

LONG RANGE PLAN
2010-2011

PRIORITY	GOAL	CASES & MATTERS	OBJECTIVE/OUTCOME
SUPPORTING FAMILY RELATIONSHIPS	To maintain strong family relationships to nurture development of children & care of incapacitated	<u>Cases</u> (Except where NWFLS is undertaking responsibility) Custody Cases (that are part of injunctions, dissolutions of marriage or other proceedings)	To resolve custody issues on behalf of 150 families to ensure healthy family relationships are maintained or to protect child's safety or health.
		Guardianship Proceedings	To provide representation to a minimum of 10 wards in guardianship proceedings when appointed by court pursuant to formal agreement or to allow children to be enrolled in school and to obtain health care.
		Child/Spousal Support	To provide representation to 350 domestic violence victims in dissolutions of marriage and injunction proceedings to ensure they receive support for themselves or their children; for other clients, provide advice regarding rights and enforcement and referral to Child Support Enforcement.
		Dependency Cases	Assist 75 parents to maintain rights to and custody of their children through representation in dependency actions or pursuant to contract/grant or if children have been removed from homes of victims of sexual or domestic violence as a result of the abusive relationship.
		Children's Cases	To represent 95 children to ensure they receive services to which they are entitled and to assist them in staying in or returning to their families.
		Visitation/Custody Advice	To provide advice regarding visitation and custody rights and enforcement to 300 clients to enhance family relationships and child support obligations.
		Paternity defense	To advise clients of their legal rights.
		Adoption	To advise clients of adoption requirements; in cases where natural parent consents or parental rights have been terminated, refer to private pro bono attorney (undertake representation if pro bono referral is not available).

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Supporting Family Relationships (continued)		Foster Care Proceedings	Seek to represent all 17 year olds aging out of foster care to ensure they receive benefits to which they are entitled.
		<u>Matters</u> Distribute brochure on parenting rights related to dissolution proceedings and to children born out of wedlock	To distribute information in waiting rooms, on web sites and throughout community to effectively reach the client eligible population.
		Provide information, assistance and referral to individuals with legal questions regarding family law through the Leon and Gadsden County Family Law Assistance Project. Where appropriate, expand these services to other counties in the service area.	Participate in projects sponsored by the courts and others which will assist pro se litigants in these proceedings.
		<u>Training</u> Provide training on independent living services for children of foster care aging out of foster care.	Increase awareness of services available for children aging out of foster care to allow them to succeed
PRESERVING THE HOME	To prevent loss of housing for low income families & individuals	<u>Cases</u> Eviction cases	To provide representation to ensure 70 families are successful in extending their rental residential occupancy.
	To improve condition of low income housing stock		
	To increase supply of low income housing	Defend and prevent foreclosure actions	To provide representation in foreclosures or Chapter 13 bankruptcies to ensure 40 families retain their homes.
		Consumer Housing	To advise clients of mechanisms to file administrative complaints against contractors and about their rights; to represent victims of natural disasters with housing and insurance related issues as confronted.
		Preserving homestead	Assist ten families in clearing title to homestead property or preserving homestead property (including through probate or boundary disputes).
		Housing Discrimination	Assist 15 clients experiencing housing discrimination in resolving their complaints or preparing administrative complaints.
		Other Housing	Advise and counsel 300 families on housing matters including pre-foreclosure counseling.

