

Legal Access For All

COMMUNITY

LEGAL SERVICES

A stylized icon of a woman in a classical robe holding a pair of scales of justice above her head. The icon is positioned to the right of the word 'COMMUNITY' and above the word 'LEGAL SERVICES'.

2023

Annual

Report



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Who We Are

Community Legal Services (CLS) is a not-for-profit organization that provides civil legal assistance to vulnerable people in a 12-county area in Central Florida. We are primarily funded through Federal, State, and Local government grants and appropriations, and private funders. Our organization provides assistance in a number of civil legal issues including, but not limited to: eviction/foreclosure defense, injunctions to protect domestic violence survivors, other family law related matters, applications/appeals for public benefits, and Veterans benefits and discharge upgrades.



SOCIAL IMPACT RETURN ON INVESTMENT*

302%

Social Return on Investment (SROI) is a way of evaluating the economic impact from social service organizations. SROI evaluates the worth of organizations whose value cannot be determined by typical monetary ROI. Similar to a comprehensive business plan, SROI also shows the tangible and lasting outcomes of services. It provides decision-makers with an array of qualitative, quantitative, and financial data that is critical for shaping strategies of the organizations' social services.

While not the only basis for funding and investment decisions, the SROI results provide the most accurate and comprehensible answer to three of the important questions asked by funding decision makers:

- What are the long-term economic impacts from these services?
- What are the financial benefits we receive for our funding?
- What is the measurable “bang for the buck”?

**COMMUNITY LEGAL SERVICES ECONOMIC IMPACT AND SOCIAL RETURN ON INVESTMENT ANALYSIS FOR THE YEAR 2022 - CSACO*

+ LETTER FROM OUR + CHIEF EXECUTIVE OFFICER



Jeff Harvey, CEO

As we reflect on the accomplishments and milestones of the past year, it brings me immense pride to share with you the impact and progress achieved by Community Legal Services in 2023. Through our unwavering commitment to justice and community service, we have not only surpassed our goals but have also set new standards in the legal aid sector.

I am thrilled to announce that in 2023, Community Legal Services closed over 9,800 cases, which marked a significant 3% increase compared to the previous year. This remarkable achievement underscores our dedication to providing accessible legal assistance to those in need, empowering individuals and families to navigate through challenging legal matters with confidence.

Our volunteer lawyer program has been instrumental in driving this success, with a 30% increase in pro bono volunteer hours and a 20% increase in pro bono cases over 2022. Their invaluable contributions continue to make a profound difference in the lives of countless individuals across our communities.

In addition to our casework, our outreach efforts have also flourished. In 2023, we hosted 675 in-person outreach events, engaging directly with communities to provide vital legal education and resources. These events serve as a testament to our commitment to accessibility and inclusivity, ensuring that our services reach those who need them most.

Furthermore, in line with our commitment to transparency and accountability, we have continued to enhance our communication and media efforts. In 2023, we experienced a remarkable 28% growth in our communication reach, with over 30 million impressions from advertisements alone. Additionally, we are proud to have received two PR Daily 2023 Nonprofit Awards for our exemplary work in Hurricane Ian Disaster Response and Website development.

I am proud to report that all these efforts were recognized by Yield Giving, who graced us with a \$2.1 million award as a testament to the impactful work of our organization and the transformative difference it makes in the lives of our clients. This will help ensure we remain supported and steadfast in our mission to achieve our vision of "Legal Access for All". With your continued support and dedication, I am confident that we will build upon our successes and continue to make a lasting impact in the lives of those we serve.

Thank you for your unwavering commitment to Community Legal Services and our shared vision of a more just society.

Warm regards,
Jeff Harvey, Esq.

A handwritten signature in black ink, appearing to read "Jeff Harvey", written over a white background.

Our Mission

Our mission is to provide no-cost legal services to the most vulnerable in Central Florida and to help them protect their families, health, and livelihood.

Our Core Values

Our core values drive the decisions we make, how we work, and exemplify our staff, volunteers, and partnerships. Our mission requires us to be a PILLAR in the communities we serve.



PILLAR

PASSIONATE – We eagerly fight for meaningful causes, no matter how challenging. Our enthusiasm for justice influences others to join in making change in our community through their service, practice, and charity.

INTEGRITY – We are committed to honesty and professionalism in all our interactions. Trust is the foundation for the integral role we fill in our community's system of justice.

LEVERAGE – As a team, we make a difference in people's lives. We bring all our resources to the table to ensure that the clients feel supported, empowered, and heard.

