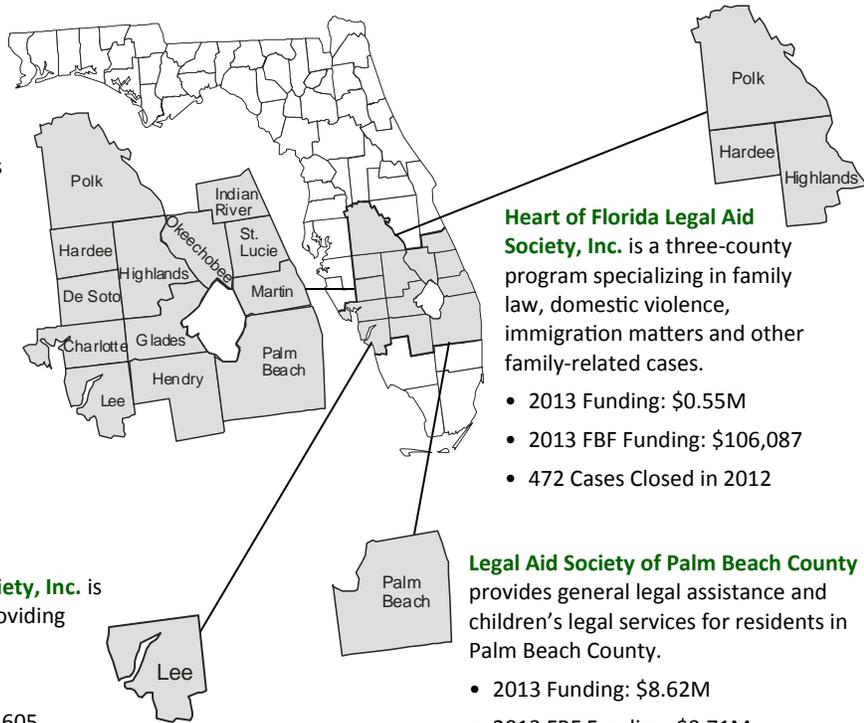
- 2013 Funding: \$6.18M
- 2013 FBF Funding: \$0.52M
- 5,847 Cases Closed in 2013

**Florida Equal Justice Center** is the unrestricted legal Services program serving Region V.

- 2013 Funding: \$0.60M
- 2013 FBF Funding: \$0.49M
- 821 Cases Closed in 2013

**Lee County Legal Aid Society, Inc.** is a one-county program providing family law services.

- 2013 Funding: \$0.54M
- 2013 FBF Funding: \$58,605
- 388 Cases Closed in 2013



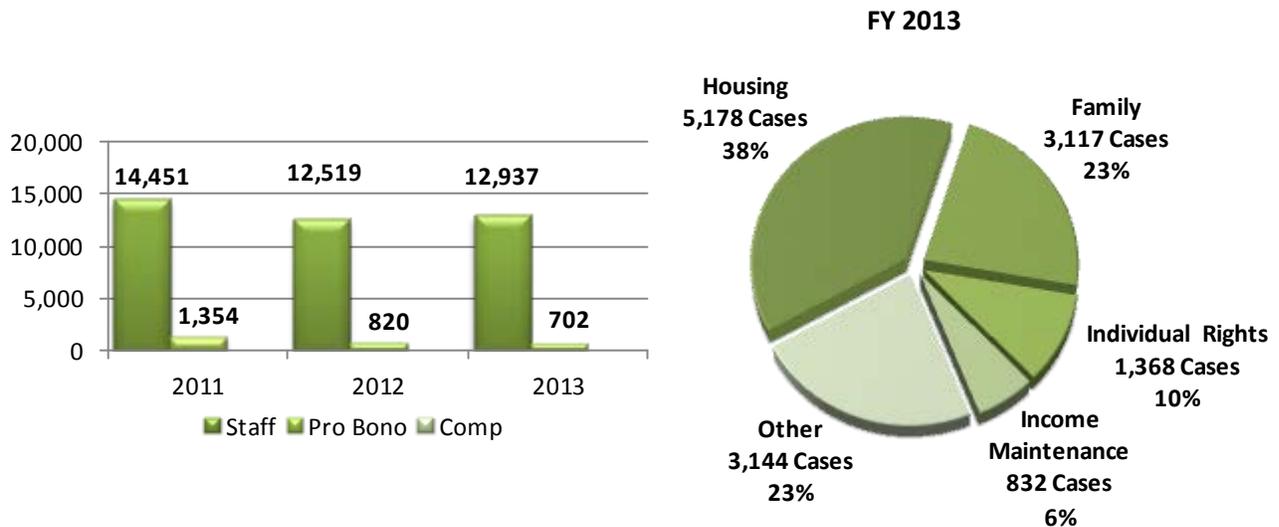
**Heart of Florida Legal Aid Society, Inc.** is a three-county program specializing in family law, domestic violence, immigration matters and other family-related cases.

- 2013 Funding: \$0.55M
- 2013 FBF Funding: \$106,087
- 472 Cases Closed in 2012

**Legal Aid Society of Palm Beach County** provides general legal assistance and children's legal services for residents in Palm Beach County.

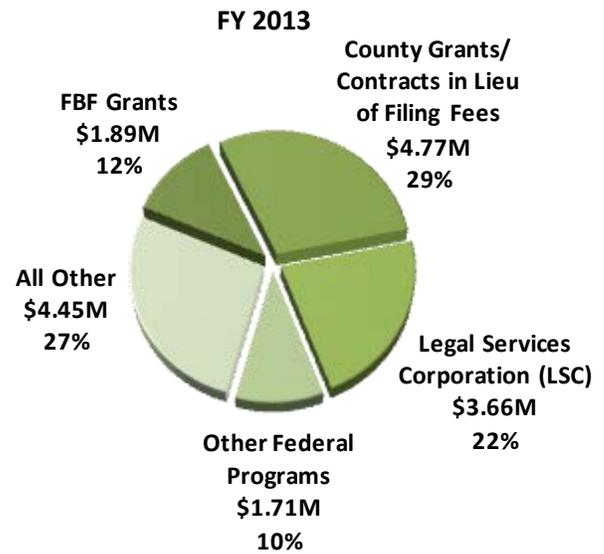
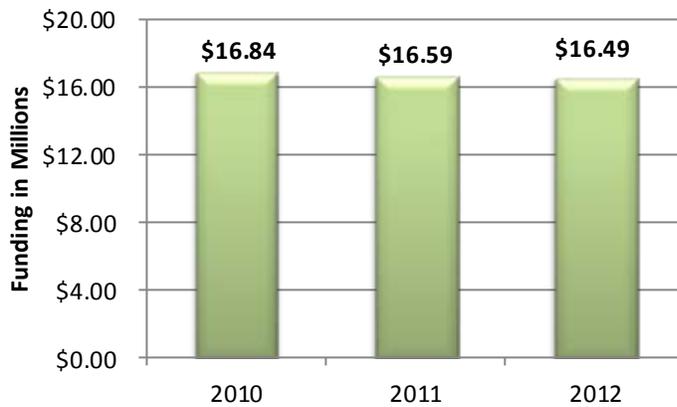
- 2013 Funding: \$8.62M
- 2013 FBF Funding: \$0.71M
- 6,111 Cases Closed in 2013

## Total Case Services For Individuals



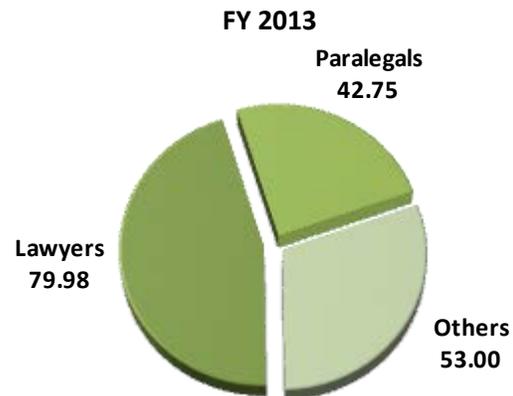
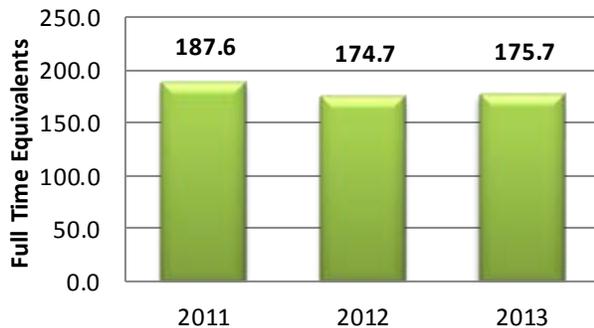
Number of low income persons within Region (125% of poverty per 2000 census): 424,386

## Total Funding



*FBF General Support funding per region is based upon a census formula, counting low income persons at 125% of poverty level.*

## Total Staffing



*Number of attorneys per 10,000 low income people (125% of poverty per 2000 census): 1.9*

## Total Pro Bono and Other Volunteer Programs

### Statistics:

- 686 private attorneys participated in 2013.
- 4,938 attorney hours of service were provided, valued at \$740,700 (\$150 per hour).
- 684 cases were closed by pro bono attorneys.
- 1,260 attorneys contributed \$435,352 in funding.

# Florida Equal Justice Center, Inc.

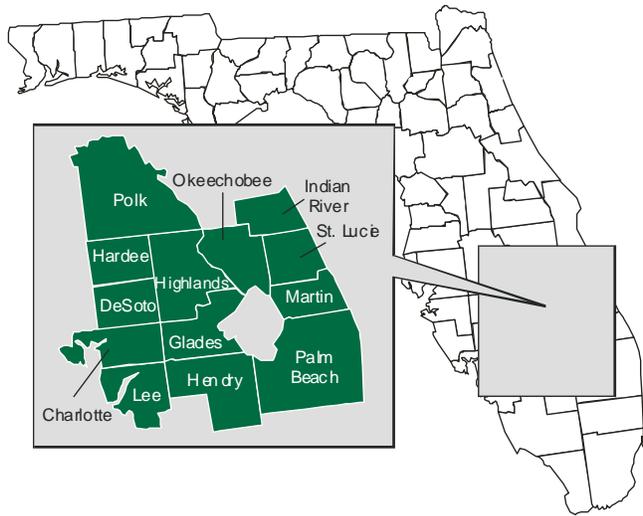
## Fort Myers and Fort Pierce

### Snapshot of Achievements, 2013

Despite funding cuts which required a reduction in staff and a corresponding need to reduce services FEJC was able to achieve significant results for our client population in 2013. During the year 584 clients obtained a more favorable immigration status--19 of whom became Lawful Permanent residents and an additional 227 received authorization to work legally in the United States. In addition we enabled 24 children, living abroad, to lawfully re-unite with their parents in the United States. In 2013 we provided direct representation to 130 children in Dependency Court and we continue to represent 114 of those children. While the total number of cases closed increased 28%, to 821, this was due to our significantly reducing the services provided through our Fort Myers office. The number of cases closed per staff person (all FEJC staff included in calculation) went from 90 in 2012 to 136 in 2013. As it has been most years, the level of service provided to each client was extensive. In 2013 over 84% of our closed cases were either negotiated settlements with litigation, administrative decisions, or court decisions. We provided direct representation to the young immigrants eligible for immigration relief under the Deferred Action for Childhood Arrivals (DACA) created pursuant to Executive Order. In 2012 we submitted 131 petitions for relief on behalf of our young immigrant clients and by the end of 2013 all but four have been approved none have been denied. We obtained Extended Temporary Protected Status on behalf of 87 Haitian Nationals affected by the earthquake in Haiti.

### Population Served:

*General Low Income Population*



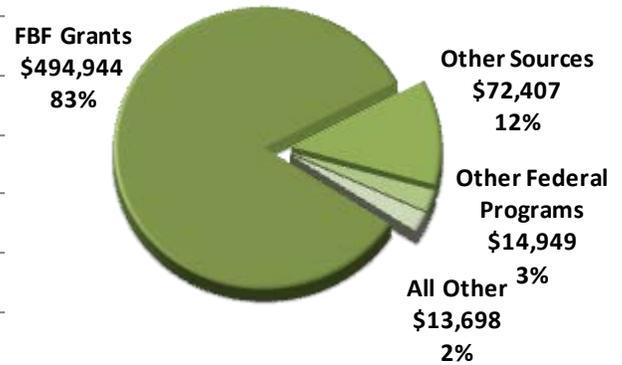
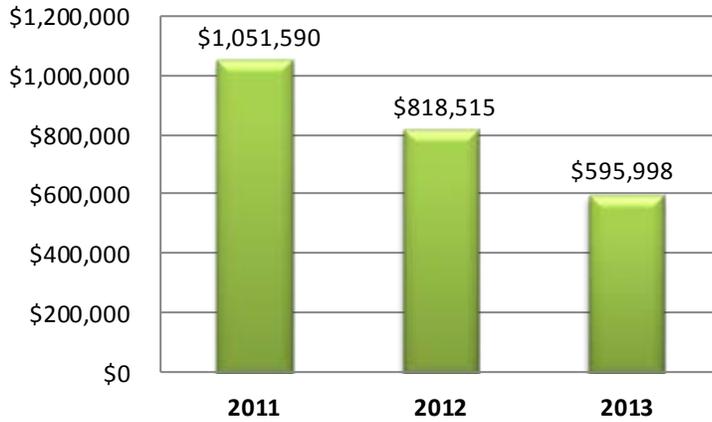
### Service Area

County	Cases Closed
Lee	499
Martin	95
Saint Lucie	76
De Soto	27
Hendry	20
Palm Beach	15
Unknown or Ou	15
Charlotte	12
Broward	11
Okeechobee	11
Indian River	11
Collier	10
Sarasota	6
Miami-Dade	3
Other	10

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## Program Funding

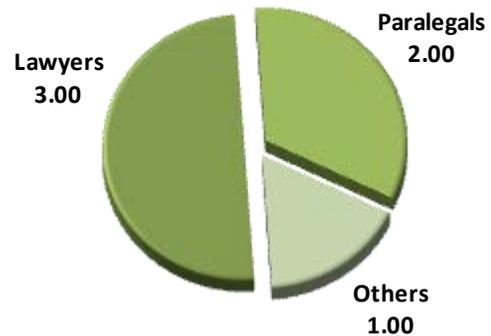
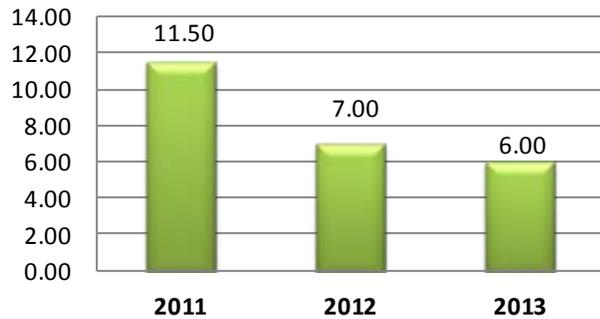
**Total 2013 Funding: \$595,998**



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## Staffing

**Total 2013 Staffing: 6.00 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

**Statistics:**

Not Applicable

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## Case Services For Individuals

**Total Cases Closed in 2013: 821**

### Individual Rights: 721 Cases

Legal problems include denial of access to public services and accommodations and denial of rights to institutionalized people.

### Education: 51 Cases

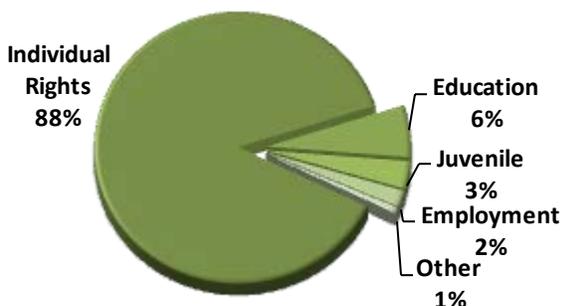
Legal problems include suspension or expulsion from school and denial of access to educational opportunities.

### Juvenile: 27 Cases

Legal problems include abuse, neglect, wrongful charges of delinquency, guardianship and emancipation.

### Employment: 16 Cases

Legal problems include job discrimination, wrongful firing, and denial of employment benefits.



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## Case Examples:

**J**B was born in Nicaragua. His father abandoned him, and he was raised until the age of eleven by his mother. She was very poor and could not support him financially. The family did not have money for JB's basic needs. JB came to the United States where he lived with his aunt and studied. His mother came to the United States but after a short time left her child to go with another man. JB was very successful at school and was quickly noticed by his teachers who recommended him for scholarships and programs. However, JB did not have legal status. He continued studying and was active in his local church. We assisted JB by filing a private Dependency Petition in State Court and an administrative Petition for Lawful Permanent Residency through the United States Citizen and Immigration Service, both of which were granted. JB became eligible for in state tuition and federal financial aid. He graduated from high school with a 4.0 GPA and is currently in college. His desire is to be a brain surgeon, and he is on his way.

**R**R came to the United States when he was eleven years old to live with his mother and father in Florida. He was later joined by his three other siblings. He grew up in the United States and graduated from high school. RR's childhood was marked by the abusive behavior of his father. He was the one who would step in and try to take care of his mother when his father lost control. RR's father would then direct his anger towards his wife and his oldest son. The family left on one occasion and reported the abuse to the police. However, they returned to the house because they had nowhere to go. When RR was sixteen years old he came home one night from a friend's house. The door was locked. When RR knocked on the door his father answered it. When he saw that it was him he threw boiling grease onto his son. The police were called and RR was taken to the hospital and treated for his burns. RR's father was then arrested and later sentenced to six years on jail. FEJC filed for a U-Visa for RR his mother and three siblings. The case was approved and RR and his siblings now can have a future here in the United States.

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## Other Program Services and Activities:

### Services to Individuals.

- During the past year, FEJC partnered with the Hispanic Education Coalition of Palm Beach County. FEJC provided technical support and advice with the organization's bylaws and incorporation documents. We are currently in the process of completing the organization's application for 501 (c)(3) status. Lisa Carmona acts as a legal advisor to the Coalition's board and regularly attends board meetings and coalition events. The coalition advocates for increased minority student achievement and greater representation of Hispanics in key district positions as well as at the local school level. Within the past year, the coalition's influence has increased dramatically. As a result, it has been appointed to several key committees within the Palm Beach County School District. In addition to engaging with the District in key policy discussions, the Coalition continues to recruit and train Hispanic parents to advocate on behalf of students at the local school level. The Coalition's next parent workshop event is scheduled for early April.
- In 2012 Matthew Trial, staff attorney, again collaborated with the Easter Seals Florida to present three parent clinics for parents of children with disabilities. The targeted audience was families who included school age children with a current Individualized Education Plan or IEP. Targeted individual advice and strategies were provided to parents to increase their self-advocacy skills.
- Staff Attorney Matthew Trial also conducted an in-service training for the legal staff and volunteer guardians of the Guardian Ad Litem program for the 20th Judicial Circuit. This training included basic education rights and tips on how to identify which children in state custody were in need of mandated educational services.

### Support Services for Other Agencies.

As a member of the statewide disaster workgroup (DUG), FEJC, via senior attorney Lisa Carmona together with FLS, LSNF, FRLS, and LSGMI and designed and presented a full day disaster training for legal services providers that took place in March of 2012. The program was attended by legal services providers in every region across the state. Lisa Carmona, along with other Florida disaster attorneys, provided telephone training to legal services providers with clients affected by Super Storm Sandy in the northeast. Lisa also worked directly with an attorney from Staten Island Legal Services to set up a disaster assistance project for the clients in that service area. As the New York program was restricted Lisa assisted the program developing a protocol for responding to requests for services by immigrants who were not LSC eligible.

# Florida Rural Legal Services, Inc.

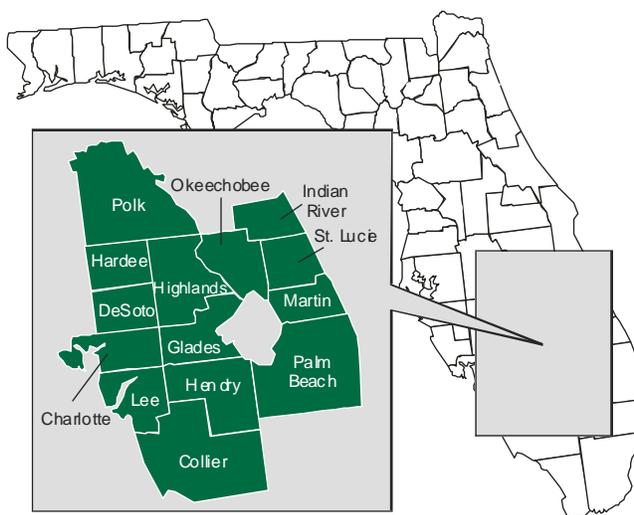
## Lakeland

### Snapshot of Achievements, 2013

Florida Rural Legal Services continues to see significant improvement in the quality of legal work done by our younger Advocates. This continues to be in part because of the Florida Bar Foundation Student Loan Assistance Program and the Salary Supplement Programs. We have been able to maintain our current attorney staff with no turnover in attorney staff in 2013. The maturation process has led to our ability to handle more matters involving court appearances by program attorneys. We continue developing expertise in consumer matters and have filed many more chapter 13 bankruptcy cases to preserve housing for clients where there are no other options for preserving their housing. We are also utilizing bankruptcies in the prevention and loss of public housing and Section 8 benefits. This again is in part because of continued maturation of our attorney staff. In 2013, we also made a significant improvement in our program's technology. We purchased 28 computers and 3 servers to update and increase the speed of our computers for better efficiency. The second phase of technology upgrades and computer purchases will be completed in 2014. We also renegotiated internet contracts with T-1 line providers which has created more bandwidth and faster computer speed and better communication throughout the program. All of these positive changes have been the direct result of funding we receive from the Foundation. These achievements are directly tied to our priorities of providing high quality, efficient legal assistance and have enhanced the program's ability to serve clients and improve Advocates and Support staff efficiencies.

### Population Served:

*General Low Income Population*



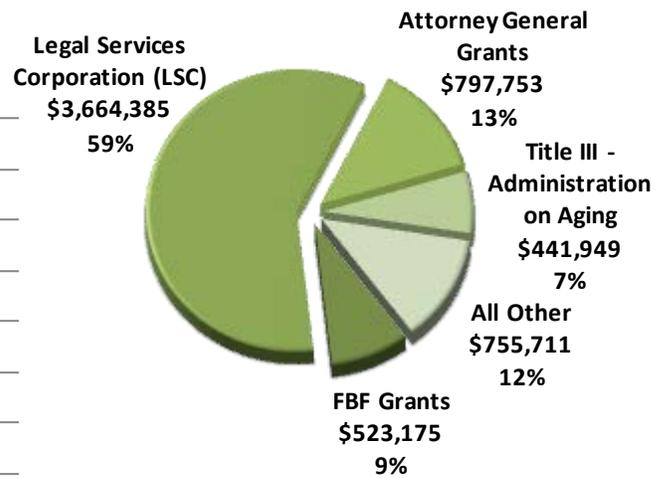
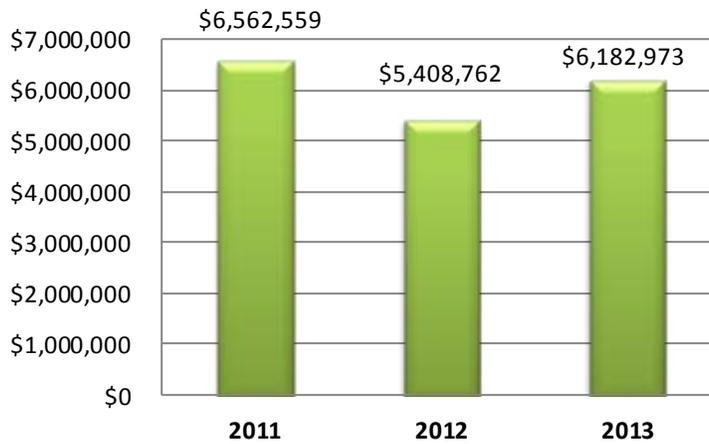
### Service Area

County	Cases Closed
Lee	1,558
Palm Beach	970
Saint Lucie	870
Polk	804
Charlotte	429
Indian River	312
Collier	241
Martin	238
Okeechobee	114
Highlands	96
Hendry	72
De Soto	48
Hardee	21
Other	78

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## Program Funding

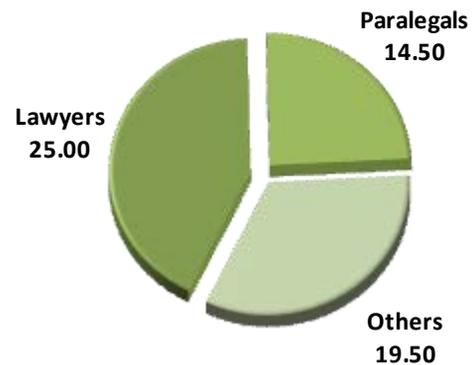
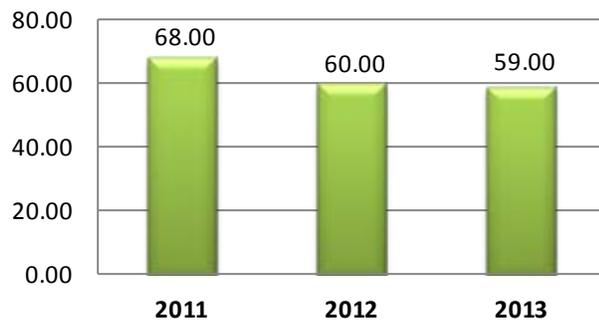
**Total 2013 Funding: \$6,182,973**



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## Staffing

**Total 2013 Staffing: 59.00 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 180 private attorneys participated in 2013.
- 1,612 attorney hours of service were provided valued at \$241,800 (\$150 per hour).
- 329 cases were closed by pro bono attorneys.
- 212 attorneys contributed \$73,958 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2013: 5,847**

### Housing: 3,295 Cases

Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Family: 662 Cases

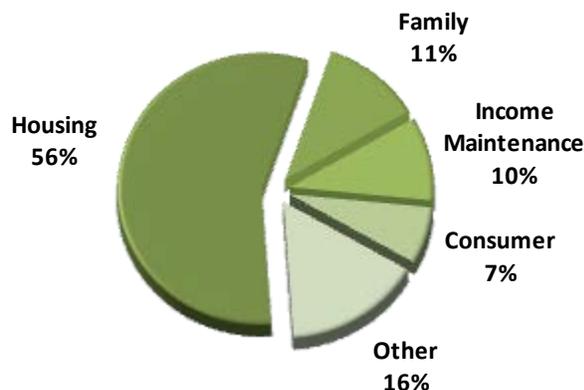
Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

### Income Maintenance: 584 Cases

Legal problems include eligibility for or termination of SSD (disability), SSI (Supplemental Security), unemployment comp or

### Consumer: 398 Cases

Legal problems include illegal taking of property, wage garnishment, denial of credit and fraudulent consumer practices.



