



*Annual Report of*

# The Florida Bar Foundation's Legal Assistance for the Poor Grant Program

# 2012



Leadership and Funding for Justice in Florida

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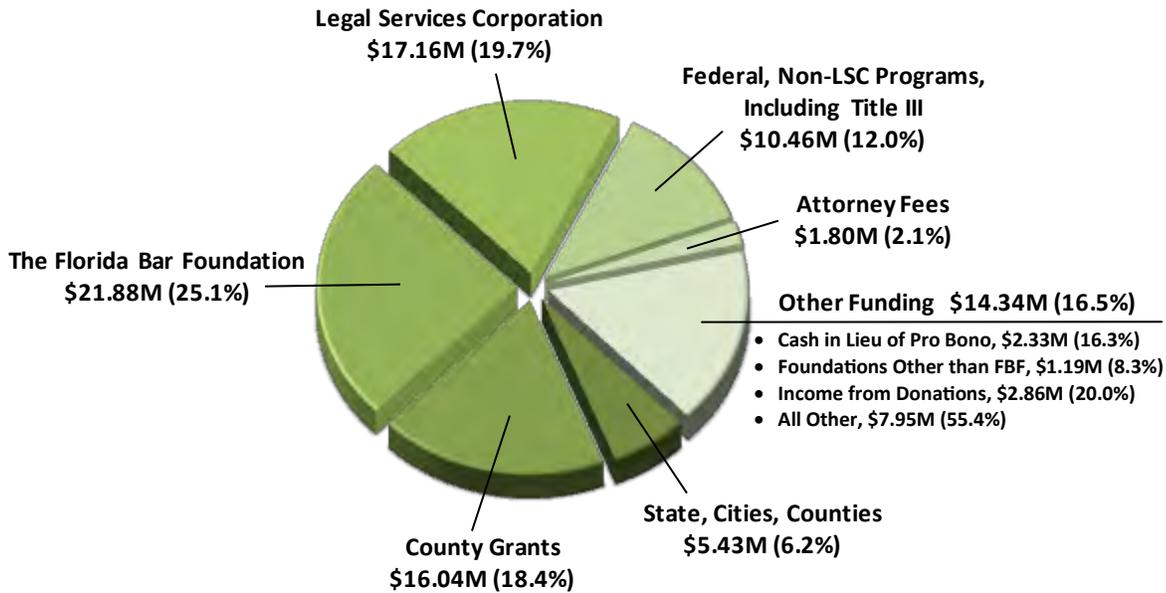
## Providing Access to Justice for Florida's Most Vulnerable Residents.

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:

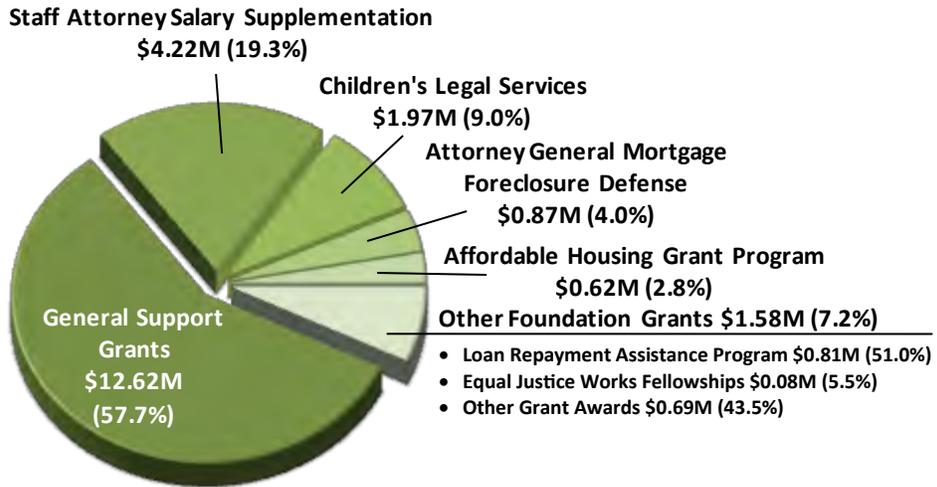
### **Legal Assistance for the Poor (LAP) Grant Programs:**

- General Support
  - Children's Legal Services
  - Affordable Housing
  - Staff Attorney Salary Supplementation
  - Loan Repayment Assistance
  - Equal Justice Works Fellowships
  - Florida Attorney General Mortgage Foreclosure Defense
- 
- Of \$87.12 million received by Florida legal services organizations in 2012, \$21.88 million, or 25.1 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 \$65 million in 2012 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 89,720 cases in 2012.

## Total Funding Received - \$87.12M by Florida Bar Foundation Grantees, 2012



## Total Foundation Funding - \$21.88M Provided for Calendar Year 2012



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## **General Support Grant Program**

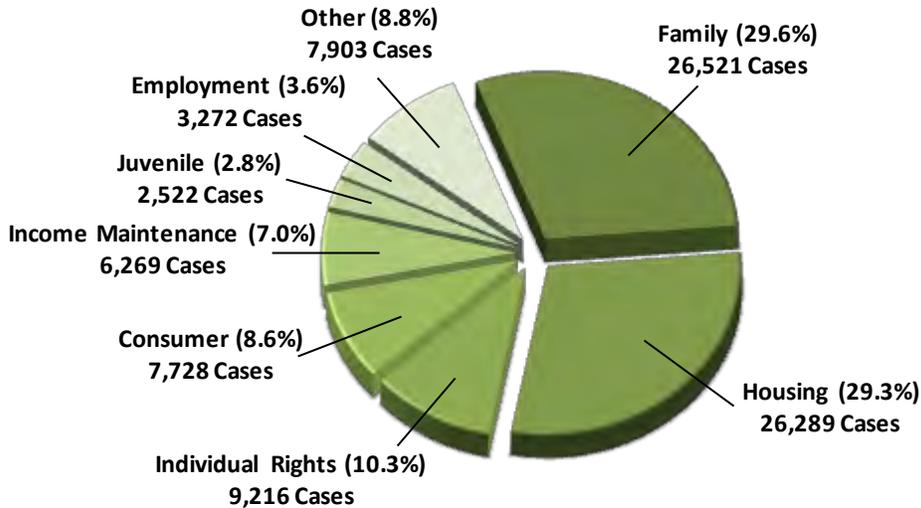
The Foundation awards annual grants to legal aid programs for the general support of the provision of free legal assistance to eligible clients within the service area of each program. The general support grants comprise approximately 60 percent of the funds provided by the Foundation for the provision of legal assistance for the poor. The general support grants provide 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 2012, the Foundation provided a total of \$12,626,068 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 2012, the Foundation awarded a total of \$540,000 in affordable housing grants which funded 6 affordable housing projects.

## 89,720 Cases Closed in 2012



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

- |                                               |                                                                                                                               |                                                                                                                                                      |                                                                                                            |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| <p><b>Family Matters</b><br/>26,521 Cases</p> | <ul style="list-style-type: none"> <li>• Adoption</li> <li>• Custody/Visitation</li> <li>• Dissolution of Marriage</li> </ul> | <ul style="list-style-type: none"> <li>• Adult Guardianship/Conservatorship</li> <li>• Name Change</li> <li>• Parental Rights Termination</li> </ul> | <ul style="list-style-type: none"> <li>• Paternity</li> <li>• Domestic Abuse</li> <li>• Support</li> </ul> |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|

Clara, a Haitian woman and mother of six came to Legal Aid seeking help with a divorce. Clara put her husband through plumbing school and certification by working two jobs. She suffered severe physical abuse throughout the marriage and learned that her children were also victims of abuse when she was working. The older children were forced to hold down younger children while their father beat them. If they did not do so, they too would be beaten or have food withheld. When Clara came to Legal Aid she was facing eviction. Through a divorce action, Legal Aid attorneys obtained a court order granting Clara assistance in maintaining her home and an order for \$800 in child support each month through Income Deduction Order. Clara and the children are able to move forward and create a better life for themselves. *(Gulfcoast Legal Services - GLS)*

- |                                                |                                                                                                                                |                                                                                                 |                                                                                                      |
|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| <p><b>Housing Matters</b><br/>26,289 Cases</p> | <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> |
|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|

AB is an elderly disabled woman who fell behind on her mortgage payments. To try to save her home, AB spoke with a “foreclosure rescue company” who came to her door. The company promised to save her home but, in reality, she ended up giving them money and unknowingly deeded the home to them. As a result, AB lost her homestead tax exemption and her senior citizen tax discount, and fell further behind on her payments. In defending her in a foreclosure suit, Legal Aid filed a counter-suit against the foreclosure rescue company to get title to the property placed back in her name. A loan modification was negotiated with the bank and the judge dismissed the foreclosure action and title to the property was again placed in AB’s name. She is now current on her mortgage payments and her homestead tax exemption and senior citizen tax discount have been restored. *(Florida Rural Legal Services - FRLS)*

- |                                                         |                                                                                                             |                                                                   |                                                                  |                                                                       |
|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|------------------------------------------------------------------|-----------------------------------------------------------------------|
| <p><b>Individual Rights Matters</b><br/>9,216 Cases</p> | <ul style="list-style-type: none"> <li>• Immigration/Naturalization</li> <li>• Human Trafficking</li> </ul> | <ul style="list-style-type: none"> <li>• Mental Health</li> </ul> | <ul style="list-style-type: none"> <li>• Civil Rights</li> </ul> | <ul style="list-style-type: none"> <li>• Disability Rights</li> </ul> |
|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|------------------------------------------------------------------|-----------------------------------------------------------------------|

Maria was a young lady from Ecuador who married an American citizen who was physically abusive to her. She needed legal assistance in obtaining employment authorization in order for her to be able to work and support herself and her 2-year-old daughter after separating from her husband. Legal Aid was able to represent her and obtain employment authorization for her. An initial application for permanent resident status was denied, but Legal Aid filed a request for reconsideration on her behalf and submitted additional evidence to the United States Citizenship and Immigration Services and the decision was reversed. She is now a long term legal resident of the United States capable of providing a home for herself and her daughter. *(Northwest Florida Legal Services - NWFLS)*

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Consumer Matters  
7,728 Cases

- *Bankruptcy/Debtor Relief*
- *Collection*
- *Contracts/Warranties*
- *Credit Access*
- *Energy*
- *Loans/Installment Purchase*
- *Public Utilities*
- *Unfair Sales Practice*

A debt collector in Marion County filed a credit card collection action against an elderly Hispanic woman with limited English proficiency whose only income was Social Security. Legal Aid defended her. At trial, the debt collector failed to produce evidence to substantiate the debt, and the case was continued. The debt collector did not have enough proof to establish the validity and amount of the debt and the right to collect on an assignment by the original creditor. After a round of very aggressive litigation and difficult negotiations between the parties, the debt collector agreed to dismiss its complaint against our client with prejudice. **(Legal Advocacy Center of Central Florida - LACCF)**

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Income Maintenance Matters 6,269 Cases

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

Tory is a 4-yr-old girl suffering with cystic fibrosis and pulmonary insufficiency. Her parents needed assistance with her SSI claim. Tory’s father worked in industrial mills with limited and fluctuating income due to the economy and her mother was not able to work at all, because Tory requires 24 hour supervision at home in a fairly sterile atmosphere and at least two hours a day of treatment in order for her to survive. Because Tory’s condition has a lifelong diagnoses fraught with special needs, sterile environments, treatments and difficulties, Legal Aid was able to receive a favorable SSA decision to receive retroactive SSI benefits of \$12,891 and monthly SSI benefits of \$698. **(Three Rivers Legal Services -TRLS)**

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Employment Matters  
3,272 Cases

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

Ms. J, a legal resident, is a single mother of four, supporting her family working at various plant nurseries. In 2009, she began work at an 80-acre nursery that specialized in hibiscus. Although Ms. J and the other workers were paid on an hourly basis and were supervised, they were not treated as employees, but as independent contractors. The arrangement saved the nursery over 15% of its payroll expenses. In November 2009, Ms. J was sprayed with a chemical mix containing a known carcinogen. She became ill and sought treatment from the emergency room. She had limited and sporadic follow-up medical care because she lacked health insurance and worker’s compensation would not provide treatment. Since her exposure, Ms. J has been unable to work for sustained periods because of illness. Represented by Legal Aid, Ms. J brought suit in federal court, arguing that the nursery’s disregard of federal pesticide laws violated federal laws protecting migrant workers. She also sought relief for the entire workforce under an obscure provision of the Internal Revenue Code, which provides a powerful civil remedy in instances when an employer issues a fraudulent tax document, in this case a form 1099, rather than a W-2 form. The case was resolved in mediation, with Ms. J receiving \$100,000. In addition, the nursery agreed to pay a total of \$80,000 to the workers it had misclassified as independent contractors over the past six years and began treating all persons working on its operations as employees. **(Florida Legal Services Migrant Farmworker Justice Project – FLS MFJP)**

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Health Matters  
1,650 Cases

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

MB is a disabled client, unable to work due to a combination of service-related medical issues stemming from service in the Vietnam War. He suffered a series of wounds and head injuries resulting in migraines, hearing loss and severe tinnitus as well as suffering from hypertension, diabetes, and hepatitis - all of which are related to Agent Orange exposure. MB has attempted to live with undiagnosed and untreated post-traumatic stress disorder. The combination of his medical issues, PTSD and inability to work led MB into years of major depression resulting in a suicide attempt and involuntary commitment pursuant to the Baker Act. Legal Aid was able to help MB identify, apply for and receive additional services and benefits from the Social Security Administration and the Veterans Administration. He is now receiving sufficient assistance to be able to maintain stable housing and transportation. Through the VA and his Medicaid and Medicare eligibility, he is now able to obtain the medical and mental health services he needs. **(Florida Institutional Legal Services – FILS)**

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## Children's Legal Services Grant Program

In March 2012, the Foundation continued to recognize the special legal needs of children by awarding \$1,879,247 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 might 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 2012:

- 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 Institutional Legal Services
- 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 the Orange County Bar Association
- Legal Aid Society of Palm Beach County
- 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**

Darius is a 10-year old African-American male in 3rd grade. Legal Aid was court-appointed to represent him in a diverted delinquency case brought by the school principal. Darius was experiencing academic and behavioral difficulties at school and had already been retained in 2nd grade. Rather than evaluating him for possible disabilities, the elementary school suspended him for 28 school days by February 2012, and had him arrested. In response to Legal Aid's representation, the School District completed an evaluation and found Darius eligible for special education for both an emotional and behavioral disability, as well as a specific learning disability. He was placed at a different elementary school that is closer to his home. He is receiving special education and related services, including group counseling. Also, in response to Legal Aid's advocacy, the school district agreed to provide Darius with 108 hours of compensatory education in a summer camp setting to work with mentors and tutors. *(Legal Aid Society of Palm Beach County – LASPBC)*

When an earthquake struck Haiti, Katherine a young teenager, was trapped under the rubble of her collapsed home. Her injuries were so extensive, that she was evacuated from Haiti by US authorities and admitted into a medical facility in the US where she remained hospitalized for almost two months. While receiving medical treatment in this facility, one of Katherine's nurses became close with her and offered to adopt her. A few months later, the federal government authorized Katherine's placement with the nurse and her family, and Katherine started her new life with hopes that she would grow up in a loving home. Shortly thereafter, her new family told Katherine they were taking her on a vacation to New York. However, they drove her to a facility in Miami for unaccompanied immigrant minors where they surrendered her to federal authorities because they would no longer care for her. Katherine was then served with a notice to appear before an immigration judge for removal proceedings and placed in detention where she remained for 10 months. Legal Aid met with Katherine and agreed to represent her in her immigration case. Legal Aid discovered that her father had passed away when she was very young and Katherine had been raised by her godmother who was now deceased and her mother was living on the streets in Haiti. If Katherine was forced to return to Haiti, she would not have anyone to care for her nor would she receive the medical attention that she still required for her injuries. Legal Aid obtained Temporary Protected Status, Special Immigrant Juvenile Visa, and Lawful Permanent Residence for Katherine. Now that she is a lawful permanent resident, Katherine has been placed with a foster family with the goal of someday becoming their adoptive child. Katherine is happy for a chance at a new life. *(Americans for Immigrant Justice – AI Justice)*

Legal Aid represented Dana who came into the dependency system at age 15 due to the death of her mother and no legal father. Dana was placed with her adult sister. She had never been enrolled in a school setting prior to her dependency case and had began dating an adult male. Her sister allowed the adult male to move into their home, and Dana began testing positive for drugs. She also became pregnant by the adult male. Legal Aid advocated for Dana to be removed from her sister's care, receive pre-natal care, and enroll in school. Legal Aid's advocacy resulted in Dana being placed in a foster home with wonderful, supportive foster parents where she remains with her baby. Dana's life has been stabilized and she is enrolled in school, receives individual therapy, and has been testing negative for all drugs. *(Dade County Bar Association Legal Aid Society – DCBALAS)*

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## **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 2012, the Foundation provided a total of \$4,219,710 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, training, etc.

## **Loan Repayment Assistance Program**

The Foundation continued its Loan Repayment Assistance Program in 2012 by providing one-year loans totaling \$808,544 to 182 legal aid lawyers at 27 different legal assistance programs. Law school debt burdens are an increasing barrier to the ability of highly qualified law graduates to seek and maintain a career in legal aid. The Foundation’s loan repayment assistance program for legal aid lawyers can provide up to \$7,500 or 80 percent of annual law school loan debt payments, whichever is lower, on an annual basis for up to ten years. Participating lawyers are eligible for forgiveness of their loans upon completion of a preceding year in qualified employment in legal aid.

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## **Equal Justice Works Fellowships**

The Foundation continues its initiative of placing two-year Equal Justice Works Fellowships at Florida legal assistance programs through the provision of matching fellowship funds. Equal Justice Works provides two-year fellowships to law graduates to work on specific projects at legal assistance programs. Through a national recruitment effort the pool of applicants for fellowships includes some of the most highly qualified, committed and energetic law students interested in public interest law. In 2012, two Equal Justice Works fellows were placed at legal aid programs to undertake special projects. The two fellows serve their fellowships at Legal Aid of Manasota in Sarasota, and Florida's Children First in Miami. The fellows projects consist of: 1) representing parents and students to gain access to Exceptional Student Education (ESE) services for which they qualify; and 2) representing youth who are involved in both the dependency and delinquency systems to provide holistic direct representation. A significant number of prior fellows become staff attorneys at their host programs after completion of their fellowships.

## **Florida Attorney General Mortgage Foreclosure Defense Grant Program**

The Attorney General of Florida along with other attorney generals in other states, obtained a class action consent judgment against Countrywide Financial Corporation which, in part, provided \$4,061,497 in funding for up to two years for legal assistance and representation to single family occupant homeowners in Florida who are in foreclosure proceedings or in danger of facing foreclosure. In May 2009, the Florida Attorney General contracted with The Florida Bar Foundation to have the Foundation administer a grantmaking process for the distribution of these funds. In August 2010, the second year of the Florida Attorney General Mortgage Foreclosure Defense grants were awarded in the amount of \$2,105,651 to fund 18 projects from October 1, 2010 through September 30, 2011. In August 2011, the third year of Florida Attorney General Mortgage Foreclosure grants were awarded in the amount of \$1,000,000 to fund 18 projects from October 1, 2011 to September 30, 2012. As a result of the Florida Attorney General obtaining a judgment in 2012 against a process service management company, an additional \$462,630 was granted that continued funding for 17 projects from October 1, 2012 through September 30, 2013.

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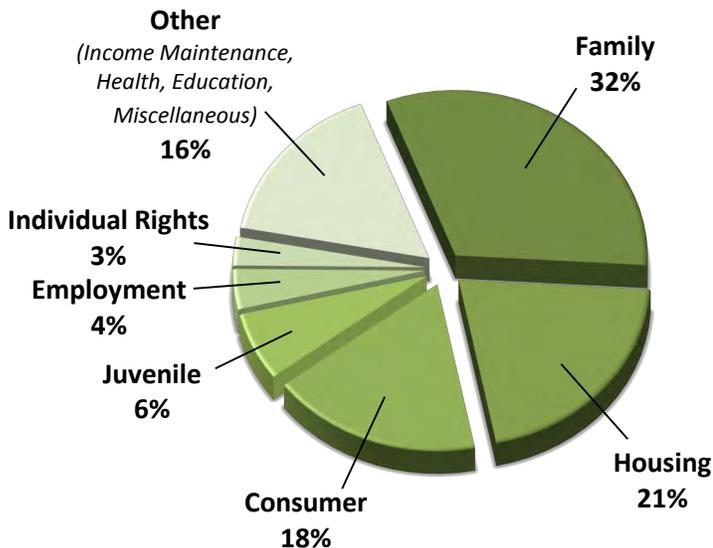
## Pro Bono Participation

With implementation of the Florida Supreme Court’s pro bono plan in 1993, attorney participation in 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 which 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 6,547 private lawyers provided direct legal assistance to clients and closed 13,444 pro bono cases in 2012, approximately 15 percent of the total of 89,720 cases closed by Foundation grantees. Over 5,700 private lawyers provided cash contributions of over \$2.3 million. Florida’s lawyers donated 105,079 hours through organized pro bono programs in 2012. At an *average* hourly rate of \$120, this represents a significant private-sector contribution: \$12.6 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 2012, for example, they won an estimated \$66.0 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.

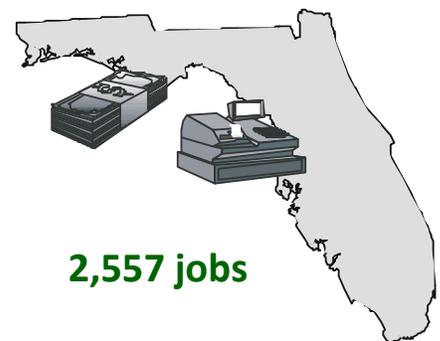
### Foundation-Funded Programs bring dollars into local economies.

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 2012, Legal Aid advocates obtained \$40.1 million in Federal client benefits flowing into Florida communities. These benefits, together with \$27.6 million\* in Federal grant funds for Foundation-funded programs' own operating support, represented a total of \$67.7 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 \$104.3 million in new economic activity and 2,557 jobs resulting from these benefits and grants.

## Economic Impact...

<b>\$67.7 Million</b>	...Circulates <b>1.54 times</b>	...providing <b>\$104.3 million</b>
in Federal grants & benefits obtained for clients...	in local economies...	income for working Floridians.
<ul style="list-style-type: none"><li>• Disability</li><li>• Supplemental Security Income</li><li>• Medicare</li><li>• Other</li></ul>		



*\*\$27.6 million total includes \$17.2 million in Federal Legal Services Corporation (LSC) grants and \$10.4 million in other Federal grants.*

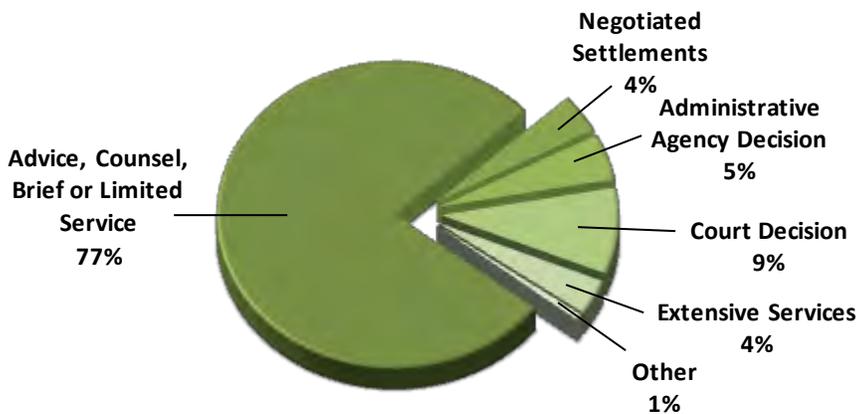
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## Foundation-funded legal services are cost-effective.

Legal Aid lawyers provide services in a compassionate manner, but strive to serve as many clients as they can with limited resources. In 2012, 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 problems handled in 2012 were resolved by advising the client about steps he or she could take, 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.**  
Private lawyers closed 13,444 cases on a pro bono basis in 2012. They donated 105,079 hours of services, valued at \$12.6 million.

### Total: 89,720 Cases



## Legal Aid Promotes and Strengthens Families, Communities and the Futures of Children.

Further, and probably 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 which honors its ideals.

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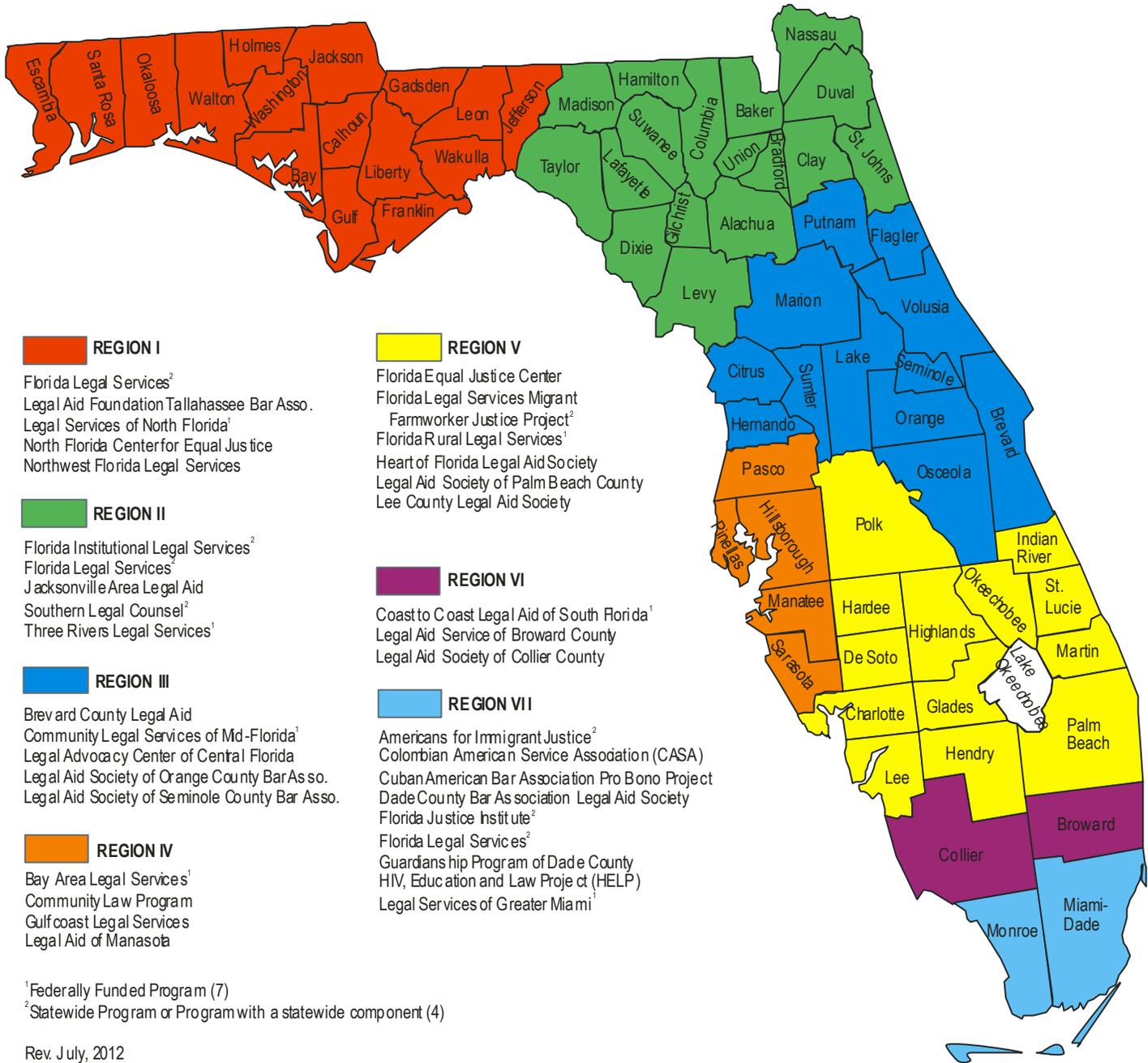
## **Foundation-funded programs apply technology as a strategy for improving productivity and accessibility of their services.**

- A computerized case management system (Legal Server) supplied by the Foundation to 28 general support grantees supports 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 report efficiently to funding sources. The system was installed and operational by September 2009 in 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 is also available to clients for information on available legal aid services, client community education materials and other resources.
- The Foundation handles the centralized billing for a statewide contract with Westlaw and provides supplemental funding to enable Foundation legal assistance grantees access to full computerized legal research materials and services at a very reasonable rate.
- During 2012, the Foundation adopted the web-based grant management system (LegalServer) which 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% from the prior year's grants. It is projected that grant reductions will continue over the next two to three years. The Foundation has sought funding from other sources to alleviate these reductions and in several instances the Foundation has been successful in obtaining other funding. However the sources of funding obtained have not been near to the level of 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 assistance to low-income families in Florida.

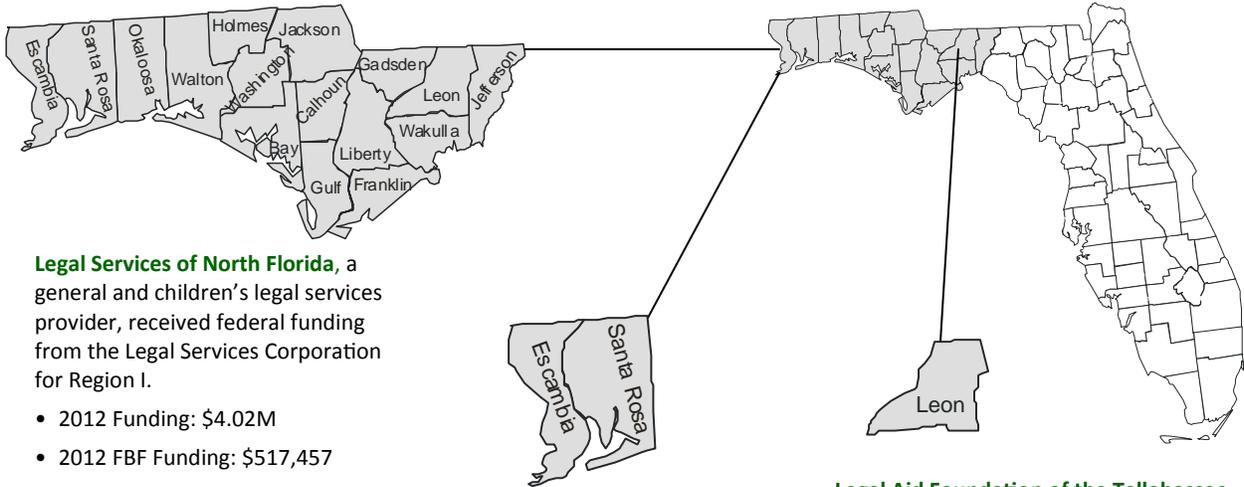
# Florida's Regional Legal Services Delivery System



Region I



# Key Statistics for 2012 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.

- 2012 Funding: \$4.02M
- 2012 FBF Funding: \$517,457
- 4,948 Cases Closed in 2012

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

- 2012 Funding: \$0.41M
- 2012 FBF Funding: \$133,815
- 42 Cases Closed in 2012

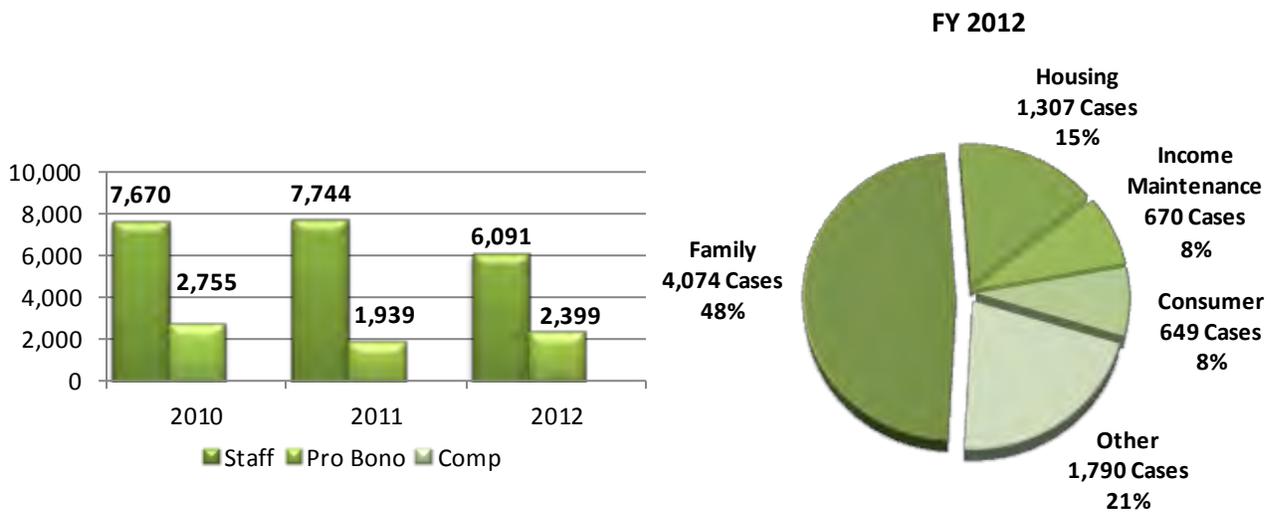
**Northwest Florida Legal Services** provides general legal services in two counties.

- 2012 Funding: \$0.85M
- 2012 FBF Funding: \$467,006
- 2,952 Cases Closed in 2012

**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.

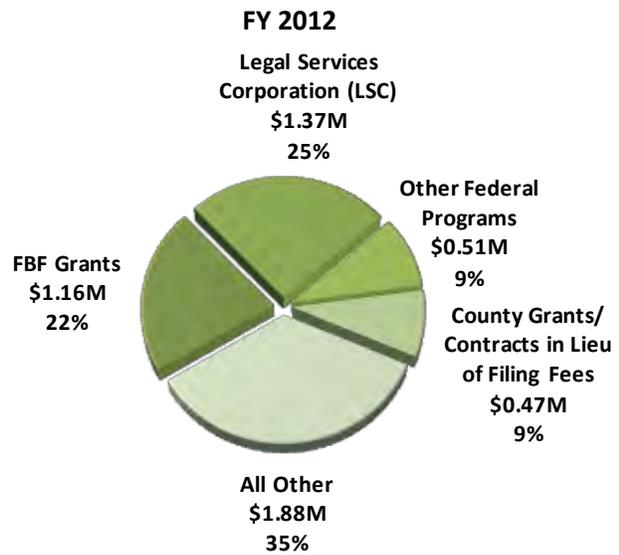
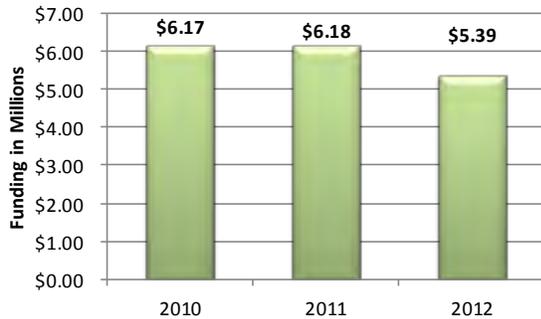
- 2012 Funding: \$0.12M
- 2012 FBF Funding: \$42,968
- 548 Cases Closed in 2012

## Total Case Services For Individuals



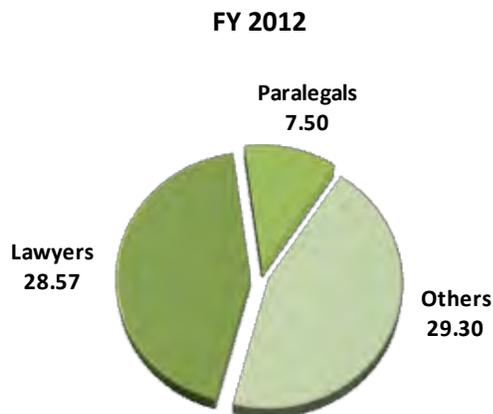
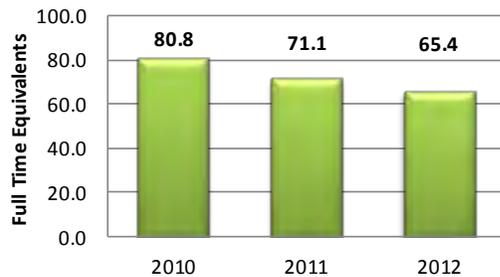
Number of low income persons within Region (125% of poverty per 2000 census): 222,001

## 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): 1.3*

## Total Pro Bono and Other Volunteer Programs

### Statistics:

- 1,159 private attorneys participated in 2012.
- 8,640 attorney hours of service were provided, valued at \$1,296,000 (\$150 per hour).
- 2,426 cases were closed by pro bono attorneys.
- 565 attorneys contributed \$177,256 in funding.

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

## Snapshot of Achievements, 2012

The accomplishments listed below would not have been possible without the financial support from FBF. As a significant part of our funding, FBF funds provide the basis for resources so we may serve our community. Last year, attorneys volunteering through Legal Aid Foundation (LAF) donated over 1,400,00 of free legal assistance to those who were at his or her most vulnerable point in life. LAF continually strives to better meet client and volunteer needs. In order to solicit feedback we use a Client Satisfaction Survey instrument. After a case is closed our experienced Intake and Referral Counselors conduct a telephone survey with the individual client. We continue to use this feedback when reviewing our service delivery process and as part of our planning. We plan to continue with our “flex” scheduling of clients. LAF offers morning and afternoon appointments and an option for our volunteer attorneys to meet at their office or the LAF office in the Leon County Courthouse. Our partnership with the Florida State University Public Law Interest Center and the FSU College of Law continues to work well with law students volunteering with attorneys to assist Legal Aid clients. This program not only provides a great service to many LAF clients but also affords many law students the opportunity to gain first hand legal experience in legal research, client representation and client interaction under the supervision of attorney professors. LAF will continue to utilize these resources and increase them in 2013. LAF continued its Legal Aid Guardian Program which was established in cooperation with the family law judges in the Second Judicial Circuit to meet the demand created in 2004 when the State of Florida Guardian Ad Litem Program eliminated

## Population Served:

*General Low Income Population*



## Service Area

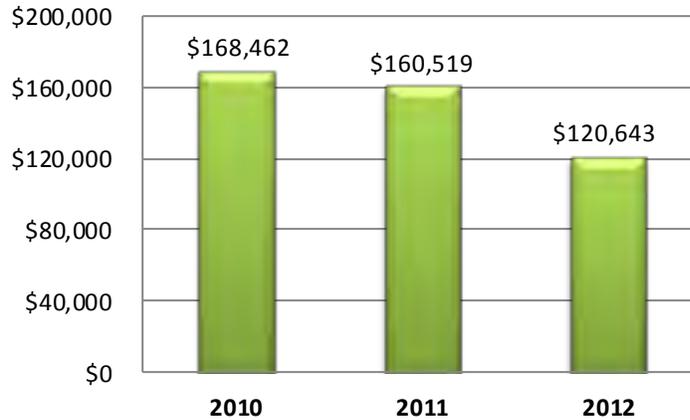
County	Cases Closed
Leon	407
Miscellaneous	54

*Continued on page 20*

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## Program Funding

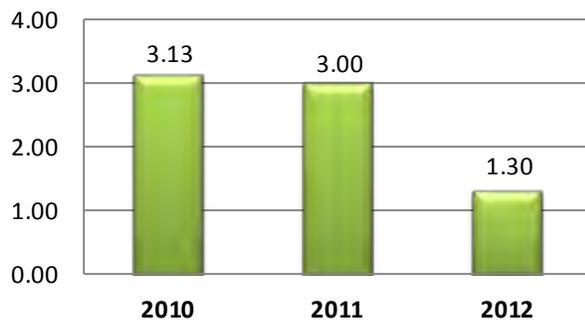
**Total 2012 Funding: \$120,643**



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## Staffing

**Total 2012 Staffing: 1.30 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 195 private attorneys participated in 2012.
- 4,226 attorney hours of service were provided valued at \$633,900 (\$150 per hour).
- 548 cases were closed by pro bono attorneys.

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## Case Services For Individuals

**Total Cases Closed in 2012: 548**

### Family: 312 Cases

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

### Housing: 103 Cases

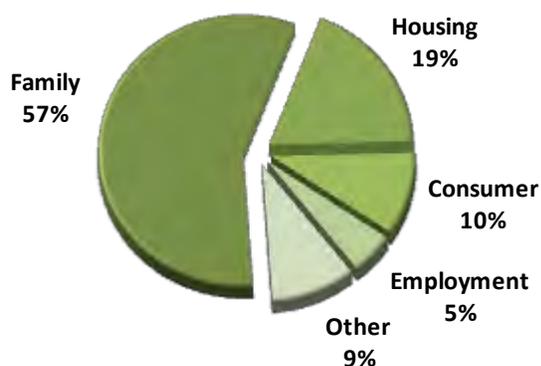
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Consumer: 54 Cases

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

### Employment: 27 Cases

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



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## Case Examples:

A young woman and her husband were residing in a local Tallahassee apartment complex. The apartment complex began failing to provide adequate living conditions in the apartment. For example, the apartment complex was not fixing light fixtures around the complex and also refused to fix some of the water pipes within the complex. In an effort to look for help regarding their landlord/tenant issue, the couple applied to the LAF. An LAF assigned attorney was able to reach an agreement with the apartment complex and secure the tenant's rights to decent and habitable housing.

The LAF attorney provided legal assistance to a woman who wanted to modify her parenting plan and time-sharing agreement. The client had also been wanting to modify or propose a new child support agreement. With the assistance of the LAF attorney, the parties were able to reach a partial mediation agreement which in turn set forth a new and current parenting plan and time-sharing agreement. The attorney was also able to obtain an order which established the increased child support obligations. The result was extremely beneficial to the client.

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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.