LEADERSHIP – We are leaders working to find ways to make our communities a better place to live. High standards are in our blood, and we pursue excellence in our practice and partnerships.

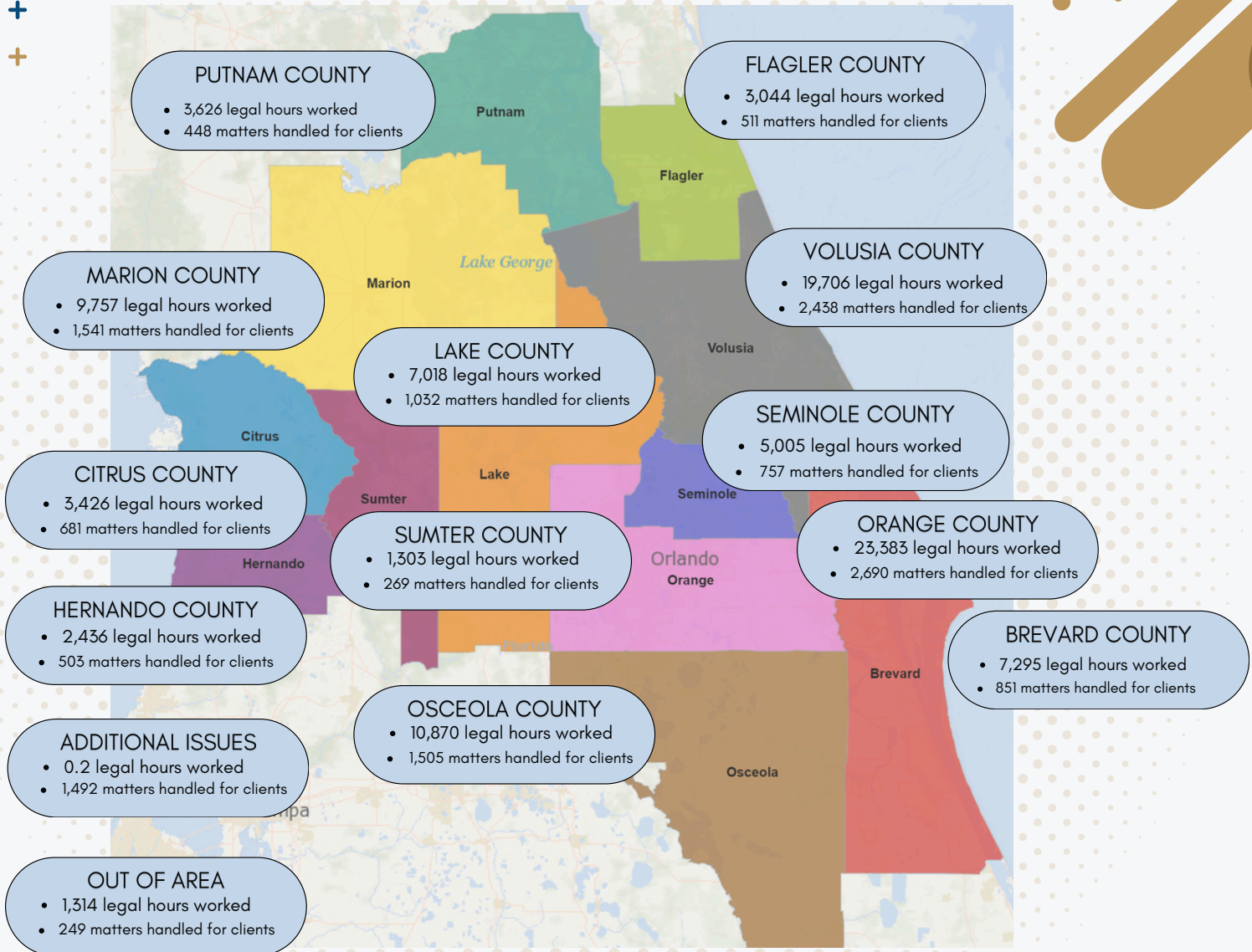
ADAPTABLE – We see opportunities to increase our impact. We listen to all ideas, embrace change, and see continuous improvement in order to achieve better outcomes for our clients, organizations, and our community.

RESPECT – We treat everyone with professionalism, dignity, and respect. We keep our promises and embrace diversity, communicate with empathy, and foster positivity in all we do.

