



Legal Services

of NORTH FLORIDA

HOPE. JUSTICE. FOR ALL.



PRIVATE ATTORNEY INVOLVEMENT PLAN 2010

Hope. Justice. For All.

LSNF works closely with private attorneys throughout its sixteen county service area to provide legal assistance to low-income individuals. Through the Private Attorney Involvement (PAI) Program this cooperation takes several forms, coordinating volunteer attorney resources of time and/or financial support. Over 600 attorneys make up LSNF's support pool. Four hundred and forty-three lawyers (443) contributed over \$132,000 thus far in 2009. In addition, pro bono attorneys are expected to provide over 4,000 hours of service in 2009. This is the equivalent of over \$800,000 worth of legal services. These volunteer hours resulted in 1,422 clients being assisted through LSNF from July 2008 - June 2009. A large part of client assistance came from volunteers at our telephone legal advice hotline. We are grateful to our partners at the Office of the Attorney General, Department of Community Affairs, Department of Environmental Protection and the City of Tallahassee attorney's office for encouraging their attorneys and members to



participate in this important program for so many years.

LSC Requirements

The Legal Services Corporation (LSC) Regulation 1614.4 mandates that field programs develop and submit to LSC a PAI plan and budget each year. The LSNF board ensures that the LSNF PAI plan is submitted annually to The Florida Bar and to each bar association that recommends appointments to The Florida Bar for service on the program's board of directors. Enclosed is LSNF's 2010 PAI plan.

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Tallahassee

Franklin
Jefferson
Leon
Wakulla

Quincy

Calhoun
Gadsden
Jackson
Liberty

Panama City

Bay
Gulf
Holmes
Washington

Ft. Walton Beach

Okaloosa
Walton

Pensacola

Escambia
Santa Rosa



PLAN SUMMARY

- A. Continue to develop projects in the 1st, 2nd, and 14th Judicial Circuits to increase private attorney involvement and client access to the legal system, with a special emphasis on expanding pro bono opportunities program wide as an active participant in support of the Florida "One Campaign" statewide volunteer attorney recruitment campaign.
- B. Evaluate and, if appropriate, continue co-sponsorship with the Leon County Clerk of Court of the Leon County Small Claims Advice and Landlord Tenant Clinic. Continue coordination of a general advice clinic with the bar association in Escambia County on an as needed basis.
- C. Continue mail-out to attorneys and past contributing members in the First, Second and Fourteenth Judicial Circuits to recruit and retain members for the Partners In Service Program.
- D. Participate in The Florida Bar President's Pro Bono Service Award nomination process in the First, Second and Fourteenth Judicial Circuits. In addition, provide recognition to all volunteer attorneys in LSNF sixteen county service area.
- E. Increase use of LSNF volunteer panel during 2010 with a focus on projects listed in A above. In addition, volunteer resources will be aimed at objectives and outcomes expressed in the current LSNF Long Range Plan.
- F. Continue operation of the Senior Legal Advice Clinics in Leon and Wakulla Counties.
- G. Continue use of the volunteer "substantive expertise" legal advice volunteer lawyer panel as needed.
- H. Produce 4,000 volunteer attorney hours for 2010.
- I. Assist in providing substantive legal training to volunteer attorneys when possible.
- J. Continue coordination of the Tallahassee Homeless Clinic Intake Program.
- K. Continue coordination of Volunteer Attorney LSNF Staff Family Mediation Hear-

ings Assistance Project.

- L. Assist coordination and administration of Bay County Bar Association's First Saturday Legal Advice Program.
- M. Continue automatic case referral program throughout LSNF service area.
- N. Continue to assist the 1st, 2nd and 14th Circuit Pro Bono Committees by producing the annual reports required to be submitted to the Florida Bar Pro Bono Standing Committee.
- O. Assist the Tallahassee Bar Association track its Alternative Services members' volunteer activities through LSNF each quarter.
- P. Continue maintenance of a program wide multi-purpose web site with a focus on improving client and volunteer attorney service and participate where possible in development of the various statewide web sites to improve client and volunteer attorney service.
- Q. Continue volunteer attorney involvement in Legal Services Low Income Tax Credit (LITC) Tax Project when requested.
- R. Apply and implement from above, those private attorney involvement activities appropriate to Santa Rosa and Escambia Counties and coordinate with Northwest Florida Legal Services when appropriate.
- S. Continue to coordinate appropriate pro bono recruitment, recognition, and project development activities with the Escambia Santa Rosa Bar and Okaloosa Walton Bar Associations.
- T. Maintain pro bono attorney referral system to benefit clients of Escambia and Santa Rosa Counties through the Pensacola office and continue recruiting volunteer lawyers to support it.
- U. Continue to participate in the development of www.taxserve.org with a focus on improving English as a Second Language (ESL) client and volunteer attorney support services.
- V. Continue to assist in coordination of hurricane disaster relief client services in the

