As a recipient of federal funds from the Legal Services Corporation (LSC), Legal Services of North Florida (LSNF) must follow federal regulations promulgated by LSC in the operation of its program and services. These regulations require grantees to prepare an annual Private Attorney Involvement (PAI) Plan (45 CFR Part 1614), to operate a PAI program, and to report to LSC annually regarding its PAI services. This document is LSNF’s PAI Plan for the year 2020.
INTRODUCTION

Legal Services of North Florida, Inc. ("LSNF") is a non-profit law firm providing free civil legal aid to low-income persons and vulnerable residents in Florida’s Panhandle and Big Bend region. We help clients facing legal problems affecting their financial stability, housing, family stability and health. LSNF serves 16 counties in the Florida Panhandle from five offices located throughout the area. We represent survivors of human trafficking, domestic and sexual violence; people with disabilities; tenants being improperly evicted; families facing utility shut-offs or mortgage foreclosures; seniors facing various forms of elder abuse; veterans needing help securing benefits to which they are entitled; those recovering from natural disasters, and many others with critical legal problems. LSNF’s assistance can make the difference between safety and stability and continued trauma and poverty. More information about LSNF can be found at www.LSNF.org.

LSNF is the only provider of free civil legal aid in most of the 16 counties we serve. The need for legal assistance far exceeds the capacity of LSNF’s paid attorneys, paralegals, intake specialists, pro bono coordinators, and support staff to help eligible clients. LSNF’s 16 county service area is home to over 200,000 persons with incomes below 125% of the federal poverty level and thousands more who have incomes below 200% of the poverty level.

In June 2017, the Legal Services Corporation, a not–for profit corporation which distributes the Congressional allocation for legal aid programs, issued The Justice Gap: Measuring the Unmet Civil Legal Needs of Low-income Americans. The report concluded that “71% of low-income households experienced at least one civil legal problem in the year preceding the study. Many of these households had to deal with several issues. Indeed, more than half (54%) faced at least two civil legal problems and about one in four (24%) faced six or more during the year. The civil legal problems these Americans face are most often related to basic needs like getting access to health care, staying in their homes, and securing safe living conditions for their families.” The Justice Gap Report found that over 70% of those low-income people who seek help from a civil legal aid program like LSNF will not get all the assistance they need. For example, they might receive legal advice rather than representation because our staff is already handling a full capacity of clients.
INTRODUCTION

Based on 45 years of delivering civil legal representation to Florida Panhandle residents, recognizing that 13 of our counties have no other providers of free civil legal assistance, and based on in-house statistics, LSC’s findings are accurate reflections of the unmet need for civil legal assistance in the Florida Panhandle.

The Board of Directors of Legal Services of North Florida, to help address the unmet need within its region in Florida, adopted LSC Board Resolution 2007-003 and resolved to support and encourage private attorney involvement with Legal Services of North Florida as outlined in the Resolution for northwest Florida.
PRIVATE ATTORNEY INVOLVEMENT (PAI)

The work of volunteer attorneys, paralegals, law students, and others across LSNF’s service area serves as a critical supplement to the work of paid staff. These volunteers help those in need find stability, making immeasurable improvements in the lives of those clients and their families. Volunteers also support the justice system by increasing the ability of the public to access the courts and helping ensure the fair administration of justice.

To this end, LSNF’s Pro Bono/PAI Plan prioritizes: a) increasing pro bono program efficiencies, b) better utilizing technology and c) pursuing rural justice. Since the restructuring of LSNF’s pro bono team and allocation of support staff in 2019 and 2020, increasing efficiencies has progressed significantly. The entire LSNF pro bono team focuses its efforts on all counties in the service area. Case referral and clinic procedures have been consolidated. Our 2021 Pro Bono Plan aims to further develop the previous initiatives, with a goal of expanding services in LSNF’s rural counties and increasing program efficiencies using uniform forms, procedures, and volunteer engagement structure. Most volunteer activities allow clients and attorneys access to the delivery of legal assistance outside of traditional office hours.

