

Legal Aid of Arkansas  
Board of Directors Meeting  
Saturday, September 10, 2016  
9:00 A.M.



Craighead County Bar Library  
321 South Church Street  
Jonesboro, Arkansas 72401

# Legal Aid of Arkansas

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Full Packet and updates are published at <http://arlegalaid.org/board-packet.html>

**TOLL FREE  
1-800-967-9224**

**TELEPHONE  
1-870-972-9224**

**HELPLINE  
1-800-952-9243**

**www.arlegalaid.org**

**Arkansas Children's Hospital**  
1 Children's Way, Slot 695  
Little Rock, AR 72202-3500  
501-978-6479 – Fax

**Harrison**  
205 W. Stephenson Ave.  
Harrison, AR 72601  
800-967-9224 – Fax

**Helena-West Helena**  
622 Pecan  
Helena, AR 72342  
870-338-9834 – Fax

**Jonesboro**  
714 South Main Street  
Jonesboro, AR 72401  
870-910-5562 – Fax

**Newport**  
202 Walnut Street  
Newport, AR 72112  
870-523-9892 – Fax

**Springdale**  
1200 Henryetta  
Springdale, AR 72762  
479-751-0002 - Fax

**West Memphis**  
310 Mid Continent Plaza  
Suite 420  
West Memphis, AR 72301  
870-732-6373 – Fax

August 29, 2016

RE: Board of Directors Meeting

Dear Board Member:

The Legal Aid of Arkansas Board of Directors will meet at **9:00 a.m.** Saturday, September 10<sup>th</sup> at the Craighead County Law Library in Jonesboro, Arkansas. The Law Library is located at 321 S. Church Street, Jonesboro, AR. Board members may also participate by conference call using the attached instructions. Lodging on Friday night is provided for those traveling 100 miles or more. Please contact me if you wish me to take care of lodging arrangements on your behalf.

In an effort to reduce the cost of postage and the amount of paper used to distribute materials for discussion at the Board meeting, the documents have been posted online and are being mailed only to Board members who might not have internet access or have requested they be mailed. To access the online documents, go to <http://arlegalaid.org/board-packet.html> .

If you have any questions or prefer to have a packet mailed to you, please contact me by phone at 1-800-967-9224, x4311, or by e-mail at [eking@arlegalaid.org](mailto:eking@arlegalaid.org).

Sincerely,

Elizabeth King  
Administrative Assistant/HR Manager

/eak  
Encl.

## **PARTICIPATING BY CONFERENCE CALL/GO TO WEBINAR**

Dial 1-866-625-9936

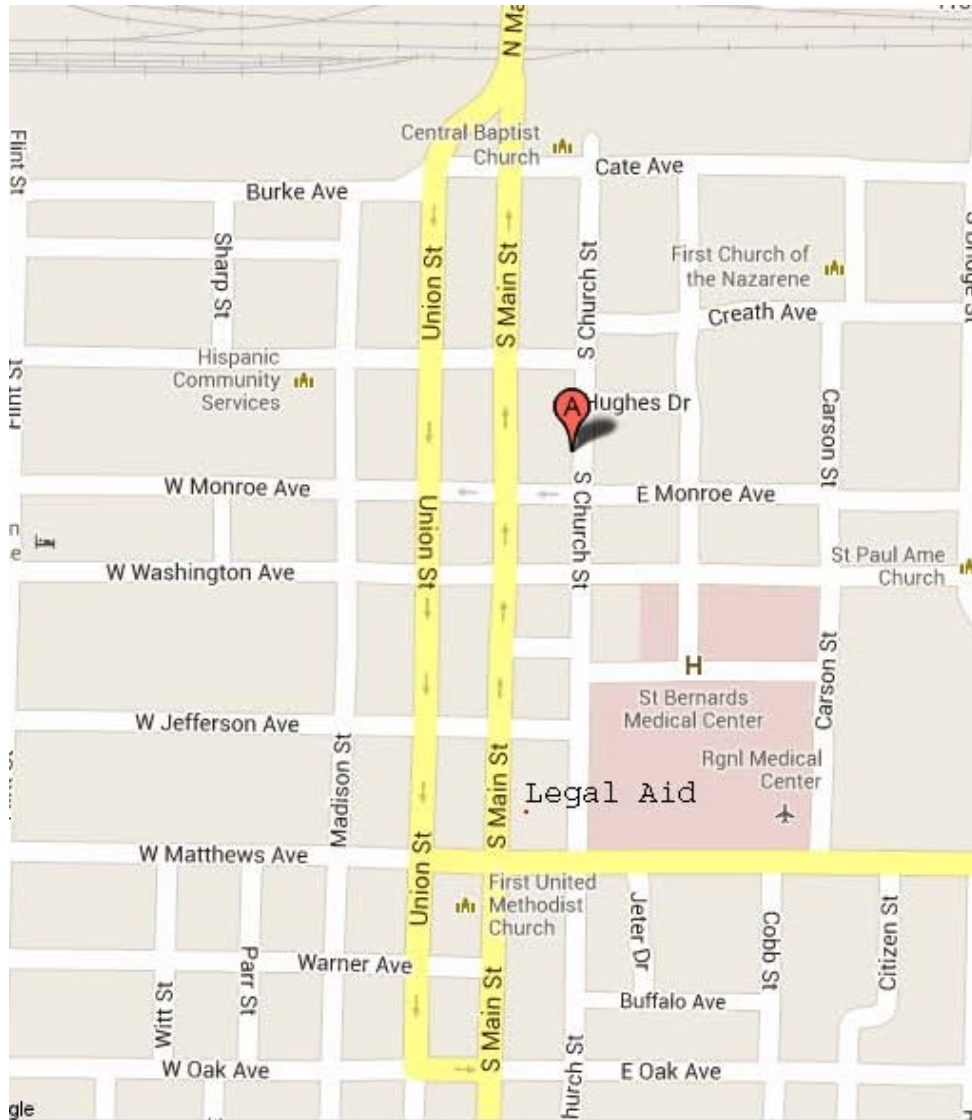
Enter Guest Pin 21154265

*Following are some guidelines to make a conference call run smoothly:*

- **Call in/log in a little early.** Call in a few minutes prior to the scheduled conference call time to eliminate a last minute rush.
- **Identify yourself.** Make sure to state your name clearly before speaking or voting since the meeting minutes must identify speakers.
- **Speak loudly and clearly.** You will need to speak more loudly than you would in a regular person-to-person conversation.
- **Request the Board Chair's acknowledgement.** To ensure that you are heard when you have something to say, ask the Board Chair for the floor. After you are acknowledged, you can be sure that you are being heard.
- **If you can't hear someone, speak up and let the Board Chair know.**

DIRECTIONS

The board meeting will be held in the Craighead County Law Library, 321 S. Church Street, Jonesboro. Marked as “A” on the map.



**AGENDA**  
**BOARD OF DIRECTORS MEETING**  
**September 10, 2016**

1. Call to Order (Mr. McLarty)
2. Approval of Minutes of June 25, 2016 Meeting (Mr. McLarty)
3. Committee Reports
  - Personnel/Client Grievance Committee (Mr. Price)
4. Financial Report (Mr. Bowman)
5. Revisions to Bank Accounts-Authorized Signors (Ms. King)
6. Policy Adoptions and Updates
  - a. Contracting Policy and Procedures
  - b. Electronic Banking Policy
  - c. Section 3010(D) of Personnel Policy Manual Re-Employment
7. Housing Workgroup Report (Mr. Auer)
8. Director's Report (Mr. Richardson)
9. Old/New Business (Mr. McLarty)
10. Adjournment (Mr. McLarty)

**LEGAL AID OF ARKANSAS  
BOARD OF DIRECTOR'S MEETING  
June 25<sup>th</sup>, 2016**

A meeting of the Board of Directors of Legal Aid of Arkansas (Legal Aid) was held at 9:00 a.m. Saturday, June 25, 2016 via phone and video.

The formal agenda was as follows:

1. Call to Order (Ms. Cung)
2. Approval of Minutes of March 26, 2016 Meeting (Ms. Cung)
3. Bradley Ledgerwood & Ethel Jacobs vs. DHS (Mr. De Liban)
4. Legal Services Corporation Grant Submission (Mr. Richardson)
5. Financial Report (Mr. Stillwell)
6. Director's Report (Mr. Richardson)
7. Old/New Business (Ms. Cung)
8. Adjournment (Ms. Cung)

Present via conference call were Dennis Blackmore, Neal Burns, Lori Chumbler, Niki Cung, John Deitenbeck, Pamela Haun, Jim McLarty, Val Price, Faye Reed, Curtis Walker, Kandy Webb and Ron Wilson. Legal Aid staff in attendance included Lee Richardson, Executive Director; Elizabeth King, HR/Admin Asst.; Heather Hersh, Ozark Regional Manager; Kevin De Liban, Staff Attorney and Lynda Ware, Paralegal.

Board Chair Niki Cung called the meeting to order and stated that while waiting for a quorum we would move to item three on the agenda, Bradley Ledgerwood & Ethel Jacobs vs. DHS.

Kevin De Liban gave a report on the case filed in Federal Court against DHS on the claims of Constitutional Due Process Requirement for Adequate Notice, Violation of Medicaid Act, Constitutional Due Process Requirements for Ascertainable Standards, Violation of the American with Disabilities Act and Violation of Section 504 of the Rehabilitation Act.

Ms. Cung asked for any further questions or discussion regarding Mr. De Liban's report. She asked that Mr. De Liban give an update at the September meeting.

Ms. Cung moved to item four on the agenda, Legal Services Corporation Grant Submission.

Mr. Richardson stated that we have to submit a substantial grant application every three years which is a competitive grant application. He does not believe there is any competition but we have to complete the application as if there was. The application is included in the packet for the board to review. He stated that the grant basically lays out everything we are doing or will do over the next three years. He stated that LSC will award us a one to three year grant and we expect they will award a three year grant without any problems. He stated that this was submitted about a month ago and we expect the final decision in November.

Ms. Cung asked for questions regarding the Legal Services Corporation Grant Submission.

Ms. Cung stated that we now have a quorum and she would return to item two on the agenda, Approval of Minutes of March 26, 2016 Meeting.

She asked for questions regarding the minutes. Hearing none, she called for a motion.

A motion was made by Kandy Webb, seconded by Val Price to approve the Minutes of the March 26, 2016 Meeting. The motion carried with none opposed.

Ms. Cung moved to item five on the agenda, Financial Report.

Mr. Richardson presented the financial report stating that the last month we currently have closed out is March and we are currently working to get caught up on month end for April and May. He stated that once we have those in hand we will pass them on to the Audit/Finance Committee for review. He stated that as of Friday, June 24<sup>th</sup> our cash flow is in good shape with \$803,772.49 in our bank accounts, exclusive of client trust, and there are no concerns at this time.

Ms. Cung asked for any questions regarding the Financial Report, hearing none she called for a motion.

A motion was made by Jim McLarty, seconded by Lori Chumbler to approve the Financial Report. The motion carried with none opposed.

Ms. Cung moved to item six on the agenda, Director's Report.

Mr. Richardson stated that there are a few additions to the Director's Report he wanted to mention. He stated that there will be a joint board retreat October 28<sup>th</sup> and 29<sup>th</sup> with the Arkansas Access to Justice Foundation, Arkansas Access to Justice Commission and the Center for Arkansas Legal Services. He stated that this is something we can participate in if we would like to, but we do not have to. He further stated that he believes it will be a training and planning type event and he wanted to gauge this board's interest in participating in this joint board retreat. Ms. Cung stated that once Mr. Richardson has more information to please share with the Board and she would encourage any Board members that are able to participate in the joint meeting. Mr. Wilson stated he would be interested in attending

Mr. Richardson stated that plans are moving forward for the 50<sup>th</sup> anniversary celebration in 2017, he stated that there has been a joint meeting held with the Center for Arkansas Legal Services and the Access to Justice Foundation and Access to Justice Commission since our last board meeting. He stated that contact has been made with some of Secretary Clinton's people in some manner through Justin Tuck and someone at the Clinton School and we are following that up with a formal invitation letter. He stated that it seems a bit more optimistic that we might be able to get Secretary Clinton to come be part of this in 2017.

Mr. Richardson stated that in regards to fundraising, we have submitted a HUD Fair Housing Grant application for around \$270,000 to create a Fair Housing program in Arkansas.

Mr. Richardson stated that since this report was made we have been awarded the AmeriCorps state grant with eight positions that we are now seeking to fill. These members will start in October with



four being in Legal Aid of Arkansas' service are and four in the Center for Arkansas Legal Services service area.

In regard to staff changes Mr. Richardson stated that Robyn Brown in the Jonesboro office has given notice and will be attending grad school and she will be leaving at the end of July. Tyler Farrar, a housing attorney in the Springdale office gave notice yesterday that he has accepted a position at the University of Arkansas as their Title IX counsel. We will be actively seeking to fill both of those positions.

He asked for any questions regarding the Director's Report.

Hearing none, Ms. Cung moved to item seven on the agenda, Old/New Business.

In regard to New Business Mr. Price asked that the board move into Executive Session.

The Board moved into Executive Session.

The Board reconvened following the Executive Session.

Ms. Cung asked for any further New Business.

Ms. King stated that due to some changes in financial duties there were some check signer changes that are needed. She requested the following changes:

Centennial Bank Signers to Add:

- La Kesia Morrison
- Heather Hersh
- Heidi Jamison
- Susan Purtle

Centennial Bank Signers to Remove:

- Robyn Brown

Iberia Bank Signers to Add:

- La Kesia Morrison

Iberia Bank Signers to Remove:

- Robyn Brown
- Tyler Farrar

A motion was made by Val Price seconded by Curtis Walker to approve the changes in check signers as stated by Ms. King. The motion carried with none opposed.

Ms. Cung asked if there was any Old Business to discuss.

Mr. McLarty gave an update on the conclusion of the Newport Building litigation.

Mr. Price reminded the board of the upcoming meetings:

September 10<sup>th</sup> in Jonesboro  
December 10<sup>th</sup> in Northwest Arkansas

Hearing no more business, Ms. Cung asked for a motion to adjourn.

A motion was made by Jim McLarty, seconded by Curtis Walker to adjourn the meeting. The motion carried with none opposed.

DATED: \_\_\_\_\_, 2016

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Secretary  
Board of Directors  
Legal Aid of Arkansas

**LEGAL AID OF ARKANSAS**  
 ACTUAL REVENUE & EXPENDITURES  
 FOR THE PERIOD JANUARY 1 THRU AUGUST 31, 2016

Line#	Revenue:	2016 Revised Budget	2016 Budget	Aug 2016 Actual	Dec 2015 Actual
1	LSC BASIC GRANT	\$1,480,844.00	\$1,374,008.00	\$987,228.00	\$1,495,419.00
2	Ark Adm Justice Funds	\$250,213.86	\$250,213.86	\$166,809.20	\$250,213.80
3	IOLTA	\$20,000.00	\$20,000.00	\$20,000.00	\$0.00
4	Adm Office of Crts-Parental Counsel	\$0.00	\$0.00	\$0.00	\$0.00
5	Ark Community Foundation	\$1,000.00	\$1,000.00	\$0.00	\$2,700.00
6	Americorps (Includes CALS Funds and Summer Project)	\$50,342.55	\$50,342.55	\$52,299.40	\$17,554.18
7	STOP/VAWA/VOCA	\$77,000.00	\$77,000.00	\$45,500.00	\$67,801.51
8	Modest Means	\$0.00	\$0.00	\$300.00	\$50.00
9	IRS-LITC	\$60,000.00	\$60,000.00	\$25,000.00	\$58,406.77
10	IOLTA-Housing Foreclosure	\$225,000.00	\$211,618.00	\$168,750.00	\$225,000.00
11	MLP-EJW&ACH&-2016	\$100,600.00	\$90,600.00	\$56,762.52	\$81,056.38
12	AR CARE	\$50,000.00	\$0.00	\$50,000.00	\$0.00
13	ST VINCENT	\$20,000.00	\$0.00	\$0.00	\$0.00
14	Equal Justice Works	\$48,400.00	\$48,400.00	\$18,615.40	\$48,400.00
15	AAA-White River	\$2,500.00	\$2,500.00	\$1,656.25	\$3,062.50
16	AAA-East Arkansas	\$35,000.00	\$25,753.00	\$17,500.00	\$39,025.00
17	AAA NWA	\$9,112.00	\$9,112.00	\$4,205.75	\$10,562.50
18	UW-Boone Cnty	\$1,500.00	\$1,500.00	\$1,125.00	\$2,000.00
19	UW-Bly	\$2,500.00	\$2,500.00	\$2,000.00	\$2,500.00
20	UW-NW Ark	\$18,000.00	\$18,000.00	\$10,273.22	\$18,066.96
21	UW-NE Ark	\$15,565.00	\$15,565.00	\$10,376.32	\$15,564.48
22	UW-Independence Cnty	\$4,000.00	\$4,000.00	\$3,000.00	\$4,000.00
23	UW-Mid South	\$4,661.00	\$4,661.00	\$4,869.74	\$4,694.11
24	ADHS-DAAS	\$22,254.00	\$22,254.00	\$5,734.94	\$28,119.47
25	Donations	\$85,000.00	\$85,000.00	\$105,961.98	\$274,318.40
26	Interest income	\$2,000.00	\$2,000.00	\$1,877.29	\$1,887.92
27	Attorney fees	\$4,000.00	\$4,000.00	\$6,000.00	\$2,600.00
28	Other-(FReed\$600 & othr) -	\$0.00	\$0.00	\$0.00	\$600.00
29	Affordable Care Act ( 2016-UA.Navig.\$ +ACF \$	\$21,725.25	\$21,725.25	\$9,412.72	\$41,720.29
30	SNAP- Rev	\$0.00	\$0.00	\$0.00	\$34,799.00
31	Washington County Law Library	\$12,500.00	\$12,500.00	\$7,291.69	\$5,208.35
32	RACES-NEA LawDay & NWA Judicata	\$10,000.00	\$10,000.00	\$7,949.00	\$9,950.00
33	7 Hills.ServiceVetFamilies	\$0.00	\$0.00	\$0.00	\$6,109.16
34	TIG	\$0.00	\$0.00	\$0.00	\$0.00
<b>35</b>	<b>Revenue (excludes carryOver)</b>	<b>\$2,633,717.66</b>	<b>\$2,424,252.66</b>	<b>\$1,790,498.42</b>	<b>\$2,751,389.78</b>

**LEGAL AID OF ARKANSAS**  
 ACTUAL REVENUE & EXPENDITURES  
 FOR THE PERIOD JANUARY 1 THRU AUGUST 31, 2016

36	<b>Expenses:</b>	2016 Revised Budget	2016 Budget	Aug 2016 Actual	Dec 2015 Actual
37	Total-Attny(excludes AMC&EJW; Includes ACH/EJW-MLP)	\$1,133,011.23	\$1,048,646.15	\$751,363.18	\$1,211,944.55
38	Total-Paralegals	\$253,339.40	\$241,263.94	\$167,396.92	\$247,042.80
39	Total-Other	\$248,586.98	\$248,586.98	\$147,425.43	\$266,684.06
40	Total-Americorps	\$50,160.00	\$50,160.00	\$41,278.24	\$18,216.00
41	Total-EJW ( Living Allow&Suppl Benefits)	\$81,600.00	\$81,600.00	\$38,183.57	\$82,205.24
42	Benefits Budgeted (includes Americorp & EJW benefits)	\$367,054.18	\$354,500.55	\$203,940.89	\$331,148.64
43	<b>Grand Total of All Payroll</b>	<b>\$2,133,751.79</b>	<b>\$2,024,757.62</b>	<b>\$1,349,588.23</b>	<b>\$2,157,241.29</b>
44					
45	Space Rent (HA \$675, WM\$600, Helena \$500)	\$15,600.00	\$15,600.00	\$15,475.00	\$17,674.00
46	Space Other Expenses	\$26,364.00	\$26,364.00	\$23,652.70	\$34,811.64
47	Equipment Rental&Maint	\$18,146.00	\$18,146.00	\$9,550.12	\$11,465.27
48	Office Supplies	\$48,714.00	\$48,714.00	\$21,951.56	\$38,071.95
49	Postage /Printing	\$24,936.00	\$24,936.00	\$7,965.97	\$18,039.73
50	Communication Expense	\$68,000.00	\$68,000.00	\$40,690.88	\$59,858.50
51	Travel Board Members & Mtg Supplies	\$4,500.00	\$4,500.00	\$725.01	\$3,479.79
52	Travel Staff & Others	\$62,000.00	\$62,000.00	\$36,539.90	\$56,994.68
53	Training-Board Members	\$3,500.00	\$3,500.00	\$760.18	\$89.28
54	Training-Staff & Other	\$30,000.00	\$30,000.00	\$23,040.65	\$36,539.24
55	Library	\$14,000.00	\$14,000.00	\$9,084.08	\$16,241.33
56	Insurance-Prof Liab, Prop & Gen Liab	\$33,000.00	\$33,000.00	\$36,364.36	\$27,218.95
57	Dues & fees	\$16,500.00	\$16,500.00	\$13,670.00	\$15,538.00
58	Audit	\$15,000.00	\$15,000.00	\$12,700.00	\$15,000.00
59	Litigation	\$20,000.00	\$20,000.00	\$2,656.46	\$4,001.23
60	Advertising	\$6,000.00	\$6,000.00	\$2,612.15	\$2,700.68
61	Property Acquisition	\$15,000.00	\$15,000.00		\$0.00
62	Contract Services to Applicant to ALSP	\$0.00	\$39,500.00		\$42,000.00
63	Depreciation ( no affect on Cash)	\$14,114.18	\$14,443.15	\$14,114.18	14,443.15
64	Other (Contract Labor& uncollected 2014Catholic Charity A/R in 2015 )	\$2,000.00	\$2,000.00	\$1,737.90	\$13,090.36
65	RACE-NEA LawDay	\$4,500.00	\$4,500.00	\$3,724.12	\$4,587.45
66	TIG(Ben&Wages included above in Payroll Exp-"2014TIG Exp=\$8067")	\$0.00	\$0.00		\$1,810.00
67	SPG Bldg Loan Pmts ( interest Exp )	\$9,480.00	\$24,864.00	\$6,570.00	\$9,480.00
68					
69	<b>Total Non-Personnel Exp</b>	<b>\$451,354.18</b>	<b>\$506,567.15</b>	<b>\$283,585.22</b>	<b>\$443,135.23</b>
70					
71	<b>TOTAL EXPENSES</b>	<b>\$2,585,105.97</b>	<b>\$2,531,324.77</b>	<b>\$1,633,173.45</b>	<b>\$2,600,376.52</b>
72					
73	<b>Revenues over(under)Exp(excluding carryover)</b>	<b>\$48,611.69</b>	<b>(\$107,072.11)</b>	<b>\$157,324.97</b>	<b>\$151,013.26</b>
74	<b>Net Assets Beginning of Year ( includes PROPERTY &amp; Carryover/Reserves)</b>	<b>601,690.09</b>	<b>601,690.09</b>	<b>\$601,690.09</b>	<b>\$450,676.83</b>
75	<b>Net Assets at End of Year(includes PROPERTY&amp;carryover/Reserves)</b>	<b>650,301.78</b>	<b>494,617.98</b>	<b>759,015.06</b>	<b>601,690.09</b>

