

Mapping Access to Justice

Success Stories and Lessons Learned from the Field Featuring The Florida Bar Foundation

Self-Represented Litigation Network www.srln.org

Speakers



Nancy Kinnally The Florida Bar Foundation



Alison Davis-Holland Self-Represented Litigation Network



Chuck Hays The Florida Bar Foundation



Jim Kowalski Jacksonville Area Legal Aid

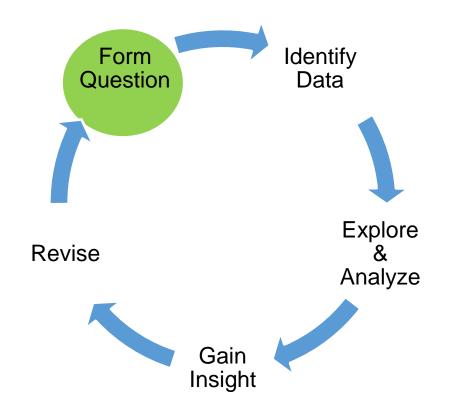


Camille Ward Voices for Civil Justice



Mapping Access to Justice: Where do I start?

- What question are we trying to answer?
- What story are you trying to tell?
- What is the intended message?
- Who is the intended audience?



Voices for **Civil Justice**





Media Tips

- Plan Ahead
- Consider Timing
- Have Strong Supporting Materials
- Loop Us in



Stay Informed. Add Your Voice.

Join the JusticeVoices Network: bit.ly/joinjusticevoices



Florida's Legal Aid Funding Picture



states provide no state funding for legal aid. Florida is one of them.

\$21.5 million

in Florida legal aid funding came from the Legal Services Corporation in 2015.

27%

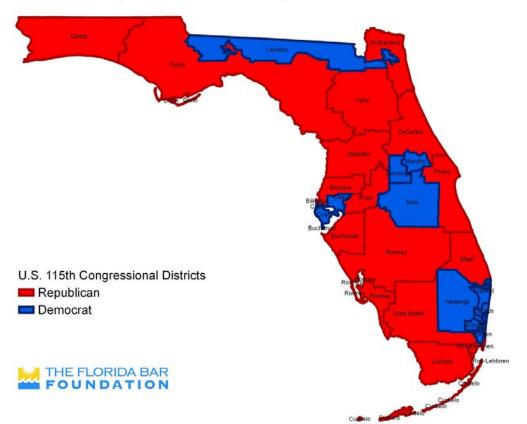
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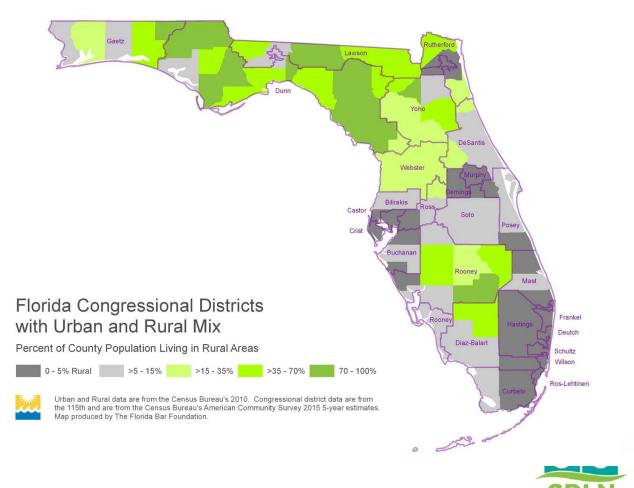
of Florida's total civil legal aid funding came from LSC in 2015.



Florida's Political Landscape

Political Party of Members of Congress





GIS for Justice

Planning for ABA Days 2016: Where We Started

Past materials for ABA Days were not presented in a compelling way and were not tied to congressional districts.

