

Regional Funding

Fiscal Year 2018 - Partner Funding Application

Legal Aid Works (Formerly Rappahannock Legal Services)

Application Status: Submitted

Legal Aid Works (Formerly Rappahannock Legal Services)

Agency Information

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General Information

Agency Name	Legal Aid Works (Formerly Rappahannock Legal Services)
Physical Address	500 Lafayette Boulevard, Suite 100, Fredericksburg, Virginia, 22401, U.S.A.
Mailing Address	500 Lafayette Boulevard, Suite 100, Fredericksburg, Virginia, 22401, U.S.A.
Agency Phone Number	(540) 371-1105 x116
Federal Tax ID #	23-7362601
Web Address	www.LegalAidWorks.org
Agency Email Address	akloeckner@LegalAidWorks.org

Agency Mission Statement

We champion fairness by advocating for those with the least access to the civil court system.

Number of Years in Operation	43
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Main Contact

Main Contact	Ann H. Kloeckner, phone: (540) 371-1105 x116, email: akloeckner@LegalAidWorks.org
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Job Title	Executive Director
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Localities Served

Please select any/all localities your agency serves.

- | | |
|----------------|-------------------------------------|
| Caroline | <input checked="" type="checkbox"/> |
| Fredericksburg | <input checked="" type="checkbox"/> |
| King George | <input checked="" type="checkbox"/> |
| Spotsylvania | <input checked="" type="checkbox"/> |
| Stafford | <input checked="" type="checkbox"/> |

Collaborative Impact

Describe in detail how the community would be impacted if your agency were dissolved or merged with another partner agency.

Legal Aid Works is the sole agency in PD 16 providing legal help to indigents in the civil justice system. Confused litigants representing themselves would slow the court system as they struggle with the requirements to present their cases, thus slowing the systems for everyone. There is no right to a free lawyer in civil matters, so without Legal Aid Works, these vulnerable clients would be left to figure out a complex system on their own. Without a legal aid agency assisting the most vulnerable in our community, it would be impossible to achieve the standard of equal access to justice for all. If Legal Aid Works merged with another partner agency, no other agency could deliver the critical legal help a law firm like Legal Aid Works could achieve. Other agencies would have to hire attorneys, provide malpractice insurance, state bar membership dues and other costs of running a law office, and would have to consider difficult ethics issues such as the requirement of setting up screenings for conflicts of interest. Legal Aid Works has developed a reservoir of goodwill in the civil justice system over the course of 43 years that would take another agency many years to replicate.

Community Impact

Please provide at least 2 examples of how your services have impacted members of our community.

Example 1

“Harry” was in a tough spot with the mother of his two children. When the children were 11 and 9 years old, their mom had primary custody. Harry began getting calls from the school that the children had been coming to school in clothes that were far too small for them. This problem became so severe that, on one occasion, Harry had to leave work early to buy new shoes for his daughter and immediately take them to her at school. Unfortunately, ill-fitting clothing was only the start of Harry’s growing concern for his kids’ well-being. The kids called him constantly, telling him that their mom had left them at home for long periods of time, alone and unattended. This left Harry anxious about their safety and the children terrified. He tried calling the mom and offering to watch the kids when she needed to go out and didn’t have a sitter. But the mom refused and continued leaving the children alone and unattended. The final straw for Harry came when he found out the mom was hitting and cursing at the children regularly. Harry’s older child reported this abuse to the school teacher, counselor and principal, who in turn submitted a total of 5 reports to Child Protective Services (CPS) over the course of 2 years. Unfortunately, CPS failed to take any action. Once Harry began working with his Legal Aid Works attorney, he was able to file a motion to amend the custody

agreement. With his attorney's help, Harry was able to gain primary physical custody of the children in juvenile court, and ensuring that the kids' contact with their mom would be restricted. Now, under Harry's care, the children's lives have been transformed; both have gone from being stressed, extremely emotional, and anxious about their lives, to being happy, outgoing and involved in their community and extracurricular activities. The legal representation provided by Legal Aid Works' attorney helped turn what could have been a tragic situation into one with a much brighter future for Harry and his children.