**LEGAL AID OF ARKANSAS**  
 ACTUAL REVENUE & EXPENDITURES  
 FOR THE PERIOD JANUARY 1 THRU AUGUST 31, 2016

76	Monthly Average Expenses >>>>>>>>>	\$215,425.50	\$210,943.73	\$204,146.68	\$216,698.04
77	Avr Monthly Exp in Unrestricted CarryOver(Reserves)	2.37	2.03	2.50	2.35

# LEGAL AID OF ARKANSAS, INC (LEGFND)

## Detailed Balance Sheet

As of: 8/31/2016

9/8/2016 5:11:18 PM

All Funds

Page 1

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### Assets

10-00-100	CASH - BANK OF FAYETTEVILLE	558,561.54
10-00-101	CASH-CENTENNIAL BANK-GENERAL	167,349.34
10-00-105	CASH-IN-BANK - B.O.F. LITC	20.00
10-00-107	CASH-IBERIA BANK MM	224,203.40
10-00-110	CLIENTS TRUST BANK ACCTS	13,715.36
10-00-150	LAND	8,000.00
10-00-151	BUILDINGS	505,799.34
10-00-155	FURNITURE & EQUIPMENT	122,201.89
10-00-170	LEASEHOLD IMPROVEMENTS	71,595.81
10-00-180	ACCUMULATED DEPRECIATION	(427,948.14)

### Total Assets

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**\$1,243,498.54**

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### Liabilities

10-00-204	CLIENTS TRUST	13,715.36
10-00-205	ACCRUED PAYROLL	72,742.76
10-00-207	SIT W/H - ARK	5,068.59
10-00-208	SIT WH - NC	722.57
10-00-209	SUTA PAYABLE	257.66
10-00-210	UNITED WAY W/H	325.00
10-00-212	MISC REIMBURSEMENT WH	50.00
10-00-213	GROUP INS. W/H & PAYABLE	(13,560.63)
10-00-214	RETIREMENT W/H & PAYABLE	115.88
10-00-220	ACCRUED LEAVE	67,531.17
10-00-240	DEFERRED SUPPORT	123,407.00
10-00-245	NOTE PAYABLE-FIRST SECURITY	214,108.12

### Total Liabilities

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**\$484,483.48**

### Net Assets

10-00-303	Net Assets-Property Restricted	24,782.00
10-00-304	NET ASSETS-DONATIONS RESERVE	75,000.00
10-00-305	NET ASSETS-DONATIONS-Unrestricted	434,513.00
10-00-306	Net Assets-Property Unrestricted	42,795.00
10-00-321	NET ASSETS-OTHR "ARCom.Foundtn.& SNAP"	24,600.00
10-00-322	Net Assets- misc/audit report rounding	0.09
	Excess Revenues Over Expenses	157,324.97

### Total Net Assets

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**\$759,015.06**

### Total Liabilities and Net Worth

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**\$1,243,498.54**

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**Client Trust Check Signer Changes:**

**Bank of Fayetteville/Famers Merchant Bank**

Add:

- Casey Trzcinski Sherman
- Allison Tank

Remove:

- Marshall Prettyman

**Centennial Bank**

Add:

- Casey Trzcinski Sherman
- Allison Tank

Remove:

- Marshall Prettyman

**Iberia Bank IOLTA Account**

Add:

- Casey Trzcinski Sherman
- Allison Tank

Remove:

- Marshall Prettyman

## **Legal Aid of Arkansas-Contracting Policy and Procedures**

### **1. Purpose**

The purpose of this policy is to establish a process for awarding contracts at a reasonable cost, using an open, fair, documented, and competitive process. Legal Aid of Arkansas, Inc. seeks to establish consistent and effective practices for price solicitations and contracting and to obtain the best quality for the best value, to establish appropriate authorization for the execution of contracts, and to guide Legal Aid employees in procuring contracts. This Policy does not govern the hiring of part-time contract attorneys or employees. Legal Aid has a separate property acquisition policy which covers capital additions which is found in the Accounting Manual and states as follows:

All expenditures for capital additions must be competitively priced prior to approval and ordering. Three telephone or internet quotes will be obtained for all purchases over \$1,000 and three written quotes for all purchases in excess of \$5,000. The selection of the vendor will depend upon quality, convenience, and service as well as price. The Executive Director must approve the final selection after reviewing the recommendations and proposals. This requirement may be waived in emergency situations. In such situations, the Executive Director or designee should be notified within 24 hours. It is understood that in some rural areas, sufficient vendors may not be available to obtain three quotes. It is also understood that multiple vendors may not be available for certain specialty products.

### **2. Executive Director Authorization**

- A.** The Executive Director has authority to develop administrative procedures to implement this policy. Procedures should ensure the fiscal responsibility of Legal Aid in expending resources for services. The procurement procedures of Legal Aid shall also be based on the requirements of grantors, when appropriate.
- B.** The Executive Director may execute contracts for services as may be necessary or appropriate to carry on the business and operations of Legal Aid. The approval of the Board of Directors shall be required with respect to the incurring of any contractual obligation, indebtedness or other liability of Legal Aid that is not included in the approved budget and is in excess of \$25,000 (except in the case of an emergency, in which case approval of the Executive Committee shall be sufficient approval).
- C.** Subgrants as defined in Part 1627 of the LSC Act involving more than \$25,000 of LSC funds must be approved by the Legal Services Corporation as provided in the regulation.



### **3. Definitions**

- A.** “Bid,” “call for bid” or “invitation to bid” means a process to request bids from more than one contractor. The call for bid may be a formal competitive bid as defined in subsection (B) of this section, or may be sought by invitation to bid from select contractors as defined by Legal Aid.
- B.** “Formal competitive bid” means a process of requesting, advertising and receiving more than one written bid from prospective contractors.
- C.** “Goods” includes material and supplies and has its ordinary meaning, i.e., articles of trade, wares, merchandise.
- D.** “Informal competitive quotes” are price quotes from prospective contractors that are not obtained by formal competitive bid.
- E.** “Professional services” are services provided by consultants that provide highly specialized expertise to solve a problem or render professional opinions, judgments, or recommendations. The labor and skill involved to perform these types of services may be predominantly mental or intellectual, rather than physical or manual. Examples include graphics design, advertising, analysis, financial expertise, accounting, artists, attorneys, bond brokers, technology consultants, insurance brokers, economists, planners, real estate services, etc.
- F.** “Administratively approved” means approval by the Executive Director, including prior approval by the Executive Director for the solicitation of bids and the execution of contracts by a designee.

### **4. General provisions**

- A.** *Policies Governing.* This policy shall govern the procurement of contracted services. Purchase or lease of equipment or other personal property shall follow procedures set forth in Legal Aid’s Accounting Manual.
- B.** *Legal Authorization Required.* The Executive Director may legally obligate Legal Aid to the payment of contract services, including expenditures obligated by purchase order. Individuals contracting for services on behalf of Legal Aid without proper authorization may be personally liable to the vendor and Legal Aid, and may be

subject to discipline, including termination.

**C.** *Grant Funds.* When a purchase or contract involves the expenditure of grantor funds or the receipt of federal or state grants, purchasing shall be conducted in accordance with any applicable grant, federal or state laws or regulations. If the appropriate and relevant federal or state laws or regulations vary from these guidelines, such laws or regulations should be followed. Questions regarding potential conflicts shall be addressed by the Executive Director.

**D.** *Contracts.* Contracts in excess of \$2,500 shall be in writing and shall specify with sufficient detail the services to be rendered, duration or term of the contract, and the full amount of the contract, including the hourly rate, if appropriate. At least two informal competitive quotes are required for contracts between \$2,500 and \$10,000. Contracts in excess of \$10,000 require three formal competitive bids.

**E.** *Contract Amendments.* Amendments must always be written and prepared as an amendment to the original contract.

**1.** Amendments whose purpose is to change the contract expiration date (duration or term) may be administratively approved by the Executive Director.

**2.** Amendments that result in the amended contract amount being in excess of the Executive Director's purchasing authority (\$25,000) may be administratively approved by the Executive Director if the amount is within the budget approved by the Board of Directors, including any contingency budget, otherwise, the amendment must be presented to the Board of Directors for approval.

**3.** Amendments whose purpose is to change the scope of work may be administratively approved by the Executive Director if the original contract was a contract approved under the Executive Director's authority, or within the budget approved by the Board of Directors, including any contingency budget; otherwise, the amendment must be presented to the Board of Directors for approval.

**F.** *Procurement Methods.* Allowable procurement methods include the use of

purchase orders, direct purchases, personal reimbursement, credit cards, and contracts, as long as those procurement methods are used in compliance with this policy. With appropriate security and internal controls these procurement methods may occur electronically.

**G.** *Signature Authority.* The Board of Directors shall approve all services and contracts over \$25,000 in cost by resolution. By adoption of this policy, the Board of Directors authorizes the Executive Director to execute contracts for services in the amount of \$25,000 or under.

1. The Executive Director is authorized to execute all contracts for services in any amount, wherein the Board of Directors has provided prior approval and/or the funds for the activity have been appropriated in the adopted annual budget, including any contingency budget.

2. The Executive Director may delegate signature authority to designees for purposes of efficiency, in an amount up to \$10,000. Such delegation shall be in writing, with a copy to the Fiscal Officer. The authority delegated shall be for the purpose of making purchases and contracting for items, programs and services appropriated by funds in the annual budget, including any contingency budget.

## **5. Services contracts**

**A.** *Threshold Limit for Competitive Bids.* Contract services costing more than \$2,500 will call for competitive bids (see Section D above). For items priced under \$2,500, the *Competitive Bid* process is not required. Pricing must include sales tax, delivery and installation charges, etc. Bid splitting, for purposes of remaining below the threshold for formal competitive bids, is prohibited.

**B.** *Contract Amount.* The cost of services must be inclusive of any required sales tax and related expenses, such as mileage, and other reimbursables. These contracts may be awarded on an informal competitive bid process and may include both contracts for professional and non-professional services.

**C.** *Sole Source Procurement.* When there is only one source for the required services, Legal Aid may engage in direct negotiations with that individual or agency. Similarly, Legal Aid may engage in direct negotiations with a particular

individual or agency in order to maintain compatibility or consistency with existing systems, or in other unique circumstances. Utilizing this provision should be done in consultation with the Executive Director. The written determination as to sole source will be placed in the contract file and maintained by the Fiscal Officer.

1. Sole source contracts are generally contracts to provide services to Legal Aid, including eligible clients or which provide such activities as client involvement, training or state support activities. This may also include fee for service arrangements, such as those provided by a private law firm or attorney providing legal assistance to Legal Aid.

**D.** *Contract Required.* All paid services performed on behalf of Legal Aid require entry into a contract for that service, with the exception of one-time limited services. For questions on the type of service that does not require a services contract, contact the Executive Director.

**E.** *Contract for Auditor Services.* For efficiency purposes, contracts with Auditing CPA firms are required to be bid only every five years, unless circumstances warrant a formal bid process prior to five years, at the discretion of the Board of Directors.

**F.** *Insurance Policies.* Insurance policies are not covered by this policy and do not require a competitive bidding process.

## **6. Emergency Contracts**

**A.** Competitive bidding is not required when an emergency exists, as written or hereafter amended; however, in making emergency contract arrangements, an effort will be made to include the level of competition that is practical under the circumstances. An “emergency” is defined and means unforeseen circumstances beyond the control of Legal Aid that either:

1. Present a real, immediate threat to the proper performance of essential functions of Legal Aid; or
2. Will likely result in material loss or damage to property, bodily injury, or loss of life if immediate action is not taken.

## **Electronic Banking Policy**

**Organization** – Legal Aid of Arkansas’ Management takes an active role in monitoring all electronic banking functions. Management ensures that there is separation of duties within the electronic banking operations that coincides with the separation of duties outlined in the Accounting Manual.

**System** – Controls insure that systems meet user needs, are developed economically and are thoroughly documented and tested and contain appropriate internal controls. The agency has an Information Technology manager who reviews and implements system development, requirements and functions. Modifications are approved by appropriate management.

**Security** – Controls are in place to provide assurances that computers and data are properly backed up and protected against theft, loss, unauthorized access and natural disaster. Legal Aid of Arkansas’ Disaster Plan incorporates prevention and recovery as part of the plan.

**Authorized Process for Electronic Banking Activities** – Authorized electronic banking transactions include electronic receipts arrangements with grantors and contributors, web-based fundraising efforts and applications, other inbound electronic fund receipts, electronic vendor payment arrangements, electronic payroll, electronic employee expense payments, other outbound electronic disbursement arrangements and wire transfers, on-line transfers and telephone transfers.

**Authorized Process for Employees that Initiate and Transmit EFT Transactions** – The Fiscal Officer and Administrative Assistant have been authorized by the Executive Director to initiate and transmit electronic banking activities.

**Review, Approval and Documenting Procedures for Electronic Banking Transactions** – All electronic transactions are documented and filed with the bank reconciliation for that account. Transactions are reviewed by the Fiscal Officer and Executive Director to validate completeness, accuracy and amounts paid.

**Recording Electronic Transactions to the General Ledger/Bank Reconciliation** –The Fiscal Officer reviews, codes and records all electronic banking transactions to the general ledger on at least a monthly basis. The postings agree to electronic transactions reported on the bank statements and included in bank reconciliations and are reviewed by the Executive Director.

**Safeguards** – All internet banking is identification and password protected. Many of the accounts have additional security including the use of Asynchronous password tokens. Legal Aid has an information security policy adopted by the Board of Directors that is strictly adhered to in all electronic banking transactions.

d. Re – Employment

Where program needs dictate, it is the policy of Legal Aid of Arkansas to rehire former employees who: a) voluntarily left company employment or b) were laid off due to business slowdown(s). To be eligible for rehire, former employees must have possessed a satisfactory record of service. This policy sets forth the company's philosophy governing eligibility for reemployment and associated bridging of service (service recognition), where appropriate.

**1. Eligibility for Rehire**

Employees who completed their probationary period and who were part of a reduction in force, as well as those employees who voluntarily resigned, will be eligible for rehire as long as they had a satisfactory work record while employed by Legal Aid of Arkansas.

**2. Ineligibility for Rehire**

- a. Former employees who had a less-than-satisfactory work record appropriately noted at termination as not being eligible for rehire are excluded from rehire consideration.
- b. Employees who were involuntarily terminated by Legal Aid or who were laid off (with a less-than-satisfactory work record) or who failed to complete their probationary period will not be considered for rehire.
- c. Employees who were serving in Fellowship or Intern positions, such as Equal Justice Works, AmeriCorps, AmeriCorps JD, Skadden, or other similar positions with Legal Aid, and voluntarily separated from Legal Aid prior to completing the fellowship, other than for reasons of an immediate emergency, will not be eligible for rehire.

**3. Service Restoration Rules for Eligible Employees**

- a. If a former employee with less than one year's prior service is rehired, the employee will be considered a new employee and will not be eligible for prior service recognition for seniority or benefits plan participation purposes.
- b. If a former employee with more than one year's prior service is rehired, the employee's seniority and eligibility to participate in company benefits plans (excluding health, dental, life and vision insurance) will be bridged if the employee is rehired and the period of prior company service exceeded the duration of the period of absence. Service recognition will include prior service recognition for accrued leave plans.
- c. If a former employee with more than one year's prior service is rehired and the duration of the period of absence exceeded the period of prior company service, the employee will be considered a new employee and will not be eligible for prior service recognition for seniority or benefits plan participation purposes.

**4. Rehire Service Date Adjustment**

When recognition of prior service is granted, a rehired employee's company service date will be adjusted in accordance with the service restoration rule.

## Housing Workgroup Leader's Report

### Staffing:

Over the past several months, the housing workgroup has undergone significant personnel turnover. The transition period has been difficult and has had a negative impact on the group's ability to fully implement all aspects of its 2016 workplan. In Springdale, Marshall Prettyman and Tyler Farrar left the organization in July and August respectively. Their departures left the Springdale office without an experienced housing attorney. In addition, our wonderful AmeriCorps attorney, Megan Dauksch, is leaving us at the expiration of her term on August 31. The turnover, while difficult, has given Legal Aid an opportunity to bring some fresh faces and new talent into the workgroup.

Greneda Johnson has come aboard as a staff attorney in our West Memphis office. The West Memphis office typically sees a high volume of housing-related applications, so having an attorney devoted to focusing on housing issues in that community is a welcome development. In October, Greneda will be joined in West Memphis by a new AmeriCorps attorney. In Springdale, Mary Ernhart recently came on as our new homeowner defense attorney. We hope that she will advance the good work that we have begun in the area of foreclosure defense.

### Litigation update:

**Criminal Eviction:** We have continued to work to ensure that Arkansas will soon lose its distinction as the only state to criminalize the eviction process. In June, we filed a lawsuit against the city attorney in Mountain Home seeking a declaratory judgment that the law violates the United States and Arkansas constitutions. A favorable ruling would end criminal eviction statewide. The parties have agreed to a stipulated set of facts, and we submitted a motion asking for a ruling on the constitutional issue. We are leading a litigation team that includes the ACLU's Criminal Justice Reform Project and the Bowen School of Law's Consumer Protection Clinic. *Purdom v. Roger Morgan et al.*, W.D. Ark. 3:16-CV-3072.

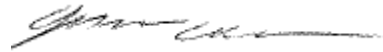
**Warranty of Habitability:** In December, we intervened on behalf of a Medical/Legal Partnership client in a Pulaski County lawsuit involving the proposed shut-down of the Alexander Apartment complex in Little Rock. The complex has a significant history of habitability and maintenance issues, and the landlord has largely failed to keep the complex in good repair. Among our claims against the complex, we alleged that each tenant's lease contained an implied warranty of habitability and that the landlord had breached that warranty by failing to keep the complex in a habitable condition. Last week, we filed a motion for summary judgment on the issue of whether the leases contained the warranty. We expect a ruling on this critical issue within the next few months. We are litigating this case as part of a team that includes the Consumer Protection Clinic and the Center for Arkansas Legal Services. *Alexander Apartments v. City of Little Rock*, No. 60CV-15-6339, Ark. Cir. Ct. Pulaski Cnty./No. 4:16CV022-JLH.

**Deceptive Trade Practices:** Late last year, we initiated a lawsuit on behalf of a tenant after she was charged of \$1,200 in "liquidated damages" by a Lindsey Management complex. The charge resulted from a clause that is included in all Lindsey Management leases that makes a tenant responsible for a large fee if the tenant terminates a tenancy early. Lindsey charges the fee regardless of whether it mitigates its losses. In our case, Lindsey charged our client three month's rent despite the fact that a new tenant moved into her unit two days after she moved out. Our lawsuit seeks a declaration that our client should only be responsible for actual damages, and it also seeks a ruling that the "liquidated



damages” clause is a deceptive trade practice under Arkansas law. *Plants v. Lindsey Management*, No. 72cv-15-2068, Ark. Cir. Ct. Washington Cnty.

