

## Regional Funding

### Fiscal Year 2019 - Partner Funding Application

#### Legal Aid Works (Formerly Rappahannock Legal Services)

#### Agency Information

##### General Information

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

##### Agency Mission Statement

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

<b>Number of Years in Operation</b>	44
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##### Main Contact

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

##### Localities Served

*Please select any/all localities your agency serves.*

<b>Caroline</b>	<input checked="" type="checkbox"/>
<b>Fredericksburg</b>	<input checked="" type="checkbox"/>
<b>King George</b>	<input checked="" type="checkbox"/>
<b>Spotsylvania</b>	<input checked="" type="checkbox"/>
<b>Stafford</b>	<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 44 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**

This case illustrates the many ways a family law client can be assisted. First, a Legal Aid Works attorney represented a client in her request to obtain a domestic violence protective order against her abusive husband to whom she had been married for 15 years. He had burst into her home after she had told him not to enter, and then he threatened to kill her. This threat was corroborated by his paramour, with whom he had been having an affair. Client's husband has an extensive history of substance abuse, including alcohol, marijuana and cocaine. After obtaining a final protective order for the client against her husband, the LAW staff attorney represented her to obtain custody, child and spousal support. She obtained an enforceable order for over \$6,000 in arrears and a monthly child and spousal support order of \$1,500.

### **Example 2**

Clients were served with a Warrant In Debt summons by a prior landlord who claimed an extensive list of damages which he asserted were caused by our clients. The clients believed that the landlord filed that Warrant In Debt claim as retaliation for their (unsuccessful) small claims action which they had filed previously. The landlord claimed that our clients owed back rent, late fees, toilet seat and door replacement, house cleaning, etc., for a total of \$1,324, above the \$1,300 of the security deposit. The Legal Aid Works attorney argued successfully that 1) there were charges not authorized by the lease; 2) there was no proof provided by the prior landlord of any of the expenses he claimed that he had incurred; and 3) all his claims were made more than 45 days after the end of the tenancy. These arguments supported a successful motion to dismiss filed on behalf of our clients.

### **Example 3 (Optional)**

Our client was employed for 1.5 years but was terminated over a dispute regarding meals for him and his team that he had paid for, but not before the meals were eaten, due to having worked overtime during a blizzard when all credit card machines were not functioning. Once he had paid for the meals the next day, he was terminated. While representing himself, he lost his claim for unemployment benefits at the deputy hearing level. Legal Aid Works staff attorney represented the client at the telephonic hearing, at which the deputy's decision was reversed, allowing our client to secure unemployment compensation payments.



## Legal Aid Works (Formerly Rappahannock Legal Services)

### Agency Budget Narrative

#### 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 \$116,866, approximately 19% 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 14% 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 \$52,000), 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 4.8 FTE attorneys.

## Legal Aid Works (Formerly Rappahannock Legal Services)

### Agency Total Budget

*In the boxes below provide an overview of the administrative costs associated with your total agency budget.*

#### Expenses

	<b>FY 2017 Actual</b>	<b>FY 2018 Budgeted</b>	<b>FY 2019</b>
Salary	689,535.51	838,521.27	838,521.27
Benefits	192,066.96	234,093.52	234,093.52
Operating Expenses	132,502.32	132,202.80	132,202.80
Capital Expenses	0.00	0.00	0.00
Other Expenses	148,170.83	75,500.00	80,000.00
Total	1,162,275.62	1,280,317.59	1,284,817.59

#### Revenues

*Please include revenue associated with your entire organization. This section represents the TOTAL revenue your organization is receiving. The revenue associated with specific programs will be listed within your program budgets; this section represents total revenues. (For example if your organization requests funding for multiple programs the total amount requested from each locality or other entities goes within this section)*

	<b>FY 2017 Actual</b>	<b>FY 2018 Budgeted</b>	<b>FY 2019</b>
Caroline	1,500.00	1,500.00	1,500.00
Fredericksburg	29,380.00	29,380.00	29,380.00
King George	0.00	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	52,000.00	52,000.00
Grants	934,976.10	1,084,424.60	1,084,424.60
Client Fees	0.00	0.00	0.00
Fundraising	86,867.12	39,300.00	39,300.00
Other (Click to itemize)	28,522.30	13,000.00	13,000.00
Total	1,190,374.52	1,280,733.60	1,285,136.60

#### Surplus / Deficit

	<b>FY 2017 Actual</b>	<b>FY 2018 Budgeted</b>	<b>FY 2019</b>
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Surplus or Deficit	28,098.90	416.01	319.01
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## **Legal Aid Works (Formerly Rappahannock Legal Services)**

### **Locality Information**

#### **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 FY17 – 46

Total People helped – 64 Adults, 72 Children

Monthly awards \$5,391.00, Annualized (All support orders) \$64,692.

Lump sum avoided \$2,983.00. 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 \$64,692 and avoid \$2,983.00.

#### **City of Fredericksburg**

Total City of Fredericksburg Cases in FY17 – 63

Total People helped – 72 Adults, 89 Children

Lump sum awards \$6,614.00, Monthly awards \$5,683, Annualized (All support orders) \$74,810.00.

Lump sum avoided \$1,045.00. 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 \$74,810.00 and avoid \$1,045.00.

#### **King George County**

Total King George County Cases in FY17 – 25

Total People helped – 31 Adults, 49 Children

Lump sum awards \$3,794.00, Monthly awards \$1,359.80, Annualized (All support orders) \$20,111.60.

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 \$20,111.60.