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## Case Examples:

**C**D came to us seeking assistance with a guardianship for her 16 year old goddaughter. The child had lived with her off and on from the age of three months. Now the child's mother had died, her father was in jail, and she had been in some trouble at school. Although there had been some family dispute about where she should live, the child told CD that she felt most safe and cared for in CD's home. We were able to assist CD with the guardianship proceeding and she and her goddaughter are now a family with a stable home life.

**A**B was the single mother of a college student. She came to us when both her personal bank account, and one which she shared with her elderly mother, were garnished by a creditor. We were able to prove that AB was the head of a household supporting her student child. We were also able to provide proof that the funds in the joint account were exempt as pension and Social Security income to the client's mother. We provided a memorandum of law and gathered supporting documentation. After a hearing on the matter, the judge granted the claims of exemption and dissolved the garnishment. Both the client and her mother were able to pay their bills.

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## Other Program Services and Activities:

### **Services to Individuals.**

FRLS staff made numerous outreach visits and presentations throughout 2012. Here are three brief examples: On July 14, 2012, FRLS helped to sponsor an all day "Community Connections and Voter Education" event at the Riviera Beach Food Bank. The purpose of the event was to provide self-help information and entertainment to low income families in Riviera Beach, as well as to highlight the work of the food bank and the needs of the community. Staff from the FRLS West Palm Beach Office gave presentations on topics such as Food Stamps, Social Security Disability benefits, Unemployment Compensation benefits, and Landlord and Tenant Law. In an effort to attract lots of families, the event also featured entertainment in the form of a fashion show and music by several bands. More than 30 people attended the various presentations. On July 29, 2012, FRLS Migrant Unit staff attended the Immokalee Migrant Health Fair sponsored by the Collier County Health Department. They gave away free combs and pencils printed with the Unit's 800 telephone number. More than 150 farm workers approached the FRLS table to discuss their legal rights and to receive written information about minimum wages, pesticide safety, and other employment related topics. The purpose of the outreach was to inform farm

workers of their legal rights and to make them aware of our services. Our FRLS senior unit in Fort Pierce increased its outreach efforts in the past year, concentrating most heavily on outreach and awareness of legal rights with very low income seniors. Sites visited were the Okeechobee Senior Center, the Fort Pierce Housing Authority, and low income housing communities for seniors in Jensen Beach, Sebastian, and Fort Pierce. Information on a variety of topics was discussed with those residents. As a result, we are receiving more requests for assistance from those locations.

### **Support Services for Other Agencies.**

In 2012, FRLS was happy to provide support to other provider of legal services. Two of the attorneys from our Migrant Farm Worker Unit agreed to serve as trainers at the national farm worker law conference, which was held in Chicago in connection with the December meeting of the NLADA. Our Executive Director serves on the NLADA Program Enhancement Committee and is Chair of the NLADA Diversity Committee. He is also the President-Elect of the African American Project Directors Association. In addition, the Pro Bono Coordinator of our Fort Pierce Office is the current President of the Florida Pro Bono Coordinators Association.

# Heart of Florida Legal Aid Society, Inc.

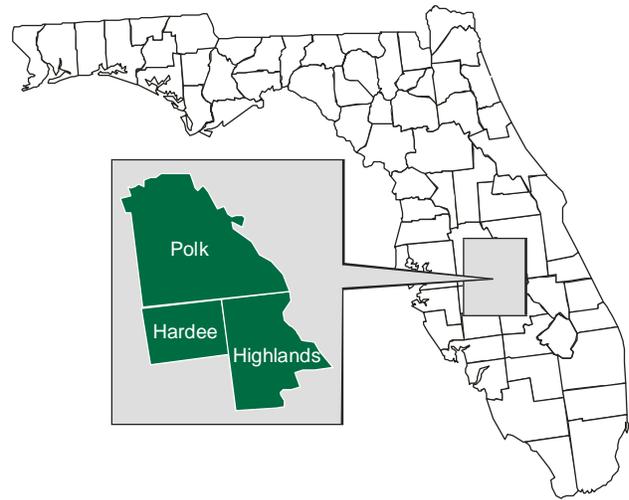
## Lakeland

### Snapshot of Achievements, 2013

In 2006 HOFLA expanded its legal services to include the immigrant advocacy project as a result of a study indicating that immigration needs were not being met in Hardee, Highlands and Polk County. HOFLA's immigration advocacy project continues to grow resulting in note worthy achievements on behalf of our immigration clients. Our office assisted 35 clients seeking immigration relief for a variety of reasons, either VAWA, U-Visas, legal permanent residence and naturalization. The crimes against our clients included domestic violence, child rape, and assault, among others. There are currently 28 active immigration clients that HOFLA's immigration attorney is assisting. A continued achievement has been collaborating with the 10th Judicial Circuit's Pro Bono Committee and Florida Rural Legal Services, to assist in pro se clinics. HOFLA's staff attorneys' have volunteered to assist individuals with their family law pro se packages at scheduled events at the court house and east Polk County. HOFLA's staff attorneys' coordinated training for domestic violence advocates to better educate them of the laws involved with domestic violence injunctions and related issues, such as family law. HOFLA is also collaborating with the United Way of Central Florida and its partner agencies, through its Financial Stability Partnership, by referring our clients to financial education courses, stemming from basic budgeting to Bank On services. We also work closely with other agencies, such as Early Learning Coalition and Peace River Center, to assist our clients in obtaining daycare, pre school for their children and counseling services for our survivors of domestic violence. HOFLA assisted 472 individuals. We are representing clients in more complex cases requiring extensive litigation, with a focus of safe keeping the children and achieving better economic outcomes, such as child support and/or spousal support, to provide financial stability for the families in hopes of bringing our clients above the federal poverty guidelines.

### Population Served:

*General Low Income Population*



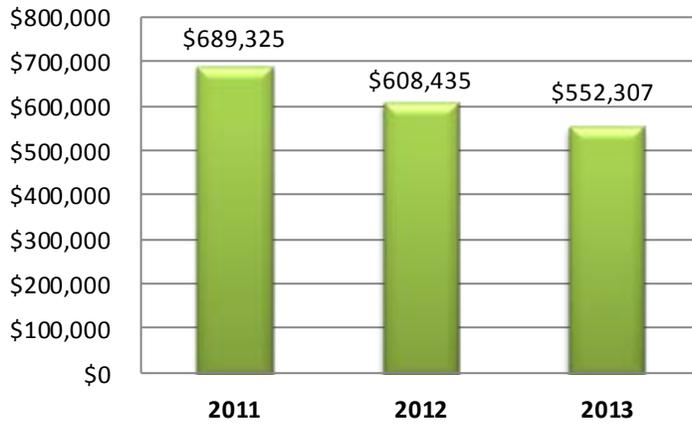
### Service Area

County	Cases Closed
Polk	392
Highlands	68
Hardee	12

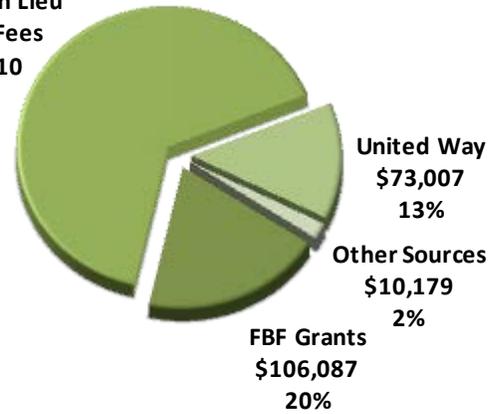
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## Program Funding

**Total 2013 Funding: \$552,307**



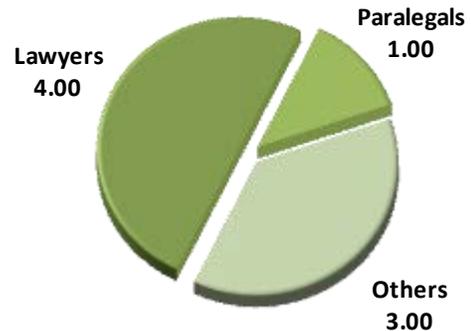
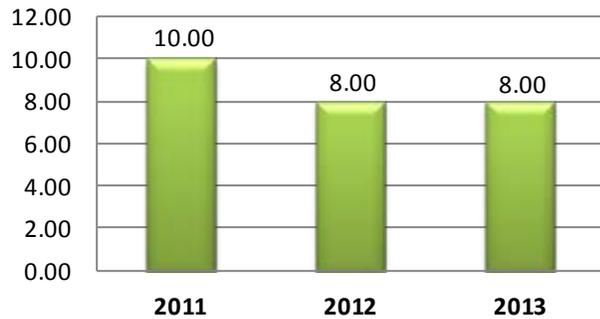
County Grants/  
Contracts in Lieu  
of Filing Fees  
\$355,710  
65%



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## Staffing

**Total 2013 Staffing: 8.00 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

-- Attorneys contributed \$6,140 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2013: 472**

**Family: 436 Cases**

Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

**Individual Rights: 35 Cases**

Legal problems include denial of access to public services and accommodations and denial of rights to institutionalized people.

**Juvenile: 1 Case**

Legal problems include abuse, neglect, wrongful charges of delinquency, guardianship and emancipation.



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## Case Examples:

Cathy married Jason in 2004. They had three children together with Jason being the sole supporter of the family. In January of 2013, the parties separated and began going through the divorce process. When the parties split, the children spent an equal amount of time with both parties, at Jason's insistence. Jason supported the children, but refused to help Cathy with any other expenses. Cathy secured a part time job and started attending night courses. Cathy came to our office seeking representation. Her attorney filed a petition for dissolution of marriage, seeking shared parental responsibility, child support, and alimony. Jason also secured counsel and the parties were able to resolve their differences. They agreed to continue the equal time sharing arrangement that they had been following. Jason agreed to provide health insurance for the children, pay day care expenses, 80% of all medical costs not covered by the insurance, including co-pays and deductibles. Alimony was paid as a lump sum from Jason's 401k and he also agreed to be solely responsible for all of the marital debts including Cathy's vehicle loan. Cathy was fully satisfied with the outcome of the agreement.

Stacey, a 36-year-old mother of three who had been married for 16 years, was served with divorce papers after she was permanently disabled by a genetic condition that causes paralysis, the inability to speak, and eventually, death. Although she remained mentally sharp, Stacey could only express her wishes through "yes" or "no" gestures or by pointing to letters of the alphabet to spell out words. Legal aid became the client's "voice" in litigation seeking sufficient spousal support to provide for her medical care, as well as a share of the husband's retirement benefits. Their three children were living with Stacey's husband, and she wanted to maintain frequent contact with them. After a year of litigation and lengthy settlement negotiations, Stacey received a settlement valued at more than \$1,600 a month for the remainder of her life, monthly Social Security benefits in the amount of \$576 and her husband's agreement to maintain a life insurance policy for the benefit of their three children. In addition, the settlement required Stacey's husband to transport the children to visit her regularly and on holidays. Legal aid also helped Stacey with estate documents, including a living will, designation of a health-care surrogate, and a durable power of attorney.

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## Other Program Services and Activities:

### **Services to Individuals.**

HOFLA's attorneys continued its community outreach/education through collaborations with Peace River Center, United Way of Central Florida (UWCF), other non-profit agencies, local bar associations and local businesses through the UWCF's speakers' series. HOFLA's attorneys and the Executive Director continued to provide educational presentations for domestic violence advocates and employees of the domestic violence shelters. The attorneys also periodically go to the domestic violence shelters to discuss the victims' rights, the domestic violence injunction process and family law process. Other topics discussed with the domestic violence advocates and shelter residents are the civil, criminal and other ramifications of domestic violence, recent changes in the law and recent cases of interest. HOFLA's attorneys are participants with the Polk County and Highlands County domestic violence task forces, which provide an opportunity to discuss any issues involving domestic violence injunctions with local law enforcement, domestic violence advocates, deputy clerks of court in the domestic violence department and judges. HOFLA's staff also participates in the local Domestic Violence Awareness month activities.

When presenting to local bar associations and local businesses, the presentation includes information about HOFLA's mission, how we are funded, and the types of services provided, our collaborative efforts with other agencies, such as Peace River Center, and why HOFLA's services are critical to our community. Also a success story of one of our clients is shared to provide an example of the impact we have on families in our service area. The goal of these presentations is to further educate people about our services but also substantiate the need of funding legal services organizations.

### **Support Services for Other Agencies.**

In the 10th Judicial Circuit, Florida Rural Legal Services (FRLS) is the agency that coordinates the pro bono efforts of attorneys practicing in the circuit. The Executive Director serves on the 10th Judicial Circuit's Pro Bono Committee. HOFLA's staff attorneys and the Executive Director have participated in family law legal clinics arranged by FRLS pro bono coordinator. Also, the Executive Director participates in the planning of Pro Bono week and has secured a Proclamation of Pro Bono day by the mayor of the city of Lakeland.

# Lee County Legal Aid Society, Inc.

## Fort Myers

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### Snapshot of Achievements, 2013

During 2013, we began working with a consultant to develop a long term fundraising plan. Our funding has been in decline and we project a continued decline. The plan we are developing is the first plan we have worked on specifically for fundraising. Working on this plan also involves discussions of the organizations long term needs and our role in the community. We had a small fundraiser in November, 2013 and we have plans for a couple more during 2014. With this plan we expect to replace funds we have lost and look forward to an improvement in our capacity to deliver legal services. The attorneys attend regular CLE's. In order to provide high quality representation, continuing education is vital. Training is always a priority. The attorneys are also encouraged to be involved in local activities. The local activities include for example, participating in mock trial competitions, being members of the Lee County Bar Association, membership in the Association of Family Law Professionals and speaking to local organizations.

### Population Served:

*General Low Income Population*



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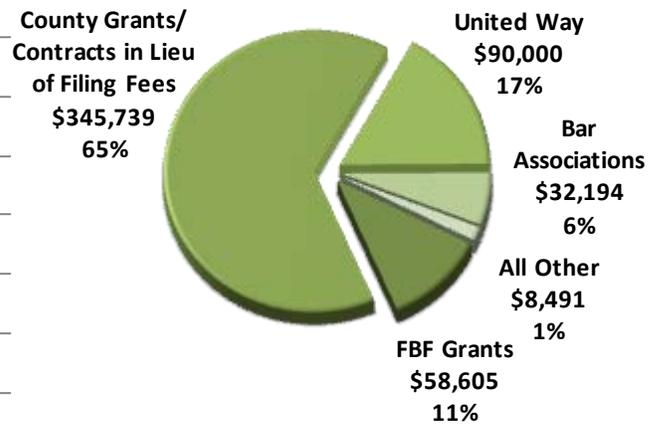
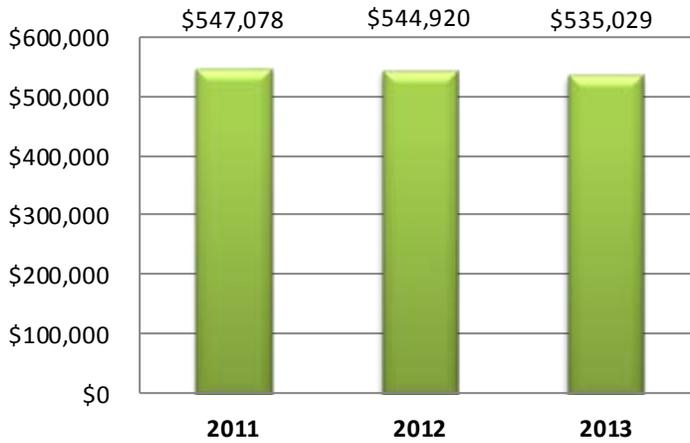
### Service Area

County	Cases Closed
Lee	389

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## Program Funding

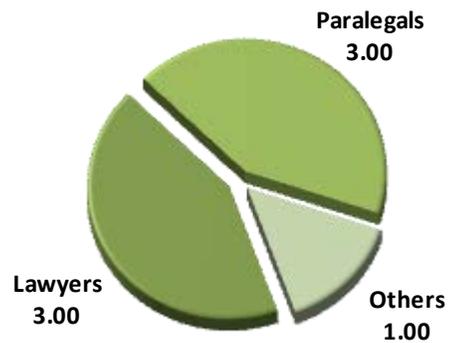
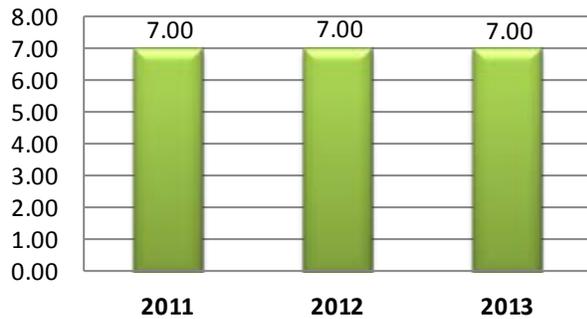
**Total 2013 Funding: \$535,029**



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## Staffing

**Total 2013 Staffing: 7.00 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

-- Attorneys contributed \$3,866 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2013: 388**

### Family: 388 Cases

Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.



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### Case Examples:

The stereotypical case involves a single mother. But that does not mean we do not represent single fathers. One typical case involved a dissolution of marriage case where from the beginning the parties agreed to share their children's time equally. They had other disputes in their case, specifically financial issues such as child support and who would take responsibility for the many debts they had. The Husband, who was our client, maintained that the numerous debts needed to be shared equally. He had been ordered to pay child support at a hearing in a case filed by the Florida Department of Revenue. The Wife continued to litigate, not wanting to take any responsibility for the debts and believing the child support award she was receiving was inadequate. Two mediations and a trial, as well as hearings on post trial motions were held. Throughout this process, the parties were able to co-parent their children and keep their best interest in mind, in spite of their serious disagreement over financial issues. This case required a combination of litigation skills and knowing how to advance a client's interests without hurting the parents ability to co-parent their children.

Our clients come from a diverse background and have just as diverse problems. Some of those problems are extremely serious and involve criminal cases and domestic violence cases. One such client had a very young daughter who had allegedly been sexually abused by the client's husband. Law enforcement, the Florida Department of Children and Families and domestic violence court were involved immediately prior to the client filing dissolution of marriage case. In resolving the dissolution of marriage case, special care needed to be taken. The ramifications involved not only the parties, protecting their child, but coordinating with those other agencies, criminal attorneys and counselors. There was not a good outcome for anyone to be expected. The best outcome was making sure their child would be protected and her best interest looked after.



# Legal Aid Society of Palm Beach County, Inc.

## West Palm Beach

### Snapshot of Achievements, 2013

The Legal Aid Society of Palm Beach County's most significant achievements in 2013 were: The expansion of Legal Aid's Public Guardianship Project to serve indigent incapacitated wards in Martin, St. Lucie and Okeechobee Counties. At the request of the Statewide Public Guardianship Office (SPGO), we entered into a contract to serve these additional counties as part of a SPGO initiative to accomplish public guardianship coverage throughout the state. The decision of the 4th DCA in the case of Padilla v. Vindel that an undocumented immigrant who had entered the country illegally does not prevent an establishment of residency for purposes of obtaining a dissolution of marriage. The opinion of the 4th DCA in the case of D.A. v. the Department of Children and Families, Guardian ad Litem Program and B.C., V.A., A.A., D.A., L.A and E.A that the appellant mother's rights to due process and to a hearing by a fair and impartial judge were not violated when the judge who ordered the Department to file a petition for termination of parental rights was the same judge who heard the termination trial and decided on termination. Legal Aid's Immigrant Advocacy Project staff, in partnership with Florida Immigrant and Legal Aid Alliance (FILAA), created and organized the "2013 Statewide Immigration Law Update" for nonprofit legal service providers in Orlando. Over 60 service providers from throughout the state attended the conference. The expansion of the Medical Legal Partnership Project (MLP) with a three-year grant from the Allegany Franciscan Ministries to serve the Caridad Health Center which serves a low-income migrant population. As a result MLP is currently serves 8 Palm Beach County health clinics and 211 health navigators.

### Population Served:

*General Low Income Population*

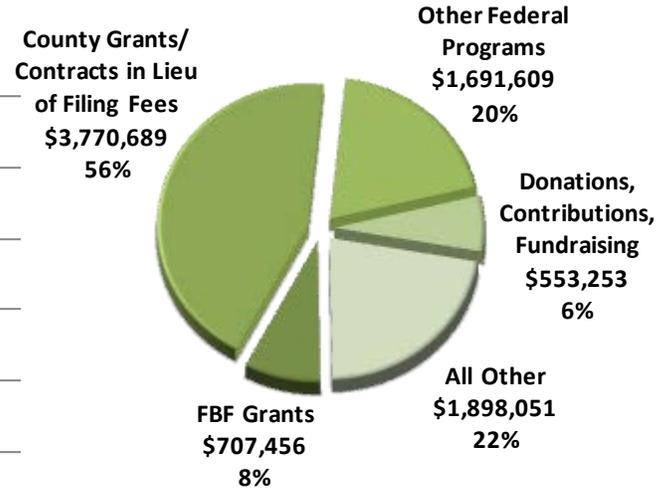
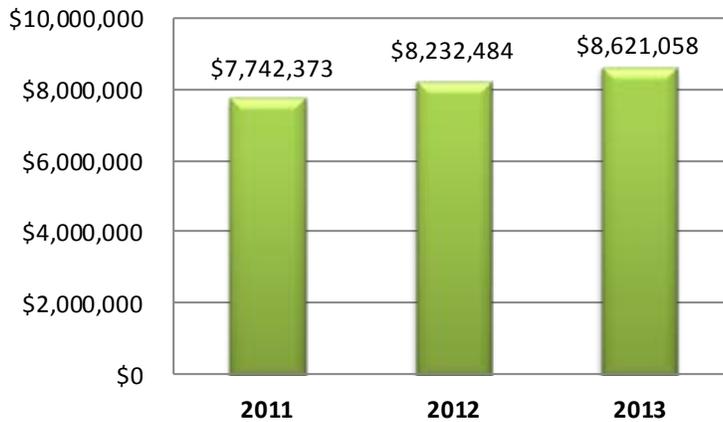


### Service Area

County	Cases Closed
Palm Beach	5,934
Other	158

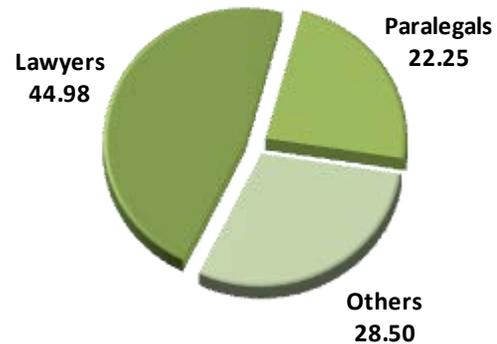
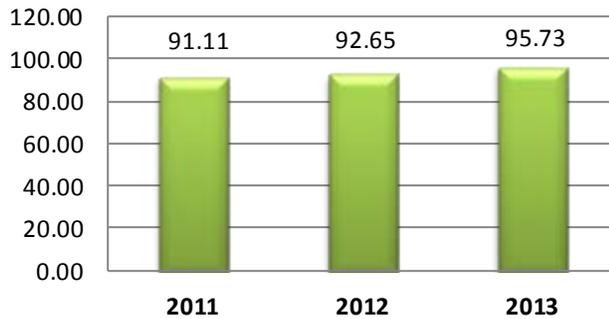
## Program Funding

**Total 2013 Funding: \$8,621,058**



## Staffing

**Total 2013 Staffing: 95.73 Full Time Equivalents**



## Pro Bono and Other Volunteer Programs

### Statistics:

- 506 private attorneys participated in 2013.
- 3,326 attorney hours of service were provided valued at \$498,900 (\$150 per hour).
- 355 cases were closed by pro bono attorneys.
- 1,048 attorneys contributed \$351,388 in funding.