This Plan considers input from all the branch offices, the executive management, Boards of Directors, Pro Bono Coordinators, local judiciary and bar associations, and other stakeholders in the service area. In developing this Plan, the pro bono team also consulted with segments of the client community, private attorneys, and bar associations.

LSNF works closely with private attorneys throughout our 16-county service area to provide legal assistance to low-income individuals. This cooperation takes several forms, coordinating volunteer attorney resources of time and/or financial support. Over 100 attorneys from more than our 16-county service area, make up LSNF’s pro bono pool. Pro bono attorneys provided nearly 1529 hours of service in 2020, the equivalent of $391,700 worth of legal services, resulting in 824 clients assisted through pro bono in 2020.

Both program wide and within each office, LSNF integrates projects with strong support from the local bar and courts, focusing on referring individual cases for extended representation, recruiting attorneys for advice and legal information clinics, and encouraging attorneys to support the Helpline. All work performed by LSNF’s pro bono attorneys for LSNF is covered by our malpractice insurance.
The Pro Bono/Private Attorney Involvement (PAI) Program was initiated as a pilot project in 1982 by the Volunteer Lawyers Project of The Florida Bar. Effective economical delivery of pro bono legal assistance to LSC-eligible clients within its service area must meet the standards and priorities set by LSNF as described throughout this plan. Volunteer attorneys agree to accept cases requiring extended representation for indigent clients referred to them through Legal Services of North Florida. These attorneys may be asked to take one to four referrals per year from LSNF, or more if through the Helpline or an advice clinic. The prospective client is pre-screened by LSNF for eligibility and need. The five offices that make up LSNF are in Tallahassee, Quincy, Panama City, Fort Walton Beach, and Pensacola. Each office assigns case referrals for private attorneys in each local community. All potential pro bono cases accepted for representation are sent to the office of the Director of Pro Bono for referral support and case management.

The first component of the pro bono program is our private attorney case referral panel, which accepts case referrals primarily for extended representation from LSNF. The client is matched to an attorney by geographical area and by area of interest of law. Support staff is available to volunteer lawyers during regular working hours for typing, filing pleadings when necessary, and making client-attorney conference arrangements. No law firm collective satisfaction plans (lawyers of a law firm work together to discharge their professional responsibility to provide pro bono legal services to the poor) affiliated with LSNF operate in our service area.

The second part is the alternative services component with volunteers participating in the following LSNF projects providing primarily advice and/or brief service. Starting in 2019, all clinics are held under the model of “Justice on the Block”, now a branded project within LSNF.** During 2020, due to the COVID-19 Pandemic, LSNF could no longer hold many of these clinics in person, so developed virtual models where in-person models were not available. LSNF anticipates returning to more in-person clinics at some point during 2021.

**See Page 8
PRO BONO/PAI PROGRAM DESCRIPTION

Circuit 1
- Law Week legal advice clinic in conjunction with Law Week each year and co-sponsored by the Escambia Santa Rosa Bar Association (ESRBA).
- Okaloosa County Legal Advice Clinic: Held the third Thursday each month from 5:00 to 7:00 p.m. at 90Works at the Eleanor J. Johnson Youth Center in Fort Walton Beach.
- Escambia County Legal Clinic: Held the third Thursday of the month at Pensacola State College Century Center in Century.
- Carver Park Neighborhood Resource Center Clinic: Held monthly in Cantonment.
- Salvation Army Legal Clinic: Held monthly in Pensacola.
- Goodwill–Easter Seals of the Gulf Coast Community Center Legal Clinic: Held monthly in Pensacola.
- Manna Food Bank Legal Clinic: Held monthly in Pensacola.
- Santa Rosa County Legal Clinic: Held the third Tuesday of each month at the Milton Community Center in Milton.

