



Pinellas County Justice and Consumer Services Quarterly Report 2016 – 2017

Program Quarter	April - June 2017
Agency Name	Gulfcoast Legal Services, Inc.
Program Name	Civil Legal Aid Services
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Description of Program

Agency History:

Gulfcoast Legal Services, Inc., (GLS) is a 501(c)3 organization which began providing free legal assistance to low income persons in Pinellas County in 1979 at offices in Clearwater and St. Petersburg. It also has offices in Sarasota and Manatee Counties.

Bay Area Legal Services, Inc., (BALS) was founded in 1967 and since that time has provided free high quality legal services and education to low-income and vulnerable residents in the Tampa Bay Area. In 2003, BALS extended our services to Pinellas county and has office located in St. Petersburg and Clearwater.

Community Law Program (CLP) provides a variety of free legal services for low-income residents throughout Pinellas County, Florida. We have a panel of very dedicated volunteer attorneys in the St Petersburg/Pinellas County area who are available to provide free legal representation in numerous types of civil cases, such as bankruptcy, family law (including divorce, child support, and custody), wills and advance directives, housing (including foreclosures and landlord-tenant issues), and probate.

Overall Services Provided:

GLS, along with its partners BALS and CLP, provide critical free civil legal services in the following areas:

- Supporting the family
- Preservation of housing
- Ensuring economic stability
- Safeguarding individual rights
- Upholding the protections of populations with special vulnerabilities

Target populations include:

- Victims of domestic violence
- Public and federally subsidized housing residents
- Relative caregivers
- Victims of consumer fraud
- Homeless individuals
- Families facing evictions
- Victims of human trafficking, etc.



Our attorneys and pro bono volunteer attorneys provide advice and counsel, brief service, referral, and representation in administrative, state, federal, and appellate courts. Additionally, GLS and our partners educate the Tampa Bay community on relevant legal issues and provide legal support and technical assistance to nonprofit organizations that target the needs of our clients.

Services provided specifically with Pinellas County Government dollars:

GLS offers civil legal services to Pinellas County residents in the areas of: family law, elder law, immigration law, housing law, tax law, and public benefits advocacy. Our services directly align with the County's strategic plan. Specifically, our services:

- Provide planning, coordination, prevention, and protection services to ensure a safe and secure community (2.1)
 - GLS's domestic violence, unaccompanied minors, immigration, and human trafficking projects help ensure a safe and secure community by advocating for victims of crime
- Provide comprehensive services to connect our veterans and dependents to the benefits they have earned (2.3)
 - Through appeal services, GLS addresses the legal needs of veterans and dependents including disputes over benefits, disability, housing issues, employment matters, etc.
- Support programs that seek to prevent and remedy cause of homelessness and move individuals and families from homelessness to permanent housing (2.4)
 - Nearly all of GLS's programs help to prevent or remedy causes of homelessness. From helping persons obtain benefits to which they are legally entitled to representing clients in landlord/tenant disputes to assisting a victim of crime to access victims' compensation to afford housing, GLS aids clients in moving toward self-sufficiency, which in turn empowers them to maintain permanent housing.

BALS: Pinellas County dollars assist with the funding of the Bay Area Volunteer Lawyers Program-NW located in Clearwater. The BAVLP-NW coordinates the efforts of pro bono attorneys and members of the Clearwater Bar Association. With additional funding sources BALS provides free legal services to the low-income community through our offices and Centralized Telephone Intake. We provide extensive representation on landlord tenant and consumer issues in South Pinellas County. We also provide assistance with relative caregivers seeking temporary custody. We have also started providing services to veterans at the Bay Pines VA; a project that was initiated at GLS through an Equal Justice Works Fellowship which has since been transferred to BALS. This coordination is a testament to the strong partnership between legal aid organizations in Pinellas.

CLP: Pinellas County dollars fund a portion of our Civil Clinic Program, whereby we recruit and organize volunteer attorneys in the greater St. Petersburg area to provide free one-on-one, in-person legal assistance and help with drafting basic documents to Pinellas County residents during subject-specific advice clinic sessions. Clients identified through these sessions as needing full representation are then placed with other volunteer attorneys for full representation based upon program priorities.