1st, 2nd and 14th Judicial Circuits, when needed, utilizing volunteer attorney support services when necessary.

- W. Further recognize volunteer attorneys in the 14th Judicial Circuit by providing names of volunteers handling pro bono cases to the Chair of the 14th Circuit Pro Bono Committee for publication in his email newsletter published every four to five months.
- X. Continue to include the private bar in LSNF's endowment campaign to both recruit and recognize participants as LSNF seeks to raise funds over the next five years.
- Y. Continue to participate in the development of www.fairhousinginfo.org with a focus on improving the education and outreach goals of the HUD funded program to benefit clients and volunteer attorney support services when appropriate.
- Z. Establish and maintain foreclosure defense pro bono panel primarily serving Escambia, Santa Rosa and Okaloosa Counties and maintain foreclosure defense listserv comprised of the same participants to facilitate collaboration between LSNF and private attorneys in the handling of foreclosure defense cases.
- AA. Continue operation of legal advice clinic in Wakulla County conducted the first Wednesday of each month and recruit volunteer attorneys to staff each clinic.
- AB. Assist Okaloosa Walton Bar Association in exploring establishment of a weekend legal advice clinic in Okaloosa County to be conducted one weekend each month and assist in recruiting volunteer attorneys to staff each clinic.
- AC. Double the number of volunteer attorneys currently assisting the telephone legal advice hotline, with a focus on recruiting and increasing the number of government attorney volunteers.
- AD. Expand LSNF's Family Law Assistance Program (FLAP) in Leon County to recruit and include volunteer attorneys who will help pro se litigants complete forms for filing in Family Law Court.

Description of PAI Program

The Private Attorney Involvement (PAI) Program, also known as the PAI Volunteer Lawyers Project, was initiated as a pilot project in 1982 by the Volunteer Lawyers Pro-

ject of The Florida Bar. Effective economical delivery of PAI legal assistance to LSC eligible clients mirrors the standards set by LSNF. Volunteer attorneys (including government attorneys in Leon County) work for indigent clients referred to them through Legal Services of North Florida, Inc. (LSNF). Volunteer attorneys may be asked to take from one to four referrals per year from LSNF. The prospective client is pre-screened by LSNF for financial eligibility and need. The five offices that make up Legal Services are located in Tallahassee, Quincy, Panama City, Fort Walton Beach, and Pensacola. Each office is assigned case referral goals for private attorney referrals, based on the number of private volunteer project attorneys available in each service area. The Tallahassee office handles Leon, Franklin, Jefferson, and Wakulla Counties. The Quincy office handles Gadsden, Jackson, Liberty, and Calhoun Counties. The Panama City office handles Bay, Washington, Holmes, and Gulf Counties. The Fort Walton office handles Okaloosa and Walton Counties. The Pensacola office handles Escambia and Santa Rosa Counties. All potential PAI cases accepted for representation are given to the PAI Coordinator (Development Director) for referral assistance.

No law firm collective satisfaction plans will be operating in our service area.

LSNF's pro bono program consists currently (from January 2008 to present) of approximately 329 case handlers, 90 other volunteer attorney participants and 443 financial contributors. Some of these supporters may both contribute money and/or provide legal assistance to clients in a 16-county area in north Florida. The pro bono program has several components. The first component is our private attorney referral panel, which accepts direct referrals from Legal Services (some government lawyers also participate). Financial eligibility is determined by a LSNF staff attorney. For those cases accepted, the PAI attorney receives information identifying the client and legal issues and any documents presented to the office case acceptance committee during client screening. The client is matched to an attorney by geographical area and by area of interest of law.

