



Legal Aid of Arkansas  
Board of Directors Meeting  
Saturday, December 7, 2019  
9:00 A.M.-First Floor Board Room

[Center for Nonprofits at St. Mary's](#)  
[1200 W. Walnut Street](#)  
[Rogers, Arkansas 72756](#)

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

## DIRECTIONS

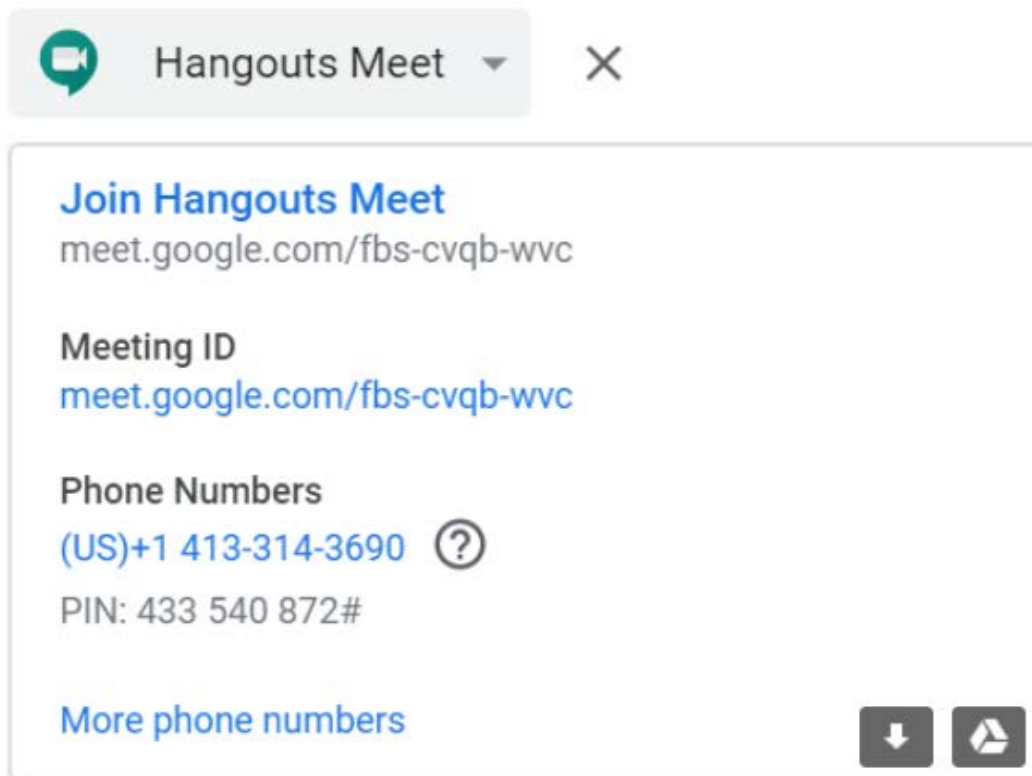
The meeting will be held at the [Center for Nonprofits at St. Mary's](#), located at 1200 West Walnut Street in Rogers. We will meet in the Board Room which is on the first floor immediately in front and to the right of where you enter the Nonprofit Center.



## Participating by conference call/google hangout

We will conduct this meeting using Google Hangouts so that staff and board members will be able to participate by video conference or phone. If your computer has a microphone, you should not need to call the phone number. Board members with email should get a Hangout invite early next week.

In the event that something fails, please call my cell phone at 870-919-1806 and we will do our best to conference you in using that.



The image shows a Google Hangouts Meet invitation card. At the top, there is a header with the Hangouts Meet logo, the text "Hangouts Meet", a dropdown arrow, and a close button (X). Below the header, the card contains the following information:

- Join Hangouts Meet**  
[meet.google.com/fbs-cvqb-wvc](https://meet.google.com/fbs-cvqb-wvc)
- Meeting ID**  
[meet.google.com/fbs-cvqb-wvc](https://meet.google.com/fbs-cvqb-wvc)
- Phone Numbers**  
(US)+1 413-314-3690 (with a help icon ?)  
PIN: 433 540 872#
- More phone numbers** (with a download icon and a refresh icon)

*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.**

The board packet has been posted online. To access the online documents, go to <http://arlegalaid.org/board-packet.html>.