---

## Case Services For Individuals

**Total Cases Closed in 2013: 6,111**

### Housing: 1,882 Cases

Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Family: 1,631 Cases

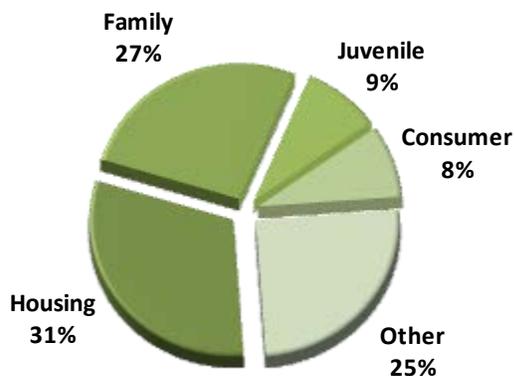
Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

### Juvenile: 537 Cases

Legal problems include abuse, neglect, wrongful charges of delinquency, guardianship and emancipation.

### Consumer: 530 Cases

Legal problems include illegal taking of property, wage garnishment, denial of credit and fraudulent consumer practices.



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## Case Examples:

**G** is a 14 year old child brought to the U.S. illegally at the age of 4. At age 12, the Department of Children and Families (DCF) removed her from the family with whom she was living because of severe mental, emotional and sexual abuse. When DCF attempted to obtain Medicaid coverage and a Social Security number for her, they realized that she had no legal status in the U.S. and was, therefore, ineligible for any health coverage. Legal Aid's Immigrant Advocacy Project determined that G was eligible to apply for lawful permanent residence through a special procedure designed for juvenile court dependents. First, staff amended the order of dependency to include findings required by the immigration law. Then staff began an exhaustive search for the child's birth certificate (finally locating a copy at the elementary school where the child was first enrolled). Staff then prepared and submitted the required documents and applications and represented the child at her immigration interview. G was approved for lawful permanent residence enabling her to work and live in the United States permanently and rendering her eligible for Medicaid coverage as well as the Affordable Care Act. She will now be able to attend a college or university in the United States and to qualify for in-state tuition. After five years, she will be eligible to apply for United States citizenship.

**L**egal Aid's Educational Advocacy Project represented JM, a 10-year-old boy who was going to be retained in third grade a second time. JM had just been made eligible for the Specific Learning Disabilities program, although he had received special education for his speech and language impairment since he was in pre-kindergarten. JM was still reading and writing at a kindergarten level. His math skills were at a first grade level. The school's IEP team continued to note that he was making no progress, but did not make any meaningful changes to help him, despite his mother's requests for a smaller class with less distractions. Our demand letter was successful in getting him promoted to 4th grade, since he met the statutory criteria for good cause exemption for a second retention in 3rd grade. JM started the new school in October. The school hired a paraprofessional for JM who started in February 2014. We met for a progress report on March 6th. JM is now reading independently on a mid-first grade level. His decoding skills have improved. He has gone from writing single words to 3-5 sentences. He is working on 2nd grade math skills, but can solve some 4th grade long-division with assistance and knows half of his multiplication facts. He is also more confident and more willing to persist with difficult tasks without shutting down.

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## Other Program Services and Activities:

### Services to Individuals.

- Immigrant Advocacy Project: In 2012 Legal Aid's Immigrant Advocacy Project provided a series of community legal education programs to non-citizens including: Four presentations for patrons of the Soup Kitchen in Boynton Beach. The presentations were conducted in Spanish and Creole. Attendees were informed about eligibility for Haitian Temporary Protected Status, immigration benefits for victims of domestic violence and violent crime and other possible immigration remedies. A total of nearly 200 people attended the presentations. Staff participated in a clinic at Our Lady Queen of Peace church in Delray Beach. Several attorneys volunteered time to assist individuals to complete applications for Deferred Action under the DACA program. The clinic lasted for 3 hours and over 40 people received assistance. Staff conducted a presentation for staff of the Comprehensive AIDS Project/Foundcare. These individuals frequently work with non-citizens who are HIV positive and face a myriad of challenges in assisting them to apply for public benefits. The presentation provided detailed information about eligibility for lawful status and non-citizen eligibility for public assistance programs such as Medicaid, Supplemental Security Income and Food Stamps. Staff also provided information regarding non-citizen eligibility for the county level health insurance program. Staff was a presenter at the Annual South Florida Conference on Child Abuse and Neglect. A general overview of immigration law and procedure was provided to case managers from throughout South Florida as well as specific benefits available to victims of violent crime, abused and abandoned children and victims of human trafficking.
- Relative Caregivers Project: In 2012 the Relative Caregivers Project's supervising attorney and paralegal held a seminar at the Royal Palm School in Boynton Beach which serves developmentally disabled children. The attorney provided a PowerPoint presentation on guardian advocacy to the parents of those

disabled children who would shortly be turning 18 years of age. The parents needed to understand that at the age of majority, the court must appoint them as guardian advocates for their child. For those parents who qualified for Legal Aid services, we were able to represent them in becoming the guardian advocate of the child. For those who did not qualify, we provided pro se forms and our reduced fee list of private attorneys. The Relative Caregivers Project also makes presentations to relatives that need to have the authority over school and education matters of children in their care but do not need to go through the expense and time involved in pursuing legal custody. For these individuals, staff provides Limited Power of Attorney forms. This allows the relative to help the family in temporary situations quickly.

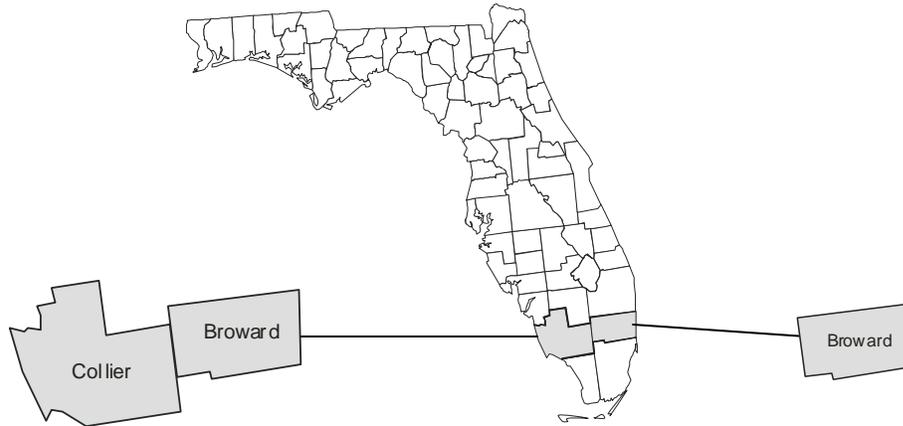
### Support Services for Other Agencies.

Throughout 2012 Melissa Duncan, a staff attorney with Legal Aid's Juvenile Advocacy Project, assisted pro bono attorneys in filing Special Immigrant Juvenile Dependency petitions in the 15th Judicial Circuit on behalf of unaccompanied minors. The assistance provided involved reviewing and editing proposed petitions and orders as well as guidance and mentorship through legal, procedural and customary practice advice regarding these petitions. In 2012, Shane O'Meara, supervising attorney of Legal Aid's Immigrant Advocacy Project, worked with the local office of the Federal Bureau of Investigation following their investigation and prosecution of a Lantana police officer who was accused of stealing money from Hispanic men on several occasions during routine traffic stops. Several victims assisted the FBI during the prosecution of the case, which concluded with the officer pleading guilty to three counts of "evidencing prejudice while committing robbery." He was ultimately sentenced to three years in prison. Subsequent to the prosecution, Immigrant Advocacy Project staff worked with the FBI agents to help the non-citizen victims apply for lawful status based upon their cooperation in the investigation and prosecution of the criminal case.

# Region VI



# Key Statistics for 2013 for the Legal Services Delivery System in Region VI



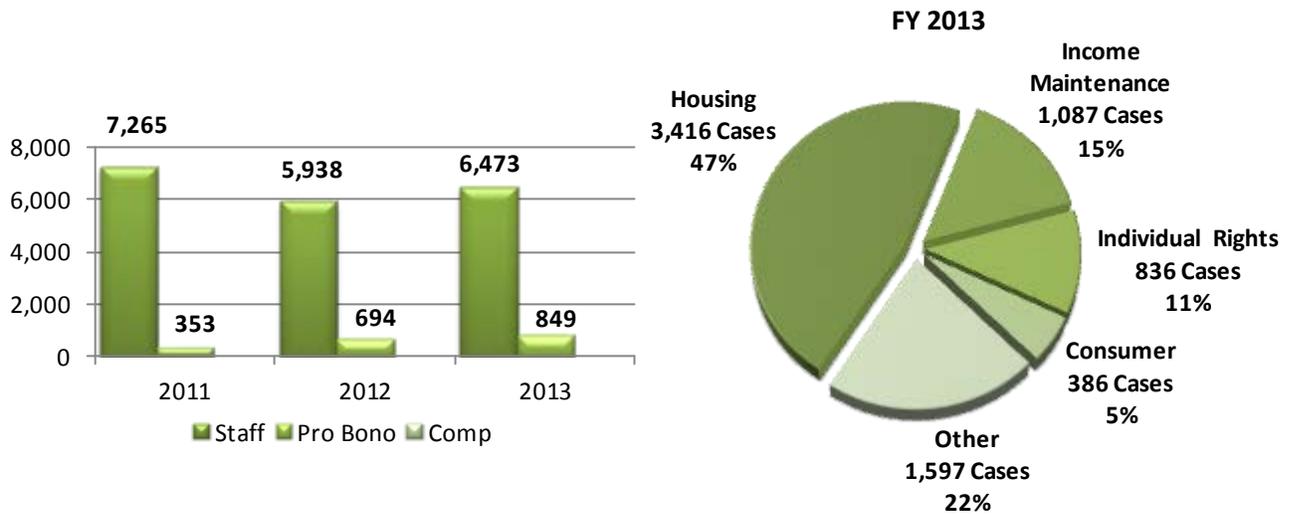
**Legal Aid Society of Broward County, Inc.** is the unrestricted general legal services program serving Region VI.

- 2013 Funding: \$5.41M
- 2013 FBF Funding: \$0.93M
- 4,353 Cases Closed in 2013

**Coast to Coast Legal Aid of South Florida**, a general legal services provider, received federal funding from the Legal Services Corporation for Region VI.

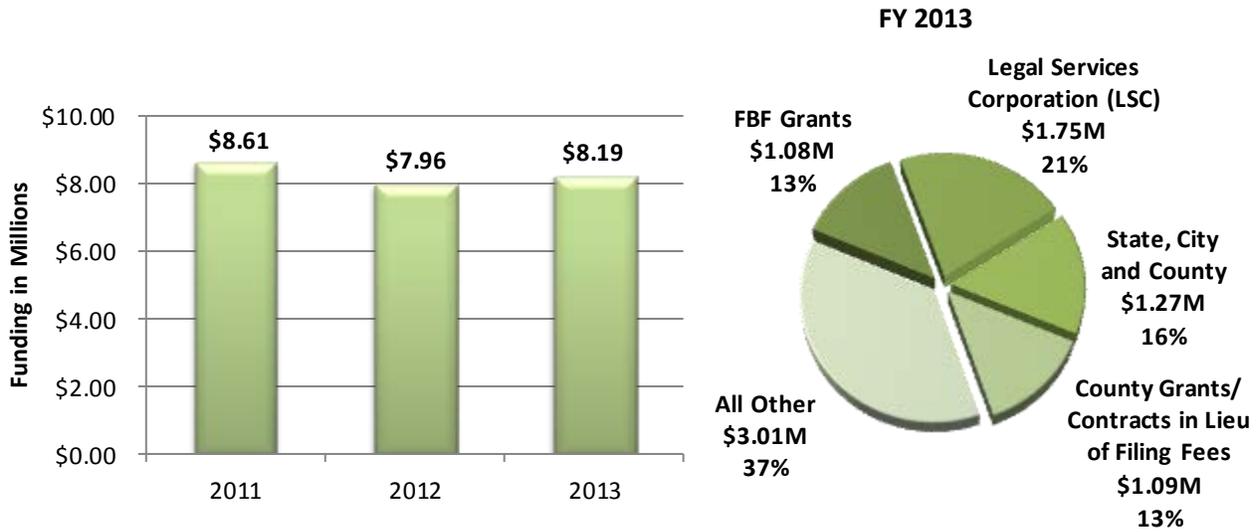
- 2013 Funding: \$2.78M
- 2013 FBF Funding: \$148,880
- 2,969 Cases Closed in 2013

## Total Case Services For Individuals



Number of low income persons within Region (125% of poverty per 2000 census): 279,765

## Total Funding



*FBF General Support funding per region is based upon a census formula, counting low income persons at 125% of poverty level.*

## Total Staffing



*Number of attorneys per 10,000 low income people (125% of poverty per 2000 census): 1.7*

## Total Pro Bono and Other Volunteer Programs

### Statistics:

- 512 private attorneys participated in 2013.
- 4,564 attorney hours of service were provided, valued at \$684,600 (\$150 per hour).
- 800 cases were closed by pro bono attorneys.
- 203 attorneys contributed \$85,492 in funding.

# Coast to Coast Legal Aid of South Florida, Inc.

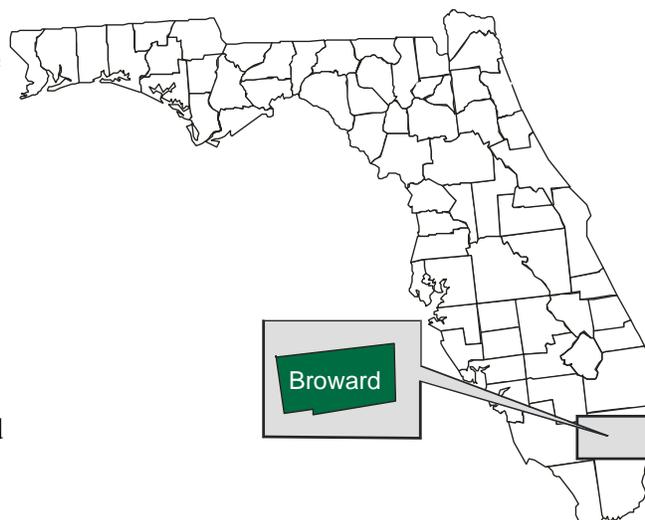
## Plantation

### Snapshot of Achievements, 2013

During 2013, Coast to Coast Legal Aid of South Florida (CCLA) received notification of new grant awards totaling more than \$1.3 million. The grants are for one year, two years, or three years. In other words, not all of the funding was realized in 2013. These grant awards will enable CCLA to expand services to seniors facing foreclosure, victims of domestic violence, and veterans, all priorities for our program. Among the new funding sources are a very competitive 2013-15 Equal Justice Works Fellowship, funded in part by the Florida Bar Foundation, and two highly competitive federal grants, the Legal Assistance for Victims (LAV) Grant Program and the Supportive Services for Veteran Families (SSVF) Grant. CCLA was the only legal aid program in the state that was invited to partner with the Florida Coalition Against Domestic Violence (FCADV), the lead agency for the LAV Grant. CCLA was also invited to partner with United Way of Broward County (UWBC), the lead agency for the SSVF Grant. CCLA was extended an invitation from the FCADV and UWBC to partner in these grants as a result of CCLA's reputation in the community for its representation of victims of domestic violence and veterans. CCLA was the recipient of two community awards in 2013. The 2013 Ending Abuse Award was presented to our program and its Family Law and Domestic Violence Unit by Jewish Family Services KOLOT Coalition in October 2013. The KOLOT Coalition consists of representatives from community organizations, professionals, and volunteers, whose mission is to break the silence of domestic abuse within Jewish families through outreach and public awareness. The 2013 Employer of Choice Award was presented to our program at a Keiser University Advisory Board Luncheon (Fort Lauderdale Campus) in May 2013. Two CCLA attorneys also received recognition this year. Lisa Goldberg

### Population Served:

*General Low Income Population*



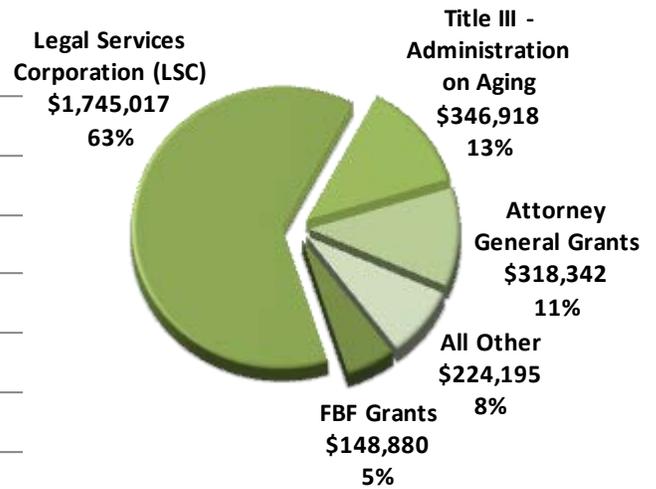
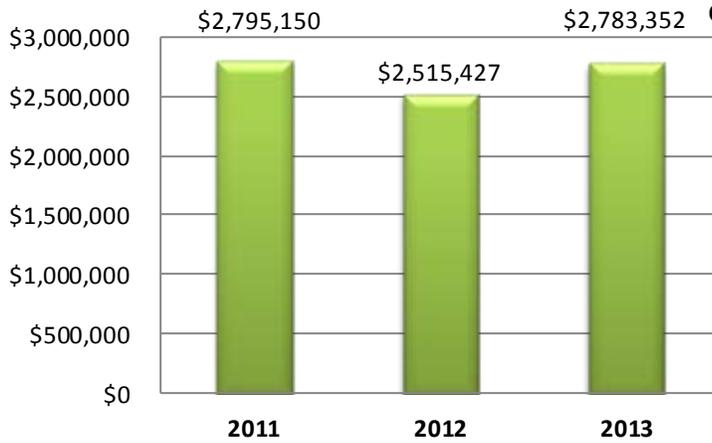
### Service Area

County	Cases Closed
Broward	2,985

*Continued on last page*

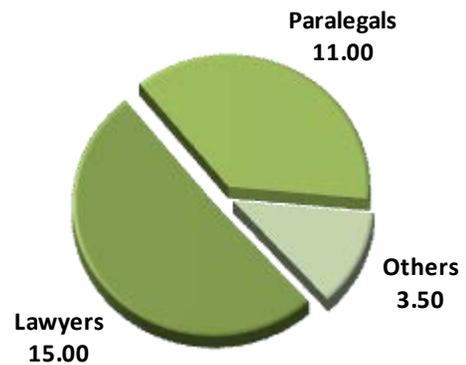
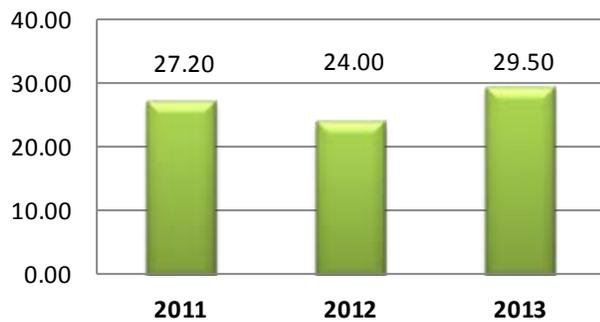
## Program Funding

**Total 2013 Funding: \$2,783,352**



## Staffing

**Total 2013 Staffing: 29.50 Full Time Equivalents**



## Pro Bono and Other Volunteer Programs

**Statistics:**

*Not Applicable*

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## Case Services For Individuals

**Total Cases Closed in 2013: 2,969**

### Housing: 1,146 Cases

Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Income Maintenance: 904 Cases

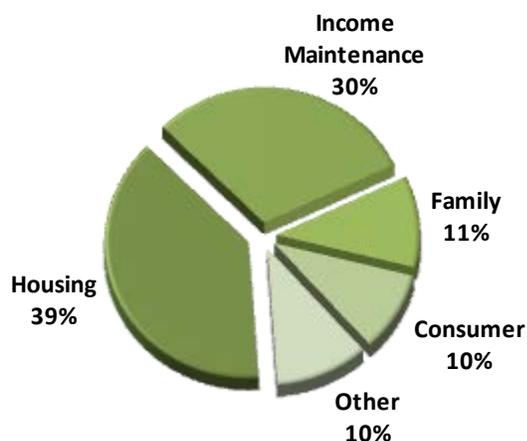
Legal problems include eligibility for or termination of SSD (disability), SSI (Supplemental Security), unemployment comp or public benefits.

### Family: 325 Cases

Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

### Consumer: 283 Cases

Legal problems include illegal taking of property, wage garnishment, denial of credit and fraudulent consumer practices.



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## Case Examples:

**M**r. P was a homeless veteran living on the street or an occasional couch. He was unable to work because of severe PTSD due to his time in service. As a result of his disability he easily became aggressive with anyone who told him they could not provide him with the assistance he requested. He came to us angry and suspicious and had already been thrown out of most places he had gone to for assistance. The Social Security Administration had denied his claim for benefits and we agreed to represent him. At the hearing, the CCLA attorney helped Mr. P tell his story about all the efforts he had made to get help and how difficult his life had become. The Administrative Law Judge, also a veteran, agreed that Mr. P was disabled and granted him benefits. Mr. P is now in his own apartment. He is able to participate in his continuing treatment without worrying about where he will spend the night or whether his life is in danger.

**O**ur 66 year old senior client resides in a modest condominium in a retirement community. She sought legal assistance because the Condominium Association had filed a Claim of Lien on her unit in the amount of \$5,600 for unpaid assessments, late fees, collection fees and attorney's fees. The client insisted that she made all her payments timely. She had been disputing the Association's claims of missed payments for two years. After reviewing the ledgers maintained by the Association and the client's proof of payments, we contacted the attorney for the Condominium Association and challenged the Association's record keeping and the amount claimed as being due and owing. After two months of negotiation and demands on behalf of the client for a release of the lien, the Association finally agreed. The client's account was marked as "paid in full" and the lien released.

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## Other Program Services and Activities:

### Services to Individuals.

In May 2012, two attorneys from our program's senior unit gave presentations, one in English and one in Spanish, at the Broward Aging Network Conference sponsored by the Aging and Disability Resource Center of Broward County. The presentations were entitled "Living with a Mortgage in 2012." The attorneys discussed some of the common pitfalls homeowners face with their mortgages, reviewed several options that may be available to a homeowner who falls behind in her mortgage payments, and provided an overview of the foreclosure process. In June 2012, an attorney from our program's senior unit gave a presentation at a community forum in conjunction with World Elder Abuse Awareness Day. The presentation was delivered to an audience of more than 150 seniors, aging network providers and other participants. The attorney discussed financial exploitation of the elderly, telling some of the stories that we have heard from our clients to illustrate her presentation. Attorneys from the program's family law unit provided several community legal presentations to victims of domestic violence at Women in Distress, the local women's shelter. The presentations educated victims about the process for obtaining injunctions for protection and made them aware of additional relief that can be granted by the court at the hearing.

### Support Services for Other Agencies.

In April 2012, Laurie Yadoff, staff attorney, participated as a trainer for other legal services attorneys at a Whole Child Advocacy Training in Tampa. The target audience for the training included dependency attorneys and guardian ad litem attorneys. The training's focus was advocacy and ethical issues in the representation of a child in the dependency system, trial skills, and case theory and development. Participants practiced trial skills and addressed advocacy and ethical issues and concerns. During 2012, Jeffrey Keddie, staff attorney, continued as chair of the IT Committee for Coast to Coast Legal Aid of South Florida, Legal Aid Service of Broward County, and Legal Aid Service of Collier County. In this capacity, Mr. Keddie updated a technology plan for our region, presided over bi-monthly meetings of the IT Committee, and provided or arranged for IT training for staff of CCLA, LASBC and LASCC. He also worked in conjunction with Legal Aid's contracted provider for IT services to strengthen the IT infrastructure in all programs in the region.

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## Snapshot of Accomplishments *continued from page 1*

received the Commitment to Justice Award presented at For the Public Good, our premier fundraising event for CCLA and its regional partner Legal Aid Service of Broward

County. Mindy Jones received the Janita Lee Award for Victim Advocate Professional of the Year presented by the Broward Victims Rights Coalition.