SDI case. MJ received \$37,998 in lums Bay Area Local Services Service Hillshorough, Manazer, Parco, Pontier, Saracota counties from the VA after reopening a pensi the veteran had applied for the VA tof an active fugitive felon warrant for ellow Amanda Sejba, whose work at Coast to Coast Legal Aid of ted by The Florida Bar Foundation. The Florida Bar, and the Greenberg Traurig, stayed on Wilson's case until she was able time he heard about the warrant. After to personally reviewed his file and recognized the errors. veteran appeared before the out-of Legal Services to Veterans id paid a \$30 fine. However, since a 124 (Of these, at least 1/2 became housed due to assistant the second due to assistant and the second due to assistant and the second due to assist the second due to assist and the second due to assist and the second due to assist and the second due to assist the second due to assist and the second due vion, the VA reduced the amount of his ced to move out of his home when he couldn't pay the rent. of veteralis served: 1099 k because of a disability, and with little hope, he went on The VA denied his request to have the for Veterans Families (SSVF) programs: 301 nade matters worse. His repeated attempts to get the VA to Years later, the veteran became one nowhere. But his fiancée, Lillian, stuck by him, and so did rst, his case was denied for failing to s not appealing, but in fact reopening uld not be discontinued if the veteran the day he found out that Sejba had managed not only to get empts to clear the warrant as soon as 1, but also to mcover for him a lump sum to cover 10 months returned the money to the veteran. yied with law firm DLA Piper for 2 years in taley VA hospital. Intake is held bi-monthly. Appl attorneys and one artorney from BALS attend et in said. "I said, 'Amanda did it!".* If with the news that the payment would finally come, te referred to BALS hos line established for this purpose; and of those h or even if only brief or referral to agencies outside our geographical are r his wife, were "grumping around the house, wondering bills," he said. Lillian was in tears. The couple had been sti-service-florida/ urity alone, and it simply wasn't enough e at 5 a.m. and walk two miles to one South Florida VA Ms. H: is a totally disabled Veteran referred by Sr. Vincent de paul's SSVF program 3. ter Returning I another where he attended classes to help him get over He had to walk 10 blocks to and from the store Highlights Df Quicomes Achieved For Veterans: MC: H: B's TOTARY distanties Veterain referred by SC. Vincent de Paurs SVCF operant SA faith a service form of multiple sciences, which causes her intense pain and grant difficulty with amhulating. Her substant, which has been multiple work due to circulat inference with a special for distability. The client and her husbands have two movement patients is also applied for distability. The client and her husbands have two movement patients also applied for distability. The client and her husbands have two movement patients also applied for distability. The client and her husbands have two movement patients also applied for distability. The client and her husbands have not patient and her husbands have also applied for distability. The client and her husbands have also applied for distability. The client and her husbands have also applied for distability. The client and her husbands have not observe and her husbands have also applied for distability. The client and her husbands have also applied for distability. The client and her husbands have not observe and her husbands have also applied for distability. The client and her husbands have not observe and her husbands have also applied for distability. The client and her husbands have not observe and her husbands have also applied for distability. The client and her husbands have also applied for distability. The client and her husbands have also applied for distability. The client and her husbands have also applied for distability. 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I am how one family has been None partial payments on the rent for several months. She h menne partes payments on the renk no averal months are nea totke to pay or vacate. Although the notice had expired, eviction had the people around me, and I'm grateful." ast to Coast Legal Ald of South notes to pay or vacase: winnough the notice has express, evenion has BALS got involved immediately. First, we had to research ownership al officer of the William "Bill" Kling VA Clinic in we because the agency demanding rent was different from teran Advocates Legal Outreach & Representation Note decision the agency openanous rent was unterent the see. After searching property and corporation websites, we hrough legal aid. Greenberg worked with thenould receiving any rental assistance because the orida staff attorney Jayme Cassidy to establish the What been purchased by a home management company; and the lease is property and been purchased by a nome management company; and the lease fored with the property. Second, we worked out a settlement agreement with the procession of provide constant of these settlement agreement with the tance available to veterans at the clinic. rving in Vietnam, he was injured tjba and her supervisor, Laurie Yadoff, can help ement company on these terms: Full payment of the cent and late fees due would clear up your past du rason's from their own office in Plantation, but they ement company on these terms: gle with post traumatic stress of legal assistance from an office within the clinic. The management was willing to accept the payment for the past due to except the payment for the past due to the the payment for the payment for the past due to the payment for the payment for the payment for the past due to the payment for the past due to the payment for the part due to the payment for the payment fo and lived in shame while trying st, and immigration law matters. Homeless from the SSVF program. (3) The management was willing to accept future (ent payments, if necessary, from the SSVF program. This was important to note since the program can assist with up to 9 months of past due or future rent. sanent residents but not citizens, sometimes se their documents because they don't have a a domino effect when it comes to finding a job get this started," Greenberg said.