The second part of our private attorney referral program is the alternative services component with members participating in the following Legal Services projects: Wakulla County Legal Advice Clinic; Night Clinic; Small Claims Advice and Landlord Tenant Clinic; Homeless Intake Program; Family Mediation Assistance Program; Senior Citizen Legal Advice Clinics; Substantive Expert Legal Advice Panel; and, the Telephone Legal Advice Hotline Project. Again, financial eligibility is determined by LSNF staff or volunteer attorneys so designated by LSNF. Support staff is available to government lawyers during regular working hours for typing and filing pleadings. The Wakulla County Legal Advice Clinic is held the first Wednesday of each month from 10:00 a.m. to 1:00 p.m. at the Wakulla County Courthouse. Night Clinic is held 17 nights per year, from 6:30 p.m. to 8 p.m. at the program's Tallahassee office. The Small Claims Advice and Landlord Tenant Clinic is held four nights per year. Four clinics are held from 6:00 p.m. to 8 p.m. at the Traffic Court in Tallahassee and additional clinics are held in Escambia County on an as requested basis. The Homeless Advice Clinic is

scheduled up to at least 6 times per year, from 6:00 p.m. to 8:00 p.m. at Hope Community homeless congregate facility in Tallahassee. Additionally, intake clinics are conducted every other month at the Tallahassee Shelter day service center on an on-call basis. LSNF attorneys coordinate with volunteer attorneys to conduct family law mediations. The Telephone Legal Advice Hotline Project is conducted every Monday, Tuesday, Wednesday, and Thursday from 2:00 to 5:00 p.m. in the Tallahassee office, serving the entire 2nd and 14th Judicial Circuits.

Besides volunteering time, attorneys and/or law firms may contribute money directly to support any of the aforementioned volunteer operations. Most all volunteer activities allow clients and attorneys access to the delivery of legal assistance after regular working hours.

The senior citizen legal clinic is also known as the Emeritus Attorney Program. The Emeritus Attorney Project was implemented in February 1987 (and the project was adopted by LSNF a year-and-a-half later). It was originally funded by a special federal one-time grant, sub-granted to LSNF through the State of Florida Adult and Aging Division of Health and Rehabilitative Services, but has since been funded exclusively by LSNF. Legal clinics are held in primarily three locations in Leon and Wakulla Counties. In 1995, four clinics were added to the Emeritus Attorney Project, and in the latter part of 1997, 12 clinics were added to meet the demands of a waiting list reported by the senior center administration in Leon County. Since, 12 more clinics were added in Wakulla County. As a result, this program coordinates the operation of as many as 84 legal clinics annually which provide legal assistance to elderly clients served by Legal Services.

As mentioned earlier, LSNF operates a small claims advice and landlord tenant clinic assisted by pro bono panel volunteers. The clinics are scheduled four times annually in Leon County to answer legal questions pertaining to filing cases in small claims court, and to educate clients on consumer and landlord and tenant issues. In 1995, a volunteer lawyer chose to coordinate the entire project and had the chief clerk of the small claims court present remarks as part of the program. In 1997, the clinic was relocated to The Neighborhood Justice Center and a new volunteer attorney coordinator carried on the same clinic format. In 1998 the clinic location returned to its original venue at the request of the chief clerk. In 2005 a second small claims clinic was held in Escambia County in cooperation with the Escambia Santa Rosa Bar Association and Escambia County Clerk's Office and will continue as part of a general advice clinic on an as needed basis. Clinics in November 2008 and January, May, October and November 2009 were the most recent events conducted in Pensacola and Milton in association primarily with the local bar. Current participation in the clinics include County Court Judges and other court personnel that are asked to contribute.

LSNF's system of recruiting and utilizing private attorney volunteers is an overall economical, effective, and efficient way to deliver services to PAI clients for the following

reasons:

1. The program has strived to exceed the national recruitment standard for private attorneys;
2. The program will spend PAI funds at least 12.5% of total LSC funds received; and,
3. The program handled and expects to continue to handle at least 12.5% of the cases brought on behalf of eligible clients through its PAI program. The program handled 15.04% of all LSC funded cases through its PAI program in 2008.