# Legal Aid Service of Broward County, Inc.

## Plantation

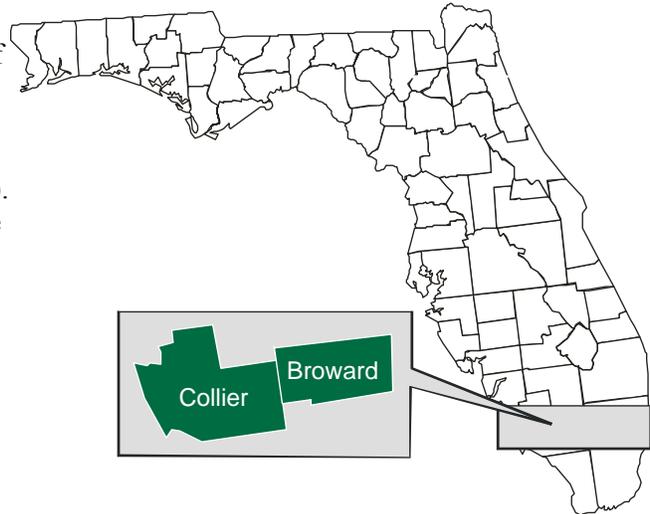
### Snapshot of Achievements, 2013

2013 was a year in which we achieved a number of significant milestones:

- We began a partnership with the United Way of Broward County to address the needs of Veterans and their families through a program called Mission United. In February of 2013, we started the Veterans Pro Bono Program (VPBP). With one attorney and a part-time paralegal, we began recruiting pro bono attorneys and providing services to veterans. The success of our VPBP program has been remarkable and has been by far the most successful of the Mission United initiatives which address employment, education, housing, health care and other supportive services. In our first year of operation, we have recruited over 280 attorneys and assisted over 360 veterans and family members. We will be partnering with the United Way to help replicate the Mission United model within Florida and nationwide.
- We secured a significant grant from a major City in Broward County to address the housing needs of People with Aids throughout Broward County. The Housing Opportunities for People with Aids (HOPWA) grant represents the first time we have received funding from this City and the first time we have received a HOPWA grant. We have helped over 180 people with over 266 legal matters in the first 8 months of the grant. We hope our accomplishments will result in grant extensions for years to come.
- As a natural progression from our Mission United collaboration, the United Way applied for an SSVF grant from the VA for the purpose of ending homelessness for veterans. Our program and Coast to Coast are both partners in this collaboration which started in October of 2013. We have been very successful in addressing the housing needs of veterans in the short time since we started. A renewal application to the VA has already been filed.

### Population Served:

*General Low Income Population*



### Service Area

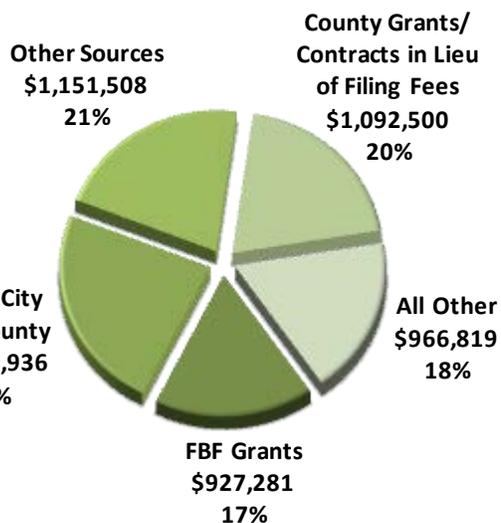
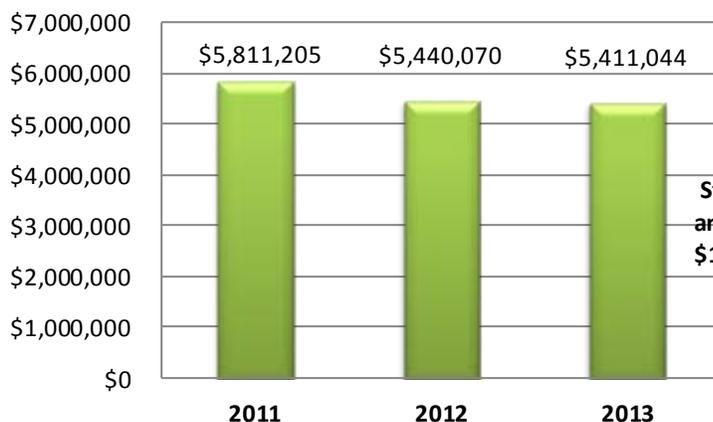
County	Cases Closed
Broward	3,427
Collier	1,042

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## Program Funding

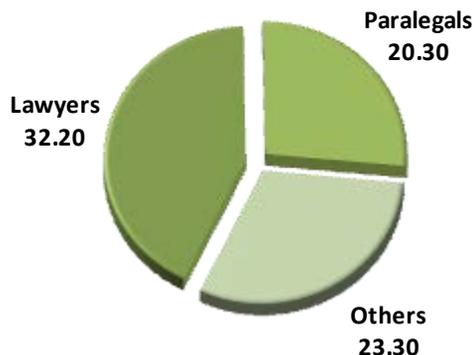
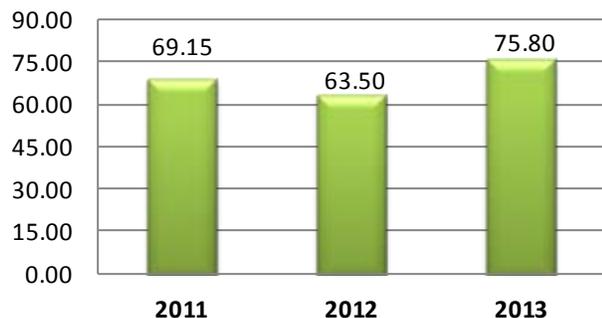
**Total 2013 Funding: \$5,411,044**



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## Staffing

**Total 2013 Staffing: 75.80 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 512 private attorneys participated in 2013.
- 4,564 attorney hours of service were provided valued at \$684,600 (\$150 per hour).
- 800 cases were closed by pro bono attorneys.
- 203 attorneys contributed \$85,492 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2013: 4,353**

### Housing: 2,270 Cases

Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Individual Rights: 761 Cases

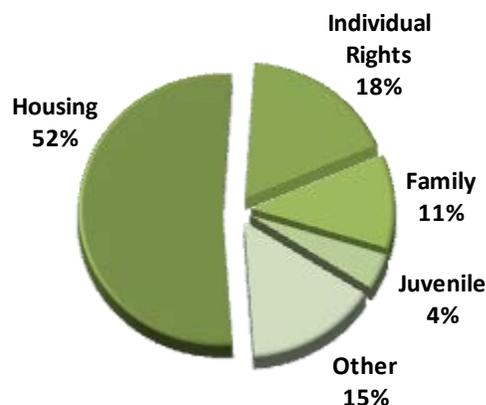
Legal problems include denial of access to public services and accommodations and denial of rights to institutionalized people.

### Family: 489 Cases

Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

### Juvenile: 187 Cases

Legal problems include abuse, neglect, wrongful charges of delinquency, guardianship and emancipation.



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## Case Examples:

**C**lient was a disabled veteran and a single mother with two young children. In October, we negotiated a payment plan with her landlord which prevented her eviction and allowed the family to stay in their home, close to the children's schools and activities. We also referred the client to the VA to apply for a HUD-VASH voucher which she received in December. Her current landlord was happy to complete the HUD approval process to accept her voucher so she no longer has to struggle to make rent payments.

**D**erek is a student with a number of disabilities including Autism Spectrum Disorder and Emotional Behavior Disability. Derek was having a very difficult time in school and was getting Baker Acted from campus numerous times. His behavior was so severe that he was almost asked to leave his group home. His home is an APD group home, which are not very prevalent. He had lived in this home for many years, and the move would have been traumatic. It would have also been very difficult to find a new appropriate placement. We worked with the school to ensure that he was placed into the appropriate classroom setting and that he received all the necessary therapy. We also were able to get him a 1:1 assistant on the bus as that was where many behaviors were occurring. We assisted in setting up a positive behavior award system at the school where he was able to work with the landscapers. This seemed to calm him as well as give him a sense of joy, pride and accomplishment. Since all the interventions were put into place, Derek has been constantly improving. He can now take time to de-escalate himself and is working his way into placement into the general education setting for a class. Moreover, he is not getting Baker Acted and actually is enjoying school and learning.

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## Other Program Services and Activities:

### Services to Individuals.

- Our Collier County staff have a far reaching outreach program that brings them in contact with all the organizations that serve the low income Collier community. They meet with and speak at over 50 community events during the year which allows us to both educate others about our services and also put us in a position to establish collaborations. These are also opportunities for us to meet with and provide direct services to clients.
- In order to broaden our reach into the client community, we have an on-going relationship with Broward County whereby we provide outreach services to each of their 4 multi-purpose centers around the county. This serves the dual purpose of enabling us to reach and serve clients who might not otherwise be able to get to our office and at the same time provides an additional needed service to the clients at the multi-purpose center.
- Our program has, for a number of years, operated a homeless legal rights project. Our project staff function primarily by doing outreach at the major homeless shelters and

feeding sites throughout the county. Generally, the homeless find it difficult to travel anywhere to secure needed services, including legal assistance. We, therefore, go to them to make sure they get access to the advice, counsel and representation that they desperately need. This project has been very successful, bringing in thousands of dollars in benefits for the homeless which help pay for shelter and other necessities.

### Support Services for Other Agencies.

- The staff of our Children's Advocacy Program (CAP) have participated annually in efforts with other children advocates throughout the state. Each member of CAP is part of a task force assigned specific tasks aimed at improving advocacy for children throughout the state.
- Many of our attorneys are members of umbrella groups and task forces linked to various substantive work areas such as Housing, Consumer, Foreclosure, Family and Public Benefits. Our staff are significant contributors to each of these groups and additionally, share information regularly through lists serves.

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## Snapshot of Accomplishments *continued from page 1*

These 3 significant achievements are examples of the significant role we play in the lives of those in need within our community. Our staff are all very involved in our community with both client groups and other service providers. We collaborate with over 100 other agencies to ensure that we are providing the most needed services to as many people and groups as possible. Although our resources and staff are limited, our committed staff works to ensure that the services we provide are meeting the most critical needs within our region. Some of the quantifiable benefits we have achieved for clients during the year are: Prevented evictions

and foreclosures for nearly 225 families, \$646,000 benefits for housing clients and secured over \$1.9 Million in back awards and annualized benefits for social security, other government benefits, family law and income tax clients. The decrease in Foundation funds has and continues to create significant hardship on our program. This will, however, not prevent us from providing aggressive, client centered advocacy going forward. As we've seen, many community problems cannot be solved without the intervention provided by legal aid programs. We are grateful for all the Foundation does to make our efforts possible.

# Region VII



# Key Statistics for 2013 for the Legal Services Delivery System in Region VII

**Dade County Bar Association Legal Aid Society** provides general and children’s legal services in addition to pro bono assistance to residents of Miami-Dade County.

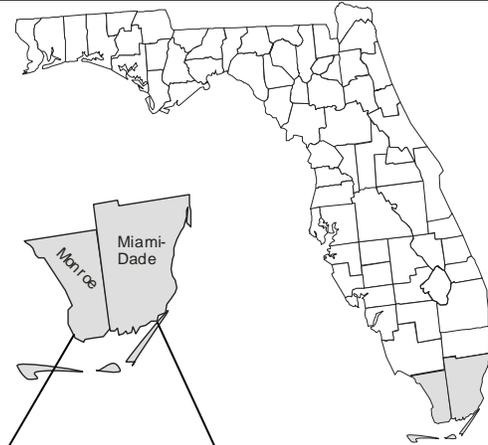
- 2013 Funding: \$3.29M
- 2013 FBF Funding: \$0.52M
- 2,864 Cases Closed in 2013

**Guardianship Program of Dade County** provides guardianship services to indigent adults in Miami-Dade County. FBF funds are limited to the legal services component.

- 2013 Funding: \$3.10M
- 2013 FBF Funding: \$75,120
- 1,203 Cases Closed in 2013

**Cuban American Bar Association (CABA) Pro Bono Project** provides pro bono services to immigrants in Miami-Dade County, primarily in areas of family law and immigration.

- 2013 Funding: \$0.32M
- 2013 FBF Funding: \$43,642
- 945 Cases Closed in 2013



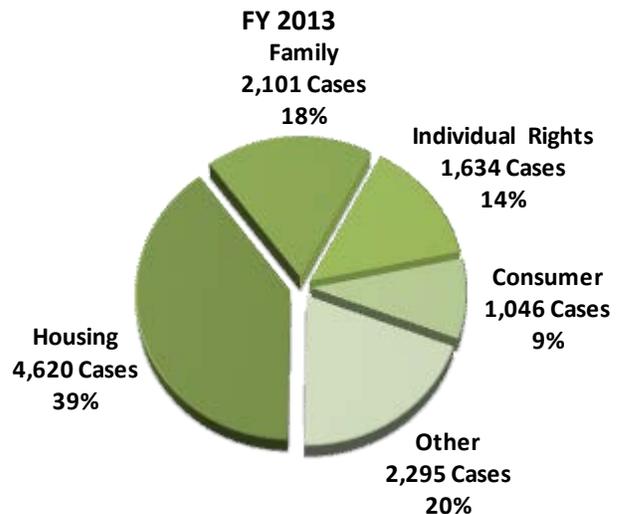
**Legal Services of Greater Miami, Inc.,** a general and children’s legal services provider, received federal funding from the Legal Services Corporation for Region VII.

- 2013 Funding: \$6.31M
- 2013 FBF Funding: \$0.86M
- 5,580 Cases Closed in 2013

**Americans for Immigrant Justice, Inc.** provides immigration legal services within the region as well as concentrating on employment and public benefits issues.

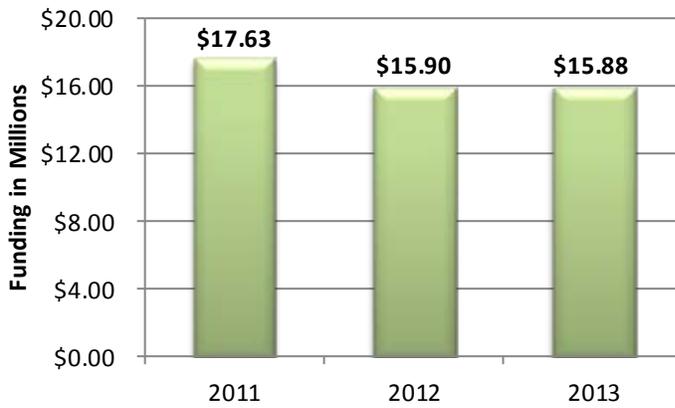
- 2013 Funding: \$2.86M
- 2013 FBF Funding: \$0.76M
- 1,104 Cases Closed in 2013

## Total Case Services For Individuals



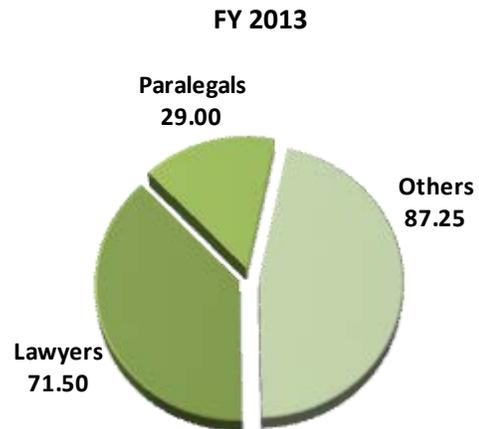
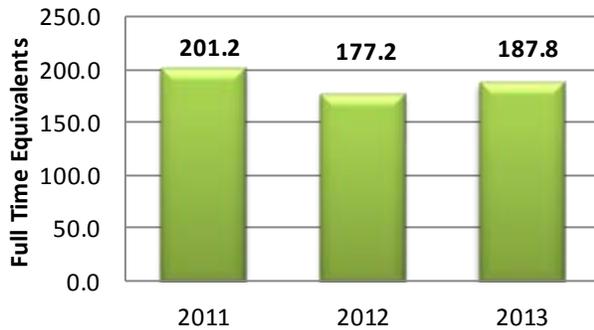
Number of low income persons within Region (125% of poverty per 2000 census): 537,152

## Total Funding



*FBF General Support funding per region is based upon a census formula, counting low income persons at 125% of poverty level.*

## Total Staffing



*Number of attorneys per 10,000 low income people (125% of poverty per 2000 census): 1.3*

## Total Pro Bono and Other Volunteer Programs

### Statistics:

- 1,472 private attorneys participated in 2013.
- 13,854 attorney hours of service were provided, valued at \$2,078,100 (\$150 per hour).
- 1,687 cases were closed by pro bono attorneys.
- 720 attorneys contributed \$209,395 in funding.

# Americans for Immigrant Justice, Inc.

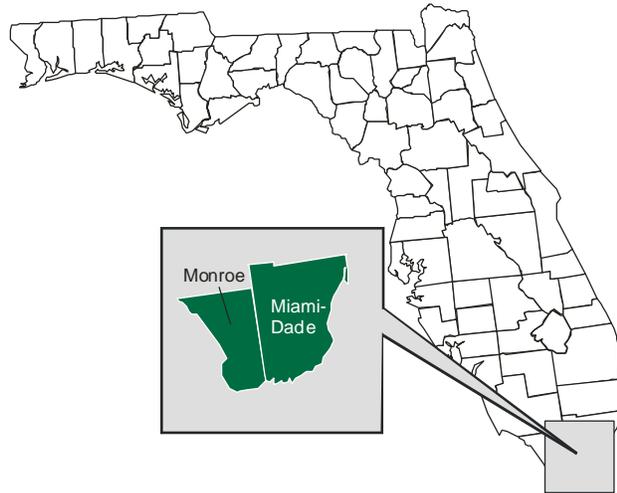
## Miami

### Snapshot of Achievements, 2013

Americans for Immigrant Justice (AI Justice) continued to tackle major issues of concern to immigrants in Florida and the nation. It was vigilant about Comprehensive Immigration Reform and other key pieces of immigration legislation, playing an important role in the reauthorization of the Violence Against Women Act. AI Justice brought the problem of abuse at the Texas border by Customs and Border Protection (CBP) agents to the attention of other advocates and Congress, drafting language for use in legislation that has been filed. The agency also filed Federal Tort Claims Act Actions on behalf of eight clients who experienced the abuse and is preparing a federal lawsuit on behalf of one woman. AI Justice issued a scathing report about the Broward Transitional Center and continues to monitor conditions there and provide Know Your Rights presentations to hundreds of detainees. The agency worked with partners to issue a report about racial profiling and unwarranted detentions and deportations due to a Department of Homeland Security (DHS) enforcement program and convinced the Miami-Dade County Commission to end its agreement with DHS thereby saving county taxpayers an estimated \$12.5 million. AI Justice also represented more than a thousand immigrants, most of them vulnerable because of domestic violence or sexual abuse or because they have been placed in immigration detention and removal proceedings. Finally, AI Justice was honored to have San Antonio Mayor Julian Castro as its keynote speaker at its annual awards dinner in March.

### Population Served:

*General Low Income Population*



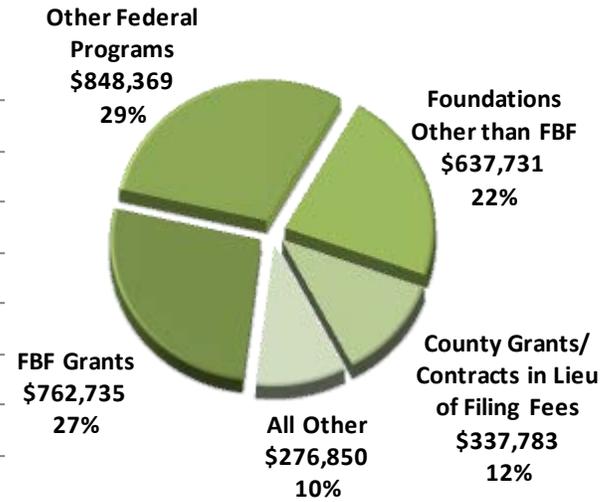
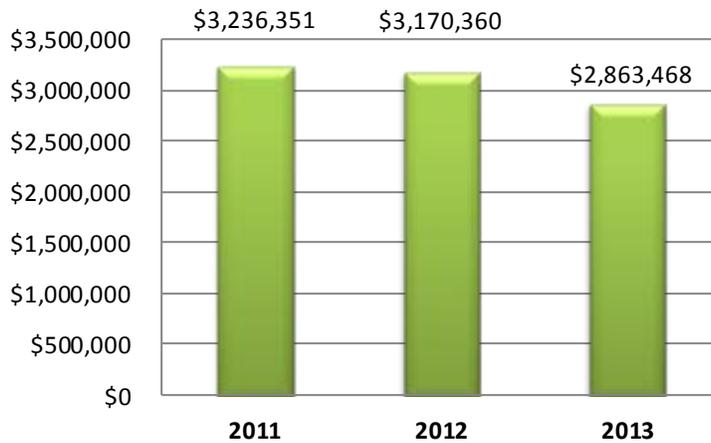
### Service Area

County	Cases Closed
Miami-Dade	754
Broward	244
Palm Beach	22
Orange	14
Lee	11
Monroe	9
Saint Lucie	7
Glades	4
Collier	2
Baker	2
Wakulla	2
Marion	2
Pinellas	1
Other	28

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## Program Funding

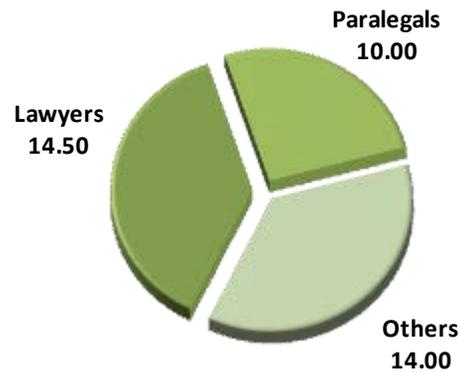
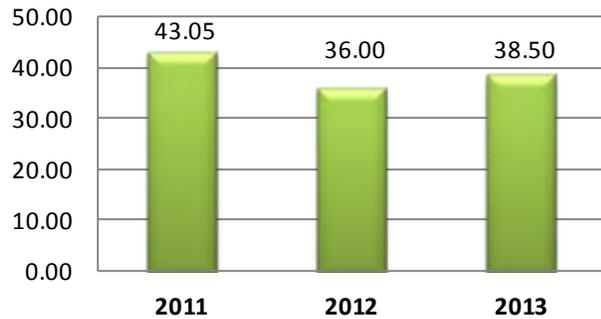
**Total 2013 Funding: \$2,863,468**



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## Staffing

**Total 2013 Staffing: 38.50 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

-- Attorneys contributed \$350 in funding.

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## Case Services For Individuals

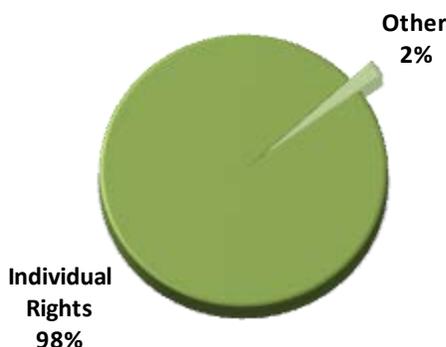
**Total Cases Closed in 2013: 1,104**

### Individual Rights: 1,083 Cases

Legal problems include denial of access to public services and accommodations and denial of rights to institutionalized people.

### Other: 21 Cases

Legal problems include Employment and other matters.



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### Case Examples:

**R**aul was blinded in a workplace injury and is completely dependent on his family for care. Although he has lived in the U.S. for many years, he is undocumented. He is married to a legal permanent resident and has four U.S. citizen children, all of whom are young adults. Due to the injury, he requires ongoing treatment and special medications. Raul was detained by immigration authorities and faced deportation. The family was torn between letting Raul return alone to a country that is foreign to him now and where he most certainly would not receive the medical care he needs or uprooting the entire family to move with him. AI Justice successfully appealed Raul's order of deportation, enabling him to remain with his family and continue receiving critical medical treatment.

**A** young undocumented immigrant couple, Jeff and Maria, were living in their car when they were offered what seemed to be a wonderful employment opportunity. They were given a room in a luxurious Miami Beach home in exchange for caring for the property. During the second week, guests started to arrive and they realized the job was to work as hotel staff. They were on-call day and night to "earn" the tiny room with a twin bed and small table. When they asked the cost of the room in order to calculate the number of hours they needed to work, they learned that the employer was a really a trafficker. He constantly threatened to contact immigration whenever the couple complained about their situation. Eventually he made good on his threat and Maria and Jeff were taken into ICE custody. They were released from detention with deportation orders because they had no criminal records. Desperate for help, Maria contacted AI Justice for assistance. Their attorney determined that they had been subjected to involuntary servitude under threats of deportation by the trafficker. With AI Justice's help, the couple reported the trafficker to the Department of Homeland Security and he was arrested. The couple filed for T (trafficking) visas, which were granted in record time.