Population Served:

GLS: Individuals whose household income does not exceed 150% of federal poverty guidelines.

BALS: Pinellas County residents.

CLP: Southern Pinellas County residents whose household incomes are at or below 185% of the federal poverty guidelines.

Demographics of Population Served

	CLP	GLS CLW	GLS STP	BALS	TOTAL		CLP	GLS CLW	GLS STP	BALS	TOTAL
Males	74	26	76	106	282	Females	148	58	111	217	534
Caucasian	40	15	37	65	157	Caucasian	85	35	59	97	276
African- American	28	4	22	32	86	African- American	41	15	30	90	176
Hispanic	6	4	12	7	29	Hispanic	9	5	15	17	46
Asian	0	0	2	2	4	Asian	3	1	4	5	13
Native American	0	0	2	0	2	Native American	2	0	1	6	9
Other	0	3	1	0	4	Other	8	2	2	2	14



**Categories of Cases Worked In Pinellas County
April 1st – June 31st, 2017**

Legal Problem Category	Community Law Program	GLS Clearwater	GLS St. Petersburg	BALS Tampa Call Center	BALS Housing Program St. Pete	BALS Veterans Program Tampa	BALS Self Help Clinic Clearwater Courthouse	TOTAL Clients Served
Housing	35	66	27	126	29	0	5	288
Family	123	7	58	92	16	2	20	318
Consumer	20	6	9	10	3	2	5	55
Income Maintenance	1	0	20	6	7	1	1	36
Misc. (includes Advanced Directives, Wills)	41	1	8	7	5	0	6	68
Employment (includes Taxes)	0	0	30	9	0	0	1	40
Education	0	0	0	1	0	0	0	1
Individual Rights	2	4	34	2	1	0	1	44
Health	0	0	1	4	0	0	0	5
Juvenile	0	0	0	0	0	0	0	0
TOTAL	222	84	187	257	61	5	39	855

Community Law Program	Gulfcoast Legal Services	Bay Area Legal Services
222	271	362*

*Please note that 257 (71%) of BALS' total cases serving Pinellas County residents are captured via the regional call center which is identified in the regional legal aid matrix as an initial screening tool for the Tampa Bay area. However, BALS, CLP, and GLS do not have integrated case management systems, so it is possible that clients who were screened in the call center may have also received services from GLS or CLP. Due to this circumstance, it is possible that the same clients may be captured twice in this report.



Reason Closed	Community Law Program	GLS Clearwater	GLS St. Petersburg	BALS Tampa Call Center	BALS Housing Program St. Pete	BALS Veterans Program Tampa	BALS Self Help Clinic Clwtr Courthouse	TOTAL Clients Served
A - Advice and Counsel	174	54	79	249	34	3	26	619
B - Brief Service	35	24	60	6	22	1	3	151
F - Negotiated Settlement W/O Litigation	0	3	6	2	2	0	0	13
G - Negotiated Settlement With Litigation	4	0	3	0	1	0	0	8
H - Administrative Agency Decision	1	0	13	0	0	0	0	14
IA - Uncontested Court Decision	2	1	0	0	0	0	3	6
IB - Contested Court Decision	4	0	10	0	0	1	2	17
IC - Appeals	0	0	0	0	0	0	0	0
K - Other	0	0	0	0	0	0	0	0
L - Extensive Service	2	2	16	0	0	0	0	20
XA - Client Withdrew Before Legal Assistance	0	0	0	0	0	0	0	0
XB - Client Gave Incorrect Information at Intake - Not Eligible	0	0	0	0	0	0	0	0
XC - Administrative or computer error	0	0	0	0	2	0	5	7
XE - Not timely closed	0	0	0	0	0	0	0	0
XF - Required Documentation Not Present	0	0	0	0	0	0	0	0
Total	222	84	187	257	61	5	39	855