Circuit 2
- Advance Directives Clinic at our Tallahassee office the 3rd Wednesday of each month from 11:00 a.m. to 2:00 p.m.
- Wakulla County Legal Advice Clinic: Held the first Wednesday of each month from 10:00 a.m. to 1:00 p.m. at the Wakulla County Courthouse.
- Night Clinic: Held up to 17 evenings per year, from 6:00 p.m. to 8:00 p.m. at our Tallahassee office.
- Small Claims and Landlord Tenant, Family Law, and Probate Law Legal Information Clinics: Held four times per year. All twelve clinics are held from 6:00 p.m. to 8:00 p.m. at the Leon County Court Annex in Tallahassee, in partnership with the Leon County Clerk’s office.
- Senior Citizen Legal Advice Clinic: Held every Wednesday from 11:00 to 2:00 p.m. in Tallahassee. A second senior clinic is conducted one Monday each month at a senior center in Crawfordville.
PRO BONO/PAI PROGRAM DESCRIPTION

Circuit 14
- First Saturday Legal Clinic: A joint effort of LSNF and members of the Bay County Bar Association to provide advice and brief services.
- Washington County Legal Advice Clinic: Held the second and fourth Thursday of each month from 9:30 a.m. to 3:30 p.m. at the Washington County Clerk's office.

All Circuits
- Clinics are held in conjunction with local VA Stand Downs when logistics allow.
- Justice on the Block (JOTB) legal clinics: Held in conjunction with local partners and conducted when logistics allow and are supported by LSNF attorney and support staff.

A third component of the Pro Bono Program is the LSNF Helpline/Helpline from Home, with volunteer attorneys providing advice and counsel every Monday, Tuesday, Wednesday, and Thursday from 2:00 to 5:00 p.m. in the Tallahassee office or at any time from their own office or home. The Helpline serves LSNF's entire 16 county service area.

As a final component of our Pro Bono Plan, besides volunteering time, attorneys and/or law firms may contribute money directly to support any of the volunteer operations. Contributions through LSNF’s Partners in Service program also provide attorneys with a way to satisfy their pro bono responsibility as defined by rule 4-6.1 of The Florida Bar Rules of Professional Conduct. In 2020, 413 attorneys donated over $133,000 through this program.
VIRTUAL CLINIC PROMOTIONS

FREE VIRTUAL INFORMATIONAL LEGAL CLINIC: FEMA Assistance Hurricane Sally

WEDNESDAY, OCTOBER 21
11:15 a.m. ET/10:15 a.m. CT
Live on Facebook and YouTube

- Questions about Hurricane Sally
- FEMA assistance and FEMA Remote Inspections
- More information about deadlines and what to do after you have submitted your application

www.LSNF.org

FREE LEGAL HELP a virtual justice on THE BLOCK

THURSDAY, JULY 16
6:00 p.m. - 8:00 p.m.

Justice for Questions about Landlord-Tenant issues?

DIRECT: ASHNUM ROBERTSON
Levine County Judge
JAMES E. SHERWIN
Senior Staff
Brian Law
JUDGE JUDY CAMP MARSHALL
Chair of the Circuit Court 8
 bytearray 5
For Levine County

VIRTUAL EDUCATIONAL CLINIC
KNOW YOUR CHILD’S EDUCATION RIGHTS
Join us ONLINE via Facebook OR YouTube
3:30 PM (ET) | 2:30 PM (CT)

12.09 | FINDING STABILITY IN COVID-19
LEARN HOW TO ACCESS EDUCATIONAL SERVICES & STAY IN YOUR SCHOOL IF FORCED TO MOVE DURING COVID-19 PANDEMIC
**PROCEDURES FOR MAKING REFERRALS**

Intake for all clinics and referrals to our volunteers is coordinated by LSNF’s Pro Bono team in conjunction with other LSNF staff and under the leadership of the Director of Pro Bono. When pro bono staff receive a client’s case for pro bono referral, the case is matched with an attorney whose personal interest, geographical area, skill, expertise, and substantive experience match the client’s service needs and who agrees to take the case.