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## Snapshot of Accomplishments *continued from page 17*

advocacy services for children in family law cases not involving dependency. LAF continued its Pro Se Program which started in 2011 at the request of the 2nd Judicial Court Family Law Judges. LAF Pro Se Program was established to assist clients with filling out Florida Supreme Court certified family law forms and providing legal advice during their consultations. This program is currently on the rise, assisting more and more clients who are either over qualified for Legal Aid or are in need of immediate services due to upcoming court dates and hearings. We continued our community outreach efforts in 2012 during our annual Law Week activities through a partnership with the Tallahassee Bar Association (TBA). Our 10th Annual "Law For All Day" at the Leon County Courthouse in May continued to be well received by the community and attorneys alike. Twenty-seven volunteer attorneys met one-on-one with over 64 citizens to provide free consultations on a myriad of civil legal issues including family and non-family matters, wills and estates. These attorneys advised clients how to proceed with their issues and where to get further assistance, recommending them to the LAF, the Tallahassee Bar Association Lawyer Referral Service or to another service organization in the

Tallahassee area community. In addition Big Bend Hospice partnered with our event and had materials and a representative available to educate the public on the valuable services they provide. Coverage through the local media outlets included the Tallahassee Democrat, FSVIEW, WCTV, WTXL and Capital Outlook including interviews with volunteering attorneys and Legal Aid Staff. Partnering with LSNF, the TBA and the Capital City Bar Presidents Council, we honored our volunteer attorneys with a reception and Law Day Reception in May 2012. Both events were well attended with media coverage from our local newspaper, The Tallahassee Democrat and local TV stations. The LAF's continuing goal is to increase the public's awareness and access to the legal services provided by volunteer attorneys. We plan to build on the success of this past year and to create new opportunities. The 2013 Law Week programs will include representation from all local bar associations through a partnership with the Capital City Bar Presidents Council. We will continue our partnership with TBA to provide free CLE (Continuing Legal Education) trainings; specifically training related to family law issues with an emphasis on meeting the needs of attorneys who do not usually practice in this area.

# Legal Services of North Florida, Inc.

## Tallahassee

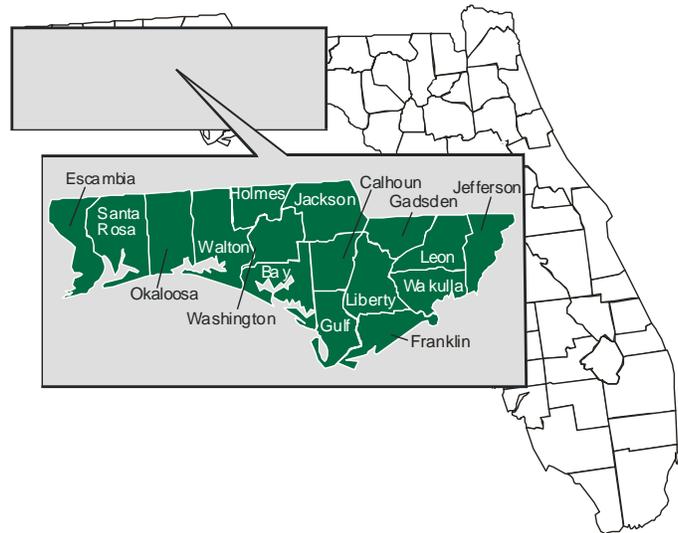
### Snapshot of Achievements, 2012

In 2012, LSNF:

- Obtained funds from the Office of Violence Against Women to expand services to sexual violence clients in six counties in the middle of our service area;
- Was awarded a Technology Initiatives Grant from LSC to enable us to:
  - \* build a taxonomy system that will be based on LSC's problem codes to aid in categorizing LSNF files based on the new file naming structure;
  - \* develop an interface with Legal Server that will allow advocates to search the case management system for documents attached to client files; and
  - \* consolidate data from five servers and develop a search engine to mine that consolidated data;
- Continued to represent service industry workers and small business owners impacted by the oil spill, converting from the Gulf Coast Claims Facility process to participation in the national class action settlement on behalf of individual claimants;
- Made significant progress in updating our program website which will be rolled out in the next several months; and
- Increased by over 10% the number of claimants served on our PAI Advice Hotline from the previous year.

### Population Served:

*General Low Income Population*



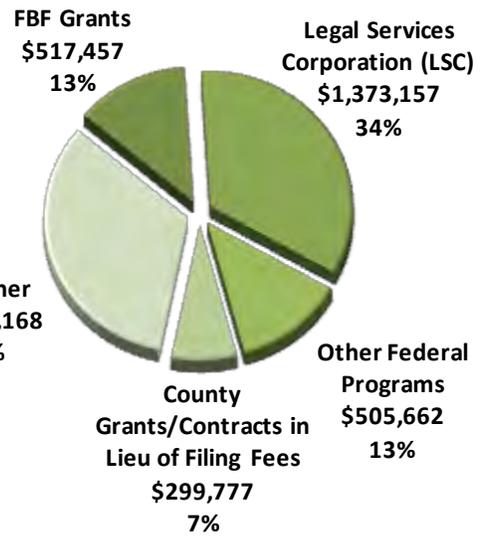
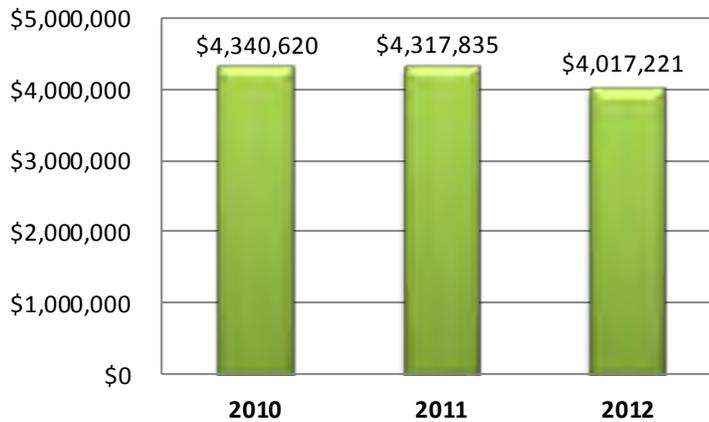
### Service Area

County	Cases Closed
Leon	1,944
Escambia	775
Bay	570
Okaloosa	324
Gadsden	302
Wakulla	243
Santa Rosa	177
Jackson	91
Franklin	77
Walton	76
Jefferson	70
Washington	42
Gulf	35
Holmes	31
Other	191

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## Program Funding

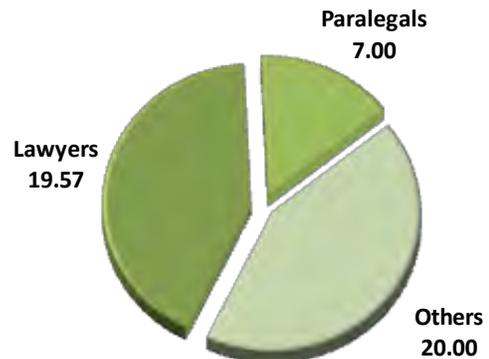
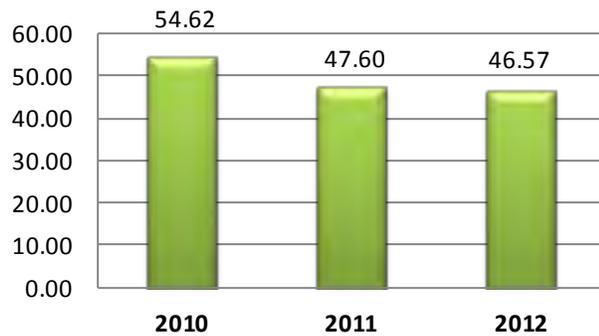
**Total 2012 Funding: \$4,017,221**



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## Staffing

**Total 2012 Staffing: 46.57 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 892 private attorneys participated in 2012.
- 4,214 attorney hours of service were provided valued at \$632,100 (\$150 per hour).
- 1,745 cases were closed by pro bono attorneys.
- 502 attorneys contributed \$156,516 in funding.

---

## Case Services For Individuals

**Total Cases Closed in 2012: 4,948**

### Family: 2,320 Cases

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

### Housing: 872 Cases

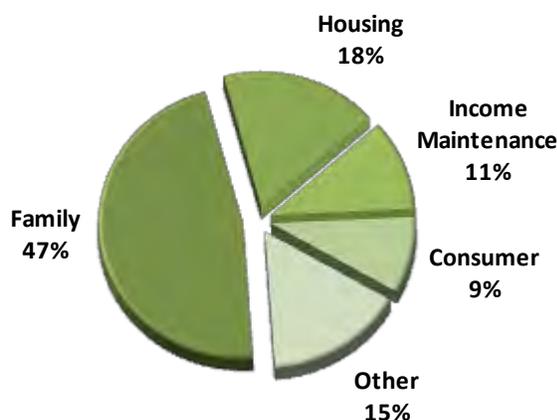
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Income Maintenance: 537 Cases

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

### Consumer: 450 Cases

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



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## Case Examples:

The program's representation of gulf oil spill clients has produced many successful outcomes. For one, last year LSNF represented a small business owner in Pensacola that had been denied benefits by the Gulf Coast Claims Facility program. Our client lacked the required documentation for claims processing. The Pensacola office's oil spill attorney assisted in gathering the necessary documentation, completed the oil spill claim, and recreated our client's financial records. As a result, the client was eventually awarded more than \$33,000.

The Bronsons' medical history was fraught with one challenge after another. By the time they reached their senior years the Bronsons' finances were as ailing as the family's health. So much so, the IRS had a large tax lien on their home. The Bronsons sought LSNF's help when they received notice that the IRS was going to seize their bank accounts and family car. LSNF's Low Income Tax Clinic program is recognized nationally by the Taxpayer Advocate Office of the IRS as one of the top projects in the U.S., so LSNF tax experts soon reached an agreement with IRS authorities with an Offer in Compromise permitting the Bronsons to pay \$7,000 over a two year period in order to satisfy the \$50,000 tax lien on their home. This allowed the Bronsons enough leverage to later refinance their home that both helped save their home and reduce mounting debt incurred by medical expenses.

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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

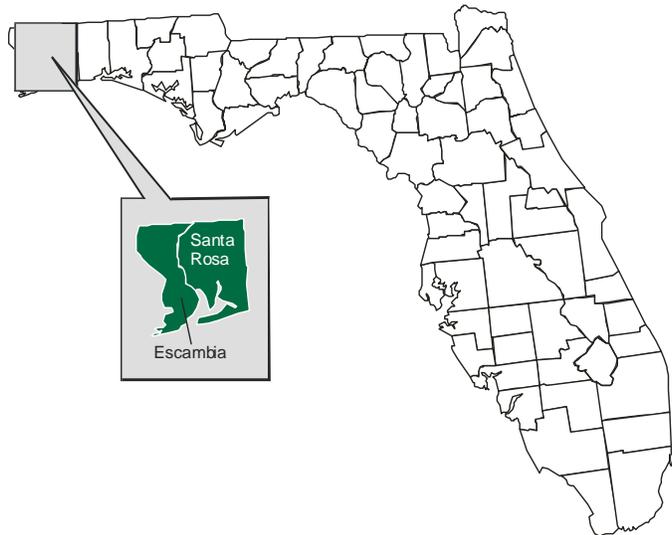
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### Snapshot of Achievements, 2012

NWFLS provided legal assistance to eligible clients in our Escambia and Santa Rosa county service area during 2012. We continued our weekly intake for 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 in order for relatives or friends to be able to care for their children while they were incarcerated or to take action on family housing or lease problems. Condition of confinement issues were referred to FILS. Even with substantial funding reductions and retrenchment steps, we were able to recover awards of \$33,180 in annual child support, alimony and social security benefits for our clients. We were also able to recover \$47,075 in back benefits for social security and child support. Even with substantial retrenchment efforts and funding reductions in 2012 we were able to provide assistance for almost 3000 clients in our service area.

### Population Served:

*General Low Income Population*



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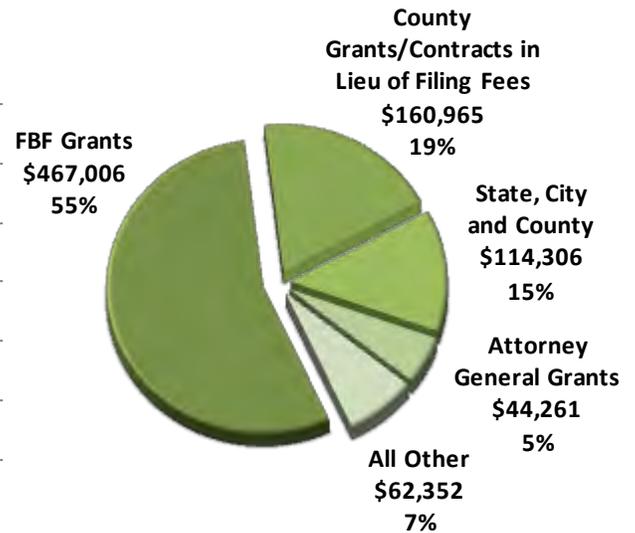
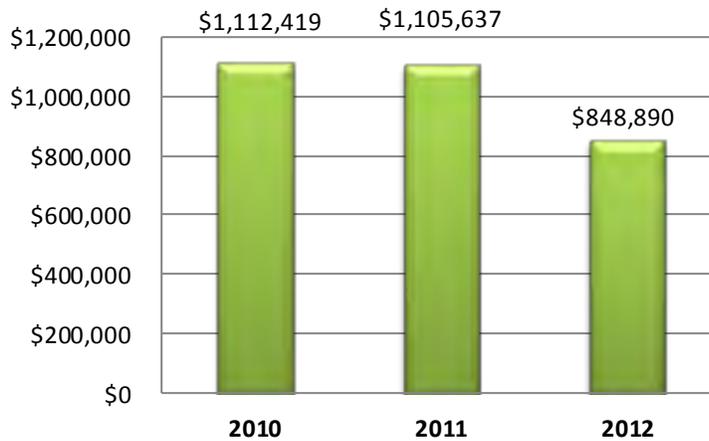
### Service Area

County	Cases Closed
Escambia	2,336
Santa Rosa	557
Miscellaneous	59

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## Program Funding

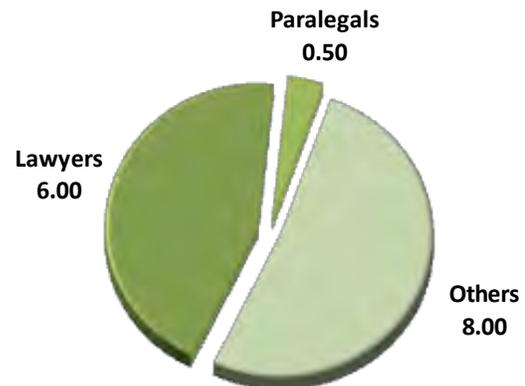
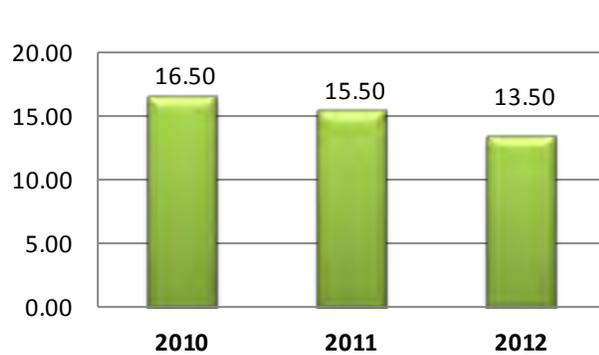
**Total 2012 Funding: \$848,890**



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## Staffing

**Total 2012 Staffing: 13.50 Full Time Equivalentents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 72 private attorneys participated in 2012.
- 200 attorney hours of service were provided valued at \$30,000 (\$150 per hour).
- 133 cases were closed by pro bono attorneys.
- 63 attorneys contributed \$20,740 in funding.

---

## Case Services For Individuals

**Total Cases Closed in 2012: 2,952**

### Family: 1,442 Cases

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

### Housing: 298 Cases

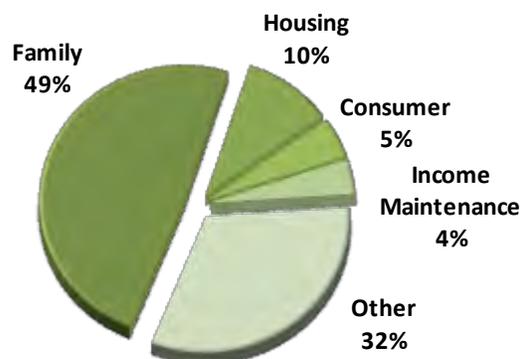
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Consumer: 141 Cases

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

### Income Maintenance: 122 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**ichael had been trying to sell his home for the past year. He then lost his job and fell behind on his mortgage payments. He was wanting to sell the house and move back to his hometown where his family lived and he had a support system available. He was concerned about a deficiency judgement in the event of a foreclosure. We helped him to contact his mortgage company and negotiate a deed in lieu of foreclosure with no continuing liability on the debt. He was able to move back home and with the support of his family get a fresh start.

**M**aria was a young lady from Ecuador who married an American citizen who was physically abusive to her. They have a two year old daughter. She needed legal assistance in obtaining employment authorization in order for her to be able to work and support herself and her daughter after separating from her husband. We were able to represent her and obtain employment authorization for her. We then tried to obtain permanent resident status for her. Her initial application was denied, but we filed a request for reconsideration on her behalf and submitted additional evidence to the United States Citizenship and Immigration Services and the decision was reversed. She is now a long term legal resident of the United States capable of providing a home for herself and her daughter.

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## 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.

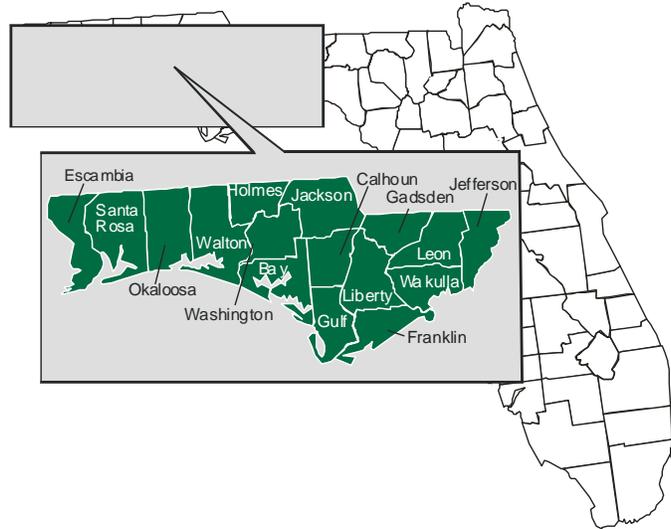
# The North Florida Center For Equal Justice, Inc. Tallahassee

## Snapshot of Achievements, 2012

NFCFEJ continued to act on Florida Bar Foundation recommendations from the program assessment completed the previous year by reducing the number of services provided by other funded organizations and concentrating on providing services that are not otherwise covered in the region and are directly related to our mission. For instance, NFCFEJ is one of lead counsel in a class action against several entities statewide. The action will positively benefit clients statewide but is directly related to named clients in Region 1. One set of co-counsel are FBF-funded to some extent but do not provide the range of services provided by NFCFEJ. The case is a civil rights case and was best filed as a class action. No other entity serving eligible clients in our region is able to do this litigation. Another example of a significant achievement would be NFCFEJ's continued participation in a five-state consortium with NFCFEJ and LSNF representing Florida assisting victims of the BP oil spill. The consortium continues to notify, identify and assist 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 as possible are assisted. The project is expected to continue through 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 FBF for a specialized funding grant of monies received from the Florida Attorney General. The funding has been reduced but NFCFEJ continues to improve techniques and economize case

## Population Served:

*General Low Income Population*



## Service Area

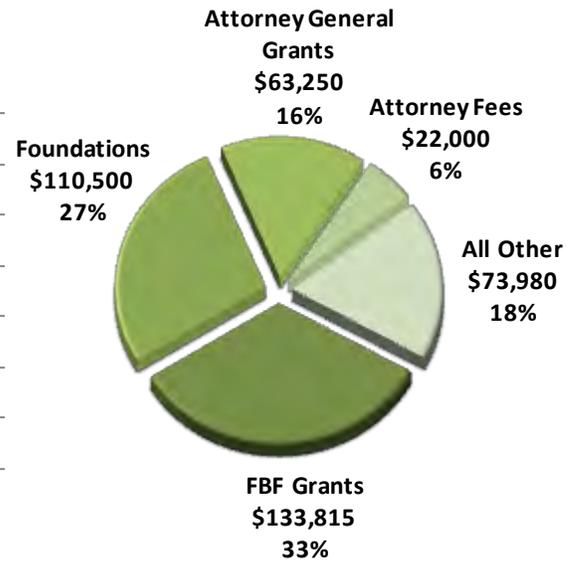
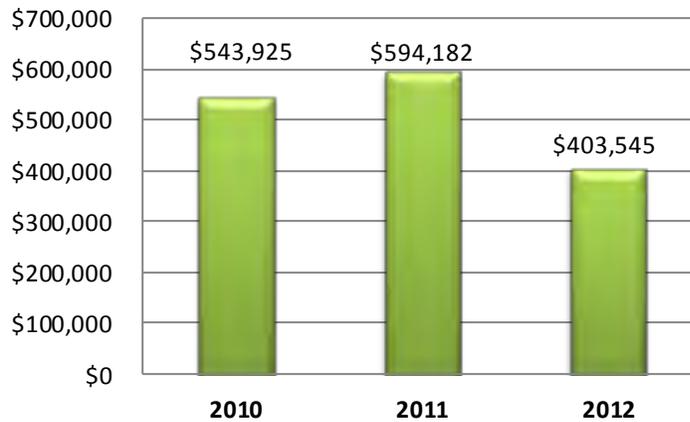
County	Cases Closed
Bay	12
Escambia	9
Leon	5
Okaloosa	3
Washington	3
Holmes	2
Walton	2
Santa Rosa	2
Gulf	1
Gadsden	1
Liberty	1
Jackson	1

*Continued on page 32*

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## Program Funding

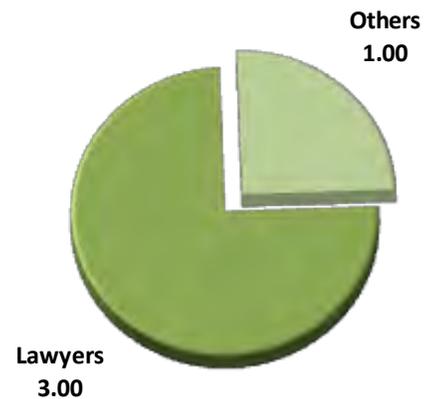
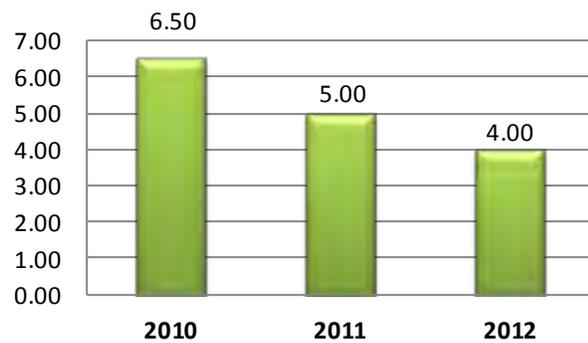
**Total 2012 Funding: \$403,545**



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## Staffing

**Total 2012 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 2012: 42**

### Housing: 34 Cases

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

### Consumer: 4 Cases

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

### Other: 4 Cases

Legal problems include miscellaneous matters.



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## Case Examples:

A married couple both of whom are disabled and who care for four grandchildren in their home had their housing subsidy terminated by the local housing authority because unbeknown to them an adult family member used their address as his residence. They were unaware of this and did not add him to the lease. He never resided with them during the term of the lease. NFCFEJ after failed negotiations to reinstate the subsidy filed in federal court seeking an injunction and permanent reinstatement. The district court granted reinstatement and the case remains in litigation with the couple and their grandchildren continuing to get the benefit of the subsidy.

A panhandle homeowner received notice of foreclosure against her homestead for a judgment lien on a family member. The homeowner had no mortgage on the home and NFCFEJ filed a motion to dismiss raising the defense of homestead and exemption from forced sale and was successful in preventing the foreclosure and sought reimbursement for costs and fees in the case. The resident remains in her home.

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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 29*

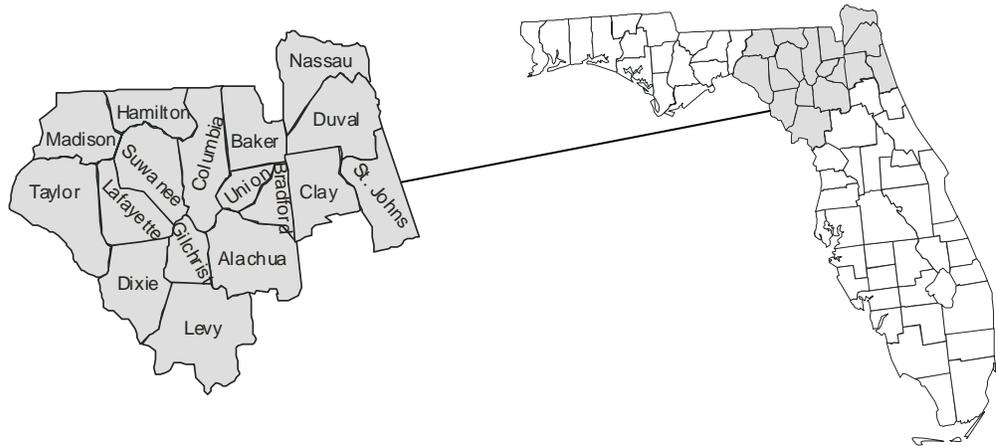
management to help as many eligible clients as possible. NFCFEJ and LSNF cooperate with

allocation of clients and skills training so that panhandle residents are able to remain in their

## Region II



## Key Statistics for 2012 for the Legal Services Delivery System in **Region II**



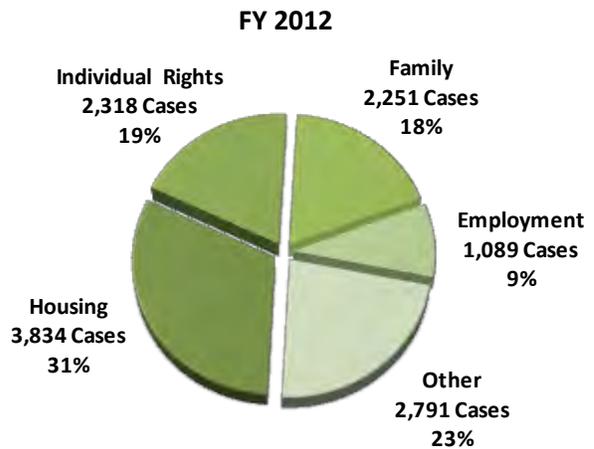
**Three Rivers Legal Services**, a general legal services provider, received federal funding from the Legal Services Corporation for Region II.

- 2012 Funding: \$2.50M
- 2012 FBF Funding: \$230,323
- 3,934 Cases Closed in 2012

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

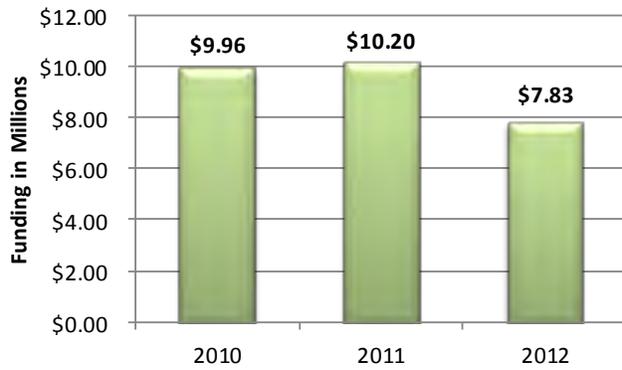
- 2012 Funding: \$5.33M
- 2012 FBF Funding: \$1.37M
- 8,349 Cases Closed in 2012

### Total Case Services For Individuals



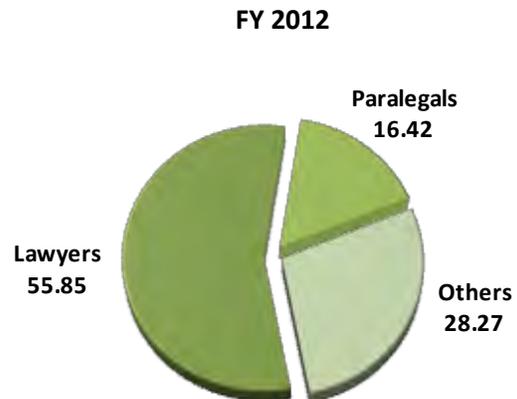
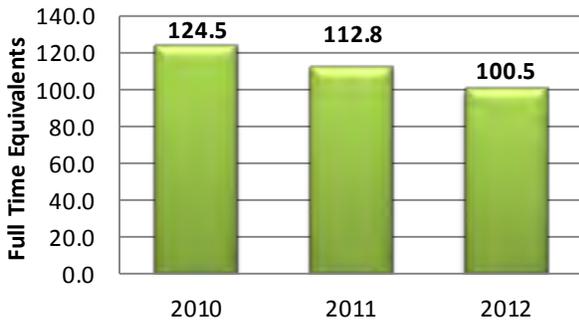
Number of low income persons within Region (125% of poverty per 2000 census): 272,158

## 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): 2.1*

## Total Pro Bono and Other Volunteer Programs

### Statistics:

- 856 private attorneys participated in 2012.
- 8,765 attorney hours of service were provided, valued at \$1,314,750 (\$150 per hour).
- 1,166 cases were closed by pro bono attorneys.
- 382 attorneys contributed \$267,875 in funding.

# Jacksonville Area Legal Aid, Inc.

## Jacksonville

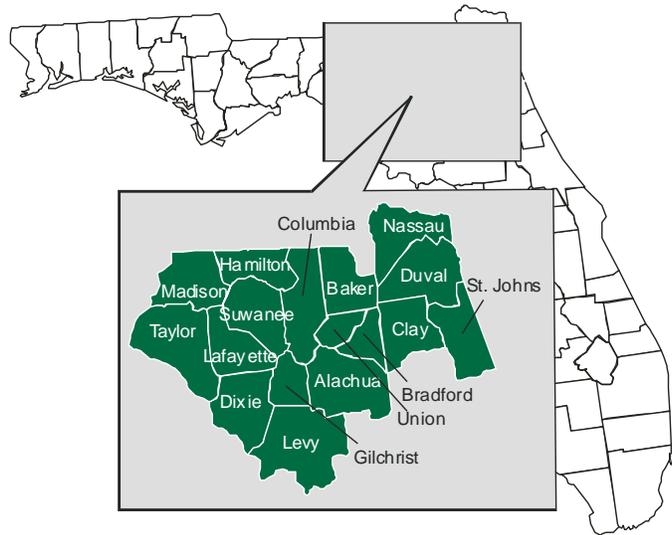
### Snapshot of Achievements, 2012

In 2012, a year that saw significant decreases in funding and staffing, Jacksonville Area Legal Aid (JALA) advanced three technological initiatives to more efficiently deliver legal services:

- **NEW WEB-BASED PRO BONO CASE PLACEMENT TOOL:** Pro bono attorneys may now access the JALA website to review redacted case summaries and request additional case information. When a pro bono attorney indicates that he/she would like to review a case further, an email is generated and the attorney submits his/her contact information and Bar number. Verification that the attorney is eligible to practice law in Florida is completed prior to sending case information to the attorney. The email is routed to Pro Bono JALA's Director, Case Placement Manager, and a Case Placement Assistant volunteer. The additional case information for review by the requesting pro bono attorney is sent via email directly from a case note in Legal Server. This new resource provides attorneys with ready access to a variety of matters in need of assistance by pro bono attorneys. In addition to this passive means of case review and placement, the Pro Bono JALA Case Placement Manager actively sends out each case to pro bono attorneys for review.
- **PILOT PROJECT FOR PAPERLESS PRO BONO FILES:** With the establishment of the new web-based pro bono case placement tool, JALA identified a corresponding need for electronically stored case information to upload to the internet. Given this need, and the absence of any need for Pro Bono JALA to maintain in-house litigation files, JALA determined that Pro Bono would be the best place to institute a pilot project for paperless files. Now, all case documents, client communications, and pro bono placement

### Population Served:

*General Low Income Population*



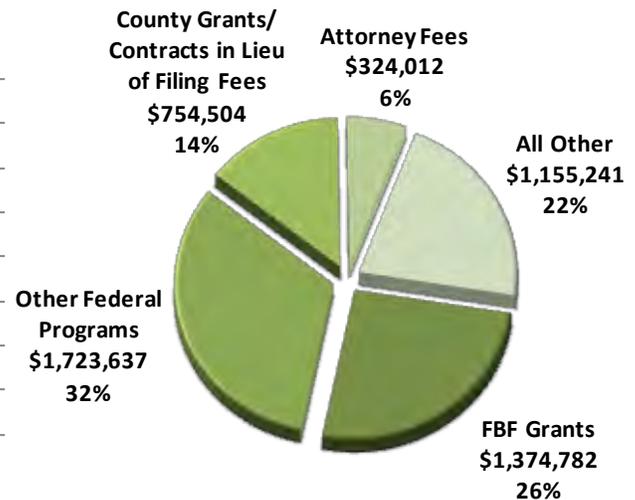
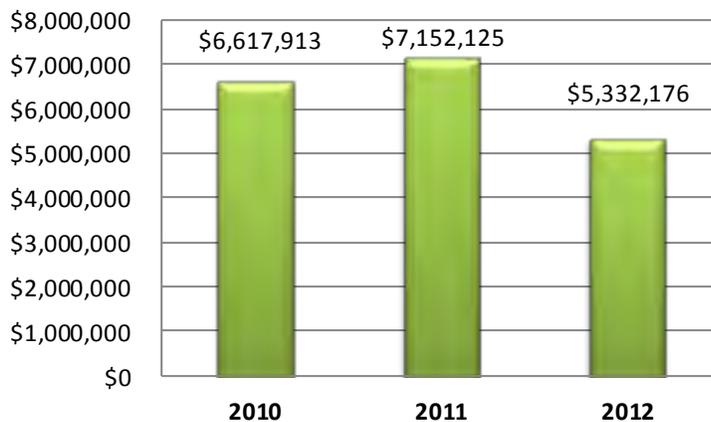
### Service Area

County	Cases Closed
Duval	7,032
Saint Johns	657
Clay	343
Nassau	132
Baker	7
Columbia	5
Dixie	2
Bradford	2
Madison	2
Alachua	2
Suwannee	1
Union	1
Levy	1
Other	162

*Continued on page 39*

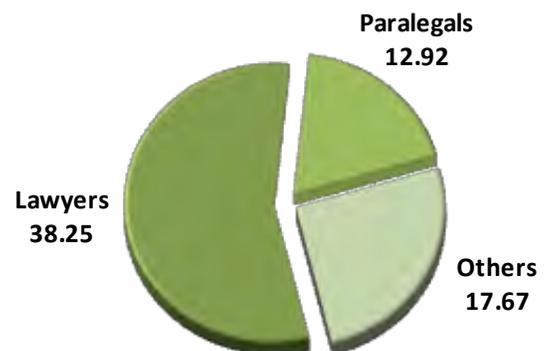
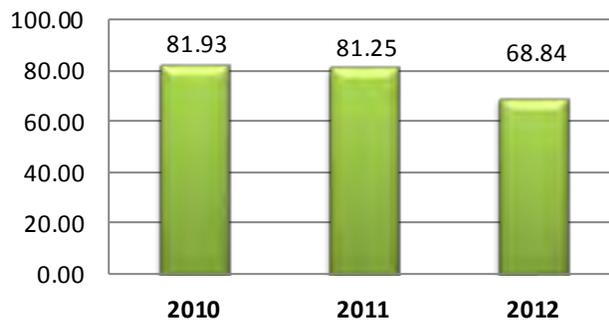
## Program Funding

**Total 2012 Funding: \$5,332,176**



## Staffing

**Total 2012 Staffing: 68.84 Full Time Equivalents**



## Pro Bono and Other Volunteer Programs

### Statistics:

- 671 private attorneys participated in 2012.
- 7,178 attorney hours of service were provided valued at \$1,076,700 (\$150 per hour).
- 979 cases were closed by pro bono attorneys.
- 297 attorneys contributed \$243,240 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2012: 8,349**

### Housing: 2,809 Cases

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

### Individual Rights: 2,125 Cases

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

### Family: 1,031 Cases

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

### Employment: 875 Cases

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



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### Case Examples:

JALA's client wound up in detention after her neighbors reported her to the police for playing music too loudly. She had originally come to the US from Mexico in the 1980s after enduring severe abuse when she was 15 years old. She was undocumented and remained here without incident for nearly 25 years. During that time she and her husband had six children. Afraid of the police due to her lack of status, she was reluctant to show the officer identification and was charged with resisting arrest and accused of frustrating the police investigation into the noise ordinance violation. Despite having no criminal history, she was processed through "Secure Communities," a program designed to apprehend "criminal aliens." It was discovered that she was in the country unlawfully and instead of being released to her family, she was transferred to the Baker detention facility, placed into removal proceedings, and scheduled to appear before an immigration judge. JALA was able to get her released on bond, while preparing her case for asylum and cancellation of removal. JALA had an expert evaluate all 6 children to show that they were suffering greatly knowing that their mother might be deported and that they would likely suffer psychological harm. The client's 17-year-old daughter testified at the hearing that although she had recently been accepted to college and would be the first in her family to attend, she would forego college to stay home and raise her younger siblings if her mother is deported. Ultimately, the client was granted cancellation of removal. She is now officially a Lawful Permanent Resident of the US and can remain here lawfully to continue to care for her family.

JALA represented an 81-year-old veteran facing foreclosure due a mortgage servicing error. The client could easily afford his mortgage payment, and was paying by automatic withdrawal from his checking account. A problem arose one month when the mortgage servicer, without the client's permission, withdrew from his account an amount several times his mortgage payment, allegedly to pay for homeowners' insurance. This action caused his checks to bounce, and after that, the servicer claims to have sent back three mortgage payments. The client only received one. The mortgage servicer then claimed that the client was in default for those months. The servicer filed for foreclosure. JALA defended, and showed the pattern of payments and the problem caused by the unauthorized withdrawal of insurance payments. Shortly afterward, the servicer offered the client reinstatement and modification of the mortgage.

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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

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## Other Program Services and Activities:

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 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 client for each substantive area requested.

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## Snapshot of Accomplishments *continued from page 35*

efforts are stored electronically. Referrals from intake and other units to Pro Bono are made electronically, speeding up the process. Also, all JALA staff members are now able to share pro bono status information within and between their units instantaneously, discouraging forwarded client calls and encouraging team efforts. The time and costs involved in getting case referrals to pro bono attorneys are substantially reduced. Electronic file tickling is more efficient, and paper and file storage costs are eliminated. Pro Bono's paperless pilot project was made possible by The Florida Bar Foundation's assistance in securing statewide access to Legal Server, a web-based case management system.

- **PROGRESS ON CENTRALIZED TELEPHONE INTAKE:** JALA made significant strides in its long-term goal of centralized telephone intake. JALA's Intake and IT Directors worked over the course of the year

to design and install JALA's first call center to function as a hotline for certain issues and centralized intake for others. The call center was built separately from JALA's main switchboard to allow for limited purchases to upgrade telephony and other technical equipment. Instant messaging capability was added along with the ability to receive real-time data of call flow by queue and by staff member and to generate a myriad of reports that will better enable JALA to track shifts in client needs and outcomes. JALA saved \$15,000 (one-half of the cost of a call center quoted by a telephone vendor) by collaborating with Legal Services of Alabama, a state-wide LSC program that had a system JALA could use as a model. The savings were possible by using the expertise of Alabama's staff, open-source software and building its own server to support the call center, thereby saving the costs of software, licensing fees, and server maintenance.



# Three Rivers Legal Services, Inc.

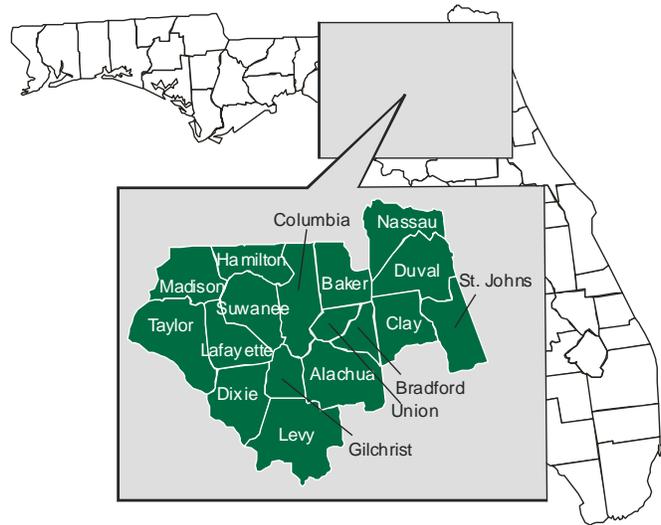
## Gainesville

### Snapshot of Achievements, 2012

Three Rivers Legal Services, Inc. struggled with uncertainty, challenges, victories and unprecedented opportunities to demonstrate the perseverance and diligence of the staff. We withstood the scrutiny of a Legal Services Corporation Capability Assessment to retain control of our program and service area; at the same time we were working on forging greater collaboration and partnerships in our region. Staff turnover was minimal, and that made living with the uncertainty of our program status less complicated. The staff has also learned to use volunteers with greater efficiency and effectiveness. Funding reductions on some fronts have forced us to be more creative in the delivery of service. These factors have all worked to be great indicators of our sustainability and credibility. Despite our overall reduction in funds, there has been some increase in private bar contributions and attorney's fees. We have planned and managed our resources based on the poor prognosis of the economy. Our Helpline allows us to provide more non-litigated service. The Pro Bono "Hot Docs" project is final and private attorneys are beginning to use it. We have expanded our Tax and Education projects and have been able to retain our education attorney after her fellowship ended. A response to a request for additional funding from a private foundation assisted us in maintaining an attorney to work on domestic violence emergencies. Although 2012 was a difficult year for resources, it has forced us to ignite and expand our ingenuity and creativity in delivering quality service.

