



Annual Report 2019



COMMUNITY
LEGAL SERVICES
of MID-FLORIDA

LETTER FROM THE CEO



It is an honor and a privilege to have this opportunity to represent and lead such a dedicated and caring team at Community Legal Services of Mid-Florida. Looking back over the past months, I can say with great confidence that 2019 was a full year of progress. Some of it came from the momentum started in 2018, while other aspects have resulted from a strong strategic focus and our willingness to make difficult decisions. I can proudly say that we are positioned for a future where we can help more clients gain legal assistance and representation, and understand their rights. In 2019 we exceeded many of our goals while we connected with a substantial number of clients throughout our 12-county service area.

Our team is constantly assessing and tracking the progress of our programs to ensure that we can optimize and allocate resources efficiently. We are committed to sharing our outcomes with you, so every quarter we will publish an online newsletter starting in the summer of 2020 to keep you up to speed with our latest stories, data, and outcomes. I look forward to our future knowing that CLSMF is backed by a world-class team of attorneys, staff, and supporters committed to advancing our mission to provide access to justice through high-quality legal assistance to low-income persons. But first, I am pleased to share a look back at 2019 and some of our accomplishments.

Sincerely,

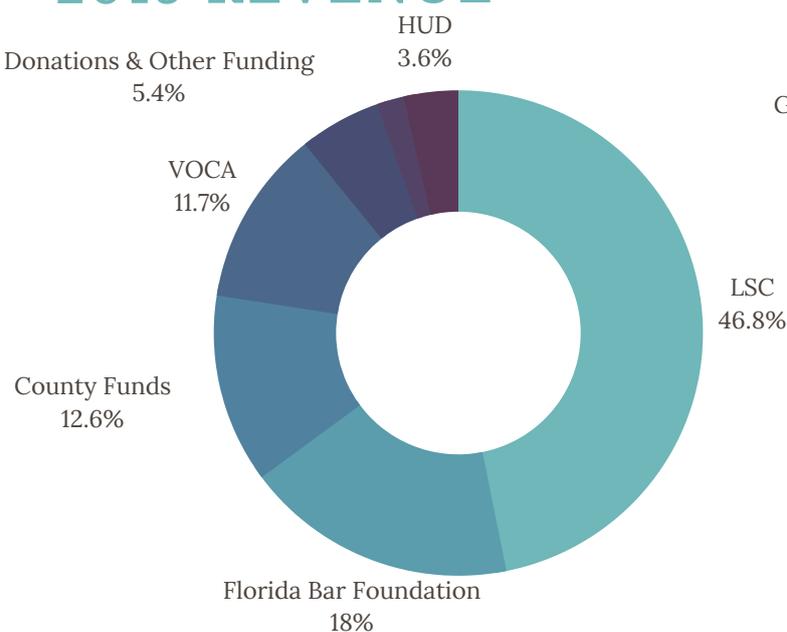
A handwritten signature in black ink, appearing to read 'Jeffrey D. Harvey', with a long horizontal flourish extending to the right.

Jeffrey D. Harvey, Esq.

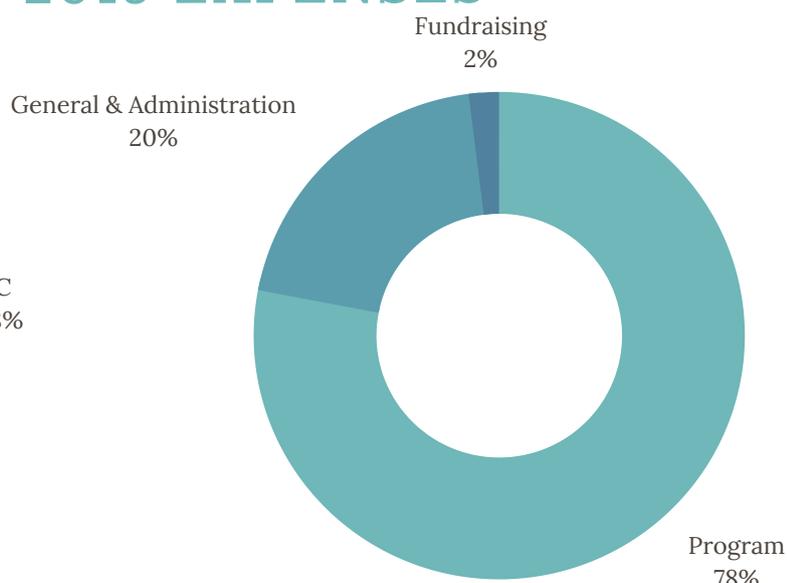
Chief Executive Officer

Community Legal Services of Mid-Florida

2019 REVENUE



2019 EXPENSES



SERVICES

Family Law

Domestic violence injunctions, divorce, paternity, custody, child support and visitation.