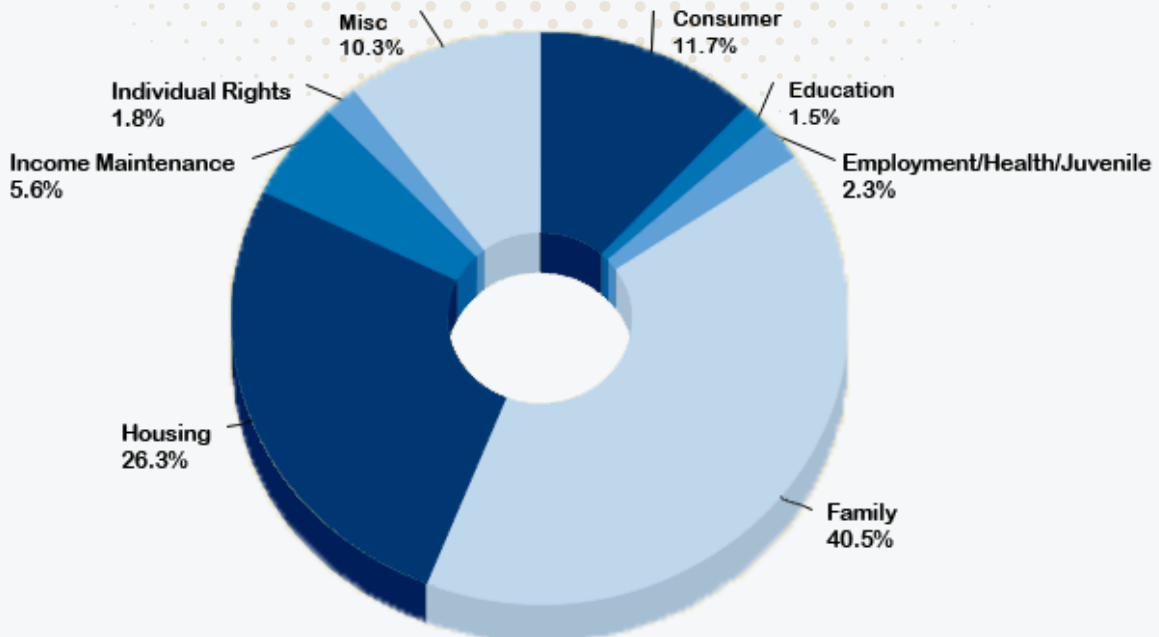
Our Programs

-  **Children's Rights & Special Education** — Advocate for students to increase services, reduce suspensions and expulsions, protect the rights of those with disabilities, and combat discriminatory practices for disability, race, and gender.
-  **Community Economic Development** — Assist nonprofits and small businesses across the State of Florida in their community development activities by assisting with formation, governance, and various business activities.
-  **Consumer** — Work to protect consumers' rights and ensure they are being treated fairly and justly in their financial transactions and interactions with businesses.
-  **Disaster Recovery** — Assist survivors of disasters with legal issues that were caused or impacted by the disaster and identifying other available resources to help them recover.
-  **Fair Housing** — Combat housing discrimination based on federal, state, and local laws related to housing sales, rentals, advertising, lending, construction, and insurance underwriting on the basis of all the protected classes.
-  **Family** — Prioritize assistance to survivors of domestic violence to promote family stability including injunctions for protections and additional family cases to address long term family needs.
-  **Helpline** — Answer live client calls and guide them through various legal issues by providing holistic advice and brief services.
-  **Housing** — Focus on renter's rights, reverse mortgage foreclosure prevention, and other housing related issues with the goal of preserving the client's right to remain in their home safely.
-  **Housing and Consumer Counseling** — Provide education, tools, and guidance to reach the goals of each individual and help them identify obstacles, credit improvement, savings, and sustainability by changing behaviors.
-  **Community Legal Partnership** — Provide legal assistance that assists in removing barriers to good health, health care access (through Medical Legal Partnerships), and other basic needs like housing, income, and safety.
-  **Older Adults** — Assist seniors and relative caregivers with matters that impact their healthcare, housing, safety, and independence.
-  **Public Benefits** — Help to secure and maintain benefits that create stability for medical, income, and food assistance.
-  **Pro Bono** — Expand our capacity to serve our clients and community through our dedicated Pro Bono Attorneys, who assist with matters that support our firm's mission across all of our priorities.
-  **Real Property Rights Protection** — Preserve housing by transferring/clearing title to real property and enhance generational wealth through estate planning.
-  **Veterans** — Serve veterans and their families by assisting with military discharge upgrades, appeals on VA Service Connected Disability denials and reductions, and appeals on survivor benefit claims.