The Challenge



How do these leaders show Florida's congressional delegation the impact of LSC funding on Florida?



Answer what's in it for me (WIIFM)?



The Team

We started by forming a team consisting of:

- Nancy Kinnally, Director of Communications, The Florida Bar Foundation
- Chuck Hays, Director of Information Technology, The Florida Bar Foundation
- Alison Davis-Holland, GIS/Data Manager, Self-Represented Litigation Network

We sought and incorporated input from:

- Leadership of Florida's seven LSC programs
- Other Florida legal aid and Florida Bar Foundation leaders



Florida Bar Foundation Data

Cases closed by 30 Florida civil legal aid organizations in 2015, including:





Identify Data Available In-House

Cases closed by 30 Florida civil legal aid organizations in 2015 with fields including:

- Name of the civil legal aid organization handling each case
- ZIP code and/or county of the client served
- Case type
- Veteran
- Gender
- Birth date Allows us to calculate whether the client is a child or senior

Seven of the 30 organizations receive LSC funding.

Integrating in-house and public data

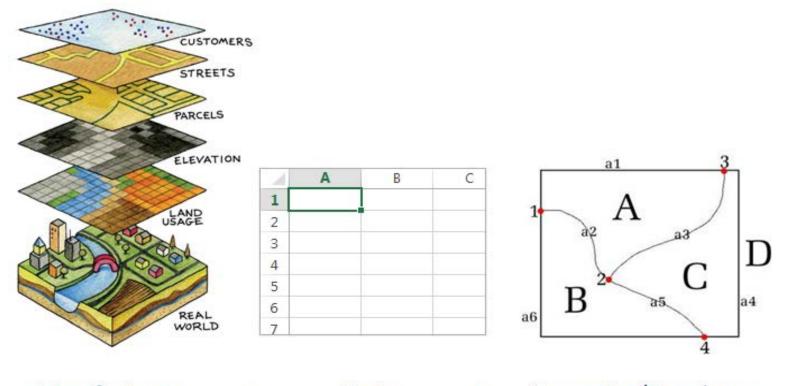
Considerations – may want to:

- Add Military status: Not ever served, currently active, reserve, veteran
- Add # of children in household
- Be sure we have consistent data definitions. In the "veteran" field – is it a veteran benefits case versus was the client a veteran?



What is GIS and how can it help?

Geographic Information Systems (GIS) technology allows you to analyze relationships and patterns in the data and visualize data in a map.



Map features +

Data +

Geometry/Topology



Where did people benefit from LSC-funded organizations?

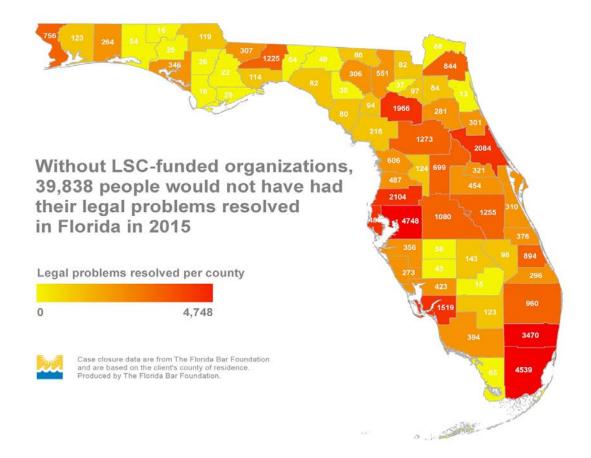
Map distribution by ZIP -> not so relevant





Where did people benefit from LSC-funded organizations?

