PRO BONO
PRIVATE ATTORNEY INVOLVEMENT
PROGRAM PLAN

2023

LEGAL SERVICES OF NORTH FLORIDA, INC.
GRANTEE NUMBER: 610044

1 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 2023.
EXECUTIVE SUMMARY

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 North Florida, through staff attorneys and with the help of private, pro bono lawyers and other legal assistance providers. The LSNF PAI Plan prioritizes increasing Pro Bono program efficiencies, through better utilizing technology, pursuing rural justice, and recruiting, recognizing, and retaining Pro Bono attorneys. The Pro Bono program utilizes referrals to private attorneys, a Justice on the Block clinic model, and a helpline to support our priorities. The Board of Directors of LSNF is supportive of the Pro Bono program and participates in program activities.

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 primary 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.
INTRODUCTION

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 266,660 persons with incomes below 125% of the federal poverty level and thousands more who have incomes below 200% of the poverty level.

In April 2022, the Legal Services Corporation, a not-for-profit corporation which distributes the Congressional allocation for legal aid programs, issued its report Justice Gap: The Unmet Civil Legal Needs of Low-income Americans. The report concluded that 74% of low-income households experienced at least one civil legal problem in the year preceding the study, with 39% experiencing 5 or more, and 20% experiencing 10 or more civil legal problems. 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 income and consumer debt issues. The Justice Gap Report found that low-income Americans do not get any or enough legal help for 92% of the problems that have a substantial impact on them.

The Board of Directors of Legal Services of North Florida, to help address the unmet need within its region in Florida, adopted a Resolution in Support of Enhanced Private Attorney Involvement on November 17, 2021 to support LSNF’s commitment to Pro Bono.
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. Case referral and clinic procedures have been consolidated. Our 2023 Pro Bono Plan aims to further develop the previous initiatives, with a goal of expanding services to LSNF’s rural counties and increasing program efficiencies using uniform forms, procedures, and volunteer engagement structure.

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 350 attorneys, from more than our 16-county service area, make up LSNF’s pro bono pool. More than 300 attorneys contributed $118,843 in 2022. In addition, pro bono attorneys provided over 2,010 hours of service in 2022. This is the equivalent of $603,255 worth of legal services, resulting in 652 clients assisted through pro bono in 2022.

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.
PRO BONO/PAI PROGRAM DESCRIPTION

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 LSNF eligible clients within its service area mirrors 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 LSNF. 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 office locations 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 operates in our service area.

The 2nd Pt. is the alternative services component

...with volunteers participating in the following LSNF projects that provide primarily advice and/or brief service. Starting in 2019, all clinics are held under the model of “Justice on the Block.” 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 returned to in person clinics during 2022, while continuing the virtual model when it is beneficial to our clients or volunteers.
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).
- Carver Park Neighborhood Resource Center Clinic: Held monthly in Cantonment.
- Walton County Outreach: Held 1st Wednesday of the month at Walton County Courthouse
- 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.
- United Way of West Florida Day of Giving: Held once per year
- Lawyers in the Library: Tryon Public Library, held 1st Wednesday of the month
- Lawyers in the Library: Pensacola Main Branch, 1st Tuesday of the month
- Lawyers in the Library: Century Public Library, 2nd Tuesday of the month
- Lawyers in the Library: Valparaiso Library, 1st Thursday of the month
- Advanced Directives Clinic at Ft. Walton Beach office, as needed

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.
- Advanced Directives Clinic at Wakulla Senior Center held as needed
- Advanced Directives Clinic at Quincy office, as needed.
- 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. Third Thursday of each month.
- Clinics held in conjunction with the Second Harvest Food Bank when possible.
- Abogados en la biblioteca: Lake Jackson Library, Tallahassee, 2nd Tuesday of the month.
PRO BONO/PAI PROGRAM DESCRIPTION

Circuit 14

- 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.
- Disaster Community Recovery Clinic: Held every Thursday at the Bay County Public Library Community Recovery Center (CRC) from 10:00 a.m. to 1:00 p.m. Additional clinic days and times were offered when volunteer attorney schedules and client need allowed.

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 hosting entities 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 via phone from the Tallahassee office or at any time from their own office or home. The Helpline serves LSNF’s entire 16 county service area.

Most volunteer activities allow clients and attorneys access to the delivery of legal assistance outside of traditional office hours.

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 provides 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.
PRO BONO/PAI PROGRAM DESCRIPTION

Procedures for Making Referrals
Volunteer panel case intake for all clinics and private referrals 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 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 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 an appointment is advised in limited instances that, although 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 conditions 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, 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. 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. Some volunteers have also been trained on updating their own case activity in our case management system directly.

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 client 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 2022 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 2023.

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 2023 PAI panel are expected to be at least 2500.

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 2023. 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.
PRO BONO/PAI PROGRAM DESCRIPTION

2022 Pro Bono Highlights
LSNF evaluates the successes of our Pro Bono program including the following:


- PAI attorneys served 534 clients with a total of 1,937 household members in 2022.

- LSNF held our annual recognition ceremony in person in Leon County to recognize volunteer attorneys during Law Week in May. The ceremony was attended by more than 100 lawyers and other dignitaries, including the keynote speaker, Nat Stern, Professor, Florida State University, College of Law. The event was in partnership with the FSU College of Law, the Legal Aid Foundation of Tallahassee (LAFT), and co-sponsored by the Tallahassee Bar Association, other area voluntary bar associations, and six private law firms.
PRO BONO/PAI PROGRAM DESCRIPTION

- LSNF held our recognition of our Pro Bono Attorneys in the 1st Circuit during Pro Bono Week, in October 2022. The ceremony was attended by around 75 attorneys and dignitaries, including keynote speaker Gary Lesser, Florida Bar President.