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## Other Program Services and Activities:

### **Services to Individuals.**

AI Justice has provided Know Your Rights presentations, educating immigrants about their rights at the Broward Transitional Center and at Krome Service Processing Center. Many immigrants were reached during this grant reporting period and given the opportunity to learn more about their rights and opportunities available to them.

### **Support Services for Other Agencies.**

AI Justice has provided training to many advocates in the community. Individuals were also reached through presentations. Legal provider staff, pro bono attorneys, law enforcement officials, victim and immigrants' rights advocates, medical providers, law students, child welfare staff, judges, and many others have been trained.

AI Justice participated in the Women of Color Network's National Economic Policy and Leadership Summit in Washington, DC. In March 2012, an AI Justice attorney provided training at the National Freedom Network Conference in New York City on consular processing for family members of human trafficking victims. The Freedom Network is a coalition of about 30 organizations dedicated to providing services to and advocating for the rights of human trafficking survivors. AI Justice participated in the Miami Advocates Roundtable discussion with the US Dept. of Health and Human Services' Office of Civil Rights, concerning the barriers that immigrant and disability communities currently face to access health and human services. Supervising Attorney Michelle Ortiz trained CVAC staff about public benefits eligibility for immigrant survivors.

# Cuban American Bar Association, Inc.

## Miami

### Snapshot of Achievements, 2013

CABA Pro Bono's priorities are to provide free legal services to the poor so that they can attain access to justice. Our most significant achievements during this report period were:

- **New Hires:** During this reporting period CABA Pro Bono hired a full-time Executive Director, a second staff attorney and an additional part-time paralegal. The increased staff allowed us to almost double the amount of cases from the previous year.
- **Moved to a New Location:** During this reporting period we moved our office to the Coordinated Victims Assistance Center (CVAC). This new location is ideal for a variety of reasons including: it is easily accessible via public transportation, it is a much larger space with 5 large offices that allow clients to feel more comfortable, and it is in the same building as 30 other nonprofit organizations making referrals and partnerships easier. It is also a County property and as a County Lessee we do not have to pay rent or utilities.
- **Expand the CABA Foreclosure Defense Project:** We largely expanded this project and provided free legal services to over 420 individuals and families in our community in danger of losing their home. We also started holding regular office hours at the Miami Dade County Courthouse Library on Monday and Thursday mornings to provide emergency legal services to those appearing pro se.
- **Developed the CABA Pro Bono Special Immigrant Juvenile Project:** This is a first-of-its kind project which brings volunteer attorneys into the Miami Immigration Court to interview unaccompanied immigrant children and provide them counsel where they would otherwise have no access to justice.
- **Launch the CABA Domestic Violence Guardian Program:** This program was designed to help protect children living in a home plagued by violence. CABA Pro Bono recruits and trains volunteer attorneys and law students to serve as a Guardian in cases pending in the Domestic Violence Division of the Eleventh Judicial Circuit of Florida. All of the achievements listed above were possible in part

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### Population Served:

*General Low Income Population*

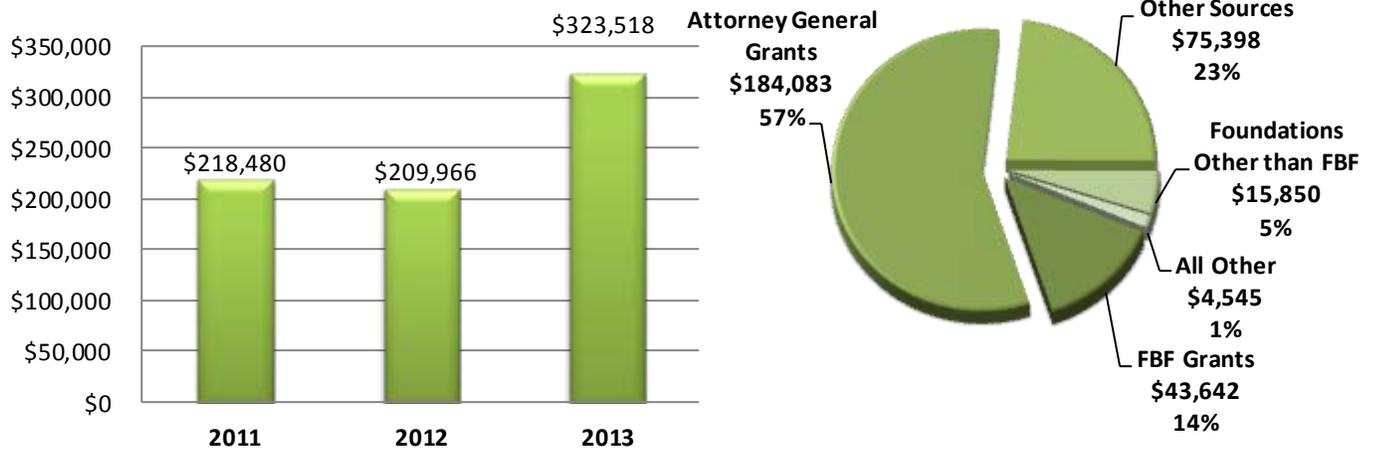


### Service Area

County	Cases Closed
Miami-Dade	945

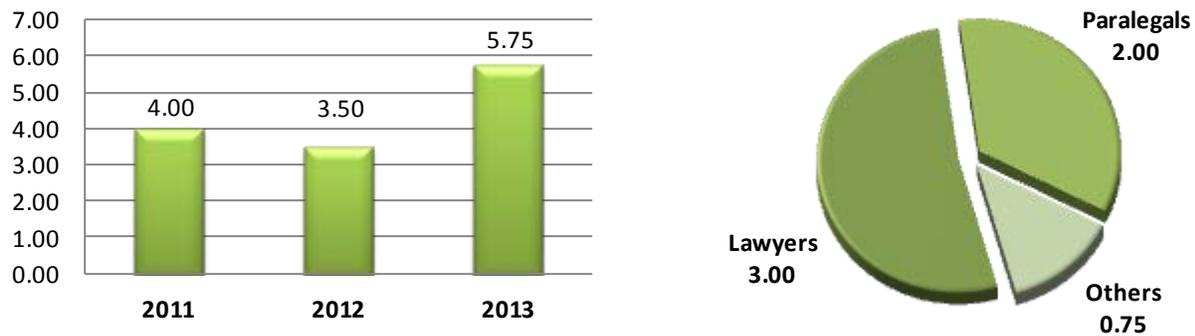
## Program Funding

**Total 2013 Funding: \$323,518**



## Staffing

**Total 2013 Staffing: 5.75 Full Time Equivalents**



## Pro Bono and Other Volunteer Programs

### Statistics:

- 54 private attorneys participated in 2013.
- 1,625 attorney hours of service were provided valued at \$243,750 (\$150 per hour).
- 104 cases were closed by pro bono attorneys.
- 78 attorneys contributed \$2,145 in funding.

---

## Case Services For Individuals

**Total Cases Closed in 2013: 945**

### Housing: 435 Cases

Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Individual Rights: 344 Cases

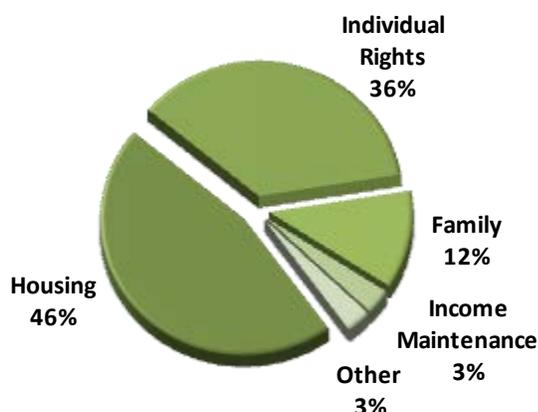
Legal problems include denial of access to public services and accommodations and denial of rights to institutionalized people.

### Family: 111 Cases

Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

### Income Maintenance: 28 Cases

Legal problems include eligibility for or termination of SSD (disability), SSI (Supplemental Security), unemployment comp or public benefits.



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## Case Examples:

A young mother and victim of domestic violence came to our office in desperate need of legal services because her husband had abducted their three year old daughter and taken her to Cuba. Husband had all of mother's legal documents and was threatening to repatriating daughter to Cuba. CABA Pro Bono Staff Attorney immediately filed an emergency motion with the Court and Court granted the motion ordering husband to bring the daughter back to Miami immediately. When husband initially indicated that he was going to ignore the Judge's Order, CABA Pro Bono assembled a team of expert volunteer attorneys in the community to assist the mother. After a lot of negotiating and more hearings and motions, husband brought daughter back to Miami. CABA Pro Bono staff and pro bono attorneys accompanied mother to the Miami International Airport to make sure that the pick-up order was properly executed. Officials at Miami International Airport removed the daughter from the husband's custody and reunited daughter with mother in a safe location. It was a true pleasure for all that witnessed this most touching reunion after having worked so hard.

Americans for Immigrant Justice referred to us the case of a boy living in Miami with his 19 year-old brother that had undertaken a perilous journey from Guatemala to the United States to escape severe abuse from his father. Boy had been caught by Border Patrol and was currently in removal proceedings. When referred to us, the boy was 17 years old and turning 18 within the following 2 weeks. CABA Pro Bono Staff attorney immediately interviewed the boy and realized that he qualified for Special Immigrant Juvenile Status (SIJS). However, to obtain SIJS boy would need a Best Interest Order from State Court before turning 18. CABA Pro Bono rose to the challenge and immediately filed a dependency petition in State Court. A Best Interest Order was entered by the judge allowing boy to obtain SIJS. This was a life changing difference for the boy because with SIJS, CABA Pro Bono could now help him apply for a green card. Having a green card and legal status in the US will allow boy to obtain a driver's license, a work permit, access to instate tuition and to remain safely in the United States.

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## Snapshot of Accomplishments *continued from page 1*

because of the continued funding and support from the Florida Bar Foundation. These achievements relate directly to our program's

priorities because they allowed us to serve a larger number of clients in dire need of our free legal services.



# Dade County Bar Association Legal Aid Society, Inc. *Miami*

## Snapshot of Achievements, 2013

In 2013, the DCBA Legal Aid Society served 3,768 clients using various delivery methods including direct representation, pro bono attorneys, pro se clinics for the self represented and community education. Priority was given to areas of family law, guardianship, domestic violence, housing and benefits for ineligible aliens, consumer, child advocacy, foreclosure, general civil, probate and bankruptcy. The office's most significant achievements in 2013 are:

- **Family Law:** Staff attorneys represented 909 families in divorce, custody and paternity cases. All divorce clients had minor children and most cases presented multiple issues. Legal Aid also represented older foster children transitioning out of the system with general civil matters, administrative appeals and dependency issues.
- **Guardianship:** Staff served over 720 families as Guardian of their incapacitated loved ones. Legal Aid continues to be the only provider of legal services in Miami-Dade to families willing to serve as guardian for their elderly, physically and mentally incapacitated loved ones. In 2013, Legal Aid also continued its Guardianship services for foster youth aging out of the foster care system unable to be served anywhere else.
- **Domestic Violence:** Staff represented 675 victims of domestic violence, sexual assault, dating violence and/or stalking. Services included advice, direct representation and enforcement of restraining orders. Client intake is done at four different sites to allow clients easy access to safety and protection during this difficult time.
- **Pro Bono Activities:** "PSB" through pro bono attorneys represented 1,220 clients, conducted 11 CLE seminars and 32 self-help clinics with emphasis on Family Law, Probate and Bankruptcy.

## Population Served:

*General Low Income Population*



## Service Area

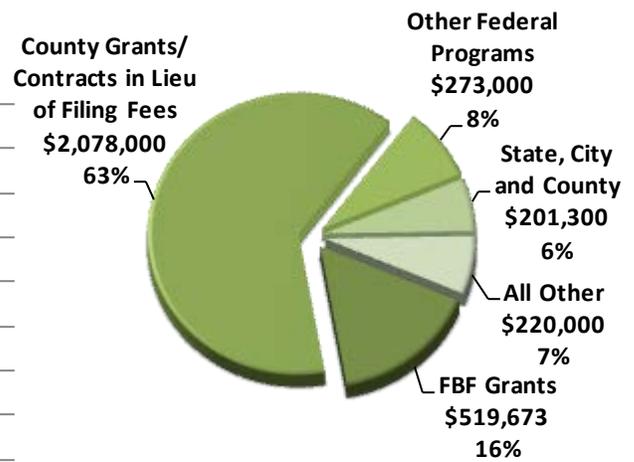
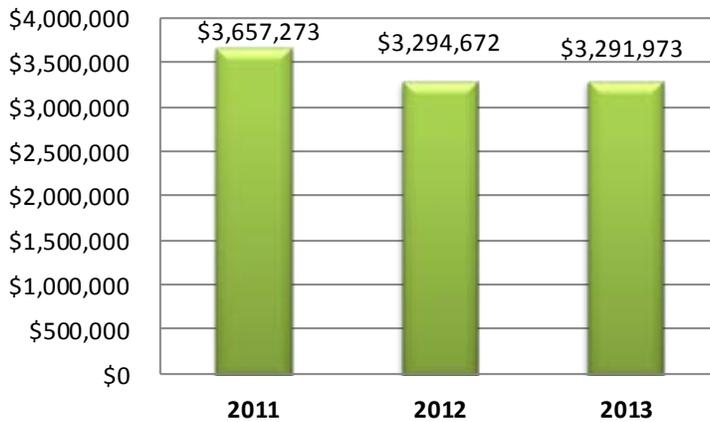
County	Cases Closed
Miami-Dade	2,864

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## Program Funding

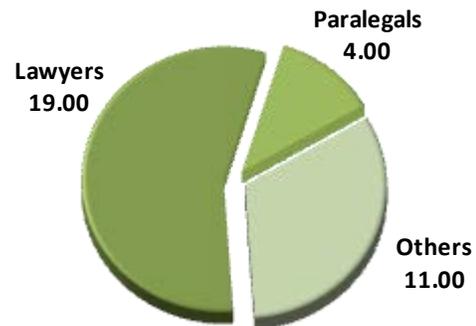
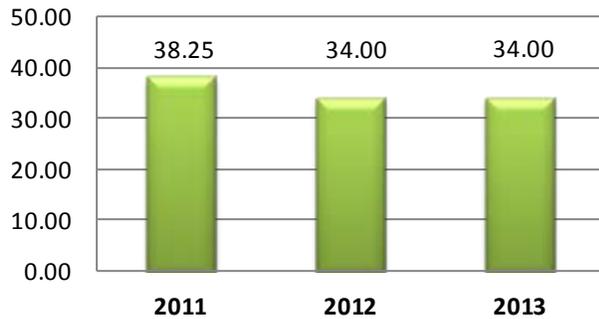
**Total 2013 Funding: \$3,291,973**



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## Staffing

**Total 2013 Staffing: 34.00 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 1,307 private attorneys participated in 2013.
- 10,952 attorney hours of service were provided valued at \$1,642,800 (\$150 per hour).
- 1,220 cases were closed by pro bono attorneys.
- 524 attorneys contributed \$150,000 in funding.

---

## Case Services For Individuals

**Total Cases Closed in 2013: 2,864**

**Family: 1,588 Cases**

Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

**Housing: 411 Cases**

Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

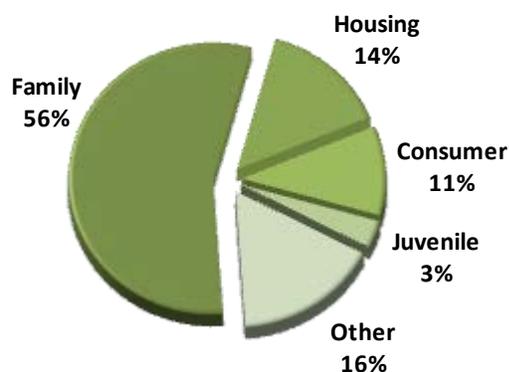
**Consumer: 306 Cases**

Legal problems include illegal taking of property, wage garnishment, denial of credit and fraudulent consumer practices.

**Juvenile: 93 Cases**

Legal problems include abuse, neglect, wrongful charges of delinquency, guardianship and emancipation.

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## Case Examples:

Alice sought guardianship services from Legal Aid because her son was mentally ill, homeless and she was afraid for his safety. He had been labeled a sex offender shortly after entering the country with his mother and sex offenders could be housed or fed at shelters that have minor children in residence. His Public Defender had failed to appear at his first hearing many years ago, so Alice hired a private attorney who did not understand the son's mental illness and urged him to plead guilty and say "yes" to all questions, even though his knowledge of English was extremely limited, to avoid going back to jail. Alice, who is a nurse's aide, was living with relatives until she saved enough for an apartment for her and her son that was within the statutorily prohibited area due to its proximity from a school. At one point, the police division which keeps records of the addresses of sexual offenders sent him to live under a bridge without medications and with dangerous persons. The Legal Aid Guardianship Department opened the case on an emergency basis and learned that the sexual offender charge arose from his passing a hand written note to some girls who turned out to be underage. He was arrested and, because of ignorance of the system and lack of funds, Alice did not post bond. He was moved to the jail mental ward where he was raped and consequently contracted Hepatitis B, another condition which required regular medical care. Due to the complexity of the issues that arose, DCBA secured immigration attorneys and pro bono law firms to work on the case. As a result, a favorable ruling was reached saving the ward from deportation to his native land where he has neither caregivers nor access to medical and psychiatric services he needs to live.

Rachel had been in an abusive relationship when she became pregnant with her first child. She was being both physically and emotionally abused by her partner at that time, the minor child's biological father. He isolated her from the outside world and denied her medical care during her pregnancy. He also constantly threatened that if she ever reported the abuse, he would take away the unborn child from and make sure she was deported. He forced her to take on a fictitious name for anything that had to do with the outside world, including when she went into labor. Once she went into labor, Rachel was forced and to use this fictitious name, and the birth certificate had the name of a non-existent person on it. Shortly after the birth of the eldest child, the abuser abandoned our client and the child and he has never been seen or heard from again. Client went for years without accessing any services as she feared deportation. However, in 2008, after an horrific act by a troubled neighbor she was forced to seek assistance. After almost two years of filing Motions, judges taking testimony, DNA tests, and substantial efforts by Legal Aid, an accurate birth certificate was obtained, allowing her to obtain the services her family so urgently required.

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## Other Program Services and Activities:

### Services to Individuals.

During 2012, Legal Aid in partnership with our local domestic violence shelter continued our outreach efforts for victims of violence who needed both information or assistance, but lived far from local courthouses and the county's "one stop" center. This support group was conveniently located at Baptist Hospital in Western Dade County, one of the most respected hospitals in the county. The group meets the first Friday of every month and provides information and education on rights and remedies available to victims of abuse, as well as information on family, paternity, and child support cases. The partnership is that the shelter provides training on social service, emergency housing and jobs, while Legal Aid trains on legal issues, gives victims a safe and confidential location (a local hospital) to seek information and help. The results achieved were both the dissemination of information and the safety of 35 victims and their families. In 2012 Legal Aid's Bankruptcy Unit coordinated pro se clinics for self represented in the main courthouse of the US Bankruptcy Courthouse. Over 100 petitioners seeking bankruptcy protection were processed using volunteer lawyers from the Bankruptcy Bar Association and law students. As the number of individuals experiencing financial troubles grows, so do the needs for alternative strategies to help those experiencing extreme financial distress. The 12 clinics were overwhelmingly successful and expanded to include students from three law schools: FIU, UM and St. Thomas. Forty volunteers participated in the clinics. A tremendous synergy exists between Dade Legal Aid, the local Bankruptcy Bar Association of the Southern District, and the area law schools. The bankruptcy bar has truly answered the call to staff clinics. The Bankruptcy Unit also revamped intake procedures and the application for services.

### Support Services for Other Agencies.

In 2012, Legal Aid collaborated with Legal Services of Miami and the Young Lawyers Division to successfully recruit attorneys, firms and corporate legal departments to staff Small Claims Clinics designed to assist the self represented with their small claims cases. At each small claims clinic, volunteer attorneys provide legal advice to the self represented in matters involving disputes of \$5,000 or less. The target audience was lawyers and especially those from corporations with offices in Miami-Dade seeking pro bono opportunities for their legal talent. In partnership with LSGMI and the YLS, Legal Aid co-sponsored bi-monthly clinics using counsel from companies such as Ryder, ACCA, Vitas, Cruiselines, Car Companies, Burger King and FPL who desire to do pro bono in a setting they are comfortable with. The goal of these clinics was to engage these attorneys in an area of law where they are able to participate. They received an orientation by a staff attorney prior to the clinics. Following each clinic, Legal Aid served as legal back up as we often receive calls from participating lawyers on the next steps to take following the clinics. Legal Aid Society is part of the Family Violence Services Partnership Network (FVSPN) that consists of ten core specialized agencies who have a losing-standing history of providing culturally sensitive services for victims of domestic violence and sexual assault. FVSPN is guided by the principle of comprehensive collaborative model of wraparound care for South Dade residents. By establishing three virtual doors where residents can access the network, families are ensured immediate access to social and legal services. Legal Aid served as the legal back up for this social services network, a unique social services/legal services partnership that has served hundreds of families isolated by poverty, language, immigration status, disability and/or lack of funds or access to transportation to seek services outside of their remote neighborhoods.

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## Snapshot of Accomplishments *continued from page 1*

- Housing/Benefits: The staff attorney represented 264 clients in the areas of housing and benefits including protecting clients from unlawful eviction during a foreclosure action.