Service Area



Areas of Law Breakdown



Making an Impact

Increased Legal Services to Individuals by 6.5% since 2021



Handled 14,967 legal matters for 9,007 clients



6,551 survivors of domestic violence protected with legal services including injunctions, divorce, and housing



Legal assistance provided benefited 8,970 children with basic needs



Enhanced the quality of life for 2,087 seniors through CLS programs that assist with social security benefits, estate planning, and healthcare



599 veterans assisted with housing, public benefits, and other legal matters



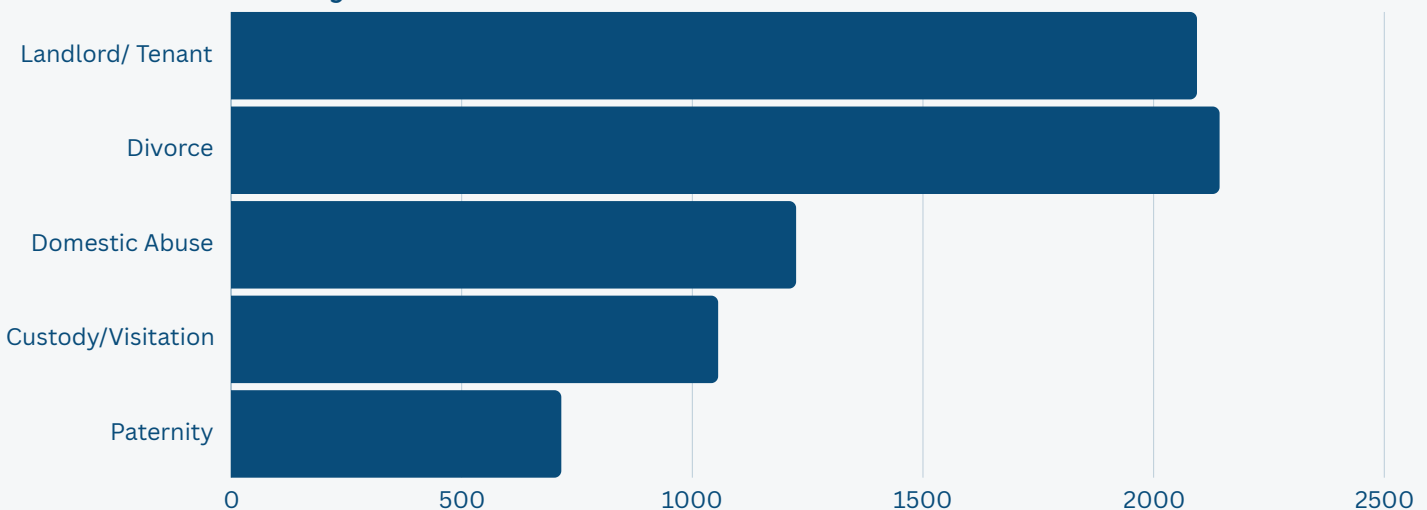
Protected 2,850 individuals with a disability from discrimination