### Population Served:

*General Low Income Population*



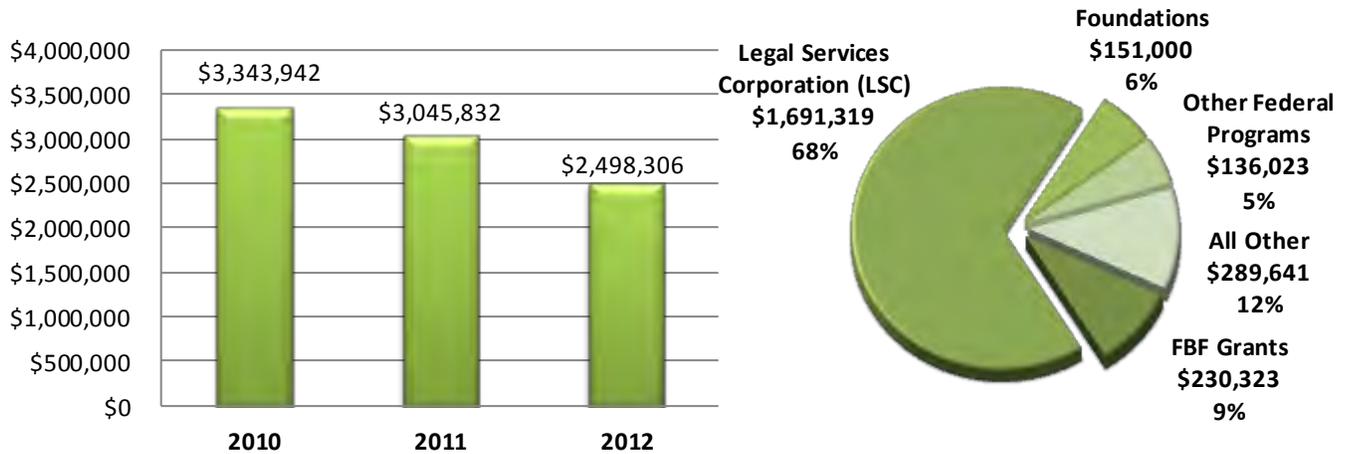
### Service Area

County	Cases Closed
Alachua	1,670
Duval	733
Columbia	334
Levy	209
Suwannee	198
Bradford	103
Gilchrist	81
Baker	80
Madison	72
Hamilton	61
Dixie	60
Taylor	57
Clay	52
Union	50
Other	174

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## Program Funding

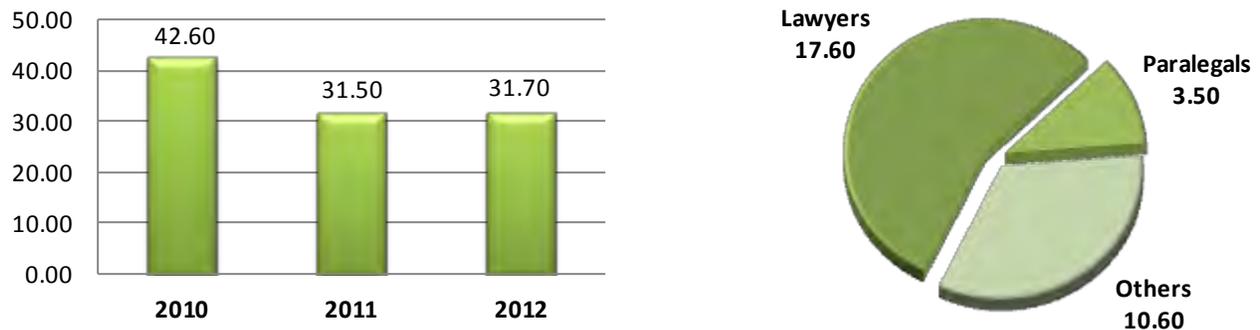
**Total 2012 Funding: \$2,498,306**



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## Staffing

**Total 2012 Staffing: 31.70 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 185 private attorneys participated in 2012.
- 1,587 attorney hours of service were provided valued at \$238,050 (\$150 per hour).
- 187 cases were closed by pro bono attorneys.
- 85 attorneys contributed \$24,635 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2012: 3,934**

### Family: 1,220 Cases

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

### Housing: 1,025 Cases

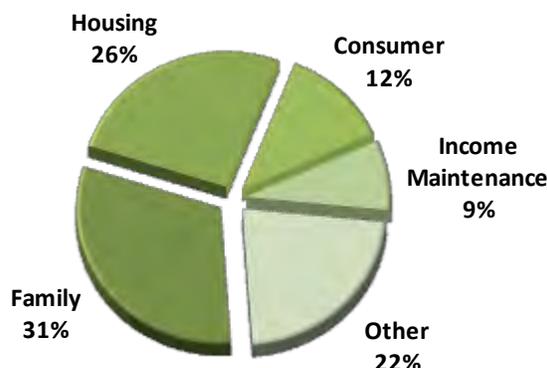
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Consumer: 482 Cases

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

### Income Maintenance: 329 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 client applied to Three Rivers for assistance with a petition for protection against domestic violence. She had obtained a temporary injunction for her and the parties' child, and went into hiding. Her spouse found her and threatened to kill himself and the client. We represented the client in court and the Judge entered a final judgment for protection against domestic violence, awarding the marital home to Client and the 7 year old daughter. A few days after the injunction was entered client's spouse was reported missing. The police found what seemed to be a suicide note in his hotel room. They searched for him but could not find him. The parties' marital home had been in foreclosure for some time. Without child support and only working part time, Client could not afford a potential modification. A foreclosure judgment was imminent. Although her husband's body had not been found, client was sure husband had killed himself. Three Rivers opened a probate action, seeking to have the Court determine that the husband was deceased. A few days before the scheduled hearing the police found his body. With a death certificate, the client was able to apply for widows and dependent benefits. We were also able to file a suggestion of death in the foreclosure action, requiring all heirs to be served and starting the process over. Client can now have the home probated to show her and her child's interest and obtain a guardianship to allow her to modify the mortgage, can afford to modify the mortgage, and can obtain counseling for her daughter.

A Three Rivers Paralegal represented a 4-yr-old child living in rural Bradford County suffering with Cystic fibrosis and pulmonary insufficiency in a SSI claim. Her father worked in industrial mills with limited and fluctuating income due to the economy. The mother was not able to work at all, because the child requires 24 hour supervision at home in a fairly sterile atmosphere and at least two hours a day of treatment in order for her to survive. Because her condition has a lifelong diagnoses fraught with special needs, sterile environments, treatments and difficulties, the paralegal was able to receive a favorable decision to receive benefits for at least one year, and then a review. Benefits will fluctuate based on the father's income, but at the time the parents sought our assistance, there would have been little hope for her receiving the services she needed without supplementary security income (SSI). The paralegal was able to obtain benefits of \$698/month and back benefits of \$12,891. The judge indicated that the child's health may falter as she gets older and as she enters school or is around more people. Client will be contacting TRLS for further benefit reviews.

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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.

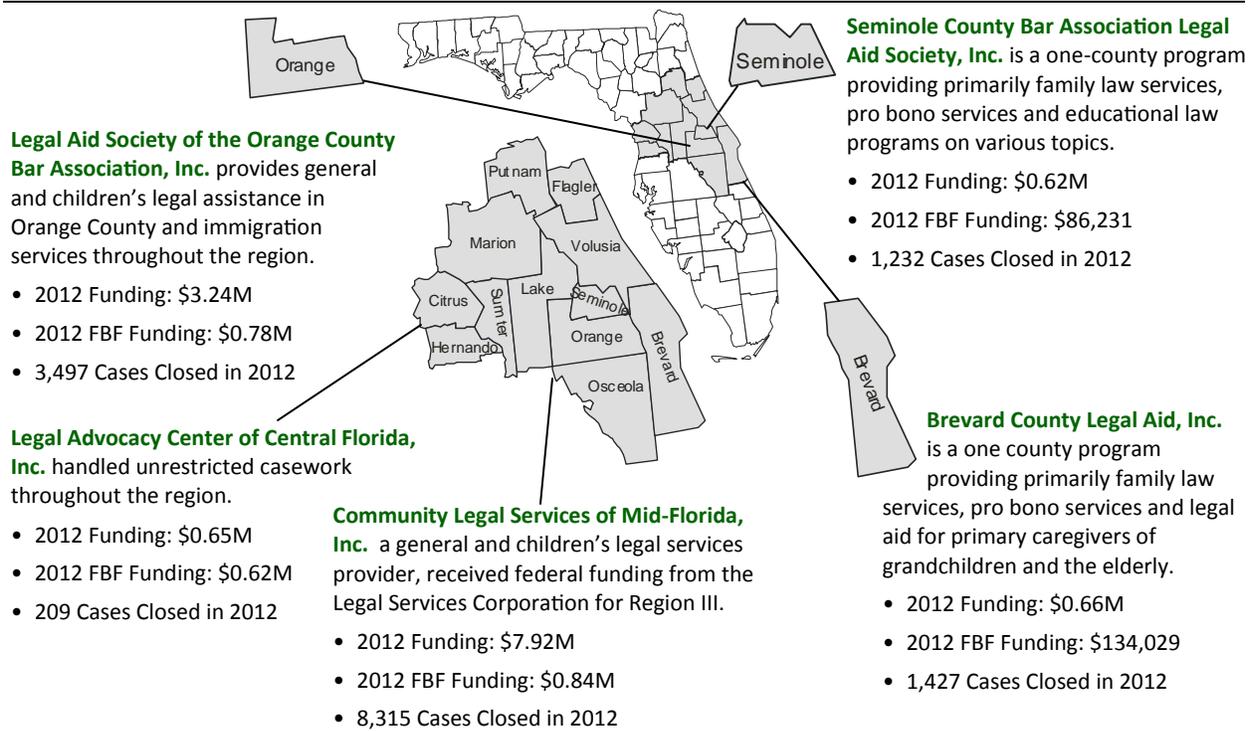
### **Support Services for Other Agencies.**

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

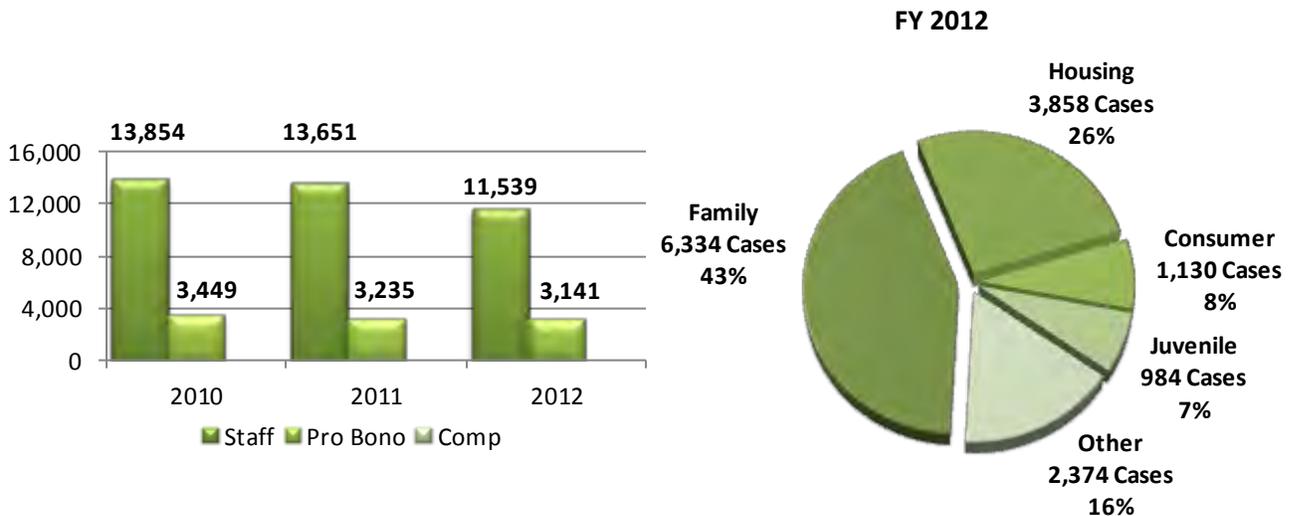
## Region III



# Key Statistics for 2012 for the Legal Services Delivery System in Region III

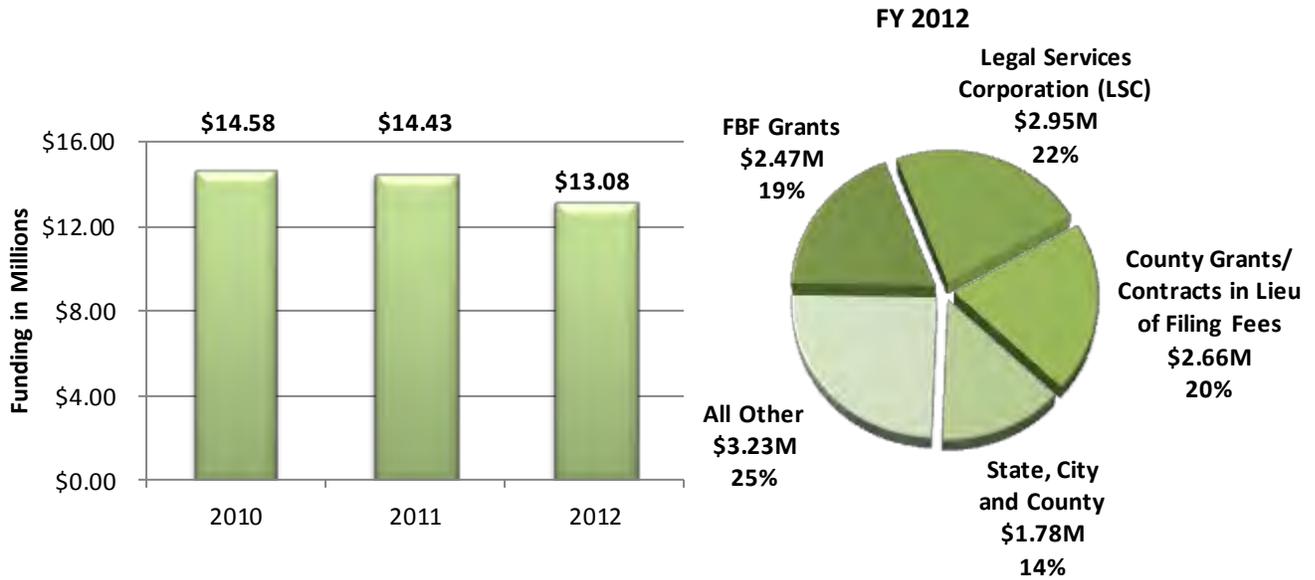


## Total Case Services For Individuals



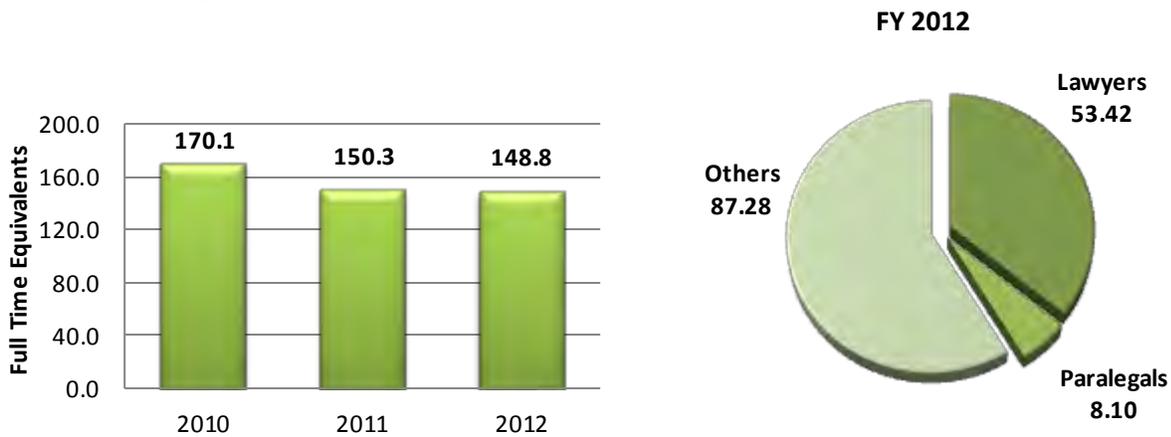
Number of low income persons within Region (125% of poverty per 2000 census): 485,623

## 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): 1.1*

## Total Pro Bono and Other Volunteer Programs

### Statistics:

- 3,142 private attorneys participated in 2012.
- 30,026 attorney hours of service were provided, valued at \$4,503,900 (\$150 per hour).
- 3,143 cases were closed by pro bono attorneys.
- 1,505 attorneys contributed \$559,892 in funding.

# Brevard County Legal Aid, Inc.

## Rockledge

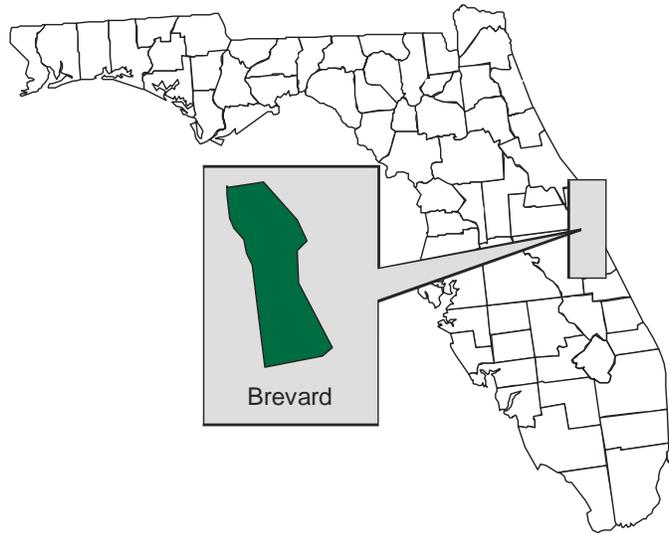
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### Snapshot of Achievements, 2012

In 2012, Brevard County Legal Aid continued to provide, in most cases, the only resource for our clients to effectively access the justice system. By placing 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. BCLA's Children's Program had a busy and productive year. Thanks to a grant funding from the Florida Bar Foundation, our kid's program continued to support many (approximately 60) children aging out of foster care and making the transition to adulthood and Independent Living. Pro Bono attorneys provided representation in over 25 cases. In addition to these children, we also accepted approximately 25 cases involving special needs children who may not be appropriate for Independent Living, but require the assistance of an experienced attorney to ensure that their needs are being met within the guidelines of Florida's Dependency Statutes. As we pursued innovative solutions to meet client needs and maximize available resources, we relied on our pro bono program more than ever to fulfill mission objectives. Thanks to ongoing efforts initially stimulated Florida Bar Foundation pro bono initiatives, BCLA experienced a 5% increase in the amount of work accomplished by pro bono attorneys in 2012.

### Population Served:

*General Low Income Population*



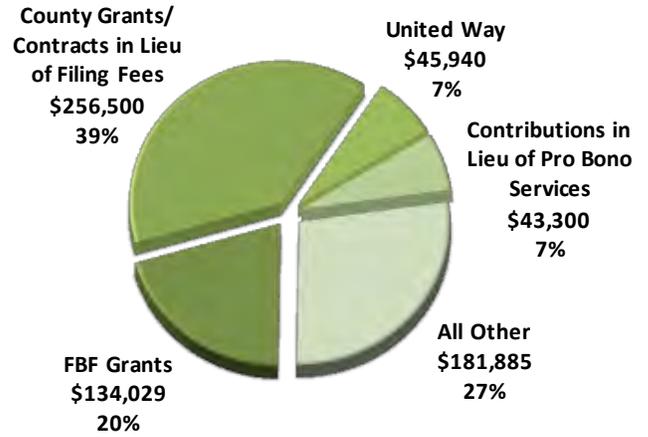
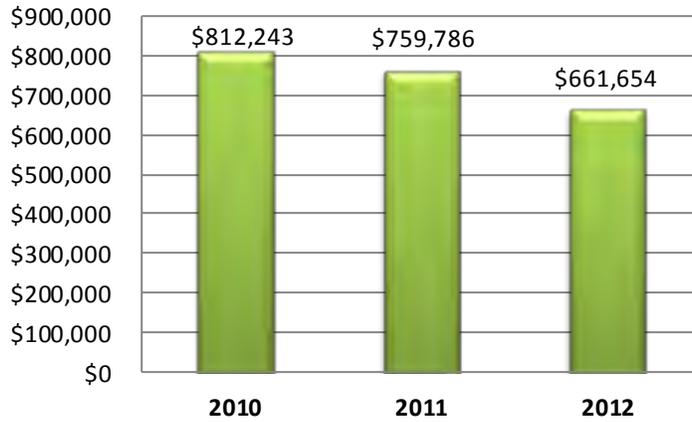
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### Service Area

County	Cases Closed
Brevard	1,427

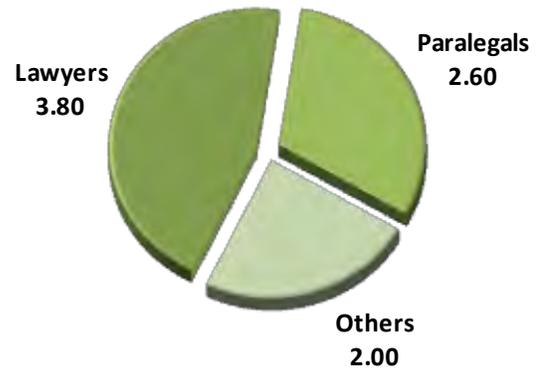
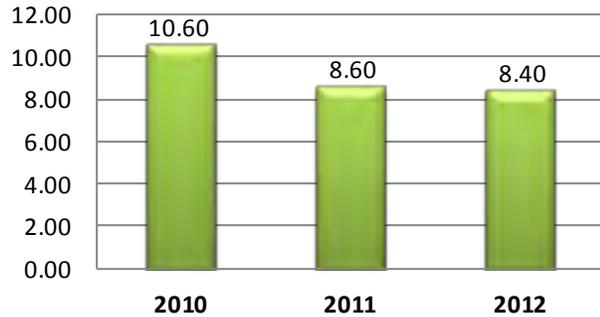
## Program Funding

**Total 2012 Funding: \$661,654**



## Staffing

**Total 2012 Staffing: 8.40 Full Time Equivalents**



## Pro Bono and Other Volunteer Programs

### Statistics:

- 252 private attorneys participated in 2012.
- 5,276 attorney hours of service were provided valued at \$791,400 (\$150 per hour).
- 956 cases were closed by pro bono attorneys.
- 128 attorneys contributed \$43,300 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2012: 1,427**

### Family: 783 Cases

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

### Housing: 244 Cases

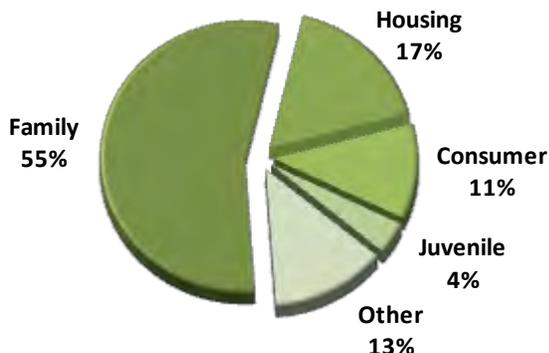
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Consumer: 162 Cases

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

### Juvenile: 54 Cases

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



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## Case Examples:

**B**CLA represented a married mother of two young children who had been served with divorce papers and needed to respond immediately or lose custody of her kids. The stay-at-home mom had taken her children to Georgia to live temporarily with her parents after her husband had abandoned the marital home, leaving his wife and children destitute while he took up residence with a new girlfriend. When our client sought child support through the Department of Revenue, the father countered, seeking primary physical residence of the children. Throughout the litigation, our client obtained schooling and training as a medical assistant, and soon found employment and permanent housing. After extensive litigation, Legal Aid obtained a favorable resolution of our client's family law case, receiving primary timesharing, child support from the Father, a portion of the Father's retirement and favorable distribution of marital property.

**B**CLA was contacted by a 64-year-old homeowner who lives with and cares for her 85-year-old mother. After accepting her case and getting to know her, Legal Aid staff affectionately nicknamed the homeowner "Cookie," because despite physical disabilities, she manages to frequently bake cookies in appreciation of our assistance. Cookie is undergoing a series of painful and debilitating back surgeries, and her mother is battling cancer and receiving chemotherapy treatments. As her back condition deteriorated, our client was unable to continue working. She applied for Social Security Disability but fell behind on her mortgage. In her many thank-you notes, Cookie expresses her gratitude to the "Angels of Legal Aid" for help in saving her home. The only way she could think to repay us was with food. After months of negotiation with the lender, the team at Legal Aid had the privilege of calling Cookie to inform her that she had received a loan modification. Cookie and her mother continue to physically recover and bake cookies in the home that they love. Cookie must have known that the fastest way to a person's heart is through their stomach.

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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.

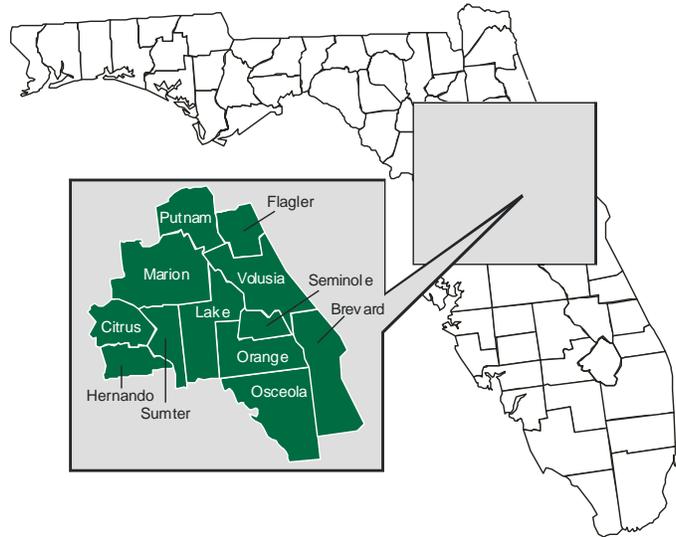
## Daytona Beach, Orlando and Ocala

### Snapshot of Achievements, 2012

CLSMF was successful in obtaining an \$800,000 Community Development Block Grant from Marion County to purchase and extensively renovate an office building in Ocala. We now have a beautiful, new office with land to expand in the future. This purchase will also save CLSMF \$90,000/year in rent payments. CLSMF recognized the need for more extensive local fundraising and hired an experienced attorney/fundraiser to assist our board of directors increase funding. CLSMF has continued to develop interactive HotDocs forms for use by pro se and legal aid staff. CLSMF was honored for the second year in a row with being selected as "One of the Best Companies to Work for in Florida" by Florida Trend magazine.

### Population Served:

*General Low Income Population*



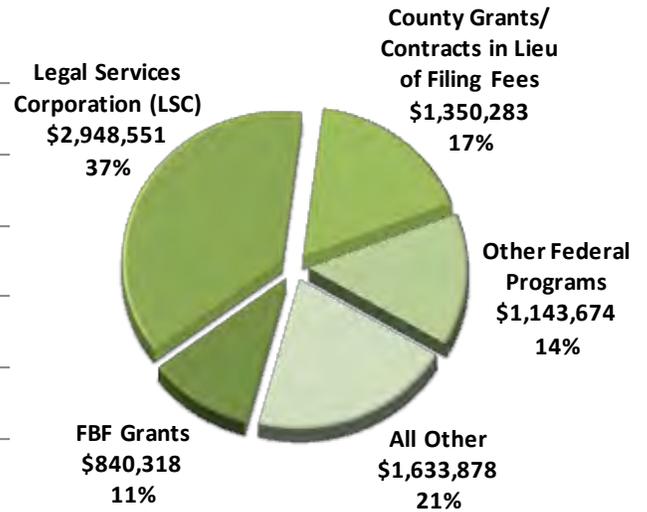
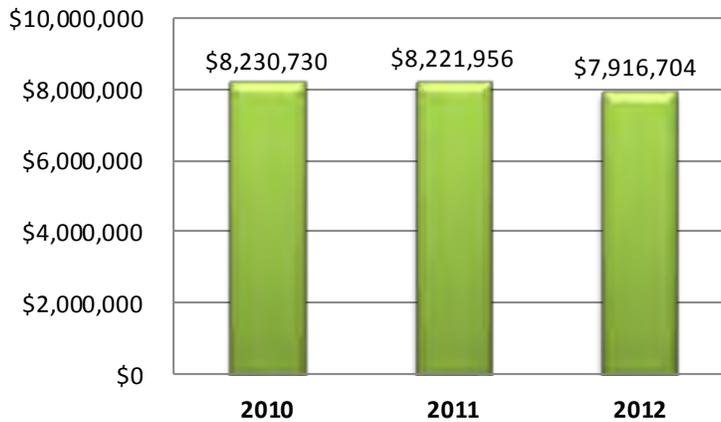
### Service Area

County	Cases Closed
Volusia	2,118
Osceola	1,269
Marion	1,237
Lake	657
Citrus	601
Hernando	536
Flagler	420
Putnam	373
Seminole	335
Orange	287
Brevard	244
Sumter	137
Other	101

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## Program Funding

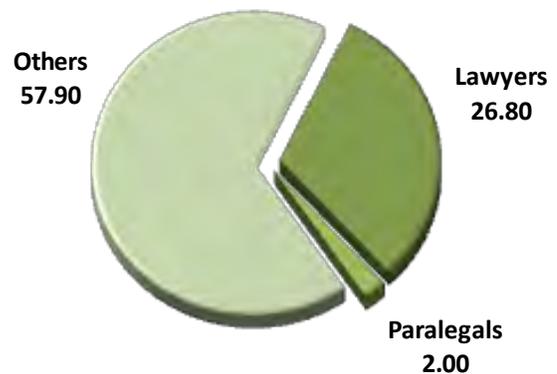
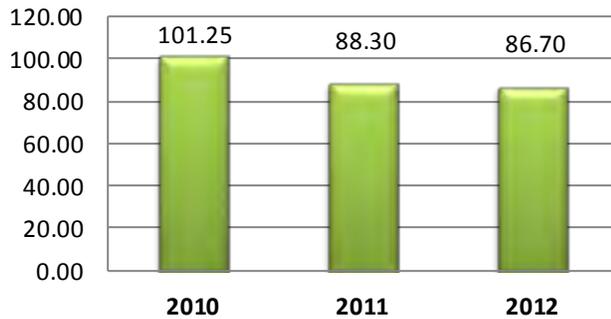
**Total 2012 Funding: \$7,916,704**



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## Staffing

**Total 2012 Staffing: 86.70 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 331 private attorneys participated in 2012.
- 7,433 attorney hours of service were provided valued at \$1,114,950 (\$150 per hour).
- 1,030 cases were closed by pro bono attorneys.
- 71 attorneys contributed \$26,450 in funding.

---

## Case Services For Individuals

**Total Cases Closed in 2012: 8,315**

### Family: 3,986 Cases

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

### Housing: 2,548 Cases

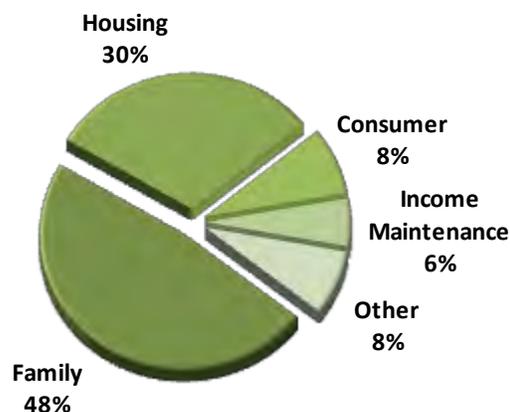
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Consumer: 669 Cases

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

### Income Maintenance: 472 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:

When the client came to CLSMF in 2010, he needed help increasing his Veterans' Administration (VA) disability rating for PTSD. He was rated at 50%, but was been unable to work for several years. Our veterans advocate spent months advocating for this client and the VA increased his PTSD rating to 70% and found him eligible for Individual Unemployability. Therefore, the client was paid VA benefits at the 100% level effective July 20, 2012 or \$2,816/month. This means that even though the rating was not 100%, the VA found that the client was actually unable to work.

In 2012 CLSMF's tax attorneys submitted more "offers in compromise" than in prior years. An offer in compromise is a program within the Internal Revenue Service that allows taxpayers to settle their tax debts for less than they owe. The IRS reviews offers on a case-by-case basis to determine whether or not it will accept an offer. CLSMF assisted a disabled single mother of two settle a federal tax debt of over \$48,000 for \$440. Her husband had lied to her and told her it was all taken care of, but upon investigation we discovered the debts totaling more than \$48,000. We assisted the taxpayer with submitting an offer. The case was evaluated over a period of several months and we had to submit copious amounts of supporting documentation, but her offer was accepted. She was able to have a family member pay the \$440 and is now in the clear with the IRS.

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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.

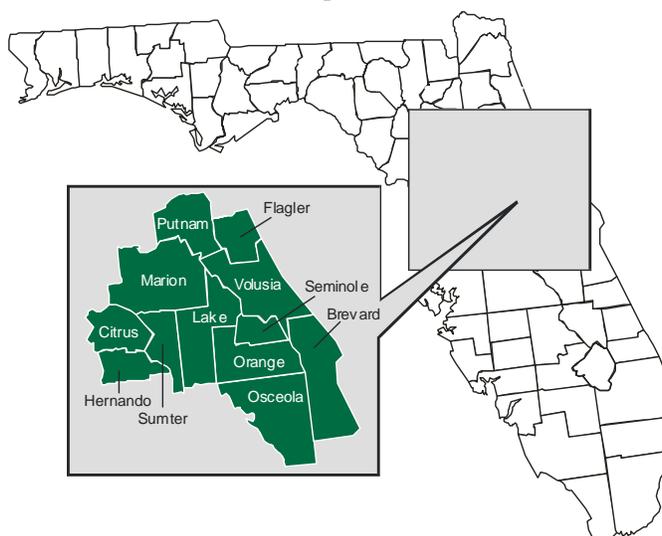
## Sanford

### Snapshot of Achievements, 2012

The Legal Advocacy Center of Central Florida, Inc. (LACCF) continues its role as an unrestricted impact law firm serving the low-income residents of the Florida Legal Services (FLS) Region III. Due to our retrenchment plan, LACCF's mission changed in 2012. Our original mission was to advocate and protect consumers', children's and civil rights. Our new mission is to advocate and protect consumers' rights. We are more than 90% funded by The Florida Bar Foundation (FBF) and rely heavily on our general support grant. In 2012, LACCF protected the public from creditors who were wrongfully foreclosing on homes and debt collectors who were ruining consumers' credit with unjustified judgments and unlawful garnishments. Our efforts prevented homelessness, saved homes, resulted in collection accounts being removed from credit reports, and prevented collection action judgments. We also continued to educate the judiciary and other stakeholders throughout Region III on consumer rights. Moreover, we protected the rights of students with special needs and limited English proficiency by challenging school district's restraint and seclusion policies that had the effect of pushing students with emotional disabilities into the juvenile justice system (the "School to Jail Pipeline"). Through our litigation and advocacy we enforced the duty of schools to educate - not incarcerate.

### Population Served:

*General Low Income Population*



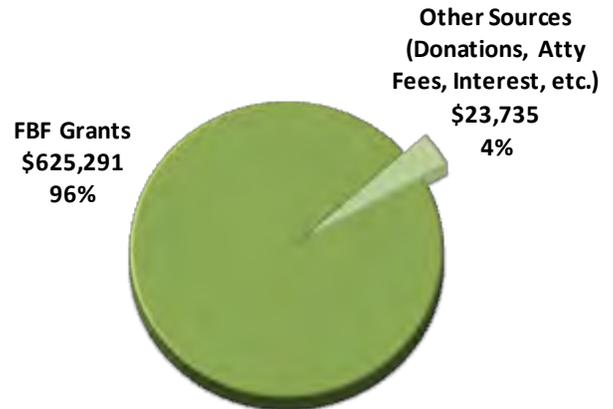
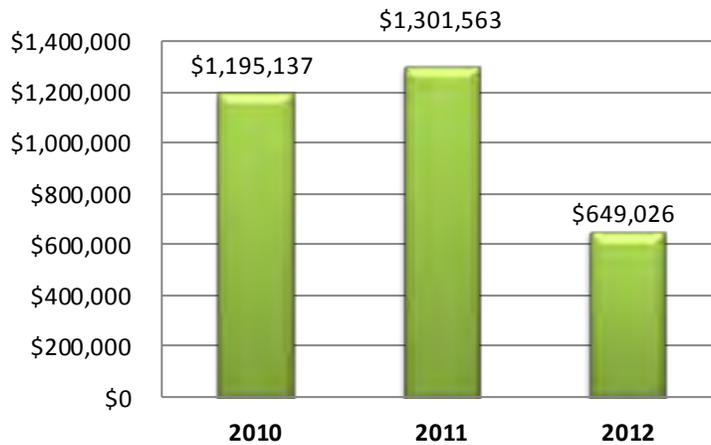
### Service Area

County	Cases Closed
Volusia	68
Orange	31
Seminole	22
Brevard	20
Lake	15
Osceola	14
Flagler	13
Marion	10
Putnam	5
Citrus	5
Hernando	3
Sumter	1
Other	2

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## Program Funding

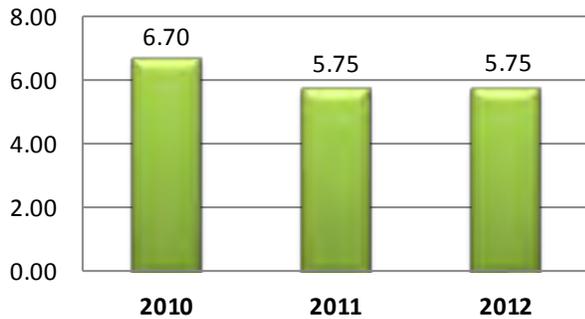
**Total 2012 Funding: \$649,026**



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## Staffing

**Total 2012 Staffing: 5.75 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 6 private attorneys participated in 2012.
- 386 attorney hours of service were provided valued at \$57,900 (\$150 per hour).
- 20 cases were closed by pro bono attorneys.

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## Case Services For Individuals

**Total Cases Closed in 2012: 209**

### Consumer: 87 Cases

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

### Housing: 51 Cases

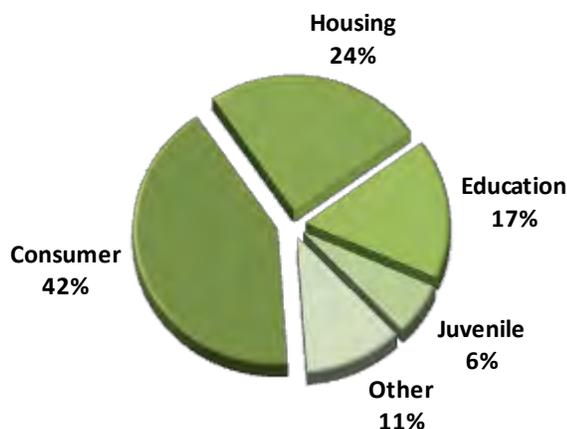
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Education: 35 Cases

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

### Juvenile: 13 Cases

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



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## Case Examples:

A debt collector in Marion County filed a credit card collection action against an elderly Hispanic woman with limited English proficiency whose only income was Social Security. LACCF agreed to represent her and filed an answer, discovery requests, dispositive motions, affidavit of exemption, motions to compel discovery, and memorandums of law on her behalf. At trial, the debt collector failed to produce evidence to substantiate the debt, and the case was continued. The debt collector did not have enough proof to establish the validity and amount of the debt and the right to collect on an assignment by the original creditor. After a round of very aggressive litigation and strong negotiations between the parties, the debt collector agreed to dismiss its complaint against our client with prejudice.

Clients, a married couple with 2 children, owed almost \$200,000 on their home in Palm Coast. They were facing foreclosure after both lost jobs in economic downturn. The foreclosure case dragged on for nearly 3 years. The case stopped and restarted repeatedly as we tried to negotiate a settlement that would allow the family to stay in the home. Finally, in 2012, we reached a breakthrough: both clients found new jobs, and the bank agreed to go to mediation. In mediation – just in time for Christmas – we negotiated a settlement for our clients that reduced the principal of the loan to the home’s actual market value, which in turn reduced the monthly payment to half of what it had been. Clients are elated and were able to start the New Year without the threat of foreclosure or the pressure of a severely underwater mortgage.

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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.

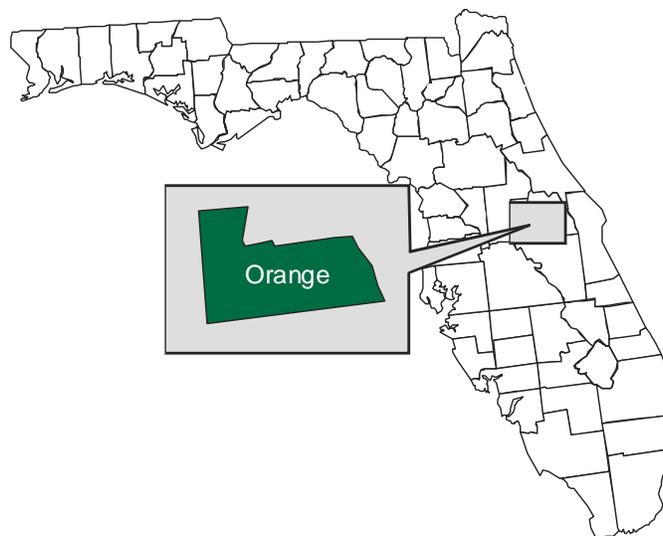
# Legal Aid Society of the Orange County Bar Association, Inc. Orlando

## Snapshot of Achievements, 2012

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. 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 needs through an extensive outreach and intake system. 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 also provided immigration legal services in Orange, Lake, Polk, Seminole, Brevard, Volusia, Putnam, Flagler, Marion, Citrus, Hernando, Sumter, and Osceola residents in 2012. Together staff and volunteers served 16,895 new clients in 2012.