Veterans

VA disability claims, rating reductions, discharge upgrades and other civil legal matters

Public Benefits

Cash assistance, Medicaid, Medicare, Social Security benefits, unemployment compensation, food stamps

Elder Law

Abuse issues, living wills, advanced healthcare directives, financial scams and exploitation

Housing

Landlord/tenant issues, investigation and enforcement of the Fair Housing Act, mortgage foreclosure, housing and financial counseling.

Consumer Law

Sales contracts, credit issues, repossession, harassment by creditors, bankruptcy, wage garnishment

Education

Suspensions, expulsions and rights of minority children and those with disabilities

Medical-Legal Partnerships

Embedding lawyers and paralegals alongside health care teams in clinics to work collaboratively to identify and treat health harming social conditions

STRIVING TO MEET THE NEED

- 61,925 Number of case hours our staff spent on clients
- 25,101 Total HELpline requests
- 2,213 Cases involving Domestic Violence
- 8,609 Children impacted by CLSMF cases
- 2,027 Seniors impacted by CLSMF cases
- 723 Veteran cases involving CLSMF staff



1.1M

QUALIFY FOR
LEGAL AID

\$32,188

POVERTY LEVEL INCOME
OF A FAMILY OF 4

43%

OF HOUSEHOLDS IN
FLORIDA COULD NOT
AFFORD BASIC NEEDS

OF 7.7 MILLION HOUSEHOLDS IN CENTRAL FLORIDA, 3.4 MILLION HOUSEHOLDS LIVE IN POVERTY OR BELOW THE ALICE THRESHOLDS.



CLSMF RELIES ON VOLUNTEERS FROM OUR COMMUNITY TO PROVIDE PRO BONO SERVICES

- 176 Attorneys volunteered in 2019
- 535 Pro Bono cases handled by volunteer attorneys
- 2,413 Hours completed by Pro Bono attorneys



CLIENT STORIES

Edna and Tony (Senior Housing Story)

Edna and Tony had big dreams of retiring together, but it did not turn out quite as they imagined. Even in his 80s, Tony was still hard at work as a taxi driver and for an online food delivery service. Although he and his 85-year-old wife, Edna, both receive Social Security benefits, it was not enough to pay all their bills. When Tony had a stroke this summer, he could no longer work and they began to fall behind on their mortgage. With their main source of income gone - and now having the additional hospital bills - Edna became desperate. She was trying to figure out how to pay all their bills, especially their mortgage, as she wanted to keep their family home.

She called CLSMF looking for help to overcome their financial crisis. CLSMF's Housing Counseling Unit immediately began working on a budget and action plan for her financial situation. After submitting a loan modification package to their mortgage company, the couple was able to negotiate a savings of more than \$500 per month.

Applying a holistic approach to address a client's needs, the Housing Counselor also found that the couple was eligible for savings on their Medicare coverage. A CLSMF Public Benefits paralegal assisted them to reduce their Medicare premium and increase their Social Security income. With CLSMF's help, Edna and Tony have more income. Now they can afford to keep their family home and enjoy their retirement together.



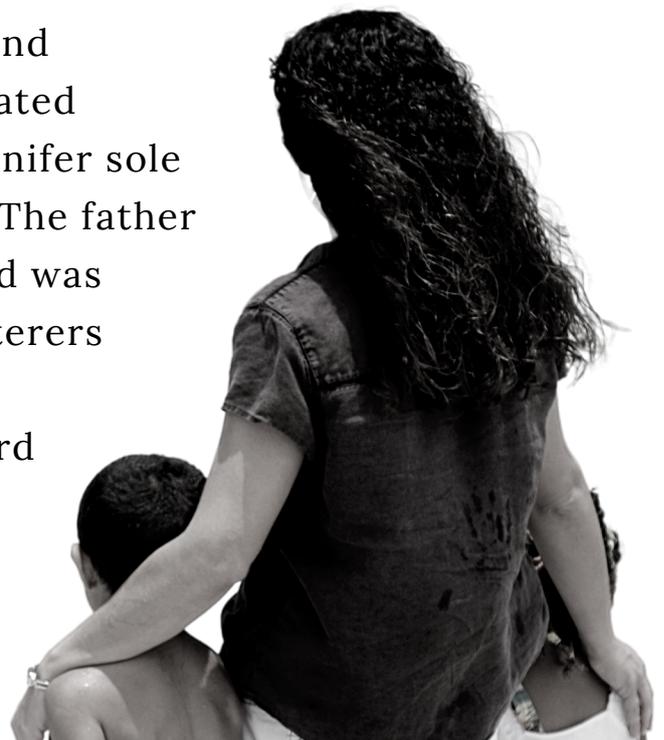
CLIENT STORIES

Jennifer (Family Law Litigation Story)

In 2012, Jennifer and her two children were able to escape an abusive situation and move into a domestic violence shelter. This allowed Jennifer to go back to school, which would give her the skills she needed to find a job to support herself and her children. With her new-found income, she was able to move into an apartment with her children. The family was thriving until Jennifer was forced to face her abuser in court, alone.