**Conflicts:** Prior to reviewing a case, the volunteer attorney is required (as noted in the referral email to the volunteer attorney) to make sure an immediate conflict check is done. When a potential conflict at LSNF is noted before intake, the individual seeking help may be advised in limited instances that, when representation by LSNF is unavailable, referral to a non-program attorney may be possible. In the rare instance that a conflict is discovered after intake, the LSNF staff can either refer the individual to another agency to provide legal representation or make a referral to a non-program attorney or other community resource.

Cases may be referred to pro bono attorneys in the event of a conflict, but only under very limited circumstances. Notification is made to the current LSNF client of the pro bono referral. LSNF will not maintain an open file on the new applicant, nor will LSNF attorneys or staff be available for consultation, advice, or secretarial support on these cases. The pro bono attorney is advised in writing of these condition and that they are not covered under LSNF’s malpractice insurance under these unique circumstances.

**Process:** A client information form (including the client’s financial eligibility information), the client intake factsheet, a client retainer agreement (incorporating a client information release consent), and a cover email is emailed to the volunteer lawyer. After a client’s case is referred by email, 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.
PRO BONO/PAI PROGRAM DESCRIPTION

Attorneys have access to the LSNF case management system, LegalServer – only on their assigned cases – once they agree to be included in the volunteer panel. Once they accept a case, they can use LegalServer to record their time, make case notations, and access case documents. LegalServer will automatically ask for a case update at a set time period for all cases depending on the legal issue. LegalServer can also automatically email the Client Information Form, Intake Fact Sheet, client retainer agreement, and cover email.

Once a case is referred and accepted, the pro bono volunteer may obtain any of the following support from LSNF:
- Limited access to Westlaw
- Legal staff support
- Limited litigation fund support
- Malpractice insurance coverage
- Limited clerical support for pleadings, correspondence and other documents
- Invitation to LSNF sponsored continuing legal education (CLE) training
- Limited permission to use LSNF office space for client meetings, depositions or mediations

Case Oversight
Case oversight is conducted quarterly, coordinated by the Director of Pro Bono. The volunteer lawyers are contacted directly to determine the status of each client’s case for reporting purposes. Hours worked on cases are collected as well, when not already recorded in LegalServer. During the status check, if the volunteer attorney has a legal question or needs additional assistance, the Director of Pro Bono refers the volunteer attorney to a member of the LSNF’s legal staff.

PRO BONO cases follow the same procedures as internal LSNF cases for case closure with the support of our Pro Bono Department. A final case disposition form/attorney questionnaire is completed and reviewed by the Director of Pro Bono before the forms are placed in closed files.
PRO BONO/PAI PROGRAM DESCRIPTION

LSNF’s administrative department mails clients surveys at the end of case service activity. Responses to the surveys are periodically reviewed by the program’s Executive Director and Director of Pro Bono. Overall results from the satisfaction surveys are consistently high and in 2020 averaged 94%. Client surveys are used to help provide LSNF with information to assess service quality. LSNF aims to move to an online survey in 2021.

Quarterly reports monitor progress toward program goals and ensure timely case management, case referral, and case closure. Additionally, quarterly reports provide case status information measuring actual PRO BONO attorney hours worked on cases. Total attorney hours for the 2021 PAI panel are expected to be at least 2,000.

Efforts will continue to increase the number of clients assisted by pro bono attorneys. LSNF expects that more than 1,000 clients will receive assistance through 2021 with the support of pro bono volunteers. 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. Volunteer experts 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

LSNF’s governing body remains involved in the Pro Bono/PAI process. Sixty-two percent of LSNF’s board consists of attorneys. Both attorney and non-attorney members are encouraged to participate in pro bono activities and opportunities. The Board ensures that the LSNF PRO BONO plan is submitted annually to The Florida Bar and to each voluntary bar association that recommends appointments to The Florida Bar for service on the LSNF’s Board of Directors. In addition, the Board reviews quarterly reports to ensure that at least 12.5% of the LSNF’s LSC budget is allocated to pro bono activities. Over 85% of the attorneys on the Board serve as Pro Bono volunteers 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 PRO BONO intake (including all component programs such as night clinic) is screened by a LSNF case handler.
2020 Pro Bono Highlights