# Guardianship Program of Dade County, Inc.

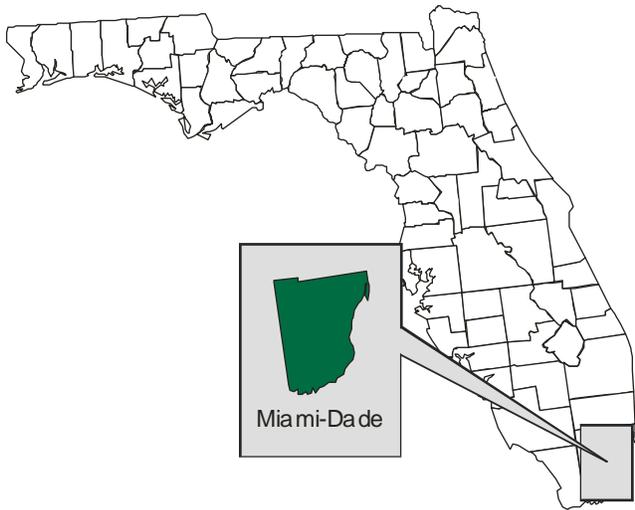
## Miami

### Snapshot of Achievements, 2013

Guardianship Program of Dade County, Inc. (GPDC) provides guardianship services to adults of limited financial means in Miami-Dade County. The non-profit corporation itself is appointed as the legal guardian with Case Managers and Intake Coordinators being assigned to directly manage a group of cases or wards. Other staff members provide support services such as the Bookkeeping department that pays bills for the wards, Entitlements that submits applications for SSI, Medicaid, Social Security, VA benefits, private pensions, and other benefits, Property Management for selling or disposing of the wards' tangible and intangible assets, and assistance for legal matters. GPDC was appointed as legal guardian for 253 new cases in 2013, bringing the total active guardianship cases that were served throughout the year to 1370. FBF funding made it possible for GPDC's own staff attorneys to provide the legal services in opening these 253 new cases and maintaining the other active guardianship cases. Another achievement is in 2013, the agency was able to hire a third staff attorney, which made it possible for the agency to take on a higher caseload and to focus more attention on specific groups of clients such as individuals with immigration status issues, cases where there is difficulty getting approved for disability benefits, and young incapacitated adults who aged out of the foster care system, but still need a legal guardian. Such a large and varied caseload required the new attorney to attend hearings in Probate, Family, Civil, County, Criminal, Federal, Immigration, and Juvenile Courts. During the year, the new attorney worked on 18 pending criminal cases by engaging in activities such as attending hearings in criminal court, attending depositions with client and support staff, coordinating the client's residential placement upon release from jail, conferring with

### Population Served:

*General Low Income Population*



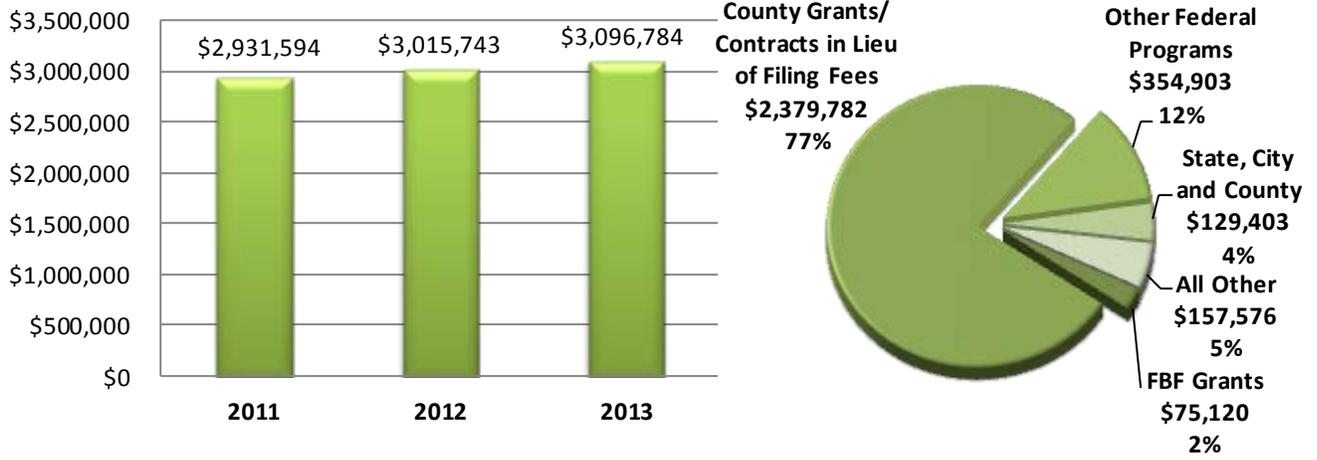
### Service Area

County	Cases Closed
Miami-Dade	1,203

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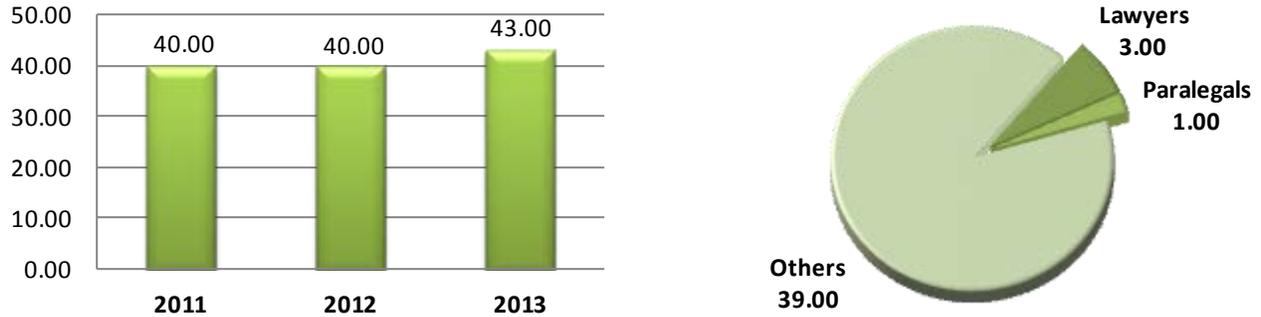
## Program Funding

**Total 2013 Funding: \$3,096,784**



## Staffing

**Total 2013 Staffing: 43.00 Full Time Equivalents**



## Pro Bono and Other Volunteer Programs

**Statistics:**

*Not Applicable*

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## Case Services For Individuals

**Total Cases Closed in 2013: 1,203**

### Family: 356 Cases

Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

### Health: 320 Cases

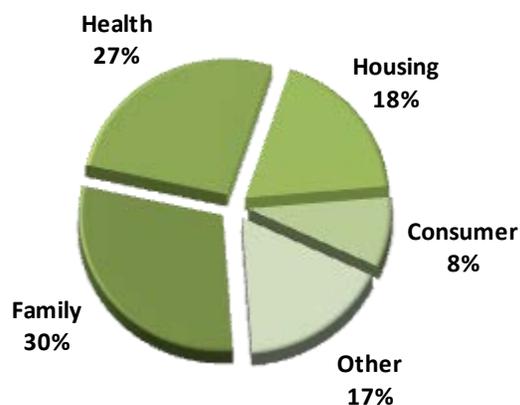
Legal problems include gaining or preserving health care for low income clients and their families.

### Housing: 223 Cases

Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Consumer: 101 Cases

Legal problems include illegal taking of property, wage garnishment, denial of credit and fraudulent consumer practices.



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## Case Examples:

The agency was recently appointed guardianship of a 31-year-old autistic male J.P. who did not have legal immigration status. DCF petitioned for the appointment of a guardian for J.P. after he was removed from his mother's custody. Neighbors had been complaining that the mother often left her autistic son alone in her mobile home while she went out in the evenings, usually to gamble. He was left by himself in a room with padlocks on the door and he was frequently given sleeping medications as well. He was described as almost animal like by DCF workers when he was removed from his mother's care. The Guardianship Program was appointed to make all decisions on behalf of the ward. Since being removed from his mother, the ward has been placed in a group home and can eat his meals on his own. With the assistance of a Guardianship Program attorney, J.P. is one step closer to legal status in the U.S. now that he has obtained work authorization through the Deferred Action for Childhood Arrivals approval process. Guardianship Program's attorney has also been working closely with an outside pro-bono attorney and the Office of the State Attorney to obtain a U-Visa (a visa that gives victims of certain crimes temporary legal status and work eligibility for up to 4 years).

Guardianship Program was recently appointed on an emergency basis to a case where a 23-year-old female with cerebral palsy has 3 young children. DCF petitioned for the appointment of a guardian after multiple allegations of abuse by the grandmother. This young ward had been sexually abused by the uncle and had a child from this incestuous relationship. Guardianship Program and DCF workers removed this ward from the abusive home. With the help of the Agency for Persons with Disabilities, a placement in a group home for the ward and her 3 young children was found. They now live in a 4 bedroom house that provides 24-hour care. The agency was also able to pursue the criminal case against the uncle for the sexual abuse committed. The uncle is still incarcerated.

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## Other Program Services and Activities:

### Support Services for Other Agencies.

GPDC occasionally “trades” guardianship cases with Dade County Bar Association's Legal Aid. If Legal Aid represents a parent/guardian that can no longer act as guardian, GPDC agrees to accept the case, becomes successor guardian and works with

the court to bring this about. If GPDC locates a relative that wishes to become guardian for a case, it refers the relative to Legal Aid for possible representation and transfer of the case.

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## Snapshot of Accomplishments *continued from page 1*

the client's public defender, and pursuing criminal cases in which the agency's client was the victim. The new attorney also took on a lot of the new guardianship cases where her time was spent attending hearings in probate court, drafting petitions, collaborating with legal service agencies and court-appointed counsel, and counseling clients and their families through the initial

guardianship process. Additionally, the new attorney had to attend hearings weekly for several months in juvenile court for two pending dependency cases which required collaborating with regional counsel and social services agencies such as the Department of Children and Families and the Agency for Persons with Disabilities.

# Legal Services of Greater Miami, Inc.

## Miami

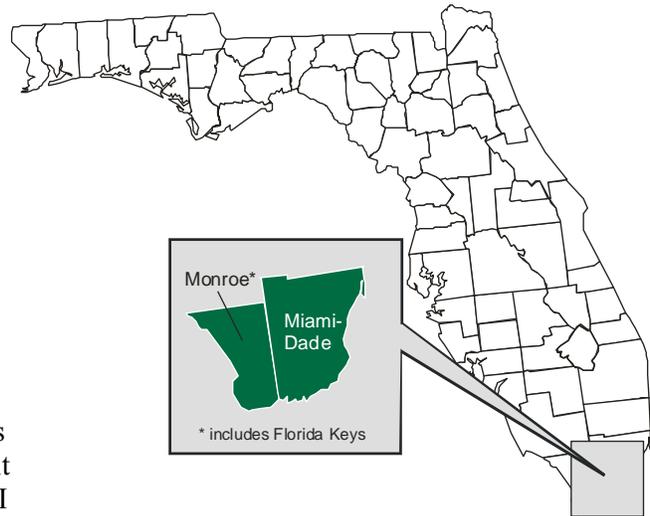
### Snapshot of Achievements, 2013

In 2013 Legal Services of Greater Miami, Inc. continued to experience a growing and changing demand for its services coupled with a steep reduction in revenues, both caused by the lingering effects of the Great Recession. Historically, the majority of LSGMI's clients primarily have been elderly, vulnerable and disabled individuals or those facing chronic barriers to economic and social stability. Since the late-2000's, the face of LSGMI's clients expanded to include individuals who were once part of the working or middle class but whose economic fortunes have changed due to the economic downturn. Even though the economy is now improving, and more people are employed, it is significant to note that in 2013, 51% of LSGMI clients were employed yet living in poverty. LSGMI is now charged with responding to the unique legal needs of this group of clients who have legal problems that involve complex tax, homeownership, employment and consumer issues. At the same time, LSGMI must continue to serve its more traditional client base despite having significantly reduced resources. To respond to this challenge, LSGMI pursued the following initiatives in 2013:

- **Restructured Unit Configuration.** In an effort to respond to the increased demand for representation by low wage workers LSGMI established a pilot Low Wage Worker Unit in 2012 to explore and identify the best strategies to meet the needs of this client population. The Unit primarily focused on consumer cases which posed a barrier to employment or payment of wages. After a year of experimenting with Unit priorities, case acceptance criteria, and outreach strategies, LSGMI decided in 2013 to expand and reconfigure its Homeowner Rights Project to include consumer advocacy. The new Unit is now called the Homeowner Consumer Rights

### Population Served:

*General Low Income Population*



### Service Area

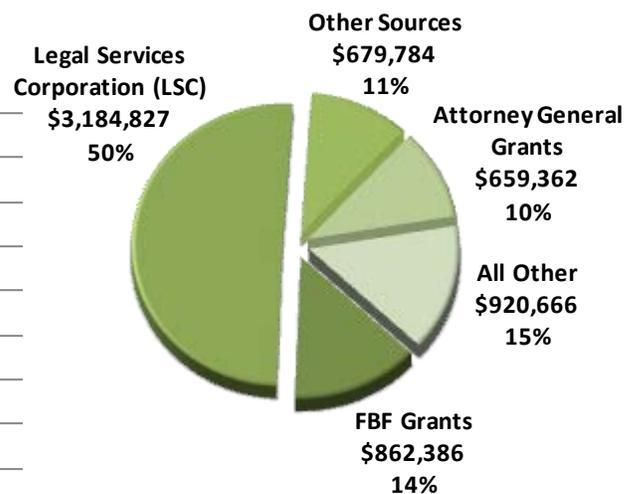
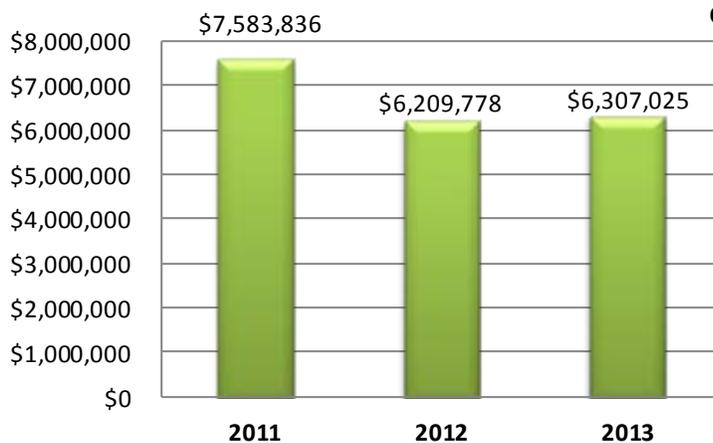
County	Cases Closed
Miami-Dade	5,514
Monroe	105
Other	29

*Continued on page 5*

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## Program Funding

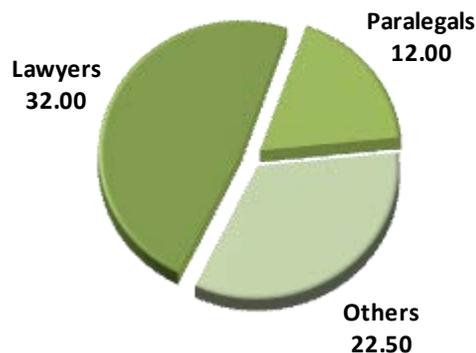
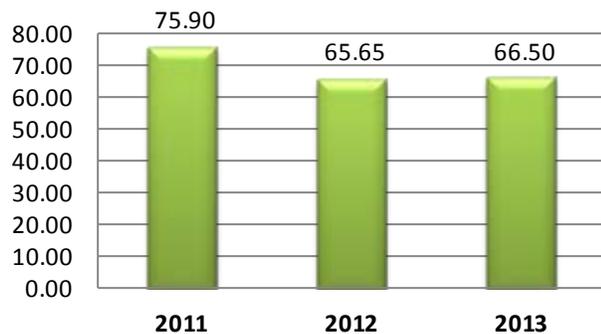
**Total 2013 Funding: \$6,307,025**



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## Staffing

**Total 2013 Staffing: 66.50 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 111 private attorneys participated in 2013.
- 1,277 attorney hours of service were provided valued at \$191,550 (\$150 per hour).
- 363 cases were closed by pro bono attorneys.
- 118 attorneys contributed \$56,900 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2013: 5,580**

### Housing: 3,551 Cases

Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Income Maintenance: 759 Cases

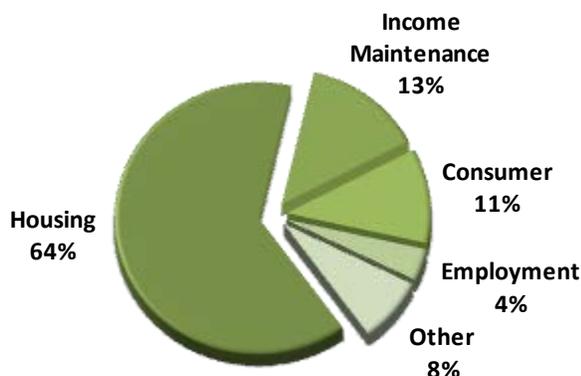
Legal problems include eligibility for or termination of SSD (disability), SSI (Supplemental Security), unemployment comp or

### Consumer: 630 Cases

Legal problems include illegal taking of property, wage garnishment, denial of credit and fraudulent consumer practices.

### Employment: 211 Cases

Legal problems include job discrimination, wrongful firing, and denial of employment benefits.



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## Case Examples:

**D**ue to a substantial loss of income during the recent recession, Mr. S fell behind on his mortgage payments. Despite his efforts to modify the mortgage, his lender filed a foreclosure action against him. Mr. S, who lives with his wife and 2 children, came to LSGMI for legal representation. His attorney successfully continued the foreclosure trial, while helping Mr. S. obtain a loan modification, which included forgiveness of \$241,000 of the principal. Mr. S. can again afford to pay his monthly mortgage and maintain a stable home for his family. Throughout this entire period, his minor child continued to attend her same school and make adequate school progress.

**M**s. K is the mother of 5 children. When she contacted LSGMI, she and her 5 children were homeless and living in a shelter. The Housing Authority had denied her application for public housing assistance because it claimed she had a past criminal record and owed the Housing Authority money. Her LSGMI attorney investigated the matter and determined that the Housing Authority was mistaken about her past record, and that it was improperly charging her for past fees. As a result of her attorney resolving these matters, Ms. K and her 5 children were found eligible to receive housing assistance. Ms. K and her 5 children left the homeless shelter, and are now living in a safe and affordable home where the children have the stability they require to succeed in school and live healthy lives.

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## Other Program Services and Activities:

### Services to Individuals.

- Legal Education Institute. LSGMI continued the highly popular Legal Education Institute targeted to Miami-Dade County social service providers who serve the low income community. The Legal Education Institute met the need of social service providers to understand their low income clients' legal rights and responsibilities, to understand how they can help their clients either avoid or quickly resolve legal problems, and when and how to refer clients to LSGMI. The goal of the Program was to expand the reach of LSGMI by increasing the capacity of the social service community to help low income people avoid and resolve legal problems. A secondary goal of the Program was to create networking opportunities for social service providers to share information about common client problems, brainstorm solutions, and to strengthen collaboration in the community. The strategy was to hold three workshops on topics of most concern to local social service providers. The workshops were facilitated by the LSGMI Resource Development Administrator and conducted by a team of LSGMI lawyers. Each session included a time for networking and sharing, the presentation of information and small group problem solving. Lunch and materials were provided. As a result of participating in the Legal Education Institute, the participants had a better understanding of their clients' legal rights and responsibilities, how to help their clients avoid or quickly resolve legal problems, when and how to refer clients to LSGMI, and developed a deeper connection to other people in the community working to solve the same problems.
- Service Partnerships. LSGMI is a member of two significant Service Partnerships. The Single Stop Project targets low income Miami Dade College students, and the Miami Dade Military Service Partnership targets low income veterans and their families who are homeless or facing imminent homelessness. The need of both target audiences is to easily access services to resolve a range of problems which are significant barriers to economic self sufficiency, equity and stability. The goal of both Service Partnerships is to

provide services at community locations in collaboration with organizations which provide complementary and holistic services. The strategy used is to develop partnership goals and priorities; conduct coordinated outreach and intake; develop formal interagency referral protocols; and to regularly meet to discuss the needs of mutual clients, emerging issues, and partnership protocols.

### Support Services for Other Agencies.

- Training. LSGMI attorneys and staff routinely train other lawyers, law students and advocates for low income people. The goal of the training is to increase the legal knowledge and skills of advocates for low income people to enable them to provide high quality legal advocacy and information. As a result of participating in an LSGMI training, participants were more prepared to advocate for clients. Examples of trainings LSGMI attorneys and staff conducted include: Disaster Umbrella Group Training concerning receipt of disaster benefits; FEMA Overview for New Jersey Legal Services Advocates; Hot Docs Training; and Small Claims Court and Tax trainings for pro bono attorneys and recruits. This includes the production of a Tax Collection Due Process video to train other legal services attorneys and pro bono attorneys how to represent a client before the IRS, and a Small Claims Court training video to train pro bono attorneys how to assist a Small Claims Court litigant. Both videos are posted on the LSGMI website.
- Technical Assistance and Support. LSGMI attorneys provide other legal services providers with technical assistance and support. This meets the need to develop an increased capacity to provide high quality efficient legal services. As a result, legal services providers are better able to meet the legal needs of low income clients across Florida. Examples of assistance provided in 2012 include publication of an article about changes to the unemployment compensation law in the Winter 2012 Florida Public Interest Journal; sharing of Low Income Taxpayer Clinic grant data collection forms and protocols; consultation with other legal services lawyers about individual cases; and participation and contribution to

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## Other Program Services and Activities:

subject matter list serves. Upon request the LSGMI Director of Finance consults with finance staff in other programs about issues within their areas of responsibility. An LSGMI board member and the Director of Finance attended the American Bar Association Section of Litigation's Intensive Private Bar Campaign Training. The board member presented a training on the new GenNext Committee of LSGMI's fundraising campaign. The Director of Finance presented on LSGMI's unique financial tools for tracking the successes of the campaign. The Deputy Director co-authored an article published in the MIE Journal concerning the innovative Single Stop program resulting in a number of requests for advice and assistance to develop a similar program.

- Umbrella Group/Task Force Participation. LSGMI attorneys actively participate in umbrella groups and task forces. The goal is to both enhance LSGMI's capacity to advocate for its clients by remaining knowledgeable about emerging legal issues and to share its knowledge and expertise with other advocates. As a result,

LSGMI's advocacy is energized and informed by other legal services lawyers, and advocacy across Florida is enhanced by LSGMI's contributions. An LSGMI Advocacy Director co-chairs the Housing Umbrella Group and facilitates monthly meetings and discussions of legal issues of statewide impact. LSGMI chairs and hosts the quarterly Region 7 Impact Advocacy Committee Meetings during which regional issues and projects are developed and discussed. LSGMI participates in the Disaster Umbrella Group and as discussed above, provides training not only for Florida advocates, but those outside of Florida who have experienced natural disasters. In late 2012, at the request of the IRS Taxpayer Advocate Service, LSGMI developed a series of regular meetings of Florida advocates supported with IRS LITC grants. Though not the focus of this report, LSGMI attorneys are engaged in the Disability Task Force and also coordinate periodic meetings and provide technical assistance to Region 7 advocates who defend homeowners in mortgage foreclosure cases.

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## Snapshot of Accomplishments *continued from page 1*

Project. The attorneys assigned to the Low Wage Worker Unit joined the Homeowner Rights Project to increase LSGMI's capacity to meet this critical client need. By expanding the number of attorneys handling cases unique to low wage workers this allowed LSGMI to expand the type and complexity of the cases it handled, and laid the ground work to institutionalize this practice area well into the future.

- Complex Housing Advocacy. Access to safe and affordable housing is a critical issue for the low income residents of Miami-Dade and Monroe counties. In 2013, sixty percent of LSGMI's advocacy addressed a housing problem associated with private, subsidized and public rental housing, home ownership, or the development and preservation of affordable housing. In 2013, LSGMI engaged in significant and complex housing advocacy including jury trials, judicial appeals, representation of client

groups, and representation of community development corporations in complex transactional advocacy which resulted in the development of more than 1500 units of affordable housing in 2013. LSGMI also embraced community lawyering as an additional housing advocacy strategy. With support from the Florida Bar Foundation Affordable Housing grant, attorneys from both the Community Development Unit and the Tenants' Rights Project have joined forces with mobile home park tenant and homeowner associations, neighborhood associations, tenant councils, and community development organizations to enhance their capacity to increase the affordable housing stock in South Florida, and to empower homeowners and tenants seeking to protect and assert their legal rights. Veterans Advocacy. South Florida is home to one of the largest military veteran populations in the United States. To meet the unique legal needs of this

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**Snapshot of Accomplishments** *continued from page 1*

group, LSGMI established the Military Legal Advocacy Project and was a founding member of the Miami-Dade Military Service Partnership. Working in collaboration with a variety of social service and advocacy organizations, LSGMI represents veterans to help overcome barriers to economic and social integration and stability upon their return to

civilian life. In 2013, LSGMI represented numerous veterans to upgrade their discharge status to remove barriers to civilian employment and to help them access veteran benefits. Additionally, LSGMI represented veterans to obtain local and federal veteran benefits, access veteran health care services, and avoid homelessness and family instability.

# Statewide Programs



# Florida Institutional Legal Services, Inc.

## Gainesville

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### Snapshot of Achievements, 2013

To maximize the impact of our small project, FILS continued to litigate large, complex civil rights cases which have broad systemic impact for our institutionalized clients. For example, FILS continued aggressively monitoring the treatment improvements we gained for clients in a class action lawsuit against the Agency for Persons with Disabilities (APD) which had been using excessive seclusion and restraint on hundreds of people held at the Developmentally Disabled Defendant Program (DDDP). FILS also continued investigating and developing a major legal challenge to the denial of mental health treatment to thousands of seriously mentally ill people isolated in the prison system's inpatient mental health units. FILS also litigated numerous individual cases in which we sought to reform policies that will benefit thousands of other institutionalized clients. These cases include litigation over the prison system's failure to protect inmates from deadly assaults, the failure to provide any medical or psychiatric care to transgender inmates, and local municipalities' attempts to criminalize homelessness. In one individual impact case, FILS challenged a Florida statute that permits the indefinite commitment of developmentally disabled people without any periodic review. The statute had converted our client's -- and countless others' - civil commitment into a life sentence. In 2013, FILS tenaciously litigated the case in federal district court, the Eleventh Circuit Court of Appeals, and the Florida Supreme Court.