Standing to Foreclose: We recently obtained a dismissal of a foreclosure action after successfully arguing that the foreclosing entity lacked standing to foreclose. The foreclosing entity could not produce a correct copy of the note with the proper endorsements needed to show that it had an interest in the property. This is an issue that is common in the wake of the foreclosure crisis. During those years, mortgage servicers recorded millions of dubious documents all over the country. Legal Aid is working hard to build expertise in this area because identification of a standing issue often leads to a favorable resolution for the homeowner. *Carrington Mortgage Services v. Demille*, No. 72cv-15-1987, Ark. Cir. Ct. Washington Cnty.



Jason Auer  
Housing Workgroup Leader  
August 29, 2016

## DIRECTOR'S REPORT

August 29, 2016

### **National Developments**

The Senate has approved an appropriations bill for 2017 giving the Legal Services Corporation \$395 million, \$10 million more than current funding. This would give us an increase of around \$35,000 at Legal Aid. The House appropriations committee approved \$350 million for LSC, and this was moving through Congress when it was hijacked by the Orlando shooting. Things fell apart over firearm riders being attached to every bill. If ultimately the \$350 million is approved, and the difference is split at reconciliation, then Legal Aid would receive about \$30,000 less than in 2016. This appears to be the worst case scenario we should be planning for.

A continuing resolution is likely as there is little indication Congress will pass a funding bill before October 1. This will keep LSC funded at FY2016 levels until an agreement is reached. The resolution would probably last until at least December, after the elections results are known, or possibly March of 2017, depending on the election results.

Our LSC Certification Form I and Grant Assurances are attached for your review.

The American Bar Association Commission on the Future of Legal Services issued a final report, findings, and recommendations this month. Please find the Executive Summary attached. The report talks about how legal services will be used and accessed in coming years. It seems that 100% access is becoming a real buzz word in the justice community. While this is a laudable concept, it is not likely one we can realistically implement. We should, however, be able to talk about it and be involved in developments around the issue. We have to be on guard to avoid the idea draining some of the limited resources we currently receive. A kiosk in a library or a form provided to a low-income individual in certain situations is great, but these tools can never take the place of an attorney. If we allow that, then those of means will come to court with a legion of lawyers at their disposal, while those of limited means will brandish a self-produced form. I don't like the odds of the person of limited means when they meet. We may be moving to a one point of entry system of accessing justice, full of artificial intelligence and unbundled services, with triage being performed without human intervention. Our values should be built into this system. You may review the report in its entirety at [abafuturesreport.com](http://abafuturesreport.com).

### **Statewide Developments**

The Arkansas Access to Justice Commission met on July 15<sup>th</sup> in West Memphis. The draft minutes from that meeting as well as Commissions Strategic Priorities 2016-2016 are attached. The next meeting will be a joint meeting between the Commission and Access to Justice Foundation on October 28-29 at the Little Rock Marriott (formerly the Peabody). There will be a reception on Thursday evening, the meetings will start first thing Friday morning and should wrap up by noon on Saturday. The boards of Legal Aid and the Center for Arkansas Legal Services will also be invited to this meeting. I will provide our board with additional information as soon as it is available.

Our statewide Legal Aid conference will be held October 12-14 in North Little Rock at the Wyndham Riverfront. The tentative training agenda is attached.

A formal invitation has been submitted to Secretary Hillary Clinton to keynote our 50<sup>th</sup> Anniversary celebration in 2017. The invitation letter is attached. Additional communication has been made with people close to Secretary Clinton and we hope to have some type of formal response soon. In the meantime, the date and location of the celebration will continue to be on hold. We have a draft 50<sup>th</sup> anniversary logo created which you can find attached.

The Access to Justice Foundation has received \$4,069,286 from the Bank of America Settlement. We had an initial meeting with Foundation staff about parameters for using the money and distribution. It appears they may want to parse the money out over five years. This will, in part, replace the previous settlement money received from the Attorney General’s office that will soon be depleted. We have been receiving \$225,000 annually from this source over the past four years. Attached please find a draft MOU that I created based on models from Missouri, Kentucky, and other sources that has been submitted for review to the Foundation committee and other partners. We also have created a list of “impact projects” for possible funding.

The statewide website has been transitioning from an older software version to one that will be friendlier for mobile users. Some resources have been unavailable and access has been sporadic during the transition. Although not fully launched at the time this report is drafted, you can view the new website at [www.arlegalservices.com](http://www.arlegalservices.com) .

**Program Developments**

As of August 19, 2016, we have closed 3,918 case in 2016, a 10% increase over the same time period last year. A case statistical report is attached. Trends of note include a marked decrease in consumer law cases and the large increase in case handled by our Economic Justice workgroup. Our measured economic impact has also increased substantially. We have recovered/avoided \$4,263,946 for clients so far in 2016, a 111.6% increase over the same period last year.

Over the last 12 months, by problem category, here is the average percent poverty for applicants who made it to the full intake stage (Order of Protection cases in the Family category were removed because that information was not gathered on about half of the cases). Individual Rights applicants, which are primarily criminal record petitions to seal, have consistently had the lowest household incomes over the past six years.

<u>Substantive Category</u>	<u>Average Percentage Poverty</u>
Individual Rights	51
Family	56
Income Maintenance	63
Juvenile	67
Health	76
Housing	77
Employment	83
Education	85
Consumer	85
Miscellaneous	95

We are in the process of launching our website on a new platform, moving from Word Press to Firespring. This will provide us a bit more flexibility, such as being able to accept donations directly and client fee payments online. We have also launched an Instagram page [instagram.com/arlegalaid](https://www.instagram.com/arlegalaid).

Our 10<sup>th</sup> annual school supply giveaway provided necessities for approximately 120 elementary students from Augusta and McCrory. The event was co-sponsored by Legal Aid and ARcare, with 14 Legal Aid staff members donating close to \$400 total and ARcare donating \$500. With 10 years behind us, and after covering nearly every community in the First Judicial District, some twice, we may reorient our efforts to participate in local United Way partner school supply drives in 2017.

Our offices at Arkansas Children's Hospital will be moving in November to the South Campus building, where we should have additional private office space and enough room for seven staff members. Our current placement, where we had multiple attorneys sitting in one office, has been condemned because of flooding and staff is currently working from home, with one attorney working in space donated by the Access to Justice Commission temporarily. We hope to have all staff reunited in temporary alternate space somewhere on the hospital campus in early September, then make the permanent move in November.

## **Case Examples**

### **Consumer**

The client was being threatened with a collection lawsuit by a lender on the purchase of furniture. After extended negotiations, the lender not only agreed to drop its collection effort, but gave the client a total refund of the \$1378.00 she had paid. As an additional bonus, the client ended up with the furniture after unsuccessful attempts to return it to the store.

### **LITC**

The client contacted our Low Income Tax Payers Clinic because he needed assistance with a tax return for the deceased mother of his children. We contacted her employer about her wages, but the employer failed to provide any documentation of her earnings. We applied to the IRS to have her pay classified as employee wages, and the IRS eventually agreed. We amended her return to reflect the unpaid payroll taxes and submitted proof of her housing expenses with the return. The IRS issued her refund of \$6,849 to the client for the use of the children. While this process was ongoing, the client filed his own 2015 income tax return and the refund was frozen. The IRS asked him to verify his income. We amended his return and obtained documentation from his employers. He was able to receive his refund of \$4,431.

### **Domestic Violence**

The client came to Legal Aid after her husband was charged with attempted capital murder. He bashed in her head with a claw hammer in front of their 3 year old son. The son now has significant difficulties with PTSD. We asked for his parental rights to be terminated and in the divorce, which was granted. He was ordered to pay all of the medical bills that were a result of her injury.

The client came to us after letting her child go to the paternal grandmother's home for a few days in Mississippi. When the client allowed the child to go she told the grandmother to not have the child

around the natural father and his wife. The grandmother gave the child to the father and he refused to return the child to client and stopped taking client's calls. The client went to the police and was not able to get help. We obtained a writ of habeas corpus and had the opposing party served. The Judge determined that the writ was proper and the opposing party had to return client's child to her on the day of court

### Economic Justice

Our client was one of four children living in the home. Her mother applied for ARKids for all four children, but was denied for being over income. The month in which she applied, her husband (the sole income-earner in the household) worked overtime and was over the limit for that month only. We intervened, provided ample documentation of household's actual income and got all four children approved for ARKids B going back 8 months.

The client came to us after applying for Medicaid and waiting two months for approval. She has COPD, diabetes, and high blood pressure. She also needs a lung transplant and has regular medication needs that were being met only partially through doctor-provided samples. After Legal Aid intervened, DHS approved her application for Private Option Medicaid, but it wasn't functioning because of technical glitches in the system. We had a hearing on the matter, and the Administrative Law Judge ordered DHS to fix the problem within 7 days. The problem got fixed, and the client now has insurance and the healthcare she needs.

### Housing

A man sought assistance at Legal Aid's medical/legal partnership at the Lee County Cooperative Clinic because his loan servicer had filed a lawsuit to repossess his mobile home. He had fallen behind on payments because he was unable to work due to a work related injury. The loan servicer claimed over \$14,000 in missed payments, late fees, and attorney's fees. Legal Aid represented him at a hearing and was able to raise enough procedural defenses to stop the issuance of an order of delivery. Legal Aid then worked in concert with his private attorney to delay the proceedings long enough for the client to prevail on his worker's compensation appeal. We were then able to work out a settlement with the loan servicer. The client now owns his home free and clear. In addition to settling for less than the amount owed and avoiding all fees and costs, he was able to get out of a loan with 12.25% interest, which will save him thousands of dollars over the next several years.

### MLP

We represented a child who was a patient at Arkansas Children's Hospital in a case where the school was refusing to administer necessary medication. The school also made a huge issue of dealing with caregiver, as she was not legal guardian or parent. The caregiver had been taking care of the child for almost two years and providing for all necessary medical care, therapy, and schooling. The father is not involved, and the mother struggles with homelessness and drug addiction. We obtained minor guardianship over the child for the caregiver and successfully resolved all issues.

### Grants/Contracts/Fundraising

Since the last board meeting, we have seen the following developments not listed elsewhere in this report:

We submitted a Pro Bono Innovation Fund application to the Legal Services Corporation asking for roughly **\$136,000** to fund a statewide pro bono coordinator position focused on Medical-Legal Partnerships for two years. We were contacted by LSC and asked to increase the amount of our request, which we did by almost \$100,000. We should have a funding decision soon.

We should hear any day about our application to HUD to create a Fair Housing Program in Arkansas. We submitted an application for **\$263,939** for 12 months, which would then give us the opportunity to apply for a larger sustaining grant.

We have received funding from Equal Justice Works AmeriCorps for an Elder Law attorney to provide services to the vulnerable elderly population in North Central Arkansas. The position will be in our Harrison office and start in September (see staff changes below). We will receive **\$25,060** and match a similar amount for the one year position.

The Walmart Legal Department donated **\$75,000** to Legal Aid in July, making more than \$500,000 in donations received from Walmart over the past several years. We are currently budgeting part of these funds for the staff attorney position at Arkansas Children's Hospital.

The Tyson Legal Department donated **\$7,200** to Legal Aid in August. They have now donated \$400 annually for each attorney working in their Legal Department in Springdale for the past 11 years, a cumulative donation of more than \$80,000.

Our Victims of Crime Act funding to represent domestic violence survivors at Order of Protection hearings has been extended from October 1, 2016 to September 30, 2017. We will receive **\$78,000** and have received an invitation to apply for an additional **\$54,000** to expand services to victims during the time frame.

The Washington County Bar Library Board will provide **\$12,500** to continue to fund our HelpDesk in the Courthouse until August, 2017.

All of our Area Agency on Aging Title III contracts have been renewed for the period July 1 to December 31, in the amount of **\$34,711**. The renewals, at the same levels as the previous contracts, are only for six months because of a review process that they have ongoing internally.

The Walmart Legal Department and International Law Firm Akin Gump will again fund an Equal Justice Works Fellowship at our MLP at Arkansas Children's Hospital from 2017-2019. Fellowship proposals are currently being solicited.

We have received funding notices from all of our United Way applications for the coming year, and will receive a record **\$112,867** as follows:

*United Way of Northwest Arkansas* is providing **\$7,639** for our Crossing Communications Barriers program and an additional **\$75,500** to fund an attorney for our new Child Poverty Law

Project as part of their First Step Funding initiative. This attorney will start in Springdale in early September (see staff changes below).

*United Way of Northeast Arkansas* will be funding some of our Domestic Violence work (**\$10,000**) and our Medical-Legal Partnership at (**\$5,909**). These are annual amounts for a two year grant.

*United Way of North Central Arkansas* will provide **\$4,000** in undesignated funding.

*United Way of Boone County* will provide **\$2,000** in undesignated funding.

*United Way of Greater Blytheville* will provide **\$3,000** in undesignated funding.

*United Way of the Mid-South* will provide **\$4,819** in undesignated funding.

## **Staff Changes**

Staff attorney **Robyn Brown** departed our Jonesboro office in July to move to New Orleans and pursue a graduate degree. She has been replaced by **Greda Johnson**, who worked at Legal Aid previously for two years before leaving for the Department of Human Services Office of Chief Counsel for five. Ms. Johnson will be working out of our West Memphis office in the Housing work group.

**Tylar Farar**, a staff attorney in the Springdale office, also left in July to take a job as Title 9 counsel at the University of Arkansas. Also departing in Springdale was **Marshall Prettyman**, who left Legal Aid in early August after more than 20 years of service. Mr. Prettyman had taken part-time status at the end of 2015. Also leaving in our Ozark Region was **Margaret Reger**, who been working one day a week on our Domestic Violence HelpLine. We have two full-time staff attorneys as replacements. **Kris Ramsfield** will be working in our Springdale office focusing on Domestic Violence and Consumer. He has 10 years practice experience in Northwest Arkansas. **Mary Ernhart**, who graduated 3<sup>rd</sup> in her class at the Bowen School of Law this May, will be focusing on Housing law and also give us capacity in-house to do bankruptcies.

**Summer McCoy** is the new staff attorney in our Springdale office running our child poverty law project funded by the United Way First Step Initiative mentioned above. She previously served as a law clerk for Circuit Judge Chris Piazza in Pulaski County for 15 years prior to moving to Northwest Arkansas.

**Aaron Anderson** was hired as a part-time legal assistant in the Springdale office. After graduating first in his class at Springdale High School, Mr. Anderson recently graduated with honors from the University of Arkansas. He had previously been volunteering in our Springdale office.

**Melissa Kipersztok**, a recent graduate of Washington State University, has started serving as a VISTA member in our Jonesboro office, focused on communications. **Sarah Purtill**, a University of Connecticut graduate, will be serving in Little Rock with the Access to Justice Commission. We continue to recruit for our final three VISTA positions.

We have started filling our State AmeriCorps attorney positions to start in October. **Lucy Boateng**, a 2016 graduate of the University Of Tennessee School Of Law, will be serving in our West Memphis office focused on housing. **Tara Schmutzler**, a 2003 graduate of the University of Arkansas School of law, will be serving in Springdale focused on veterans. **Brooke Thompson**, and Utah native and graduate of the University Of Connecticut School Of Law, will be serving in Jonesboro focused on seniors in MLP settings.

The Equal Justice Elder Law AmeriCorps attorney in the Harrison office will be **Valerie Morato**, a 2014 graduate of the University of Arkansas School Of Law who was previously a high school Spanish teacher for over four years and is fluent in Spanish.

A current office directory, organizational chart, and Board Roster is attached.

**Non-priority, non-emergency case types-** None



**LSC CERTIFICATION  
FORM I  
REVISED JULY 20, 2016  
(For Calendar Year 2017 Funding)  
*All Applicants are required to  
sign and submit this standard certification***

**INSTRUCTION: all applicants must complete this standard certification.** It requires the signature of the Executive Director/Chief Executive Officer and the signature of the Governing/Policy Body Chairperson. Once this form is signed, convert it to a PDF file and transmit it to LSC using the upload site at <https://lscgrants.lsc.gov> – Application Upload Site. Applicants receiving an LSC grant exceeding \$5 million for any single service area must also complete the supplemental certification below. **Please complete this certification and return it to LSC by August 18, 2016.**

**APPLICANT NAME:** Legal Aid of Arkansas, Inc.

**APPLICANT NUMBER:** 604020

1. The applicant hereby certifies that the statements made in its grant application are true and correct.
2. The applicant hereby certifies that it has the legal authority to apply for and receive a grant from LSC.
3. The applicant hereby certifies that if it is a non-profit organization, it has current articles of incorporation and has either been granted IRS tax-exempt status or has an application for tax-exempt status pending with the IRS.
4. The applicant hereby certifies that its attorney staff and private attorneys under contract with the applicant to provide civil legal services to low-income eligible clients are insured against malpractice, errors and omissions, and fidelity and liability claims, and that the insurance is in effect.
5. The applicant hereby certifies that it maintains and will make available to the Legal Services Corporation, upon request, the following documents:
  - a) Resumes of current or proposed governing/policy body members.
  - b) IRS tax-exempt certification, if applicable. If an application for tax-exempt status is pending, a copy of the IRS acknowledgment of receipt.

- c) The coverage limit page(s) of any current malpractice, errors and omissions, fidelity and liability insurance coverage, and reports of all claims made under these policies during the past three years.
  - d) Articles of Incorporation, Bylaws, partnership articles, or other governing documents.
6. The applicant hereby certifies that it will comply with the LSC Grant Assurances if funds are awarded to the applicant. The applicant also certifies that it has signed the 2017 Grant Assurances and will keep a copy of the signed 2017 Grant Assurances in its grant records and will make the signed copy available to LSC upon request. The applicant understands that if this application is approved for funding, the grant and all funds derived there from will be subject to the 2017 LSC Grant Assurances. The applicant certifies that it has complied with the 2016 LSC Grant Assurances (for recipients of 2016 grants only).
7. The applicant hereby certifies that the undersigned has been authorized to bind the organization for which this application is submitted.
8. The applicant hereby certifies that
- a. for any and all claims or disputes regarding this application and any applications for any other grants from LSC after submission of this application up to the end of a grant resulting from this application (“applications”), any LSC grants or contracts resulting from or related to such applications, the process by which such applications, grants or contracts are awarded, administered, suspended, terminated, evaluated, audited, investigated or otherwise handled by the Corporation, it (and any and all persons authorized to act on behalf of the applicant as employees, agents or otherwise)
  - b. it consents to the exclusive jurisdiction of the United States District Court for the District of Columbia
  - c. it consents to the exclusive governing application of the law of the District of Columbia without giving effect to any other choice or conflict of law provisions or rules.
  - d. it consents to a requirement that the parties must mediate, in good faith, any disputes before filing suit. The exclusive venue for mediating or litigating disputes arising out of, based upon, or relating to these Grant Assurances will be in the District of Columbia or in a court of competent jurisdiction located in the District of Columbia. The parties irrevocably submit to the exclusive jurisdiction of these courts in any suit, action or proceeding.

9. The applicant hereby certifies that it has made available to each member of its governing/policy body and key staff a copy of the grant application submitted to LSC for calendar year 2017 grants.
10. The applicant hereby certifies that it has not been convicted of any felony criminal violations of any Federal law within the preceding 24 months.
11. The applicant hereby certifies that it does not have any unpaid Federal tax liabilities that have been assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that are not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability.
12. The applicant hereby certifies that it understands and agrees that if the application is approved, this certification is made as a condition of receiving the grant. If this certification is made falsely, or if applicant fails to comply in any material respects with the grant assurances or any applicable law or regulation, the applicant and/or the signatories below may be subject to civil and/or criminal penalties under Federal law, (see 45 CFR Part 1640).

We have read this certification and understand that by signing this form, we are agreeing to the truth of the above statements.

<p>Lee Richardson</p> <hr/> <p>Name of Executive Director/Chief Executive</p> <p>Executive Director</p> <hr/> <p>Title</p> <p></p> <hr/> <p>Signature</p> <p>8/4/2016</p> <hr/> <p>Date</p>	<p>Niki Cung</p> <hr/> <p>Name of Governing/Policy Body Chair (or other organization official authorizing this application)</p> <p>Board Chairperson</p> <hr/> <p>Title</p> <p></p> <hr/> <p>Signature</p> <p>July 26, 2016</p> <hr/> <p>Date</p>
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**Note:** Applicants receiving an LSC grant exceeding \$5 million for any single service area must also sign and submit the supplemental certification attached below. Do not sign and submit the supplemental certification attached below if applicant is not receiving an LSC grant exceeding \$5 million for any single service area.