## Population Served:

*General Low Income Population*



## Service Area

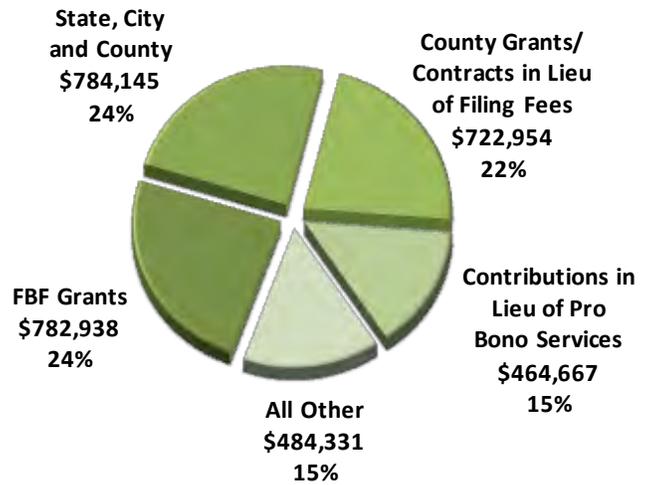
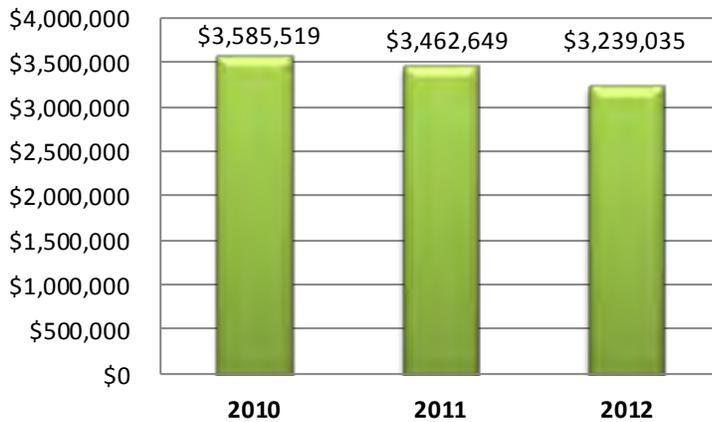
County	Cases Closed
Orange	3,310
Miscellaneous	187

*LASOCBA received funding to provide Immigration Services to 12 counties throughout the Region.*

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## Program Funding

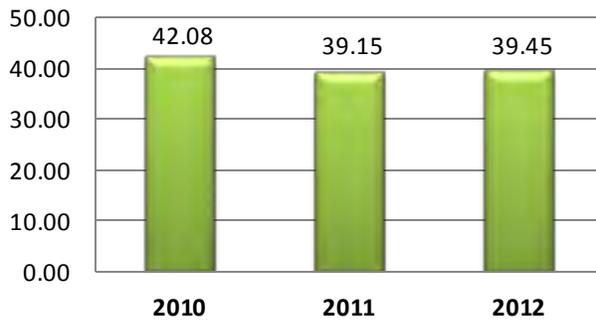
**Total 2012 Funding: \$3,239,035**



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## Staffing

**Total 2012 Staffing: 39.45 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 1,102 private attorneys provided case services in 2012.
- 15,359 attorney hours of service were provided valued at \$2,303,850 (\$150 per hour).
- 949 cases were closed by pro bono attorneys.
- 1,233 attorneys contributed \$464,667 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2012: 3,497**

### Juvenile: 856 Cases

Legal problems include abuse, neglect, guardianship and emancipation.

### Housing: 749 Cases

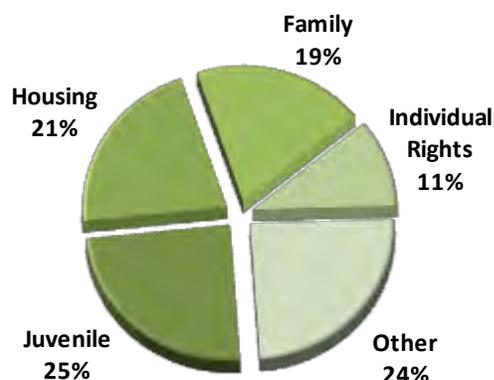
Legal problems include unlawful eviction and illegal foreclosure.

### Family: 673 Cases

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

### Individual Rights: 367 Cases

Legal problems include immigration, sealing and expungement of criminal records.



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## Case Examples:

**K**erry was a software engineer for a company when she was stricken by throat cancer. She applied for and received Social Security Disability while she fought her cancer. Although her cancer has now gone into remission, she still is debilitated: she has to use an electric voice box to speak, she has limited use of her left arm due to surgery to remove the cancer, and she fatigues very easily. Nevertheless, the Social Security Administration determined she was able to work, and therefore not disabled. We appeared on her behalf before an Administrative Law Judge, who agreed and found that she was still disabled, and therefore continued her benefits.

**M**B worked as a security guard for the national palace in Haiti. Because of his association with the government, MB received threats against his life and MB's wife and children were kidnapped and his wife brutally raped. MB and his family were forced to flee Haiti. LAS represented MB and his family. We were able to obtain political asylum for the family and had the deportation case closed.

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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*

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## Snapshot of Achievements, 2012

We expanded our outreach project and joint efforts with nontraditional partners to facilitate legal assistance to previously underserved residents of the community. This expansion included our pro bono attorney community outreach efforts in which we developed a partnership with Habitat for Humanity. Through this partnership, we have been incorporated into the Habitat for Humanity program curriculum and provide bi-annual presentations for homeowners concerning consumer rights, mortgage foreclosure and estate planning. We participate in community walks distributing important legal information in impoverished sections of our community. Staff and Pro bono attorneys conducted over twenty one legal education programs through out Seminole County. Our staff has been active in the community engaging in leadership roles for local and international not for profits organizations, local child abuse and domestic violence task forces and Florida bar family law committees. Through these efforts, we increased the number of closed legal cases by over ten percent when compared to last year reported cases. These extensive unified efforts have made a significant difference in our community and enhanced the quality of life of our clients.

## Population Served:

*General Low Income Population*




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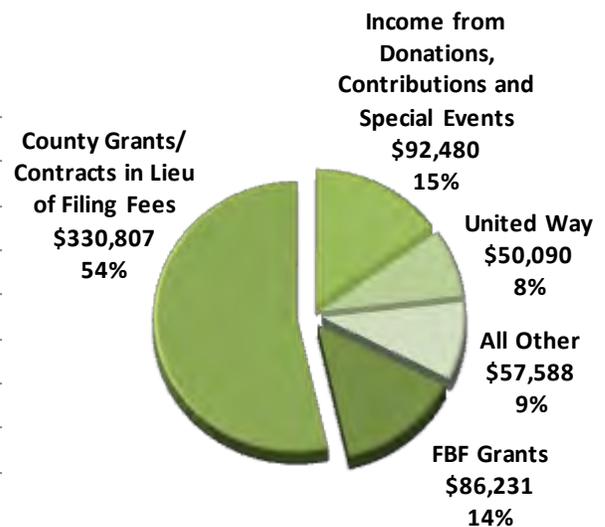
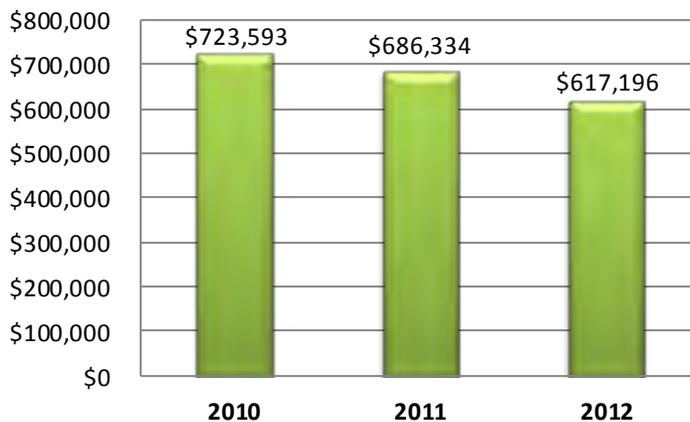
## Service Area

County	Cases Closed
Seminole	1,232

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## Program Funding

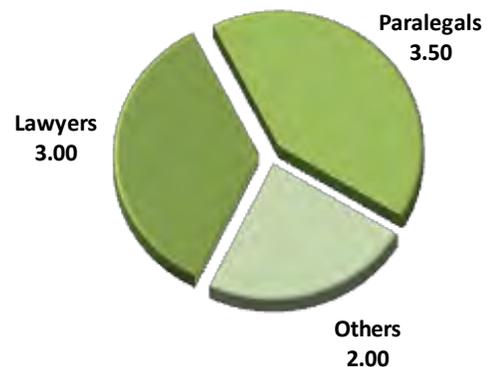
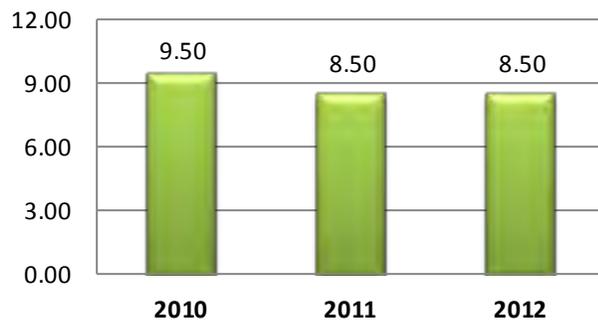
**Total 2012 Funding: \$617,196**



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## Staffing

**Total 2012 Staffing: 8.50 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 123 private attorneys participated in 2012.
- 1,572 attorney hours of service were provided valued at \$235,800 (\$150 per hour).
- 188 cases were closed by pro bono attorneys.
- 73 attorneys contributed \$25,475 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2012: 1,232**

**Family: 890 Cases**

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

**Housing: 266 Cases**

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

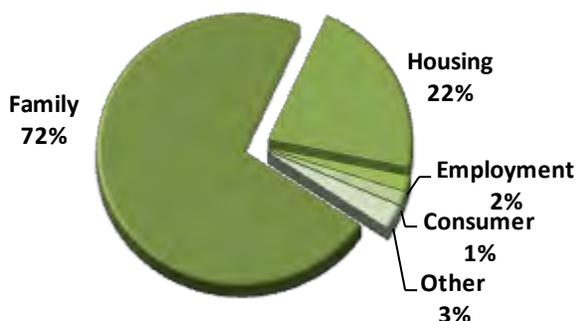
**Employment: 22 Cases**

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

**Consumer: 19 Cases**

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

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## Case Examples:

**K**aren and her husband worked at their full time employment and then took on several second jobs including sorting potatoes at a factory and installing parts at an assembly line to retire their mortgage. Their dream of owning their own home free and clear of a mortgage was realized shortly before Karen's husband unexpectedly passed away. Karen, who only had a seventh grade education, was left alone without her husband's loving guidance. Karen was approached by the boss of a relative to complete a job application for the relative. Unknowingly, she signed a deed transferring ownership of her home. The individual, within weeks, sold the property to a coconspirator, who took out a mortgage on the property. Karen continued living in the house unaware of the transaction until she was served with a foreclosure complaint. She contacted law enforcement who was able to pressure the individuals to return the title and ownership of the home back to Karen. Unfortunately, there still existed a mortgage on the property representing her entire equity in the property. Law enforcement told her to contact our office. Our office then began the long two year litigation against a major banking institution to release their mortgage on the property. Over the course of the last two years, extensive time, labor and effort was dedicated to the court case and through our aggressive litigation efforts and our staff's dedication, the mortgage on Karen's property was released. Karen is now able to enjoy her property free and clear of any encumbrances.

**P**edro and Maria obtained a reverse mortgage on their home to pay for Maria's extensive medical treatment to combat a grave illness. The banker, who assisted the elderly couple, suggested that Maria be the only individual listed as the borrower for the reverse mortgage. Desperate to confront their mounting medical debt and impressed by the banker's financial background and title, the elderly couple relied on his unyielding assurances that they were making the best banking decision for their situation. As a result of this his guarantees, Maria and Pedro executed the costly reverse mortgage on their home without hesitation. A year later, Maria passed away from her medical condition and the bank filed a foreclosure action against Pedro. He came to our office in tears and terrified he would lose the home he and his wife had raised their four children in. During his initial consultation with a staff attorney, Pedro stated "This is the only home I have ever known. My wife and I raised our family here. We worked our whole lives for that house. How can the bank take it away?" He sought our help and guidance to save his home. We challenged foreclosure action and actively litigated the case for Pedro. In August of this year, Pedro succumbed to an illness. Fortunately, he was able to continue to reside comfortably in his home due to our strong and unrelenting legal advocacy until his passing.

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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 2012 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.

- 2012 Funding: \$7.83M
- 2012 FBF Funding: \$0.91M
- 12,279 Cases Closed in 2012

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

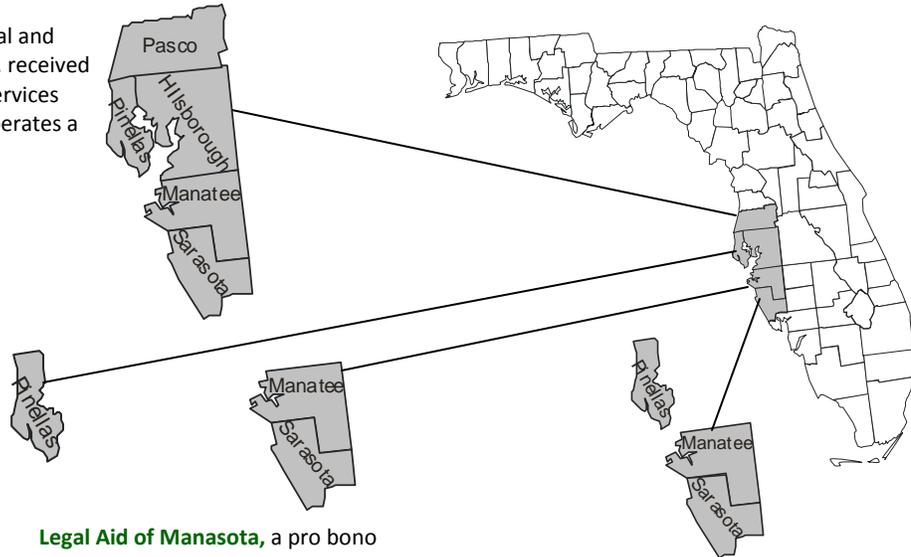
- 2012 Funding: \$0.30M
- 2012 FBF Funding: \$100,022
- 944 Cases Closed in 2012

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

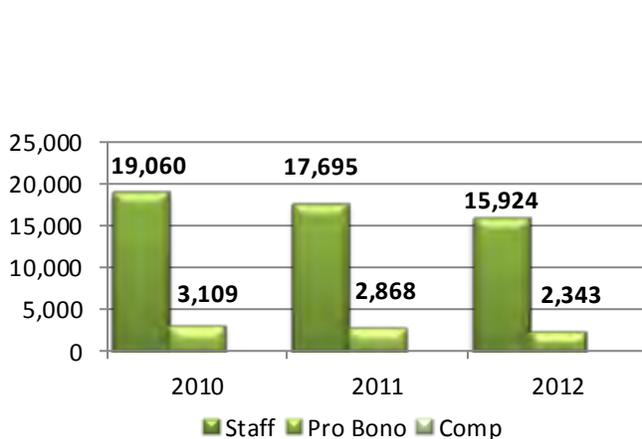
- 2012 Funding: \$0.60M
- 2012 FBF Funding: \$86,100
- 1,024 Cases Closed in 2012

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

- 2012 Funding: \$2.65M
- 2012 FBF Funding: \$1.31M
- 4,020 Cases Closed in 2012

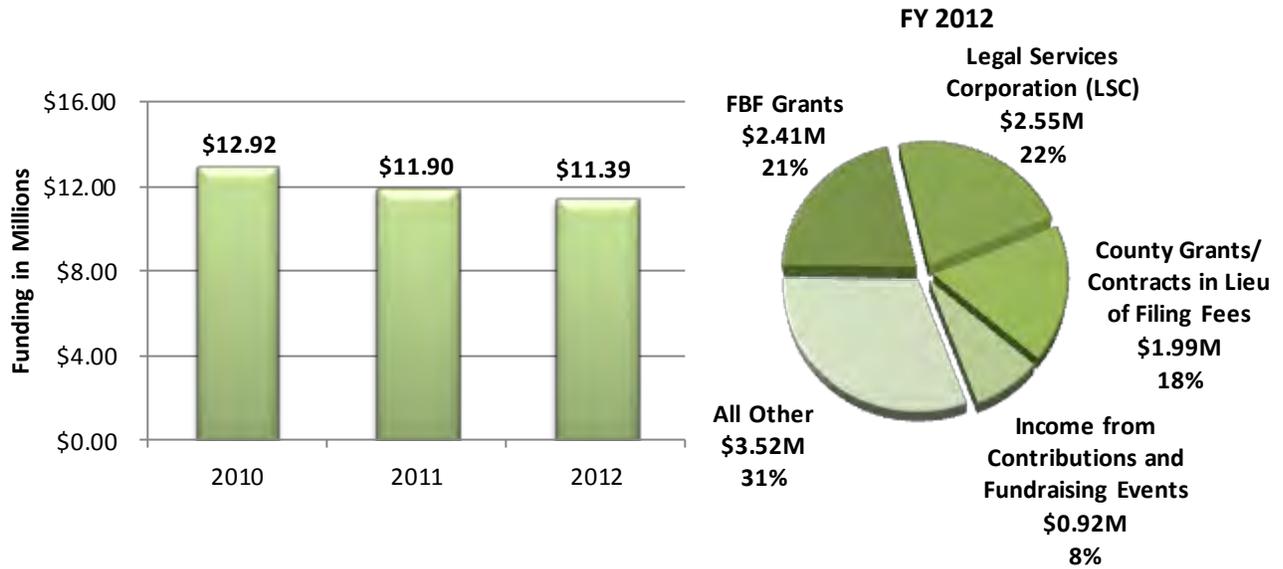


## Total Case Services For Individuals



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): 1.6*

## Total Pro Bono and Other Volunteer Programs

### Statistics:

- 2,158 private attorneys participated in 2012.
- 16,318 attorney hours of service were provided, valued at \$2,447,760 (\$150 per hour).
- 2,392 cases were closed by pro bono attorneys.
- 1,173 attorneys contributed \$477,215 in funding.

# Bay Area Legal Services, Inc.

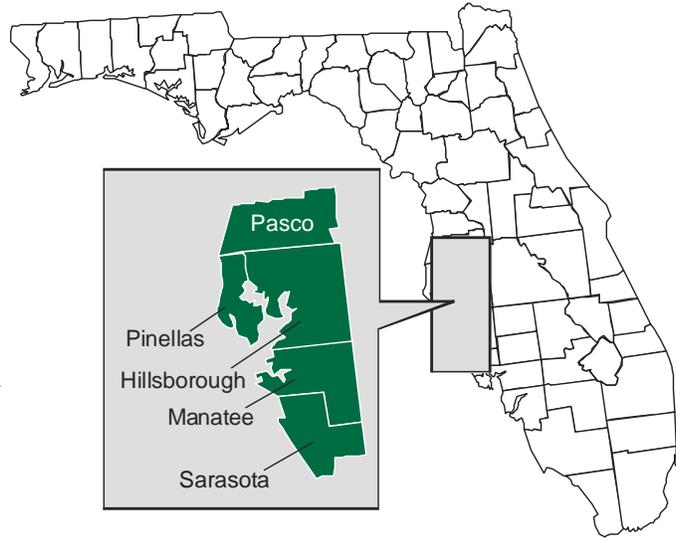
## Tampa

### Snapshot of Achievements, 2012

Through its Centralized Intake Project, Bay Area Legal Services (Bay Area) screened 57,563 new applicants for service in Region 4. The average time for an applicant to wait before talking with a "live" screener was two minutes and thirty eight seconds. Bay Area closed the cases of 12,279 clients with advice, counseling, and representation and helped 4,599 first time pro se litigants and 2,707 who returned for more help at its Legal Information Center located at the Hillsborough County Courthouse. Volunteer attorneys helped an additional 1,232 pro se litigants at Bay Area's Family Forms Clinics. Bay Area has suffered significant funding reductions from Legal Services Corporation, 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 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. Annual Giving increased by more than \$100,000 in 2012 as compared to 2011 primarily due to the Sustaining Law Firm Campaign.

### Population Served:

*General Low Income Population*

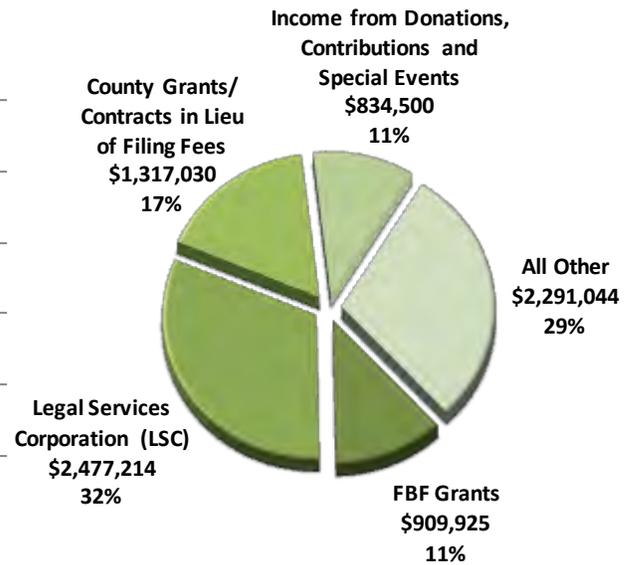
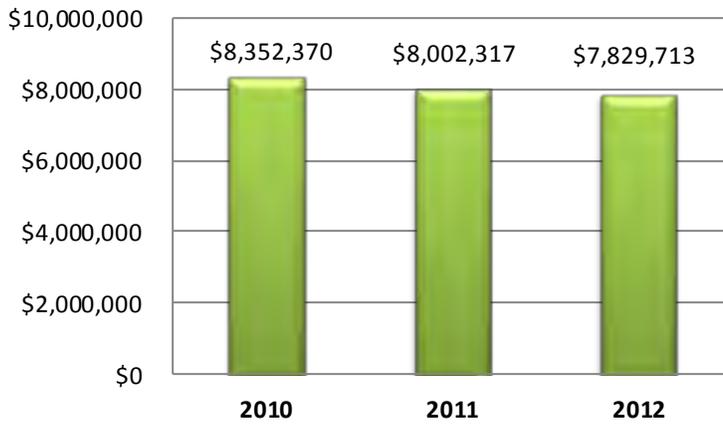


### Service Area

County	Cases Closed
Hillsborough	5,992
Pasco	2,684
Pinellas	1,434
Manatee	546
Sarasota	543
Volusia	81
Palm Beach	77
Duval	71
Broward	62
Polk	55
Orange	51
Marion	50
Seminole	49
Miami-Dade	49
Other	535

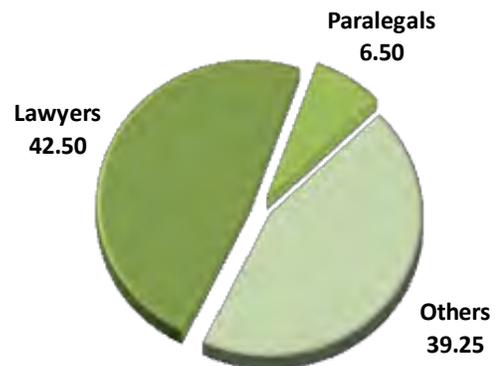
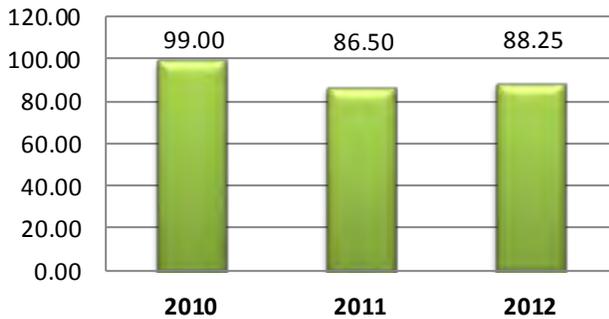
## Program Funding

**Total 2012 Funding: \$7,829,713**



## Staffing

**Total 2012 Staffing: 88.25 Full Time Equivalents**



## Pro Bono and Other Volunteer Programs

### Statistics:

- 1,321 private attorneys participated in 2012.
- 5,958 attorney hours of service were provided valued at \$1,042,650 (\$175 per hour).
- 380 cases were closed by pro bono attorneys.
- 860 attorneys contributed \$336,340 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2012: 12,279**

**Family: 5,131 Cases**

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

**Housing: 3,664 Cases**

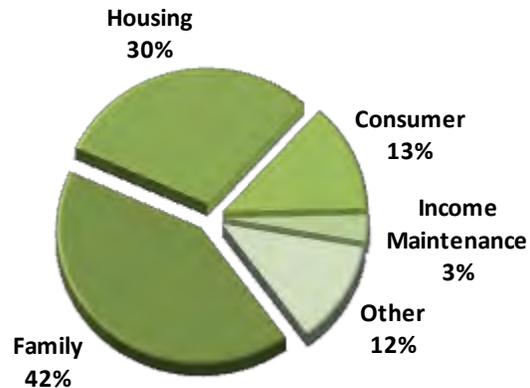
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

**Consumer: 1,594 Cases**

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

**Income Maintenance: 386 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:

**V**ivian, a sixty-three year-old widow, applied to BALS for legal assistance to obtain custody of her grandchildren. Vivian became the primary caregiver of her two grandchildren, an 11 year-old girl and a six-month old boy, following the sudden death of her daughter, Paula. Paula was at home when she thought she was experiencing a panic attack. In fact she was having a heart attack and she died before she could receive medical attention. Paula and her children had lived with Vivian all their lives. Together, Vivian and Paula had managed living expenses and cared for the children. The father of the granddaughter was unknown, and the grandson's father refused to support his son. Following Paula's death, Vivian became the sole financial provider and parent to her grandchildren. Soon after seeking help from BALS, Vivian applied for and obtained caregiver benefits and child care services for her grandchildren. With the new support she was able to return to her job. But she needed legal assistance to obtain the legal authority to make decisions for her grandchildren. BALS helped Vivian file for temporary custody of her grandchildren. Once the custody case was completed, Vivian expressed her appreciation for the legal services she received from BALS. She commented that she never thought she would be on the other side of the desk asking for help.

**E**d, a disabled veteran, sought legal help from BALS when his out-of-state landlord shut off the electricity and water to his home. Ed and his disabled nephew had been living in the home for 18 months and were paying rent on a month-to-month basis after the lease term ended. Ed had fallen behind on the rent for the last two months, but had not received a late notice from his landlord. Ed went to the electric company and paid \$440 to get the electricity turned on in his name. Next he went to the Water Department, but the supervisor refused to accept his deposit or provide service because the landlord told him that Ed didn't have a current lease. BALS contacted the Water Dept. and sent a written notice to the landlord informing both parties of the violation of Florida's law by unlawfully terminating Ed's water service. BALS advised them that even without a current lease, Ed was still considered a month-to-month tenant and had not been lawfully evicted. BALS encouraged the Water Dept. supervisor to consult with legal counsel regarding the requirements for a household to establish water service. BALS subsequently had to contact the attorney representing the Water Dept. who agreed that a current lease was not necessary. The water service agreement was approved and service was restored that same day. In addition to providing legal help, BALS referred Ed to Tampa Crossroads for assistance with finding more affordable housing and covering moving expenses.

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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, 2012

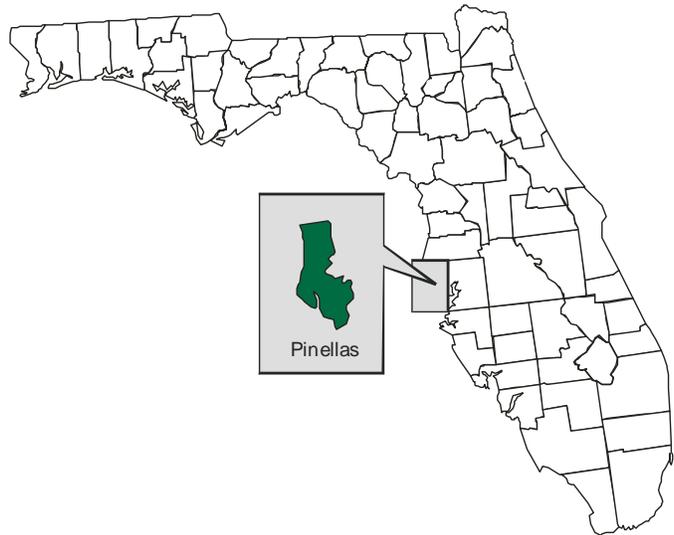
In 2012, Community Law Program continued its unique service delivery strategy of providing free legal advice, brief services, and pro se assistance to vulnerable residents in our community through the operation of 20+ free legal clinics each month in readily accessible locations within southern Pinellas County. As family law continues to be the most prevalent need for assistance among the poor, we increased the accessibility of our divorce forms clinic by offering it during the evening, which now gives clients who work during the day a better opportunity to receive these services.

In addition, along with our legal aid partners in Region IV, we increased the number of private attorneys available to provide transactional legal assistance to non-profit organizations that serve the poor or underserved populations through our Community Counsel Program. We accomplished this by starting a partnership with the West Central Florida Chapter of the Association of Corporate Counsel, a large voluntary bar association of in-house attorneys within the Tampa Bay area. We kicked off this partnership by organizing a live CLE training for its membership, which was held in October.

We also continued to devote a significant amount of our pro bono resources towards helping struggling homeowners facing foreclosure, helping victims of domestic violence and their children free themselves from abuse, and helping people struggling with mounting consumer and medical debt get a fresh start through bankruptcy. In all three of these areas, volunteer attorneys helped secure meaningful outcomes for many vulnerable members of our community.

### Population Served:

*General Low Income Population*

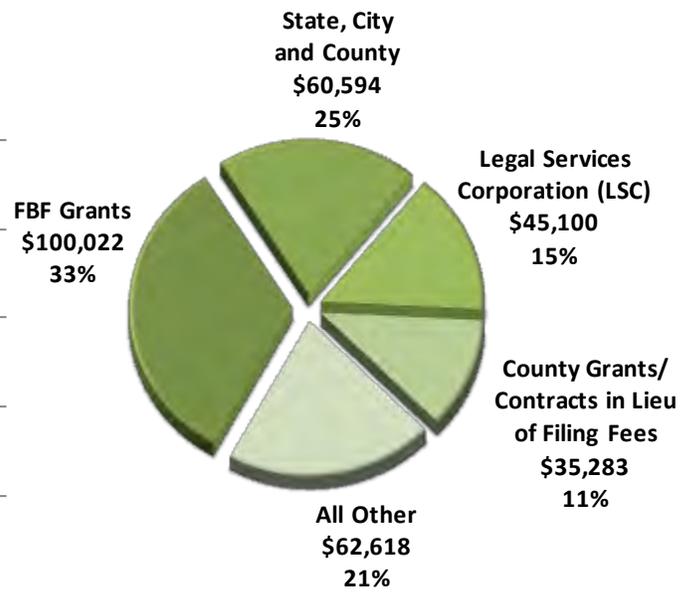
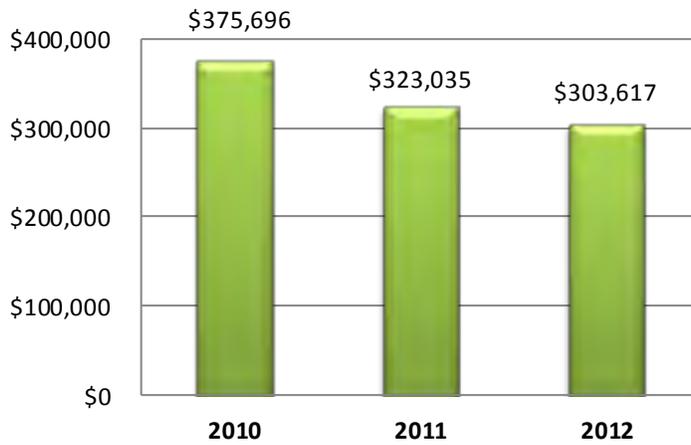


### Service Area

County	Cases Closed
Pinellas	942
Hillsborough	1
Other	1

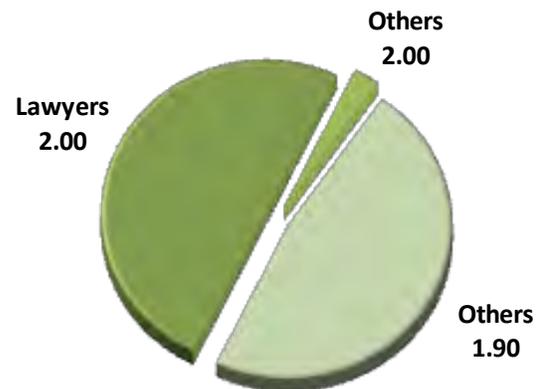
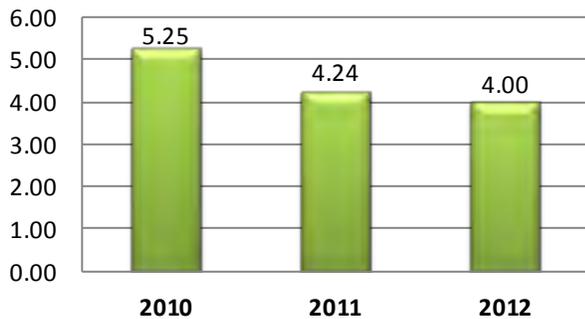
## Program Funding

**Total 2012 Funding: \$303,617**



## Staffing

**Total 2012 Staffing: 4.00 Full Time Equivalents**



## Pro Bono and Other Volunteer Programs

### Statistics:

- 221 private attorneys participated in 2012.
- 2,233 attorney hours of service were provided valued at \$446,680 (\$200 per hour).
- 912 cases were closed by pro bono attorneys.
- 80 attorneys contributed \$28,516 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2012: 944**

### Family: 530 Cases

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

### Housing: 128 Cases

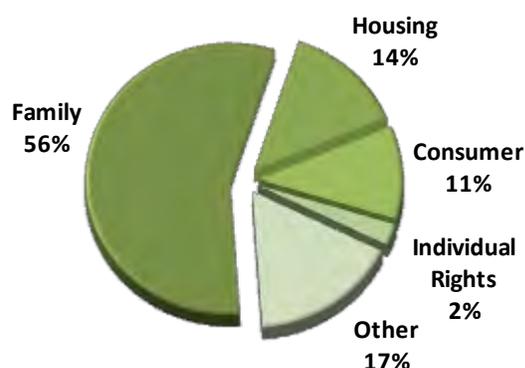
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Consumer: 105 Cases

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

### Individual Rights: 24 Cases

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



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## Case Examples:

The representative from a local non-profit organization (“NPO”) contacted us for assistance after receiving a letter to cease and desist operations from an attorney representing an organization in N.J. The reason for the demand to cease and desist operations was because the local NPO had the same name as the organization in N.J. The local organization provides free assistance to disabled veterans, including pet sitting, home repair and maintenance, and other chores. We found a volunteer attorney with a local firm specializing in trademark infringement to negotiate an amicable resolution to this issue whereby the local non-profit was able to change its name and get it trademarked. Today, the local NPO continues to operate and helps provide peace of mind to hundreds of disabled veterans in our community.

A volunteer attorney helped a disabled man confined to a wheelchair and his caregiver successfully ward off an action to evict him from his mobile home. The mobile home park, which had recently become under new management, had discovered that the disabled man’s caregiver was not authorized to live in the mobile home under the lease. Furthermore, the caregiver had a criminal history, which would have ordinarily prevented her from getting cleared through a background screening. We found a volunteer attorney who successfully made the argument that caregivers are not subject to background screenings and that the disabled man (a quadriplegic) could not take care of himself without her round-the-clock assistance. Not only did the attorney successfully defend him in the eviction matter, she also helped procure a favorable settlement in a fair housing complaint filed with the Pinellas County Office of Human Rights. With the volunteer attorney’s help, one more vulnerable Pinellas County resident was saved from becoming homeless.

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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 by completed applications) through community education/self help classes focused on:

- Completing the numerous Supreme Court approved forms necessary to start a divorce proceeding; and
- 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 three 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 years 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

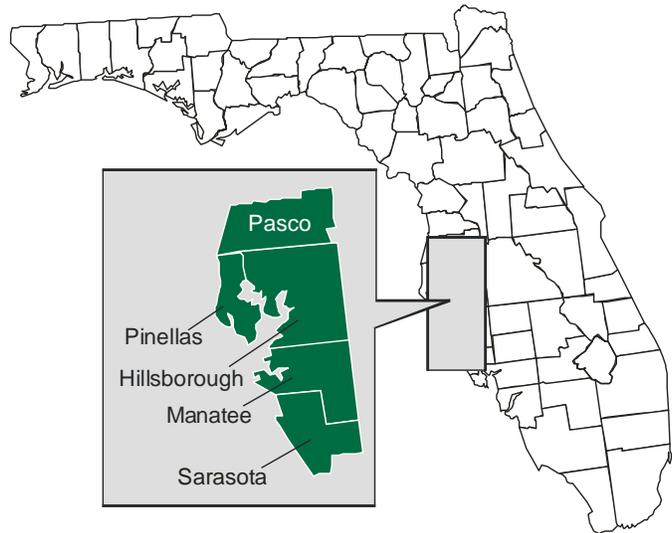
### Snapshot of Achievements, 2012

The year 2012 was a year of change for Gulfcoast Legal Services (GLS). In January, its long-time Executive Director, John Cunningham announced his retirement at the end of March. The Board of Directors, with Bar Foundation support, spent much of its year involved in the search for a new Executive Director. Kathleen M. Mullin was named as the new Executive Director in November. Ms. Mullin has an impressive background as the former Executive Director of the Fair Trial Initiative in North Carolina, as a supervising attorney with the Legal Aid Society in Brooklyn, NY and the New York County Defender Services. Ms. Mullin was also a high profile private criminal attorney in New York.

Despite the transition in leadership, GLS continued to help a large number of people and have a great impact in its region. Over 4,000 clients were assisted during 2012. GLS's immigration project had a significant impact on a large number of immigrants' lives. GLS had a number of court victories winning difficult asylum, withholding of removal and cancellation of removal cases in immigration court. GLS assisted over 650 immigration clients in 2012 with 230 administrative agency decisions obtaining permanent residence, U-Status and deferred action on behalf of children, immigrant victims of persecution, crimes and domestic violence. GLS's foreclosure defense and affirmative litigation efforts assisted clients who were facing loss of homestead due to defective foreclosures which had been prepared by robo-signers, and clients who wished assistance in pre-foreclosure and foreclosure mediation. GLS advocates co-counseled major litigation with private pro bono attorneys in the foreclosure area in an effort to end foreclosure abuses. The GLS Affordable Housing Project was successful in helping to protect low income housing projects in Pasco and Pinellas Counties. GLS assisted

### Population Served:

*General Low Income Population*



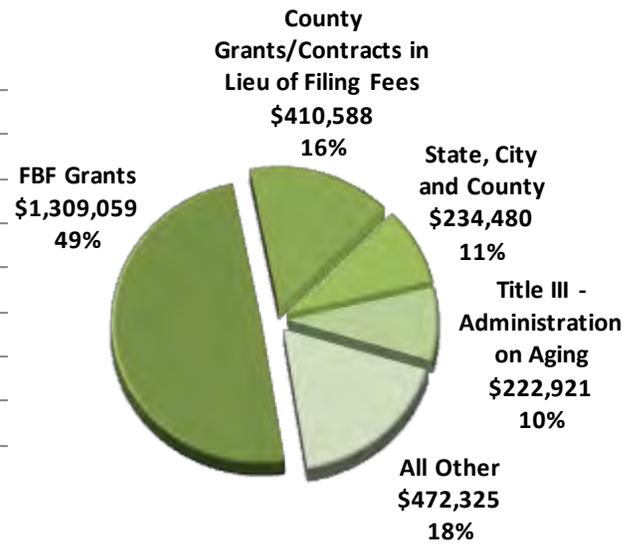
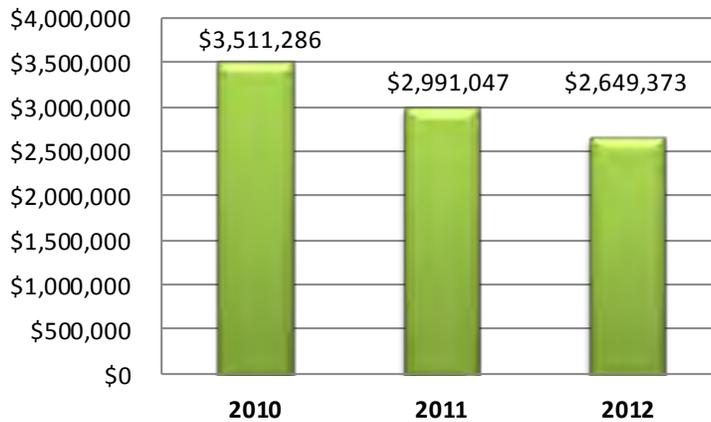
### Service Area

County	Cases Closed
Pinellas	2,110
Manatee	836
Sarasota	747
Hillsborough	255
Pasco	39
Lee	3
Orange	2
Palm Beach	2
Charlotte	2
Miami-Dade	2
Citrus	1
Leon	1
Sumter	1
Jackson	1
Other	18

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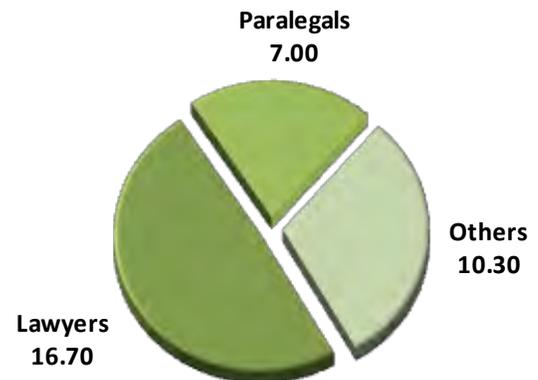
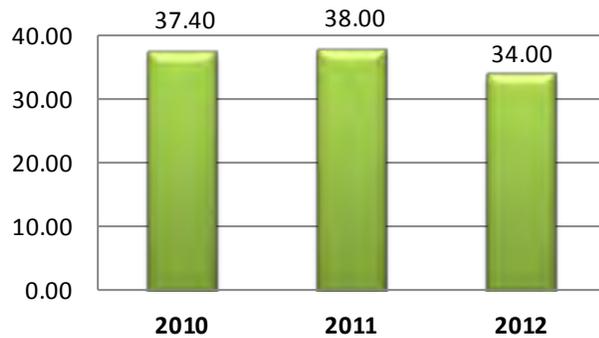
## Program Funding

**Total 2012 Funding: \$2,649,373**



## Staffing

**Total 2012 Staffing: 34.00 Full Time Equivalents**



## Pro Bono and Other Volunteer Programs

### Statistics:

- 45 private attorneys provided case services in 2012.
- 4,987 attorney hours of service were provided valued at \$997,400 (\$200 per hour).
- 423 cases were closed by pro bono attorneys.
- 163 attorneys contributed \$59,818 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2012: 4,020**

### Housing: 1,620 Cases

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

### Individual Rights: 693 Cases

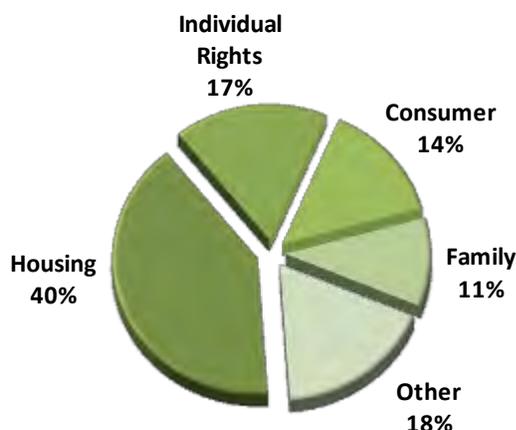
Legal problems include denial of access to public services and accommodations and denial of rights to institutionalized people.