LSNF evaluates the successes of our Pro Bono program including the following:

- In 2020, LSNF conducted many of its own trainings and co-hosted and partnered with The Public Interest Law Section of The Florida Bar, The Florida Government Bar Association, Okaloosa Bar Association, Walton County Bar Association, the Bay County Bar Association; Emerald Coast Legal Aid, Escambia–Santa Rosa Bar Association, the Pensacola American Inns of Court, Survive and Thrive Advocacy Center, Legal Services of Greater Miami, Inc., and Bay Area Legal Services to produce 18 substantive legal education trainings: 1) Defending Evictions During COVID-19; 2) State of the Florida Bar; 3) Housing Law During COVID-19; 4) Representing Homeowners after a Disaster; 5) Disaster Housing Renters; 6) History of Legal Aid Response to Disasters; 7) Disasters and Consumer Protection; 8) Disaster Public Benefits; 9) FEMA Appeals; 10) FEMA Recoupment; and 11) Disaster Legal Hotlines.

- PAI attorneys served 824 clients with a total of 1,937 household members in 2020.

- LSNF held our annual recognition ceremony virtually in Leon County to recognize volunteer attorneys during Law Week in May. The ceremony was attended by more than 652 lawyers and other dignitaries, including the keynote speaker, Martha Barnett, Retired Partner at Holland and Knight and former President of the American Bar Association. The event was in partnership with the FSU College of Law, the Legal Aid Foundation of Tallahassee (LAFT), and co-sponsored by area voluntary bar associations and six private law firms.

- Volunteer attorneys serving our offices in the Pensacola and Fort Walton Beach areas were individually recognized at a virtual reception celebrating Pro Bono Week in October 2020. Florida Bar President, Dori Foster-Morales was the keynote presenter. Our co-hosts included the Okaloosa Bar Association, Walton County Bar Association, Bay County Bar Association, Emerald Coast Legal Aid, Escambia–Santa Rosa Bar Association, and the Pensacola American Inns of Court. We recognized the 2020 Florida Bar President’s Pro Bono Award winner, Shelley Reynolds, and other volunteers during the event.
P R O  B O N O / P A I  P R O G R A M  D E S C R I P T I O N

• LSNF participated in the annual Pro Bono Service Awards nomination process. Each year, the Florida Supreme Court and The Florida Bar give special recognition to lawyers, groups and members of the judiciary who have freely given their time and expertise in ensuring access to justice for those who otherwise could not afford it. LSNF’s nominees for The Florida Bar President’s Pro Bono Service Circuit Awards were selected from all three circuits in its service area: Shelley Reynolds (Circuit 1); Robert Churchill (Circuit 2); and Nick Youtz and LaDray Gilbert (Circuit 14). Nick Youtz also served as the Vice-President of LSNF’s Board. LSNF’s Director of Pro Bono was appointed by the Chief Justice of the Supreme Court to serve on the statewide award selection committee for statewide awards such as the Tobias Simon Award, the Chief Justice’s Law Firm Commendation Award, and the Chief Justice’s Voluntary Bar Association Award.

• LSNF’s Partners in Service (PIS) Program concluded its 26th annual campaign receiving a total $133,281 in funds in 2020 in lieu of, and in addition to, providing pro bono legal services to LSNF.

• LSNF, LAFT, and Emerald Coast Legal Aid (ECLA) continue to work together to meet the legal needs of the client community by assisting with case conflict referrals; providing, when necessary, emergency telephone legal advice helpline intake; providing recognition of pro bono efforts through a joint recognition ceremony; and sharing volunteer attorneys to provide legal advice and assistance.
PRO BONO/PAI PROGRAM DESCRIPTION

- LSNF and LAFT received Florida Bar Foundation (FBF) Pro Bono Transformation funding, which will conclude in 2021, to support collaborative approaches to pro bono in the Second Judicial Circuit, forming a Guiding Coalition and reinvigorating the Circuit’s Pro Bono Committee. As part of the Transformation project, the new intake procedure, launching in 2021, will streamline client interaction with both organizations.