Educated 22,532 people at 675 in-person outreach events across our 12 counties

By the Numbers

Cases in 2023 by Greatest Need



CLS Attorneys



68

Number of Attorneys

13

Average Years of Attorney Practice

92,318

Total Case/Matter Hours Spent by CLS Staff Attorneys

\$275 per hour

48,286

Total Case/Matter Hours Spent by CLS Staff Non-Attorneys

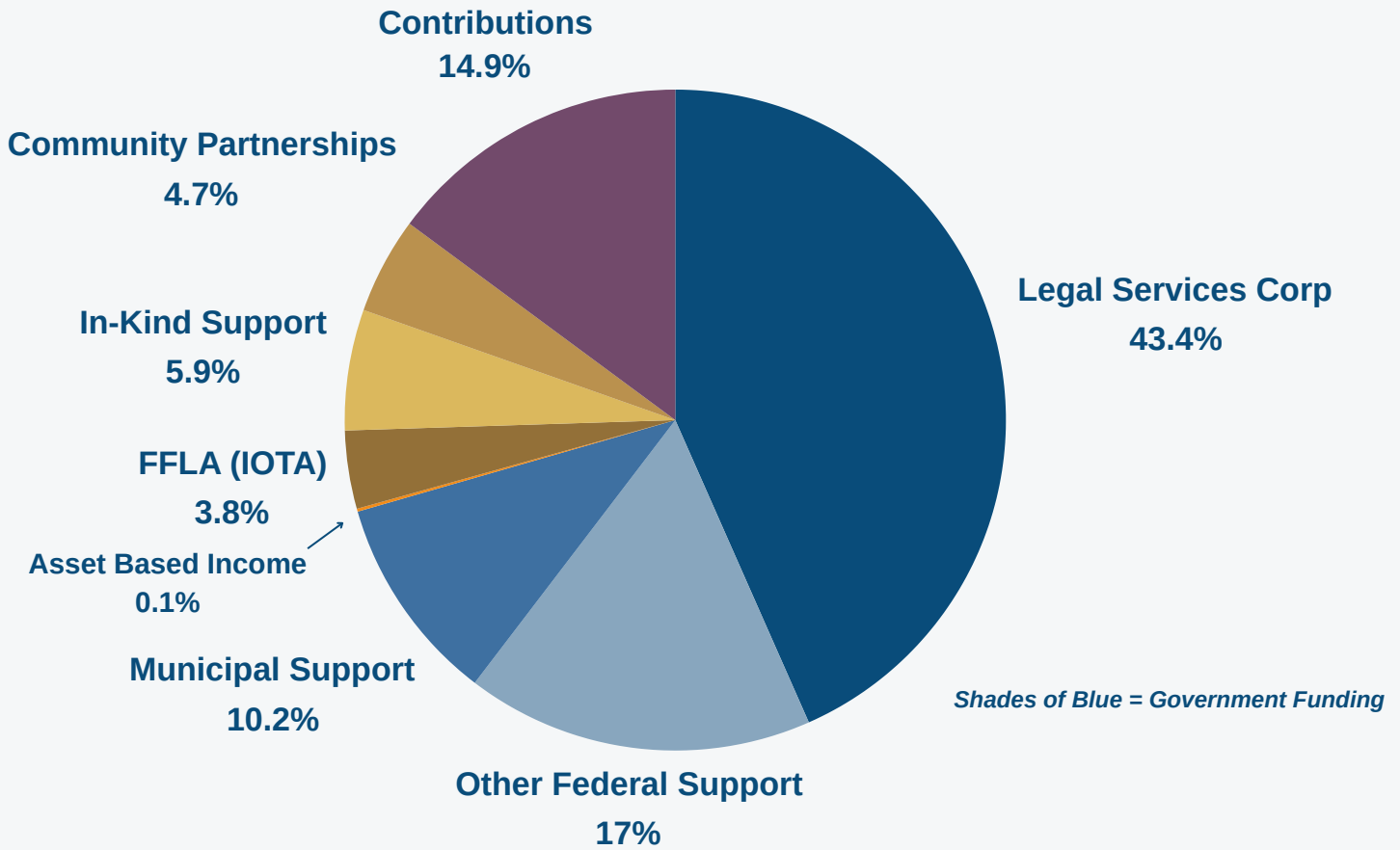
\$75 per hour

\$29,008,900 Million
Market value of our legal work

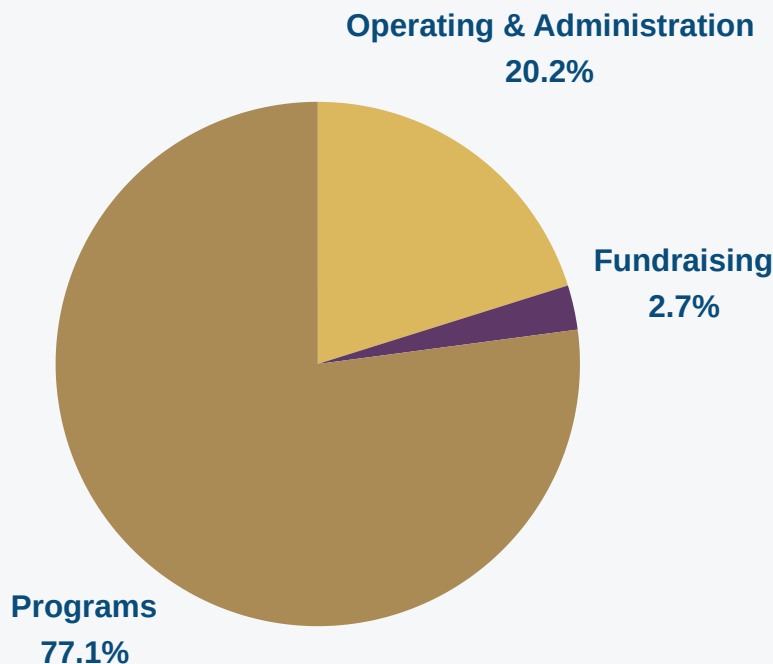
With \$14,860,741 spent in 2023, we provided over 200% in economic value to the community.