**Legal Aid of Arkansas  
Board of Directors Meeting  
Center for Non-Profits at St. Mary's  
1200 W. Walnut  
Rogers, AR 72756  
December 7, 2019- 9:00 a.m.**

**AGENDA**

1. Call to Order (Ms. Chumbler)
2. Minutes of September 14, 2019 Meeting (Ms. Chumbler)
3. Financial Report (Mr. Bowman)
  - a. Year to Date
  - b. Balance Sheet
4. Audit/Finance Committee Report (Ms. Haun)
  - a. Proposed 2020 Budget (with Mr. Bowman)
  - b. Audit Agreement for 2019 Financial Year (with Mr. Richardson)
  - c. Salary Scale Update (with Mr. Richardson)
5. New Board Committees (Ms. Chumbler)
  - a. Pro Bono (Ms. Johnson)
  - b. Development (Ms. Gratil)
  - c. Client Counsel (Ms. King)
6. Expiring Board Terms and 2020 Officers (Mr. Richardson)
7. Locations and Dates of 2020 Board Meetings (Mr. Richardson)
8. Certification of Objective Integrity and Independence (Mr. Richardson)
9. Case Acceptance Priorities 2020 (Mr. Richardson, Work Group Leaders)
  - a. Preamble and Special Projects (Mr. Richardson)
  - b. Consumer (Ms. Purtle)
  - c. Domestic Violence (Mr. Swain)
  - d. Economic Justice (Mr. DeLiban)
  - e. Housing (Mr. Auer)
10. Pro Bono Activities and 2020 Private Attorney Involvement Plan (Ms. Johnson)
11. Opioid/Substance Abuse Disorder Project (Ms. Gratil)
12. Director's Report (Mr. Richardson)
  - a. Discussion of LSC PQV visit
  - b. Highlights/Updates
13. Old/New Business (Ms. Chumbler)
14. Adjournment (Ms. Chumbler)

**LEGAL AID OF ARKANSAS  
BOARD OF DIRECTOR'S MEETING  
September 14, 2019**

The Board of Directors of Legal Aid of Arkansas met via conference call at 9:00 a.m. Saturday, September 14, 2019.

The formal agenda was as follows:

1. Call to Order (Ms. Chumbler)
2. Approval of Minutes of June 29, 2019 Meeting (Ms. Chumbler)
3. Committee Reports
  - a. Executive Committee Report
  - b. Scheduling of Audit/Finance Committee meeting(s)
  - c. Scheduling of Standing Delivery of Legal Services/Litigation Committee meeting
4. Financial Report (Mr. Bowman)
  - a. Year to Date Financial Report through August
  - b. Balance Sheet as of August 30<sup>th</sup>
  - c. Rolling Projections for 2020
5. Policy Updates
  - a. Accounting Manual
  - b. Segregation of Duties
  - c. Audit/Finance committee charter
6. Update of Financial Account (Ms. King)
7. Domestic Violence Group Update (Mr. Swain)
8. Director's Report (Mr. Richardson)
9. Old/New Business (Ms. Chumbler)
10. Adjournment (Ms. Chumbler)

Present via conference call were Vilma Asencio, Fuller Bumpers, Neal Burns, Lori Chumbler, Niki Cung, Pamela Haun, Donna Price, Val Price, Annie Smith, Demetre Walker, Rene Ward and Ron Wilson. Legal Aid staff in attendance included: Lee Richardson, Executive Director; David Bowman, Fiscal Officer; Elizabeth King, HR Manager/Admin Asst; Andrea Walker, Deputy Director and Blane Swain, Domestic Violence Work Group Leader.

Ms. Chumbler called the meeting to order. She welcomed everyone and moved to item two on the agenda, Approval of Minutes of June 29, 2019 Meeting. She asked for questions regarding the minutes. Hearing none, she called for a motion.

A motion was made by Niki Cung, seconded by Donna Price to approve the minutes of the June 29, 2019 meeting. The motion carried with none opposed.

Ms. Chumbler moved to item three on the agenda, Committee Reports.

Ms. Chumbler stated that the Executive Committee met on July 19, 2019 to review the revised budget as well as the rental of new office space in Rogers. She stated that the committee discussed the revised

budget and she asked Mr. Richardson to expound. Mr. Richardson stated that the Executive Committee did review the revised budget in detail as it was not ready at the June meeting. He stated that the committee did approve the revised budget and it will be presented today as part of the financial report.

Ms. Chumbler stated that the second piece the committee looked at was the approval of renting more space at the Center for Non-Profits in Rogers. She asked Mr. Richardson to expound.

Mr. Richardson stated that we are running out of space in our West Memphis, Jonesboro and Springdale offices. He stated that we were looking for some additional office space due to new grants that require new people who have to have a place to sit and work. He stated that we looked at four locations, two in Springdale, one in Lowell and then one at the Center for Non-Profits at Rogers. The space at the Non-Profit Center was by far the best value and the best space so we negotiated a lease with them and took that lease to the Executive Committee for approval at the meeting on the 19<sup>th</sup>. He stated that the lease is in the board packet attached to the Executive Committee meeting minutes. He stated that we will have eight employees in the Rogers location of which none will be case handlers and that will free up space for case handlers in the Springdale and Jonesboro offices.

Ms. Chumbler asked for questions. Mr. Wilson stated that he felt the new office space lease should be voted on by the full board.