Specific Accomplishments

LSNF is proud of its PAI program successes. Those successes were measured by the following accomplishments:

1. LSNF sponsored several substantive legal trainings since those reported in the 2009 PAI Plan: December 2008 IRS Lien Subordinations/Tax Law CLE; January 2009 Self-Petitions and U Visas Immigration Training CLE; June 2009 Consumer Advocacy as a Means to Help Your Practice and Clients CLE; and, October 2009 Effective Trial Advocacy CLE for which continuing legal education (CLE) credits were approved. A minimal cost primarily to cover copying and food was charged for one of the sessions, the others were free.
2. LSNF continues to provide direct lawyer consultation to volunteer attorneys who request assistance in a particular area of law.
3. The Partners in Service Program, in its sixteenth year of operation, exceeded its fund-raising goal and had its highest ever annual contribution level as of November 1.
4. PAI attorneys served 1,422 clients from July 1, 2008 to June 30, 2009.
5. LSNF held its annual recognition ceremony (in Leon County) to recognize volunteer attorneys during Law Week in May. The ceremony was well attended by more than 300 lawyers and other dignitaries within LSNF's Tallahassee and Quincy legal community. Recognition in the 2nd Judicial Circuit was co-sponsored by the Tallahassee Bar Association, other local voluntary bar associations, and one private law firm. Special recognition certificates were handed out to volunteers of the telephone legal advice hotline.

6. Commercial advertising was purchased in four main newspapers within the LSNF service area recognizing volunteers by name for their pro bono work during this time.
7. Volunteer attorneys serving our office in the Pensacola area were individually recognized on a display poster provided by LSNF at the Escambia Santa Rosa Bar Association annual officer installation meeting/dinner this year.
8. In the last 28 years, 22 of the 28 total recipients of The Florida Bar President's Pro Bono Service Award in the 2nd Judicial Circuit and 21 of the 27 total recipients of the same award in the 14th Judicial Circuit were Legal Services of North Florida volunteer attorney panel members. LSNF participated for the fourth time in the nomination and selection of the 2009 Pro Bono Service award winner in the 1st Judicial Circuit, one of LSNF's newest pro bono panel members. In 1986, 1987, 1988, 1991, 1994, 2000, and 2004 recipients were also Legal Services of North Florida board members. Furthermore, the 1987 and 1992 recipients of the distinguished Tobias Simon Award served on Legal Services' board of directors.
9. The Tallahassee office's Family Mediation Hearing Assistance Project has almost completed its thirteenth year conducting mediations with volunteer government and private attorneys.
10. Five law firms and an individual private attorney made significant financial contributions to Legal Services' Partners in Service Program.
11. LSNF continues to coordinate with the staff attorneys of the City of Tallahassee to provide volunteers for its Telephone Hotline and Night Clinic Programs.
12. Together, LSNF and the Tallahassee Bar Association's Legal Aid Program continue to meet the needs of the client community by helping to assist with case conflict referrals, providing when necessary emergency telephone legal advice hotline intake, providing broader recognition of pro bono efforts through a joint recognition ceremony, and sharing volunteer attorneys to provide legal advice and assistance.
13. LSNF and the Bay County Bar Association had on average 25 citizens apply for its First Saturday Legal Clinic each month in 2009.
14. LSNF continues to operate its automatic volunteer attorney case/letter referral system.

15. LSNF continues the operation of a Small Claims/Landlord Tenant Clinic Program on a regular basis in Leon County.
16. LSNF continues to operate a volunteer attorney telephone legal advice and tax hotline in Tallahassee serving clients of the 2nd and 14th Judicial Circuits. In addition to attorneys from the City of Tallahassee and the Department of Environmental Protection, LSNF coordinates with the Florida Attorney General's Office, and the Florida Department of Community Affairs to provide volunteers for its Telephone Legal Advice Project. LSNF coordinates with four volunteer tax expert attorneys under a pro bono service agreement to answer client tax questions that may be submitted to them by hotline attorneys.
17. LSNF continues to maintain a client/volunteer attorney/staff friendly web site that provides immediate access to information and other resources important to the provision of legal services. The site is currently maintaining an average of nearly 5,000 hits per day.
18. LSNF continues to maintain a tax help client/advocate web page (on www.lsnf.org) and website (www.taxserve.org) that provides resources and other information to help clients, legal services attorneys, and volunteer attorneys increase the availability of quality legal representation in tax matters.
19. LSNF continues its plan to involve the private bar of the Okaloosa Walton County Bar Association by conducting volunteer attorney recruitment activities in Okaloosa and Walton Counties to support volunteer attorney client advice, brief service, and case acceptance activities from the Fort Walton office.
20. LSNF continues to assist the Escambia Santa Rosa Bar Association pro bono committee to help provide members with pro bono service opportunities through LSNF and Northwest Florida Legal Services.
21. LSNF continued its participation in the joint Florida Pro Bono Coordinator's Association/Young Lawyers Section statewide lapel pin recognition project recognizing volunteer attorneys who have donated services above The Florida Bar aspirational 20 hour goal. LSNF presented 7 gold (100 plus hours), 11 silver (50 plus hours) and 48 bronze (20 plus hours) pins to its volunteers during the period.
22. LSNF participated in Tax Day 2009 in Leon County as the primary event sponsor and organizer recruiting over twenty tax professionals including tax attorneys, CPAs, Enrolled Agents and Tax Preparers to provide an array of tax services to income eligible applicants. Additional sponsors recruited: the BEST program of the United Way of the Big Bend; the IRS Taxpayer Advocates Office; the Talla-