**LSC Grant Assurances  
for Calendar Year 2017 Funding**

If Applicant is successful and receives an LSC grant or contract,

**APPLICANT HEREBY ASSURES THAT:**

1. It will comply with the requirements of the Legal Services Corporation Act of 1974 as amended (LSC Act), any applicable appropriations acts and any other applicable law, rules, regulations, policies, guidelines, instructions, and other directives of the Legal Services Corporation (LSC), including, but not limited to, LSC Audit Guide for Recipients and Auditors, the Accounting Guide (2010 Edition), the CSR Handbook (2008 Edition, as amended 2011), the 1981 LSC Property Manual (as amended) and the Property Acquisition and Management Manual, and with any amendments of the foregoing adopted before or during the period of this grant. It will comply with both substantive and procedural requirements, including recordkeeping and reporting requirements. It understands that a successful Applicant may be required to agree to special grant conditions as a condition of receiving the grant. Multi-year grants must be renewed each year. Upon renewal, new terms and conditions may apply.
2. It agrees to be subject to all provisions of Federal law relating to the proper use of Federal funds. A list of these laws is available at <http://grants.lsc.gov/45-cfr-part-1640-applicable-federal-laws>. It understands that if Applicant violates any of the Federal laws on the list, it may be subject to the summary termination of its LSC grant as authorized by Pub. L. 104-193, Tit. V., § 504(a)(19). It represents that it has informed employees and board members of the Federal laws and their consequences both to the recipient and to themselves as individuals as required by 45 C.F.R. § 1640.3.
3. It agrees that all derivative income from these grant funds shall also be subject to the terms and conditions of this grant as authorized by 45 C.F.R. Part 1630.
4. It will not discriminate on the basis of race, color, religion, gender, age, disability, national origin, sexual orientation, or any other basis prohibited by law against: (1) any person applying for employment or employed by the Applicant; or (2) any person seeking or provided assistance from the Applicant or other program(s) supported in whole or in part by this grant. The governing body has adopted or will adopt in a timely manner Equal Opportunity and Sexual Harassment Policies, each of which must include an effective mechanism for processing complaints.
5. It will notify the LSC Office of Inspector General (OIG) within thirty (30) calendar days after replacement of the Independent Public Accountant (IPA), termination of the IPA, or any other occurrence resulting in a new IPA performing the grantee's annual financial audit. No audit

costs may be charged to the LSC grant when the audit required has not been made in accordance with the guidance promulgated by the OIG. It understands that if it fails to have an audit acceptable to the OIG in accordance with the OIG's audit guidance (including the Audit Guide for Recipients and Auditors), LSC may impose sanctions in addition to those specified by statute, which are: (1) withholding of a percentage of the recipient's funding until the audit is completed satisfactorily; and (2) suspension of the recipient's funding until an acceptable audit is completed. Other possible sanctions that LSC may impose for not having an acceptable audit include special grant conditions and/or corrective actions.

6. It understands that Congress may reduce, rescind or sequester LSC funding or may impose additional requirements or restrictions on the use of LSC funding. An award of a grant under the competitive bidding process does not obligate LSC to disburse any funds that are not authorized or appropriated by Congress, nor preclude the imposition of additional Congressional requirements on any funds that are so disbursed. Such requirements or reductions as implemented by LSC shall not constitute a termination or suspension of funding.
7. It will provide legal services in accordance with the plans set out in its grant application (and any subsequent grant renewal applications), as modified in further negotiations with LSC, and, if it plans to make a fundamental change in such plans, then it will provide written notice to the LSC Office of Program Performance (OPP) at least thirty days prior to starting implementation of such plans (or immediately upon making such a change if unplanned). It agrees to provide high quality, economical, and effective legal assistance, as measured by the LSC Performance Criteria, ABA Standards for the Provision of Civil Legal Aid, ABA Standards for Programs Providing Civil Pro Bono Legal Services to Persons of Limited Means, and consistent with any applicable code or rules of professional conduct, responsibilities, or ethics.
8. With respect to its office technology:
  - a) it has an information security system that ensures confidentiality and security of its operations, assets, data, and files.
  - b) it will conduct program-wide conflicts checking contemporaneously with intake using a case management system with an electronic database, including when intake is conducted outside its offices and contemporaneous access to the case management system is available.
  - c) it has a plan for backing up case management data, financial data, documents and other critical data. It performs these backups at least weekly and checks their integrity by restoring test files. Further, it stores electronic or physical copies of these backups in a safe, offsite location.
  - d) it has the capacity to convert paper documents into Portable Document Format (PDF) and the capacity to transmit those documents as electronic files.

- e) each case handler has a computer at her or his work area that can perform all of the following functions: word processing, access to the case management system, access to time-keeping, access to the Internet, including the ability to download files from the Internet, and e-mail capability with the capacity to send and receive messages and attachments both internally and externally. It understands that the above functions describe the minimum functionality of existing computers only. It further agrees that any new computer, monitor, or printer purchased to perform the above functions will have a capacity to exceed the demands of current operating systems and software so that it can reasonably be expected to perform adequately with few upgrades for at least three (3) years.
9. It will work with other LSC and non-LSC-funded legal services providers in the State to ensure that there is a statewide website that publishes a full range of relevant and up-to-date community legal education/pro se related materials and referral information, at least covering the common topics facing the client communities on the subject matters that are the Applicant's priorities. It will contribute to sustaining said website according to the plan for the development and maintenance of the website adopted by the statewide website Stakeholders Committee of which it will be a member. As a member of the Committee it will work to ensure that: 1) outreach is conducted for members of the client community to inform them of the website and about how to use it, 2) the website is periodically evaluated and updated for ease of use and accessibility to meet the needs of as many consumers as possible, 3) the LSC logo is included on the website, at least on the homepage, and 4) the website indicates that LSC funded programs participate in the website consistent with LSC restrictions. *Sample disclaimer language for the homepage or other prominent location: LSC's support for this website is limited to those activities that are consistent with LSC restrictions* (see Grant Assurance 21 for further instructions and clarification on terms of usage). If a Technology Initiative Grant (TIG) was awarded to start the website using either the LawHelp or Open Source template, it will maintain the scope of functionality of the template it was using, including the capability of having separate sections on the website for clients, legal services advocates, and pro bono attorneys; adhering to the "National Subject Matter Index"; and the ability to use the LawHelp interactive HotDocs server.
10. During normal business hours and upon request, it will give any authorized representative of LSC, including the OIG, or the Comptroller General of the United States (which includes the Government Accountability Office (GAO)) access to and copies of all records that they are entitled to under the provisions of the LSC Act and other applicable laws. This requirement does not apply to any such materials that may be properly withheld due to applicable law or rules. It agrees to provide LSC with the requested materials in a form determined by LSC while, to the extent consistent with this requirement, preserving applicable client secrets and confidences and respecting the privacy interests of the Applicant's staff members. For each record subject to the attorney-client privilege, it will identify in writing the specific record or portion thereof not being provided and the legal justification for not providing the record or portion thereof.

11. Notwithstanding any other Grant Assurance, §1006(b)(3) of the LSC Act, 42 U.S.C. § 2996e(b)(3), or any state rule governing professional responsibility, it shall, upon request, provide access to and copies of financial records, time records, retainer agreements, client trust fund and eligibility records, and client names, except for those reports or records that may be properly withheld due to applicable law governing attorney-client privilege, to LSC, including the OIG, and to any Federal department or agency that is auditing or monitoring the activities of LSC or of the Applicant and any independent auditor or monitor receiving Federal funds to conduct such auditing or monitoring, including any auditor or monitor of LSC. For each record subject to the attorney-client privilege, it will identify in writing the specific record or portion thereof not being provided and the legal justification for not providing the record or portion thereof. Any materials furnished pursuant to this Assurance shall be provided in a timely manner.
12. It will cooperate with all reasonable information collection, including surveys, questionnaires, monitoring, audits, investigations, and compliance or evaluation activities undertaken by LSC, including the OIG, or its agents. Such cooperation shall include making staff available to LSC, including the OIG, or its agents for interview and otherwise allowing staff to cooperate with the same. It understands that nothing in these Grant Assurances in any way restricts or limits the authority of the LSC OIG to access any and all records and information to which it is entitled under the Inspector General Act of 1978, as amended, 5 U.S.C. app. § 3. It will submit, for each year of the grant and for each service area for which a grant is awarded, Grant Activity Reports in a format and at a time determined by LSC.
13. It has, or will adopt prior to commencement of the grant: (1) a written whistleblower policy encouraging reporting of unlawful or unethical activity (i.e., violation of any law, policy, or regulation; abuse of authority; gross waste of funds; fraud; embezzlement; theft; improper destruction of records; or providing false information) and prohibiting retaliation and (2) a written conflicts of interest policy. It shall distribute these policies, and provide training about these policies, to all covered individuals. It shall document its distribution of, and training on, both policies.
14. It will not take or threaten to take any disciplinary or other retaliatory action against any person for good faith cooperation with or the appropriate release of information to LSC, including the OIG, or other entity authorized to receive such cooperation or information consistent with any applicable law or rule of professional conduct. It will notify its employees and volunteers in writing that it will not take any disciplinary or other retaliatory action against an employee or volunteer (including board members) for any good faith cooperation with LSC, including the OIG, or other entity authorized to receive such cooperation.
15. It will submit grantee data updates to LSC within thirty (30) calendar days after any of the events listed below occur. The instructions for providing the updates are at <http://www.lsc.gov/grants-grantee-resources/grantee-guidance/lsc-reporting-requirements>.
  - a. a decision to close and/or relocate any main or staffed branch office;
  - b. a change of chairperson of the governing/policy body (including the new chairperson's name, telephone number, and e-mail address);

- c. a change of chief executive officer (including the new chief executive officer's name, telephone number, and e-mail address);
  - d. a change in its main e-mail address that LSC uses for official communications, or its website address (URL); and/or
  - e. a change in its charter, articles of incorporation, by-laws, or governing body structure.
16. It will notify the LSC OIG Hotline (Telephone: 800-678-8868 or 202-295-1670; Email [hotline@oig.lsc.gov](mailto:hotline@oig.lsc.gov); Fax 202-337-7155) within two (2) business days of (1) the discovery of any information that gives it reason to believe it has been the victim of a loss of \$200 or more as a result of any: willful misrepresentation or theft of time, crime, fraud, misappropriation, embezzlement, or theft involving property, client funds, LSC funds, and/or non-LSC funds used for the provision of legal assistance; (2) any contact by the grantee to local, state, or Federal law enforcement officials about a crime; or (3) the discovery by the grantee that it has been the victim of a theft of items such as credit cards, check stock, passwords, or electronic access codes that could lead to a loss of \$200 or more. The required notice shall be provided regardless of whether the funds or property are recovered. Once it has determined that a reportable event has occurred, it agrees it will contact the OIG before conducting its own investigation into the occurrence.
17. It will notify the LSC Office of Compliance and Enforcement (or other office as noted) within twenty (20) calendar days (unless otherwise noted) whenever:
- (a) under the provisions of § 1006(f) of the LSC Act, 42 U.S.C. § 2996e(f), the Applicant receives any notice of a claim for attorneys' fees. The Applicant also will forward, upon receipt, a copy of the pleading requesting these attorneys' fees;
  - (b) any of the following events likely to have a substantial impact on its delivery of services occur:
    - (i) a monetary judgment, sanction or penalty has been entered against it;
    - (ii) it enters into a voluntary settlement of an action or matter which involves the payment of a monetary judgment, sanction or penalty;
    - (iii) it experiences a *force majeure* event.
  - (c) any of a grantee's key officials (e.g., executive director, chief financial officer, other key financial official) or any employee with control over grantee finances, or any employees with financial management responsibilities, is charged with fraud, misappropriation, embezzlement, theft, or any similar offense, or is subjected to suspension, loss of license, or other disciplinary action by a bar or other professional licensing organization (recipient will notify both the LSC Office of Compliance and Enforcement and the LSC OIG of an occurrence within 10 days).



18. It will maintain all records pertaining to the grant during the grant year and for such period(s) of time as prescribed by the Accounting Guide for LSC Recipients, Appendix II (2010 Edition) after expiration of the grant year. With respect to financial records, it will maintain originals (or digital images thereof unless otherwise required by applicable law) of all financial records and supporting documentation sufficient for LSC to audit and determine whether the costs incurred and billed are reasonable, allowable and necessary under the terms of the grant. LSC retains the right to perform an audit, or engage independent auditors to do so, whether during or subsequent to the grant period.
19. It will, in accordance with internal policies, retain and preserve closed client files for a period of not less than five (5) years from the date the file is closed or for the period set by Federal, state, or local rules on maintenance of records, whichever is longer.
20. If the Applicant anticipates making changes to its current entity status or corporate structure, including merger or consolidation with another entity, changing its name, or creating a subsidiary corporation, or ceasing to be a direct recipient of LSC grant funds at the end of the grant term or during the grant term for any reason, it agrees:
  - a. to provide the LSC Office of Program Performance (OPP) with written notice at least sixty (60) calendar days prior to the anticipated date for making any of the above changes (except when LSC terminates the grant relationship);
  - b. not to transfer its interests in its LSC grant to another entity without prior approval from LSC for such transfer, including submission to LSC and approval by LSC of a Successor in Interest Agreement;
  - c. to ensure that any successor entity maintains the Applicant's records, including financial records, for a period of six (6) years after expiration of the grant year to which they pertain and maintains client files for a period of not less than five (5) years after the closure of the case to which they pertain;
  - d. to submit to the LSC OPP, either at the time that it provides the written notice in (a) above, or within fifteen (15) calendar days from being notified by LSC that it will cease to be a recipient of LSC grant funds, a plan for the orderly conclusion of the role and responsibilities of the Applicant as a recipient of LSC funds. Detailed instructions for preparing this plan are at <http://www.lsc.gov/orderly-conclusion-role-responsibilities-recipient-lsc-funds>.
21. It agrees to cooperate with LSC in its efforts to follow up on audit findings, recommendations, significant deficiencies or material weaknesses, and corrective actions by LSC, including the OIG, or the GAO, and/or with the findings, recommendations or significant deficiencies or material weaknesses found by the Applicant's IPA to ensure that instances of deficiencies and noncompliance are resolved in a timely manner. It agrees to expeditiously resolve all such reported audit findings, significant deficiencies or material weaknesses, and corrective actions, including those of sub-recipients, to the satisfaction of LSC.

22. It will use the LSC logo on any Internet website page that may serve as a “homepage” for the Applicant, and on its Annual Report, press releases, and official letterhead, and may use the logo on other official documents such as business cards, newsletters, telephone directory listings or other advertisements or announcements about services provided by the Applicant and supported with LSC funds. It understands that the LSC logo is a registered service mark of LSC and that permission to use the logo is provided to Applicant under a limited license such that the logo may be used: (1) only while Applicant is receiving LSC funds; (2) only for the purposes described above; and (3) only in accordance with such size, format and color instructions as LSC provides. Other uses of the logo are not permitted unless expressly authorized in writing by LSC. Electronic and camera-ready versions of the logo are available at <http://www.lsc.gov/lsc-logos>.

Lee Richardson

\_\_\_\_\_  
Name of Executive Director

Executive Director

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Niki Cung

\_\_\_\_\_  
Name of Governing/Policy Board Chairperson  
(or other organization official authorizing this  
application)

Board Chairperson

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# EXECUTIVE SUMMARY

*“Just because we cannot see clearly the end of the road, that is no reason for not setting out on the essential journey. On the contrary, great change dominates the world, and unless we move with change we will become its victims.”*

**Robert F. Kennedy, Farewell Statement, Warsaw, Poland  
(AS REPORTED IN THE NEW YORK TIMES, JULY 2, 1964)**

In August 2014, the Commission on the Future of Legal Services set out to improve the delivery of, and access to, legal services in the United States. The findings and recommendations of the two-year undertaking are contained in this Report on the Future of Legal Services in the United States and are a product of the Commission’s full membership, including commissioners, special advisors, liaisons, reporters, and ABA staff. This is a consensus document that was not authored by a single individual. Rather, the Report represents the expertise and input of the entire Commission, as informed by written comments supplied by the public and the profession, testimony at public hearings and meetings, grassroots events across the country, a national summit on innovation in legal services, webinars, and dozens of presentations on the Commission’s work at which the public’s and profession’s input was sought. The Commission recognizes that portions of this Report may be viewed as controversial by some or not sufficiently bold by others, but the Commission believes that significant change is needed to serve the public’s legal needs in the 21<sup>st</sup> century.

This Report contains a broad array of recommendations for improving how legal services are delivered and accessed. The Report summarizes what the Commission learned, identifies some of the many projects already underway to address existing problems, and offers recommendations for future actions.

The Executive Summary briefly lists the Commission’s Findings and Recommendations, with greater explanation provided in the pages that follow. Despite the length of this Report, the Commission could not provide exhaustive detail on each finding and recommendation due to the volume of information the Commission reviewed and the breadth of the Commission’s conclusions. The Report includes footnotes and hyperlinks to provide readers with additional detail, and the Commission’s website<sup>1</sup> includes many other resources, such as an online Inventory of Innovations. Readers are encouraged to also view the online version of the Report at [ambar.org/ABAFuturesReport](http://ambar.org/ABAFuturesReport), which features interactive videos and other media in addition to the content contained in this written document.

# The Commission's Findings

- A. Despite sustained efforts to expand the public's access to legal services, significant unmet needs persist.
1. Most people living in poverty, and the majority of moderate-income individuals, do not receive the legal help they need.
    - a. Funding of the Legal Services Corporation and other legal aid providers remains insufficient and will continue to be inadequate in the future.
    - b. Pro bono alone cannot provide the poor with adequate legal services to address their unmet legal needs.
    - c. Efforts targeting legal assistance for moderate-income individuals have not satisfied the need.
  2. The public often does not obtain effective assistance with legal problems, either because of insufficient financial resources or a lack of knowledge about when legal problems exist that require resolution through legal representation.
  3. The vast number of unrepresented parties in court adversely impacts all litigants, including those who have representation.
  4. Many lawyers, especially recent law graduates, are unemployed or underemployed despite the significant unmet need for legal services.
  5. The traditional law practice business model constrains innovations that would provide greater access to, and enhance the delivery of, legal services.
  6. The legal profession's resistance to change hinders additional innovations.
  7. Limited data has impeded efforts to identify and assess the most effective innovations in legal services delivery.
- B. Advancements in technology and other innovations continue to change how legal services can be accessed and delivered.
1. Courts, bar associations, law schools, and lawyers are experimenting with innovative methods to assist the public in meeting their needs for legal services.
    - a. Courts
      - Remote Access Technology
      - Self-Help Centers
      - Online Dispute Resolution
      - Judicially-Authorized-and-Regulated Legal Services Providers
    - b. Bar Associations
      - Online Legal Resource Centers and Lawyer Referral Innovations
      - Access to Justice and Future of Legal Services Endeavors
    - c. Law Schools: Curriculum and Incubators
    - d. Lawyers, Law Firms, and General Counsel
      - Alternative Billing
      - Document Assembly and Automation
      - Legal Process Outsourcing
      - Legal Startups
      - Medical-Legal Partnerships
      - Artificial Intelligence
      - Mobile Applications
      - Nonprofits
      - Procurement Efficiencies to Lower Costs
      - Project Management and Process Improvement
      - Prepaid Legal Services Plans and Insurance Coverage
      - Unbundling of Legal Services
  2. New providers of legal services are proliferating and creating additional choices for consumers and lawyers.

- C. Public trust and confidence in obtaining justice and in accessing legal services is compromised by bias, discrimination, complexity, and lack of resources.
1. The legal profession does not yet reflect the diversity of the public, especially in positions of leadership and power.
  2. Bias—both conscious and unconscious—impedes fairness and justice in the legal system.
  3. The complexity of the justice system and the public’s lack of understanding about how it functions undermines the public’s trust and confidence.
  4. The criminal justice system is overwhelmed by mass incarceration and over-criminalization coupled with inadequate resources.
  5. Federal and state governments have not funded or supported the court system adequately, putting the rule of law at risk.

## The Commission’s Recommendations

**RECOMMENDATION 1.** The legal profession should support the goal of providing some form of effective assistance for essential civil legal needs to all persons otherwise unable to afford a lawyer.

**RECOMMENDATION 2.** Courts should consider regulatory innovations in the area of legal services delivery.

- 2.1. Courts should consider adopting the ABA Model Regulatory Objectives for the Provision of Legal Services.
- 2.2. Courts should examine, and if they deem appropriate and beneficial to providing greater access to competent legal services, adopt rules and procedures for judicially-authorized-and-regulated legal services providers.
- 2.3. States should explore how legal services are delivered by entities that employ new technologies and internet-based platforms and then assess the benefits and risks to the public associated with those services.
- 2.4. Continued exploration of alternative business structures (ABS) will be useful, and where ABS is allowed, evidence and data regarding the risks and benefits associated with these entities should be developed and assessed.

**RECOMMENDATION 3.** All members of the legal profession should keep abreast of relevant technologies.

**RECOMMENDATION 4.** Individuals should have regular

legal checkups, and the ABA should create guidelines for lawyers, bar associations, and others who develop and administer such checkups.

**RECOMMENDATION 5.** Courts should be accessible, user-centric, and welcoming to all litigants, while ensuring fairness, impartiality, and due process.

- 5.1. Physical and virtual access to courts should be expanded.
- 5.2. Courts should consider streamlining litigation processes through uniform, plain-language forms and, where appropriate, expedited litigation procedures.
- 5.3. Multilingual written materials should be adopted by courts, and the availability of qualified translators and interpreters should be expanded.
- 5.4. Court-annexed online dispute resolution systems should be piloted and, as appropriate, expanded.