### Consumer: 573 Cases

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

### Family: 426 Cases

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



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## Case Examples:

**A** Haitian woman and mother of six came to GLS seeking help with a divorce. She met her abusive husband when she was 14, and never knew a life without domestic violence. She put her husband through plumbing school and certification by working two jobs. The couple had six children together. She suffered severe physical abuse throughout the marriage and learned that her children were also victims of abuse when she was working. When she came to GLS our client was facing eviction and had no way of even paying the required \$25 fee for filing the divorce and service by the sheriff. GLS located donated funds to pay the fee and filed a divorce action for her. GLS attorneys obtained a court order granting our client assistance in maintaining her home and an order for over \$800 in child support each month through Income Deduction Order. Without GLS' help the client would not have been able to file for divorce and this barrier would have prevented her from moving forward and creating a better life for herself and her family.

**A** 28-year-old quadriplegic man sought help from GLS. He is indigent, cannot feed himself nor get out of bed without assistance. With no insurance or financial support, he was first admitted to Sarasota Memorial with a medical condition covered by Medicare. The hospital unilaterally changed his designation to observation status in January, 2012. The hospital brought a summary eviction action against him for Unlawful Entry and Detainer. GLS received an emergency referral on a Friday from Florida Legal Services in Tallahassee. GLS attorneys were at the hospital the following Monday morning to meet with the client. GLS negotiated a 10-day continuance then filed an Answer and demand for jury trial. The client wanted to stay in the community where he has family and friends, live in his own home and get rehab. Authorities claimed the only appropriate care for him was out of state. However, Medicaid has a waiver program providing 20 to 24 hour, 7-day-a-week care in some cases. The Florida Department of Children and Families must approve this care after conducting an assessment. GLS investigated and found that DCF had inexplicably closed the client's case in January without completing his assessment. The hospital then became responsible for handling the case. With the jury trial looming GLS negotiated with DCF to provide in home care. On the morning of the trial with the jurors impaneled, the case settled. The hospital agreed to keep the client in place until an apartment was located and services were arranged by DCF. After a house was located, the hospital paid to have the house made accessible and subsidies were found to help to pay the rent. For the first time in years client was able to live on his own.

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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, GLS staff 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). GLS works closely with Daystar Life Center (drop-in center), doing outreach and referring clients to one another. Clients are also referred clients from Pinellas Hope (tent city) and Safe Harbor and the YWCA Family village to GLS, with GLS staff doing telephone intakes where more convenient for the clients. GLS staff 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. GLS also works 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, GLS has 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. GLS staff 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".

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## Snapshot of Accomplishments *continued from page 79*

tenants facing eviction in private and subsidized housing or their mobile homes, and the homeless through outreach. GLS advocates helped clients with public benefits problems, tax issues, consumer matters and family law problems. GLS helped vulnerable clients, including the elderly, the homeless, children, immigrants and the disabled. 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.



# Legal Aid of Manasota, Inc.

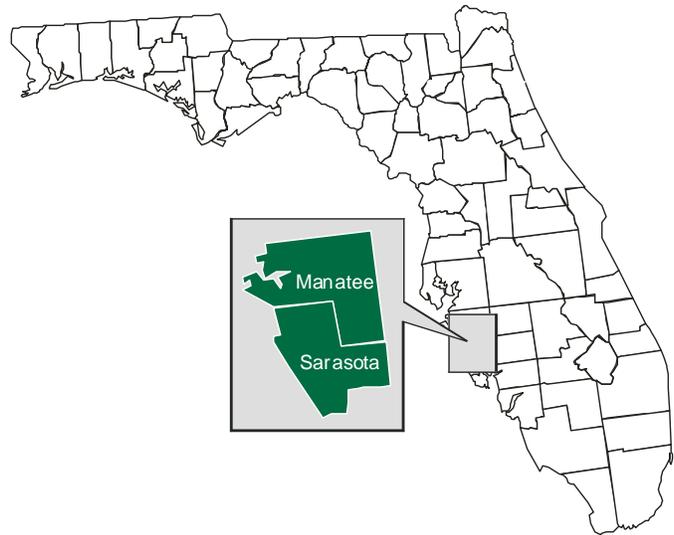
## Sarasota, Bradenton and Venice

### Snapshot of Achievements, 2012

The most significant accomplishment for 2012 was the continued development and implementation of a comprehensive “Lawyers Giving Back” pro bono plan. To ensure that LAMS can provide equal access to high quality legal services it is vital to develop new pro bono initiatives and augment the existing ones. The plan emphasizes broad based support and encourages partnerships with the following: attorneys, law firms, bar associations, corporations, local bar sections, young lawyers division, retired attorney associations, judges, law schools, community service agencies, and other support services. Through this initiative we created a Pro Bono Advisory Board co-chaired by two local judges. In addition, there are four other judges as well as lawyers on the committee. Their first task has been amending the Administrative Order designating Legal Aid of Manasota as the local pro bono program and strengthening its role in the circuit. The second major accomplishment was maintaining our comprehensive response to the foreclosure crisis. LAMS continues on the front lines in this effort by conducting client outreach, screening clients for eligibility, and utilizing pro bono attorneys to handle mediation or full defense as appropriate. In addition, LAMS has two full time staff attorneys specializing in this area and handling a full caseload while also providing support, training, and technical assistance to our pro bono volunteers. The third accomplishment was our new partnership to provide legal services to Veterans in collaboration with a local social service agency. LAMS provides outreach to Veterans and full legal services in a variety of areas. Furthermore, LAMS is working to expand its relationship with the PD’s office, the local court, and other social service agencies who serve this population to ensure that Veterans have seamless access to all of the services they

### Population Served:

*General Low Income Population*



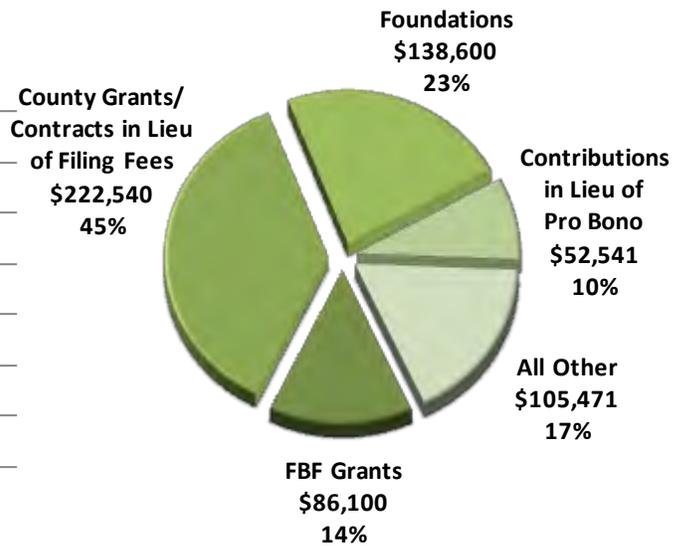
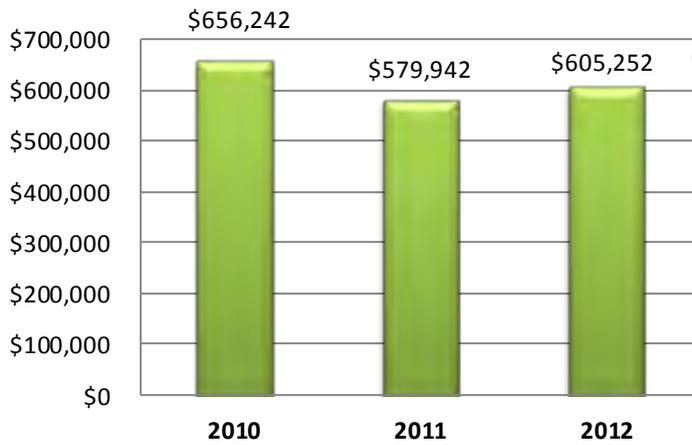
### Service Area

County	Cases Closed
Sarasota	914
Manatee	110

*Continued on page 88*

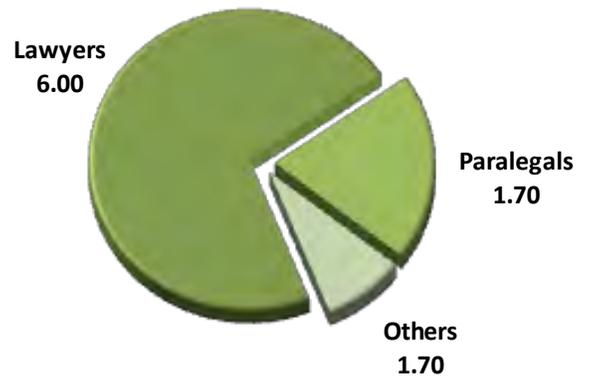
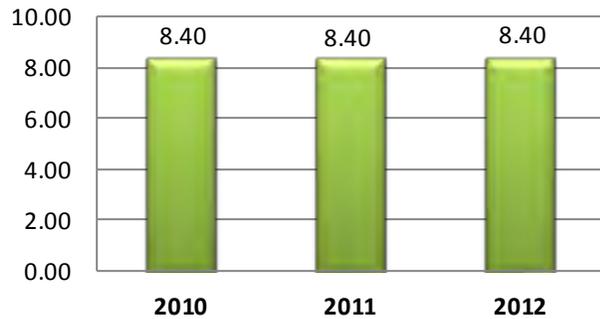
## Program Funding

**Total 2012 Funding: \$605,252**



## Staffing

**Total 2012 Staffing: 8.40 Full Time Equivalents**



## Pro Bono and Other Volunteer Programs

### Statistics:

- 333 private attorneys participated in 2012.
- 3,140 attorney hours of service were provided valued at \$471,000 (\$150 per hour).
- 677 cases were closed by pro bono attorneys.
- 70 attorneys contributed \$52,541 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2012: 1,024**

### Family: 515 Cases

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

### Housing: 305 Cases

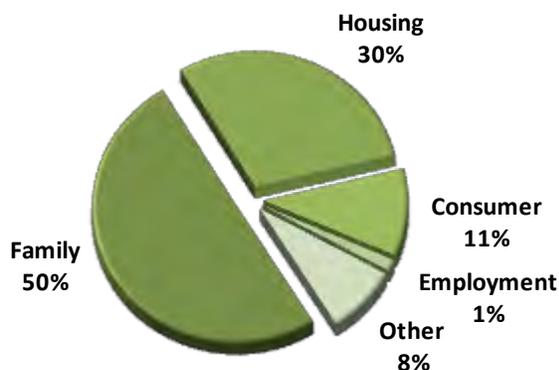
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Consumer: 107 Cases

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

### Employment: 14 Cases

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



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## Case Examples:

A 22-year-old college student consulted Legal Aid for foreclosure assistance. When she was making only \$15,000 a year at part time work, she purchased a home with two mortgages and no down payment with an adjustable interest rate starting at 8 3/8%. These required a monthly payment of \$2,256. The mortgage broker, without the client's knowledge, falsified her loan application claiming \$60,000 a year income. She defaulted on both loans. With our help she has now entered into a modification agreement of the first mortgage under the terms of which the principle of the first mortgage has been reduced to \$78,000, the interest rate to a fixed 3.92%. Her monthly payment is \$368.80 for principle and interest and \$271 as escrow for taxes and insurance for a total monthly payment of \$640, something she can comfortably afford. The second mortgage was satisfied for \$3,000.

A veteran was referred to Legal Aid after his bank account was frozen for back child support payments. In reviewing the file it was discovered that he had actually overpaid child support by more than \$3,000. In addition to freezing his bank account, his drivers license was wrongfully suspended making it difficult for the client to maintain his job. The attorney was successful in correcting the record in the child support matter and getting the client full credit for all of the child support payments he had paid, including amounts he had paid over and above what was owed. The client's bank account was unfrozen, his driver's license restored, and the hold on his passport released.

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## Other Program Services and Activities:

### Services to Individuals.

In conjunction with the Young Lawyers Division of the local bar, LAMS

- 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 three separate Veteran events, including a Veteran's Stand Down with many social service agencies all providing assistance to homeless Veterans.

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## Snapshot of Accomplishments *continued from page 85*

need. One example is our participation in the annual Veteran's Day Stand Down. Lastly, LAMS once again collaborated with the Manatee County Young Lawyers Division and held a one day

"Wills for Heroes" event. Over 100 advance directives were drafted and executed for first responders (i.e. police, firemen, and EMT's).

Region V



# Key Statistics for 2012 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.

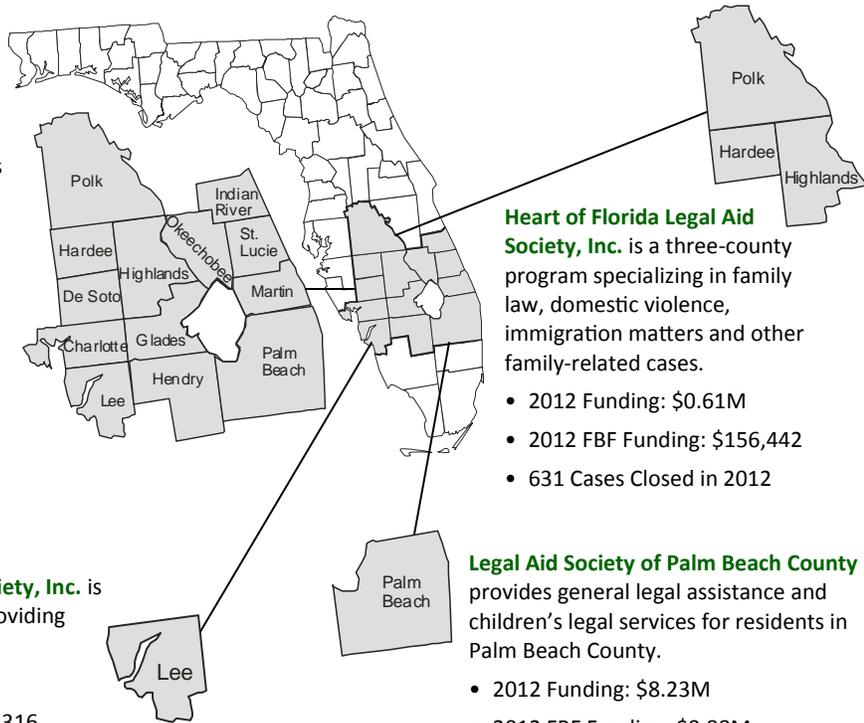
- 2012 Funding: \$5.41M
- 2012 FBF Funding: \$0.70M
- 6,200 Cases Closed in 2012

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

- 2012 Funding: \$0.82M
- 2012 FBF Funding: \$0.70M
- 639 Cases Closed in 2012

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

- 2012 Funding: \$0.54M
- 2012 FBF Funding: \$78,316
- 427 Cases Closed in 2012



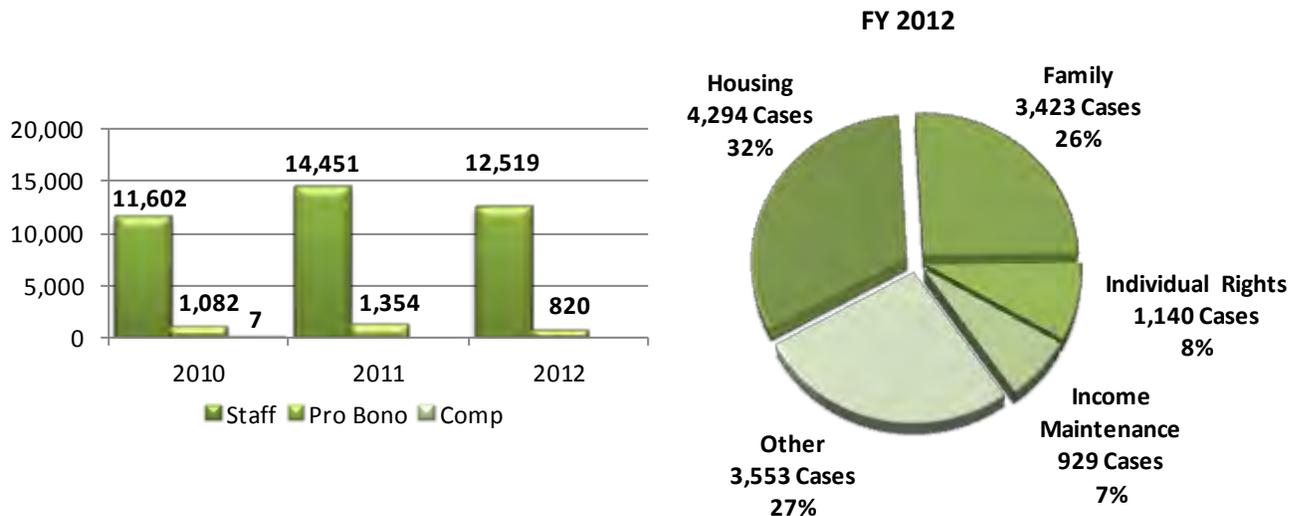
**Heart of Florida Legal Aid Society, Inc.** is a three-county program specializing in family law, domestic violence, immigration matters and other family-related cases.

- 2012 Funding: \$0.61M
- 2012 FBF Funding: \$156,442
- 631 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.

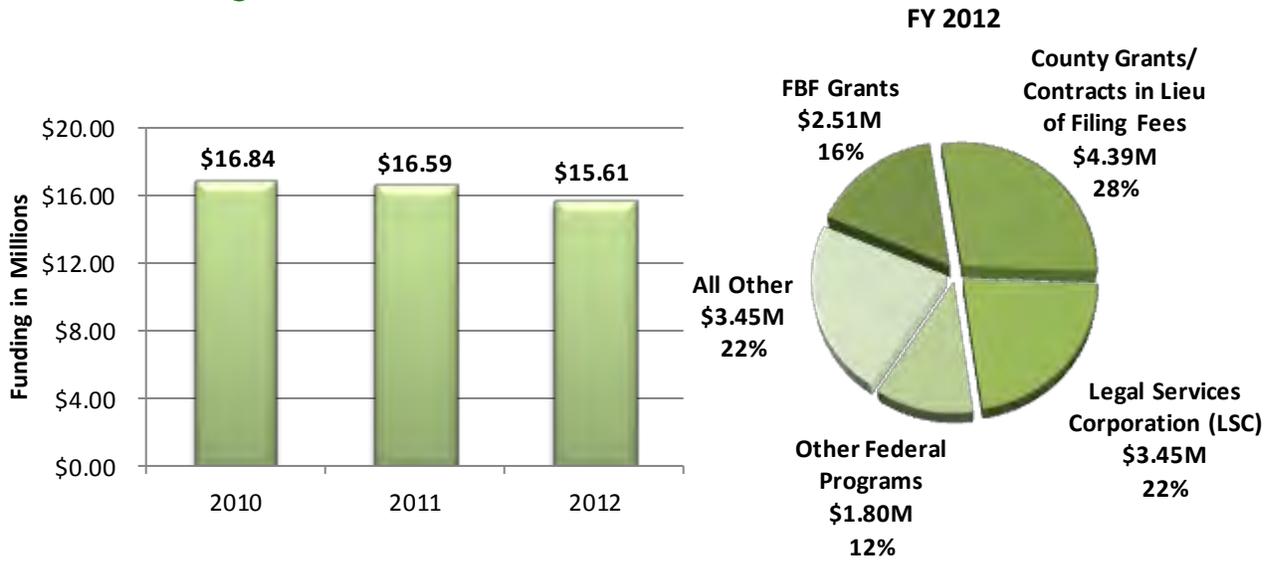
- 2012 Funding: \$8.23M
- 2012 FBF Funding: \$0.88M
- 5,442 Cases Closed in 2012

## 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): 1.8*

## Total Pro Bono and Other Volunteer Programs

### Statistics:

- 1,911 private attorneys participated in 2012.
- 5,424 attorney hours of service were provided, valued at \$813,600 (\$150 per hour).
- 820 cases were closed by pro bono attorneys.
- 1,302 attorneys contributed \$482,754 in funding.

# Florida Equal Justice Center, Inc.

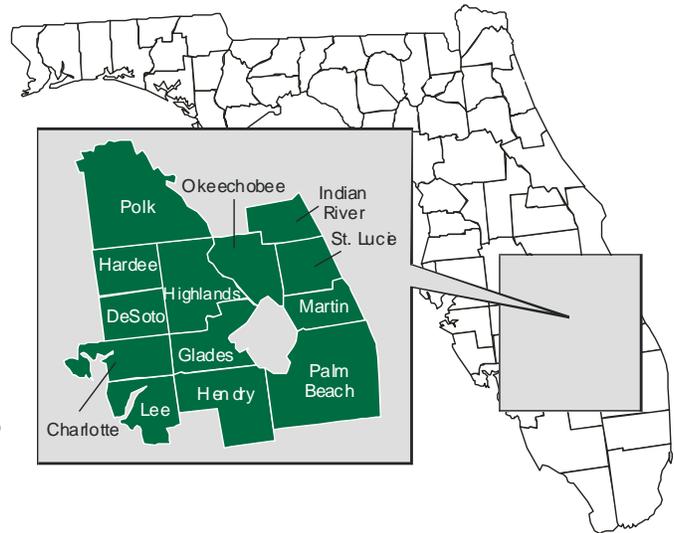
## Fort Myers and Fort Pierce

### Snapshot of Achievements, 2012

Despite funding cuts which required a reduction in staff and a corresponding need to reduce services, FEJC had a very good 2012. During the year 266 clients obtained a more favorable immigration status--75 of which became Lawful Permanent residents and an additional 98 received authorization to work legally in the United States. In addition we enabled ten children, living abroad, to lawfully re-unite with their parents in the United States. We obtained monetary damages totaling \$111,339 in employment and housing discrimination cases. In 2012 we provided direct representation to 130 children in Dependency Court and we continue to represent 98 of those children. While we closed 255 fewer cases in 2012 than in 2011 the number of cases closed per staff person (all FEJC staff included in calculation) went from 71 in 2011 to 90 in 2012. As with most years the level of service provided to each client was extensive. In 2012 over 67% of our closed cases were either negotiated settlements with litigation, administrative decisions, or court decisions. Probably our greatest achievement in 2012 was our ability, despite shrinking staff and resources, to provide direct representation to the young immigrants eligible for immigration relief under the Deferred Action for Childhood Arrivals (DACA) created pursuant to Executive Order. To date we have submitted 131 petitions for relief on behalf of our young immigrant clients. We have obtained 26 approvals and no petition has been denied.

### Population Served:

*General Low Income Population*



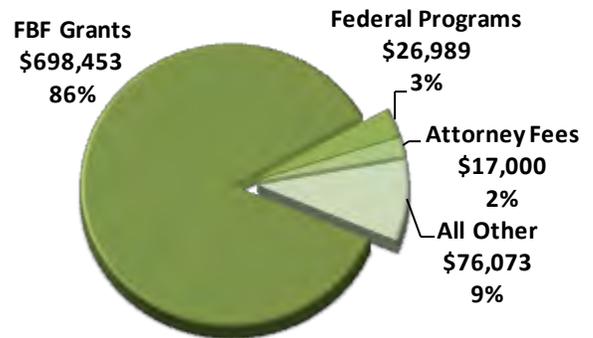
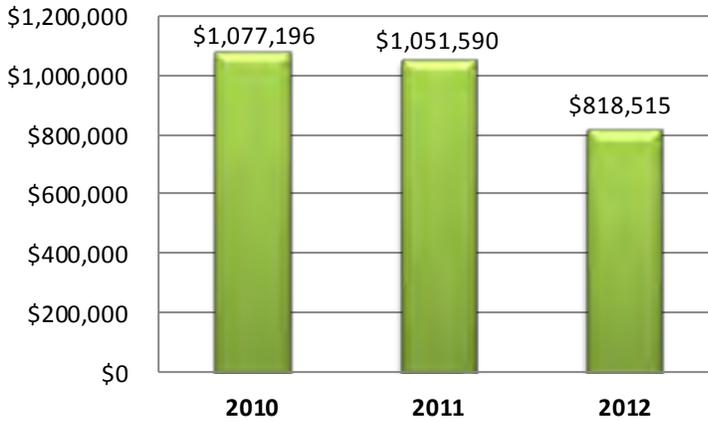
### Service Area

County	Cases Closed
Lee	252
Martin	133
Saint Lucie	104
Okeechobee	30
Palm Beach	30
Hendry	18
Indian River	18
Collier	16
Polk	10
Charlotte	7
De Soto	5
Glades	2
Highlands	2
Other	12

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## Program Funding

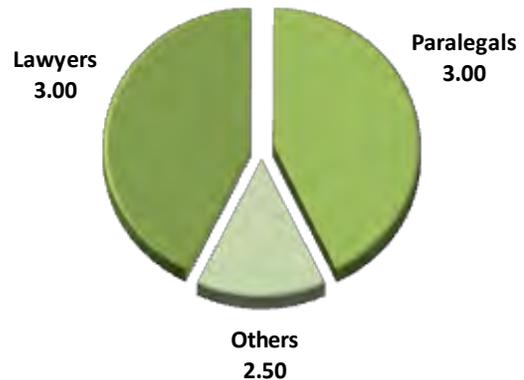
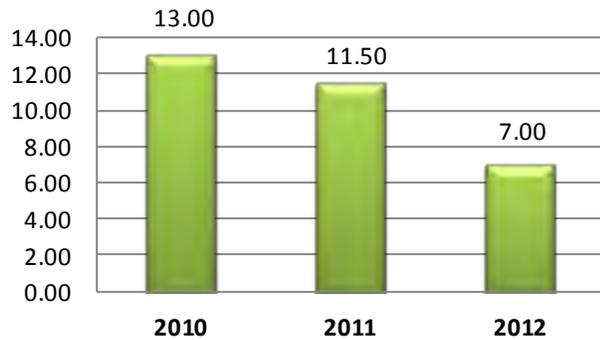
**Total 2012 Funding: \$818,515**



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## Staffing

**Total 2012 Staffing: 7.00 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 2012: 639**

### Individual Rights: 483 Cases

Legal problems include primarily individual direct representation in administrative and court-based immigration proceedings. A majority of immigrants represented were either unaccompanied minor children, victims of domestic violence or victims of other violent crimes.

### Education: 80 Cases

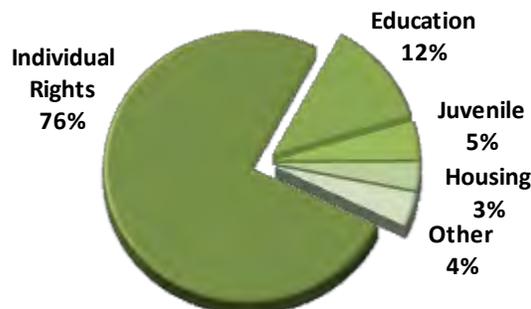
Legal problems include suspension or expulsion from school and denial of access to educational opportunities.

### Juvenile: 29 Cases

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

### Housing: 21 Cases

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



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## Case Examples:

**M**A is a Mexican National who was referred to us by a local domestic violence shelter. She and her daughters had been victims of severe domestic violence by her husband in Texas. MA met her husband JF in Mexico. JF was a very violent man and almost killed MA. JF emigrated to the U.S. where he was the victim of a shooting and was left in a wheelchair. He then threatened to have MA's parents killed if she did not come to Texas with the girls. The abuse continued in the U.S. JF then forced the family to go back to Mexico so he could get some medical treatment. Upon returning to the U.S., JF and his minor daughter MF were detained and placed in removal proceedings. The abuse escalated, but MA feared she and her child would be killed if they called law enforcement. MF reported the abuse to a teacher. DCF visited the home where JF locked MA and two of the girls in a bedroom so that they could not be interviewed. MA jumped out of the bedroom window, and told DCF exactly what had happened. The family was removed from the home and taken to a domestic violence center. The family then fled for the lives to Florida. FEJC was able to get a U-Visa certification from the police department in Texas and file a U-Visa for MA and her other daughters. They were all granted legal status, and the removal case in immigration court was terminated. MF graduated from high school and is now looking into career opportunities. Her siblings are still enrolled in school. MA and her daughters are now able to live free of violence and without fear of being deported.

**M**M is a Honduran national. He entered the United States when he was eight years old. Based on initial screening MM appeared to be eligible for relief under the new Deferred Action for Childhood Arrivals (DACA) program. MM came to his appointment with all of documentation in a folder with each section tabbed. He had all the documentation needed. When we asked his mother if she organized his work, she said no and explained that this was all MM's doing, and this was "the way he is". MM has received many honors at school for citizenship as well as grades. He is also very active in his church. When MM was asked why he wanted legal status he said, "I would love to go to school in a safe environment. I want to help my family and community in every way that I can. With a work permit, I will be able to pay my college tuition and help my family. I plan on finding work so I can start saving for college." MM's case is now pending for administrative approval.

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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.

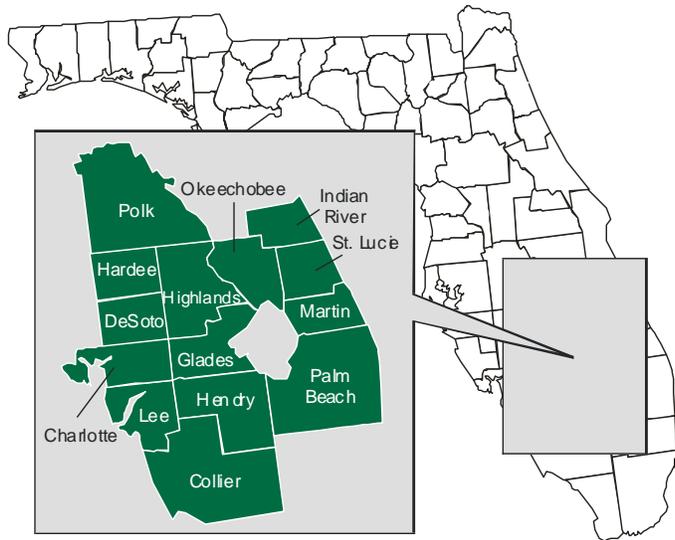
## Lakeland

### Snapshot of Achievements, 2012

Florida Rural Legal Services has seen a significant improvement in the level of quality in the programs legal work by our younger advocates. Thanks to the Florida Bar Foundation Student Loan Assistance Program and the Salary Supplemental income programs. We have been able to maintain our attorney staff who are now in their 2-4 experience level year period. Our appellate work has evolved and judges have informed us that the work and preparation by our staff is exemplary. We have also expanded our areas of assistance to legal assistance for persons involved in the criminal justice system. We have served over one hundred persons in the past year with issues involving sealing or expunging of the criminal records in an effort to assist them with obtaining employment. In the consumer areas, we have had a significant increase in the representation of person with garnishment issues also. In our Fort Myers office, which is our largest office, we have gone to an “attorney of the day” system. This has ensured that clients are contacted within 24 hours of their initial call to our offices. We are still determining if this model will work in our other locations. This has greatly reduced the number of “call backs” by clients and kept cases moving more efficiently. All of the above achievements are directly related to our strategic plan, to be a more effective and efficient law office that provides excellent legal services to its clients. As stated above, The Florida Bar Foundation’s funding of their LRAP program and the Salary Supplement grant has directly impacted our new attorney’s ability to remain in Legal Services, and possibly make legal services a viable career option.

### Population Served:

*General Low Income Population*



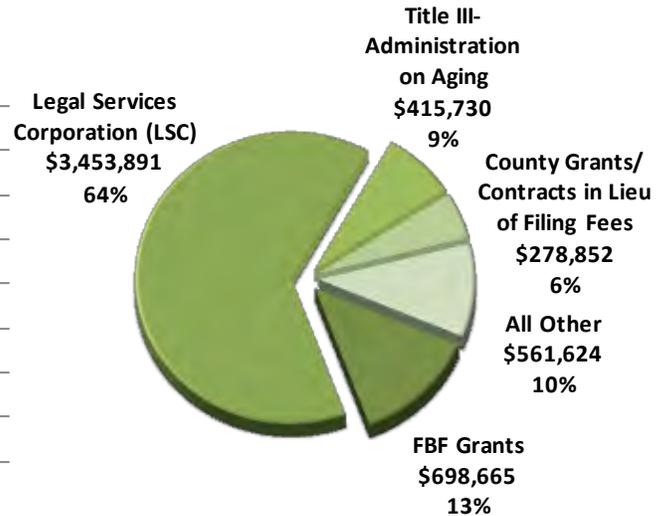
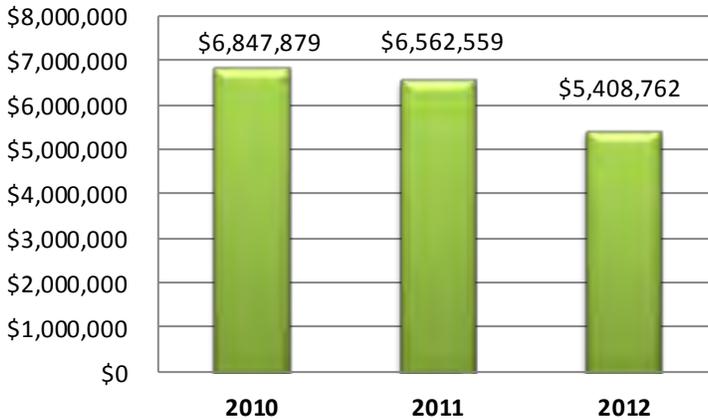
### Service Area

County	Cases Closed
Lee	1,415
Palm Beach	1,281
Polk	955
Saint Lucie	716
Indian River	367
Charlotte	335
Highlands	316
Collier	227
Martin	210
Okeechobee	81
De Soto	60
Hendry	54
Putnam	43
Hardee	29
Other	111

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## Program Funding

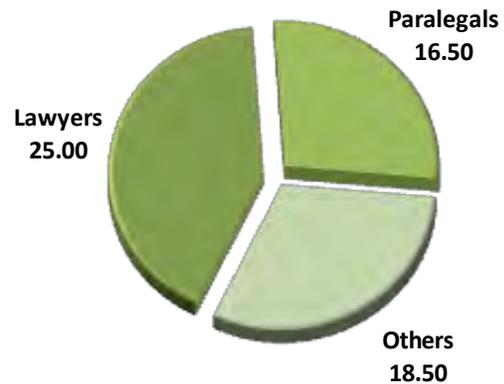
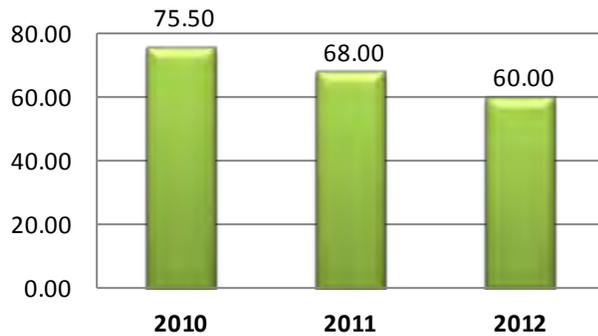
**Total 2012 Funding: \$5,408,762**



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## Staffing

**Total 2012 Staffing: 60.00 Full Time Equivalentents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 412 private attorneys participated in 2012.
- 2,168 attorney hours of service were provided valued at \$325,200 (\$150 per hour).
- 485 cases were closed by pro bono attorneys.
- 212 attorneys contributed \$74,305 in funding.

---

## Case Services For Individuals

**Total Cases Closed in 2012: 6,200**

### Housing: 3,025 Cases

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

### Family: 676 Cases

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

### Income Maintenance: 654 Cases

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

### Employment: 554 Cases

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



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## Case Examples:

**A**B is an elderly disabled woman who had lost her leg due to an injury. She fell behind on her mortgage payments. To try to save her home, client spoke with a “foreclosure rescue company” who came to her door. The company promised to save her home but, in reality, she ended up giving them money and was tricked into deeding the home to them. As a result, AB lost her homestead tax exemption and her senior citizen tax discount, and fell further behind on her payments. We helped AB by filing an answer and affirmative defenses for her. We also filed a counter-suit against the foreclosure rescue company to get title to the property placed back in her name. We were also able to negotiate a loan modification with the bank. Finally, the judge dismissed the foreclosure action and title to the property was again placed in AB’s name. She is now current on her mortgage payments under the modification. Her homestead tax exemption and senior citizen tax discount have been restored and she is still living in her home.

**C**D came to us in fear about the safety and stability of her two great grandsons, ages 7 and 8. The boys had been living with her for most of their lives, with the consent of their father, CD’s grandson. The boys’ mother suffered from a serious mental disability, had been treated in various facilities, and did not have any permanent residence. When CD came into our office, she explained that the boys’ mother had come, without warning, in the middle of the night, and removed the boys from her home. Then, two months later, the boys had just as suddenly been returned to her home. CD was desperate for an order of custody in order to prevent the boys from being uprooted without warning a second time. FRLS filed a custody case under the relative custody statute and obtained the consent of the father. The mother was difficult to track down, but we were finally able to have her served at a group home and she was eventually defaulted. With our help, CD received an order of custody for the children so she is now able to handle their school and medical affairs and keep them safe with her. Their lives are now stable.

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## Other Program Services and Activities:

### Services to Individuals.

FRLS staff made numerous outreach visits and presentations throughout 2012. Brief examples include:

- 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.

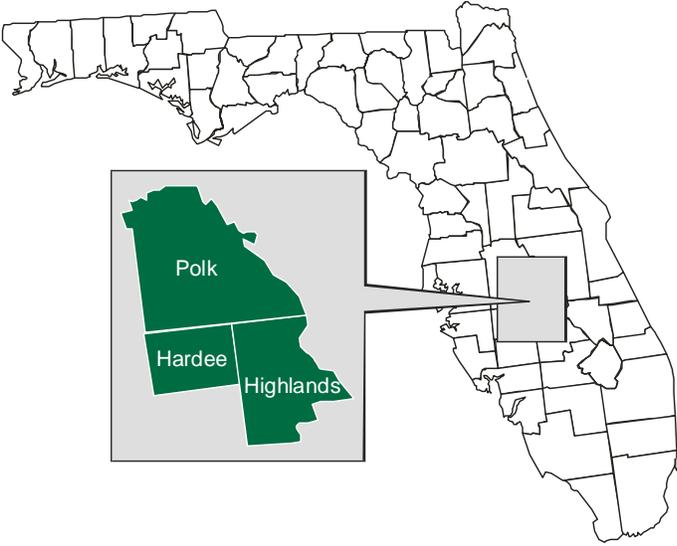
## Lakeland

### Snapshot of Achievements, 2012

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 received 19 Administrative Agency Decisions for 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 31 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 assisted 631 individuals. We are representing clients in more complex cases requiring extensive litigation, with a focus of safe keeping the children in the action 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*



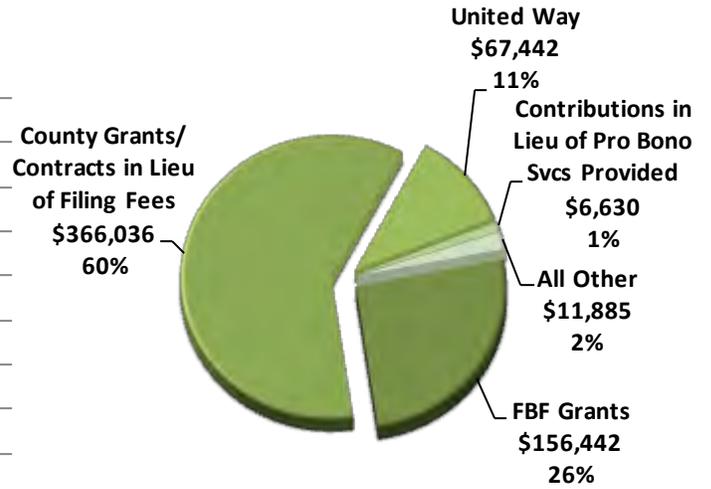
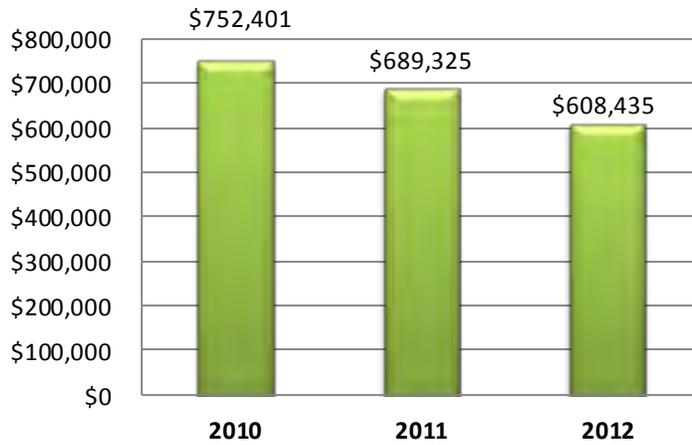
### Service Area

County	Cases Closed
Polk	521
Highlands	100
Hardee	10

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## Program Funding

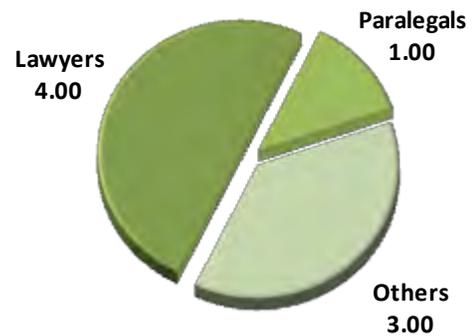
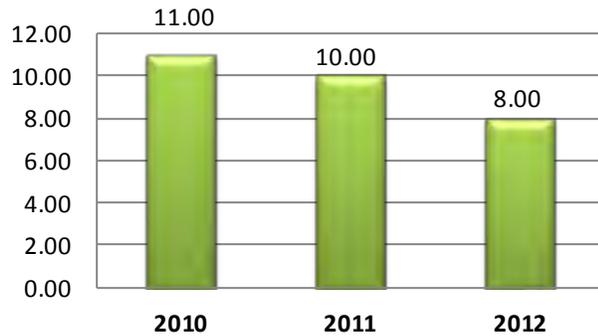
**Total 2012 Funding: \$608,435**



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## Staffing

**Total 2012 Staffing: 8.00 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

-- Attorneys contributed \$6,630 in funding.