hassee Chapter of the Florida Institute of Certified Public Accountants; the Capitol City Chapter of the Florida Society of Enrolled Agents; and the City of Tallahassee. Two local CPA firms supplied additional staff support and food and refreshments for all volunteers throughout the day long event.

23. LSNF continues its active involvement in all three of the pro bono circuit committees within its service area by participating in committee activities when asked and preparing and submitting annual circuit committee reports to The Florida Bars Standing Committee on Pro Bono.
24. LSNF participated in the celebration of pro bono week as it was proclaimed by Governor Charlie Crist and in the launch of the Florida "One Campaign" at ceremonies at the Florida Supreme Court hosted by Chief Justice Peggy A. Quince the last week in October 2009. LSNF was invited to present remarks during the campaign unveiling that were transmitted statewide over the Supreme Court's government cable network.
25. LSNF was invited to participate in initial discussions with the managing attorneys of Tallahassee's major law firms in October 2009 about the implementation of the "One Campaign" and the availability of pro bono opportunities for attorneys in the 2nd Judicial Circuit.

Procedures for Making Referrals

Volunteer panel case intake for night clinic and private referral is coordinated by LSNF staff and the Director of Development/Private Attorney Involvement. When a pro bono case is received by the director, it is matched with an attorney (whose personal interest, geographical area, skill, expertise, and substantive experience match the client's service needs) who agrees to take the case. A client information form (including the client's financial eligibility information), the client Intake Fact Sheet, a client retainer agreement (incorporating a client information release consent), a Memorandum of Understanding between the volunteer and LSNF, and a cover letter are sent to the volunteer lawyer. When a client is referred through the volunteer lawyer automatic letter referral system, the volunteer is given the opportunity to review a case prior to its acceptance and is required to notify LSNF within five days of his/her decision. When a volunteer attorney accepts a case, the client is notified by LSNF to contact the volunteer as soon as possible. Prior to reviewing the case, the attorney is also required (as noted in the referral letter to the volunteer attorney) to conduct an immediate conflict check and must return the file to LSNF, unread, if such a conflict arises.

When a potential conflict at LSNF is noted before intake, the individual seeking an appointment is advised in some instances that, although representation by LSNF is

unavailable, referral to a PAI attorney may be possible. Should a conflict be discovered after intake, the intaking LSNF staff member can either refer the individual to another agency which can provide legal representation or make a referral to the Director of Development/Private Attorney Involvement.

In the event of a conflict, a PAI referral is not made without the written consent of the individual for whom assistance is being sought and notification to the adverse party being represented by LSNF if a case is ongoing at the time the referral is being requested or made (or, at the time a client represented on an adverse matter in the past by LSNF re-contacts LSNF for assistance in the matter being referred).

Should referral of a party adverse to a past or present LSNF client take place, LSNF will not maintain an open file nor will LSNF attorneys or staff be available for consultation or advice or secretarial support. The panel attorney is advised in writing of these conditions.