**RECOMMENDATION 6.** The ABA should establish a Center for Innovation.

**RECOMMENDATION 7.** The legal profession should partner with other disciplines and the public for insights about innovating the delivery of legal services.

- 7.1. Increased collaboration with other disciplines can help to improve access to legal services.

7.2. Law schools and bar associations, including the ABA, should offer more continuing legal education and other opportunities for lawyers to study entrepreneurship, innovation, the business and economics of law practice, and other relevant disciplines.

**RECOMMENDATION 8.** The legal profession should adopt methods, policies, standards, and practices to best advance diversity and inclusion.

**RECOMMENDATION 9.** The criminal justice system should be reformed.

- 9.1. The Commission endorses reforms proposed by the ABA Justice Kennedy Commission and others.
- 9.2. Administrative fines and fees should be adjusted to avoid a disproportionate impact on the poor and to avoid incarceration due to nonpayment of fines and fees.
- 9.3. Courts should encourage the creation of programs to provide training and mentoring for those who are incarcerated with a goal of easing re-entry into society as productive and law-abiding citizens.

9.4. Minor offenses should be decriminalized to help alleviate racial discrepancies and over-incarceration.

9.5. Public defender offices must be funded at levels that ensure appropriate caseloads.

**RECOMMENDATION 10.** Resources should be vastly expanded to support long-standing efforts that have proven successful in addressing the public's unmet needs for legal services.

10.1. Legal aid and pro bono efforts must be expanded, fully-funded, and better-promoted.

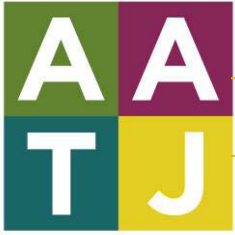
10.2. Public education about how to access legal services should be widely offered by the ABA, bar associations, courts, lawyers, legal services providers, and law schools.

**RECOMMENDATION 11.** Outcomes derived from any established or new models for the delivery of legal services must be measured to evaluate effectiveness in fulfilling regulatory objectives.

**RECOMMENDATION 12.** The ABA and other bar associations should make the examination of the future of legal services part of their ongoing strategic long-range planning.

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**Note about terminology used in this Report:** The term *bar association* includes local, state, federal, territorial, and specialty bar associations. The term *court* includes municipal, state, tribal and federal courts; administrative hearing bodies; arbitration panels; and other non-judicial proceedings. The term *legal profession* includes bar associations, courts, lawyers, legal services agencies, and law schools.



ARKANSAS  
ACCESS TO  
JUSTICE  
REPRESENTING HOPE

## Commission Meeting | Eugene Woods Civil Center | West Memphis, Arkansas

### Attending Members:

Jean Carter (ex officio)  
Judge Vic Harper, *Vice Chair*  
Mark Mayfield

Prof. Tiffany Murphy (phone)  
Rodney Nagel, *Chair*  
Dr. Karama Neal

Lee Richardson (ex officio)  
Judge Thomas Smith (phone)  
Andrea Walker

### Absent Members:

Rep. Mary Broadaway  
Judge Teresa French  
Samantha Leflar  
Prof. Kelly Olson (ex officio)

Kerri Sernel  
Prof. Tim Tarvin (ex officio)  
Glenn Vasser  
Rep. John Vines

Bill Waddell (ex officio)  
Sen. Jon Woods  
Justice Robin Wynne

### Guests:

Lela Davidson, Legal Aid Staff Attorney  
Melissa Kipersztok, Legal Aid AmeriCorps  
Communications VISTA  
Kesia Morrison, Legal Aid Communications Director  
Brittany Ward, Legal Aid Law Clerk

### Staff:

Amy Johnson  
Erin Jacobson

## MEETING MINUTES

July 15, 2016

Mr. Nagel called the meeting to order at 12:00 p.m.

### Approval of April 29, 2016 Meeting Minutes

The first order of business was consideration of the minutes from the April 29, 2016 Commission Meeting. Dr. Neal moved to approve the meeting minutes. Ms. Walker seconded the motion, and it was unanimously approved.

### Election of Secretary

Mr. Nagel recognized Dr. Neal who agreed to serve in the role of Secretary for the Commission. Judge Harper moved to approve Dr. Neal's nomination to the position. Mr. Mayfield seconded the motion and all members voted to unanimously approve Dr. Neal's appointment to Secretary.

### Chairperson's Report

Mr. Nagel remarked on his experience at the Equal Justice Conference held in Chicago in May. He stated that he learned a great deal and was pleased to see how far along Arkansas is in comparison to other programs nationwide. He acknowledged witnessing a clear nationwide respect for Ms. Johnson while attending the conference. He further observed that state commissions that appear to do well have great relationships with their respective bar associations, bench members, and related partner and legal aid organizations. He affirmed that he and Ms. Johnson will continue to work on key relationships with Arkansas' governor, as well as other state and community stakeholders; and in doing so they will want to engage other Commissioners. He mentioned wanting to visit other states, like Texas and Washington, which are successful in implementing access to justice initiatives. He added that the Texas Access to Justice Commission excels in engaging both their legislature and their Court, with a result that their funding is incredible. They also educate the wider public in why access to justice is important. He concluded his report,

stating he would like to engage partners inside and outside of the state in supporting the broader picture of access to justice.

Ms. Johnson added that we may look to bring someone from Texas ATJ to speak during the Joint Board Retreat in October. She supported Mr. Nagel's comments, adding that while Texas has a rather conservative government, access to justice is viewed as a shared American value, and not as a "liberal do-gooder" ideal.

### Justice Index Presentation

Ms. Johnson began her presentation, stating that the Arkansas Access to Justice Commission is one of the oldest in the nation; we were the third organized commission back in 2003. She then summarized the Commission and Foundation's missions and their many complementary goals. Among its goals to support its main objective to provide equal access to justice in civil cases for all Arkansans, the Commission was charged with developing a plan for securing long-term funding sources for civil legal aid.

Next, Ms. Johnson gave a brief overview of the national Justice Index and its aim to measure how the rule of law functions throughout the world. The Justice Index defines and measures access to justice by "having a fair chance to be heard, regardless of who you are, where you live, or how much money you have. At minimum, a person should be able to learn about her rights and then give effective voice to them in a neutral and nondiscriminatory, formal or informal, process that determines the facts, applies the rule of law, and enforces the result."

She continued, highlighting that the U.S. ranked 66<sup>th</sup> out of all 103 countries in access to and affordability of civil legal services. Arkansas is the state with the lowest ratio of lawyers in the country with 20.1 per 10,000, and only 2,982 of the state's 6,855 active licensed attorneys are in private practice (and available to take pro bono cases). There are also issues of aging attorneys and lack of attorneys in rural areas; yet despite this overall deficit of attorneys, the 65 civil legal aid attorneys statewide closed over 11,000 cases in 2015.

She then reviewed the four indicators taken into account for determining each state's rank in the Justice Index, which included attorney access, language access, disability access, and practices to make justice accessible to self-represented litigants. She recommended members review in depth the Arkansas-specific data provided in the meeting materials, and suggested that while working to implement the Commission's strategic priorities, we inform our work with this Justice Index. She added a clarification that we have not incorporated a language access focus in our strategic priorities; however the Arkansas Supreme Court does have a language access program.

Mr. Nagel mentioned that in his world at Tyson, key forms and issues of justice that are addressed include workers' justice and animal justice. He posited, "Are we educating the people who we need to be educating outside of this room?" He specified that with education of the public being one of the key goals the Commission has been given by the Supreme Court, we do have some strategies to engage the business community and legislators, but we may need to look more broadly. He suggested that there is a big vacuum and that there are many people who would like to help but who may be unaware that there is an issue.

Ms. Morrison stated that she and Legal Aid would like to do more legislative outreach as part of their communication plan, emphasizing that they would like legislative offices to use legal aid as a resource for their constituents. She added that Legal Aid will be working on their own visibility to increase these kinds of relationships. Members discussed making sure that the message is coming from the right entity and to inform the public as experts.

### Report of Executive Director

As part of her report, Ms. Johnson addressed updates to the IFP/fee waiver rule, including a memorandum she submitted to the Arkansas Supreme Court Committee on Civil Practice in late June. She also addressed



proposed changes to the Rules of Civil Procedure related to the signing of pleadings, the issue of ghostwriting, and relieving an attorney of their attorney of record status in certain limited scope cases. She referenced an email exchange contained on page 9 of the meeting packet addressing a national call for support in asking the Multistate Professional Responsibility Examination drafters to add questions centering on the American Bar Association's model limited scope rules and limited scope representation in general. Members discussed submitting a letter of support on behalf of our Commission for this action.

Mr. Nagel called for a resolution on submitting a letter of support to MPRE. Mr. Mayfield moved to approve submitting a letter of support. Ms. Walker seconded the motion. All members voted to approve submitting a letter of support.

### Project and Partner Organization Discussions and Reports

#### *Center for Arkansas Legal Services*

Ms. Carter reported on the Center's recent strategic planning process and her program's work to increase the impact of their cases. They are looking to create a number of more specialized projects for high-volume demand despite their limited resources. They are also looking to do more clinics in combination with limited scope. Much of this work will be supported by the forthcoming Bank of America settlement funds. She further touched on a pilot project with the Arkansas Department of Workforce Services, a reentry project with job training, as well as work requirements for continued enrollment in certain benefits programs. CALS continues to work on removing barriers to employment through the sealing of criminal court records and are currently focusing these efforts in Jefferson and Saline Counties. Other developments include a new project for the HelpLine, starting a new veterans' clinic in Fort Smith at the end of August, as well as a twice-monthly Lawyer in the Library project at Bowen. This library program will involve limited scope work related to family law and reentry.

#### *Legal Aid of Arkansas*

Mr. Richardson gave a rundown of current case types and closures for his program. He mentioned that they are currently litigating against a large rental management company in Northwest Arkansas, focusing on the liquidated damages clause contained in the company's lease with its tenants. This case could impact 20,000 to 30,000 Arkansans. He also highlighted a Fayetteville fair housing case and his program's efforts to try to attach the criminal eviction matter so that it can be heard in federal court. He added that there is no fair housing program in Arkansas and many violations are being discovered. In addition to housing and consumer impact work, his program is working with Arkansas Partners Against Trafficking Humans (PATH) to assist victims of sex-trafficking across the state. Their combine work could impact at minimum, close to 11,000 people in Arkansas.

Mr. Richardson addressed Legal Aid's current staffing levels of only 18 attorneys, and therefore is trying to hire three staff attorneys and eight AmeriCorps attorneys. The AmeriCorps positions will focus on economic opportunity, assuring access to safe and affordable housing, providing services to veterans and military families, and focusing on healthy futures through medical-legal partnerships. He closed his report by stating he would like to have updated census data that might affect and enable people at or below 200% of the poverty level to gain assistance; current levels are still based off of poverty data from 2010.

#### *Arkansas Access to Justice Foundation*

Ms. Johnson gave the Foundation's report in Mr. Waddell's absence. She stated that she is hoping to hire a Program Coordinator by mid-August. This position will focus on outreach efforts related to expanding limited scope representation and modest means panels.

The Foundation's committees are presently quite active, with the Grants Committee currently working on the Bank of America settlement grant program. In anticipation of these funds, the Finance Committee distributed a RFP for an investment advisor, as this is the most money the IOLTA Program will ever have had to manage. The Finance Committee will be interviewing selected firms in August.

She mentioned increased phone calls from banks wanting to be on the Preferred Bank List, and even two banks that have doubled the interest rates they pay on IOLTA trust accounts. She closed her Foundation updates, noting that staff will soon be moving to a new IOLTA database that will include tools to help with bank compliance.

#### *Anniversary Celebration Planning*

Ms. Morrison advised Commissioners of the small committee that has been assembled to coordinate the anniversary celebration and its accompanying conferences. She is currently working on a formal invitation letter to send to Secretary Clinton. She added that though a brand new edition to the Legal Aid team, Ms. Kiperszok has many good ideas which she will soon share with the committee. Ms. Morrison underscored her earlier point on the importance of increasing and spreading the visibility of legal aid through many avenues, including this event.

#### Small Group Discussions on Approval of Strategic Priorities

The strategic priority groups gathered and reviewed their updated goals, then provided individual feedback. Ms. Johnson clarified that each group acquired some aspect of the previous Visibility group's goals. Comments and suggestions were shared from each group, including:

Resource Development Group: (1) Would like the Commission to develop a board training to encompass all four boards; may get someone from the Arkansas Nonprofit Alliance to do a general nonprofit board overview; (2) The ATJF Resource Development Committee will need to involve the Commission's resource development members in fundraising efforts across the state; (3) In seeking legislative and potential court-settlement funding for legal aid, continued relationship-building and leadership from the judiciary are key.

Support Systems and Delivery Group: (1) Emphasized needing to get buy-in from court staff, not just judges; (2) In order to better mobilize human capital, would like to survey members of the Commission and Foundation on their skill sets and the activities they desire to do in supporting the work of the Commission/Foundation; (3) Supported continued development of a curriculum or bench card for judges interacting with SRLs (e.g., "5 Easy Things You Can Do When You Have a SRL in Your Courtroom").

Technical Expertise Group: (1) Supported development of an internal speaker's kit related to communications plan; (2) Supported annual compiling of rural data, as well as other regular reporting when possible (3) Suggested including language for "defaults" regarding action/inaction; (4) Emphasized knowing audience for press releases; (6) Take data-driven stand if/when appropriate.

Ms. Johnson thanked everyone for their participation and input. She stated that she will incorporate these edits and redistribute the strategic priorities one more time for review.

#### Adjourn

With no new business to discuss, Mr. Nagel adjourned the meeting at 2:20 p.m.

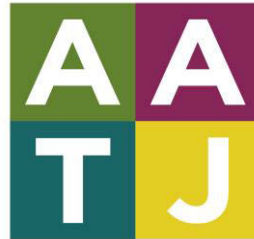
#### Future Meetings

October 28-29, 2016 (Joint Meeting with Foundation Board) – location soon to be announced

# Arkansas Access to Justice Commission

## Strategic Priorities 2016 - 2019

July 30, 2016



ARKANSAS  
ACCESS TO  
JUSTICE  
REPRESENTING HOPE

## GOALS

- (1) Increase the financial resources available to support the delivery of civil legal aid and to expand access to the civil justice system for all Arkansans.
- (2) Strengthen support systems for the delivery of civil legal help through pro bono attorneys and resources for self-represented litigants.
- (3) Provide technical expertise and other support to the efforts of the legislature, courts, and other entities to adopt innovations that improve access to justice for all Arkansans.

### **Goal One: Increase the financial resources available to support the delivery of civil legal aid and to expand access to the civil justice system for all Arkansans.**

<b>Outcomes: What do we want to achieve?</b>	<b>Strategies: How can we achieve it?</b>	<b>Persons Responsible: Who Will Do It?</b>	<b>Metrics: What Can We Measure?</b>
The Commission, Foundation, and legal aid are equipped with the staff capacity and tools necessary to support resource development efforts.	<ul style="list-style-type: none"> <li>• Maintain up-to-date contacts for target audience in eTapestry (donor database) and Constant Contact (email marketing program). ONGOING</li> </ul>	Erin Jacobson (ATJF) Elizabeth King (LAA)? Lora Crawley (CALs)	<ul style="list-style-type: none"> <li>• Last updated dates in eTapestry</li> <li>• Frequency of AddressFinder updates</li> </ul>
	<ul style="list-style-type: none"> <li>• Fix and redesign current AATJ website so that it is compelling, navigable, and easy to donate. SHORT TERM</li> </ul>	Amy Johnson Website developer/UX designer	<ul style="list-style-type: none"> <li>• Website UX redesign completed</li> <li>• Website analytics on user behavior</li> </ul>
	<ul style="list-style-type: none"> <li>• Survey Commissioners and Board members to identify skills, interests, contacts, and other assets so that staff can involve each Commissioner and Board member where needed. SHORT TERM</li> </ul>	Amy Johnson	<ul style="list-style-type: none"> <li>• Survey responses</li> <li>• Commissioner/Board member participation</li> </ul>
	<ul style="list-style-type: none"> <li>• Hire full-time Resource Development Director to implement resource development strategies identified in this plan and in the 2013 plan developed by consultant Dennis Dorgan. LONG TERM</li> </ul>	ATJ Foundation	<ul style="list-style-type: none"> <li>• Development Director hired</li> </ul>

<p>Commissioners, Foundation Board members, and legal aid Board members have a good understanding of the importance of access to justice and legal aid and use that understanding to advance resource development efforts.</p>	<ul style="list-style-type: none"> <li>Develop and provide annual orientation to new Commissioners and Board members. SHORT TERM</li> </ul>	<p>Amy Johnson Governance Committee</p>	<ul style="list-style-type: none"> <li>Commission/Board orientation materials developed and updated annually</li> <li>Commission/Board member understanding (via self-evaluations)</li> </ul>
	<ul style="list-style-type: none"> <li>Develop and refine “elevator speech” for Commissioners, Board members, and partners to use when talking to others about access to justice legal aid. SHORT TERM</li> </ul>	<p>Amy Johnson Governance Committee Visibility Committee</p>	<ul style="list-style-type: none"> <li>Elevator speech drafted and disseminated</li> </ul>
	<ul style="list-style-type: none"> <li>Establish legal aid attorney “mentorships” of Commissioners and Board members. SHORT TERM/ONGOING</li> </ul>	<p>Amy Johnson Jean Carter Lee Richardson Governance Committee</p>	<ul style="list-style-type: none"> <li>Commissioners and Board members matched with legal aid staff</li> <li># of contacts between mentors and mentees</li> </ul>
	<ul style="list-style-type: none"> <li>Develop a Campaign for Legal Aid “dashboard” and related reports for routine distribution to staff and volunteers involved in fundraising efforts. SHORT TERM/ONGOING</li> </ul>	<p>Amy Johnson Erin Jacobson</p>	<ul style="list-style-type: none"> <li>Dashboard template developed</li> <li>Dashboard distributed monthly</li> </ul>
	<ul style="list-style-type: none"> <li>Provide across-the-board joint training opportunities for Commissioners, Board members, and stakeholder board members and staff, including possible joint conference, every 2 years. ONGOING</li> </ul>	<p>Governance Committee Amy Johnson ATJ Program Coordinator</p>	<ul style="list-style-type: none"> <li># joint training meetings</li> <li>Joint meeting participant evaluations</li> </ul>
	<ul style="list-style-type: none"> <li>Maintain up-to-date catalogue of governance documents, training materials, and minutes on Board portal. ONGOING</li> <li></li> </ul>	<p>All Commission staff</p>	<ul style="list-style-type: none"> <li>Current versions of materials are posted</li> </ul>

	<ul style="list-style-type: none"> <li>Commissioners and Board members give presentations to local bar associations and civic groups at least once per quarter. ONGOING</li> </ul>	<p>Commission staff (to coordinate) Commissioners Foundation Board members</p>	<ul style="list-style-type: none"> <li># of presentations made</li> <li># of attendees</li> </ul>
<p>Individual giving (\$1 to \$499) to the statewide Campaign for Legal Aid will increase through retention of 85% or more of existing donors and acquisition of 200 new or lapsed ones.</p>	<ul style="list-style-type: none"> <li>Distribute, at least quarterly, email newsletters that include a prominent “donate” button; include in e-newsletters other giving opportunities, such as ArkansasGives and Giving Tuesday. ONGOING</li> </ul>	Amy Johnson	<ul style="list-style-type: none"> <li>Amount of donations (\$1-\$499) received by Foundation, VOCALS, and LAA</li> <li># of contacts made with prospective donors</li> <li># of individual donors by category (judges, attorneys, gov’t attorneys, non-legal individuals, etc.)</li> <li># of donations received in response to e-newsletters</li> <li>Constant Contact analytics on click-throughs</li> </ul>
	<ul style="list-style-type: none"> <li>Recruit regional legal community “division leaders” to co-sign solicitation letters by August 15 of each year; send Spring and Fall solicitation letters each Spring (by May 31) and Fall (by November 15). ONGOING</li> </ul>	Amy Johnson Erin Jacobson Resource Development Committee Foundation Board members Division leaders	<ul style="list-style-type: none"> <li>Division leaders recruited</li> <li>Spring and Fall solicitations sent</li> </ul>
	<ul style="list-style-type: none"> <li>Develop and publish annual report in collaboration with Foundation, CALS, and LAA that recognizes all Campaign for Legal Aid donors. ONGOING</li> </ul>	Commission staff Designated LAA & CALS staff	<ul style="list-style-type: none"> <li>Annual report completed and published</li> <li># of website and social media posts sharing content from Annual Report</li> </ul>