Map distribution by county -> getting better





Where did people benefit from LSC-funded organizations?

Map by congressional district

-> custom profile hits the mark and answers the question of

"What is in it for me?"

Civil Legal Aid Floridians Would Lose Without Legal Services Corporation-Funded Organizations

41%

33%

31%

15%

134%

17%

44%

. 37%

, 52%

11%

37%

49%

51% 39%



128%

Floridians received help from Florida civil legal aid organizations in 2015.

50%

fewer Floridians would receive legal help without LSC-funded organizations.

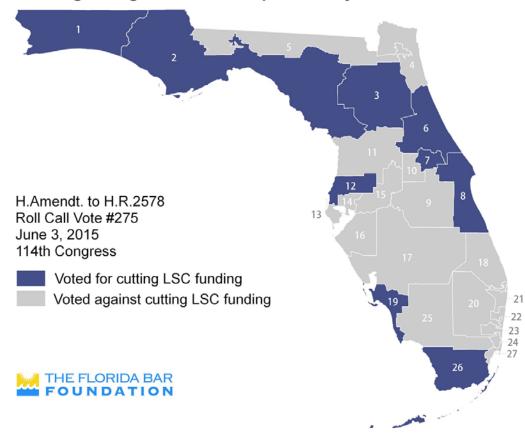
This map shows the impact to each congressional district in terms of the percent decrease in Floridians who would receive legal help if there were no LSC-funded organizations.





Votes Against LSC vs. Greatest Reliance on LSC

2015 Congressional Voting on Whether to Cut Funding to Legal Services Corporation by \$25 Million



Civil Legal Aid Floridians Would Lose Without Legal Services Corporation-Funded Organizations

80,399

128%

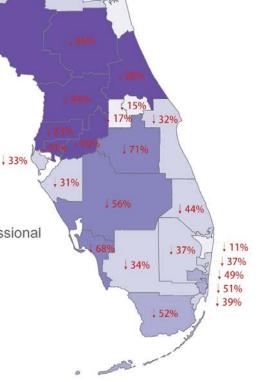
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THE FLORIDA BAR





Maps Showing Impact by District for Specific Population Groups

- People facing housing insecurity
- Veterans
- Abuse survivors
- Seniors
- Children

Housing-Related Legal Aid Floridians Would Lose Without Legal Services Corporation-Funded Organizations

33%

40%

34%

44%

65%

1 39%

127%

43%

48%

87%

79%

, 76%

53%

67%

24,582

42%

Floridians received help from Florida civil legal aid organizations with housing matters such as foreclosure, eviction, and access to affordable housing in 2015.

61%

fewer Floridians would receive legal help with their housing matters without LSC-funded organizations.

This map shows the impact to each congressional district in terms of the percent decrease in Floridians who would receive legal help with housing matters if there were no LSC-funded organizations.

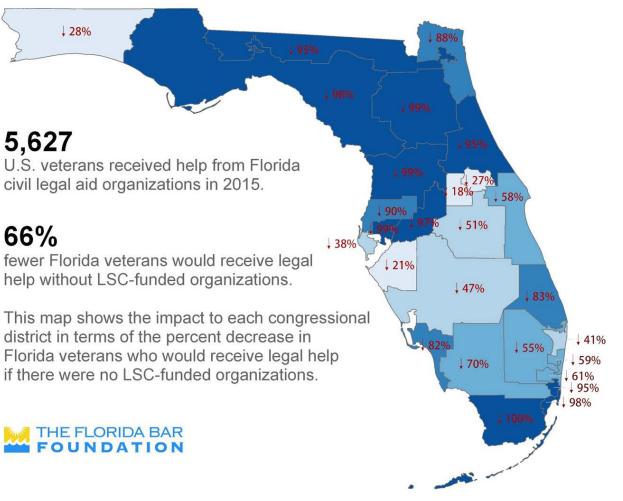
THE FLORIDA BAR



Maps Showing Impact by District for Specific Population Groups

- People facing housing insecurity
- Veterans
- Abuse survivors
- Seniors
- Children