Example 2

"Sue's" husband died suddenly. Grief-stricken, she drank heavily, committing 2 DUI offenses in 1 week. Her 2 daughters were placed with Sue's sister, "Rae". Slowly, Sue turned her life around. When she got out of jail, she focused on her sobriety & got 1 weekend/mo. visits supervised by Rae. In 2011, she got unsupervised visits with the younger daughter, "Kim" (the older one turned 18 soon after that hearing). Under Rae's care, Kim struggled at school, did drugs & was promiscuous. Rae let Kim stay with Sue full time in the summer of 2012. When Kim returned to Rae's home in August, the problems resumed, so Rae agreed again to let the unruly girl live with Sue. But the original order giving Rae custody of Kim & ordering Sue to pay child support was never changed when Kim returned to live with Sue. After 5 years of sobriety, regular attendance at AA meetings & a supportive sponsor, Sue tackled 1 more problem. Sue had the support regularly taken out of her paycheck. From December of 2012, when Kim returned to live with her, Sue continued to pay child support to Rae, right up to 2016. Sue told Social Security that Kim's check was going to Rae who had not taken care of Kim in 4 years. Sue filed for a change in custody & requested the support obligation stop. The Dept. of Child Support Enforcement (DCSE) told Sue if she won her case, she would get a refund of the back child support. With the advice of a Legal Aid Works attorney, Sue got an order giving her full custody of Kim & ending her obligation to pay support. DCSE refunded Sue the money they had been holding on her behalf after being notified that Rae was no longer the child's caretaker. With Sue's help, Kim has turned her life around. Sue has proudly seen Kim fulfill her dreams of finishing high school, attending college & serving in the military. Rae now has to answer for her actions in receiving child support & SSI benefits for a child who had not been living with her for years.

Example 3 (Optional)

Legal Aid Works (Formerly Rappahannock Legal Services) -

Locality Information

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Locality Notes

Please use the spaces below to provide any locality specific notes or statements that may be relevant to your application.

Caroline County

Total Caroline County Cases in FY16 – 40

Total People helped 101 – Adults 46, Children 55

Lump sum awards \$9,443.15, Monthly awards \$2,942.21, Annualized (All support orders) \$44,749.67

Lump sum avoided \$11,325.00

These statistics show the effectiveness of our targeted advocacy to get real results for our clients. In the past year, our legal advocacy allowed our clients to receive \$44,749.67 and avoid \$11,325.00.

City of Fredericksburg

Total City of Fredericksburg Cases in FY16 – 42

Total People helped 102 – Adults 42, Children 60

Lump sum awards \$6,417.70, Monthly awards \$1,536.22, Annualized (All support orders) \$24,852.34

Lump sum avoided \$6,200.00

These statistics show the effectiveness of our targeted advocacy to get real results for our clients. In the past year, our legal advocacy allowed our clients to receive \$24,852.34 and avoid \$6,200.00.

King George County

Total King George County Cases in FY16 – 37

Total People helped 58 – Adults 37, Children 21

Lump sum awards \$1,050.00, Monthly awards \$300.00, Annualized (All support orders) \$4,650.00

These statistics show the effectiveness of our targeted advocacy to get real results for our clients. In the past year, our legal advocacy allowed our clients to receive \$4,650.00.

Spotsylvania County

Total Spotsylvania County Cases in FY16 – 177

Total People helped 485 – Adults 220, Children 265

Lump sum awards \$23,491.09, Monthly awards \$8,264.05, Annualized (All support orders) \$122,659.69

Lump sum avoided \$7,538.54, Monthly avoided \$400.00. Annualized (All avoided orders) \$12,338.54

These statistics show the effectiveness of our targeted advocacy to get real results for our clients. In the past year, our legal advocacy allowed our clients to receive \$122,659.69 and avoid \$12,338.54.

Stafford County

Total Stafford County Cases in FY16 – 181

Total People helped 409– Adults 181, Children 228

Lump sum awards \$37,575.04, Monthly awards \$5,546.44, Annualized (All support orders) \$104,132.32

Lump sum avoided \$2,881.45, Monthly avoided \$197.00, Annualized (All avoided orders) \$5,245.45

These statistics show the effectiveness of our targeted advocacy to get real results for our clients. In the past year, our legal advocacy allowed our clients to receive \$104,132.32 and avoid \$5,245.45.

Legal Aid Works (Formerly Rappahannock Legal Services) -

Agency Budget

In the boxes below provide an overview of the administrative costs associated with your agency budget. Include revenue that defrays administrative costs; this is non programmatic revenue and should not include any revenue associated with programming.