- LSNF continued to recruit volunteer attorneys through Florida Pro Bono Matters, a statewide online case referral portal supported by the FBF. LSNF actively participated in the statewide Florida Law School Challenge which matched 31 law students with 41 law school alumni through Pro Bono Matters. LSNF also revived “Take a Case Tuesday,” encouraging lawyers to take a case published through social media.

- LSNF conducted monthly legal information clinics in Tallahassee in partnership with the Leon County Clerk of Court. Following the outbreak of the pandemic, the clinics were moved to an online format, hosted both via Zoom and LSNF social media pages. Clinic attendance varied from 2 to over 15 participants. Clinic subjects included Small Claims, Landlord/Tenant, Family Law and Probate Law. Volunteers included attorneys, mediators, clerk staff and judges.

- LSNF’s telephone legal advice Helpline continued serving applicants throughout the 16-county service area. On-site volunteer attorneys from the City of Tallahassee, The Florida Bar, Agency for Health Care Administration, and the Department of Management Services, among others, volunteer on the helpline. To support the growing need for Helpline advice, we hired additional staff to support the Helpline.

- LSNF has tax law experts available to support volunteer attorneys when needed for tax law questions.

- Information related to LSNF’s pro bono efforts is maintained and updated on its primary website (www.LSNF.org) and through related social media activities in support of services to its clients and work of pro bono volunteers.

- LSNF’s Justice on the Block (JOTB) initiative expanded to a virtual model due to pandemic protocols. We also set up clinics to support our local homeless who had been relocated from congregate care.
PRO BONO/PAI PROGRAM DESCRIPTION

- LSNF continued to participate in the joint Florida Pro Bono Coordinator’s Association/Young Lawyer’s Division statewide lapel pin recognition project helping us recognize volunteer attorneys. Volunteers who donated over 100 hours also received a signed letter from the Chief Justice of the Florida Supreme Court thanking them for their service.

- LSNF continued to participate in the Pro Bono Circuit Committees in the 1st, 2nd and 14th Judicial Circuits when invited by the Circuit Chair. This included assistance in preparing annual circuit reports submitted to the Standing Committee on Pro Bono of The Florida Bar.

- LSNF continued to participate in American Bar Association (ABA) Pro Bono Week activities in October by conducting community legal information and advice clinics throughout the Florida Panhandle.

- LSNF continued the Advance Directives clinics, serving primarily low-income senior citizens. A mobile component of this clinic is being tested to serve applicants who are unable to attend a clinic because health issues.

- LSNF incorporates the military Challenge Coin tradition to recognize individual volunteer attorneys. Local judges with military backgrounds present the coins to volunteers who attend pro bono recognition events in the 1st, 2nd, and 14th Judicial Circuits in May and October.

- LSNF’s Helpline from Home pro bono project increased recruitment of the number of its volunteer participants to include attorneys in all three circuits in its service area along with attorneys from other parts of Florida.

- LSNF continued our response to Hurricane Michael, including hiring a Disaster Pro Bono Coordinator to help pro bono efforts in affected counties.

- LSNF continued the No Place Like Home project built in partnership with Bay Area Legal Services (BALS) to provide pro bono legal services to help individuals obtain clear title to homestead property in the northwest panhandle. The No Place Like Home project served 20 participants and continues in 2021.
PRO BONO/PAI PROGRAM DESCRIPTION

Recruitment, Recognition and Retention
With approximately 5,200 attorneys registered with The Florida Bar in the LSNF service area and thousands of low-income residents in need of legal aid, we continue to explore ways to increase participation in pro bono and efficiently integrate volunteers into our service delivery model.

We shared our 2020 PRO BONO Plan with members of the bar and the judiciary in our service area. Substantive feedback included suggestions that we offer more bite-sized opportunities; increase referrals of “simple” cases such as wills and advanced directives; make use of technology and forms to increase pro bono services; improve the efficiency in pro bono reporting; expand use of law student interns; improve our outreach to younger attorneys; and seek the help of judges in recruitment. We will work to incorporate all these suggestions. This Plan also is designed with input from an Assessment Report completed in December 2018. While the report assessed pro bono in the 2nd Judicial Circuit, many recommendations can be applied to our other two circuits. The following are our goals for our private attorney involvement program in 2020.