### Population Served:

*General Low Income Institutionalized People*



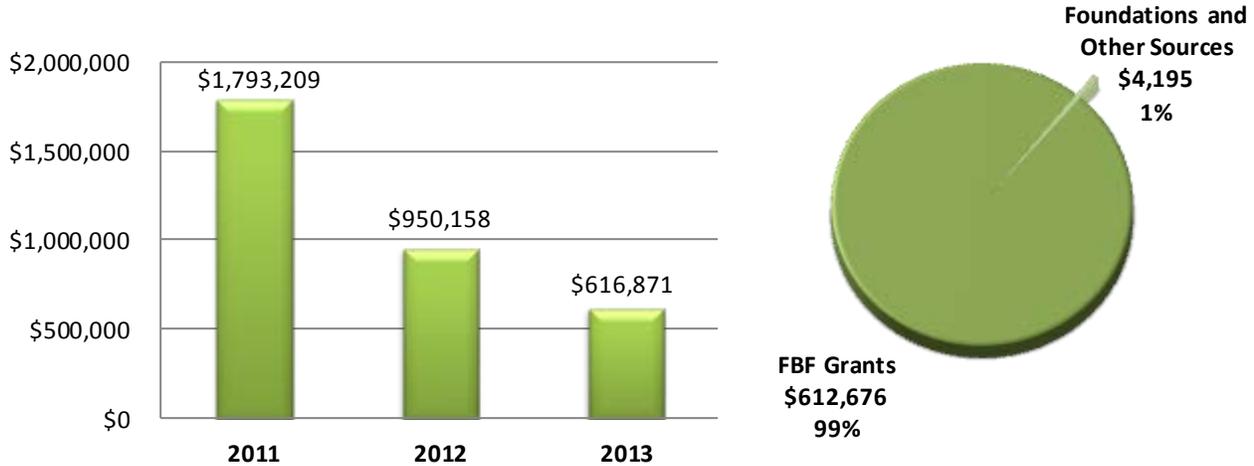
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### Service Area—Statewide

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## Program Funding

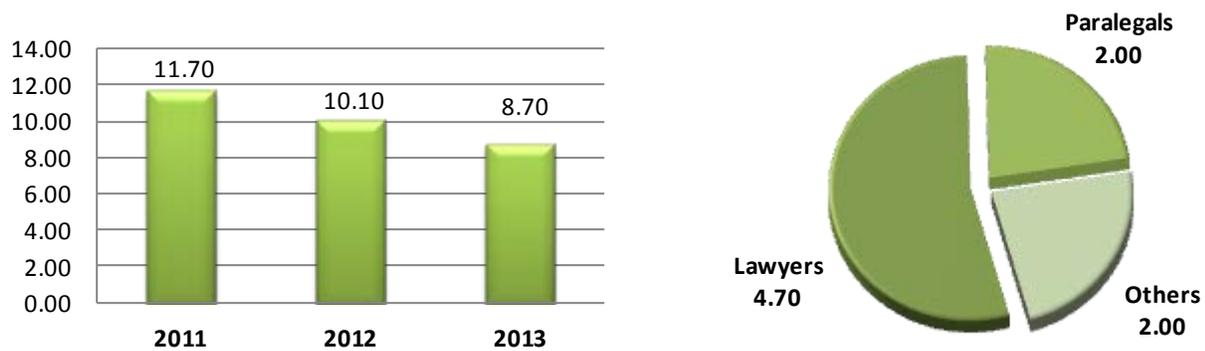
**Total 2013 Funding: \$616,871**



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## Staffing

**Total 2013 Staffing: 8.70 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

-- 6 private attorneys participated in 2013.

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## Case Services For Individuals

***Total Cases Closed in 2013: included in report for Florida Legal Services***

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### Case Examples:

In 2013, FILS continued our advocacy on behalf of transgendered inmates. In one case, FILS sued a DOC doctor on behalf of one former prisoner seeking damages in a case that will impact how DOC treats hundreds of other transgender inmates in its custody. FILS sued on behalf of Mr. K, a female-to-male transgender person who was denied hormone therapy and all other treatment for Gender Identity Disorder while he was in the custody of the FDOC. Mr. K had been hormonally reassigned prior to incarceration and required continuing testosterone while in prison. The doctor denied and actively blocked all care for his GID, which caused him a serious and on-going injury. In 2013, we filed the litigation and the defendants moved to dismiss. FILS opposed the motion and the federal district court agreed, denying the defendant's Motion to Dismiss. The defendant appealed the District Court's denial of her Motion to the Eleventh Circuit and FILS filed an Answer Brief. At the end of 2013, the appeal was pending. If successful, the appeal will help establish and clarify the legal right to treatment for transgendered prisoners throughout Florida, the Eleventh Circuit and the nation.

FILS filed wrongful death and Section 1983 claims against the Florida Department of Corrections and two correctional officers whose conduct caused the death of Mr. S, an inmate in FDOC custody. FILS represented Mr. S's mother, Ms. U, and his minor child. Mr. S was killed on a transport bus by another inmate, who stabbed him repeatedly all over his body with a shank, and otherwise grotesquely abused Mr. S. The assault went on for hours until Mr. S died. The two correctional officer defendants were the transport officers who were sitting in the front of the bus. The officers did not check on or assist Mr. S throughout the hours-long attack, though all they would have needed to do was turn around and investigate the screams of Mr. S and the other inmates who witnessed his murder. FDOC admitted negligence in its Answer. FILS and Defendants have reached a tentative settlement agreement, pending until necessary approvals are obtained from the probate court. Though this litigation directly affects one family, it also results in system-wide changes that should protect other inmates from similar dangers while being transported.

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### Other Program Services and Activities:

#### Services to Individuals.

- Developmental Disability (DD) Project: One goal of the FILS' DD project is to provide legal services to clients using methods in addition to traditional litigation. Through our DD project, FILS provides trainings to the local public defender's office and mental health court staff. Mental health court staff include: judges, attorneys, case managers, jail staff, and probation officers. FILS uses its defense attorney handbook as a guide to create hour to two hour long interactive trainings designed to help personnel learn tips about identification and communication, understand state and federal benefits programs, document developmental disabilities, and seek special sentencing considerations. The DD project has also developed and continues to update

pamphlets that simplify the criminal justice process for care providers of people with developmental disabilities. The DD project has distributed these pamphlets statewide to ARCs, Centers for Autism and Related Disabilities, and other small providers. Disability Rights Florida (formerly The Advocacy Center for Persons with Disabilities) also distributes the pamphlets. The DD Project also identifies and conducts outreach to developmentally disabled prisoners across the state. Because many prisoners with DD are unable to seek assistance, and because their disabilities are not a matter of public record, it requires aggressive outreach to defense attorneys, support groups and service providers, as well as many visits to prisons –often in remote areas of the state – to identify clients who might require further assistance. Based on our investigation,

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## Other Program Services and Activities:

FILS believes there may be systemic issues requiring litigation on behalf of developmentally disabled prisoners as a class.

- **Immigrant Detainees:** Immigration and Customs Enforcement (ICE) holds thousands of immigrants in detention across the state. Some are held in large ICE Processing Centers like Krome in Miami. Others are held in contract facilities including local jails operated by counties or contracted out to for-profit corporations. Conditions vary widely among these facilities. Because the detainee population changes rapidly and because the detainees are often isolated geographically and linguistically from their communities, it can be very difficult for them to obtain assistance. In 2012, FILS' efforts were lead by Ecaterina Jackson, our bilingual paralegal who conducted outreach efforts to ICE detainees. Coordinating her efforts with those of Americans for Immigrant Justice (formerly FIAC), she is able to gain access to and assist detainees by conducting "know your rights" presentations. She has supplemented her in-person visits with extensive correspondence and public records investigations. FILS continues to work with AIJ with various forms of formal and informal advocacy on behalf of these clients and is planning to collaborate on litigation over the worst conditions.
- **Youth in Prisons and Jails:** FILS advocates, in collaboration with advocates from the ACLU and Human Rights Watch continued a concerted effort to identify and visit young prisoners in state prisons and jails around Florida. We have focused on those younger prisoners who have entered the prison system at an early age and who have mental illness and/or developmental disabilities. Many of these young prisoners are being held in confinement units for extended periods of time. The damage being done to their mental health is severe and obvious, with devastating implications for their future and eventual reentry to the community. By the end

of 2012, we had identified issues and clients for litigation and formed a cohesive working group regarding legislative strategies. The legislative working group includes Human Rights Watch, ACLU of FL, ACLU National Prison Project, Southern Poverty Law Center, and the National Religious Campaign Against Torture. We anticipate that this outreach effort will lead to impact litigation in 2013.

### **Support Services for Other Agencies.**

FILS receives and responds to requests for information, advice, and assistance from other prisoner rights organizations around the country, civil legal services offices in Florida, public defenders, private civil and criminal attorneys, elected officials, social services agencies and other advocates. We provide advice, pleadings, briefs, referrals, and some direct legal assistance. Because we are working to build support for our work and clients, we prioritize responses to these requests, often making special visits to prisoners or undertaking informal advocacy efforts on their behalf. Our provision of such services to clients and their families referred by LSC funded programs has helped build support for our program among other legal services offices. FILS continues to work closely with public defenders around the state that are representing Jimmy Ryce defendants with serious mental illness and other disabilities. Additionally, to increase our capacity to serve institutionalized people and especially children throughout the state, we have collaborated with other legal services programs, including attorneys from Southern Legal Counsel, Florida Justice Institute, Florida Legal Services, Florida Equal Justice Center, Legal Advocacy Center of Central Florida, Legal Aid of Palm Beach County, Florida's Children First, and the Legal Aid Society of the Orange County Bar Association. FILS also collaborates with and assists national and international advocacy organizations with an interest in our clients.

# Florida Justice Institute, Inc.

## Miami

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### Snapshot of Achievements, 2013

- Legal Assistance to Institutionalized Persons. FJI continues to provide statewide civil legal services for persons in jails and prisons to provide more humane care including better medical, mental health and dental care, overcrowding, and living conditions. To maximize resources and serve the most persons, several lawsuits are brought as class actions. FJI continues to actively monitor several court approved settlements of class actions. FJI has several significant prisoner wrongful death cases challenging recurring issues which resulted in prisoner deaths. One such case was settled this year just prior to trial. It involved a creative Americans with Disabilities Act claim for the estate of this deceased prisoner.
- State Support and Class Actions for Poor Persons. FJI is continuing to undertake major impact litigation in areas other than for institutionalized persons, and to provide impact litigation assistance and consultation to programs in Region VII and other regions requesting assistance. For example, this reporting period FJI continued to coordinate the efforts of several Region VII and statewide programs in dealing some systemic food stamp issues. FJI also provided training to civil rights attorneys on pleading and collecting attorneys' fees and costs. FJI obtained a permanent injunction for a class prohibiting the drug testing without suspicion for all TANF applicants. The case is now on appeal to the 11th Circuit.
- Volunteer Lawyers' Project (VLP) for the U.S. District Court for the Southern District of Fla. The VLP is the pro bono project FJI runs for the federal court. The VLP screens all pro se civil cases, matches meritorious cases with volunteer attorneys, conducts CLE programs, and operates a Revolving Litigation Loan fund to pay litigation costs. Although funded by the court and not the FBF, IOTA funding does underwrite the Institute's supervisory costs for its attorneys. The Federal Judicial Center has identified the VLP as a model program for the nation.

### Population Served:

*Prisoners and Other Low Income Institutionalized People*



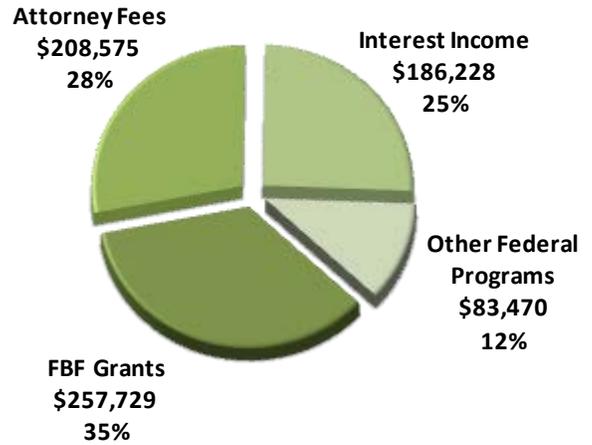
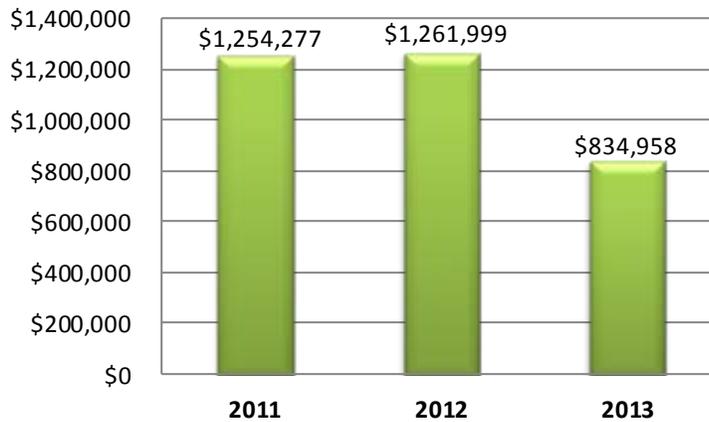
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### Service Area—Statewide

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## Program Funding

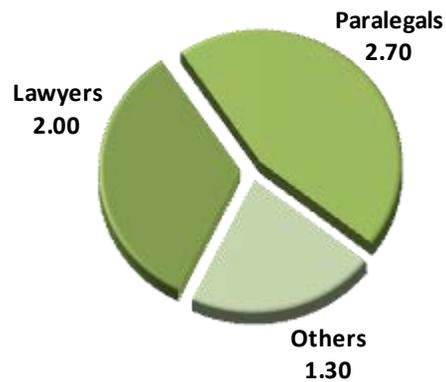
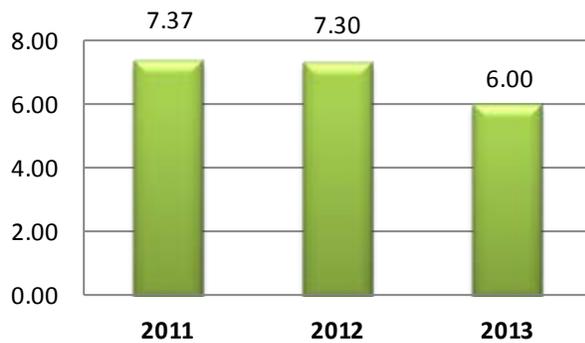
**Total 2013 Funding: \$834,958**



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## Staffing

**Total 2013 Staffing: 6.00 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 45 private attorneys participated in 2013.
- 1,736 attorney hours of service were provided valued at \$260,400 (\$150 per hour).
- 166 cases were closed by pro bono attorneys.
- 20 attorneys contributed funds.

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## Case Services For Individuals

**Total Cases Closed in 2013: 1,134**

### Individual Rights: 1,050 Cases

Legal problems include denial of access to public services and accommodations and denial of rights to institutionalized people.

### Housing: 29 Cases

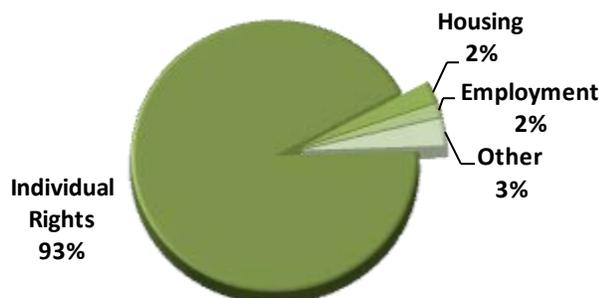
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Employment: 18 Cases

Legal problems include job discrimination, wrongful firing, and denial of employment benefits.

### Other: 37 Cases

Legal problems include Income Maintenance, Consumer, Family, Education, Juvenile, and other matters.



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## Case Examples:

**D**aniel was a 24-year-old man who was six months shy of getting out of prison when he suffocated to death in his cell of a predictable asthma attack. This was not his first: Daniel had already suffered from a number of serious asthma attacks, including one where he passed out in his cell and was unable to get the attention of the guards, despite the other inmates' desperate cries for help. He was miraculously revived at the hospital. His and his mother's requests to be moved to a different dorm where he could easily alert the guards in the event of another attack were ignored. He was placed in the same dorm where he could not alert the guards or medical staff, and, while locked in his cell at night, suffered a fatal asthma attack. He was survived by his mother, who had raised him by herself. FJI filed a lawsuit against the Florida Department of Corrections on behalf of Daniel's estate. The case raised claims of negligence and violations of the Americans with Disabilities Act for failing to provide Daniel with a reasonable accommodation in his housing assignment. After years of litigation, the case settled on the eve of trial for \$250,000. Along the way, FJI secured favorable rulings confirming this novel theory of disability discrimination, and hopefully this will help prevent this kind of tragedy from happening again.

**F**JI, along with Disability Rights Florida, brought a civil rights lawsuit on behalf of Jennifer under the Florida Civil Rights Act, against the owners of a hotel. Jennifer must use a wheelchair for mobility. Early in 2013, Jennifer made a reservation at the hotel and even called ahead to be sure the hotel could provide her with a handicapped accessible room. But when she arrived, she discovered she could not maneuver her wheelchair into the bathroom. The hotel could not provide a more accessible room, and as a result, Jennifer was required to set up a makeshift toilet in the middle of the bedroom. The lawsuit is for damages and injunctive relief to compel the hotel to bring its rooms up to code. Hopefully this case will be one step in ensuring that all public accommodations are fully accessible to all members of the public, including those with disabilities. The case is ongoing.

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## Other Program Services and Activities:

### Services to Individuals.

- Press Releases. It is impossible to use traditional outreach methods to reach institutionalized persons in prisons and jails. However, since the media likes covering stories on prisons and jails, the Institute periodically sends out press releases after a large case has settled or a jury verdict returned. Prospective clients read whatever article is written and then write or call with a potential legal problem. Use of press releases and resultant articles and stories have also been successful in the housing discrimination cases. In addition, the attorneys are frequently interviewed by publications which are regularly read by their clients.
- Press Conferences. The Institute has been more proactive of late in holding press conferences to inform the public about abuses in prisons and jails, and housing discrimination.

### Support Services for Other Agencies.

- Corrections Referrals, Clearinghouse, and Class Actions. FJI receives and screens requests for legal assistance for prisoners from legal services providers, the ACLU, public defenders, legal services, private attorneys, and the judiciary. The requests from attorneys and agencies are handled in the same manner as other intake matters. The Institute performs a clearinghouse function providing other attorneys with litigation resources such as pleadings, briefs, memorandums, names of experts, counseling and advice, etc. As a result of the LSC funding restrictions prohibiting the representation of prisoners, LSC programs are now referring most prisoner complaints to FJI for our possible representation. FJI also handles class actions for poor persons referred from LSC programs as a result of the Congressional restrictions.
- Housing Discrimination Project. FJI has more legal experience than any other legal services provider in Florida in the area of fair housing. The Institute's attorneys speak at FLS seminars and other gatherings about the fair housing laws and their enforcement. The Institute has represented for years, HOPE, South Florida's fair housing center, and Carrfour, Miami's leading non-profit housing developer for the homeless.

# Florida Legal Services, Inc.

## Tallahassee

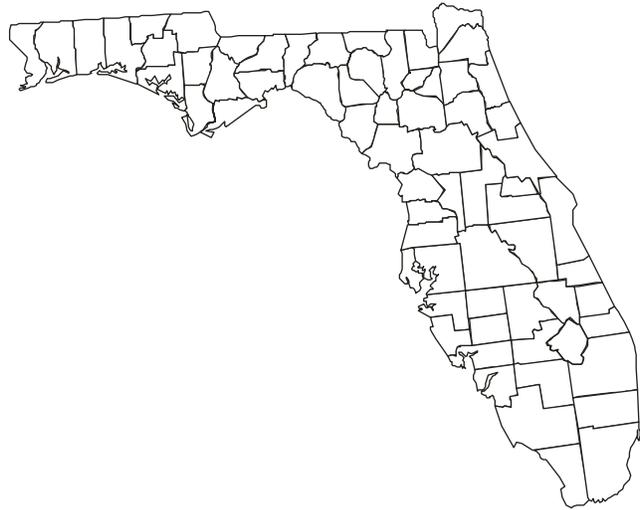
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### Snapshot of Achievements, 2013

While some sectors of Florida's economy started to improve during 2013, the circumstances of low income Floridians remained dire. There were 7.0 percent fewer jobs than prior to the recession and the average wage of new jobs created was less. Florida continued to have one of the highest rates of foreclosure in the nation and the second highest rate of uninsured people. This includes over one million uninsured living in poverty. The consequences for low income Floridians have been devastating and almost all aspects of FLS' advocacy is dominated by trying to assist the legal aid/legal services community respond to the overwhelming need. FLS continued to build expanded communication and collaboration in the critical areas of food stamps, unemployment compensation, foreclosure prevention, health care access and employment. FLS promoted community lawyering to build a stronger local advocacy force with community based organizations. FLS continued its impact work through legislative and policy advocacy, as well as litigation to gain systemic change for protecting and assisting poor residents of Florida. This impact work is reflected in 2013 FLS dockets available on the FLS website, [www.floridalegal.org](http://www.floridalegal.org). FLS continued to provide both skills and substantive training for all staff working in the legal aid/legal services community. Numerous webinar events were also provided and an electronic library of training was maintained and made available through the advocates website, [www.fladvocate.org](http://www.fladvocate.org). The public access website at [www.FloridaLawHelp](http://www.FloridaLawHelp) was upgraded to improve access to vital information for low income people including self-help brochures and referral information to local legal services programs throughout Florida.

### Population Served:

*General Low Income Population*



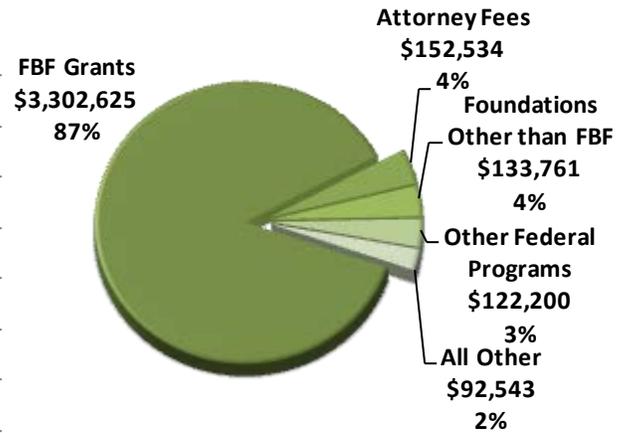
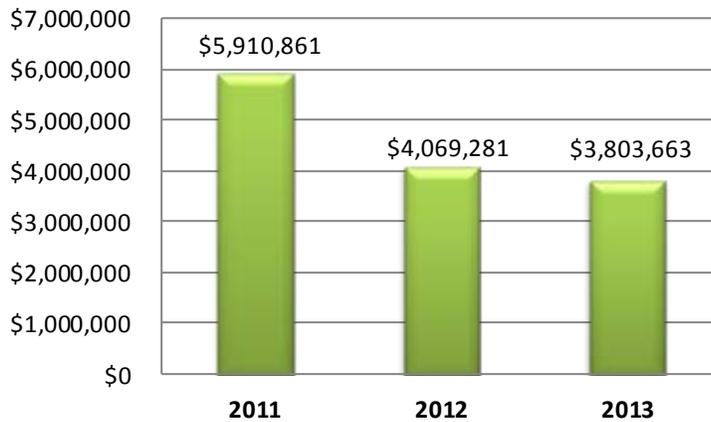
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### Service Area—Statewide

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## Program Funding

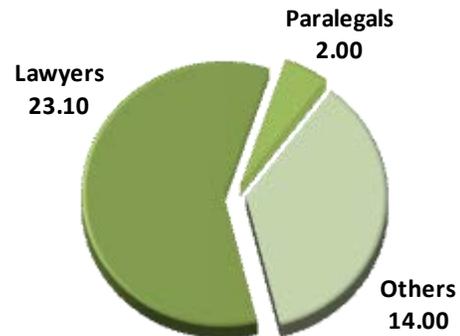
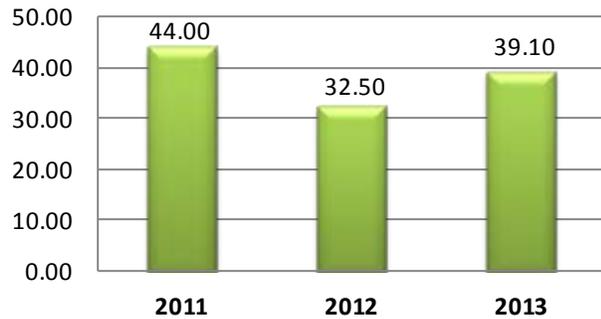
**Total 2013 Funding: \$3,803,663**



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## Staffing

**Total 2013 Staffing: 39.10 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 28 private attorneys participated in 2013.
- 103 attorney hours of service were provided valued at \$15,450 (\$150 per hour).
- 19 cases were closed by pro bono attorneys.
- 8 attorneys contributed \$2,200 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2013: 841**

### Family: 440 Cases

Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

### Individual Rights: 276 Cases

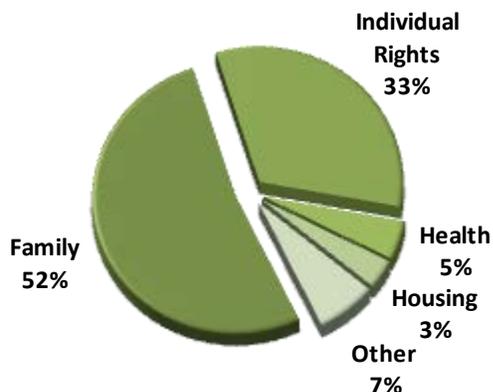
Legal problems include denial of access to public services and accommodations and denial of rights to institutionalized people.

### Health: 39 Cases

Legal problems include gaining or preserving health care for low income clients and their families.

### Housing: 29 Cases

Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.



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## Case Examples:

**T**.P. is 42 years old, has quadriplegia and has been ventilator-dependent since his accident in 1999. He has lived at home and his mother was his primary caregiver until her death in December 2010. After her death, T.P. and his family requested additional hours of in-home care through the Medicaid Waiver program. After great efforts by FLS staff to resolve this matter without litigation, a lawsuit was filed on T.P.'s behalf alleging violations of the Americans with Disabilities Act (ADA). Shortly after the case was filed the state agreed to provide T.P. 24 hour in-home care and he voluntarily dismissed the case. However, subsequent to the litigation the client began experiencing serious difficulties when the only in-home caregiver present was a Certified Nursing Assistant (CNA) who, he discovered, is not legally authorized to do certain essential medical activities for him including suctioning his trach tube, monitoring his glucose and administering insulin. Upon the state's refusal to provide any additional hours or provide any other options for T.P., FLS in conjunction with Southern Legal Counsel filed a federal Complaint for Declaratory and Injunctive Relief. The Complaint alleged once again the state's violations of the ADA. Several months after the case was filed, state officials finally negotiated with T.P.'s home health agency to provide him around the clock nursing care seven days per week.