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Expenses

	FY 2016 Actual	FY 2017 Budgeted	FY 2018 Requested
Salary	179,201.82	233,941.00	233,941.00
Benefits	49,608.78	64,106.73	64,106.73
Operating Expenses	60,560.12	66,849.52	66,849.52
Capital Expenses	0.00	0.00	0.00
Administrative Expenses	151,707.22	156,975.21	156,975.21
Total	441,077.94	521,872.46	521,872.46

Revenues

	FY 2016 Actual	FY 2017 Budgeted	FY 2018 Requested
Caroline	1,500.00	1,500.00	1,500.00
Fredericksburg	29,380.00	29,380.00	29,380.00
King George	4,403.00	0.00	4,403.00
Spotsylvania	28,684.00	28,684.00	28,684.00
Stafford	32,445.00	32,445.00	32,445.00
United Way	48,000.00	48,000.00	48,000.00
Grants	274,385.47	362,125.27	362,125.27
Client Fees	0.00	0.00	0.00
Fundraising	51,160.48	9,900.00	9,900.00
Other (Click to itemize)	7,601.65	15,000.00	15,000.00

	FY 2016 Actual	FY 2017 Budgeted	FY 2018 Requested
Total	477,559.60	527,034.27	531,437.27

Surplus / Deficit

	FY 2016 Actual	FY 2017 Budgeted	FY 2018 Requested
Surplus or Deficit	36,481.66	5,161.81	9,564.81

Legal Aid Works (Formerly Rappahannock Legal Services) -

Agency Budget Narrative

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Administrative Expenses

Provide an overview of the administrative costs for your agency.

Administrative costs for the agency as a whole include that portion of salaries, benefits and overhead (postage, equipment maintenance, repair and leasing, computers, copiers, software, printing and reproduction, internet, taxes and licenses, subscriptions and services) allocable to the administrative functions of the organization. Administrative costs associated with the Fredericksburg office, which serves Planning District 16, are estimated at \$156,975.21, approximately 30% of the total costs for running the Fredericksburg location of the organization. The total funding requested from the local jurisdictions within Planning District 16 is \$96,412. We are not requesting funds for administrative costs. The PD16 funding we receive will go towards attorney salaries, benefits and operating expenses for our Fredericksburg location.

If your agency is requesting an increase or decrease in administrative funding, please describe in detail the reasons for these changes.

N/A

Please provide justification for and specific amounts of administrative costs that are defrayed by locality funds.

N/A

Capital Expenses

Please provide an overview of the capital costs for your agency.

N/A

Please provide justification for and specific amounts of capital costs that are defrayed by locality funds.

N/A

Salary & Benefit Expenses

Please provide an overview of any increases or decreases in general personnel expenses for

your agency.

Each year we have seen a steady increase in the cost of our health benefits. In an effort to deal with the ever-increasing costs, Legal Aid Works routinely reviews the employee contribution to those costs.

Please provide a description of any changes to agency benefits structure or cost.

We have not changed the benefits structure. However, we have seen an average increase of 19% in the cost of health insurance benefits from the previous fiscal year.

Budget Issues

Provide any legislative initiatives or issues that may impact the agency for the upcoming year.

Legal Aid Works continues to look for new funding as our existing funding is never guaranteed from year to year. We saw a 50+% cut in our United Way funding FY15 (from \$67,000 to \$32,000). In FY 2017, United Way did return some of that 50% cut (now at \$48,000), but we anticipate that this and other funding sources are going to fluctuate in the coming year. We plan to aggressively seek other funding sources.

If you are aware of “outside” funding sources that will expire or be reduced on a set cycle or date, please note those below and how you are planning for them.

We are not aware of any outside funding sources that will expire or be reduced on a set cycle or date.

Please detail any identified agency needs or areas of concern that are currently not being addressed in your funding request.

The continuing need in our office is for more staff attorneys. Since we turn away approximately two out of every three applicants due to our lack of staffing, we are able to meet only a small fraction of the most critical civil legal needs of indigent clients in this area. There is no right to a free attorney in civil legal matters, so that means that when we reject an applicant, there is no alternative which could provide free legal help in civil matters. Our funding request in this application asks for level funding in order to safeguard our current level of staffing, but the overwhelming need in our organization is for more advocates to take on more cases. We serve the PD 16 region (containing fifteen courts) with just 3.8 FTE attorneys.

Regional Funding

Fiscal Year 2018 - Partner Funding Application

Legal Aid Works (Formerly Rappahannock Legal Services)

Application Status: Submitted

Legal Aid Works (Formerly Rappahannock Legal Services) Legal Aid Works (Formerly Rappahannock Legal Services) Civil Legal Representation Program

Program Budget Narrative

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Please indicate in details reasons for increases or decreases in the amounts requested for FY 2018.