	<ul style="list-style-type: none"> <li>Promote and expand 6.1 Society monthly giving program through advertising, maintaining up-to-date listing of members on website. ONGOING</li> </ul>	Commission staff	<ul style="list-style-type: none"> <li># of 6.1 Society members</li> <li>Amount of monthly gifts</li> </ul>
	<ul style="list-style-type: none"> <li>Recognize and thank donors with thank-you letters, e-newsletter listings, and Annual Report mailer (3+ contacts per donor per year). ONGOING</li> </ul>	Amy Johnson Erin Jacobson	<ul style="list-style-type: none"> <li># of contacts with donors from eTapestry report</li> </ul>
	<ul style="list-style-type: none"> <li>Produce regular AATJ website content updates that engage supporters with the mission of the Commission and Foundation. ONGOING</li> </ul>	Commission staff	<ul style="list-style-type: none"> <li>Website analytics</li> <li>Frequency of “article” posts</li> </ul>
	<ul style="list-style-type: none"> <li>Maintain robust social media presence that thanks and engages donors and volunteers. ONGOING</li> </ul>	Commission staff	<ul style="list-style-type: none"> <li>Facebook and Twitter analytics on engagement (shares, post likes, etc.).</li> </ul>
Major individual gifts (\$500 or more) to the Campaign for Legal Aid will increase through retention of existing major donors and the acquisition of 10 new or lapsed ones.	<ul style="list-style-type: none"> <li>Cultivate major gifts by scheduling at least one in-person meeting per month to thank an existing donor or develop a prospect. ONGOING</li> </ul>	Commission staff (to schedule) Board members Commission members	<ul style="list-style-type: none"> <li>Amount of donations (\$500+) received by Foundation, VOCALS, and LAA</li> <li># of contacts made with prospective donors</li> <li># of individual major gifts</li> </ul>
	<ul style="list-style-type: none"> <li>Recognize and thank donors with personal phone calls from Board/Commission or staff members, thank-you letters, e-newsletter listings, and Annual Report mailer (4+ contacts per donor per year). ONGOING</li> </ul>	Amy Johnson Erin Jacobson Board members Commission members	<ul style="list-style-type: none"> <li># of contacts with donors from eTapestry report</li> </ul>
Corporate giving to the statewide Campaign for Legal Aid will increase through retention of 85% or more of existing corporate donors and acquisition of 10 new or	<ul style="list-style-type: none"> <li>Develop and pay for targeted advertising in publications likely to be seen by prospective donors, including banks and foundations. SHORT-TERM/ONGOING</li> </ul>	Foundation Amy Johnson	<ul style="list-style-type: none"> <li># of ad placements</li> </ul>
	<ul style="list-style-type: none"> <li>Develop and advertise sponsorship</li> </ul>	Commission staff	<ul style="list-style-type: none"> <li>Sponsorship packet</li> </ul>

lapsed ones.	opportunities for limited scope pro bono events. SHORT-TERM/ONGOING	CALS/LAA Pro Bono Coordinators	developed and posted on website
	<ul style="list-style-type: none"> <li>Recognize and thank corporate donors with personal phone calls from Board/Commission or staff members, thank-you letters, e-newsletter listings, and Annual Report mailer (4+ contacts per donor per year). ONGOING</li> </ul>	Amy Johnson Erin Jacobson Board members Commission members	<ul style="list-style-type: none"> <li># of contacts with donors from eTapestry report</li> </ul>
The Foundation, in partnership with the Commission and legal aid, will establish one or more endowment funds to provide long-term, sustainable sources of funding for legal aid.	<ul style="list-style-type: none"> <li>Develop recommendations for sources of funds for initial creation of endowment (e.g., % of annual giving, interest earned from Bank of America settlement, stand-alone endowment campaign) SHORT TERM</li> </ul>	Foundation Resource Development Committee	<ul style="list-style-type: none"> <li>Recommendations developed and adopted by Foundation Board</li> </ul>
	<ul style="list-style-type: none"> <li>Develop parameters for endowment fund purpose. SHORT TERM</li> </ul>	Foundation Resource Development Committee	<ul style="list-style-type: none"> <li>Endowment purposes document developed</li> </ul>
	<ul style="list-style-type: none"> <li>Establish endowment fund at Arkansas Community Foundation. INTERMEDIATE TERM</li> </ul>	Amy Johnson Foundation Board officers	<ul style="list-style-type: none"> <li>Endowment fund created</li> </ul>
Increase revenues for grants to legal aid and programs of the Commission through IOLTA “orphan funds” rule.	<ul style="list-style-type: none"> <li><del>Seek adoption of orphan funds rule</del></li> <li><del>Develop forms and materials for implementation of IOLTA “orphan funds” rule</del></li> <li>Publicize new rule provisions through social media, articles in publications geared toward attorneys, and presentations to attorney associations. ONGOING</li> </ul>	Amy Johnson Foundation & Commission Resource Development Committees	<ul style="list-style-type: none"> <li><del>Forms and materials for reporting and remitting orphan funds available on AATJ website</del></li> <li>Amount of orphan funds revenue raised</li> </ul>
Seek pro hac vice fees as potential source of revenue to support grants to legal aid and programs of the	<ul style="list-style-type: none"> <li>Work with Office of Professional Programs on proposed Pro Hac Vice rule change (with revenues credited to Arkansas Access to</li> </ul>	Amy Johnson Justice Wynne	<ul style="list-style-type: none"> <li>Pro Hac Vice rule adopted by Arkansas Supreme Court</li> </ul>



Commission.	Justice Foundation) SHORT/INTERMEDIATE TERM		
Explore unclaimed court registry money as source of revenue for grants to support to legal aid and programs of the Commission.	<ul style="list-style-type: none"> <li>Research current mechanism for handling unclaimed court registry funds, how much there are, where they are, what legal mechanism would be required to provide a process of obtaining the funds, and the feasibility of doing so. INTERMEDIATE TERM</li> </ul>	Commission staff Judge Vic Harper	<ul style="list-style-type: none"> <li>Results of research compiled into memo and presented to Commission and/or Foundation for action</li> </ul>
Increase court settlement revenues to support grants to legal aid and programs of the Commission.	<ul style="list-style-type: none"> <li>Maintain regular contact (at least quarterly) with Arkansas Attorney General's office settlement funds and collaboration opportunities. ONGOING</li> </ul>	Amy Johnson	<ul style="list-style-type: none"> <li>Amount of court settlement revenue raised</li> </ul>
	<ul style="list-style-type: none"> <li>Make judges and attorneys who handle class action cases aware of the Arkansas Access to Justice Foundation as a potential recipient of cy pres funds through personal contacts and informational materials. INTERMEDIATE</li> </ul>	Commission Resource Development Committee	<ul style="list-style-type: none"> <li>Information materials developed</li> <li># contacts made</li> </ul>
Establish support from Arkansas Congressional Delegation for maintaining or increasing Legal Services Corporation funding.	<ul style="list-style-type: none"> <li>At least annually, provide Arkansas Bar leadership and NLADA with specifics about legal aid delivery in their congressional districts as part of Law Day activities. ONGOING</li> </ul>	Amy Johnson	<ul style="list-style-type: none"> <li># of congressional contacts made during Law Day</li> <li># informational sheets given to members of congressional delegation and their staff</li> </ul>
	<ul style="list-style-type: none"> <li>Establish network of contacts who have connections with state and federal legislators who will assist in reaching out to congressional delegation when bills that affect LSC funding or IOLTA programs are under consideration. INTERMEDIATE</li> </ul>	Amy Johnson; Commission Resource Development Committee	<ul style="list-style-type: none"> <li># of contacts with congressional delegation members and their staff</li> <li>Delegation member votes on LSC funding and IOLTA-related issues.</li> </ul>
	<ul style="list-style-type: none"> <li>In coordination with congressional delegation, conduct a series of town hall meetings around the state. LONG TERM</li> </ul>	Program Coordinator;	<ul style="list-style-type: none"> <li>Town Hall Meetings held</li> </ul>

		Commission Resource Development Committee	
Seek state legislative funding for legal aid.	<ul style="list-style-type: none"> <li><del>Draft appropriation bill and seek its inclusion of appropriation in Bar Association legislative package. SHORT TERM (drafted and sought; not included this year)</del></li> </ul>	Amy Johnson	<ul style="list-style-type: none"> <li><del>Draft bill taken up by ArkBar House of Delegates</del></li> </ul>
	<ul style="list-style-type: none"> <li>Participate in national capacity building calls sponsored by the ABA Resource Center for Access to Justice Initiatives. SHORT TERM</li> </ul>	Designated Commission Resource Development members	<ul style="list-style-type: none"> <li>Committee participation in national calls</li> <li>Best practices and other info from calls shared with Commission</li> </ul>
	<ul style="list-style-type: none"> <li>Meet with Governor regarding possible support for legislative funding for legal aid. SHORT TERM.</li> </ul>	Amy Johnson & Rod Nagel	<ul style="list-style-type: none"> <li>Meeting with Governor completed</li> <li>Outcome reported back to Commission</li> </ul>
	<ul style="list-style-type: none"> <li>Develop one-pager set of persuasive, factual information about civil legal aid and why it should receive legislative funding. SHORT TERM.</li> </ul>	Amy Johnson Commission Resource Development Committee	<ul style="list-style-type: none"> <li>One pager- completed</li> </ul>
	<ul style="list-style-type: none"> <li>Identify legislative sponsor and for draft appropriation legislation. SHORT TERM.</li> </ul>	Commission Resource Development Committee	<ul style="list-style-type: none"> <li>Commitments from legislative sponsors</li> </ul>
	<ul style="list-style-type: none"> <li>Support CALS and LAA in making contact with state legislators about how legal aid can be a constituent resource. INTERMEDIATE TERM</li> </ul>	Amy Johnson	<ul style="list-style-type: none"> <li># of state legislative contacts made</li> </ul>

	<ul style="list-style-type: none"> <li>Establish network of contacts who have connections with state legislators who will assist in reaching out to lawmakers when bills that affect funding or operations of CALS, LAA, or the Commission are under consideration. INTERMEDIATE TERM/ONGOING</li> </ul>	<p>Amy Johnson Arkansas Bar Association Leadership Commission members Foundation Board members</p>	<ul style="list-style-type: none"> <li>Network of contacts established</li> <li># legislative contacts made</li> </ul>
	<ul style="list-style-type: none"> <li>Recognize and publicize lawmakers who preserve, promote, and support access to justice and legal aid. LONG TERM</li> </ul>	<p>Commission members</p>	<ul style="list-style-type: none"> <li>Awards or other recognition given</li> <li>Press coverage of recognition</li> <li>Social media shares and likes of related content</li> </ul>
	<ul style="list-style-type: none"> <li>Host a “Legal Aid” Day at the state capitol. LONG TERM</li> </ul>	<p>Commissioners; Designated legal aid staff &amp; board members</p>	<ul style="list-style-type: none"> <li>Legal Aid Day held</li> </ul>
	<ul style="list-style-type: none"> <li>Develop data visualization tool to map pertinent data related to legal need and legal service delivery so that legislators have access to district-specific information. INTERMEDIATE TERM.</li> </ul>	<p>Amy Johnson Technical Expertise Committee Designated staff of CALS &amp; LAA</p>	<ul style="list-style-type: none"> <li>Data visualization software acquired</li> <li>Data points determined</li> <li>Data collected and input</li> <li>Visualization posted to website</li> </ul>
<p>Programs of the Commission and legal aid will receive grant funding for core activities that are priorities for the philanthropic community.</p>	<ul style="list-style-type: none"> <li>Participate in local philanthropy roundtable hosted by ARCF. ONGOING</li> </ul>	<p>Amy Johnson</p>	<ul style="list-style-type: none"> <li># of roundtable meetings attended</li> </ul>
	<ul style="list-style-type: none"> <li>Foundation maintains active membership in SECF and utilizes this to establish contacts among regional grantmakers. ONGOING</li> </ul>	<p>Amy Johnson</p>	<ul style="list-style-type: none"> <li>Membership in SECF renewed</li> <li>Participation in SECF annual meeting</li> <li># of foundation connections made</li> </ul>

	<ul style="list-style-type: none"> <li>Identify community partners for grant opportunities requiring collaboration. ONGOING</li> </ul>	Commission staff	<ul style="list-style-type: none"> <li># of partner organization contacts re grant opportunities</li> <li># and amount of grants awarded</li> </ul>
	<ul style="list-style-type: none"> <li>Obtain letters of support and commitment for grants for LAA and CALS as needed. ONGOING</li> </ul>	Amy Johnson	<ul style="list-style-type: none"> <li># letters of support procured</li> </ul>
	<ul style="list-style-type: none"> <li>Monitor grant opportunities and disseminate information about grant opportunities to CALS and LAA. LONG-TERM</li> </ul>	Resource Development Director	<ul style="list-style-type: none"> <li># of relevant grant opportunities shared</li> </ul>
	<ul style="list-style-type: none"> <li>Provide grantwriting support to CALS and LAA. LONG-TERM</li> </ul>	Resource Development Director	<ul style="list-style-type: none"> <li># of grants that RDD assists with</li> <li># of RDD-assisted grants awarded</li> <li>Amount of RDD-assisted grant funding awarded</li> </ul>
Self-help resources created by legal aid have sustainable sources of funding and staff support.	<ul style="list-style-type: none"> <li>Maintain regular contact with members of the Arkansas Supreme Court through email communications, letters, and face-to-face meetings about Commission initiatives related to self-help. ONGOING</li> </ul>	Amy Johnson Justice Wynne	<ul style="list-style-type: none"> <li># contacts with members of the Supreme Court</li> </ul>
	<ul style="list-style-type: none"> <li>Seek creation of court-funded position through Commission or Supreme Court Law Library. LONG-TERM</li> </ul>	Amy Johnson Justice Wynne	<ul style="list-style-type: none"> <li>Position created and funded</li> </ul>
	<ul style="list-style-type: none"> <li>Actively seek opportunities, through SJI grants or otherwise, to encourage adoption of self-help service delivery by the judiciary. LONG-TERM</li> </ul>	Amy Johnson Development Director	<ul style="list-style-type: none"> <li>Amount of non-legal aid funding secured for self-help resources</li> <li># and types of self-help resources available</li> </ul>

**Goal Two: Strengthen support systems for the delivery of civil legal help through pro bono attorneys, limited scope representation, and resources for self-represented litigants.**

<b>Outcomes:</b> <b>What do we want to achieve?</b>	<b>Strategies:</b> <b>How can we achieve it?</b>	<b>Persons Responsible: Who Will Do It?</b>	<b>Metrics:</b> <b>What Can We Measure?</b>
Private attorneys understand the prevalence of self-representation and adapt their service delivery models to provide limited scope representation, which in turn results in greater access to justice.	<ul style="list-style-type: none"> <li>Seek adoption of proposed rule changes regarding limited scope representation               <ul style="list-style-type: none"> <li><del>Rules of Professional Conduct 1.2, 4.2, 4.3</del></li> <li>Rules of Civil Procedure 11 and 87</li> </ul> </li> </ul> SHORT-TERM	Amy Johnson; <del>ArkBar Professional Ethics Committee;</del> Supreme Court Committee on Civil Practice	<ul style="list-style-type: none"> <li>Rules adopted by Arkansas Supreme Court</li> </ul>
	<ul style="list-style-type: none"> <li><del>Create Notices of Limited Scope Representation referenced by proposed rules for attorneys to use.</del></li> </ul>	Amy Johnson	<ul style="list-style-type: none"> <li><del>Forms created and posted on website</del></li> </ul>
	<ul style="list-style-type: none"> <li>Complete limited scope representation attorney toolkit and conduct accompanying training. SHORT-TERM/ONGOING</li> </ul>	Program Coordinator	<ul style="list-style-type: none"> <li>Toolkit completed</li> <li>Training course created and materials developed</li> <li># training sessions given</li> <li># attorneys who receive training</li> </ul>
	<ul style="list-style-type: none"> <li>Disseminate information to the bar about likely market opportunities presented by latent legal market and limited scope representation as an avenue for addressing justice gap while producing paying business for underemployed lawyers. SHORT-TERM/ONGOING</li> </ul>	Program Coordinator	<ul style="list-style-type: none"> <li># of articles published</li> <li># presentations given</li> <li># social media posts and related analytics</li> <li># attorneys who join LSR panel</li> </ul>
	<ul style="list-style-type: none"> <li>Establish “panel” of attorneys who handle cases on a limited scope basis and disseminate directory of those</li> </ul>	Program Coordinator	<ul style="list-style-type: none"> <li># of attorneys who complete LSR</li> </ul>

	attorneys (perhaps through ArkBar Find-a-Lawyer?). INTERMEDIATE		training and agree to serve on panel
	<ul style="list-style-type: none"> <li>Establish a mechanism (through automated documents and referrals to directory) for connecting people in need of limited scope services with attorneys who provide such services. INTERMEDIATE</li> </ul>	Program Coordinator; Designated legal aid staff who are responsible for website and automated documents	<ul style="list-style-type: none"> <li># of attorneys who report receiving referrals through self-help forms and/or directory</li> </ul>
	<ul style="list-style-type: none"> <li>Identify and implement mechanism for tracking the number of Notices of LSR filed with courts. INTERMEDIATE/LONG-TERM</li> </ul>	Amy Johnson; Program Coordinator; Office of Justice Statistics	<ul style="list-style-type: none"> <li>Commission has access to real-time data on the number of Notices of LSR filed.</li> </ul>
Judges are supportive of Arkansas-specific self-help resources and limited scope representation in their courts.	<ul style="list-style-type: none"> <li>Seek adoption of proposed changes to Rule 2.2 of the Arkansas Judicial Code of Conduct and a statewide policy regarding information and assistance to self-represented litigants by court staff, librarians, and other non-attorneys with court information expertise. INTERMEDIATE</li> </ul>	Amy Johnson; Program Coordinator; Commission SRL Task Force	<ul style="list-style-type: none"> <li>Rule and policy are adopted</li> </ul>
	<ul style="list-style-type: none"> <li>Develop, in partnership with Judicial Council and District Judges Association, a judicial training curriculum and benchbook on strategies for handling self-represented litigants in the courtroom consistent with ethical obligations, judicial economy, and due process rights of litigants. INTERMEDIATE</li> </ul>	Amy Johnson; Program Coordinator; Commission SRL Task Force	<ul style="list-style-type: none"> <li>Completed benchbook and training curriculum</li> <li># of training sessions held</li> <li># judges who participate in training</li> </ul>
	<ul style="list-style-type: none"> <li>In conjunction with the Judicial Branch Education Division of the AOC and Education Committee of the Judicial Council, recruit judges in judicial districts where court-based limited scope assistance is provided to self-help patrons to speak to their peers about how such assistance can improve the administration of</li> </ul>	Amy Johnson; Program Coordinator; Commission SRL Task Force	<ul style="list-style-type: none"> <li>Attitudes of judges via surveys</li> <li># of peer-to-peer training sessions held</li> <li># of judges who</li> </ul>

	justice. INTERMEDIATE		participate in peer-to-peer training
	<ul style="list-style-type: none"> <li>Develop mechanism for ongoing collection and compilation of Pulaski County CourtHelp pilot, including yet-to-be-done survey of judge and staff attitudes, to determine feasibility and desirability of expanding the model to other parts of the state, including rural areas. SHORT-TERM</li> </ul>	Program Coordinator; Delivery Systems Committee	<ul style="list-style-type: none"> <li># patron surveys completed</li> <li>Survey instrument for judges and staff completed and disseminated</li> <li>Data is collected and compiled</li> </ul>
	<ul style="list-style-type: none"> <li>Report to and seek input from the Judicial Council and District Judges Association on Commission activities related to self-represented litigants and limited scope representation. INTERMEDIATE</li> </ul>	Amy Johnson; Program Coordinator; Commission member judges (Judges Harper, Smith, and French)	<ul style="list-style-type: none"> <li># of meetings with and presentations to Judicial Council and District Judges Association</li> </ul>
Circuit clerks and other court staff are supportive of self-help resources and are equipped to provide appropriate legal information to self-represented litigants.	<ul style="list-style-type: none"> <li>In consultation with judges and court staff associations, develop statewide guidance for adoption by the Arkansas Supreme Court regarding resources and information that court staff may permissibly provide to self-represented litigants without compromising the court's neutrality or engaging in the unauthorized practice of law. INTERMEDIATE</li> </ul>	Amy Johnson; Program Coordinator; SRL Task Force	<ul style="list-style-type: none"> <li>Draft guidelines (already in existence) are refined and concerns addressed</li> <li>Guidelines are approved</li> </ul>
	<ul style="list-style-type: none"> <li>Develop and distribute a training curriculum and list of resources (including lists of modest means and/or limited scope attorneys; fact sheets; automated documents; etc.) for court staff to use and provide to self-represented litigants. INTERMEDIATE</li> </ul>	Amy Johnson; Program Coordinator; SRL Task Force	<ul style="list-style-type: none"> <li>Resource list developed</li> <li># resource lists distributed</li> </ul>
	<ul style="list-style-type: none"> <li>Provide periodic training to court staff (through the Arkansas Association of Counties, Trial Court Assistants Association, and others) on statewide</li> </ul>	Program Coordinator; SRL Task Force	<ul style="list-style-type: none"> <li># of training sessions held</li> </ul>

	guidance. ONGOING		<ul style="list-style-type: none"> <li># court staff who participate in training</li> </ul>
The concept of assisted self-help will be supported and promoted by the leadership of the bar as a means of attaining meaningful access to justice	<ul style="list-style-type: none"> <li>Provide regular reports to the House of Delegates and Board of Governors on activities of the Commission and Foundation. ONGOING</li> </ul>	Amy Johnson	<ul style="list-style-type: none"> <li># of reports made to ArkBar governing bodies</li> </ul>
	<ul style="list-style-type: none"> <li>Offer CLE and other training opportunities to state and local bar associations, Arkansas Trial Lawyers Association, and other attorney organizations. ONGOING</li> </ul>	Amy Johnson; Program Coordinator	<ul style="list-style-type: none"> <li># CLE and other training opportunities provided</li> </ul>
	<ul style="list-style-type: none"> <li>Assist Arkansas Bar Association Futures Commission in developing recommendations that address legal market challenges that impact access to justice. INTERMEDIATE</li> </ul>	Amy Johnson; Program Coordinator; Delivery Systems Committee	<ul style="list-style-type: none"> <li>Futures Commission recommendations incorporate input from the ATJ Commission</li> </ul>
The concept of assisted self-help will be supported and promoted by the leadership of the judicial branch as a means of attaining meaningful access to justice	<ul style="list-style-type: none"> <li>Commission Chair meets at least annually with members of the Arkansas Supreme Court. SHORT-TERM/ONGOING</li> </ul>	Justice Wynne; Rod Nagel; Amy Johnson	<ul style="list-style-type: none"> <li># meetings with members of the Court</li> <li># of Commission requests and recommendations approved by the Court</li> </ul>
	<ul style="list-style-type: none"> <li>Commission provides regular (at least quarterly) updates on Commission activities to the Court. ONGOING</li> </ul>	Amy Johnson; Justice Wynne	<ul style="list-style-type: none"> <li># of written and personal contacts made with the Court</li> </ul>
	<ul style="list-style-type: none"> <li>Invite Supreme Court liaison and other justices to attend Equal Justice Conference Chairs Meeting (annually). ONGOING</li> </ul>	Amy Johnson	<ul style="list-style-type: none"> <li>Justice attends ATJ Chairs Meeting</li> </ul>