++ Financials

2023 REVENUE- \$16,974,943



2023 EXPENSES- \$14,860,741



CLS Service Area Population Snapshot



5.086 million people



1.8 million households

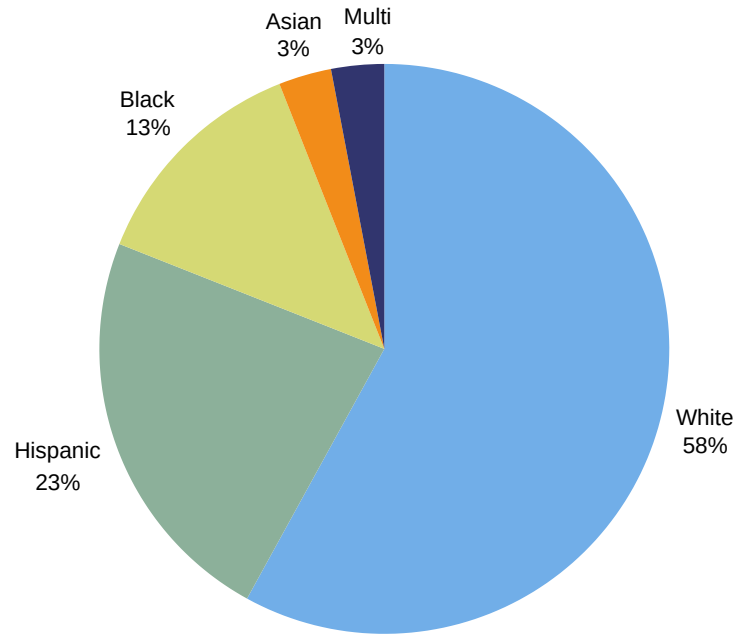


\$58K average household income



**30% renters
70% homeowners**

Ethnic Breakdown



15% Adults in Central Florida live at or below the poverty line.

The poverty line: **\$32,000 for a family of 4**



613,802 Seniors

in Central Florida live on incomes below the poverty line.



22% of Children

in Central Florida live in homes below the poverty line.



33% of Households

in Central Florida are financially eligible for our services.

Raising Awareness



Associated Press
Editorial | US | Oct 10, 2023 · 10:16 AM

**COMMUNITY LEGAL SERVICES WINS
PRESTIGIOUS PR DAILY NONPROFIT
COMMUNICATIONS AWARD**

Nelson Mullins Recognized for its Pro Bono Contributions by Florida-based Nonprofit CLS



Trophy | Unplash by Giorgio Trovato

By Florida Record Report
Nov 14, 2023



Nelson Mullins Riley & Scarborough LLP was named the 2023 Large Law Firm of the Year from Florida-based nonprofit, Community Legal Services (CLS), an organization that

692

TOTAL MEDIA
MENTIONS

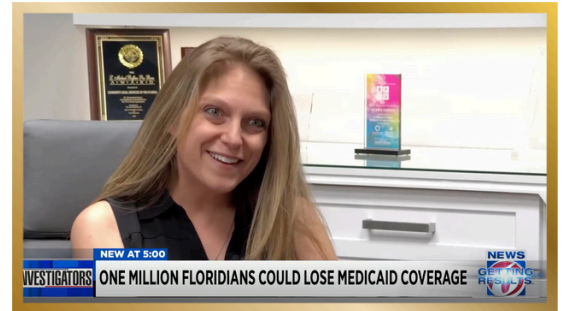
145%

increase

IN MEDIA MENTIONS
OVER LAST YEAR

\$7.9 M

ADVERTISING VALUE
EQUIVALENCY (AVE)