**E**ve contacted FLS' Domestic Violence Hotline for legal advice. She stated she and her husband have been married for two years and have a 6 month old son. Eve received unemployment compensation which was due to expire in a month. She and her husband moved from Boston nine months earlier and the only people known to Eve were her husband, his mother and his sister. Eve sought to return to Boston with her son but wanted to know her rights with regard to dissolution of marriage, custody and visitation. She was advised by the DV hotline attorney that would have to prepare a plan that included transportation costs, and more importantly, why "it is in the best interests of the child" to relocate away from the father. She was also advised on how marital property and non-marital property are determined, including the home which was in her husband's name. Eve was also entitled to spousal and child support. She was made aware of the changes in the law as it pertained to custody and informed of the Timesharing Plans that the Courts in Florida are required to implement. However, if she did not want to remain in Florida, she was advised to first wait on the outcome of her Petition to Relocate, before filing for dissolution of marriage, child support or spousal support in Florida.

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## Other Program Services and Activities:

### Services to Individuals.

- The Community Justice Project of FLS and Legal Services of Greater Miami conducted two two-hour teach-ins for Miami and Orlando based community organizers on foreclosure terminology, foreclosure concepts, the subprime mortgage crisis, and the effect of the crisis on homeowners and renters. After the training, the organizers led outreach to nearby homes in foreclosure.
- Florida LawHelp- In 2012, FLS again relied on Florida LawHelp.org as a major strategy to deliver legal services and referral information to the low-income population of Florida. During the year major upgrades were made including moving FloridaLawHelp.org to version 3.0, which features a much-improved user interface and usability enhancements. This helps low-income people locate self-help brochures and referral information to local legal services programs throughout Florida.

### Support Services for Other Agencies.

- Statewide Training: Statewide training to legal services advocates in 2012 targeted both experienced and less experienced advocates and included both skills and substantive training. FLS partnered with the National Institute for Trial Advocacy (NITA) to present skills training and delivered substantive trainings in collaboration with statewide umbrella groups. FLS offered training events in the following areas: disaster relief, housing, consumer, public benefits, elder and health law, children's legal rights, 2012 legislative issues, E-filing and NITA teacher training and trial advocacy. In 2012, FLS hosted 22 webinars which were attended "live" by 540 participants. An additional 257 watched the recordings of these 22 sessions. During 2012, the total number of video replays for all our recorded web trainings (including those recorded prior to 2012) was 1,672.

- Support for Local Programs' Significant Case Work: FLS attorneys provide support and technical expertise for local program advocates, particularly to encourage programs to take on matters which significantly impact low income individuals, but may be out of their program's usual area of expertise. Below is one example of FLS' support work: In May 2012 a referral was made to FLS on behalf of a young man, M.A. who has quadriplegia and resides in Sarasota. He had been a patient at a hospital since September 2011 and during 2012 the hospital initiated a lawsuit to evict him because he refused to be moved to a nursing home in Georgia. Prior to living in the hospital, M.A. had been institutionalized for three years in various Florida nursing homes, but after his hospitalization no Florida facilities were willing to accept him. He desperately wanted to live in his own home in Sarasota, where he has friends and family. At the time of the referral, M.A. had no place to live and no one available to care for him in a community placement. After FLS received this referral it contacted staff at Gulfcoast Legal Services. They energetically jumped into this case and achieved amazing results including successfully defending the court case, tracking down a housing voucher and willing landlord, obtaining M.A.'s eligibility for a Medicaid home and community based waiver and lining up essential home health services through the waiver program. Throughout the case, FLS staff provided technical assistance and support to GLS by: 1) advocating with the Deputy Secretary for Medicaid about the case and requesting the agency's prompt assistance to help resolve the matter; 2) consulting with GLS staff on pertinent American with Disabilities Act requirements and Medicaid and Medicaid waiver program issues; and 3) providing information about available and unused disabled section 8 vouchers in neighboring counties.

# Florida Legal Services, Inc.

## Migrant Farmworker Justice Project

### Tallahassee

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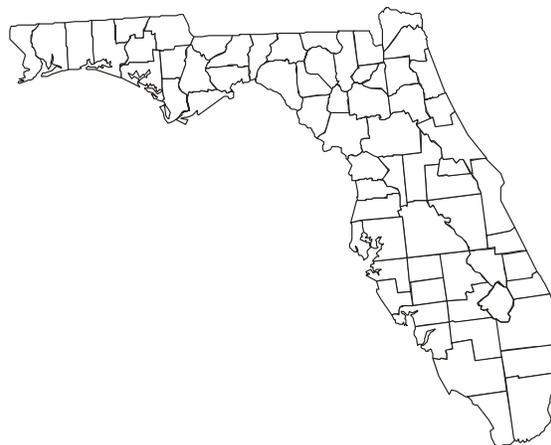
#### Snapshot of Achievements, 2013

- **Immigration Reform.** MFJP played an integral role in negotiating and drafting the agricultural labor provisions of the U.S. Senate's comprehensive immigration reform legislation in conjunction with Senators Feinstein (D-Cal), Rubio (R-Fla), Bennet (D-Colo) and Hatch (R-Utah) and their staff members. The legislation provides a generous legalization program that will allow an estimated one million farmworkers to obtain permanent resident status on a more expeditious basis than other non-farmworker aliens eligible for legalization. In addition, the legislation replaces the current agricultural guestworker system with two separate temporary worker programs, one of which permits guestworkers to freely move between employers, in sharp contrast to all current guestworker programs. The agricultural labor provisions negotiated and drafted by the UFW and MFJP were included in the comprehensive immigration reform legislation approved by the full Senate on June 27, 2013 by a 68-32 margin.
- **Bean pickers.** MFJP successfully tried a federal court class action on behalf of 500 bean pickers employed in the Homestead area, south of Miami. The district court found that the employer had routinely and systematically falsified its payroll records to avoid hundreds of thousands of dollars in additional minimum wages due the workers.
- **Seafood processing workers.** On behalf of guestworkers from central Mexico, the MFJP brought suit for unpaid wages and other damages arising out of the workers' employment as oyster shuckers. Although the workers were given contracts promising them eight months of work, they were terminated after two months. The employer failed to reimburse the workers' pre-employment visa and transportation costs and did not pay the required prevailing wage. The case

*Continued on last page*

#### Population Served:

*General Low Income Population*



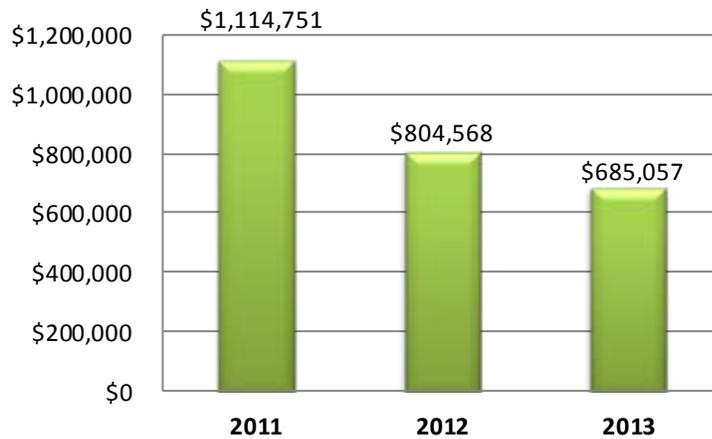
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**Service Area—Statewide**

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## Program Funding

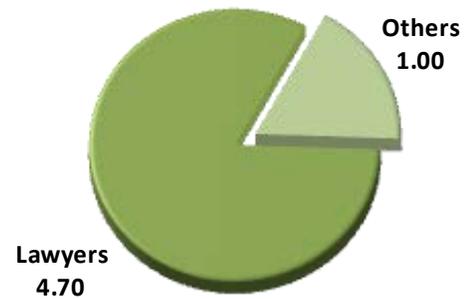
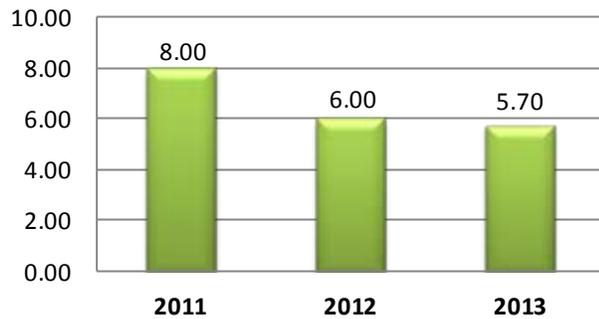
**Total 2013 Funding: \$685,057**



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## Staffing

**Total 2013 Staffing: 5.70 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

**Statistics:**

*Not Applicable*

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## Case Services For Individuals—Examples:

**A**rturo is a 66 year old U.S. citizen from New Mexico. In recent years, his personal circumstances took a downturn and he began working picking citrus in near Fellsmere. In January 2013, Arturo fell from an 18-foot ladder while picking oranges, badly injuring his shoulder, back and ribs. Although his employer reported the injury to the insurance carrier, the carrier failed to provide Arturo with either medical assistance or compensation for lost wages during the period of his convalescence. When Arturo contacted the MFJP, he was being evicted from his apartment for nonpayment of rent, had no money at all for food and was in severe pain from his still-untreated injuries. Although Arturo had sought to secure representation from a private attorney, he could find no one to take his case due to the relatively small size of his claim and the sharply-limited fees available to claimants' lawyers under recent amendments to Florida's worker's compensation laws. The MFJP filed several petitions on behalf of Arturo, ultimately winning him thousands in back wage benefits and securing approval for medical treatment and physical therapy. The MFJP also discovered that he had been paid well under the federal and state minimum wage for his work and filed suit against the employer and a federal court awarded Arturo over \$6,000 in damages as a result.

**M**s. Jean, a 64-year old permanent resident, knew something was wrong when her earnings for six days of picking beans were only \$100. She contacted the MFJP, which met with Ms. Jean and a number of other workers. The MFJP learned that the grower, the largest producer of hand-harvested green beans in Florida, had systematically falsified the payroll records of its 300-person workforce, thereby dodging hundreds of thousands of dollars in minimum wage obligations. The MFJP filed a class action lawsuit for Ms. Jean and the other workers. The case was tried in federal court in Fort Lauderdale in January, 2013, with testimony from a number of the workers, including Ms. Jean and two workers in their 70's. The district judge agreed with the farmworkers and found that the grower's payroll records were inaccurate. The parties then reached a settlement under which the class members received the back wages due to them for months of picking beans.

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## Other Program Services and Activities:

### Services to Individuals.

The drastic funding reductions in late 2011 prompted the MFJP to revise and refine its service delivery model. Collaborations and increased efficiencies became the watchwords going forward.

- Service to guestworkers. The MFJP has formalized its relationship with two retired migrant legal services attorneys now residing in central Mexico. They have handled virtually all outreach directed at Mexican guestworkers, usually visiting the workers in their home villages. While in the U.S., the guestworkers are apprehensive that their employer will learn of any worker complaints and blacklist them from future jobs. By contrast, back in their home towns in Mexico, the workers are far more forthcoming and often eager to seek redress for violations of law. The Mexico-based partners have proven far more effective than our sporadic forays into Mexico with our Florida-based staff,

and have done the work at a fraction of the cost of our former efforts.

- Collaborations. The MFJP has spearheaded efforts to develop regional outreach units, in which outreach workers travel from state to state as the work force migrates. Presently, many outreach workers (particularly those based in northern states) are underutilized during the months when there are few farmworkers in their states. By contracting with the outreach workers for temporary stints in other states, their expertise and language skills can be shared throughout the southeast. Using community education funds from a prior case settlement, the MFJP is coordinating outreach to Haitian bean workers as they travel to Georgia, South Carolina and Tennessee, states in which these workers have received limited legal assistance because of the lack of Creole speakers in the LSC migrant programs in those states.

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## Other Program Services and Activities:

### Support Services for Other Agencies.

Two of the MFJP's attorneys are among the most-experienced farmworker law advocates in the country. These attorneys routinely advise, mentor and collaborate with farmworker legal services advocates in Florida and elsewhere. During the past year, the MFJP senior attorneys have provided substantive assistance to farmworker attorneys in 17 states. In addition, the senior MFJP attorneys have co-counseled with less-experienced attorneys from Florida Rural Legal Services on most of that program's major farmworker litigation. The MFJP is also serving as lead appellate counsel in a case of national importance brought by the Arizona LSC migrant project. In December, 2012, two MFJP served as presenters at the National Farmworker Law Conference in Chicago. The MFJP's managing attorney led a two-day litigation training at the Conference for fledgling farmworker advocates. Since August, 2010, the MFJP has provided regular assistance

and information to the Mexican consulate in Miami on employment law matters. This relationship has been formalized with the appointment of the MFJP as *abogados consultores* for the consulate for a five-year term. In addition, MFJP staff members continue to compile and update comprehensive annotations of all known case decisions under the Migrant and Seasonal Agricultural Worker Protection Act and the provisions of the Fair Labor Standards Act and the H-2A program. These outlines served as the core curriculum for new advocates at the National Farmworker Law Conference and are the primary reference materials used by farmworker advocates nationwide. The MFJP also continues to collaborate with the Sarasota/Manatee Farm Worker Supporters to operate a website, which is updated daily. The website includes media accounts from around the country relating to farmworkers and is the most comprehensive source of information on farmworker news in the country.

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## Snapshot of Accomplishments *continued from page 1*

represents the first effort to extend the protections of the federal Migrant and Seasonal Agricultural Worker Protection Act to seafood processing workers.

- **Carnival guestworkers.** In 2013, the MFJP commenced the first major litigation in the nation on behalf of guestworkers admitted to perform support roles for traveling carnivals. A special provision of the Fair Labor Standards Act exempts many of these workers from federal minimum wage and overtime laws. A large percentage of these traveling carnivals are based in Florida. The MFJP represents guestworkers from Mexico and South Africa in a class action suit to recover millions of dollars

in unpaid wages for work performed for one of America's largest carnivals from 2010 to 2013. Although the workers routinely were employed for 80 or more hours per week, they were paid for only 50 hours per week at "straight time," with no overtime wages paid. The workers each had \$60 per week deducted from their pay to reside in cramped travel trailers. The workers were not reimbursed for pre-employment visa and transportation expenses and in 2010 and 2011, their earnings were underreported to the Internal Revenue Service, a practice that saved the employer hundreds of thousands of dollars in employment taxes and worker's compensation premiums.

# Southern Legal Counsel, Inc.

## Gainesville

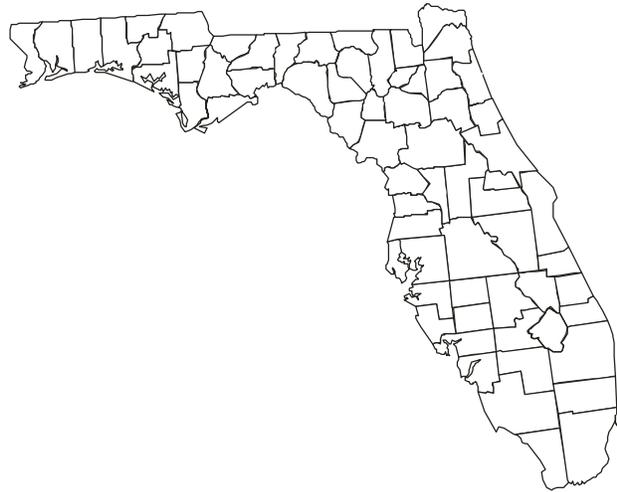
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### Snapshot of Achievements, 2013

The grant provides for both general and state support, which allows SLC to pursue impact litigation on its own as well as working with other grantees to develop their cases. Without general support, SLC would not be able to prosecute the lengthy and complex class actions which require multi-year efforts. Without state support, SLC would not be able to devote time to other grantees and provide assistance in various substantive and litigation skill areas. SLC achieved widespread impact. In a federal suit that has nationwide application, the Food & Drug Administration was ordered to make emergency contraception available without the restrictions that had disproportionately impacted minority and low income women. In a statewide suit affecting 9,000 persons with developmental disabilities, the Agency for Persons with Disabilities (APD) agreed to reinstate reductions in Medicaid Waiver iBudgets and provide new due process protections for future proposed reductions. Also with regard to APD's provision of services, SLC achieved an appellate decision that establishes that the State has the burden to explain why it is reducing Medicaid Waiver benefits. And with regard to the treatment of homeless persons, the City of Titusville agreed to pay money damages to five individuals whose personal property, including irreplaceable keepsakes of photographs, father's ashes and World War II flags, had been destroyed by the City in an attempt to clear out some homeless camps.

### Population Served:

*Clients of Impact Litigation Statewide*



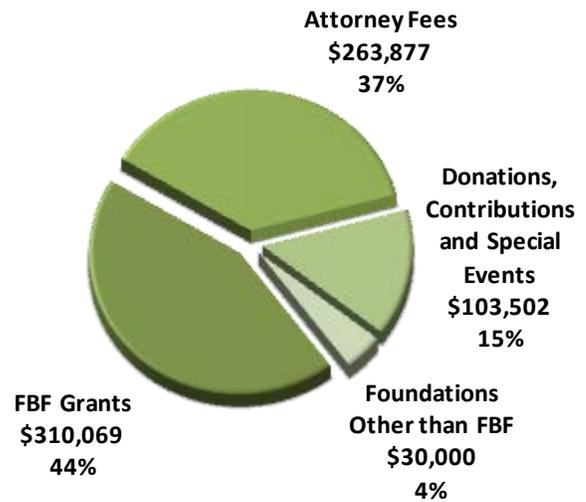
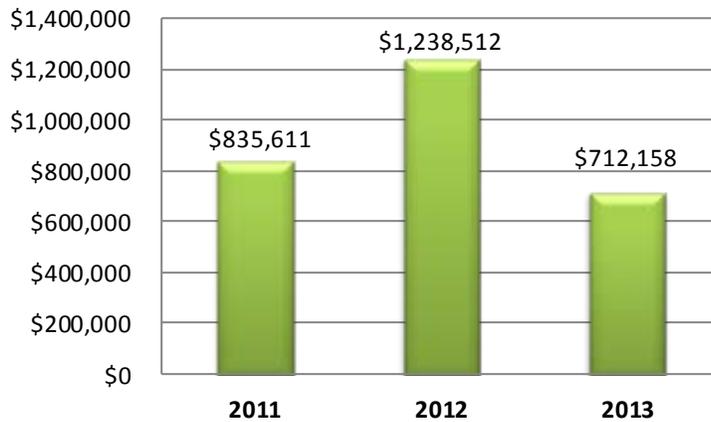
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### Service Area—Statewide

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## Program Funding

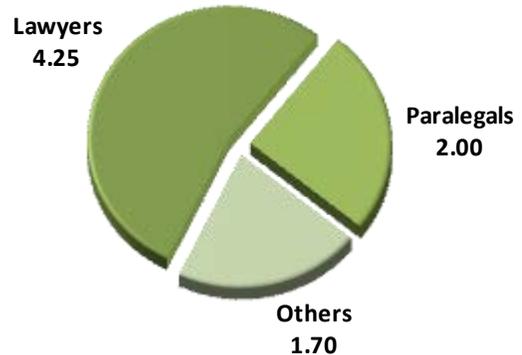
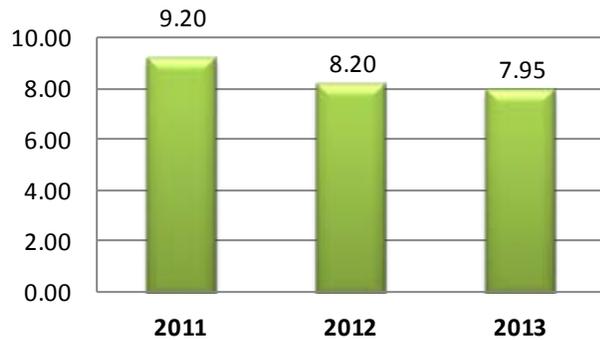
**Total 2013 Funding: \$712,158**



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## Staffing

**Total 2013 Staffing: 7.95 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 21 private attorneys participated in 2013.
- 850 attorney hours of service were provided valued at \$127,500 (\$150 per hour).
- 6 attorneys contributed \$2,100 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2013: 125**

### Individual Rights: 70 Cases

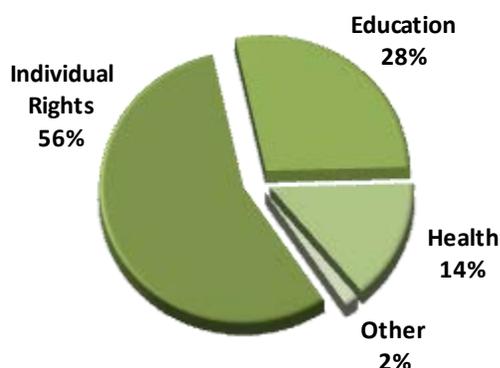
Legal problems include denial of access to public services and accommodations and denial of rights to institutionalized people.

### Education: 35 Cases

Legal problems include suspension or expulsion from school and denial of access to educational opportunities.

### Health: 18 Cases

Legal problems include gaining or preserving health care for low income clients and their families.



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## Case Examples:

**R**ev. W is an outspoken homeless advocate in St. Petersburg. One day, he observed the police harassing and kicking homeless individuals in the downtown park. After yelling at the police to stop, he was arrested and issued a trespass warning, banning him from entering the park for one year. SLC represented Mr. W in challenging his trespass warning in a municipal hearing and a circuit court appeal as part of its overall strategy to ensure that the City's procedures provide due process. However, Mr. W was concerned that he could not engage in political and advocacy activities in the park for one year. SLC filed a federal case alleging that the City violated the First Amendment by excluding him from a traditional public forum where he regularly protested the City's treatment of the homeless and exercised other protected speech rights. SLC also filed a state court case on Mr. W's behalf alleging that the City violated Florida's Sunshine Law when it amended the trespass ordinance in a secret meeting. Both of these lawsuits attack the ordinance itself, and will have a greater impact beyond Mr. W's individual case if successful.

**K**im, a homeless resident in St. Petersburg, was visiting with her daughter on a park bench in Williams Park one night. When she realized it was nearly 11pm, the time the park closes, they began to exit the park. Just as they were exiting the park and had reached the public sidewalk, they were stopped by a police officer who told them they were too late and were going to be arrested. Multiple police officers and cars had driven into the park and rounded up approximately 20 individuals who were all exiting the park. They were arrested, searched and issued trespass warnings banning them from returning to the park for one year under penalty of arrest. SLC represented Kim and others in municipal trespass hearings to challenge the trespass warnings. After the City hearing master affirmed Kim's trespass warning, SLC appealed to the circuit court challenging the City's failure to provide due process and other issues. The circuit court denied Kim's request for a filing fee waiver based on a circuit court administrative order that eliminates indigent filing fee waivers in appellate proceedings. The circuit court threatened to dismiss her appeal. SLC filed a writ of mandamus in the Second District Court of Appeal seeking to compel the circuit court to grant her filing fee waiver as required by the Florida Statutes. With the assistance of pro bono partner Goodwin Procter, SLC successfully defeated a motion to dismiss the appeal in the circuit court, ensuring she will receive a hearing on the merits. Though issued after the reporting period, the 2d DCA ordered the Circuit Judge of the 6th Judicial Circuit to allow filing fee waivers as required by Florida Statutes.

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## Other Program Services and Activities:

### **Services to Individuals.**

To reach a population that is difficult to reach, SLC employs a formerly homeless individual on a part-time basis to conduct ongoing outreach to homeless persons in Pinellas County. The outreach assistant helps maintain contact with SLC's clients in pending litigation and interviews prospective clients to develop systemic advocacy efforts to address civil rights violations against homeless persons in Pinellas County. Attorney Clanton also conducts outreach in Pinellas and Pasco Counties by visiting homeless camps, soup kitchens, public parks and other public places. As part of this outreach, homeless individuals (particularly those living on the streets) also are referred to other legal services programs, the Public Defender's Office, and private attorneys to address their unmet civil and criminal legal needs.

### **Support Services for Other Agencies.**

SLC presented at a Mental Health Symposium sponsored by the Jacksonville Bar Association and Florida Partners in Crisis on ethical issues of representing a client with a disability. SLC presented on the same issue at a pre-conference session (sponsored by the Public Interest Law Section of The Florida Bar) at the ACLU Lawyers Conference. SLC trained misdemeanor attorneys at the Alachua County Public Defender's Office on "Building a Better Defense for Homeless Clients."