The PAI volunteer may obtain any of the following support from LSNF:

- a) Specialized law reference resources in LSNF library and website
- b) Legal staff support
- c) Limited litigation fund support
- d) Malpractice insurance coverage
- e) Invitation to award ceremonies recognizing volunteer efforts
- f) Limited clerical support for pleadings, correspondence and other documents
- g) Invitation to LSNF sponsored continuing legal education (CLE) trainings

Case Oversight

Case oversight is conducted quarterly and coordinated by the Director of Development/Private Attorney Involvement by mail, email and telephonic communication with volunteer lawyers to determine the status of each client's case for reporting purposes. Hours worked on these cases are collected at this time as well. Volunteer attorneys who fail to provide hour/status reports to the PAI Director for more than two calendar quarters will have their names forwarded to the Director of Litigation for follow-up. During the status check, if the volunteer attorney has a legal question or needs additional assistance, the Director of Development/Private Attorney Involvement refers the volunteer attorney to a member of the program's legal staff. Most questions involve case closure procedures. Other situations may include fulfilling PAI resource needs such as LSNF staff attorneys answering substantive legal questions, co-counseling, or sending needed legal form documents to a volunteer attorney. When cases are closed, PAI cases follow the same procedures as do those of LSNF. A final case disposition form/

attorney questionnaire is prepared. A final case closure form is prepared and forwarded by the Director of Development/Private Attorney Involvement to the managing attorney of the Tallahassee Office (for its service area) and to the Director of Litigation for all the other offices for final review before the forms are placed in closed files.

PAI clients are mailed surveys at the end of case service activity. Responses to the surveys are periodically reviewed by the program's Director of Development/Private Attorney Involvement. PAI survey results have maintained an approximate average of 96% satisfaction rating.

Quarterly reports monitor progress toward program goals and ensure case management, case referral and case closure. The program's Director of Development/Private Attorney Involvement, Director of Litigation, and Executive Director review all PAI reports. Additionally, quarterly reports provide case status information measuring actual PAI attorney hours worked on cases. Total attorney hours for the 2009 PAI panel are expected to be at least 4,000. Monthly reports measure staff performance for PAI cases referred from each office and other related PAI activity. Legal Services PAI performance goals are linked to the number of PAI cases referred from each office and the number of staff PAI hours contributed to PAI related activities. Goals are now established annually for each delivery office and are directly tied to LSNF's evaluation program.

Efforts will continue to increase the number of clients assisted by PAI attorneys. It is expected that at least 1,000 clients will receive assistance through 2010. To continue efficiency, quality control, and a sense of community among members of the volunteer panel, attorneys requiring legal support may obtain advice from a volunteer panel of their peers to assist on pro bono cases over the phone. Volunteers, expert in many areas of civil law, will accept calls from other volunteer lawyers (as well as from LSNF staff) for support and assistance.

LSNF Board Involvement

The program's governing body is extremely involved in the PAI process. Per LSC regulation sixty-seven percent of Legal Services of North Florida's board consists of attorneys, most of whom are appointed by The Florida Bar based on recommendations from various local bar associations.

The LSNF Board of Directors meet three to four times per year. The Board ensures that the LSNF PAI plan is submitted annually to The Florida Bar and to each bar association that recommends appointments to The Florida Bar for service on the program's board of directors. In addition, the Board ensures that 12.5% of the program's LSC budget is allocated to pro bono activities. This plan is reviewed by the Board annually, and new PAI activities and PAI accomplishments are reviewed throughout the year.

Also, almost 75% of the attorneys on the Board serve as Pro Bono Panel contributors and/or provide financial support.

LSNF priorities are established pursuant to 45 CFR, Part 1620, and reviewed each year. Most PAI cases are accepted and referred to volunteer attorneys according to the same priorities. To ensure compliance, all PAI intake (including all component programs such as night clinic) is screened by a LSNF case handler.

Funding Issues

In 2009, approximately \$204,765 (including both direct and indirect costs) in Legal Services Corporation funds will be used to meet the PAI requirement. There is no PAI carry-over from 2007 earmarked for salary expenditures.

The market value of PAI activities will substantially exceed the direct and indirect costs allocated to this program as evidenced by the number of hours worked by each volunteer. Four thousand expected volunteer hours at average market value (\$200 per hour) will account for \$800,000 or 51% of LSNF's 2009 LSC general support fund. The average market value of legal services is determined by a random sample of the private legal community and supported by statistics made available by The Florida Bar.

No volunteer attorney will receive direct payments through the PAI program while engaging in pro bono activities (including ex-staff attorneys). During previous years no volunteer attorneys received direct payments through the PAI program and there were no sub-grant arrangements.

Also, it is not anticipated the program will have any joint PAI-related ventures with other LSC programs.