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## Case Services For Individuals

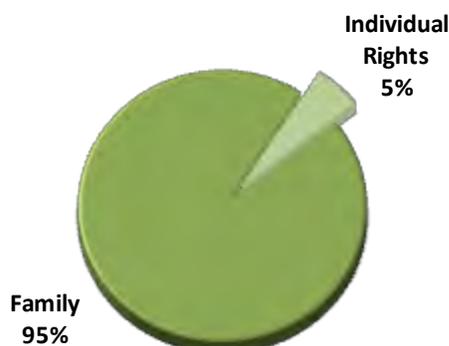
**Total Cases Closed in 2012: 631**

### Family: 597 Cases

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

### Individual Rights: 34 Cases

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



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### Case Examples:

**K**risty had three children, ages 10, 9, and 6, with her husband. During their marriage they separated and filed for divorce, however Kristy reconciled with her husband. All seemed fine for a time until she learned that her husband behaved inappropriately with their youngest son. Although she loved her husband, the safety of her children was more important than her desire to remain married. Kristy returned to HOFLA seeking assistance, again, for a divorce. After meeting with her attorney, it was determined she would present Kristy's case to obtain sole parental responsibility with supervised time-sharing and secure financial assistance through alimony, child support and equitable distribution of the couple's assets and liabilities. The judge awarded sole parental responsibility to Kristy and supervised time-sharing for the husband with the children. The court awarded Kristy durational alimony in the amount of \$350 per month as well as child support awards of \$912.33 plus \$91 monthly towards the arrears for 48 months with an increase effective July 15, 2016 to \$1,093.35. Kristy is currently looking for full-time employment.

**R**amona consulted our office regarding dissolution of marriage from her husband, a Mexican national who had abandoned Ramona and her two young children eight years earlier. As Ramona was unable to locate her husband, she felt trapped by the marriage. She had no way to seek child support or to sell property held in her husband's name. Her husband's absence was also hindering her ability to seek U.S. citizenship for her young children, who were born in Mexico, or to secure passports for them. Our office filed a petition to dissolve the marriage and completed the complex process of properly publishing notice by publication. At final hearing we successfully argued to the judge that he was authorized under Florida law to award Ramona sole parental responsibility of the children, as well as sole ownership of all real and personal property abandoned by her husband. As a result of these rulings, Ramona was able to sell real property held in the husband's name in order to support the children. She was further permitted to seek passports for the children as their sole guardian. We further assisted Ramona in seeking naturalization for her two young children. Both children were granted Certificates of Naturalization, proof that they are now U.S. citizens.

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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, 2012

Like most other non-profits we are doing more with less. In 2012, we closed about the same number of cases as we did in 2011, but we opened 30 more cases in 2012 than in the previous year. In 2012, the 3 attorneys attended more than 1,000 trial, hearings, mediations and case managements. We continue to do limited appellate work also. The attorneys attend regular CLE's. In order to provide high quality representation, continuing education is vital. 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. The Board of Directors is committed to ensuring clients receive the best representation possible. The Salary Supplementation Grant has been helpful for us to maintain and increase salaries for staff attorneys.

### Population Served:

*General Low Income Population*



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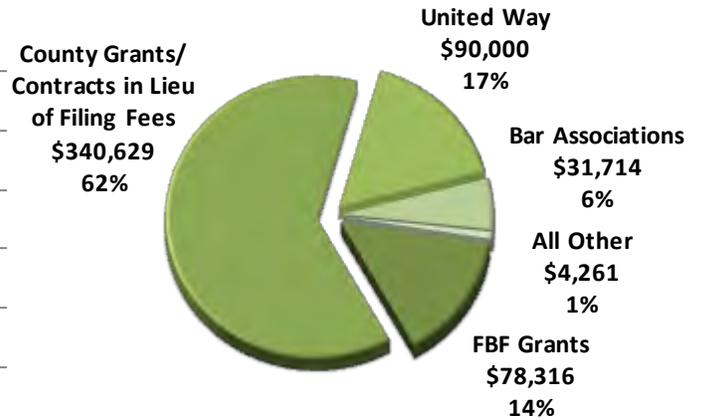
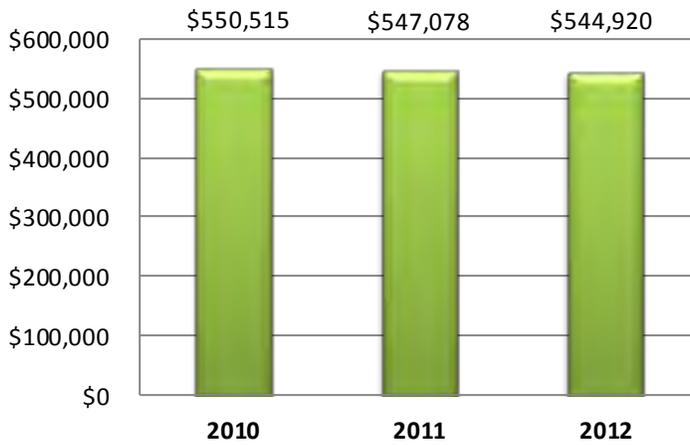
### Service Area

County	Cases Closed
Lee	427

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## Program Funding

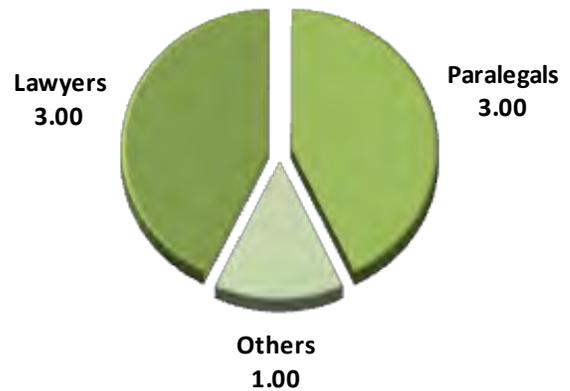
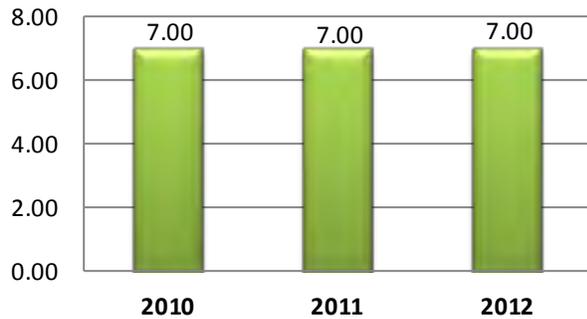
**Total 2012 Funding: \$544,920**



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## Staffing

**Total 2012 Staffing: 7.00 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

-- Attorneys contributed \$2,741 in funding.

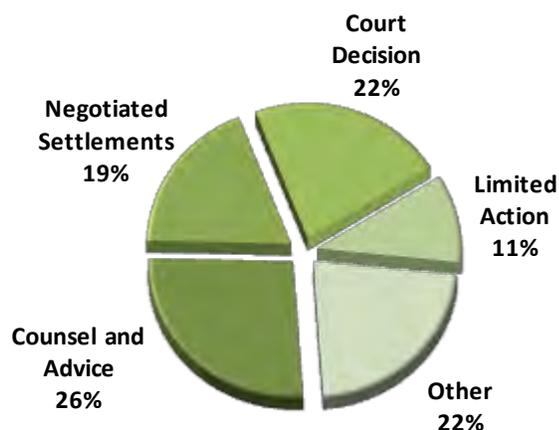
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## Case Services For Individuals

**Total Cases Closed in 2012: 427**

### Family: 427 Cases

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



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### Case Examples:

Over the years, we have represented grandparents in obtaining custody of their grandchildren. This particular client was the parent, not the grandparent. She had, because of difficulties in her life left her son in the care of her mother. The difficulty came, not because the client could not handle the issues she was confronting, but because her mother now believed her grandson should not return to the care of his mother. Court intervention was necessary. A specific plan was set for the client to spend increasing time with her son to smooth the transition so the client would once again have her son with her full time.

The main dispute between the two parents in this case was decisions on medical care. The lack of agreement was affecting their son medically, as well as causing disruptions in their son's education. Their son spent the majority of time with his mother, who was then the parent who was most involved with doctor's appointments and speaking with the doctors. Even though, the father disagreed with the mother's course of action, he did little to speak with the doctors or attend scheduled appointments. Court intervention was necessary to resolve the dispute and request the court enter an order to determine which parent would have the decision making authority over medical and education decisions.



# Legal Aid Society of Palm Beach County, Inc.

## West Palm Beach

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### Snapshot of Achievements, 2012

The Legal Aid Society of Palm Beach County's most significant achievements in 2012 were:

- The establishment of the Palm Beach County Anti-Stalking Multi-Disciplinary Collaborative to create guidelines for victim service providers and law enforcement to use in increasing services to victims and providing trainings for law enforcement, the judiciary and victim advocates on stalking and cyberstalking. The collaborative created a "Stalking Toolkit" which is designed to educate law enforcement, advocates and the judiciary on best practices when assisting stalking victims.
- The creation of a Wage Dispute Project to serve low-income workers who have a dispute with their employers resulting from wages owed either due to nonpayment, underpayment or misclassification of the employees' status. In 2012, the Project recovered \$115,915.38 in unpaid wage claims.
- The establishment of a Senior Economic Justice Project to address the legal needs of seniors who are victims of unlawful consumer business practices, particularly in the areas of Mortgage Foreclosure, Wage Garnishment and Financial Exploitation. This project is funded by the Retirement Research and the Salah Foundations.
- The development of a form by the Juvenile Advocacy Project (JAP) to assist the courts and parties in keeping track of those children on psychotropic medications. JAP was prompted to create this form due to the death of Gabriel Myers, a 7-year old child who hung himself in his foster home after being prescribed psychotropic medication FDA-approved only for adults. The Project is now routinely appointed to represent children DCF seeks to medicate with psychotropic medication.

### Population Served:

*General Low Income Population*



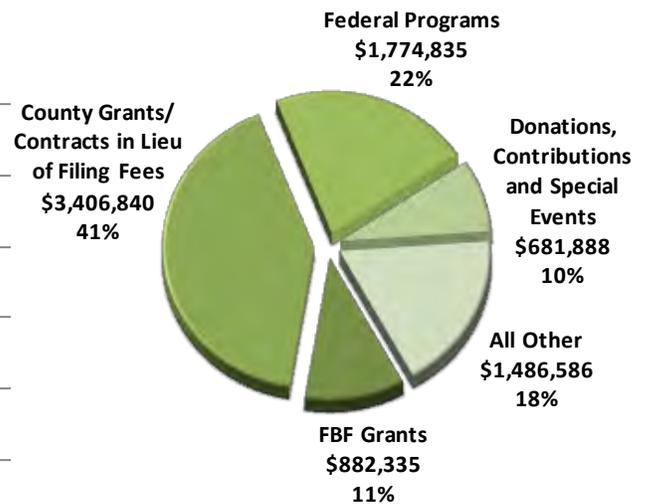
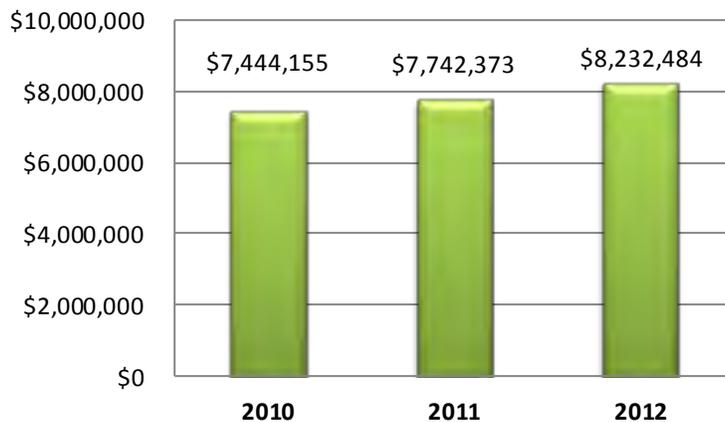
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### Service Area

County	Cases Closed
Palm Beach	5,442

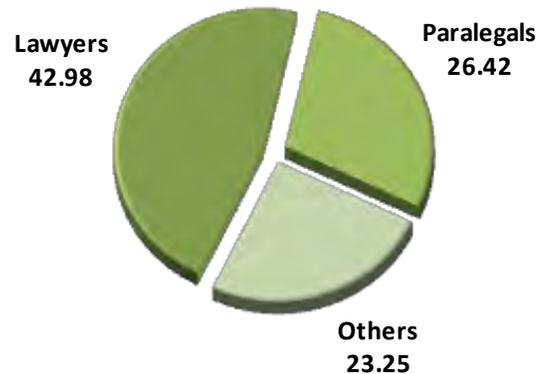
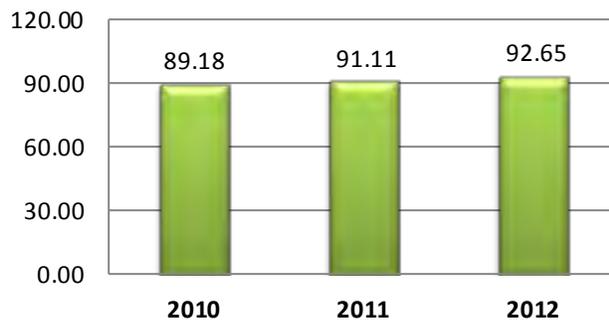
## Program Funding

**Total 2012 Funding: \$8,232,484**



## Staffing

**Total 2012 Staffing: 92.65 Full Time Equivalents**



## Pro Bono and Other Volunteer Programs

### Statistics:

- 1,499 private attorneys participated in 2012.
- 3,256 attorney hours of service were provided valued at \$488,400 (\$150 per hour).
- 335 cases were closed by pro bono attorneys.
- 1,090 attorneys contributed \$399,078 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2012: 5,442**

### Family: 1,720 Cases

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

### Housing: 1,248 Cases

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

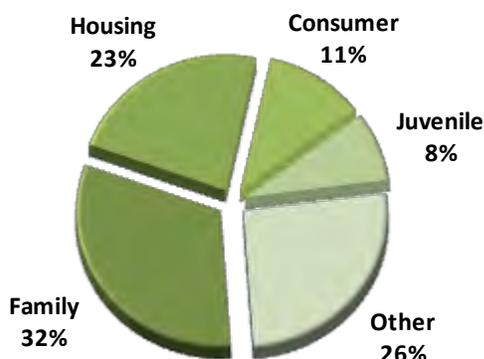
### Consumer: 613 Cases

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

### Juvenile: 448 Cases

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

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## Case Examples:

**E**lba came to our office very concerned about her 4-year-old granddaughter. She was taking care of her while her daughter was incarcerated, but she did not have the legal custody or authority to meet her medical or educational needs. Elba was employed but it was difficult for her to pay for day care. The mother refused to sign consent so that Elba could properly take care of the child. The father was unknown. While our Relative Caregivers Project (RCP) was preparing the case, the mother was released from jail and was living with her boyfriend. Elba had the child visit with the mother, but became alarmed when pictures on Facebook showed the mother and boyfriend with guns, drugs and money. RCP went to court and over the mother's objection, the Judge awarded the custody of the grandchild to Elba. Legal Aid then referred Elba to a grandparent support group as well as to Family Central so that she would have a scholarship for daycare, allowing Elba to work and have some respite time. Very shortly thereafter, the daughter became pregnant again. She and the father were arrested and incarcerated. When the baby was born, the parents signed consent for Elba to have custody of the infant and we immediately obtained legal custody for her. With services already in place we were able to get her day care for the baby and referrals to Healthy Mothers for additional help.

**L**egal Aid's Guardian Advocacy Project (GAP) was contacted by an attorney from our Juvenile Advocacy Project regarding Lynn, a developmentally disabled young lady who was about to age out of foster care. Lynn had been removed from her foster home due to the failure of the family to protect her from sexual abuse and exploitation. She did not qualify for any of the transitional foster care programs, as she had been in DCF custody for less than six months. Even though she was disabled, she did not qualify to file for SSI benefits as she was not a U.S. citizen. On January 25, 2012 the GAP program was appointed to be Lynn's legal guardian advocate. GAP's case manager found a residential placement and Lynn moved into a group home for young people with developmental disabilities. In addition, Legal Aid's Immigration Advocacy Project applied for citizenship. The decision was made that due to her disability we would ask to waive the testing piece. This request was approved by the U.S. Citizen and Immigration Services and Lynn became a citizen in November. The GAP project then applied and received approval for SSI benefits. In addition to all the government benefits that were applied on her behalf, the GAP project has also advocated regarding her educational needs and has been monitoring her medical issues. Ongoing case management has allowed for this young lady to thrive despite her disability and not having any family support.

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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.

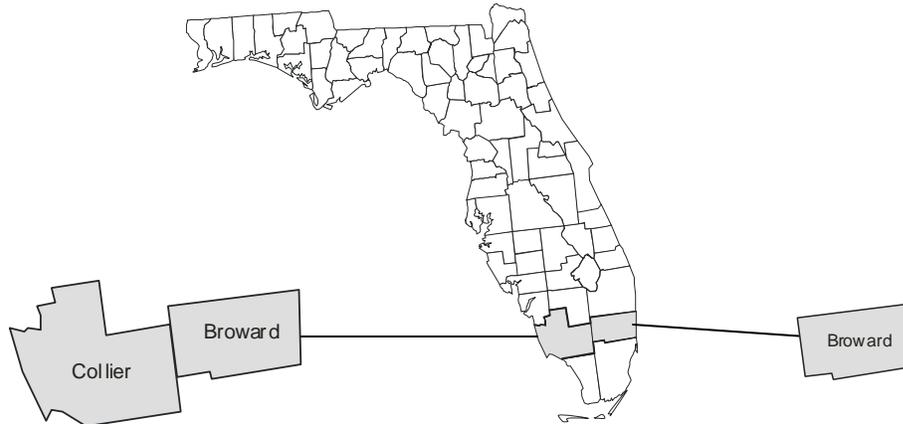
### Support Services for Other Agencies.

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 2012 for the Legal Services Delivery System in **Region VI**



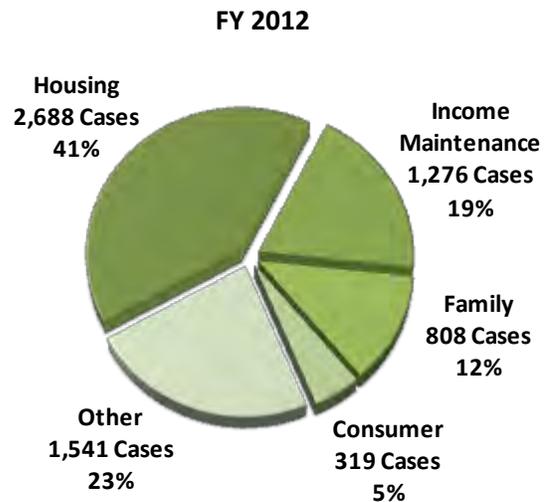
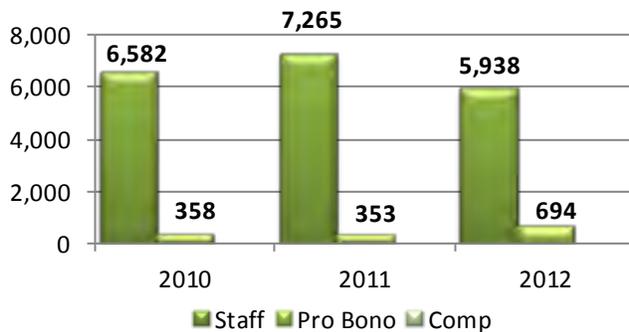
**Legal Aid Society of Broward County, Inc.** is the unrestricted general legal services program serving Region VI.

- 2012 Funding: \$5.44M
- 2012 FBF Funding: \$1.25M
- 3,891 Cases Closed in 2012

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

- 2012 Funding: \$2.52M
- 2012 FBF Funding: \$157,970
- 2,741 Cases Closed in 2012

## 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): 1.3*

## Total Pro Bono and Other Volunteer Programs

### Statistics:

- 558 private attorneys participated in 2012.
- 3,301 attorney hours of service were provided, valued at \$495,150 (\$150 per hour).
- 694 cases were closed by pro bono attorneys.
- 305 attorneys contributed \$120,373 in funding.

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

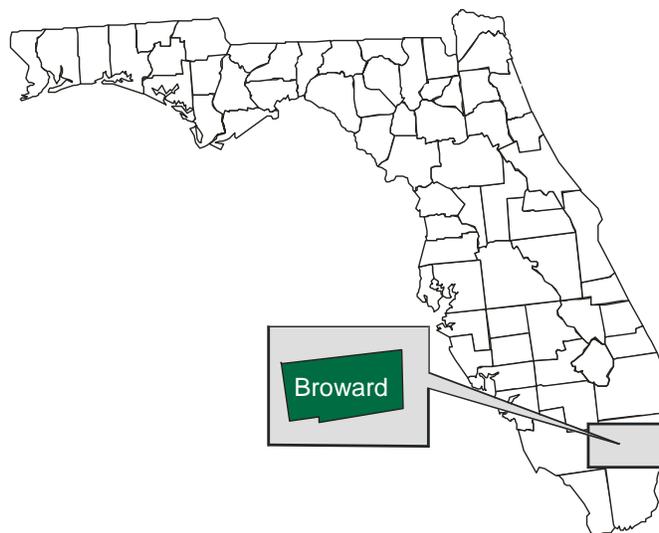
## Plantation

### Snapshot of Achievements, 2012

- During 2012, Coast to Coast Legal Aid of South Florida (CCLA) adopted a collaboration plan to facilitate a broader sharing of knowledge and services among the units in the program. The collaboration plan includes the following components:
  - ◊ Each unit is responsible for hosting one substantive training a year for all staff;
  - ◊ As a follow up to the training, attorneys have the opportunity to shadow an attorney and co-counsel a case, if desired;
  - ◊ One person from each unit is responsible for coordinating community education and outreach events and sharing information so that other units can also participate at the events; and
  - ◊ CCLA has formed a “grant think tank,” an opportunity for attorneys to get together to discuss ideas for grants. By bringing together staff with expertise in different areas of the law and with knowledge of diverse client populations, we expect to generate ideas for grant proposals that are creative and responsive to emerging issues that we see in our client community.
- In 2011, our program launched a new project, the Veteran Advocates Legal Outreach & Representation (VALOR) Project to provide services to veterans, military personnel and their family members. Through our contacts, we established an outreach site at a local VA Outpatient Clinic which we visit on a weekly basis. As a result of our involvement with the veteran community, in 2012, we were invited to participate in a United Way initiative known as Mission United. This initiative brings the community together to support Broward’s military and their families with re-acclimation to civilian life. Mission United addresses multiple issues for veterans, returning military and their family members including but not limited to legal issues, employment, education, financial stability, housing, and health.

### Population Served:

*General Low Income Population*



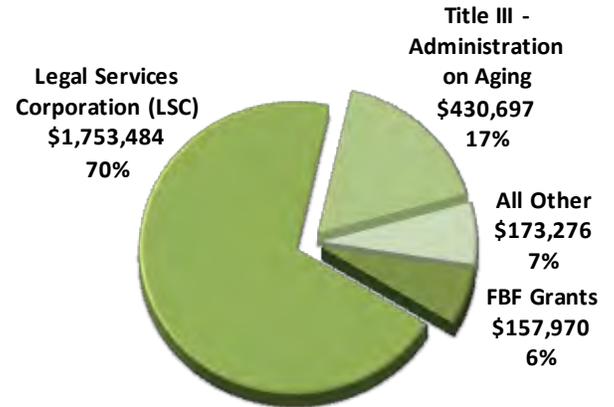
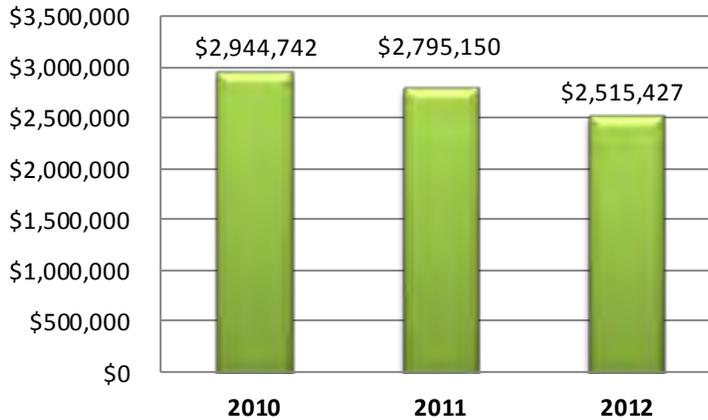
### Service Area

County	Cases Closed
Broward	2,741

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## Program Funding

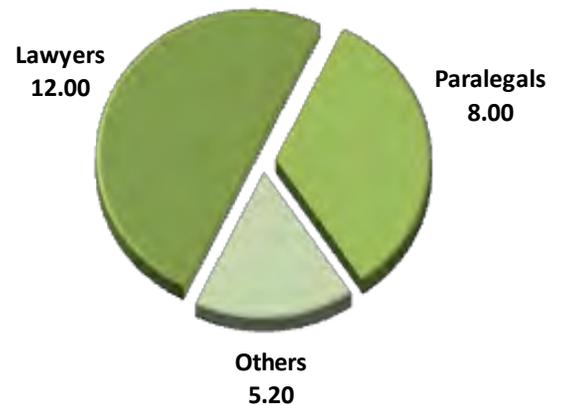
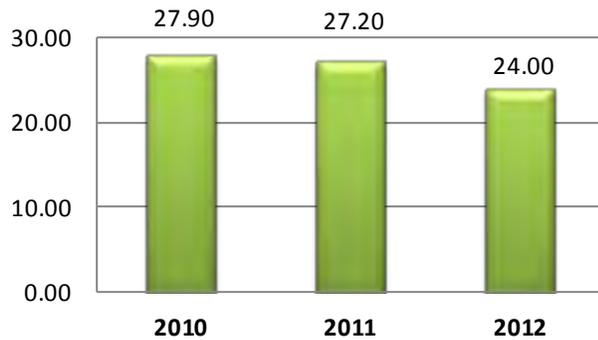
**Total 2012 Funding: \$2,515,427**



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## Staffing

**Total 2012 Staffing: 24.00 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 2012: 2,741**

### **Income Maintenance: 1,065 Cases**

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

### **Housing: 721 Cases**

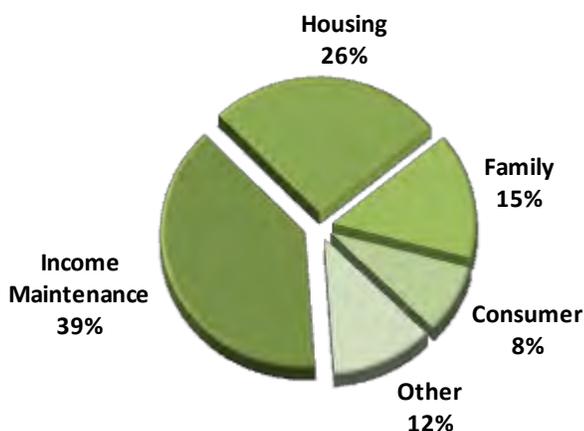
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### **Family: 414 Cases**

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

### **Consumer: 226 Cases**

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



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## Case Examples:

**A**my was 42 years old, had suffered a stroke and was living with her mother. Her mother was on a fixed income and Amy was unable to work. The stroke had left her with multiple physical limitations and her speech significantly impaired. Amy was denied Social Security Disability on the basis that her limitations would not be ongoing after physical therapy. Medicaid was stopped due to the Social Security denial. CCLA assisted Amy with Medicaid reinstatement so that she could continue medical treatment. CCLA met with Amy and advised her how to document daily limitations that prevented her from working and what further medical treatment she should seek. CCLA also filed an appeal for her. The medical treatment records that we obtained detailed Amy's limitations that prevented her from working and were presented to the judge. The judge ruled that Amy still had limitations that prevented her from working even after therapy. Amy received back benefits in the amount of \$9,532.14 and an ongoing monthly payment of \$465.34.

**M**s. E was hospitalized unexpectedly one morning and left her two minor children with a neighbor. She gave the neighbor her EBT card to buy food to feed her children. When the neighbor attempted to use the EBT card, she discovered that the card had no food stamp benefits on it. Ms. E called CCLA for assistance. The CCLA attorney contacted the Department of Children and Families (DCF). DCF had stopped the benefits to investigate the case. DCF contacted the client immediately, completed their investigation, and put the food stamps benefits on the card within 24 hours.

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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.

# Legal Aid Service of Broward County, Inc.

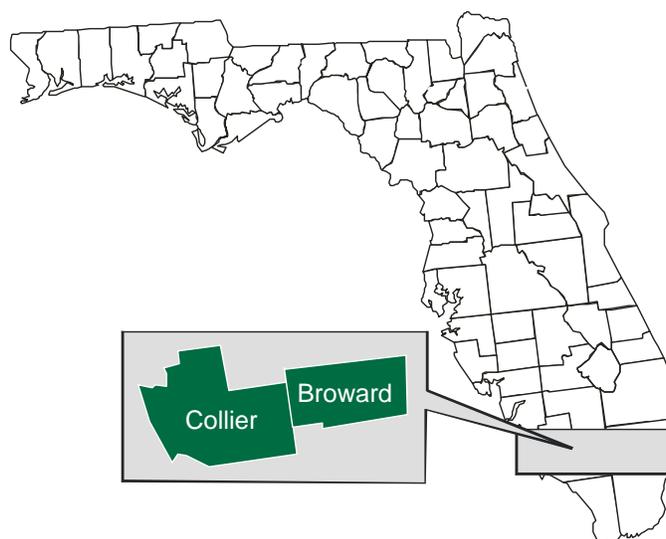
## Plantation

### Snapshot of Achievements, 2012

Having lost over 20 staff members in the prior year, in 2012 we had to find alternative ways to ensure we could still meet the growing needs of our client community. One of our most significant accomplishments in that regards was the creation of the Advice and Counsel Hotline. Over 550 clients who we would not be able to otherwise serve, received advice and counsel by phone by pro bono attorneys. This proved to be a very popular way for attorneys to achieve their pro bono service without a huge commitment of time. Raising new funds was also critical to helping us avoid further deep staff reductions during 2012. We were successful in securing special one-time funds from Broward County, increased funding from United Way in both Broward and Collier Counties, and through general fundraising efforts. Funding will continue to be a stressor for our program for the next few years. However, we have a very dedicated staff that works hard to both serve our clients and to help raise the funds needed to keep us moving forward. Through all this, our staff continues to be very successful at securing significant quantifiable benefits for our clients such as: prevented evictions or foreclosures for nearly 300 families, secured over \$1.2 million in back awards and annualized benefits for social security and other government benefits; over \$525,000 in benefits for housing clients and nearly \$150,000 for consumer clients. 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 community. Even as our resources from the Florida Bar Foundation

### Population Served:

*General Low Income Population*



### Service Area

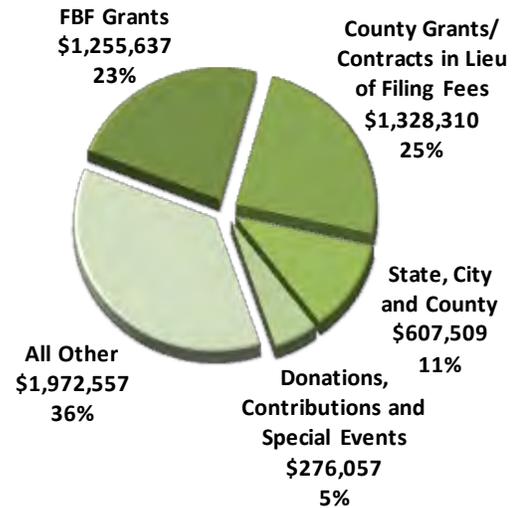
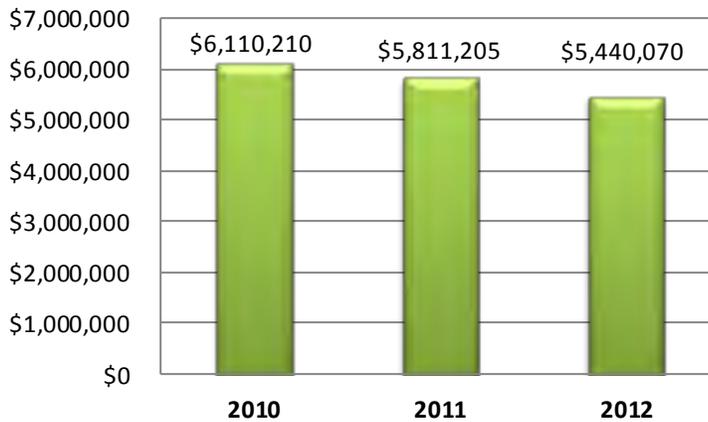
County	Cases Closed
Broward	2,938
Collier	953

*Continued on page 120*

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## Program Funding

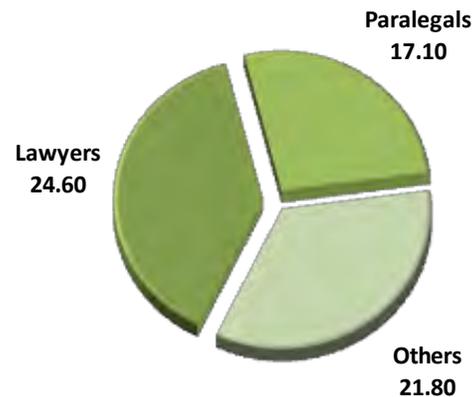
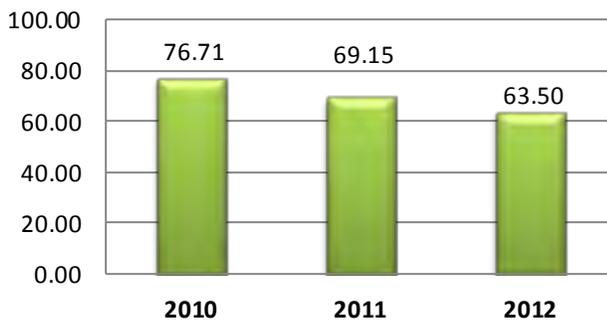
**Total 2012 Funding: \$5,440,070**



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## Staffing

**Total 2012 Staffing: 63.50 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 558 private attorneys participated in 2012.
- 3,301 attorney hours of service were provided valued at \$495,150 (\$150 per hour).
- 694 cases were closed by pro bono attorneys.
- 305 attorneys contributed \$120,373 in funding.

---

## Case Services For Individuals

**Total Cases Closed in 2012: 3,891**

### Housing: 1,967 Cases

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

### Individual Rights: 698 Cases

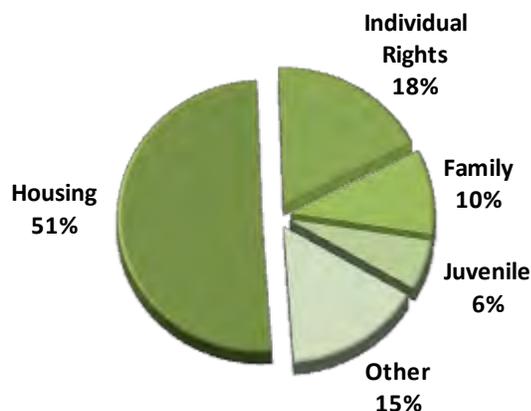
Legal problems include denial of access to public services and accommodations and denial of rights to institutionalized people.

### Family: 394 Cases

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

### Juvenile: 232 Cases

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



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## Case Examples:

**A**.J. came to Legal Aid because an eviction had been filed against him. He and his 15-year-old son were living in a storage unit for \$225 per month; their income was only \$250 per month in child support plus \$100 per month in food stamps. They were 4 months' delinquent in rent and did not have the ability to pay the debt, nor was it feasible to continue living in a storage unit. The client and his son were bathing at local facilities such as the YMCA. The client feared DCF would take his child if they learned of the circumstances. The Housing Unit called one of our community partners who screened the client for eligibility in their supportive housing program. We assisted him in obtaining a case manager, through another community partner, for his mental health issues, which is a prerequisite for the supportive housing program. Father and son will be transitioning to that housing and will only be required to pay 30% of their income to rent.

**C**lient is homeless and living in a homeless shelter. She received SSI benefits in the past but her benefits were stopped after she was incarcerated. She reapplied for benefits after her release from jail. Client had difficulty in most shelters and was discharged on at least two occasions due to her inability to deal with others. She spent some time with family after her discharge but that was also temporary. Client was finally admitted to the Salvation Army. She remained there until after her social security hearing. She was found disabled at the hearing. She received \$15,718 in retroactive benefits and \$698 monthly SSI benefits. With a team effort she was admitted to a structured program operated by Henderson Behavioral Health. She pays rent and has her own room. She continues to have supportive services including case management.

---

## 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 117*

decline, the Foundation continues to play a leadership role ensuring that aggressive client centered advocacy remains the main focus of the legal aid delivery system in Florida. It is clear that, even at low funding levels, the Foundation continues to be recognized as the leading force for

client centered advocacy in Florida. The Foundation serves as the model for our staff and programs to persevere during these difficult times because we are the last and only hope for so many in our communities who otherwise have no access to our justice system.

# Region VII



# Key Statistics for 2012 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.

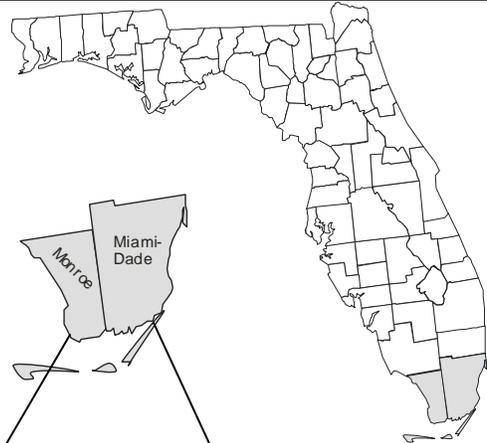
- 2012 Funding: \$3.29M
- 2012 FBF Funding: \$0.66M
- 4,243 Cases Closed in 2012

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

- 2012 Funding: \$3.02M
- 2012 FBF Funding: \$86,800
- 1,129 Cases Closed in 2012

**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.

- 2012 Funding: \$0.21M
- 2012 FBF Funding: \$101,691
- 477 Cases Closed in 2012



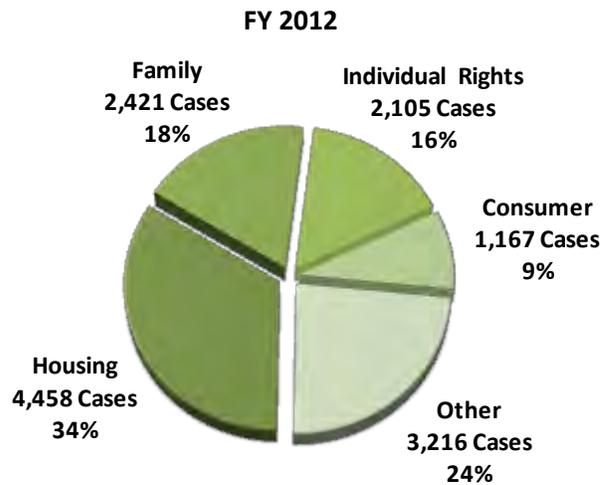
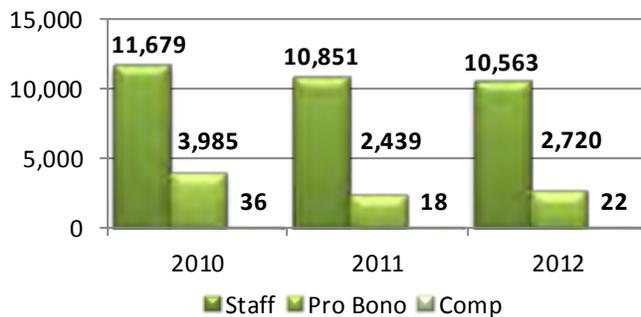
**Legal Services of Greater Miami, Inc.**, a general and children’s legal services provider, received federal funding from the Legal Services Corporation for Region VII.

- 2012 Funding: \$6.21M
- 2012 FBF Funding: \$1.10M
- 5,768 Cases Closed in 2012

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

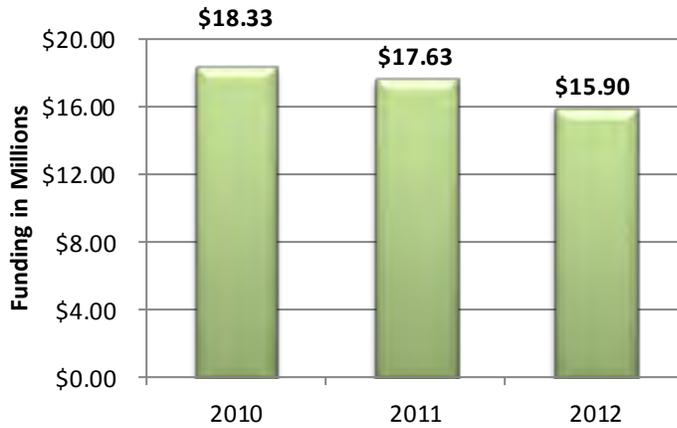
- 2012 Funding: \$3.17M
- 2012 FBF Funding: \$0.95M
- 1,688 Cases Closed in 2012

## Total Case Services For Individuals



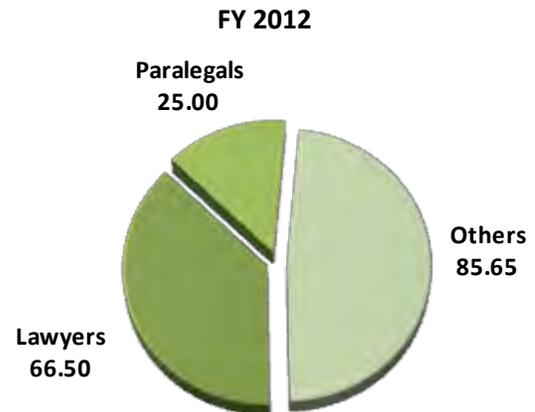
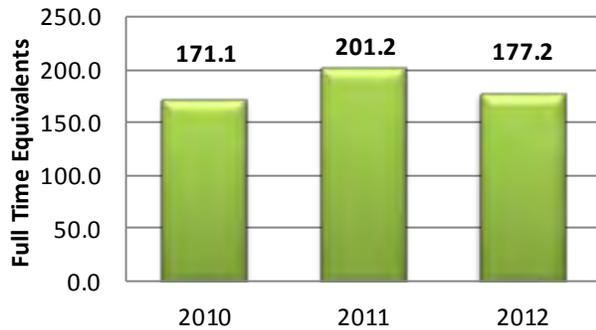
Number of low income persons within Region (125% of poverty per 2000 census): 537,152

## 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): 1.2*

## Total Pro Bono and Other Volunteer Programs

### Statistics:

- 1,924 private attorneys participated in 2012.
- 29,620 attorney hours of service were provided, valued at \$4,443,000 (\$150 per hour).
- 2,719 cases were closed by pro bono attorneys.
- 494 attorneys contributed \$240,725 in funding.