Due to lack of knowledge and resources, Jennifer signed an agreement in 2014 giving her abuser 50-50 custody. It also included child support, which he insisted on delivering to her personally as a means of maintaining control over her. Shortly after the agreement was signed, the children's father unilaterally removed them from their school. Jennifer did not have the resources to hire an attorney, so she sought refuge from the court on her own but was unsuccessful. Undertaking significant sacrifices, Jennifer eventually scraped together enough money to hire a private attorney, but the results were more damaging than before. Her abuser ended up receiving an additional overnight stay with the kids and reduced his child support payment to a mere \$10 per month. To make matters worse, now that he had control over the children, he began abusing them.

In 2018, Jennifer was referred to CLSMF. CLSMF attorneys immediately took the case and represented Jennifer in a heavily-litigated injunction trial. The judge granted Jennifer sole parental custody of her two children. The father received only supervised visitation and was ordered to complete an extensive batterers intervention program. Jennifer and her children can now move forward from their complicated past.



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LEGAL SERVICES CORPORATION

LSC is the single largest funder of civil legal aid for low-income Americans in the nation. Established in 1974, LSC operates as an independent 501(c)(3) nonprofit corporation that promotes equal access to justice and provides grants for high-quality civil legal assistance to low-income Americans. LSC distributes more than 90 percent of its total funding to 132 independent nonprofit legal aid programs with more than 800 offices. LSC-funded programs help people who live in households with annual incomes at or below 125% of the federal poverty guidelines.



The Florida Bar Foundation is a 501(c)(3) nonprofit organization whose mission is to provide greater access to justice. Through strategic grant making, the Foundation funds local and statewide civil legal aid organizations and projects to improve the administration of justice and increase the effectiveness and efficiency of the legal aid delivery system. The Foundation engages in catalytic philanthropy by investing in training, technology, technical assistance, assessment, and capacity-building for legal aid and works to develop and expand innovative pro bono initiatives.

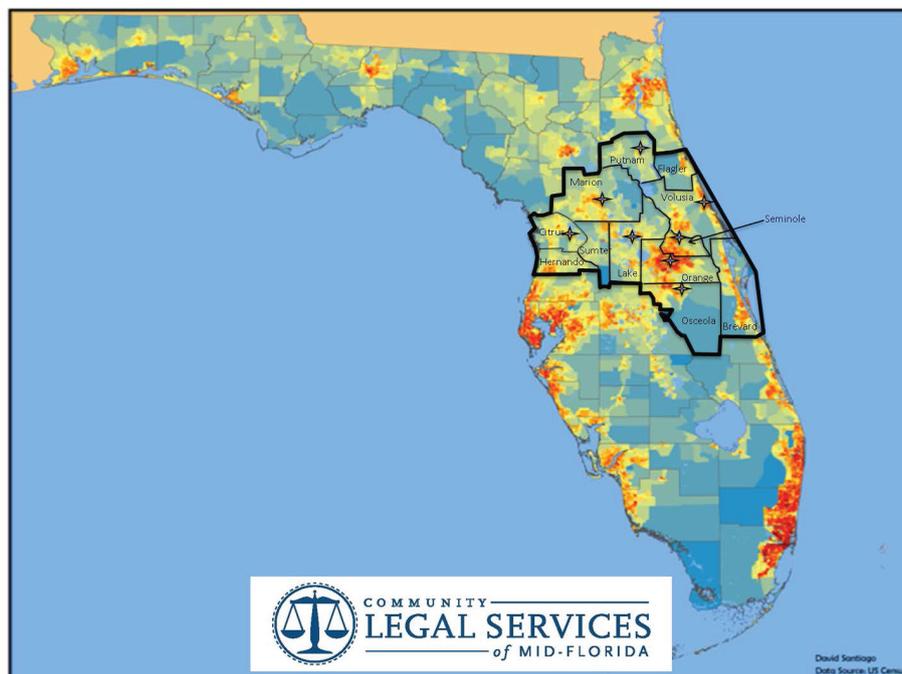


Volusia-Flagler Counties

United Way is engaged in nearly 1,800 communities across more than 40 countries and territories worldwide. They are focused on creating community-based and community-led solutions that strengthen the cornerstones for a good quality of life: education, financial stability and health. United Way's focus is to identify and resolve pressing community issues and to make measurable changes in communities through partnerships with schools, government agencies, businesses, organized labor, financial institutions, community development corporations, voluntary and neighborhood associations.

NETWORK OF PARTNER AGENCIES

- Osceola Council on Aging
- Flagler County Board of County Commissioners Social Services Department - Senior Services Program
- Citrus County Senior Programs
- County Health Departments
- Domestic Violence Shelters
- Consumer Advocate Groups
- Housing Authorities
- Salvation Army
- United Way
- Homeless Shelters
- Teen Programs
- Guardian Ad Litem Programs
- Community Action Agencies
- Services for the Blind
- Aging Network Agencies
- Immigrant Assistance Programs
- Veteran Services Agencies



Service Area/ Office Locations/ Population