Financial system procedures used by the program to separately identify and account for costs related to the PAI programs depend on case data for allocation factors. The ratio of PAI personnel direct costs to total LSC personnel costs is the factor used to determine the PAI indirect cost. The PAI personnel costs (salary and benefits) of attorneys and paralegals are identified (through time sheets) and calculated first. These costs are reflected under PAI direct cost. Only the personnel costs of the support staff who keep no time records will apply to the allocation factors and be reflected under PAI indirect cost. Non personnel costs are broken into direct and indirect costs. Direct costs are expenses directly related to PAI activity (e.g. recognition events, training, etc.). Legal Services of North Florida does not use a PAI revolving litigation fund.

Client Surveys

Client surveys are used to help provide LSNF with information to assess service quality.

Training

LSNF will conduct periodic trainings in 2010, the nature of which is not currently known. LSNF also may add additional training for PAI and staff attorneys after The Florida Bar training schedule has been analyzed. All interested volunteer attorneys will be invited to participate in trainings that are conducted in-house at no or minimal cost.

Differences in 2009 Plan

The 2010 PAI plan will differ from the 2009 plan in the following respects:

1. LSNF expects to increase the size of its volunteer panel in proportion to the needs generated by expanding project activities, especially in response to the Florida "One Campaign."
2. LSNF expects to increase the number of clients assisted by volunteer lawyers in proportion to expanding project activities, especially in response to the Florida "One Campaign."
3. LSNF will provide additional legal advice services through its volunteer attorney telephone hotline, as additional resources are procured.
4. LSNF expects to assist the Okaloosa Walton Bar Association establish a week end legal advice clinic in Okaloosa County to be conducted one weekend each month and assist in recruiting volunteer attorneys to staff each clinic.
5. LSNF expects to expand its Family Law Assistance Program (FLAP) in Leon County recruiting and including volunteer attorneys to help pro se litigants complete forms for filing in Family Law Court.

Barriers

No linguistic and cultural barriers to effective advocacy have been identified by the PAI program.

Unmet Need in Florida

In September 2009, the LSC issued its report, Documenting the Justice Gap in America, a comprehensive national statistical study, establishing that for every client who receives service, one applicant was turned away. Stated another way, 50 percent of the potential clients requesting assistance from an LSC grantee were turned away for lack of resources on the part of the program. Because only those with LSC eligible cases who contacted the program for assistance were counted, the study underestimated the unmet need. It is known that many people do not contact a program either because they are unaware they have a legal problem, or they do not know that the program can help them.

Based on that realization, the LSC analyzed recent studies from other states, concluding that less than 20 percent of the legal needs of low-income Americans are being met. Eight of the nine studies found an unmet legal need greater than the 80 percent figure determined by the ABA in their 1994 national survey. Finally, in adding up the number of legal aid attorneys serving the poor and comparing that to the LSC-eligible population, it was determined that there is one legal services attorney for every 6,415 low-income persons. By contrast, the ratio of attorneys delivering civil legal assistance to the general population is approximately one for every 429 persons, or well over fourteen times less.

Based on 31 years of delivering civil legal representation to Florida panhandle residents, recognizing that in 13 of our counties there are no other providers of free civil legal assistance, and based on in-house statistics, LSNF concurs with the findings of the LSC as applied to our local service area.

Although state and private support for legal assistance to the poor has increased in the last two decades, declining federal funding and an increased poverty population have served to increase the unmet demand. Assuming that state and private funding increases were to keep pace, it would take at least a five-fold funding increase to meet the documented need for legal assistance, and a doubling of LSC's current funding of the basic field grant just to serve those currently requesting help.

The Board of Directors of Legal Services of North Florida, in an effort to help close the justice gap in Florida, has adopted LSC Board Resolution 2007-003 and so resolves to support and encourage private attorney involvement with Legal Services of North Florida as outlined in the Resolution for northwest Florida.

Reference to LSC PAI Plan Content Requirements

Below are page references to PAI plan content requirements relevant to LSC Reg. 1614.