<p>Attorneys will be more aware of pro bono opportunities and will have favorable attitudes toward pro bono service</p>	<ul style="list-style-type: none"> <li>• Coordinate with legal aid pro bono panels on recruitment and recognition efforts for pro bono attorneys. ONGOING</li> </ul>	<p>Program Coordinator; Amy Johnson</p>	<ul style="list-style-type: none"> <li>• Attorney surveys</li> <li>• # pro bono attorneys who take cases</li> <li>• # of hours that pro bono attorneys volunteer</li> </ul>
	<ul style="list-style-type: none"> <li>• Coordinate with CALS and LAA in conducting and promoting pro bono “saturation event” opportunities. ONGOING</li> </ul>	<p>Commission staff; Designated CALS and LAA staff</p>	<ul style="list-style-type: none"> <li>• # of pro bono events held</li> <li>• # volunteers</li> <li>• # clients served</li> <li>• # documents generated</li> </ul>
	<ul style="list-style-type: none"> <li>• Roll out Arkansas version of TN Online Justice program which is being made available for free through ABA. SHORT-TERM</li> </ul>	<p>Program Coordinator</p>	<ul style="list-style-type: none"> <li>• # attorney volunteers</li> <li>• # of client sign-ups</li> <li>• # legal questions posted and answered</li> </ul>
	<ul style="list-style-type: none"> <li>• Support CALS and LAA in streamlining pro bono attorney sign-ups and case assignments. INTERMEDIATE</li> </ul>	<p>Commission staff; Designated CALS and LAA staff</p>	<ul style="list-style-type: none"> <li>• # new attorney pro bono sign-ups</li> </ul>
	<ul style="list-style-type: none"> <li>• Promote and support statewide implementation of Modest Means program. INTERMEDIATE</li> </ul>	<p>Program Coordinator; Designated CALS and LAA staff</p>	<ul style="list-style-type: none"> <li>• # Modest Means attorney sign-ups</li> <li>• # Modest Means client referrals</li> <li>• # cases handled</li> </ul>

**Goal Three: Provide technical expertise and other support to the efforts of the legislature, courts, and other entities to adopt innovations that improve access to justice for all Arkansans.**

<b>Outcomes: What do we want to achieve?</b>	<b>Strategies: How can we achieve it?</b>	<b>Persons Responsible: Who Will Do It?</b>	<b>Metrics: What Can We Measure?</b>
<p>Legislature, courts, nonprofits, and other entities are aware of the Commission and seek input from Commission on issues that impact access to the court system in civil matters (i.e., Commission is a thought leader)</p>	<ul style="list-style-type: none"> <li>Remain abreast of activities of these agencies that might affect access to civil justice and volunteer to serve in supporting role (e.g., Parent Counsel relocation, e-filing, court rule changes, administrative agency rules). ONGOING</li> </ul>	<p>Amy Johnson; Commissioners</p>	<ul style="list-style-type: none"> <li># outside projects with Commission involvement</li> </ul>
	<ul style="list-style-type: none"> <li>Seek and maintain involvement, through Commission representatives, in Supreme Court Unauthorized Practice of Law Committee, governing bodies of the Arkansas Bar Association, and other entities that do work that relates to access to civil justice. ONGOING</li> </ul>	<p>Amy Johnson; Program Coordinator; Technical Expertise Committee</p>	<ul style="list-style-type: none"> <li># entities with missions related to access to justice that have leadership involvement from Commission members and staff</li> </ul>
	<ul style="list-style-type: none"> <li>Seek and maintain involvement in community coalitions whose work can be informed by information regarding civil legal problems and the impact of these problems on other challenges that Arkansans face (e.g., Natural Wonders Council, Citizens First Congress). ONGOING</li> </ul>	<p>Amy Johnson; Program Coordinator; Technical Expertise Committee</p>	<ul style="list-style-type: none"> <li># of community groups that incorporate legal aid and self-help into their efforts</li> </ul>
	<ul style="list-style-type: none"> <li>Obtain Arkansas Press Association directory; maintain up-to-date media contacts list for shared use with CALS and LAA for press releases and media pitches. SHORT-TERM/ONGOING</li> </ul>	<p>Commission staff</p>	<ul style="list-style-type: none"> <li>Directory obtained</li> <li>Media list is current</li> </ul>
	<ul style="list-style-type: none"> <li>In cooperation with CALS and LAA, develop a written <b>statewide communication plan and internal “toolkit”</b> that clearly identifies points of contact and matters within their expertise/authority to speak on for media and other inquiries.</li> </ul>	<p>Commission staff; Visibility Committee</p>	<ul style="list-style-type: none"> <li>Communication plan is developed and adopted</li> </ul>

	<ul style="list-style-type: none"> <li>Draft and distribute press releases related to notable activities related to legal aid and access to justice; make media pitches when appropriate. ONGOING</li> </ul>	Amy Johnson Visibility Committee	<ul style="list-style-type: none"> <li># of press releases picked up by news outlets</li> </ul>
	<ul style="list-style-type: none"> <li>Develop and seek publication of op ed pieces on the importance of legal aid, pro bono service, and access to justice. INTERMEDIATE</li> </ul>	Amy Johnson Visibility Committee	<ul style="list-style-type: none"> <li># of published op-ed or similar pieces</li> </ul>
	<ul style="list-style-type: none"> <li>Provide content to leaders of bench and bar to use in presentations and written pieces that touch on matters related to access to justice. ONGOING</li> </ul>	Amy Johnson	<ul style="list-style-type: none"> <li># speeches, articles, etc., written by leaders of bench and bar about access to justice</li> </ul>
	<ul style="list-style-type: none"> <li>Develop a “speakers bureau” of community leaders to give presentations to civic groups on the work of the Commission. LONG TERM</li> </ul>	Technical Expertise Committee	<ul style="list-style-type: none"> <li># speakers recruited</li> <li># presentations given</li> </ul>
Legislature, Congress, courts, and other entities have access to up-to-date, relevant statistics and other information needed to make evidence-based decisions on matters that relate to legal aid and access to justice	<ul style="list-style-type: none"> <li>Automate IOLTA and pro bono self-reporting that is currently done via paper form through iMIS Automation Project. SHORT TERM</li> </ul>	Amy Johnson	<ul style="list-style-type: none"> <li>IOLTA and pro bono reporting automated</li> <li># of IOLTA and pro bono reports submitted</li> </ul>
	<ul style="list-style-type: none"> <li>Annually compile and report on <ul style="list-style-type: none"> <li># of legal aid cases closed by county, problem code, and depth of service</li> <li>Legal aid recoveries/avoidances and outcomes</li> <li># of civil court filings in domestic relations, probate, housing, and consumer cases by county</li> <li>Poverty population by county</li> <li># of attorneys in private practice by county (attorneys with IOLTA accounts)</li> <li>Rural law practice data and anecdotes</li> <li># and types of self-reported pro bono activities</li> <li>Legal aid self-help website, fact sheet, and automated resource usage</li> <li>Likely volume of self-represented litigants</li> </ul> </li> </ul>	Commission staff	<ul style="list-style-type: none"> <li># reports compiled and released</li> <li># requests for information</li> </ul>

	<ul style="list-style-type: none"> <li>• Make recommendations to appropriate agencies based on data collected</li> </ul> <p>ONGOING</p>		
	<ul style="list-style-type: none"> <li>• Encourage and provide technical assistance to AOC in developing standards for tracking actual numbers of self-represented litigants, including default judgments. INTERMEDIATE</li> </ul>	Amy Johnson	<ul style="list-style-type: none"> <li>• Action by AOC relative to tracking of SRLs</li> </ul>
Arkansas's Justice Index ranking improves.	<ul style="list-style-type: none"> <li>• Make Judiciary aware of Justice Index ranking and methodology, as well as opportunities to improve through court-adopted best practices for access to justice for self-represented litigants. LONG-TERM</li> </ul>	Amy Johnson; Justice Wynne	<ul style="list-style-type: none"> <li>• # communications with Supreme Court Justices and trial court judges re Justice Index</li> </ul>
	<ul style="list-style-type: none"> <li>• Provide technical assistance to Arkansas Judiciary to implement best practices. LONG-TERM</li> </ul>	Commission staff; Technical Expertise Committee	<ul style="list-style-type: none"> <li>• Best practices adopted by judiciary</li> </ul>
Adoption of innovations by other stakeholders that improve access to justice, e.g., incubator program; rural fellowships; etc.	<ul style="list-style-type: none"> <li>• Provide relevant data to stakeholders and offer assistance in developing, implementing, and publicizing such innovations. LONG-TERM</li> </ul>	Commission staff; Technical Expertise Committee	<ul style="list-style-type: none"> <li>• # innovations adopted with Commission input/involvement</li> </ul>

## Wednesday, October 12, 2016

11:00 a.m. - 01:00 p.m.	Registration	
	Breakout Room: Flu Shots, Breakout Room: Center Program Meeting, Breakout Room, Photographs	
01:00 p.m. - 01:30 p.m.	Conference Welcome & Kickoff	
	Awards; Updates from Jean Carter, Lee Richardson	
01:30 p.m. - 02:30 p.m.	AATJ: Limited Scope Representation-Johnson (1.0 Ethics)	
02:30 p.m. - 04:00 p.m.	Legal Writing Clinic – Mader (1.5 CLE)	
04:00 p.m. - 04:30 p.m.	Mutual of America Presentation on 403(b) Plans	
04:30 p.m. - 05:30 p.m.	Center Workgroup Meetings	Legal Aid Workgroup Meeting
	<b>Sessions End at 5:30 p.m.</b>	
05:30 p.m. -	<b>Staff Social Event at in Hospitality Room</b>	

## Thursday, October 13, 2016

09:00 a.m. - 10:00 a.m.	MLP Panel – Messore, Strong, Brown (1.0 CLE)	
10:00 a.m. - 10:15 a.m.	BREAK	
10:15 a.m. - 11:15 a.m.	Consumer Protection Chief – Sarah Tacker (1.0 CLE)	
11:15 a.m. - 12:15 p.m.	Neil Sealy – Habitability Report (1.0 CLE)	
12:15 p.m. - 1:45 p.m.	LUNCH @ MUNICIPAL LEAGUE w/ SPEAKER (John Wilkerson) (1.0 CLE)	
01:45 p.m. - 02:45 p.m.	Sensitivity Training with ACADV (1.0 CLE)	
02:45 p.m. - 03:45 p.m.	Elder law/abuse – Dept of Aging and Adult Services (1.0 CLE)	
03:45 p.m. - 04:00 p.m.	BREAK	
04:00 p.m. - 05:30 p.m.	Lewis Creekmore – Outreach, Community Legal Education & Branding (1.5 CLE)	
05:30 p.m.	<b>Sessions End at 5:30 p.m.</b>	

## Friday, October 14, 2016

09:00 a.m. - 10:00 a.m.	Akiva Freidlin from Southern Center for Human Rights (1.0 CLE)	
10:00 a.m. - 11:00 a.m.	Andrea Walker – Poverty Bias (1.0 Ethics)	
11:00 a.m. - 11:15 a.m.	BREAK	
11:15 a.m. - 12:15 p.m.	Joint Taskforce Meetings (1.0 CLE)	Joint Taskforce Meetings (1.0 CLE)
12:15 p.m.	<b>Conference Concludes at 12:15 p.m.</b>	

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Newport  
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Springdale  
1200 Henryetta  
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479-751-0002 - Fax

West Memphis  
310 Mid Continent Plaza  
Suite 420  
West Memphis, AR 72301  
870-732-6373 – Fax

August 11, 2016

Office of Hillary Rodham Clinton  
120 West 45th Street, Suite 2700  
New York, NY 10036

Dear Secretary Clinton,

On behalf of Legal Aid of Arkansas and the 50th Anniversary Celebration Planning Committee, we formally invite you to be the Keynote Speaker at an event to celebrate 50 years of legal aid in Arkansas. Legal Aid of Arkansas's 50th Anniversary is in 2017. The Center for Arkansas Legal Services celebrated its 50th Anniversary in 2015. The Arkansas Access to Justice Foundation (formerly IOLTA) celebrates its 30th Anniversary in 2016. Our organizations have agreed to unite for an event to be held in Little Rock, AR.

We appreciate your lifelong commitment to equal access to justice for all, and the pioneering work you did to ensure justice for Arkansans. The legal clinic you started at the University of Arkansas, that became Ozark Legal Services, is now part of Legal Aid of Arkansas. We would be honored if you would join us both to celebrate and to consider how best to assure our goal of equal access to justice for all.

In deference to your schedule, the Committee has not selected a date. If you can honor us by joining the celebration, please let us know your availability and we will plan accordingly. This invitation to be the Keynote Speaker at our event is unrelated to either the 2016 presidential election or its outcome.

For questions or planning, please contact Kesia Morrison, Communications Director, at [kmorrison@arlegalaid.org](mailto:kmorrison@arlegalaid.org) or 870-972-9224 ext. 6306.

We hope to hear from you soon.

Sincerely,

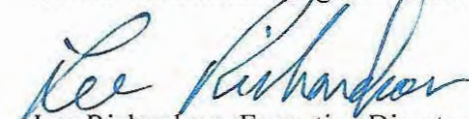
 

Annabelle Imber Tuck, Retired  
Arkansas Supreme Court

Jean Carter, Executive Director  
Center for Arkansas Legal Services



Amy Johnsen, Executive Director  
Arkansas Access to Justice



Lee Richardson, Executive Director  
Legal Aid of Arkansas



Width 11.0"  
Height 9.74"  
Screen Print



295C



White



White Base



DT6000 // Navy



DT6000 // Black



DT6000 // White

**2017**

**FIGHTING POVERTY. MAINTAINING DIGNITY. ASSURING JUSTICE**



**Bank of America Settlement 2016 Funds**  
**Memorandum of Understanding**

This **AGREEMENT** is made and entered into this \_\_\_\_\_ day of \_\_\_\_\_, 2016, between the two Arkansas Legal Aid Programs (Center for Arkansas Legal Services and Legal Aid of Arkansas) and the Arkansas Access to Justice Foundation.

**WHEREAS**, the Arkansas Access to Justice Foundation has obtained \$ \_\_\_\_\_ in funding from the Bank of America settlement to be used for the purpose of: providing funds to legal aid organizations in the State of Arkansas for *foreclosure prevention* legal assistance and *community redevelopment* legal assistance to improve the quality of life in low-income neighborhoods.

**WHEREAS**, the Arkansas Access to Justice Foundation and the two Arkansas Legal Aid programs desire to work together to distribute such funds in the most economical and effective manner to carry out the purposes of such funding and to provide legal services to people living in poverty in Arkansas.

**THEREFORE**, the parties agree as follows:

1. **Scope of Project:** The two Arkansas Legal Aid Programs shall provide legal assistance under this agreement which includes counsel and advice, limited services, pre-foreclosure negotiations and foreclosure representation, and other legal representation to eligible clients.

**“Foreclosure Prevention”** shall be defined as: “any representation of a homeowner or a member of a household of a homeowner that could materially impact the homeowner’s ability to retain their home.”

**Examples of “Foreclosure Prevention”** shall include, but not be limited to: actions to negotiate mortgage modifications; Chapter 13 bankruptcies to allow a homeowner more time to pay a mortgage; Chapter 7 bankruptcies where the debtor needs to discharge other debts while reaffirming the home in order to successfully maintain homeownership; challenges to foreclosure proceedings; reverse mortgage assistance; defense of collection actions and other consumer protection cases; defense of tax foreclosure sales and negotiation of tax repayment agreements that would avoid foreclosures; disputes with the Internal Revenue Services or Arkansas Department of Finance and Administration regarding income taxes; Medicaid, SSI, SSDI and Social Security appeals; actions to provide beneficiary deeds for low-income homeowners to allow them to transfer their property to their intended beneficiaries upon their death; unemployment compensation actions; representation in divorces or child custody actions in which maintenance, child support or possession of the family home are at issue; sealing criminal records so the homeowner may obtain employment or other economic benefit; and, support for any pro bono efforts in regard to any of the above activities.

**“Community Redevelopment”** shall be defined as “any action to: reduce blight; retain quality, affordable housing; improve business development; or otherwise improve the quality of life in low-income communities.”

**Examples of “Community Redevelopment”** shall include, but not be limited to: evictions; utility shut-offs by landlords; lockouts; housing conditions cases; other disputes with landlords; utility cases; cases to assist individuals in reference to benefits that allow them to support themselves and their families while living in poverty such as SNAP; representation of low-income, small, business owners in in transactional matters; representation of non-profits that are working to provide housing, abate blight or otherwise improve the quality of life in low-income communities; work to reduce blight and to re-purpose blighted or other types of housing in low-income communities; actions to provide beneficiary deeds for low-income homeowners to allow them to transfer their property to their intended beneficiaries upon their death; creating wills, clearing title, and other heir property issues; Chapter 7 & 13 bankruptcies to allow individuals to avail themselves of Federal consumer legal benefits so as to create a fresh start and economic viability; defense of collection actions; Medicaid, SSI, SSDI and Social Security appeals; unemployment compensation actions; educational sessions on homeowners rights and responsibilities, involvement in planning development districts and zoning; sealing criminal records so the individual may obtain employment or other economic benefit; legal services and community lawyering to preserve housing in gentrifying areas; fair housing representation for tenants and disparate impact claims; assistance in maintaining eligibility and residence in low-income housing programs; partnering with community programs providing job training and placement for low-income workers; workforce development including securing wages and employment benefits; access to municipal/rural services; and, support for any pro bono efforts in regard to any of the above activities.

2. **Application Process:** Each Legal Aid program shall submit an initial application to receive the funds. The Foundation shall provide an application form to the programs for this purpose. The Foundation may, at its discretion solicit applications for continuity funding and special projects. ,
3. **Grant Period:** Each of the Legal Aid programs will apply for the funds to be disbursed over a period of time no less than five (5) years for continuity funding and no less than three (3) years for impact projects. Allocations to each funding pool will be at the discretion of the Foundation.
4. **Disbursement Allocation/Percentage:** The entire distribution, including impact projects, shall be disbursed among the Legal Aid programs based upon the respective agency’s percentage of poverty population, which is currently as follows, but subject to annual adjustment, if appropriate, as new census data is released:

Center for Arkansas Legal Services	59.27%
Legal Aid of Arkansas	40.73%

5. **Disbursement Schedule:** Funds will be disbursed following the grant application process and approval in a lump sum or by semi-annual payments, at the discretion of the Foundation. Annual disbursements shall take place following receipt of required reporting as noted herein.
6. **Expenditures:** Generally, grants shall be based upon supporting attorney time which includes salary, benefits and all other support, including administrative, secretarial and paralegal support and apportioned overhead expenses related to legal work prosecuted

with these funds (e.g. rent, mortgage, utilities, insurance). The Foundation will develop, at its discretion and with input from the Legal Aid programs, a unit of measure for hourly billing against the grant.

7. **Reporting Requirements:** Each Legal Aid Program will submit reports to the Foundation every six months for the duration of the grant period with the first report being due six months after the first disbursement and semi-annually thereafter.
8. **Report Contents:** Each Legal Aid Program will submit reports which include the following pieces of information.