Civil Legal Aid Florida Veterans Would Lose Without Legal Services Corporation-Funded Organizations



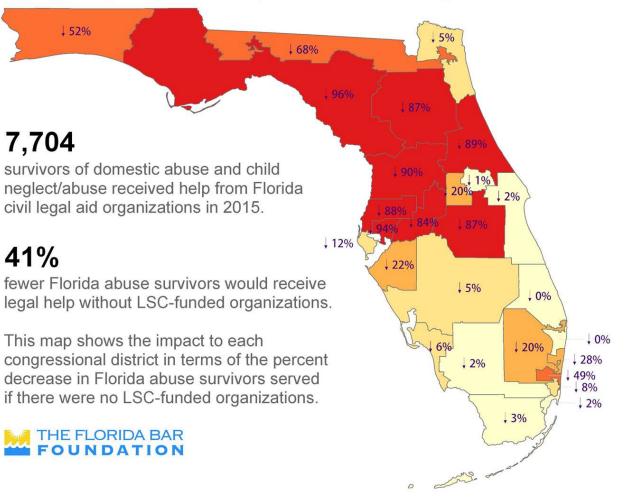


Maps Showing Impact by District for **Specific Population Groups**

41%

- People facing housing insecurity
- Veterans
- Abuse survivors
- Seniors
- Children

Civil Legal Aid Florida Abuse Survivors Would Lose Without Legal Services Corporation-Funded Organizations

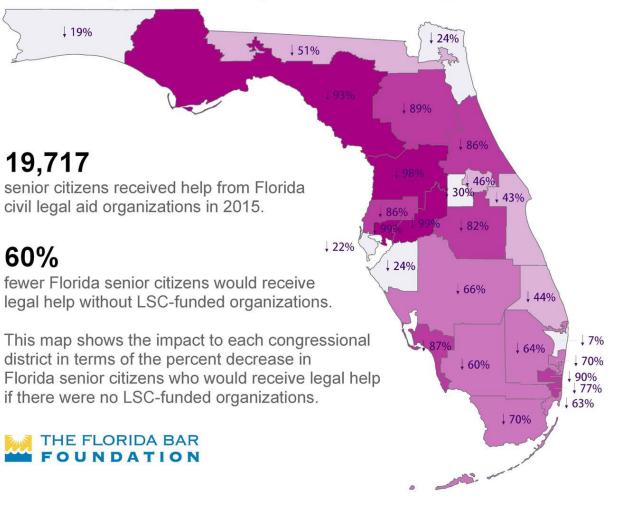




Maps Showing Impact by District for Specific Population Groups

- People facing housing insecurity
- Veterans
- Abuse survivors
- Seniors
- Children

Civil Legal Aid Florida Senior Citizens Would Lose Without Legal Services Corporation-Funded Organizations





Maps Showing Impact by District for Specific Population Groups

74%

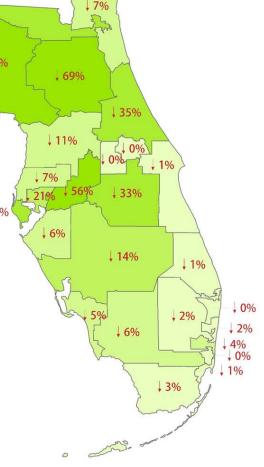
- People facing housing insecurity
- Veterans
- Abuse survivors
- Seniors
- Children

Civil Legal Aid Florida Children Would Lose Without Legal Services Corporation-Funded Organizations

5,983 children received help from Florida civil legal aid organizations in 2015. 6% fewer Florida children would receive legal help without LSC-funded organizations.