A motion was made by Ron Wilson, seconded by Val Price to approve the lease for office space at the Center for Non-Profits in Rogers. The motion carried with none opposed.

Mr. Richardson stated that the Audit/Finance Committee will need to meet in November for two purposes. He stated that first is to vet the 2020 budget prior to the full board meeting and second we have a revised salary schedule that a staff committee has been working on for several months and this is ready for presentation and vetting by the Audit/Finance Committee. He stated that this will hopefully give substantial raises for our staff across the board and make our salary scale more competitive. He stated that he wanted to alert the committee that there may be two meetings this fall and to watch for scheduling from Ms. King.

Mr. Richardson stated that the Standing Delivery of Legal Services Litigation Committee will be connecting with the workgroups. He stated that this important because workgroups will be setting case acceptance priorities to be reviewed by the board at the December meeting. He stated that starting a few years back we have added a board member to each workgroup for this purpose. The workgroup leaders will be setting those meetings and asking the board member to participate. The members assigned to workgroups are as follows:

Domestic Violence –Lori Chumbler  
Consumer – Steve Davis  
Housing – Pam Haun  
Economic Justice – Annie Smith

Ms. Chumbler moved to item four on the agenda, Financial Report.

Mr. Bowman stated that he is first looking at revenue and expenditures from January 1<sup>st</sup> – August 31<sup>st</sup>. He stated that this also includes the revised and approved budget. He stated that we have added three

new grants at the bottom of the list. He stated that brings revenue to \$3,251,000. He stated that with those additional grants we have had to adjust expenses on personnel and we are now at \$2,860,000. He stated that for non-personnel he has included new space for Rogers location and space is up to \$54,000 and office space has increased to \$75,500 and some additional travel and training bringing the new expenses budgeted amount to \$3,400,000. He stated that this gives a new expenses over revenue of \$158,000 in the red and that is down from \$247,000 in the red. Mr. Richardson stated that we are projecting to finish the year just \$28,000 in the red. Mr. Bowman stated that on the August financials our revenue is \$2,123,000 and we have not requested any funds from the three new grants and that is why it is showing zero on those and under HUD we have just finished the first quarter of that grant so we have not expended anything at this point and hopefully we will expense and request funding on that this month. He stated that there is not anything really going on as far as August, again on the end of August we are showing in the red at \$28,880 this is up about \$5,000 in the red from our June revenue and expense report as we were showing \$24,000 in the red at that time. Ms. Chumbler asked Mr. Bowman to explain what it means to be "in the red". Mr. Bowman stated that for the amount of money we have received this year so far our expenses are greater than what we have taken in at this point. He stated that the budget is showing we could end up still in the red at \$158,000. He stated that we do have cash at \$1,305,000 carryover from the prior years. He stated that on the detailed balance sheet note payable for First Security for the Springdale office is down to \$55,000. Ms. Chumbler asked what the building was purchased for and Mr. Richardson responded stating that it was right around \$300,000.

Mr. Wilson inquired if we would have to use the cash reserve with the potential to end the year in the red. Mr. Richardson stated that we would not as we have finished with significant carryovers the last few years. He stated that we have aspired to have three months of carryover in the bank and we are now over four months. He further stated that when we budget to have more expenses than income, we did that knowing we had the funds available for that eventuality and hoping we would make some of it during the year with fundraising efforts which we have done. He stated that the reserve fund has \$150,000 but we are nowhere near needing to access those funds as we have \$1,150,000 in cash sitting in the bank that we can spend that we are not calling reserve as that is just operating funds.

Hearing no further questions, Ms. Chumbler called for a motion to approve the Financial Report.

A motion was made by Rene Ward, seconded by Donna Price to approve the Financial Report. The motion carried with none opposed.

Ms. Chumbler moved to item five on the agenda, Policy Updates.

Mr. Richardson stated that the policy updates are things we had to do as part of a three year funding application for Legal Services Corporation. He stated that there was a plethora of updates to the accounting manual, which is included in the board packet and he is asking the board to approve the revised accounting manual.

Ms. Chumbler called for a motion to approve the revised Accounting Manual.

A motion was made by Val Price, seconded by Niki Cung to approve the revised Accounting Manual. The motion carried with none opposed.



Mr. Richardson stated that the Segregation of Duties was for informational purposes but we do need to vote on the revised Audit Finance Committee Charter. He stated that we took the bullet points and revised the Audit Finance Committee Charter and asked the board to approve.

Ms. Chumbler called for a motion.

A motion was made by Annie Smith, seconded by Niki Cung to approve the revised Audit Finance Committee Charter. The motion carried with none opposed.

Ms. Chumbler moved to item six on the agenda, Check Signer Changes.

Ms. King stated that due to staff changes over the summer we need to make some changes to the signers on the First Security general operating account as well as the account at Farmers Bank account.