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Preserving the Home (continued)		Represent client groups and client organizations in public housing and subsidized housing complexes	Enforce the rights of residents under federal law by providing input to public housing authorities on admission policies and formulation of the annual plan, attending board meetings, providing input, and incorporating newly formed tenant groups.	
		Represent community-based organizations.	To develop and preserve low income housing opportunities.	
		<u>Matters</u>		
		Work on local community efforts to improve housing supply and conditions.		To participate in community efforts to improve housing supply and conditions.
		Distribute brochures on landlord/tenant issues and foreclosures.		To increase the awareness of the client community on how to save their home and prevent eviction.
		With funding secured by HUD, conduct outreach and education about housing discrimination.	To reduce housing discrimination	
		Undertake legislative and administrative advocacy pursuant to LSC regulations.	As requested, respond to inquiries from state agencies, the Legislature or other groups on low income housing issues.	
MAINTAINING ECONOMIC STABILITY	To enhance income & resources available to low income families	<u>Cases</u> Bankruptcy	To remove debt incurred from medical costs or debt incurred to support family/children for 40 families.	
	To enable low income families and individuals to protect income & assets			
	To protect low income consumers from unfair and illegal practices	Collection Actions	To avert collection actions for 25 families responsible for dependents or to save primary transportation or homestead property.	
		Contracts/Warranties	To recruit private pro bono attorneys to handle cases involving enforcement of contracts and warranties and refer those cases to private bar.	
		Income Maintenance	To obtain benefits for 40 individuals (TANF, Social Security, food stamps, etc.).	
		Consumer protection	To advise clients on consumer transactions regarding their rights; identify predatory practices and represent or refer as appropriate.	
		Income Taxes	To resolve disputes with the IRS for 50 clients.	

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Maintaining economic Stability (continued)		Child/Spousal Support	To provide representation to 350 domestic violence victims in dissolutions of marriage and injunction proceedings to ensure they receive support for themselves or their children; for other clients provide advice regarding rights and enforcement and referral to Child Support Enforcement.
			To advise non custodial parents about meritorious defenses to child support claims and/or negotiate reductions.
		Education	To resolve issues interfering with education for 25 clients; refer policy issues or class action cases to private counsel.
		Wage Claims	To refer clients with violation of Wage and Hour laws to private pro bono attorneys.
		Represent community-based organizations	To develop and enhance community economic development opportunities.
		<u>Matters</u>	
		Hold workshops, prepare hand-outs and distribute information on earned income tax credits and tax controversies.	To produce and distribute information in waiting rooms and on website to effectively reach the client eligible population; conduct a minimum of 15 tax-related workshops.
		Distribute hand-outs on TANF, food stamps, SSI, SSA, Medicaid, and Unemployment Compensation benefits.	To produce and distribute information in waiting rooms and on web site to effectively reach the client eligible population.
		Refer cases of predatory lending that affect large numbers of clients to private attorneys for filing of class actions and other broad relief. Develop contacts with pro bono attorneys across the region to assist LSNF clients to stop predatory lending practices	Stop predatory lending practices region wide.
		Distribute handouts on consumer rights.	To produce and distribute information by various means to effectively reach client eligible population.
	Produce and distribute brochures on education issues.	To produce and distribute information by various outreach methods to reach the client eligible population.	
	Provide comments in response to public rule making requests involving public assistance programs, including FEMA benefits that seek LSNF's special expertise in these programs on behalf of state agencies, local communities, or the Legislature.	To increase the public benefits available to our clients	
Maintaining economic Stability (continued)		<u>Training</u>	
		Provide training to legal staff on IRS controversies.	To increase expertise on IRS issues.