Recruitment

- Continue to develop projects in the 1st, 2nd, and 14th Judicial Circuits to increase private attorney involvement and client access to the legal system, including Justice on the Block (JOTB).
- Continue to co-sponsor with the Leon County Clerk of Court, the Small Claims and Landlord/Tenant Clinic, the Family Law Clinic, and the Probate Law Clinic. Connect with other clerk’s office to determine if this can be replicated and expanded throughout our service area.
- Continue to coordinate legal clinics with the Escambia-Santa Rosa Bar Association and other county bar associations in Bay, Okaloosa and Walton Counties during Law Week in May, Pro Bono Week in October, and on an “as needed” basis.
- Continue to reach out to all attorneys in the 1st, 2nd and 14th Judicial Circuits to recruit and renew membership to LSNF’s Partners in Service Program.
- Continue and increase use of the LSNF volunteer panel during 2021. Volunteer resources will also be aimed at the goals and objectives expressed in LSNF’s Long Range Plan.
- Continue to operate the Senior Legal Advice Clinics in Leon and Wakulla Counties.
PRO BONO/PAI PROGRAM DESCRIPTION

- Continue to coordinate the pool of volunteer attorneys available to assist LSNF staff attorneys with mediation or arbitration assistance when requested.
- Continue to assist the Bay County Bar Association with their modified First Saturday Clinic and other pro bono projects.
- Continue to refer cases requiring extended representation to volunteer attorneys throughout LSNF’s service area.
- Continue to maintain an active list of volunteer attorneys to aid clients and staff and other volunteer attorneys involved in LSNF’s Low Income Tax Clinic (LITC) Tax Project when requested.
- Continue the monthly legal advice clinic in Wakulla County and recruit volunteer attorneys to staff each clinic.
- Continue to recruit volunteer attorneys for the Helpline, including through Helpline from Home and by increasing the number of government volunteers.
- Survey volunteers regarding volunteer needs.
- Continue to integrate LSNF’s Facebook, Twitter and other social media strategy to enhance pro bono recruitment, recognition, and retention.
- Continue to include Law Day and Pro Bono Week Celebrations as volunteer recruitment opportunities, encouraging LSNF board engagement.
- Continue to strengthen communication between LSNF’s pro bono and delivery staff to expand pro bono recruitment and case referral.
- Continue to increase pro bono student involvement from the FSU College of Law and other law schools when opportunities arise.
- Continue to include law students, law graduates, and non-legal professionals in all pro bono efforts as set forth in this pro bono Plan.
- Continue to participate in the FBF’s Pro Bono Matters case referral program as well as the Florida Law School Challenge also using Pro Bono Matters.
- Continue to implement our plan to recruit and train volunteer attorneys to assist youth aging out of foster care with legal issues related to record-clearing and expungement of criminal records.
- Continue to recruit volunteer attorneys for Justice on the Block (JOTB) events.
- Continue to recruit attorneys through the Pro Bono Campaign video.
- Continue to maintain database of LSNF law student volunteers and interns.
PRO BONO/PAI PROGRAM DESCRIPTION

Recruitment Goals to be Added to the Plan
- Implement recruitment strategy to connect with newly admitted attorneys and encourage active involvement in pro bono activities.
- Continue implementation of strategies identified through the 2nd Circuit Pro Bono Transformation Guiding Coalition to improve and enhance volunteer attorney recruitment throughout LSNF’s service area.
- Implement recruitment strategy to encourage emeritus attorneys to become involved in pro bono activities.
- Implement recruitment strategy to encourage members of local bar associations to become involved in pro bono activities.