# Americans for Immigrant Justice, Inc.

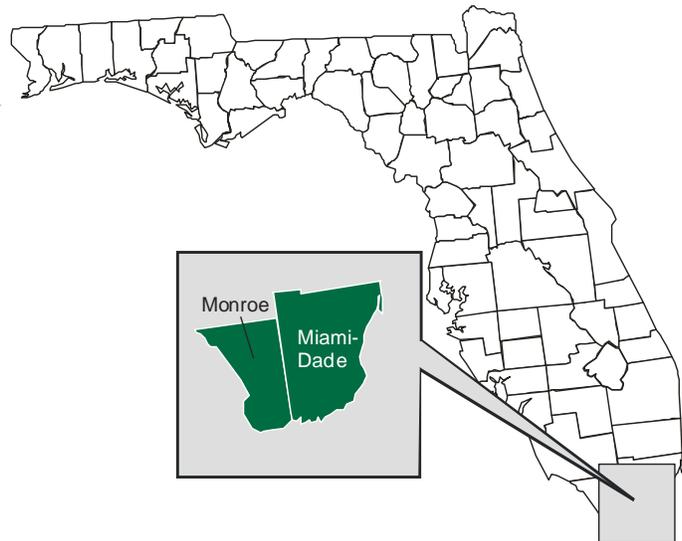
## Miami

### Snapshot of Achievements, 2012

In 2012 Americans for Immigrant Justice (AI Justice) closed 1,688 cases representing victims of abuse and violence; human trafficking victims; unaccompanied immigrant minors; people held in detention facilities; those at risk of being separated from their families; students at risk of deportation; and those eligible for relief who are impoverished or disabled. AI Justice worked to improve access to justice including Immigration enforcement programs, which involve racial profiling and restricting the rights of many immigrants. AI Justice is able to serve the most vulnerable immigrants by providing direct legal assistance; outreach and education; and strong advocacy efforts. Advocacy efforts were strengthened by the opening of an office in Washington, DC, and the addition of a policy director to be front and center at meetings of advocates and government decision makers. AI Justice was highly visible on the national scene, particularly with the substantial role we played in both the successful VAWA and DACA initiatives. This involvement bodes well for our presence in shaping the national discussion on comprehensive immigration reform that began in late 2012.

### Population Served:

*General Low Income Population*



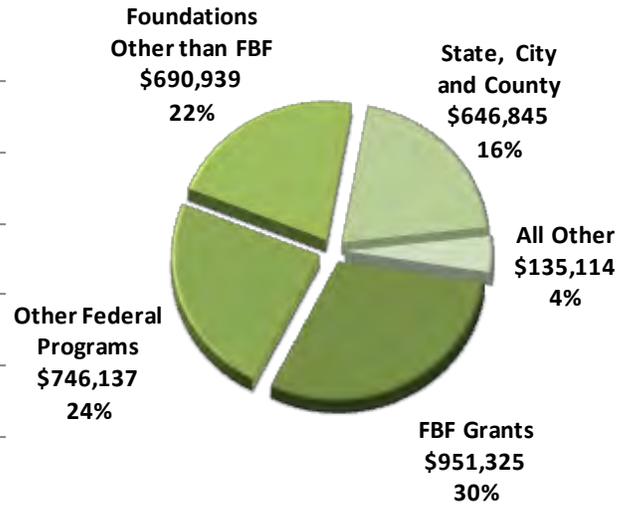
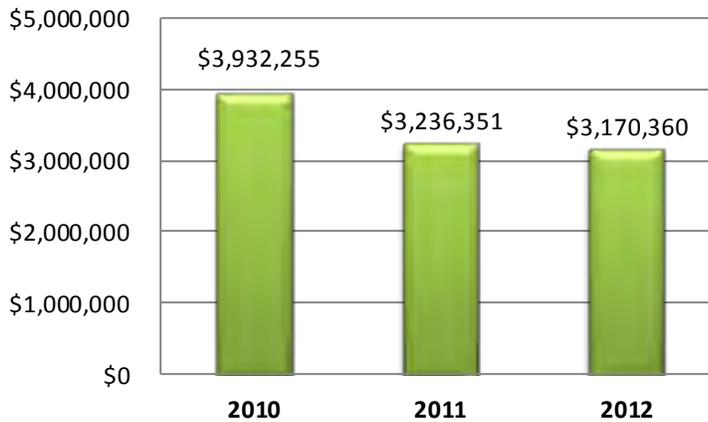
### Service Area

County	Cases Closed
Miami-Dade	1,332
Broward	228
Collier	22
Palm Beach	18
Glades	17
Alachua	14
Monroe	9
Lee	5
Pinellas	3
Hendry	2
Hillsborough	2
Marion	2
Orange	2
Other	32

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## Program Funding

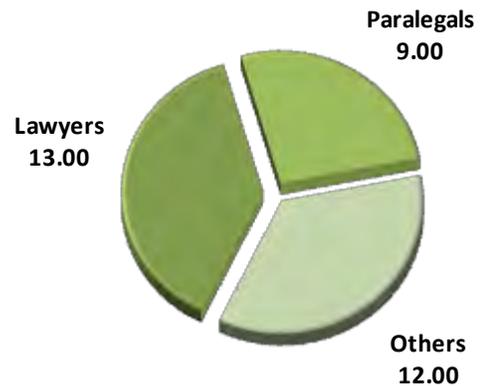
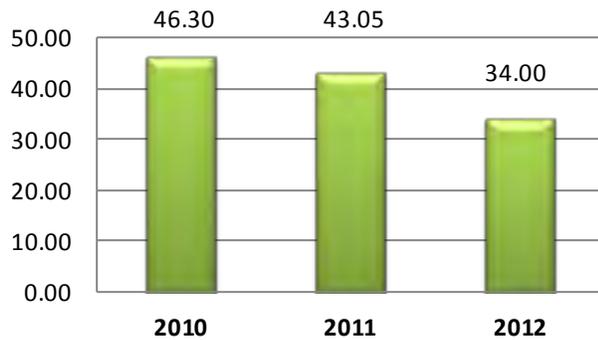
**Total 2012 Funding: \$3,170,360**



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## Staffing

**Total 2012 Staffing: 34.00 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

-- Attorneys contributed \$175 in funding.

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## Case Services For Individuals

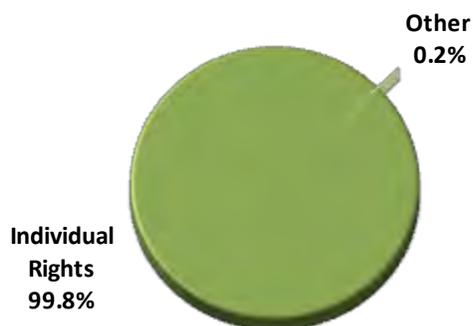
**Total Cases Closed in 2012: 1,688**

### Individual Rights: 1,684 Cases

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

### Other: 4 Cases

Legal problems include Employment and other matters.



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## Case Examples:

**J**enny is a survivor of human trafficking from Jamaica. More than five years ago, she came to the United States in search of a better life. She made the difficult decision of leaving her then-nine year old son behind with relatives. She was forced to work as a housekeeper for a big hotel chain for little-to-no pay. Her employer threatened her multiple times with calling immigration and having her deported. Jenny bravely contacted the authorities and they began a large investigation against her employer. With the assistance of AI Justice, Jenny was able to secure a T visa for herself and her now 14 year-old son. In collaboration with the International Organization for Migration, AI Justice was successful in securing consular processing to reunite him with his mother and the little sister whom he had never met. Upon his arrival in the U.S., AI Justice filed for an employment authorization document for him, which is currently pending. The family is now whole, living together and free from exploitation and abuse.

**M**aria entered the US as a Parolee in 2001. She suffered from severe depression and anxiety due to traumatic experiences during her childhood and adolescence in Cuba. Maria has been receiving treatment and supervision from a state funded mental health program and continues receiving treatment today. When her case was accepted and AI Justice proceeded to interview her, Maria could not respond to the simplest questions without bursting into tears and exhibiting body tremors. With patience, AI Justice gained her confidence and eventually she became comfortable enough to share information. For instance, Maria had been interviewed for naturalization twice before and had been unable to finish her interview. At these interviews, Maria became very upset and distressed, which compromised her ability to communicate effectively. Due to her emotional reactions, officers abruptly stopped the interviews and in conclusion denied her application. Maria's anxiety grew when she was advised that her disability benefits would be terminated unless she became naturalized. Maria had to be medicated and supervised carefully. It was necessary to communicate with her treating physician to make sure she received a medical disability waiver, because her state of mind would not allow her to pass the interview. The application was re-submitted with the waiver. However, the subsequent interview was not exactly cordial. AI Justice had to request a supervisor to guarantee that the interview would be conducted in a manner that would not make the client lose her composure and be denied. After some careful explanations and hard work, Maria was approved and has now been sworn in as a US citizen.

---

## 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

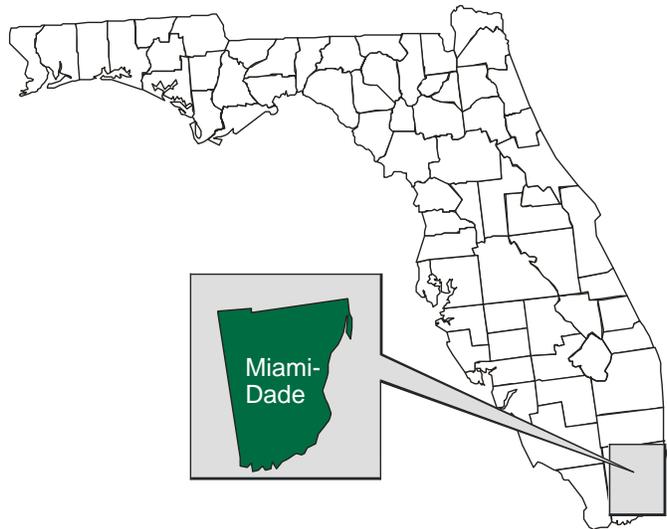
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### Snapshot of Achievements, 2012

The CABA Pro Bono Project's mission is to assist the poor and indigent community in Miami-Dade County, by providing a referral source to pro bono attorneys. Funding provided by the FBF plays a vital roll in fulfilling CABA PBP's mission. To increase awareness in our community and help recruit volunteer attorneys, in 2012 we held our first annual CABA 5K run. The 5K provided us the opportunities to not only distribute promotional and informative materials, but also to speak on a personal level with many lawyers in our community and emphasize our need for their support. In 2012 we were also able to expand our program and provide assistance to victims of domestic violence, including immigrant victims of domestic violence. Being able to provide assistance to these most vulnerable members of our community is directly related to our mission statement and an achievement that we are most pleased to report. We continue to use volunteers to help with our intake system. The use of volunteers has allowed us to increase the number of cases processed by our office without compromising the quality of the services that we provide our clients. Our staff also continued to attend regional educational programs funded by the FBF and administered by LSGM to obtain professional growth and learn about innovative ways to provide better services to our clients. We look forward to continued support from the FBF so that we can continue to assist the poor and indigent community in Miami-Dade County by providing them with the legal services they so desperately need.

### Population Served:

*General Low Income Population*



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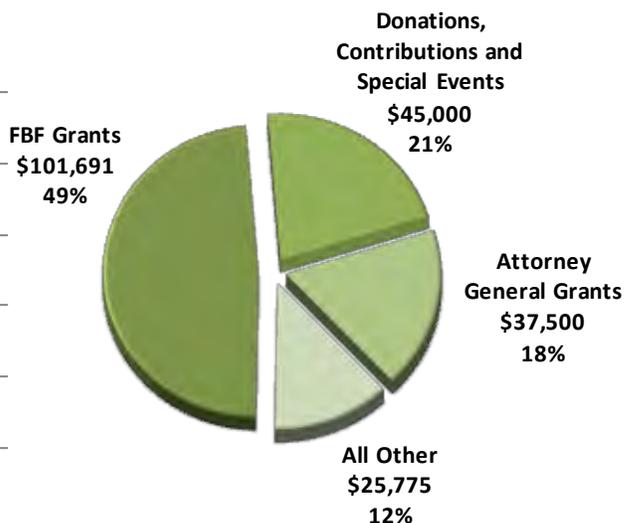
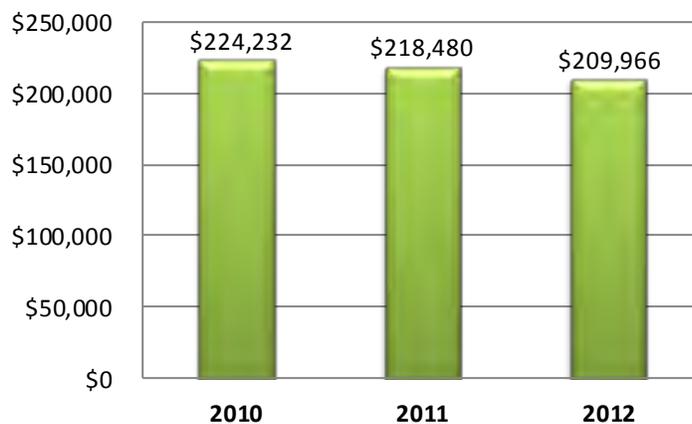
### Service Area

County	Cases Closed
Miami-Dade	477

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## Program Funding

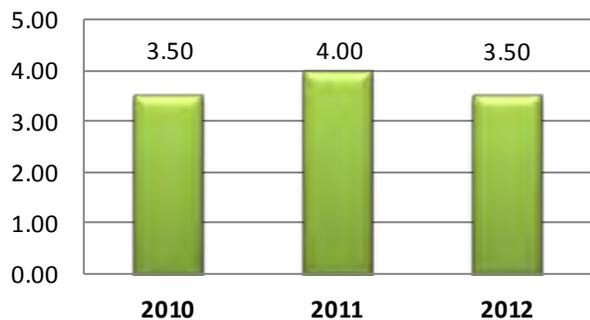
**Total 2012 Funding: \$209,966**



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## Staffing

**Total 2012 Staffing: 3.50 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 54 private attorneys participated in 2012.
- 740 attorney hours of service were provided valued at \$111,000 (\$150 per hour).
- 54 cases were closed by pro bono attorneys.
- Attorneys contributed \$2,000 in funding.

---

## Case Services For Individuals

**Total Cases Closed in 2012: 477**

### Individual Rights: 256 Cases

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

### Family: 121 Cases

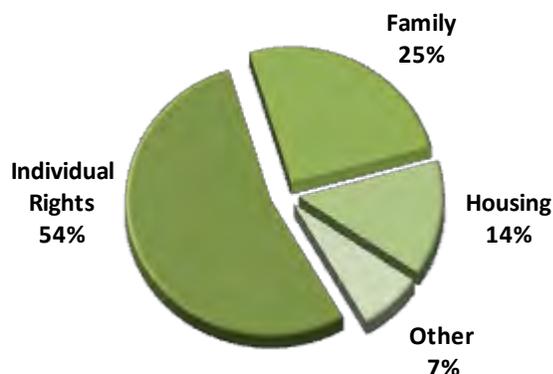
Legal problems include domestic violence, divorce, child custody, parental rights and guardianships.

### Housing: 66 Cases

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

### Other: 34 Cases

Legal problems include Income Maintenance, Consumer, Juvenile, Health, Employment and other matters.



---

## Case Examples:

Client is a head of family who has had trouble securing permanent employment. As a result, client was forced to stop making payments on his credit card bills. One of credit card accounts apparently was sold to a third party collector who was bringing suit against the client. The client visited our offices seeking legal advice. The office provided him with legal representation. The complaint along with the exhibits that were filed in county court failed to prove a cause of action against the client. Discovery was served upon the party bringing suit. At the time of trial, the plaintiff failed to provide evidence that they in fact had the right to collect on the debt and the suit was dismissed.

Client is the mother of an autistic teenage boy about to turn eighteen years old. Client needed to become his legal guardian in order to continue making medical decisions on his behalf and manage his social security disability benefits. The father was in a better financial position and had hired an attorney to help him gain guardianship rights over his son. Father intended on placing the teen in a home for autistic people after gaining guardianship rights. Our client did not have the financial means to hire an attorney and came to us desperately seeking legal representation on this matter. Client did not want her son to be institutionalized. The Cuban American Bar Association Pro Bono Project was able to enlist the help of a volunteer attorney to represent our client pro bono. With the help of the volunteer attorney that CABA provided, client was able to demonstrate that she was the ideal person to care for her son and awarded guardianship so that she could continue caring for him.



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

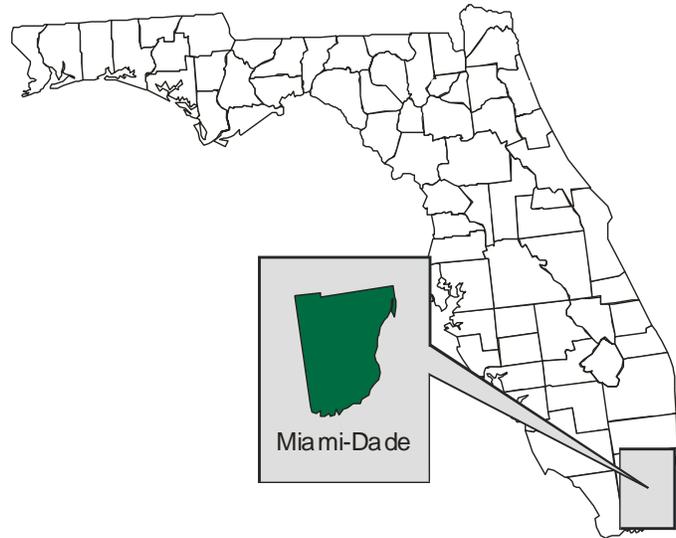
## Snapshot of Achievements, 2012

In 2012, the DCBA Legal Aid Society served 4,210 clients using varied delivery methods including direct representation, pro bono attorneys, pro se clinics 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 2012 are highlighted below.

- **Family Law:** Staff attorneys represented 873 families in divorce, paternity and custody matters. All divorce clients had minor children and most cases presented multiple issues. Legal Aid also represented foster children transitioning out of the system with general civil matters, administrative appeals and dependency issues.
- **Guardianship:** Staff represented over 700 families serving as Guardians 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 family members. In 2012, Legal Aid continued its Guardianship services to foster youth aging out of the foster care system.
- **Domestic Violence:** Staff represented 714 victims of domestic violence and sexual assault. 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.
- **Pro Bono Activities:** "PSB" through pro bono attorneys represented 2,287 clients, conducted 15 CLE seminars and 36 self help clinics with emphasis on Family Law,

## Population Served:

*General Low Income Population*



## Service Area

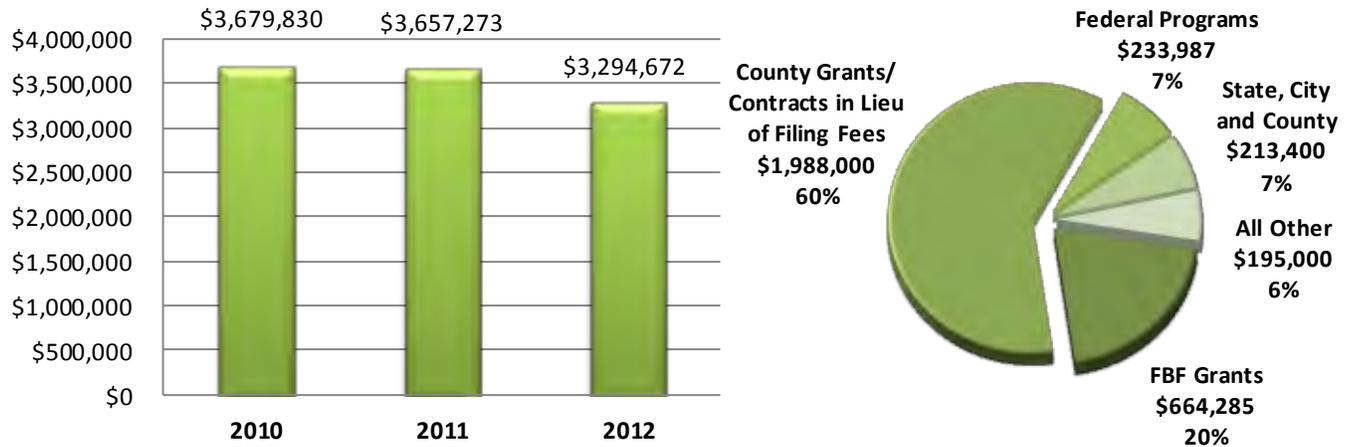
County	Cases Closed
Miami-Dade	4,243

*Continued on page 134*

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## Program Funding

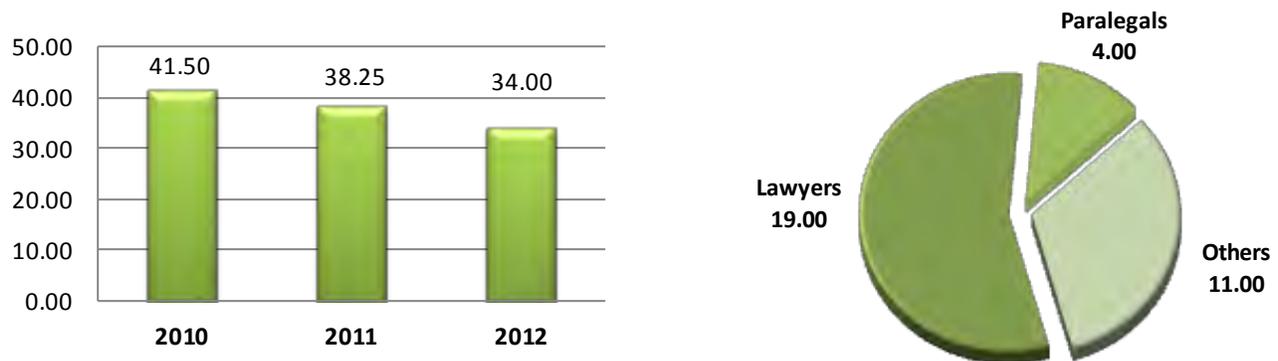
**Total 2012 Funding: \$3,294,672**



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## Staffing

**Total 2012 Staffing: 34.00 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 1,591 private attorneys participated in 2012.
- 27,900 attorney hours of service were provided valued at \$4,185,000 (\$150 per hour).
- 2,287 cases were closed by pro bono attorneys.
- 459 attorneys contributed \$185,000 in funding.

---

## Case Services For Individuals

**Total Cases Closed in 2012: 4,243**

### Family: 1,841 Cases

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

### Housing: 771 Cases

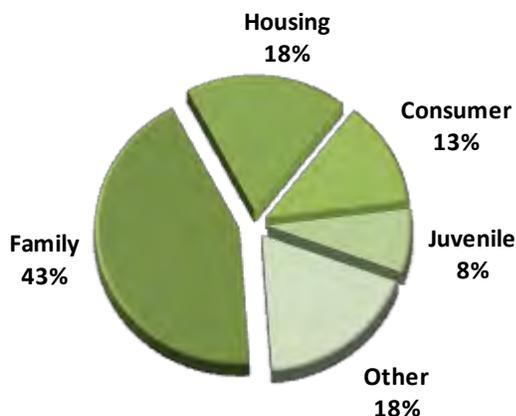
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal foreclosure.

### Consumer: 533 Cases

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

### Juvenile: 323 Cases

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



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## Case Examples:

After an argument at a party, Kelly and her boyfriend went home where the boyfriend became irate and began punching her in the face. Kelly's son, who was home at the time, interrupted the attack and her boyfriend stopped. Kelly ran to a neighbor's house and they called police. The boyfriend was arrested and Kelly was transported by paramedics to the hospital. At the hospital she underwent 9 hours of surgery to repair the 4 broken bones in her face, including the installation of a metal plate. Unfortunately this was not the first time her boyfriend was violent with her. When she tried to leave him before, he would not let her go. Kelly sought help from Dade Legal Aid. A Domestic Violence Attorney presented testimony and evidence in court that went far beyond what was required for the issuance of the Permanent Injunction. When the Judge saw photos of Kelly's injuries, he commented that these injuries were the worst he had ever seen in 17 years on the bench of a victim that was still alive. The Judge entered a Permanent Indefinite Restraining Order against Kelly's boyfriend, preventing him from coming within 500 feet of her home, work or school, and preventing him from having any kind of contact with her, in person, text, email, 3rd party or otherwise.

Gloria was the victim of an illness that caused her to become disabled. Not long after, her husband lost his construction job. Faced with losing their home to foreclosure, the couple was referred to an attorney by the Put Something Back Program (PSB). The attorney defended this couple in court proceedings with the goal of obtaining a modification of the loan or settlement for their case. After two years of litigation, the attorney was able to reach a favorable settlement with the lender by working with opposing counsel, an excellent attorney with a major law firm. Although his clients ultimately did lose the home, the settlement came with other monetary benefits. Over the two years that he counseled them in their legal matter, the attorney provided guidance to obtain licensure and permits to begin a new business venture, selling gourmet dishes from a food truck. Thanks to his efforts through PSB, a disabled client was able to leave behind illness, disability, unemployment and foreclosure and enter a new career with a fresh start.

---

## Other Program Services and Activities:

### Services to Individuals.

During 2012, Legal Aid in partnership with our local domestic violence shelter continued 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 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 shelter provides training on social service, emergency housing and jobs, while Legal Aid trains on legal issues, giving 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. 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 long-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 131*

- **Housing/Benefits:** The staff attorney represented 243 clients in the areas of housing and benefits including protecting clients from unlawful eviction during a foreclosure action.

# Guardianship Program of Dade County, Inc.

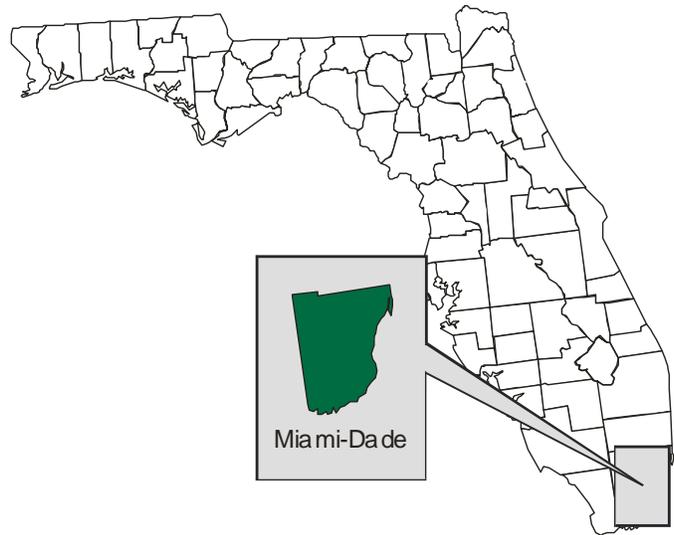
## Miami

### Snapshot of Achievements, 2012

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 bookkeeping that pays bills for the wards, entitlement 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 220 new cases in 2012, bringing the total guardianship cases that were served throughout the year to 1,294. FBF funding made it possible for GPDC's own staff attorneys to provide the legal services in opening these 220 new cases and maintaining the other active guardianship cases. Guardianship Program has been recognized for its accomplishments at all levels of the organization. In 2012, Guardianship Program won awards for Non-Profit Organization of the Year from the South Florida Chamber of Commerce and for Ideal Workplace from the Coral Gables Chamber of Commerce. These awards help the agency secure other funding by demonstrating best practices. Another achievement is securing a grant from Allegany Franciscan Ministries, so that the agency would be able to hire a third staff attorney. This grant will allow for further collaboration with Legal Aid as they refer more of the currently underserved population of teens aging out of foster care to be appointed to the agency. Florida Bar Foundation played a role in securing this grant because one of the funded attorneys provided the case data and studies that helped convince the award panel.

### Population Served:

*General Low Income Population*

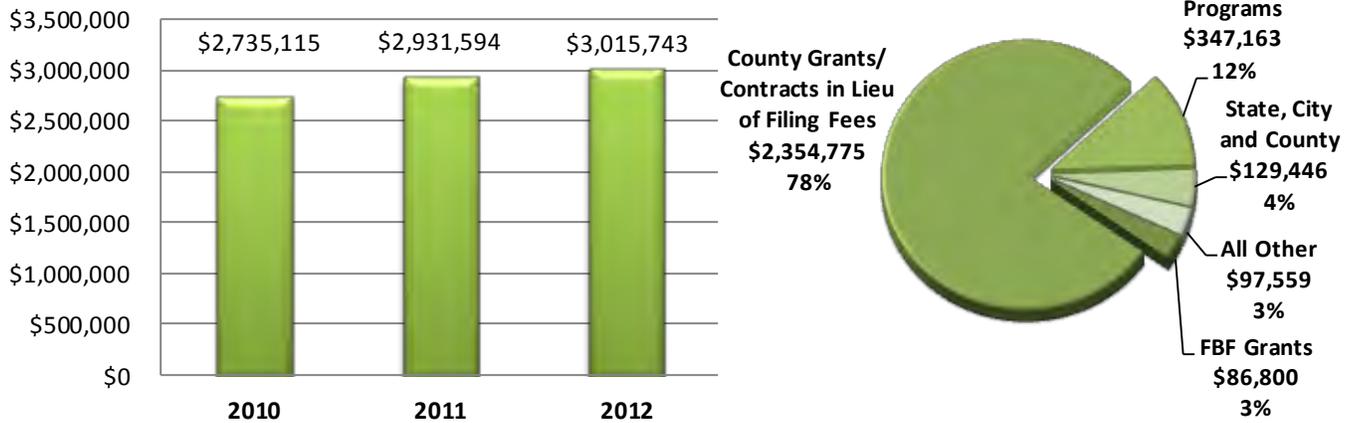


### Service Area

County	Cases Closed
Miami-Dade	1,129

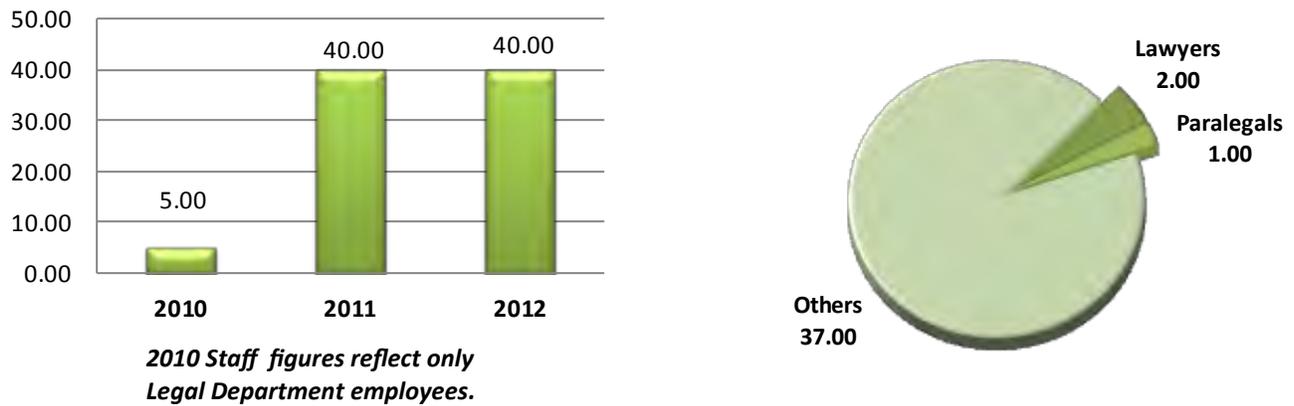
## Program Funding

**Total 2012 Funding: \$3,015,743**



## Staffing

**Total 2012 Staffing: 40.00 Full Time Equivalents**



## Pro Bono and Other Volunteer Programs

### Statistics:

-- 1 case was closed by pro bono attorneys.

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## Case Services For Individuals

**Total Cases Closed in 2012: 1,129**

### Family: 323 Cases

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

### Health: 323 Cases

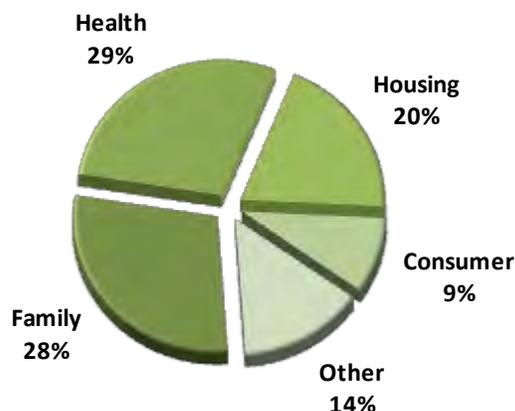
Legal problems include gaining or preserving health care for low income clients and their families.

### Housing: 222 Cases

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

### Consumer: 102 Cases

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



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## Case Examples:

**E**Q is a woman in her 80's who has dementia and resided in an ALF in Miami. The public guardian was her guardian since her daughter lived in California. Eventually, the daughter established a conservatorship in California and after filing all of the required petitions and documents, we were able to persuade the Probate Court here in Miami to allow the transfer of the ward and the case to California. The ward now lives with her daughter in her daughter's 5 bedroom house and her three grandkids near San Diego, California. The daughter is able to stay at home and care for her mother as the son-in-law works and supports the family.

**C**T is an 18 year old male who was appointed to have Guardianship Program to act as his legal guardian since he has aged out of the foster care system. Due to an accident when CT was 6 years old where he fell out of a second story window, he suffered severe brain trauma and currently has an IQ of 44. When CT was 14, his mother refused to take custody of him anymore because she could not care for his mental illness and violent outbursts. Guardianship Program will be able to improve CT's life in many ways. First, optimal residential placement will be determined. The Entitlements Department will also ensure he is getting all applicable benefits. Case Management will coordinate his care to make sure his medication is being administered, and that he is receiving mental health services and behavioral therapy. Also, an Individualized Education Plan will be developed to see if he can benefit from more schooling or learning daily living skills. Altogether, these services should improve his quality of living.

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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.

# Legal Services of Greater Miami, Inc.

## Miami

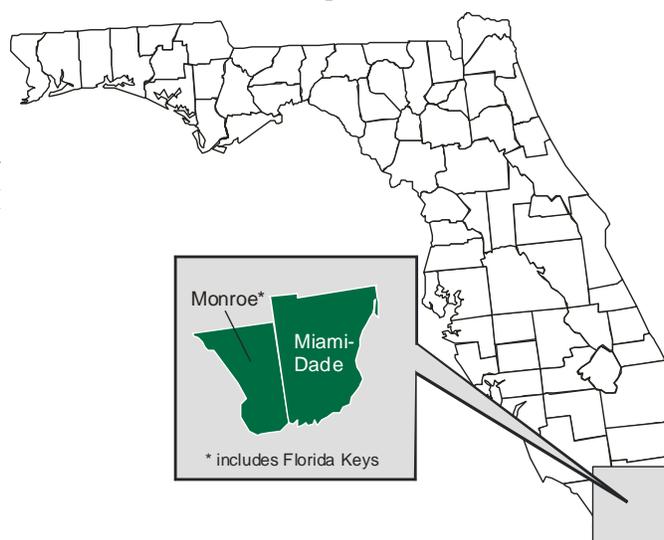
### Snapshot of Achievements, 2012

Despite continuing to operate in a harsh fiscal climate throughout 2012, Legal Services of Greater Miami, Inc. successfully pursued its mission of equal justice for the low income residents of Miami-Dade County and Monroe County. In an effort to provide the highest quality legal services in the current environment, LSGMI pursued the following initiatives:

- Advocacy and Services Impacting Significant Numbers of Low Income People.** In light of the poor economy, LSGMI continued to experience a high demand for services in 2012. In addition to handling more than 6,000 cases for individual clients, and serving thousands more through intake, LSGMI also pursued advocacy strategies which broadly impact the client community. This included the continuing challenge, along with FLS and private co-counsel, to Florida's denial of Medicaid coverage for applied behavioral analysis for autistic children. After a week long trial in March 2012, the federal court ordered Florida to immediately provide this treatment to all autistic Medicaid eligible children in Florida. Florida subsequently appealed this order, and the case is now before the U.S 11th Circuit Court of Appeals. In another series of cases, LSGMI filed three False Claims Act cases to challenge the practice of Section 8 landlords accepting side payments in violation of both federal law and their contracts with the local housing authority. The U.S. Attorney agreed to prosecute the cases with LSGMI's assistance, resulting in favorable orders and settlements which have had a broad deterrent effect and have provided other housing advocates with favorable precedent. LSGMI attorneys submitted comprehensive comments to the Miami Dade Public Housing Authority's Proposed 2012 Admission and Continued

### Population Served:

*General Low Income Population*



### Service Area

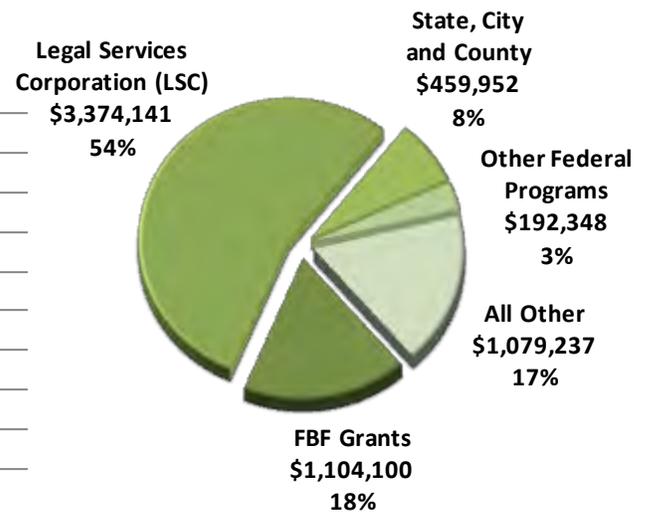
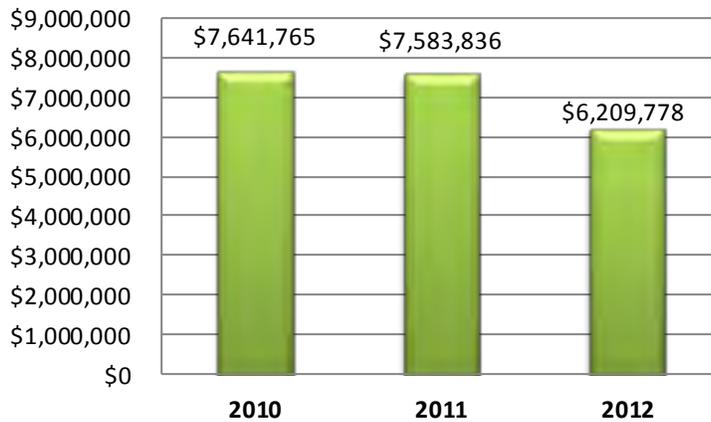
County	Cases Closed
Miami-Dade	5,591
Monroe	156
Other	21

*Continued on page 143*

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## Program Funding

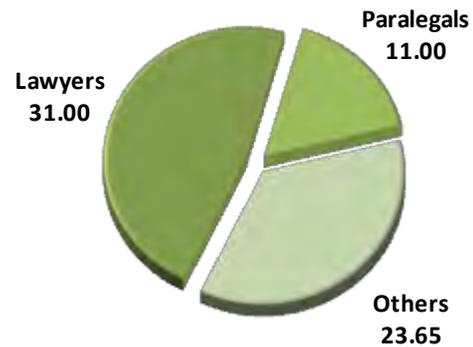
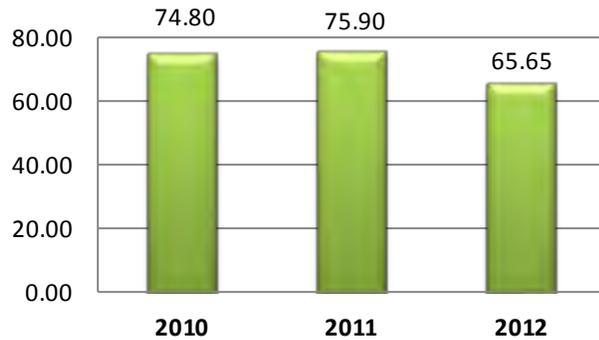
**Total 2012 Funding: \$6,209,778**



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## Staffing

**Total 2012 Staffing: 65.65 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 279 private attorneys participated in 2012.
- 980 attorney hours of service were provided valued at \$147,000 (\$150 per hour).
- 378 cases were closed by pro bono attorneys.
- 35 attorneys contributed \$53,550 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2012: 5,768**

### Housing: 3,399 Cases

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

### Income Maintenance: 1,034 Cases

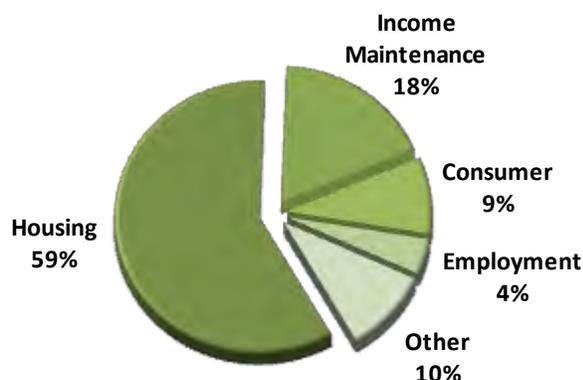
Legal problems include eligibility for or termination of SSD (disability), SSI (Supplemental Security), unemployment comp or public benefits.

### Consumer: 525 Cases

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

### Employment: 243 Cases

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



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## Case Examples:

Even though she is well past retirement age, Mrs. M. worked to support her 94 year old mother and disabled adult son, while remaining current on her mortgage and three City financed housing loans. During the recession, Mrs. S. lost her job, and soon faced the loss of her home due to a mortgage foreclosure action filed against her. Mrs. M's LSGMI attorney spent considerable time negotiating with the City and the mortgage servicer to avoid a foreclosure, to reduce the amount of money owed to all parties, and to obtain a reverse mortgage so as to provide Mrs. M. with an income. Today, as a result of LSGMI's advocacy, Mrs. M pays only \$368 a month to live in her home, and she receives a sufficient income to support herself and her dependent family members.

Roger was a disabled homeless man living on the streets of Miami. He had neither an income nor any way to pay for the health services he needed. As a result of its many years of experience working with disabled homeless clients, LSGMI attorneys and paralegals engaged Roger and earned his trust. As a result, his LSGMI attorney successfully represented Roger before an administrative law judge, and he was awarded not only ongoing Social Security Disability benefits, but also a large retroactive award, and Medicaid. Today, as a result of LSGMI's intervention and advocacy, Roger has the resources to meet both his housing and health care needs.