- 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. Attorneys who volunteer with LSNF were selected for the Florida Bar President’s Pro Bono Service Circuit Awards in all three circuits in our service area: LeDon Anchors (Circuit 1); Marc Taps (Circuit 2); and Susan V. Carroll (Circuit 14).

- LSNF’s nomination for the Chief Justice’s Law Firm Commendation Award, Ausley McMullen, was successful with the Ausley McMullen firm receiving the award. 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 annual campaign receiving a total $118,843 in funds in 2022 in lieu of, and in addition to, providing pro bono legal services to LSNF.
PRO BONO/PAI PROGRAM DESCRIPTION

- 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.

- 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 law students with law school alumni through Pro Bono Matters.

- LSNF conducted monthly legal information clinics in Tallahassee in partnership with the Leon County Clerk of Court. Clinics in 2022 moved back to in person formats and were well received. Clinic attendance varied from 3 to over 20 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 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. 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 of health issues. We have expanded this effort to include our Quincy office, the Wakulla Senior Center, and the Ft. Walton Beach office.

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 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. While no longer a formal partnership, we continue to work with members of the Real Property, Probate and Trust Law Section of the Florida Bar and other attorneys practicing in Heirs’ Property issues to help residents facing this issue.
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 2022 Pro Bono Plan with members of the bar and the judiciary in our service area. This Plan also is designed with input from LSNF’s 2022 Needs Assessment and Strategic Planning process. The following are our goals for our private attorney involvement program in 2023.

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 clerks 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 2023. 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.
- Continue to coordinate the pool of volunteer attorneys available to assist LSNF staff attorneys with mediation or arbitration assistance when requested.
- Assist the Bay County Bar Association with rejuvenating their monthly clinic and other pro bono projects.
- Continue to refer cases requiring extended representation to volunteer attorneys throughout LSNF’s service area.
- Continue to maintain 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.
**PRO BONO/PAY PROGRAM DESCRIPTION**

- 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 LSNS’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 LSNS board engagement.
- Continue to strengthen communication between LSNS’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, including with the support of a Law Student Liaison.
- 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 issues related to record-clearing/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 LSNS law student volunteers.

**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 our own Transformation evaluation and assessments.
- 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.
- Host an event in the 14th Judicial Circuit to encourage pro bono engagement.
PRO BONO/PAI PROGRAM DESCRIPTION

Recognition
- Continue to participate in The Florida Bar President’s Pro Bono Service Award nomination process in the First, Second and Fourteenth 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.
- At 14th Judicial Circuit recruitment event, recognize pro bono attorneys in the circuit
- Plan and implement a way for pro bono attorneys to highlight their pro bono activity within their e-mail signature, or similar online presence.

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.
**PRO BONO/PAI PROGRAM DESCRIPTION**

**FUNDING**

In 2022, $281,052 (including both direct and indirect costs) in LSC basic field grant funds (13.22%) was used toward Private Attorney Involvement, exceeding the required 12.5%. There was no PAI carry-over from 2021.

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. 2,500 expected volunteer hours at average market value ($300 per hour) will account for $750,000 or roughly 31% of LSNF’s 2023 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.

**DIVERSITY, EQUITY, & INCLUSION STATEMENT**

LSNF is committed to cultivating and preserving a culture of inclusion and connectedness. We are able to grow and learn better together with a diverse team of employees. The collective sum of the individual differences, life experiences, knowledge, innovation, self-expression, and talent that our employees invest in their work represents not only part of our culture, but our reputation and LSNF’s achievement as well. In recruiting pro bono, we welcome the unique contributions that volunteers can bring in terms of their education, opinions, culture, ethnicity, race, sex, gender identity and expression, nation of origin, age, languages spoken, veteran’s status, color, religion, disability, sexual orientation, and beliefs.
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 2023. 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/2023ProBonoPlan

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:

Leslie N. Powell-Boudreaux
Executive Director
2119 Delta Blvd.
Tallahassee, Florida 32303
(850) 701-3307
Leslie@LSNF.org

Colleen D. Mullen
Director of Pro Bono & Volunteer Engagement
2119 Delta Blvd.
Tallahassee, Florida 32303
(850) 701-3347
Colleen@LSNF.org

Or other members of our Pro Bono Department:
Kierra Jenkins
Pro Bono Coordinator
KJenkins@LSNF.org
850-629-4012

Jeremy Bridges
Disaster Pro Bono Coordinator
J Bridges@LSNF.org
850-701-4237

Law School Student Liaison
OPEN
OFFICES

TALLAHASSEE
Serving Franklin, Jefferson, Leon, and Wakulla Counties

Senior Attorney, Stephanie Johnson
Steph@LSNF.org
850-701-3336

Pro Bono Liaison, Jessica Falkner
Jessica@LSNF.org
(850) 701-3327

QUINCY
Serving Calhoun, Gadsden, Liberty and Jackson Counties

Senior Attorney, Alex Richmond
TRichmond@LSNF.org
(850) 701-4206

Pro Bono Liaison, OPEN

PANAMA CITY
Serving Bay, Gulf, Holmes and Washington Counties

Senior Attorney, Jim Coombs
James@LSNF.org
(850) 701-4211

Pro Bono Liaison, Natausha Samuels
Natausha@LSNF.org
(850) 701-4209

FORT WALTON BEACH
Serving Okaloosa and Walton Counties

Assistant Director of Litigation, Carrie Cromey
Carrie@LSNF.org
(850) 701-4254

Pro Bono Liaison, OPEN

PENSACOLA
Serving Escambia and Santa Rosa Counties

Senior Attorney Andrea Roberts
Andrea@LSNF.org
850-701-4233

Pro Bono Liaison, Judy Naler
Judy@LSNF.org
(850) 701-4238