This map shows the impact to each congressional district in terms of the percent decrease in Florida children served if there were no LSC-funded organizations.







27 Congressional District Profiles

Percentage and raw numbers of constituent services that would be lost without LSC organizations

- Overall
- U.S. veterans
- Abuse survivors
- Seniors
- Housing matters

Services Florida District 15 Would LOSE Without Legal Services Corporation-Funded Organizations

prepared for U.S. Rep. Dennis Ross

In 2015, civil legal aid organizations addressed the legal needs of 2,681 Florida District 15 constituents.

2,419 constituents were helped by organizations funded by the Legal Services Corporation.

175,018 people are eligible for civil legal aid in Florida District 15 based on household income.

Without LSC-funded organizations, civil legal needs addressed in Florida District 15 by legal aid would **FALL** by:

97% for U.S. veterans leaving 218 veterans without legal help





100% for those facing foreclosure or eviction, or with other housing needs leaving 844 constituents without legal help to address their housing needs

90%

fewer constituents would get civil legal help without LSCfunded organizations in Florida District 15

Florida's LSC-funded programs helped stabilize the lives of 35,196 children in 2015

LSC-funded organizations provide low-income Americans the civil legal help they need to ensure their safety, stability and livelihoods. They keep families in their homes, protect the vulnerable from abuse, aid survivors recovering from natural disasters, and secure people's access to education and health services.

THE FLORIDA BAR

Case closure data are from The Florida Bar Foundation for 2015. Location is based on the client's ZIP code and county of residence and tied to Census Bureau's ZIP Code Tabulation Areas, then to Congressional districts.



Benefits of Using GIS & Maps for ATJ

Accessible / Universal Appeal

"Clear to everyone from a 22-year-old junior staffer to senior staffers who were lawyers to a U.S. representative who'd led a multi-billion-dollar company."

Hard to Refute / Non-Partisan

"Maps showing potential loss of legal help for seniors, veterans, domestic violence victims, and people facing foreclosure were authoritative, had appeal across party lines."

Concise

"Distilled data from the entire state into a concise format easily interpreted by busy lawmakers."

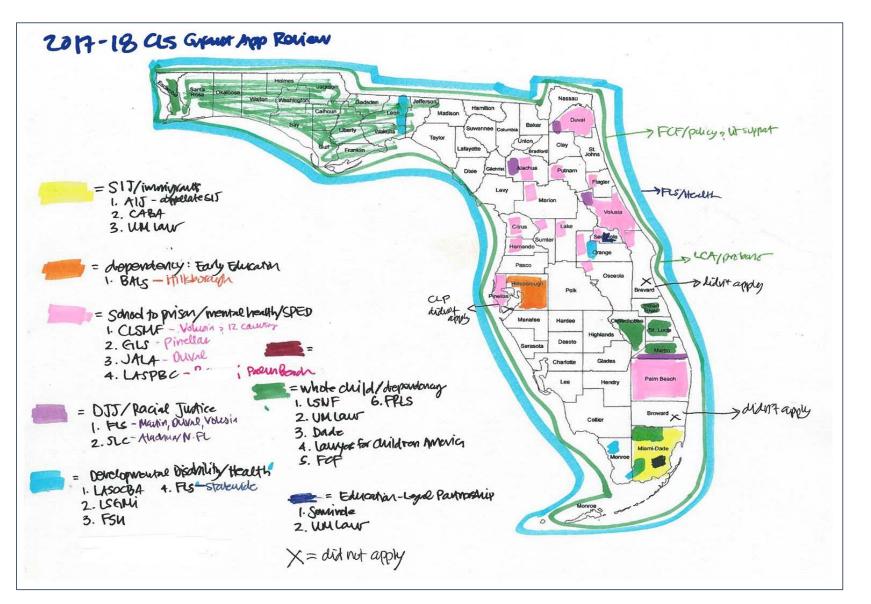
Localized

"It made all the difference to present data specific to each congressional district."