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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

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## Other Program Services and Activities:

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 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 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 139*

Occupancy Policies and the 2012 Proposed Section 8 Administrative Plan. As a result, the Policies and the Plan better protect the legal interests of the residents of the 10,000 public housing units and the 14,000 Section 8 voucher holders who are covered by their provisions. Throughout 2012, the LSGMI Community Economic Development Unit engaged in transactional advocacy to assist the members of the NSP2 Consortium acquire, develop and preserve thousands of units of affordable housing with the \$89 million NSP2 grant LSGMI helped the Consortium secure in prior years. The CED Unit also represented nonprofit corporate clients engaged in community revitalization efforts resulting in an improved business environment and the creation of jobs in low income communities.

LSGMI's advocacy success is a reflection of the leadership provided by its Advocacy Directors, two of whom were included in Florida Trend magazine's 2012 Florida Legal Elite.

- **Efficiency and Modernization.** LSGMI continued its efforts to ensure that it is a highly efficient and modern law firm. Each department and unit carefully assessed its operations and identified changes it could make to ensure high quality and efficient services. LSGMI established an Intake Efficiency Committee charged with adopting practices to ensure that all applicants are quickly assessed for eligibility and receive the services they require. 2012 accomplishments included:
  - \* development of a fully integrated central telephone intake system which results in a quicker and more efficient response by staff;

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## Snapshot of Accomplishments *continued from page 143*

- \* a reassessment of all client education materials to reduce redundancy and increase quality;
- \* posting of written client education materials on the web to reduce mailing costs and increase accessibility;
- \* development of educational videos posted on the web to increase accessibility;
- \* expanded use of Legal Server and the development of forms and reports to support case management, supervision, and data driven decision making;
- \* conversion to Google email to eliminate the need to maintain a server for email and which allows staff to access email wherever there is an internet connection;
- \* adoption of Google Sites which allows for the easy and efficient posting and editing of internal procedures, information, and documents accessed through the internet;
- \* completion of the Hot Docs Florida Forms Project; and
- \* the purchase of technology to support the efficient delivery of off site services.
- **Resource Development.** LSGMI continued its efforts to secure funding to replace the loss of government and Bar Foundation support. LSGMI's Campaign for Justice continued to successfully secure private donations. LSGMI attracted a number of new grants from private foundations. Additionally, due to excellent performance, two funders increased the size of their grant awards during the year. LSGMI aggressively pursued attorneys' fees as permitted by law. In 2012 LSGMI began to host a former law clerk who was awarded a two-year post graduate fellowship with LSGMI's assistance. LSGMI also pursued non-monetary support in the form of volunteer law clerks, pro bono attorneys, and pro bono experts.

# Statewide Programs



# Florida Institutional Legal Services, Inc.

## Gainesville

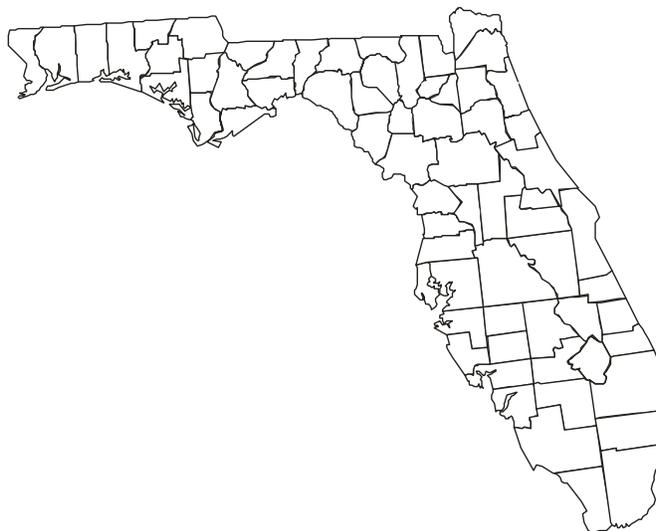
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### Snapshot of Achievements, 2012

To maximize the impact of our small organization, FILS continued to develop and litigate large, complex civil rights cases which have a broad systemic impact for our institutionalized clients across Florida. In 2012, we settled a major class action lawsuit, obtaining important relief for our clients from the Agency for Persons with Disabilities (APD) which had been using excessive seclusion and restraint on individuals with developmental disabilities held at the Mentally Retarded Defendant Program (MRDP). People found incompetent to proceed in criminal court due to developmental disabilities are housed at MRDP, often for years, in an attempt to restore them to competency. Though MRDP is supposed to be therapeutic, and though its residents have not been convicted of any crime, coercive seclusion and restraint of residents was routine. The settlement forced APD to hire a consultant to improve MRDP's behavioral treatment program. We also litigated a number of individual cases in which we were able to reform local, statewide or national policies that will benefit thousands of other institutionalized clients. These cases included: litigation which forced the state prison system to change its policy denying family visitation between an incarcerated mother and her children; and federal civil rights litigation exposing excessive force against an immigration detainee by a privately employed detention officer and an inadequate supervisory system that permitted and facilitated abuse. Through creative partnerships with other advocacy organizations and pro bono partners, we were able to expand our litigation docket, our geographical presence, our outreach, and our overall effectiveness.

### Population Served:

*General Low Income Institutionalized People*



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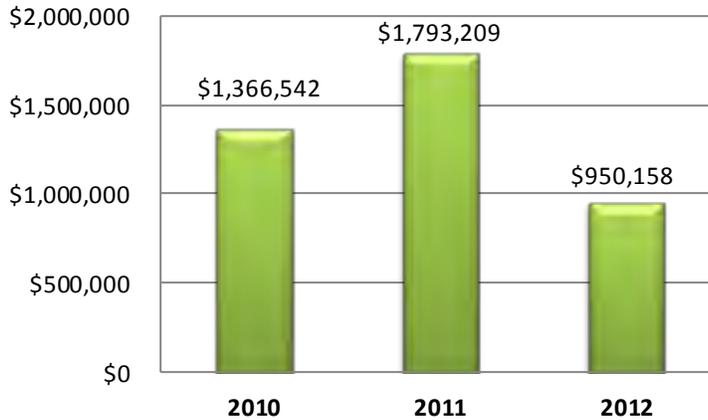
### Service Area

County	Cases Closed
Statewide	678

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## Program Funding

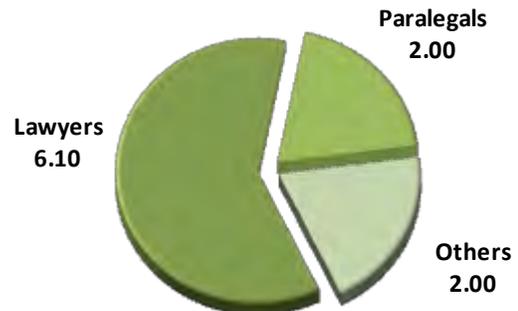
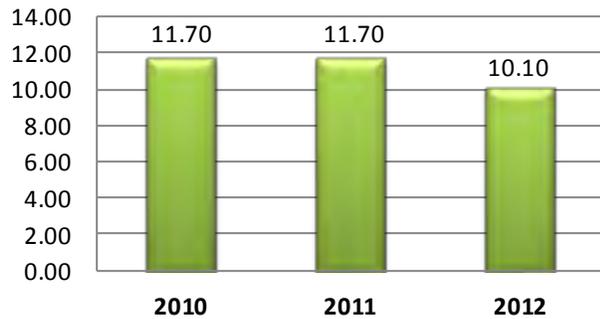
**Total 2012 Funding: \$950,158**



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## Staffing

**Total 2012 Staffing: 10.10 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 8 private attorneys participated in 2012.
- 350 attorney hours of service were provided valued at \$52,500 (\$150 per hour).

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## Case Services For Individuals

**Total Cases Closed in 2012: 678**

### Individual Rights: 596 Cases

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

### Income Maintenance: 45 Cases

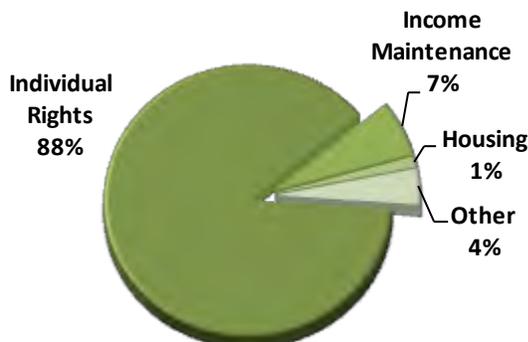
Legal problems include eligibility for or termination of SSD (disability), SSI (Supplemental Security), unemployment comp or public benefits.

### Housing: 8 Cases

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

### Other: 29 Cases

Legal problems include Family, Health, Consumer and other matters.



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## Case Examples:

**E** nerson v. Lamour: FILS was appointed by the federal court to represent an inmate at Desoto Correctional Institution in a medical care lawsuit. The facility's doctor was deliberately indifferent to the medical needs of the Plaintiff after he was hit in the head and face by a fan that fell from the ceiling in his dorm. The inmate suffered lasting injuries including excruciating migraines, a broken jaw, and other injuries. The Defendant settled the case and the inmate received damages and medical care for his injuries.

**F** ILS recently assisted a disabled client, MB, who had been unable to work due to a combination of service-related medical issues. MB is a combat veteran from the Vietnam War. During his service, MB suffered a series of wounds and injuries including head injuries and resulting migraines, hearing loss and severe tinnitus. He also suffers from hypertension, diabetes, and hepatitis - all of which are related to Agent Orange exposure. His physical mobility was also impaired by shoulder and knee injuries compounded by years of degenerative arthritis. In the decades since he returned from Vietnam, MB had also been attempting to deal with undiagnosed and untreated post-traumatic stress disorder. The combination of his physical impairments, PTSD and inability to work led MB into years of major depression. MB eventually became so depressed that he attempted suicide and was involuntarily committed pursuant to the Baker Act. Through our outreach to the civil commitment center where he was being treated, FILS was able to help MB identify additional services and benefits for which he was qualified. We helped MB apply for benefits from both the Social Security Administration and the Veterans Administration. With our assistance in presenting his claims, MB was awarded benefits under both programs. He is now receiving sufficient federal financial assistance to be able to maintain stable housing and transportation. Through the VA and his Medicaid and Medicare eligibility, he is now finally able to obtain the medical and mental health services he needs.

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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 a variety of approaches 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, 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 Williamson, our bi-lingual 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.

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## Other Program Services and Activities:

### **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.

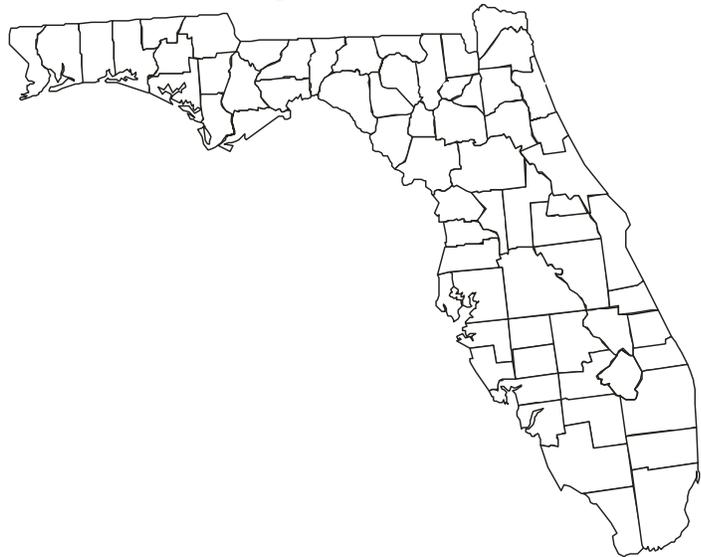
## Miami

### Snapshot of Achievements, 2012

- **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. Two of these cases were settled this year. Both had creative Americans with Disabilities Act claims for the estates of these two prisoners.
- **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 preliminary injunction and class certification prohibiting the drug testing without suspicion for all TANF applicants.
- **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

### Population Served:

*Prisoners and Other Low Income Institutionalized People*



### Service Area

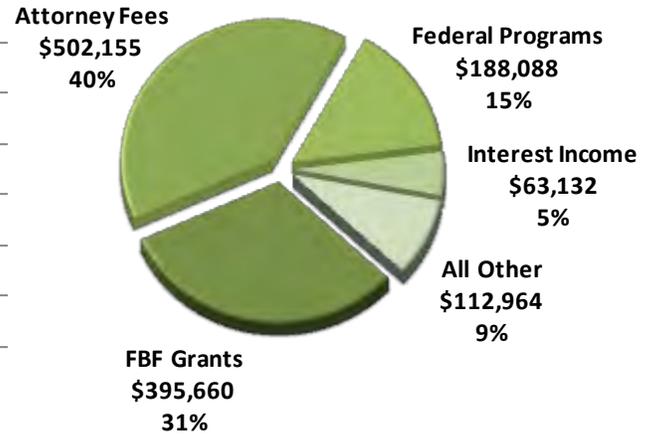
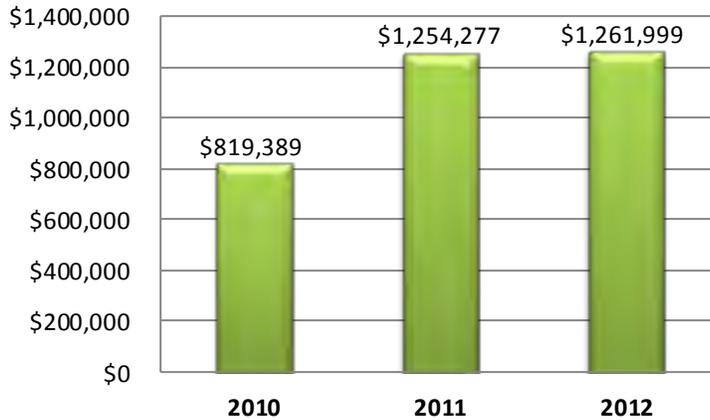
County	Cases Closed
Statewide	959

*Continued on page 154*

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## Program Funding

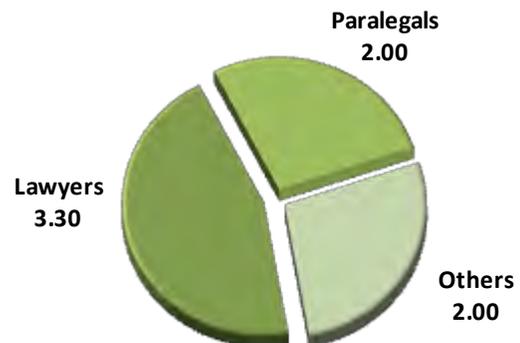
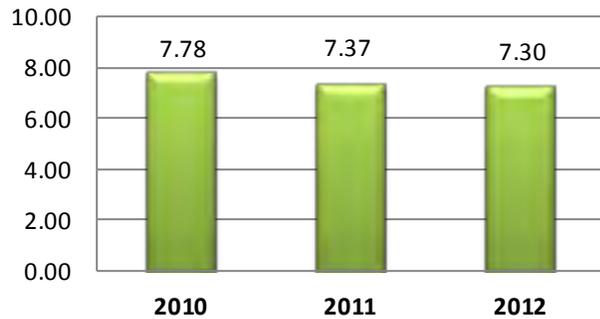
**Total 2012 Funding: \$1,261,999**



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## Staffing

**Total 2012 Staffing: 7.30 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 55 private attorneys participated in 2012.
- 2,112 attorney hours of service were provided valued at \$316,800 (\$150 per hour).
- 116 cases were closed by pro bono attorneys.

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## Case Services For Individuals

**Total Cases Closed in 2012: 959**

### Individual Rights: 888 Cases

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

### Employment: 28 Cases

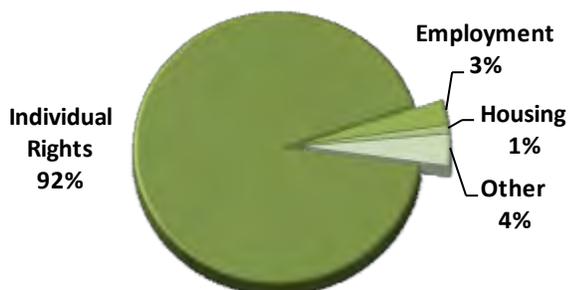
Legal problems include job discrimination, wrongful firing, and denial of employment benefits.

### Housing: 8 Cases

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

### Other: 35 Cases

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



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## Case Examples:

Even though the requirements of the Americans with Disabilities Act (ADA) are applicable to prisons and jails, one would never know it. For example, FJI settled this year two significant cases for asthmatic inmates which resulted in their deaths. One inmate had a severe asthma attack, flat lined, and was revived. Instead of placing him in a cell where he could be heard or more easily attended to, the DOC placed him right back in the very cell unit where he nearly died. As one might expect, he then had another attack, and this time died. Another asthmatic inmate had a severe asthma attack, and was that same day sprayed with pepper spray. He suffocated and died. FJI recovered damages for the parents as a result of these two unfortunate deaths.

FJI is leading a Region VII Task Force of legal services providers challenging inadequate Food Stamp Notices. Food stamps are a matter of statutory entitlement for those persons entitled to receive them, and the State must provide adequate and timely notice to food stamp applicants before those applicants can be denied. However, food stamp applicants are receiving inadequate notices of denial and pendency that do not contain a legally sufficient description of the information needed to allow the applicant to either cure and reactivate their application or challenge the denial in a fair hearing as provided by law. According to DCF statistics from July 2007 to July 2008, 246,672 food stamp applications were denied because the Department “did not receive the information needed to process [their] case,” while 139,805 food stamp applications were denied for failure to establish eligibility of a household member. This ad hoc group of providers is dealing directly on this issue directly with the DCF Secretary, and if unable to resolve, to commence litigation. Several meetings have occurred with the Secretary or his staff. Class action pleadings have been drafted, and FJI is waiting for various legal services programs to provide clients for the lawsuit. This case is being co-counseled with Carlton Fields.

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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.

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## Snapshot of Accomplishments *continued from page 151*

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.

# Florida Legal Services, Inc.

## Tallahassee

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### Snapshot of Achievements, 2012

The economic crisis continued to hit Florida hard in 2012. Florida's long term unemployment rate is the highest in the nation, as well as its foreclosure rate. Florida also has over four million uninsured-the third highest in the nation. The consequences for low-income families have been devastating and almost all aspects of FLS' advocacy have continued to be dominated by trying to assist the legal aid/legal services community respond to overwhelming need. FLS has continued its efforts to build expanded communication and collaboration in the critical areas of food stamps, unemployment compensation, foreclosure prevention, health care access and employment. FLS has promoted community lawyering to build a stronger local advocacy force with community based organizations that are on the front line of the consequences of the economic collapse. FLS in 2012 continued its impact work to gain systemic change to protect and assist poor residents of Florida, as reflected in the FLS docket available on the FLS website, [www.floridalegal.org](http://www.floridalegal.org). FLS was able to continue funding for part of the year from the Florida Housing Finance Corporation for work with housing counseling programs to prevent foreclosure prior to litigation. In 2012 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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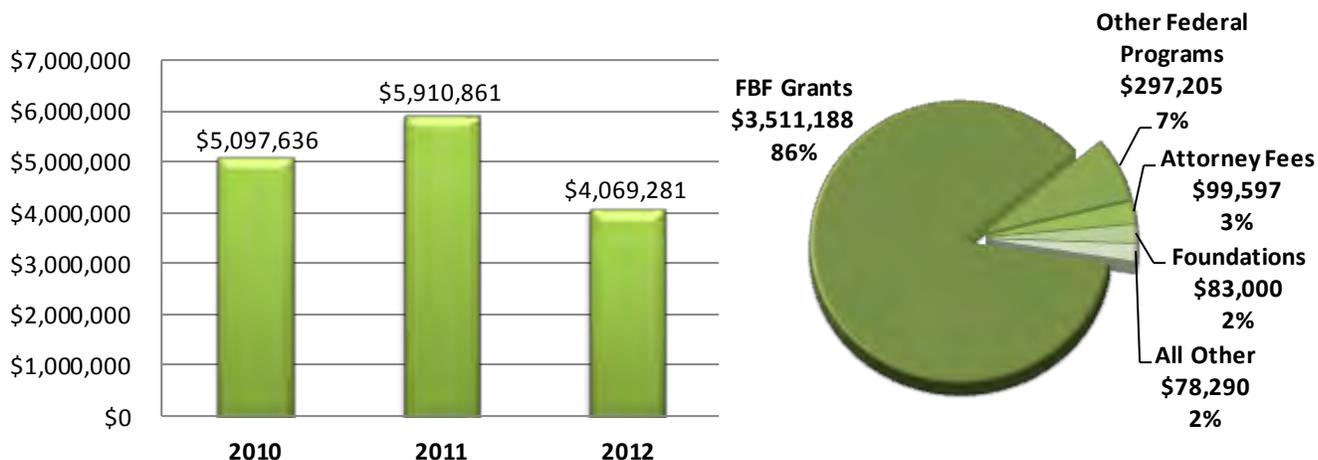
### Service Area

County	Cases Closed
Statewide	923

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## Program Funding

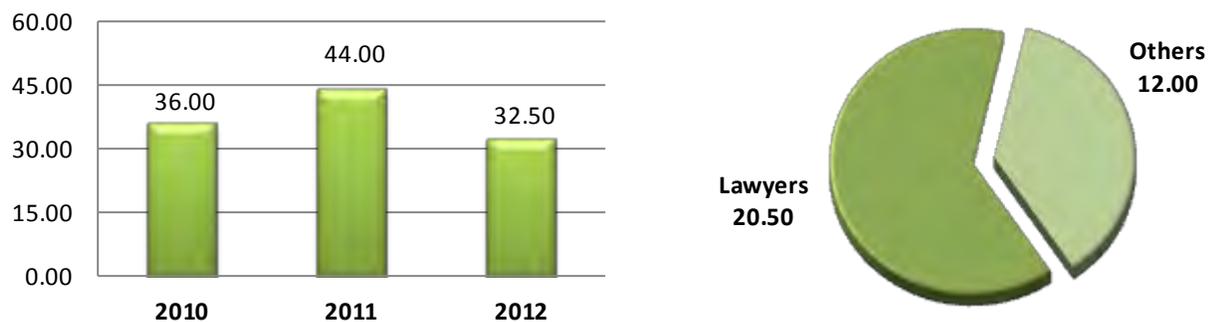
**Total 2012 Funding: \$4,069,281**



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## Staffing

**Total 2012 Staffing: 32.50 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 113 private attorneys participated in 2012.
- 450 attorney hours of service were provided valued at \$67,500 (\$150 per hour).
- 45 cases were closed by pro bono attorneys.
- 11 attorneys contributed \$4,250 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2012: 923**

**Family: 603 Cases**

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

**Health: 142 Cases**

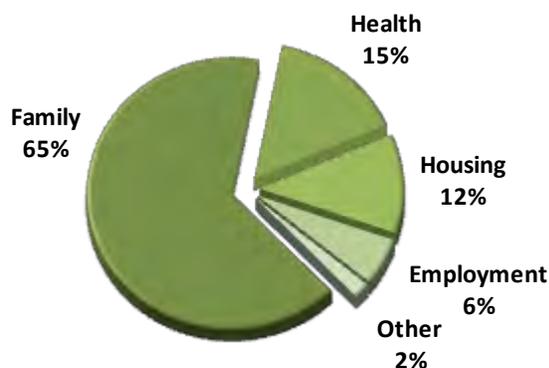
Legal problems include gaining or preserving health care for low income clients and their families.

**Housing: 109 Cases**

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

**Employment: 52 Cases**

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



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## Case Examples:

**M**rs. S contacted the FLS Prescription Helpline because she received a notice that her children's Medicaid would terminate in five days time due to family income exceeding eligibility. Mrs. S' 5-year old daughter was scheduled to see a pediatric neurologist because a cyst was found on her brain and her 1-year old son had a follow-up appointment for an infection and needed a refill for his antibiotic. Mr. S works a 100% commission-based job and during the month of June 2012, he received more income than he usually earns. This could be a basis for challenging the Medicaid termination. The Helpline advised the S family of their Fair Hearing rights and suggested that they file a Medicaid Fair Hearing and request Continued Benefits pending the outcome of the hearing. Mrs. S promptly filed a hearing request. The Helpline assisted Mrs. S in getting the children's Medicaid promptly reinstated pending a fair hearing decision. This allowed the children to keep their scheduled medical appointments and get their prescriptions re-filled. After the local DCF office reviewed the family income it was determined that the S family's average monthly income remained slightly over the income limit, but the children remained eligible for an additional six months under Transitional Medicaid. Mrs. S and FLS were able to resolve this issue with DCF without pursuing a hearing and the S family's children received Medicaid for the remainder of 2012 without any problems.

**L**R, an undocumented immigrant, was assaulted by her intoxicated and controlling ex-boyfriend, JS. They lived together for three years and have a two year old son. While JS is on the birth certificate, paternity has not been established by the Court. JS is a US citizen and was in the military. LR filed for a Domestic Violence injunction, but the judge ruled that since it was JS's first offense, there was no immediate threat. For reporting him, JS threatened to have LR deported back to Mexico. LR has a pending Immigration application for Deferred Action for Childhood Arrivals, and she needed to know her custody rights. The Hotline attorney advised LR that under Florida Law the mother of a child born out of wedlock is the natural guardian of the child and is entitled to primary residential care and custody of the child unless the court enters an order stating otherwise. Although JS is on the birth certificate, he must file a Petition to Determine Paternity and Related Relief to establish a Parenting Plan granting him custody rights. The hotline attorney referred LR to her local legal aid program. Also, since LR has a pending Deferred Action case, the likelihood of her being deported immediately is slim because Immigration will wait for the adjudication of her pending case. The Hotline attorney advised LR to document all threats from JS and referred her to the domestic violence shelter that serves Spanish-speaking clients for counseling and safety planning.

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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. 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:

- \* advocating with the Deputy Secretary for Medicaid about the case and requesting the agency's prompt assistance to help resolve the matter;
- \* consulting with GLS staff on pertinent American with Disabilities Act requirements and Medicaid and Medicaid waiver program issues; and
- \* providing information about available and unused disabled section 8 vouchers in neighboring counties.

# Florida Legal Services, Inc.

## Migrant Farmworker Justice Project

### Tallahassee

#### Snapshot of Achievements, 2012

At the end of 2011, the MFJP lost three staff members, including both of the Project’s outreach workers. As a result, the MFJP spent 2012 redesigning its practice to work more efficiently and to greatly increase its collaborative efforts with other public interest groups and private firms. Because almost all of our funding comes from the Florida Bar Foundation, Foundation funds were instrumental in all of these undertakings. Early in 2012, the MFJP pressed litigation on several issues of wide significance to its client population.

- First, the MFJP succeeded in having a class action certified in a case against the nation’s largest citrus grower. The case presents squarely for the first time the question of whether grove owners in Florida’s citrus industry are responsible for wage underpayments by their labor contractors. In mid-2012, a Homestead-area nursery made what is believed to be the largest payment in history to a farmworker negligently exposed to harmful pesticides. In the same case, the employer agreed to pay substantial damages to a class of 200 workers, all of whom had been improperly classified as “independent contractors” so as to lessen the tax obligations of the nursery owner. This case was developed and litigated in conjunction with the Farmworker Association of Florida, the largest farmworker membership organization in the state, and is the result of a strengthened partnership between the FWAf and the MFJP.
- At the end of 2012, the MFJP filed suit on behalf of guestworkers employed in a Bay County seafood processing plant, arguing that the federal migrant agricultural worker protection act covers the employment of these workers. This is a case of nationwide impact,

#### Population Served:

*General Low Income Population*



#### Service Area

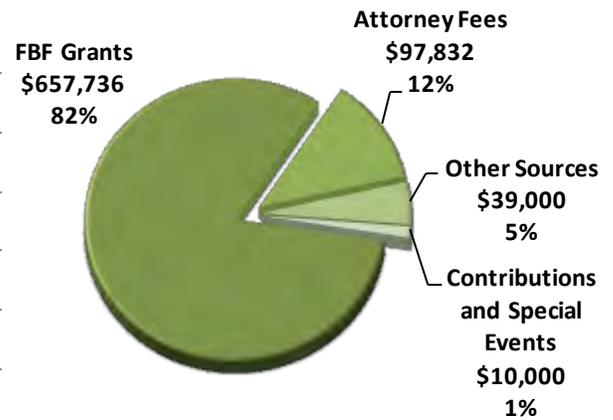
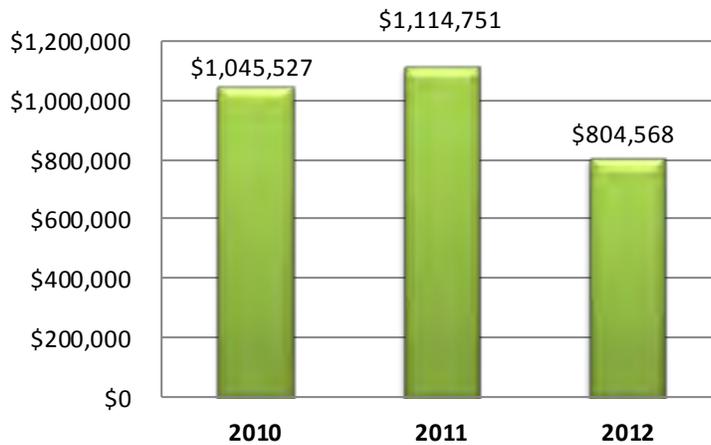
County	Cases Closed
Statewide	53

*Continued on page 163*

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## Program Funding

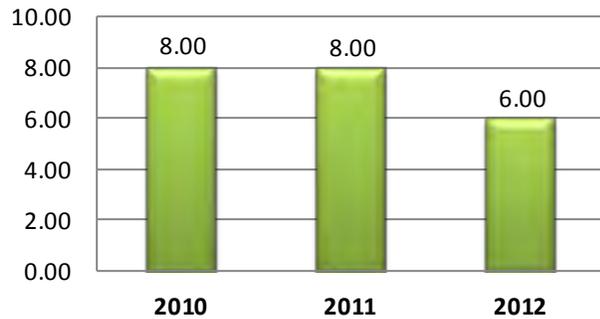
**Total 2012 Funding: \$804,568**



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## Staffing

**Total 2012 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

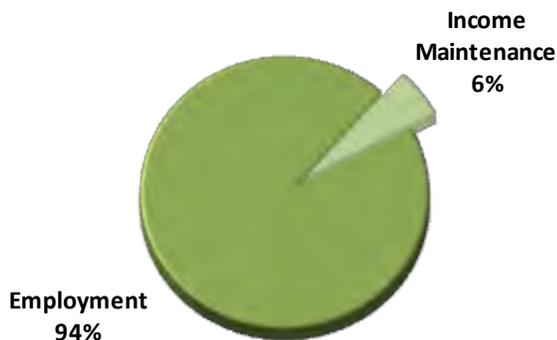
### Total Cases Closed in 2012: 53

#### Employment: 50 Cases

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

#### Income Maintenance: 3 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**s. J, a legal resident, is a single mother of four, supporting her family working at various plant nurseries. In 2009, she began work at an 80-acre nursery that specialized in hibiscus. Although Ms. J and the other workers were paid on an hourly basis and were supervised, they were not treated as employees, but as independent contractors. The arrangement saved the nursery over 15% of its payroll expenses. In November 2009, Ms. J was sprayed with a chemical mix containing a known carcinogen. She became ill and sought treatment from the emergency room. She had limited and sporadic follow-up medical care because she lacked health insurance and worker's compensation would not provide treatment. Since her exposure, Ms. J has been unable to work for sustained periods because of illness. MFJP brought suit in federal court, arguing that the nursery's disregard of federal pesticide laws violated the Migrant and Seasonal Agricultural Worker Protection Act. She also sought relief for the entire workforce under an obscure provision of the Internal Revenue Code, which provides a powerful civil remedy in instances when an employer issues a fraudulent tax document, in this case a form 1099, rather than a W-2 form. The case was resolved in mediation, with Ms. J receiving \$100,000. In addition, the nursery agreed to pay a total of \$80,000 to the workers it had misclassified as independent contractors over the past six years and began treating all persons working on its operations as employees.

**C**.J. was a hotel management student in a university in his native Thailand when he learned of internships at a large Orlando hotel under the J-1 cultural exchange program. The nonprofit organization sponsoring the internships promised that the students would spend a year in the US, rotating between various divisions of the hotel and would have the opportunity to learn the business techniques of American hospitality. C.J. borrowed the \$5,000 fee for the internship and \$1,000 for airfare. Upon arrival, he discovered the internships were far different in the application papers filed with the US State Department. Rather than rotating between various management jobs in the hotel, C.J. and the others were assigned to housekeeping jobs at \$8 per hour, displacing the hotel's long-time domestic workers, who had been paid a higher wage rate and provided with health insurance and other benefits. The sponsor placed the interns in crowded apartments, collecting \$400 per month per occupant for the accommodations, twice the rent charged the general public by the apartment operator. The MFJP represented C.J. and 17 other students. The district court denied the hotel's efforts to characterize the students as apprentices, exempt from federal minimum wage and overtime laws. Shortly thereafter, the hotel agreed to refund in full the \$6,000 in placement and transportation costs incurred, as well as a portion of the overcharges for their rent.

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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. Examples of new strategies:

- **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 of our 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.

### 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 Florida, Georgia, South Carolina, North Carolina, Virginia, Maryland, New Jersey, New York, Maine, Illinois, Michigan, Tennessee, Colorado, Oregon, Washington, California and Arizona. 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 159*

and if successful, will provide important protections to tens of thousands of seafood workers across the country, many of whom are severely underpaid and housed in dilapidated and dangerous accommodations. In 2012, the MFJP formalized its professional relationship with two former legal services attorneys now residing in central Mexico. The two attorneys now provide a wide range of contract services for the MFJP, including outreach and case support. Their work has truly revolutionized the MFJP's practice with regard to guestworkers. While in Florida, guestworkers are usually afraid to voice complaints regarding their employment because of fears of immediate and direct retaliation. However, after they return to their homes in Mexico, the workers are willing to share in considerable detail the experiences they had while in Florida. As a result of the visits by the couple to the guestworkers in their home villages, there has been an exponential increase in the number of MFJP cases on behalf of these workers.

As the year progressed, the MFJP has shared this remarkable resource with other legal services

groups and private firms in Florida and elsewhere, often with the MFJP serving as co-counsel to these other programs. Relying exclusively on Bar Foundation funds, the MFJP has developed this resource as a cost-effective alternative to full-time outreach workers and, in the process, helped greatly improve the service delivery model for Mexican guestworkers employed in the United States. The MFJP has also for the first time relied heavily on social media as an outreach tool. While relatively few farmworkers are internet users, the non-agricultural guestworkers employed in the state are extremely active on Facebook and other social media sites. Creatively using social media, MFJP staff members have conducted outreach to hundreds of current and former non-agricultural guestworkers on several continents in a fashion that would have been impossible using traditional methods. As a result of this work, the MFJP has been retained by former guestworkers in India, China, Viet Nam, Thailand and the Philippines with respect to work performed in Florida. Almost all of this initiative has been undertaken by Vanessa Coe, an Equal Justice Works fellow sponsored by the Florida Bar Foundation.

# Southern Legal Counsel, Inc.

## Gainesville

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### Snapshot of Achievements, 2012

The grant provides for both general and state support, which allows SLC to pursue impact litigation on its own as well as working with 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 a settlement for four men who, along with other homeless men, were recruited to participate in “beatdowns.” The video production company's employees offered \$50 to let a woman beat them for 12 minutes. The men were not permitted to defend themselves, and suffered multiple injuries as a result of the beatings, including broken bones and other serious injuries. Their beatings were taped and sold on the company's website. The suit alleged four counts, including a claim under Florida's Hate Crimes Act based on the discriminatory targeting of these men because they are homeless. As a result of this lawsuit, the State Attorney’s office charged the company owner and one woman fighter with felony aggravated abuse of the disabled. The criminal court ordered the company to take off the website and not sell any videos of people known to be homeless or have a disability. In our civil case, we settled for \$14,000 for each plaintiff and an agreement not to sell any of the plaintiffs’ videos regardless of the outcome of the criminal case.

### Population Served:

*Clients of Impact Litigation Statewide*



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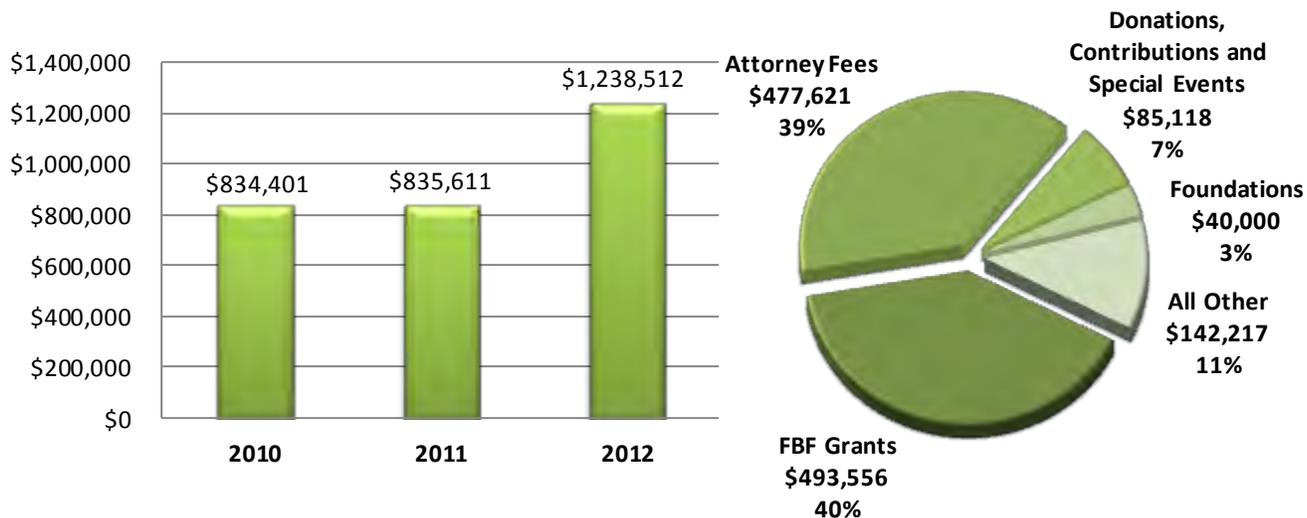
### Service Area

County	Cases Closed
Statewide	111

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## Program Funding

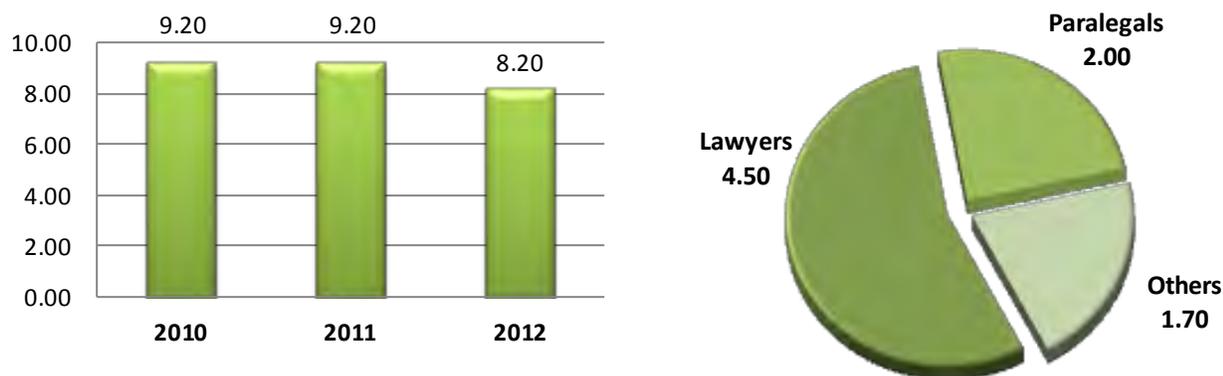
**Total 2012 Funding: \$1,238,512**



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## Staffing

**Total 2012 Staffing: 8.20 Full Time Equivalents**



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## Pro Bono and Other Volunteer Programs

### Statistics:

- 7 private attorneys participated in 2012.
- 73 attorney hours of service were provided valued at \$10,950 (\$150 per hour).
- 2 attorneys contributed \$700 in funding.

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## Case Services For Individuals

**Total Cases Closed in 2012: 111**

### Education: 38 Cases

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

### Individual Rights: 38 Cases

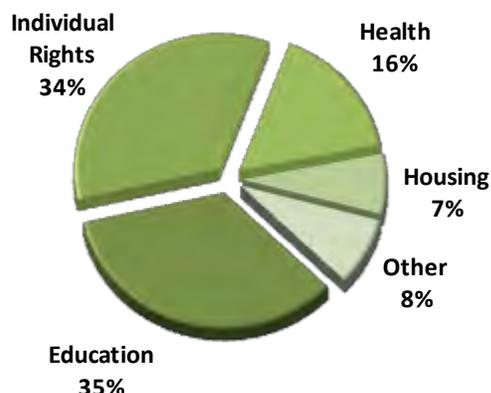
Legal problems include denial of access to public services and accommodations and denial of rights to institutionalized people.

### Health: 18 Cases

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

### Housing: 8 Cases

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



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## Case Examples:

When Roddie was two, he suffered a stroke that left him with a severe seizure disorder and without the ability to speak. Although loving him is easy, caring for him is difficult and expensive. Roddie, now 38, requires constant supervision, so when his parents are at work, an attendant comes to assist him with tasks most other people take for granted. Showering, eating or simply going for a walk would not be possible without assistance. Roddie and his parents alone could not manage his care without the assistance of a special Medicaid Waiver program for community services. After the Florida Agency for Persons with Disabilities (APD) told Roddie that it was reducing his services by nearly 50%, SLC represented him in an administrative hearing. Although the hearing officer found that Roddie has intensive medical needs and would be at risk of institutionalization if his services were cut, he approved the reduction in services through a misinterpretation of APD's rules. SLC appealed the ruling and moved for sanctions against APD for making frivolous arguments in its appellate brief. We are waiting for a ruling from the court.

T.J. acquired quadriplegia as a result of a spinal cord injury. He requires a ventilator to breathe and he has diabetes. He must have someone who is trained to suction the ventilator, monitor glucose and administer insulin. When his mother passed away, he suddenly needed additional Medicaid services to remain in his own home. The state provides night-time nursing care, but only personal care assistants who are not permitted to provide medical care during the day. T.J. survives in an unsafe living condition and his health is deteriorating, but he does not want to live in a nursing home or hospital. The Medicaid Waiver program's rules prohibit paying for 24-hour nursing care. To obtain the needed 24-hour care in T.J.'s home, SLC and FLS filed a federal suit under the Americans With Disabilities Act which provides that services must be provided in the most integrated setting appropriate.

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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."