2023 DIGITAL IMPACT



Over 368,000 visitors used our Legal Self-Help Library at www.clsmf.org



Averaging 4.5 self-help pages per visitor

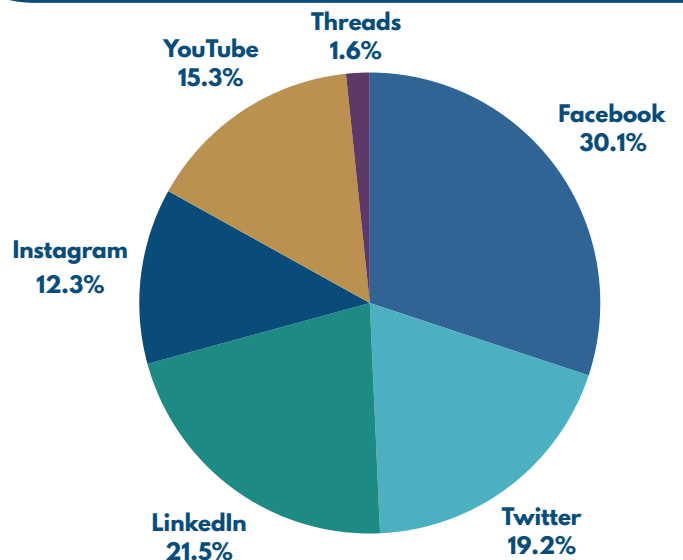


Over 2.9 Million video views on YouTube



Reach of 158,500
Interactions: 4,400

2023 SOCIAL MEDIA FOLLOWERS



Pro Bono Attorney Appreciation

CLS Pro Bono team works alongside our local bar associations to provide legal assistance in civil legal matters to low-income clients within our service area.

- CLS hosted 225 legal advice clinics, connecting 540 clients with volunteer lawyers.
- 260 Attorneys volunteered over 3,635 service hours, assisting 2,438 clients.



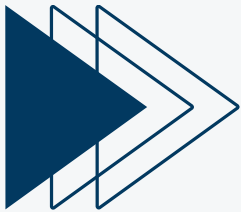
Airing on: **WFTV 9** & **27**

In 2022, we began recognizing some of our most active pro bono volunteers with TV segments on WFTV's Daily Two. The Daily Two is a two minute segment that airs during the news casts on WFTV and WRDQ throughout the month.

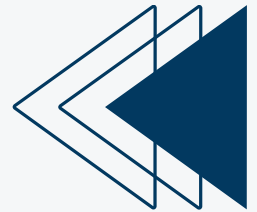
We use the segment to highlight our volunteer attorneys by interviewing them on their purpose and dedication to serving clients through pro bono at CLS. Additionally, we utilize these segments to highlight the importance of pro bono, serving the community, and volunteering with CLS.

CLAUD B. NELSON PRO BONO PEER ACADEMY

Our Claud B. Nelson Pro Bono Peer Academy is a 6-month long virtual course designed by attorneys for attorneys. The academy is designed to prepare participants to effectively represent clients in various legal matters, such as landlord-tenant law, wills and estate planning, bankruptcy, and family law. Peer Academy participants are paired with a pro bono attorney mentor and provide clients legal advice and representation. All of the classes are CLE accredited and provide opportunities for practical application. Additionally, CLS provides all participants with malpractice insurance.



- Continuing Legal Education Credits
- Expert-led Mentorship
- Malpractice Insurance
- Networking
- Virtual and Live Training
- Free Professional Headshots Upon Completion



TESTIMONIAL

“Learning a whole new area of the law felt really daunting. Peer academy arrived right on time - it not only provided me with in-depth education through CLEs and live classes in a peer cohort setting, but it also provided me with hands-on experience and most significantly to me, mentorship. I have consistently been blown away by the amount of time my mentor has spent going through my cases, and by his willingness to share his own resources. I am so grateful to have been given this opportunity to practice law in a supportive environment, and only wish that I had experienced this earlier in my career!”

REGISTER



<https://www.clsmf.org/pro-bono-peer-academy/>

Protecting Housing Rights



Winona

Winona was evicted despite paying rent with Emergency Rental Assistance Funds. CLS represented her, leading to the case's dismissal and she was granted entitlement to **\$2,000** in attorney's fees.

Diana

Diana sought help from CLS after facing eviction for falling behind on rent. CLS filed a complaint against her landlord, who countersued. A settlement was negotiated where Diana had all back rent waived, court fees covered, and received **\$1,200** from the landlord.



Not Actual Client Photos

Supporting our Service Members



Richard

Richard, a Vietnam War veteran, was initially denied benefits for health issues related to Agent Orange in 2014. With assistance in 2016, his case was challenged and won after seven years, resulting in a high disability rating, a back-payment of almost \$200,000, and monthly payments of nearly \$2,500.



David

David was discharged from the Navy in the 1980s for his sexual orientation. CLS successfully upgraded his discharge status from 'Other than Honorable' to 'Honorable' by submitting an application for Discharge Upgrade to the Naval Board of Corrections of Records. David is now allowed access to VA benefits, loans, healthcare, and other benefits previously unavailable with the OTH discharge.



Not Actual Client Photos

INVESTING IN

CLS is committed to improving the lives of Central Floridians by identifying and addressing unmet legal needs, and advocating for the rights of the most vulnerable. CLS is dedicated to serving the most vulnerable Central Floridians including low-income individuals, children, elderly, survivors of abuse, veterans, and people with disabilities.