Worth the Investment "A small investment to make with more than \$21 million hanging in the balance."



Where We Started





GIS & Storytelling

Tampa Bay Times

WINNER OF 12 PULITZER PRIZE

A Times Editorial

Editorial: Don't cut legal aid for the poor

Monday, April 24, 2017 5:36pm

President Donald Trump's budget-slashing proposals to defund Planned Parenthood and PBS have received plenty of attention. Flying dangerously under the radar is the president's push to eliminate federal money for the Legal Services Corp., which distributes millions in Florida and elsewhere to local organizations that help provide lawyers for the poor. Access to the civil courts cannot be a luxury available only to those who can afford to hire a lawyer, and everyone should have competent legal advice when they need help securing veterans benefits, seeking lost wages, fighting eviction from an apartment or coping with domestic abuse.

Florida Supreme Court Chief Justice Jorge Labarga and leaders of the Florida Bar are traveling to Washington this week to ask members of the state's congressional delegation to help save funding for Legal Services. It is the largest source of funding for eivil legal assistance, with a budget of \$385 million that does not come close to meeting the need to help local legal services organizations provide lawyers and coordinate pro bono efforts. Yet when demand is rising and funding should be increased, Trump wants to eliminate the entire operation and leave everyone who cannot afford to hire a lawyer to fend for themselves.



Everyone should have competent legal advice when they need help securing veterans benefits, seeking lost wages, fighting eviction from an apartment or coping with domestic abuse.

In Florida, that would mean the loss of more than \$21 million that the Legal Services Corp. distributed to seven legal aid organizations in 2015. Bay Area Legal Services, which serves

Hilbborough, Pasco, Pinellas, Manatee and Sarasota counties, would lose more than \$3,3 million. Last year, Bay Area helped 928 domestie violence survivors obtain injunctions, child custody, support and alimony. It helped more than 3,200 people obtain or keep housing, and it helped more than 3,900 people with family law matters such as adoption, guardianship and divoree. Those numbers each have names and faces, and they deserve an equal opportunity to have real access to the eivil courts with a lawyer by their side.

Labarga and the Florida Bar have plenty of other facts that make clear that what happens to Legal Services in Washington directly affects Tampa Bay, Statistics from the Florida Bar Foundation show more than 2,100 people were helped last year by organizations funded by the Legal Services Corp. in each of the districts represented by Reps. Dan Webster, R-Clermont; Gus Bilirakis, R-Palm Harbor; and Kathy Castor, D-Tampa. Another 1,269 people were helped in the Pinellas district represented by Rep. Charlie Crist, D-St. Petersburg. The foundation also estimates how many fewere military veterans, domestic abuse survivors and seniors would be left without legal help if the Legal Services Corp. disappeared.

All legal aid for the poor does not flow directly from the federal money tied to the Legal Services Corp. Lawyers in Florida are not required to do pro bono work, but they are required to report to the Florida Bar how many hours they give free legal advice or how much money they contribute to such efforts. Florida Bar president Bill Schiftho of Tampa has made promoting pro bono work a priority, and Florida attorneys donated about \$5.4 million in legal aid last year and about 1.7 million hours of free legal services. In the 6th Judicial Circuit that covers Hillsborough County, about 44 percent of the lawyers provided free legal services. That's a commendable effort, but it remains far short of meeting the need.

Washington's assault on the Legal Services Corp. comes as Florida's key source for money for civil legal aid has been declining. The fund has not generated significant new revenue since the recession because of near-zero interest rates, and it relies on that interest on lawyers' trust accounts to help fund legal services. The Florida Bar Foundation says that program generated roughly \$43 million a year for five years before the recession. But that revenue has plunged to about \$5.5 million a year, and grants to legal aid organizations have been cut by nearly 90 percent. There clearly is a need, yet the state has not provided any public money for civil legal aid since Gov. Rick Scott took office and consistently vetoed it.