Recognition
- Continue to participate in The Florida Bar President’s Pro Bono Service Award nomination process in the 1st, 2nd, and 14th Judicial Circuits.
- Continue to assist the 1st, 2nd, and 14th Pro Bono Circuit Committees.
- Continue to coordinate appropriate pro bono recruitment, recognition, and project development activities with local voluntary bar associations.
- Continue distribution of information to the media and attorneys in the Florida Panhandle on successful pro bono activities.
- Continue to coordinate efforts with FSU College of Law to recognize graduates who engaged in pro bono at the annual Law Day celebration in May.

Recognition Goals to be Added to the Plan
- Plan and hold a special recognition event for young lawyers.
- Evaluate implementing a recognition plan for non-attorney volunteers.
- Plan and hold an in-person recognition event in the 14th Judicial Circuit in partnership with the Bay County Bar Association to celebrate pro bono attorneys in that circuit.
PRO BONO/PAI PROGRAM DESCRIPTION

Retention
- Continue to produce a minimum of 2,000 volunteer attorney hours.
- Continue to enhance LSNF’s website with a focus on improving client and volunteer attorney service.
- Continue to coordinate, when appropriate, private attorney involvement activities with LAFT and ECLA (f/k/a, Northwest Florida Legal Services).
- Continue to assist in coordination of disaster relief client services in the 1st, 2nd and 14th Judicial Circuits, when and where needed, and in collaboration with the Young Lawyers’ Division Disaster Legal Services Hotline.
- Continue to develop and implement an annual CLE training schedule for pro bono attorneys, recording and providing online access to trainings when possible.
- Continue to update volunteer attorney data bases.
- Continue to develop and promote online tools to encourage and increase volunteer participation in all LSNF pro bono opportunities.

Retention Goals to be Added to the Plan
- Develop and distribute client etiquette guidelines to clients at the time of proposed pro bono client referrals for extended services that will include handwritten thank you notes be sent to the pro bono attorney.
- Update and develop new volunteer attorney orientation and training materials, adding video viewing options and remote access.
FUNDING

In 2020, $230,107 (including both direct and indirect costs) in LSC basic field grant funds (12.63%) was used toward Private Attorney Involvement, exceeding the required 12.5%. There was no PAI carry-over from 2019 earmarked for salary expenditures.

The market value of pro bono activities will substantially exceed the direct and indirect costs allocated to this program as evidenced by the number of hours worked by each volunteer. Two thousand expected volunteer hours at average market value ($300 per hour) will account for $600,000 or roughly 33% of LSNF’s 2019 LSC basic field funding. 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), nor has this ever occurred. There were no sub-grant arrangements.

Hours coded to “Pro Bono/PAI” in our LegalServer timekeeping system are pulled monthly by the Grants Administrator and given to LSNF’s Fiscal Department. The pro bono FTE is multiplied by the quarterly salary to get the direct PAI salary expense each quarter. Indirect pro bono salary expenses are calculated by applying the ratio of the direct pro bono salary to total program-wide salaries to determine the total indirect salary expense figure. For non-personnel costs, direct costs using LSC funds are captured in our accounting software as they are expensed, and direct costs using non-LSC funds are captured using the appropriate funding code as expensed. Non-personnel indirect costs are calculated in the same way as personnel indirect costs. Direct costs are expenses directly related to pro bono activity (e.g. recognition events, training, etc.). Legal Services of North Florida does not use a pro bono revolving litigation fund.
PRO BONO/PAI PROGRAM DESCRIPTION

PLAN FEEDBACK

Thank you for taking this opportunity to review Legal Services of North Florida’s Private Attorney Involvement Plan for 2021. We encourage you to contact us with your recommendations and input. You may also complete a simple five question survey at the following link: https://www.surveymonkey.com/r/2021PAIPlan

Survey can be accessed below:

Our most successful pro bono efforts have grown out of conversations with our partners – the courts, bar associations, judges, law firms, social service agencies, state and federal governments, and individuals in our communities. Please share your ideas with us and join our efforts.

We actively invite bar leaders and other pro bono partners to offer input on this plan by contacting LSNF’s Executive Director or Director of Pro Bono and Volunteer Engagement:

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