N/A We are asking for level funding.

If an increase is being requested, please describe the impact not receiving an increase would have on the program.

N/A

In particular, please describe in detail if any increase is sought for new positions or personnel.

N/A

Legal Aid Works (Formerly Rappahannock Legal Services) -

Collaborative Impact

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Efforts and Partnerships

Describe in detail examples of collaborative efforts and key partnerships between your program and the other programs or agencies in the area.

LAW collaborates with active key partnerships with several agencies. Our key partnerships include working with EmpowerHouse (representing some of their clients in need of protective orders and training their shelter staff on legal rights); RCASA (advising their rape crisis clients on family law and immigration matters); Thurman Brisben Center (regular talks to their residents on tenants' legal rights); Micah Ministries (advising their staff on tenants' legal rights, accepting many referrals from their programs); active participant in Council of Executives, a group of nonprofit leaders which shares best practices in nonprofit governance; active participant in Rappahannock Area Domestic Violence Task Force (area law enforcement, Commonwealth's Attorney and nonprofit groups that work with victims of domestic violence).

Collaborative Impact

Describe in detail how the community would be impacted if your program were dissolved or merged with another partner agency.

LAW is the sole agency in PD 16 giving legal help to indigents in the civil justice system. Confused litigants representing themselves slow the court system as they struggle with how to present their cases, thus slowing the systems for everyone. There is no right to a free lawyer in civil matters, so without LAW, these vulnerable clients would be left to figure out a complex system on their own. Without a legal aid agency assisting the most vulnerable in our community, it would be impossible to achieve the standard of equal access to justice for all. If LAW merged with another partner agency, no other agency could deliver the critical legal help a law firm like LAW could achieve. Other agencies would have to hire attorneys, provide malpractice insurance, state bar membership dues and other costs of running a law office, and would have to consider difficult ethics issues such as the requirement of setting up screenings for conflicts of interest.

Legal Aid Works (Formerly Rappahannock Legal Services) -

Program Overview

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General Information

Program Name Legal Aid Works (Formerly Rappahannock Legal Services) Civil Legal Representation Program

Is this a new program? No

Program Contact

Name Ann H. Kloeckner

Title Executive Director

Email akloeckner@LegalAidWorks.org

Phone (540) 371-1105 x116

Program Purpose / Description

Provide an overview of this program

We exist to fill the justice gap, leveling the playing field for those who cannot afford an attorney when they face a civil legal matter, such as obtaining a civil protective order, custody or support; stopping an illegal eviction or foreclosure; or being denied a benefit to which they are entitled. We educate the low-income community about their legal rights in civil matters.

Client Fees

Please describe the fees clients must pay for the services by this program.

N/A

Justification of Need

Please state clearly why this service should be provided to the citizens of the region and why

the localities should consider this funding request.

We are the only agency that offers these services. When we get a protective order, an enforceable support order or get unemployment benefits for a client, we help stabilize the community. With their rights protected, clients become self-supporting citizens and the PD16 social services system has fewer clients in crisis who use resources. We assist the court system by representing people who could not afford a lawyer. In a difficult economic climate, our efforts have brought in much needed support orders or benefits for your residents. In FY16, we handled 477 cases, helped 1155 PD16 residents, assisting 59 clients in domestic violence cases, & securing the following benefits: \$390,186 in child and spousal support awards; \$341,919 avoided in bankruptcy, consumer and housing matters; \$31,056 awarded in unemployment payments; \$2,248 avoided in medical bills that should have been covered by Medicare; \$4,220 avoided in filing fees & \$116,760 in increased Food stamps/SSDI/SSI awards.

If this is a new program, be sure to include the benefits to the region for funding a new request.

N/A

Target Audience and Service Delivery

Describe the program's intended audience or client base and how those clients are served.

LAW represents people who are under 125% of the Federal poverty guidelines with civil legal matters. According to the 2010 Census, Planning District 16 has 25,829 citizens whose income level makes them eligible for our services. For an average family with one parent and two children, the monthly income limit would be approximately \$1,930. LAW serves all of PD16 (Spotsylvania County, City of Fredericksburg, Caroline County, King George County and Stafford County) from our office in Fredericksburg. In addition, RLS serves all of Planning Districts 9 (Culpeper, Fauquier, Madison, Orange, Rappahannock Counties) from an office in Culpeper and Planning District 17 (The Counties of Lancaster, Northumberland, Richmond, and Westmoreland) and parts of Planning District 18 (Essex, King & Queen and King William Counties) from our Tappahannock office.