ENHANCING SAFETY, STABILITY AND HEALTH	To assist victims in extricating themselves from abusive relationships and end the cycle of violence for children and families with abusive relationships To preserve and ensure access to health care benefits	Provide training on independent living services for children aging out of foster care.	Increase awareness of services available for children aging out of foster care to allow the children to succeed.
		Provide in-house training materials to staff attorneys and interested pro bono attorneys on filing Bankruptcies.	To increase expertise on Bankruptcies, particularly in light of statutory changes.
		Provide training to legal staff on U/C claims.	To increase expertise on U/C claims.
		<u>Cases</u> Domestic and sexual violence injunction proceedings	To represent 300 victims of domestic or sexual violence to obtain orders of protection.
		Dissolutions	To represent 125 victims of domestic or sexual violence to obtain dissolutions of marriage.
		Change of Identification	To provide representation in changing identification documents only to victims of domestic and sexual violence for safety purposes.
		Victims' compensation	To advise domestic and sexual violence victims to apply for victim's compensation and represent in administrative proceedings if warranted.
		Medical/Insurance	To represent 30 clients denied Medicaid or Medicare coverage to receive benefits; to advise other clients about rights to medical services and insurance benefits.
		Environmental Hazards	To represent children and low-income families at risk of exposure to environmental hazards, or refer as appropriate
		Provide a full range of services to sexual violence victims, within available resources	To assist sexual assault victims in overcoming legal issues that impact their well-being
Self petitions/immigrant visa	To provide immigration services to victims of domestic violence, sexual violence, and trafficking.		
Enhancing safety, stability, and health (continued)		<u>Matters</u> Make presentations to shelter staff, community leaders, and victims on rights & remedies of domestic and sexual violence victims.	Make minimum of 10 presentations with sufficient outreach to ensure the targeted audience will have the opportunity to learn of them and attend.
		Prepare and distribute brochures on Medicaid/Medicare benefits.	To produce and distribute information in waiting rooms and on web site to effectively reach the client eligible population; increase expertise of staff.
		Distribute brochures on rights of domestic and sexual violence victims:	To produce and distribute information in waiting rooms and on web site to effectively reach the client eligible population.

Meet with Refuge House and FCASV and make presentations to coordinate services for domestic and sexual violence victims.

Enhance services to sexual assault victims.

Training

Provide training to legal staff on domestic violence issues.

To increase expertise on domestic violence issues.

As requested, participate in local domestic and sexual violence task forces or similar projects. Respond to inquiries from shelters, the courts, state agencies and legislators regarding legal issues facing victims of domestic violence.

To increase the services available to domestic violence victims..

Provide outreach services to elderly, homeless, abused spouses, rural residents, and other identified populations.

To make a minimum of 50 visits to senior center, spouse abuse shelters, homeless shelters and outlying counties to reach out to special populations, providing sufficient outreach to ensure the targeted audience will have the opportunity to learn of them and attend.

Evaluate & improve phone advice/hotline/webpage

To implement more systems to increase access.

To provide wider dissemination of information to clients and to enhance capacity of advocates.

Enforce laws protecting the rights of low income individuals and groups with limited English proficiency, victims of human trafficking, and returning prisoners.

Increase services to these groups with special vulnerabilities.

Develop and implement a disaster relief plan for LSNF's clients and for the entire region. Have an outreach plan to provide victims with information on how to obtain representation concerning the denial of government benefits such as FEMA benefits, unemployment compensation, food stamps, and other benefits available for victims of disasters. Work with local groups that control the local response to disasters and work with these groups as needed to inform them of the needs of our clients.

Improve the legal outcomes for victims of disasters in housing, public benefits and insurance matters.

REACHING OUT TO
SPECIAL POPULATIONS

To ensure special populations have access to legal services

IMPROVE THE ABILITY OF
LEGAL SERVICES OF
NORTH FLORIDA'S STAFF
TO DELIVER HIGH
QUALITY LEGAL
SERVICES

Promote effective program management through the provision of management training of management staff. Encourage professional development and utilize training events where appropriate. Hold interoffice case reviews and substantive unit meetings to increase the sharing of information, identifications of issues affecting clients programwide, and work on improving the delivery of services to rural populations. Encourage collaboration with other legal services staff and private attorneys, especially when it will promote innovation or improved services at LSNF.

Increase the expertise of advocates, improve management of the program, undertake more impact work, and improve the quality of services provided to clients.

Participate in the regional priority setting process and regional planning efforts to maximize resources and to ensure a broad range of services are provided to clients in the region.

To assure the provision of a full array of legal services to all clients region wide

OTHER BOARD ADOPTED
PRIORITIES-ELIGIBLE,
UNRESTRICTED CIVIL
LEGAL AREAS

To ensure other needs are met to the extent Cases and Matters--all allowable resources are available

To provide representation or referral to PAI panel in other meritorious cases to extent resources allow; provide advice or brief service when resources don't allow full representation