Effective access to the eivil courts to deal with life's serious challenges requires a competent lawyer, and those who cannot afford to hire a lawyer should not be shut out. Preserving funding for the Legal Services Corp. should be a priority — and so should securing a more stable source of funding at the state level to help thousands of poor Floridians get through the courthouse door. Statistics from The Florida Bar Foundation show more than 2,100 people were helped last year by organizations funded by the Legal Services Corp. in each of the districts represented by Reps. Dan Webster, R-Clermont; Gus Bilirakis, R-Palm Harbor Kathy Castor, D-Tampa.

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Collaboration

Partnerships

Decision Making

Opportunity

Evaluation

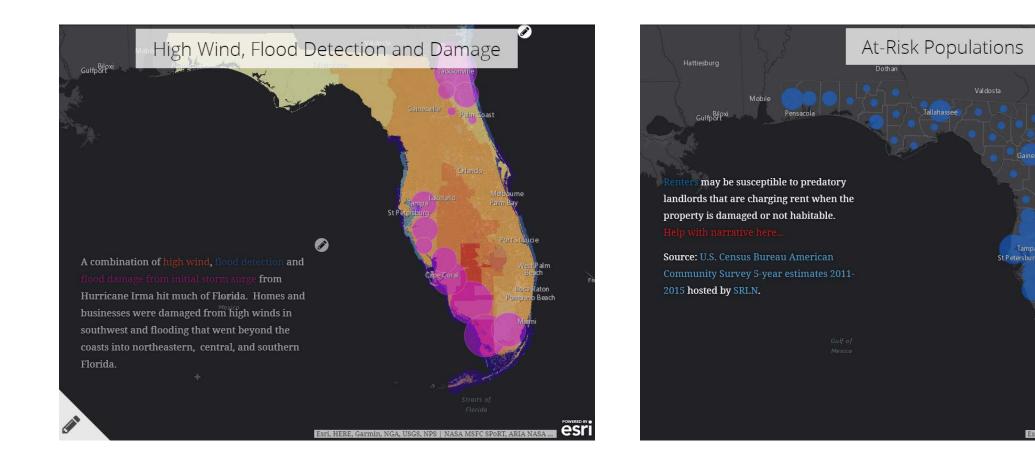
Advocacy

Strategic Planning



YOU CAN'T MANAGE WHAT YOU DON'T MEASURE

Hurricane Irma Impacts & Renters





Freeport

Palm Coast

Palm Bay

Esri, HERE, Garmin, NGA, USGS, NPS | Esri, HERI

Port St Lucie

West Palm Beach

Boca Raton Pompano Beach

Evaluation & Takeaways

Integrate and analyze the data that drives decisions.

1. Don't be location blind.

Collect location data (street address, ZIP).

2. Know your clients.

Gather demographic data from your clients.

3. Know your community.

Understand the needs of the people being served by integrating external data sources.

4. Start with a question.

Don't just summarize your data. Determine the problem you want to solve in an ideal world without looking at data constraints - because analysis may help fill in the blanks.





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America's Civil Courts: Whom Do We Serve?

Every year in America, <u>tens of millions</u> of people find themselves in court, without a lawyer, lost in a system built for lawyers.

The Justice for All Project has called on Access to Justice Commissions and coalitions around the country to develop consumer-oriented, comprehensive strategic plans. These plans will support 100% access to effective assistance for essential civil legal needs through court simplification and offering a continuum of services to include information, advice and appropriate levels of representation.

Consumer-oriented solutions require a deep and accurate understanding of the people being served. Each



For more data about court users

http://www.srln.org/whom-do-we-serve



For more information on this work:



https://thefloridabarfoundation.org/materials-aba-days/



http://www.srln.org/WIIFM



Contact Information

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