- 1614.1(a). Projection of Funds Used and Cases Closed (7, 8, 12, 17)
- 1614.1 (c). Market Value (6, 13)
- 1614.1 (e). Compensation to Ex-Staff Attorneys (13)
- 1614.2 (b). Joint Ventures (13)
- 1614.2 (c). Involvement of Governing Body (12)
- 1614.3 (c). Factors Taken Into Account
 - (1) Program priorities (13)
 - (2) Effective and economical delivery of legal assistance (5, 6)
 - (3) Linguistic and cultural barriers (14)
 - (4) Conflicts of Interest (10)
 - (5) Expertise, skills and willingness to undertake unique or new areas of law (5, 6, 10)
- 1614.3 (d). Intake, Case Acceptance and Assignment, and Case Oversight (10, 11, 12, 13)
- 1614.3 (e). Financial Systems and Procedures (7, 13, 17)
 - (1) Allocation of cost of staff time (17)
 - (2) Allocation of non-personnel and indirect costs (17)
- 1614.5. Revolving Litigation Fund (13)

Other Matters.

- (1) Difference in plans (14)
- (2) Sub-grants (13)
- (3) Client surveys (12, 14)
- (4) Training (14)

Proposed 2010 PAI Budget

Cost Category	Expenditures			Total
	FBF Pilot Pro Bono Grant Funds to be Allocated to this Project	Non-LSC Expenditures	LSC Expenditures	
A. Personnel Costs:				
1. Lawyers			\$32,865	\$32,865
2. Paralegals			\$1,130	\$1,130
3. Others	\$13,104	\$13,104	\$88,200	\$101,304
4. Salary Subtotal	\$13,104	\$13,104	\$122,195	\$135,299
5. Employee Benefits	\$1,002	\$1,002	\$37,270	\$38,272
6. Total Personnel Costs	\$14,106	\$14,106	\$159,465	\$173,571
B. Non Personnel Costs:				
1. Space	\$1,545	\$1,545	\$7,350	\$8,895
2. Equipment Rental	\$412	\$412	\$2,255	\$2,667
3. Supplies/Printing/Copying	\$1,663	\$1,663	\$25,830	\$27,493
4. Telephone	\$737	\$737	\$4,410	\$5,147
5. Training				
6. Travel			\$2,440	\$2,440
7. Library			\$980	\$980
8. Insurance	\$537	\$537	\$4,370	\$4,907
9. Dues & Fees				
10. Audit			\$290	\$290
11. Litigation			\$195	\$195
12. Property Acquisitions				
13. Purchase Payments				
14. Contract Services to Clients				
15. Contract Services to Program			\$910	\$910
Other (enhancement of government bar activities/strategic planning related to pro bono initiatives & procedures)	\$5,000	\$5,000		\$5,000
17. Total Non-Personnel Costs	\$9,894	\$9,893	\$49,030	\$58,923
C. Total Allocations	\$24,000	\$24,000	\$208,495	\$232,495

To contact Legal Services of North Florida for more information about its Endowment Fund or how else you can help, go to www.lsnf.org or contact:

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Investing in Justice

Dedicated people are doing amazing things with enormous pride and dedication to deliver legal services in our community. There is no limit to what a dedicated group of people can accomplish when they are led with respect, work together as a team, and focus on a vision.

When you invest in LSNF's Endowment Fund, you are expanding the delivery of client services, inspiring families not to give up, and leaving a legacy for many years to come.

Legal Services of North Florida's staff is not intimidated by the challenges, but believes that together we can change the lives of our friends and neighbors who are facing seemingly insurmountable legal problems. The talent, discipline, and integrity of LSNF staff and volunteers will assist in this transformation for hope and justice for all those who have nowhere else to turn.

www.lsnf.org

Legal Services Delivery Locations

Tallahassee (main office)

Serving Jefferson, Leon, Wakulla
and Franklin Counties
2119 Delta Boulevard
Tallahassee, FL 32303
850-385-9007

Panama City

Serving Bay, Gulf, Washington
and Holmes Counties
221 East 11th Street
Panama City, FL 32401
850-769-3581

Quincy

Serving Gadsden, Jackson, Liberty
and Calhoun Counties
121 North Jackson Street
Quincy, FL 32351
850-875-9881

Fort Walton Beach

Serving Okaloosa and
Walton Counties
133 Staff Drive; Suite B
Ft. Walton Beach, FL 32547
850-862-3279

Pensacola

Serving Escambia and
Santa Rosa Counties
118 S. Baylen Street
Pensacola, FL 32501
850-432-8222



United Way of the Big Bend