**Foreclosure Prevention Legal Assistance**

- a. Number of individuals assisted who own their homes.
- b. Number of cases involving foreclosure.
- c. Number of clients and main benefit in a legal matter in which a homeowner received legal assistance which helped the homeowner maintain economic stability.
- d. Monetary amounts recovered/avoided for low-income clients.

**Community Redevelopment Legal Assistance**

- e. Number of individuals assisted in retaining quality affordable housing.
- f. Number of non-profit organizations benefitted.
- g. Number of cases involving reducing blight or improving the quality of life in low-income communities.
- h. Number of small businesses assisted.
- i. Number of clients and main benefit in a legal matter for individuals living in low-income areas, or living in poverty, who were provided legal assistance which contributed to their economic stability.
- j. Monetary amounts recovered/avoided for low-income clients.
- k. Number of collaborative partnerships with community groups relevant to the goals of the grant created.
- l. Grant funds, if any, used to leverage additional resources.

9. **Final Disbursement:** Upon completion of the grant period any remaining funds shall be delivered in total to the Legal Aid programs in proportion to the respective percentage of poverty level including any interest that has accrued thereon. The Foundation, at its election, may utilize funds developed through interest bearing accounts to create an endowment for the benefit of the Legal Aid programs.

**IN WITNESS THEREOF**, the undersigned represent that they have the authority to enter into this Agreement for their respective organizations.

\_\_\_\_\_  
Amy Dunn Johnson, Executive Director  
Arkansas Access to Justice Foundation, Room 113

Date: \_\_\_\_\_

1300 West 6<sup>th</sup> Street  
Little Rock, Arkansas 72201

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Jean Turner Carter, Executive Director  
Center for Arkansas Legal Services  
1300 W. 6th St.  
Little Rock, AR 72201

Date: \_\_\_\_\_

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Lee Richardson, Executive Director  
Legal Aid of Arkansas  
714 South Main  
Jonesboro, Arkansas 72401

Date: \_\_\_\_\_

Case Statistical Report  
1/1/2016 to 8/19/2016

Legal Problem Code	A - Counsel and Advice	B - Limited Action (Brief Service)	F - Negotiated Settlement w/out Litigation	G - Negotiated Settlement with Litigation	H - Administrative Agency Decision	IA - Uncontested Court Decision	IB - Contested Court Decision	IC - Appeals	L - Extensive Service	Total
01 Bankruptcy/Debtor Relief	79	2	0	0	0	18	0	0	1	<b>100</b>
02 Collect/Repo/Def/Garnsh	111	14	3	10	0	9	7	0	4	<b>158</b>
03 Contract/Warranties	43	10	3	0	0	0	0	0	2	<b>58</b>
04 Collection Practices / Creditor Harassment	1	0	0	0	0	0	0	0	0	<b>1</b>
05 Predatory Lending Practices (Not Mortgages)	1	0	0	0	0	0	0	0	0	<b>1</b>
06 Loans/Installment Purchases (Not Collections)	1	0	0	0	0	0	0	0	0	<b>1</b>
07 Public Utilities	6	1	1	0	0	0	0	0	0	<b>8</b>
08 Unfair and Deceptive Sales Practices (Not Real Property)	1	0	2	0	0	0	0	0	0	<b>3</b>
09 Other Consumer/Finance	6	1	0	0	0	0	0	0	0	<b>7</b>
<b>Total Consumer</b>	<b>249</b>	<b>28</b>	<b>9</b>	<b>10</b>	<b>0</b>	<b>27</b>	<b>7</b>	<b>0</b>	<b>7</b>	<b>337</b>

8.6%

Case Statistical Report  
1/1/2016 to 8/19/2016

12 Discipline (Including Expulsion and Suspension)	1	1	1	0	0	0	0	0	0	3
13 Special Education/Learning Disabilities	13	7	0	0	0	0	0	0	3	23
14 Access (Including Bilingual, Residency, Testing)	0	1	0	0	0	0	0	0	0	1
16 Student Financial Aid	3	0	0	0	0	0	0	0	0	3
19 Other Education	44	6	0	0	0	0	0	0	1	51
<b>Total Education</b>	<b>61</b>	<b>15</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>81</b>
21 Employment Discrimination	11	3	0	1	0	0	0	0	0	15
22 Wage Claims and Other FLSA Issues	7	0	0	0	0	0	0	0	0	7
23 EITC (Earned Income Tax Credit)	1	0	6	0	0	0	0	0	0	7
24 Taxes (Not EITC)	19	7	37	4	1	0	0	0	0	68
25 Employee Rights	26	2	1	1	0	0	0	0	0	30
29 Other Employment	13	2	1	0	0	0	0	0	0	16
<b>Total Employment</b>	<b>77</b>	<b>14</b>	<b>45</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>143</b>
30 Adoption	14	2	0	0	0	4	0	0	1	21

2.1%

3.6%

Case Statistical Report  
1/1/2016 to 8/19/2016

31 Custody/Visitation	256	8	0	8	0	3	3	0	6	<b>284</b>
32 Divorce/Sep./Annu l.	507	27	1	17	0	115	11	0	28	<b>706</b>
33 Adult Guardianship / Conservatorship	90	8	0	0	0	26	1	0	0	<b>125</b>
34 Name Change	2	0	0	0	0	0	0	0	0	<b>2</b>
35 Parental Rights Termination	1	0	0	0	0	0	1	0	0	<b>2</b>
36 Paternity	4	1	0	0	0	0	0	1	1	<b>7</b>
37 Domestic Abuse	58	19	11	60	2	217	88	0	171	<b>626</b>
38 Support	23	3	1	0	0	2	0	0	0	<b>29</b>
39 Other Family	14	0	0	0	0	2	0	0	0	<b>16</b>
<b>Total Family</b>	<b>969</b>	<b>68</b>	<b>13</b>	<b>85</b>	<b>2</b>	<b>369</b>	<b>104</b>	<b>1</b>	<b>207</b>	<b>1,818</b>
42 Neglected/Abused/ Dependent	8	0	0	0	0	0	0	0	0	<b>8</b>
43 Emancipation	1	0	0	0	0	0	0	0	0	<b>1</b>
44 Minor Guardianship / Conservatorship	154	14	0	2	0	19	6	0	6	<b>201</b>
49 Other Juvenile	25	0	0	0	0	0	1	0	0	<b>26</b>
	188	14	0	2	0	19	7	0	6	<b>236</b>
51 Medicaid	35	32	0	0	14	0	0	0	1	<b>82</b>
52 Medicare	11	2	0	0	0	0	0	0	0	<b>13</b>
54 Home and Community Based Care	4	0	0	0	1	0	0	1	1	<b>7</b>
56 Long Term Health Care Facilities	1	0	0	0	0	0	0	0	0	<b>1</b>

46.4%

6.0%

Case Statistical Report  
1/1/2016 to 8/19/2016

57 State and Local Health	20	10	0	0	148	0	1	0	1	<b>180</b>
59 Other Health	8	4	0	0	1	0	0	0	0	<b>13</b>
<b>Total Health</b>	<b>79</b>	<b>48</b>	<b>0</b>	<b>0</b>	<b>164</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>296</b>
61 Federally Subsidized Housing	19	4	0	0	0	0	0	0	0	<b>23</b>
62 Homeownership/Real Property (Not Foreclosure)	44	8	1	4	0	0	0	0	3	<b>60</b>
63 Private Landlord/Tenant	217	17	3	8	0	2	4	0	3	<b>254</b>
64 Public Housing	27	3	0	0	1	0	1	0	0	<b>32</b>
65 Mobile Homes	2	0	0	1	0	0	0	0	0	<b>3</b>
66 Housing Discrimination	3	1	0	0	0	0	0	1	0	<b>5</b>
67 Mortgage Foreclosures (Not Predatory Lending/Practices)	27	4	2	0	0	0	0	0	0	<b>33</b>
68 Mortgage Predatory Lending/Practices	1	0	0	0	0	0	0	0	0	<b>1</b>
69 Other Housing	9	3	0	0	0	0	0	0	0	<b>12</b>
<b>Total Housing</b>	<b>349</b>	<b>40</b>	<b>6</b>	<b>13</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>423</b>
72 Social Security (Not SSDI)	8	0	0	0	1	0	0	0	0	<b>9</b>
73 Food Stamps	40	5	0	0	2	0	0	0	0	<b>47</b>
74 SSDI	32	0	0	0	1	0	0	0	1	<b>34</b>
75 SSI	104	5	0	0	6	0	0	0	1	<b>116</b>
76 Unemployment Compensation	20	0	0	0	1	0	0	1	0	<b>22</b>

7.6%

10.8%



Case Statistical Report  
1/1/2016 to 8/19/2016

77 Veterans Benefits	2	0	0	0	1	0	0	0	0	3	
79 Other Income Maintenance	5	0	0	0	0	0	0	0	0	5	
<b>Total Income Mat.</b>	<b>211</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>236</b>	6.0%
82 Mental Health	3	0	0	0	0	0	0	0	0	3	
84 Disability Rights	0	1	0	0	0	0	0	0	0	1	
85 Civil Rights	0	0	0	0	0	0	1	0	0	1	
89 Other Individual Rights	108	7	0	0	0	35	4	0	0	154	
<b>Total Ind. Rights</b>	<b>111</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>35</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>159</b>	4.1%
93 Licenses (Drivers, Occupational, and Others)	4	0	0	0	0	0	0	0	0	4	
94 Torts	6	0	0	0	0	0	0	0	0	6	
95 Wills and Estates	92	40	0	0	0	1	0	0	4	137	
96 Advanced Directives/Powers of Attorney	10	28	0	0	0	0	0	0	0	38	
99 Other Miscellaneous	3	1	0	0	0	0	0	0	0	4	
<b>Total Other</b>	<b>115</b>	<b>69</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>189</b>	4.8%
<b>Grand Total</b>	<b><u>2,409</u></b>	<b><u>314</u></b>	<b><u>74</u></b>	<b><u>116</u></b>	<b><u>180</u></b>	<b><u>453</u></b>	<b><u>129</u></b>	<b><u>4</u></b>	<b><u>239</u></b>	<b><u>3,918</u></b>	

## LEGAL AID OF ARKANSAS OFFICE DIRECTORY

All Offices 870-972-9224 or 1-800-967-9224

### Arkansas Children's Hospital

Pinnacle House  
 1520 West 10th St 501-364-1541 – Phone  
 Little Rock, AR 72202-3500 501-978-6479 - Fax

<b>Hyatt, Mary Claire</b>	EJW Attorney	4305
<b>Messore, Giana*</b>	Staff Attorney	4325
<b>Pritchard, Amy</b>	Staff Attorney	4325
<b>Raleigh, Jamie</b>	Paralegal	4310

### Harrison

205 W. Stephenson Avenue  
 Harrison, AR 72601 800-967-9224 – Fax

<b>Arnold, Makenzie*</b>	Dom. Violence WG Leader	5301
<b>Davis, Samantha</b>	Legal Secretary	5304
<b>Ginnaven, Robert</b>	Staff Attorney	5303

### Helena-West Helena

622 Pecan  
 Helena, AR 72342 870-338-9834 – Fax

<b>Burton, Sheronda</b>	Legal Secretary	1301
<b>Attorney-in-Residence</b>		1302

### Jonesboro

714 S. Main St. 870-972-9224 – Phone  
 Jonesboro, AR 72401 870-910-5562 – Fax

<b>Auer, Jason</b>	Housing WG Leader	6318
<b>Crawford, Cory</b>	Staff Attorney	5305
<b>Franklin, Teresa*</b>	Regional Manager	6310
<b>Kipersztok, Melissa</b>	Communications VISTA	6315
<b>Morrison, Kesia</b>	Communications Director	6306
<b>Richardson, Lee</b>	Executive Director	6305
<b>Shoupe, Beth</b>	Dom. Violence Paralegal	6307
<b>Thomas, Deedra</b>	Intake Paralegal	6312
<b>Walker, Andrea</b>	HelpLine Managing Atty	6303

### Modest Means Panel

<b>Blahut, Stefanie</b>	Modest Means Coord.	6302
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### Newport

202 Walnut St.  
 Newport, AR 72112 870-523-9892 – Fax

<b>Grady, Kathy</b>	Econ. Justice Paralegal	3301
<b>Griffin, Barbara*</b>	Staff Attorney	3303
<b>Swain, Blane</b>	Staff Attorney	3302

### Springdale

1200 Henryetta Street 479-442-0600 – Phone  
 Springdale, AR 72762 479-751-0002– Fax

<b>Alden, Gaylynn</b>	Housing Paralegal	4315
<b>Bien, Molina</b>	Marshallese Liaison	7303
<b>Bowman, David</b>	Fiscal Officer	4308
<b>Ernhart, Mary</b>	Staff Attorney	4323
<b>Galvez, Neyra</b>	Spanish Interpreter	4317
<b>Hersh, Heather*</b>	Regional Manager	4312
<b>Jamison, Heidi</b>	Pro Bono Coordinator	4314
<b>King, Elizabeth</b>	Human Relations	4311
<b>Liguori, Jennifer</b>	Tax Clinic Director	6304
<b>Purtle, Susan</b>	Consumer WG Leader	4301
<b>Ramsfield, Kris</b>	Staff Attorney	4304
<b>Tank, Allison</b>	AVLE Coordinator	6301
<b>Trzcinski, Casey</b>	Staff Attorney	4302
<b>Ware, Lynda</b>	Intake Paralegal	4307

### West Memphis

310 Mid-Continent Plaza  
 Suite 420 870-732-6370 – Phone  
 West Memphis, AR 72301 870-732-6373 – Fax

<b>Davison, Lela*</b>	Staff Attorney	2207
<b>De Liban, Kevin</b>	Econ. Justice WG Lead	2206
<b>Johnson, Greneda</b>	Staff Attorney	2202
<b>Willis, Katheenya</b>	Legal Secretary	2201
<b>Simmons, Amanda</b>	EJW Attorney	2203
<b>Dauksch, Megan</b>	AmeriCorps Attorney	2205

Lee Richardson  
Executive Director

Legal Aid of Arkansas Organizational Chart  
Projected October 1, 2016

Domestic Violence	Consumer	Housing	Economic Justice	Pro Bono	Administration
Makenzie Arnold <i>Group Leader Staff Attorney</i>	Susan Purtle <i>Group Leader Staff Attorney</i>	Jason Auer <i>Group Leader Staff Attorney</i>	Kevin DeLiban <i>Group Leader Staff Attorney</i>	Heidi Jamison Coordinator	David Bowman Fiscal Officer
Teresa Franklin <i>Delta Regional Managing Attorney</i>	Cory Crawford <i>Staff Attorney</i>	Mary Ernhart Staff Attorney	Casey Trzcynzki <i>Staff Attorney</i>	Allison Tank AVLE Coordinator	Elizabeth King Human Resources
Heather Hersh <i>Ozark Regional Managing Attorney</i>	Barbara Griffin <i>Staff Attorney</i>	Gaylynn Alden <i>Paralegal</i>	Giana Messore <i>Staff Attorney</i>	Jamie Raleigh MLP Coordinator	Samantha Davis Legal Support
Blane Swain <i>Staff Attorney</i>	Jennifer Liguori LITC Director	Lucy Boateng AmeriCorps	Mary Claire Hyatt <i>EJW Attorney</i>	Volunteer Development Vista	Katheenya Willis Legal Support
Beth Shoupe <i>Paralegal</i>	AmeriCorps Employment Opp	Greneda Johnson Staff Attorney	Kathy Grady <i>Paralegal</i>	Stefanie Blahut Modest Means	Neyra Galvez Support Liaison
Lela Davison <i>Staff Attorney</i>	Tara Schmutzler AmeriCorps	<u>Kesia Morrison</u> Communications Director	Lynda Ware <i>Paralegal</i>		Molina Bien Support Liaison
<u>Andrea Walker</u> HelpLine Manager Deputy Director		Valerie Morato EJW AmeriCorps Elder Justice	Summer McCoy Staff Attorney		Deedra Thomas Legal Support
	Kris Ramsfield Staff Attorney	Robert Ginnaven <i>Staff Attorney</i>	Brooke Thompspon AmeriCorps		Sheronda Burton Legal Support
					Aaron Anderson Legal Support
					Amy Pritchard Development
					Melissa Kipersztok Communications Vista
					Fundraising Vista
					Coordination Vista

	<b>POSITIONS HELD</b>	<b>APPOINTING ORGANIZATION</b>	<b>TERM BEGINS</b>	<b>TERM ENDS</b>
Vilma Asencio 2301 Anna Street Springdale, AR 72762 479-200-6978 <a href="mailto:Vasencio@outlook.com">Vasencio@outlook.com</a>	Secretary/ Client Advisory Committee/ Executive Committee	Worker's Justice Center Nelson Escobar 207 W. Emma Street Springdale, AR 72764 479-750-8015 479-750-1194 – Fax <a href="mailto:Nelson.wjc@gmail.com">Nelson.wjc@gmail.com</a>	01/01/15	12/31/17
Dennis Blackmore 880 Bryant Street Batesville, AR 72501 870-384-0245 <a href="mailto:denniswblackmore@gmail.com">denniswblackmore@gmail.com</a>	Client Advisory	North Central Arkansas Development Council Charlie Morris, Director P.O. Box 3349 Batesville, AR 72503 870-793-5765	01/01/16	12/31/18
Neal Burns 200 S. Pruett St. Paragould, AR 72450 870-239-2225 887-239-2780 – Fax <a href="mailto:b.neal.burns@gmail.com">b.neal.burns@gmail.com</a>		Greene County Bar Association Brad Broadaway, President 924 West Court Street Paragould, AR 72450 870-236-9800 870-236-4840 – Fax	01/01/16	12/31/18
Lori Chumbler Associate General Counsel Legal Administration & External Relations 702 S.W. 8th Street Bentonville, AR 72716-0215 <a href="mailto:lori.chumbler@walmartlegal.com">lori.chumbler@walmartlegal.com</a>	Search/Appointments/ Nominations Committee	Benton County Bar Association Tina Adcock Thomas, President 121 S. Main St. Bentonville, AR 72712 479-273-2777 479-273-1214 – Fax	01/01/16	12/31/18
Beverly Claunch Attorney at Law 105 N. Third St. Heber Springs, AR 72543 501-362-7777 501-362-7779 – Fax 501-250-7777 – Cell	Search/Appointments/ Nominations Committee	Cleburne County Bar Association Zac White, President 115 South Third Street - 2 Heber Springs, AR 72543 501-362-0055 <a href="mailto:wzwhite@mayswhite.com">wzwhite@mayswhite.com</a>	01/01/15	12/31/17
Jilley Conner 10726 Hwy 62 East Henderson, AR 72544 870-405-9915 <a href="mailto:praylovegod@yahoo.com">praylovegod@yahoo.com</a>	Client Advisory Committee	Serenity Paulette Hill, Executive Director P. O. Box 1111 Mountain Home, AR 72654 870-424-7576 870-424-7498 –Fax <a href="mailto:paulette@serenityinc.org">paulette@serenityinc.org</a>	01/01/13	12/31/15
Niki Cung Kutak Rock, LLP 234 East Millsap Road, Suite 400 Fayetteville, AR 72703-4099 479-973-4200 x1933 479-973-0007 – Fax 479-445-3770 – Cell <a href="mailto:niki.cung@kutakrock.com">niki.cung@kutakrock.com</a>	Chair; Executive Committee; Audit/Finance Committee; Client Advisory Committee; Personnel/Client Grievance Committee; Search Appointments/ Nominations Committee	Washington County Bar Association David Dixon, President Davis, Clark, Butt, Carithers & Taylor PLC P.O. Box 1688 Fayetteville, AR 72702 479-521-7600 479-521-7661 – Fax <a href="mailto:DDIXON@DAVIS-FIRM.COM">DDIXON@DAVIS-FIRM.COM</a>	01/01/14	12/31/16

	<b>POSITIONS HELD</b>	<b>APPOINTING ORGANIZATION</b>	<b>TERM BEGINS</b>	<b>TERM ENDS</b>
John Deitenbeck Attorney at Law P.O. Box 2956 Mountain Home, AR 72654 870-656-0710 <a href="mailto:jdeitenbeck@gmail.com">jdeitenbeck@gmail.com</a>		Baxter County Bar Association Shaunda Goodwin, President	01/01/15	12/31/16
Pamela Haun Attorney at Law P.O. Box 1700 Jonesboro, AR 72403 870-931-1700 870-931-1800 – Fax <a href="mailto:phaun@barrettdeacon.com">phaun@barrettdeacon.com</a>	Treasurer; Audit/Finance Committee; Executive Committee	Craighead County Bar Association Robert Jones, President 300 S. Church St., #3 Jonesboro, AR 72401 870-931-1700	01/01/14	12/31/16
Mary Hoshall Hodges P.O. Box 747 Forrest City, AR 72336		St. Francis County Bar Association Austin Easley, President P.O. Box 1115 Forrest City, AR 72336 870-633-1447	01/01/16	12/31/18
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