INDIVIDUALS

By providing legal assistance to secure federal benefits, child support, wages, and unemployment compensation, we directly impact the lives of those in need, ensuring access to essential legal aid.



FAMILIES

By empowering families with legal knowledge for informed decisions about their future, nurturing thriving communities.



COMMUNITY

By ensuring equal access to justice for all community members, regardless of socio-economic status.



THE FUTURE

By dedicating resources and expertise to build a more just and equitable society with a focus on sustainable, enduring impact.



LEGAL ACCESS FOR ALL

WHEN YOU INVEST

- Together we prevent illegal evictions, reducing homelessness.
- Together we hold contractors accountable for substandard work.
- Together we help residents facing foreclosure or overwhelming debt.
- Together we break the cycle of domestic violence.
- Together we collaborate with other non-profits to address legal issues and enhance community impact.

YOU WILL SUPPORT

- Vulnerable and exploited individuals and families.
- Veterans facing challenges to their health, financial, or housing stability.
- Domestic violence survivors and their children.
- Seniors targeted by scams.
- Families stabilizing their income and achieving affordable housing.
- Children with education issues.
- Individuals starting their own non-profit or small business.



Donate

**With your support,
Legal Access for All
becomes more than a motto, it
becomes a reality.**

**Your tax-deductible donation
will provide access to justice for
thousands of families and
individuals. Together, we can
change lives for the better.**

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2023 BOARD OF DIRECTORS

Members of Community Legal Services (CLS) Board of Directors serve as ambassadors educating the community and building relationships that support our mission. Fiduciary duties include financial and program oversight, and broad policy-making.

President

Kevin Ross-Andino, Esq.
Hispanic Bar Association of Central FL
éclat Law, LLP

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Akin Law, P.A

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Flagler & Putnam County Bar Association

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Carrie Rentz, Esq.

The Law Office of Carrie L. Rentz, P.A.
Seminole County Bar Association

Jeff Harvey

Ex Officio
C.E.O., Community Legal Services

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LSC | America's Partner for Equal Justice

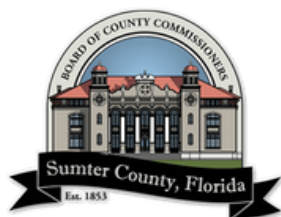
LEGAL SERVICES CORPORATION

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.



FUNDING FLORIDA LEGAL AID

FFLA is a 501(c)(3) nonprofit organization whose mission is to increase access to the justice system for people of limited means by funding legal services, developing innovative tools and programs, and support legal aid providers and the courts. Through strategic grantmaking, FFLA 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. FFLA 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.



COMMUNITY PARTNERS

- Aging Network Agencies
- Aspire Health Partners
- Bright Community Trust
- CASA Citrus
- Changing Homelessness for Volusia and Flagler Counties
- Christian Service Center
- Citrus County Courthouse - Clerk of Courts
- Community Action Agencies
- Community with a Heart
- Consumer Advocate Groups
- County Health Departments
- County and Local Law Enforcement Agencies
- Domestic Violence Shelters
- Edyth Bush Institute for Philanthropy & Nonprofit Leadership
- Elder Options
- Elder Source
- Equal Justice Works
- Flagler County Senior Services Program
- Florida Legal Services
- Florida Civil Legal Aid Association
- Grace Medical Home
- Guardian Ad Litem Programs
- H.E.L.P. CDC
- Health Care Center for the Homeless
- Hernando County Clerk of Courts
- Homeless Services Network
- Homeless Shelters
- Housing Authorities
- Humana Neighborhood Center (Kissimmee)
- Immigrant Assistance Programs
- Latino Justice PRLDEF
- Legal Aid Society of the Orange County Bar
- Leesburg Resource Center
- Marion County Bar Association
- Marion County Children's Alliance
- Orange Blossom Family Health
- Orange County Bar Association
- Orange County Eviction Diversion Program
- Orlando City Mayor's Veterans Advisory Council
- Osceola Council on Aging
- Pregnancy and Family Life Center
- Salvation Army
- SCORE
- Senior Resource Alliance
- Services for the Blind
- State Attorney Offices
- The Sharing Center
- Transition House
- True Health
- Volunteers of America (Brevard County)
- Volunteers of America (Marion County)
- Volunteer Florida
- West Volusia Hospital Authority

DONORS & SUPPORTERS

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(* current and former employees)

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