#### **Spotsylvania County**

Total Spotsylvania County Cases in FY17 – 159

Total People helped – 210 Adults , 264 Children

Lump sum awards \$34,599.30, Monthly awards \$11,613.78, Annualized (All support orders) \$173,964.66.

Lump sum avoided \$18,322.30, Monthly avoids \$60.00, Annualized \$19,042.30. 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 \$173,964.66 and avoid \$19,042.30.

#### **Stafford County**

Total Stafford County Cases in FY17 – 115

Total People helped – 150 Adults, 204 Children

Lump sum awards \$18,609.95, Monthly awards \$4,738.43, Annualized (All support orders) \$75,471.11.

Lump sum avoided \$9,167, Annualized \$9,167. 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 \$75,471.11 and avoid \$9,167.

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

## Program Overview

*You may save your work at any time by clicking on the "Save My Work" link/icon at the bottom or top of the page.*

*When you have completed all questions on the form, select the "Save My Work and Mark as Completed" link/icon at the bottom or top of this page.*

*You may also SWITCH between forms in this application by using the SWITCH FORMS feature in the upper right corner. When switching forms, any updates to the existing form will automatically be saved.*

## General Information

<b>Program Name</b>	Legal Aid Works (Formerly Rappahannock Legal Services) Civil Legal Representation Program
<b>Is this a new program?</b>	No

## Program Contact

<b>Name</b>	Ann H. Kloeckner
<b>Title</b>	Executive Director
<b>Email</b>	akloeckner@LegalAidWorks.org
<b>Phone</b>	(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.

Our clients are indigent and do not pay a fee for our services.

## 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 FY17, we handled 446 cases, helped 1315 PD16 residents, assisting 56 clients in domestic violence cases, & securing the following benefits: \$390,101 in child and spousal support awards; \$6,400 avoided in bankruptcy, \$3,624 awarded & \$31,517 avoided in consumer and housing matters; \$27,480 awarded in unemployment payments.

**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 \$2,127. 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, LAW 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) - Legal Aid Works (Formerly Rappahannock Legal Services) Civil Legal Representation Program**

**Program Budget Narrative**

**Please indicate in detail reasons for increases or decreases in the amounts you are requesting.**

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

**Program Specific Budget**

*Please provide your program specific budget below.*

**Expenses**

	<b>FY 2017 Actual</b>	<b>FY 2018 Budgeted</b>	<b>FY 2019</b>
Personnel	292,098.39	335,343.06	335,343.06
Benefits	57,946.11	90,463.69	90,463.69
Operating Expenses	73,197.38	75,420.19	75,420.19
Capital Expenses	0.00	0.00	0.00
<b>Total</b>	<b>423,241.88</b>	<b>501,226.94</b>	<b>501,226.94</b>

**Revenues**

*This section represents revenue specifically associated with your program. Revenue that supports the implementation of your program and the services provided to the community.*

	<b>FY 2017 Actual</b>	<b>FY 2018 Budgeted</b>	<b>FY 2019</b>
Caroline	1,500.00	1,500.00	1,500.00
Fredericksburg	29,380.00	29,380.00	29,380.00
King George	0.00	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	52,000.00	52,000.00
Grants	281,509.33	352,217.94	347,814.94
Client Fees	0.00	0.00	0.00
Fundraising	0.00	0.00	0.00
Other (Click to itemize)	1,723.55	5,000.00	5,000.00
<b>Total</b>	<b>423,241.88</b>	<b>501,226.94</b>	<b>501,226.94</b>

**Surplus / Deficit**

	<b>FY 2016 Actual</b>	<b>FY 2017 Budgeted</b>	<b>FY 2018 Requested</b>
Surplus or Deficit	0.00	0.00	0.00

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

[View Diagram](#) **Goals and Objectives**

**Goals**

**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.**

<b>Objectives</b>	<b>Objective Results</b>	<b>Year End</b>	<b>Baseline</b>
<b>Provide advice and representation for victims of domestic violence to obtain protective orders against their abusers.</b>	Total # Clients Served	56	59
	Total # Clients Achieved/Successful	23	38
	% Achieved / Successful	41.07	64.41
<b>Provide advice and representation for victims of domestic violence to obtain enforceable orders of child and spousal support against their abusive partner.</b>	Total # Clients Served	27	69
	Total # Clients Achieved/Successful	13	40
	% Achieved / Successful	48.15	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**

**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**

FOR ANN KLOECKNER

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

**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.

<b>Objectives</b>	<b>Objective Results</b>	<b>Year End</b>	<b>Baseline</b>
<b>Provide advice and representation for those who were wrongly denied unemployment benefits.</b>	Total # Clients Served	11	13
	Total # Clients Achieved/Successful	10	4
	% Achieved / Successful	90.91	30.77
<b>Provide advice and representation for indigent clients to obtain back awards and monthly continuing awards of unemployment benefits that were wrongfully denied to them.</b>	Total # Clients Served	10	13
	Total # Clients Achieved/Successful	7	6
	% Achieved / Successful	70	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

**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

We plan no changes to this program.

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

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

**Number of Individuals Served**

**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.*

<b>Locality</b>	<b>FY2017 (Actual)</b>	<b>FY2019 (Projected)</b>
Fredericksburg City	161	120
Caroline County	136	100
King George County	80	65
Spotsylvania County	474	410
Stafford County	354	310
Other Localities	110	100
Total	1,315	1,105

# **Legal Aid Works (Formerly Rappahannock Legal Services) - Legal Aid Works (Formerly Rappahannock Legal Services) Civil Legal Representation Program**

## **Collaborative Impact**

### **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). We also have assigned a paralegal to conduct intake and community education at Empowerhouse every month.

## **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.