If your program has specific entry or application criteria, please describe it here.

Clients must be under the 125% of the Federal poverty guidelines. We only help those with civil legal matters.

Legal Aid Works (Formerly Rappahannock Legal Services) -

Number of Individuals Served

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Localities

Please provide the actual numbers of individuals served in this program during FY2016 and the projected numbers of individuals to be served in FY2018.

Locality	FY2016 (Actual)	FY2018 (Projected)
Fredericksburg City	102	61
Caroline County	101	60
King George County	58	40
Spotsylvania County	485	290
Stafford County	409	245
Other Localities	848	508
Total	2,003	1,204

Legal Aid Works (Formerly Rappahannock Legal Services) -

Goals and Objectives

Goals

Goal:

Provide legal services for indigent clients who were wrongly denied unemployment benefits. In the recent difficult economic situation, unemployment benefits cases are vitally important to struggling individuals. We are hoping to take a similar number of cases in this area in the following fiscal year, in order to assist at-risk residents of Planning District 16 who have lost their jobs.

Objectives	Objective Results	Year End	Baseline
Provide advice and representation for those who were wrongly denied unemployment benefits.	Total # Clients Served	13	13
	Total # Clients Achieved/Successful	4	4
	% Achieved / Successful	30.77	30.77
Provide advice and representation for indigent clients to obtain back awards and monthly continuing awards of unemployment benefits that were wrongfully denied to them.	Total # Clients Served	13	13
	Total # Clients Achieved/Successful	6	6
	% Achieved / Successful	46.15	46.15

Outcomes Narratives

Explanation & Overview

If your outcomes are significantly less than your stated objectives, please note any reasons why this might be the case

N/A

Updates for FY2018

Please note any changes you plan to make to the program, or the stated goals and objectives, given the data you have reported

N/A

If you are restating the goals or objectives for FY 2018, please include those here

N/A

Goal:

Provide legal services for victims of domestic violence. We help stabilize & keep the family safe by obtaining protective orders, we also seek child & spousal support. We anticipate the numbers will continue at a high level, due to the stressors tough economic situations create. If the family needs to sort out issues of child custody & visitation, we are able to provide full assistance to the family. Also, we assist the DV victim with other legal matters, such as housing and immigration.

Objectives

Provide advice and representation for victims of domestic violence to obtain protective orders against their abusers.

Objective Results	Year End	Baseline
Total # Clients Served	59	59
Total # Clients Achieved/Successful	38	38
% Achieved / Successful	64.41	64.41

Provide advice and representation for victims of domestic violence to obtain enforceable orders of child and spousal support against their abusive partner.

Total # Clients Served	69	69
Total # Clients Achieved/Successful	40	40
% Achieved / Successful	57.97	57.97

Outcomes Narratives**Explanation & Overview**

If your outcomes are significantly less than your stated objectives, please note any reasons why this might be the case

N/A

Updates for FY2018

Please note any changes you plan to make to the program, or the stated goals and objectives, given the data you have reported

N/A

If you are restating the goals or objectives for FY 2018, please include those here

N/A

Legal Aid Works (Formerly Rappahannock Legal Services) -

Program Budget

Please detail below the budget request for your program.

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Expenses

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Salary	179,201.82	233,941.00	233,941.00
Benefits	49,608.78	64,106.73	64,106.73
Operating Expenses	60,560.12	66,849.52	66,849.52
Capital Expenses	0.00	0.00	0.00
Total	289,370.72	364,897.25	364,897.25

Revenues

	FY 2016 Actual	FY 2017 Budgeted	FY 2018 Requested
Caroline	1,500.00	1,500.00	1,500.00
Fredericksburg	29,380.00	29,380.00	29,380.00
King George	4,403.00	0.00	4,403.00
Spotsylvania	28,684.00	28,684.00	28,684.00
Stafford	32,445.00	32,445.00	32,445.00
United Way	48,000.00	48,000.00	48,000.00
Grants	137,357.07	218,888.25	214,485.25
Client Fees	0.00	0.00	0.00
Fundraising	0.00	0.00	0.00
Other (Click to itemize)	7,601.65	6,000.00	6,000.00
Total	289,370.72	364,897.25	364,897.25

Surplus / Deficit

	FY 2016 Actual	FY 2017 Budgeted	FY 2018 Requested
Surplus or Deficit	0.00	0.00	0.00