### **First Security General Account**

Add:

- Chris Hussein
- Lauren Graham

Remove

- Sarah Barnett
- Lynda Ware

### **Farmers Bank**

Remove:

- Sarah Barnett
- Lynda Ware

Ms. Chumbler called for a motion.

A motion was made by Niki Cung, seconded by Donna Price to make the changes as requested to the bank accounts.

Ms. Chumbler moved to item seven on the agenda, Domestic Violence Workgroup report.

Mr. Swain gave a report on the Domestic Violence Workgroup.

Ms. Chumbler moved to item eight on the agenda, Director's Report.

Mr. Richardson stated that on the national developments we still do not have an approved budget for 2020 which is not unusual. He stated that you can see in the report on page 91, I prepared that in August, and nothing has changed since then. He further stated that there was a significant increase that came out of the House of Representatives for Legal Services Corporation which would have been about \$500,000 for Legal Aid of Arkansas but after that Congress passed and the President signed a Bipartisan Budget Act of 2019 which limits discretionary spending to 5% increase over 2019 amounts.

Mr. Richardson stated that we were getting about a 33% increase so he expects that will be reduced now but people on the national level seem to think we will still see an increase of about 16.5% even though the overall increase is just 5% so that could still mean about \$250,000 to Legal Aid of Arkansas and we hope to use that new money to fund the salary increases we mentioned earlier.

Mr. Richardson stated that the Program Quality Visit that Legal Services Corporation is making starts October 21<sup>st</sup> and goes throughout that week. He stated that he believes they will be visiting offices in Rogers, Springdale, West Memphis, Little Rock and Jonesboro. He stated that while the team is here they will be wanting to set up visits with board members, community partners, judges and staff so you may start receiving some scheduling information from Legal Aid of Arkansas or Legal Services Corporation about availability to visit with them. He stated that the visit is not due to a problem it is just our time for one, they do them about every five to seven years. He stated that they are looking at program performance and quality of legal work, they are not looking at finances or compliance nearly as much. He stated that a lot of work goes into this visit with document requests prior to the visit.

Mr. Richardson stated that Lynda Ware passed away in July. He stated that Lynda was a paralegal in our Springdale office and she was our longest serving employee and had been with us since December of 1977. He stated that her obituary is in the board packet. He further stated that to honor Ms. Ware we have created an award in her name that we will be giving to a staff member each year at our annual conference in October. He stated that Ms. Ware is very much missed. Mr. Richardson stated that he also included Dan Orr's obituary as he was the first employee ever at Legal Aid of Arkansas.

Mr. Richardson stated that Kevin De Liban our Economic Justice Workgroup Leader has won a prestigious national award given by the National Legal Aid and Defender Association, a new leaders in advocacy award. He stated that this is the first time we have won one of these national awards. He stated that we won a national Medical Legal Partnership award from a different organization a few years back but this is the first time such an award has been given to a staff member at Legal Aid of Arkansas in his 29 years. He stated that Mr. De Liban will receive his award on Friday, November 8<sup>th</sup> at the NLADA conference in Detroit. He stated that Ms. Cung will be attending on behalf of the board. He stated that we do have a board training budget so if there is an additional board member that would like to attend, please contact him or Ms. King.

Mr. Richardson stated that we have Access to Justice meeting coming up in Jonesboro next Friday if any local board members want to attend that to please contact him. He further stated that our Statewide Conference will be at Fairfield Bay October 9-11. He stated that generally this is just for staff members but if there is someone interested in attending please let us know. He stated that there is a significant number of case examples in his report to give the board a look at the variety of cases we are doing. He stated that in fundraising we have geared things down a bit to try and catch up with what we have been successful doing. He stated that he would highlight a few things. He stated that after a one year break, Wal-Mart and Akin Gump have agreed to fund an Equal Justice Works position at the ACH MLP which will be starting in the fall of 2020. He stated that they have previously funded this position or eight years. He stated that with more ACH news, we have two employees there now and we successfully got a \$15,000 grant from Circle of Friends there and we have had talks with the legal department and other people at the hospital and they have assured us that they will make up the rest to fund a second attorney position there so we are advertising for that now.

Mr. Richardson stated that we have had quite a bit of staff movement, some due to turnover and some due to the new grants which created new positions. He stated that some of the positions that were not filled when he completed the Director's Report have now been filled.

He asked for questions. Hearing none Ms. Chumbler moved to item nine on the agenda, Old/New Business.

Mr. Richardson stated that he has one item that is not on the agenda that he would like to bring up under new business. He stated that we have 2019 Case Acceptance Priorities and there is a preamble to those case acceptance priorities that the board approved in December. He stated that under targeted projects and populations the last paragraph says, "For 2019 targeted projects include medical-legal partnerships, victims of Adverse Childhood experiences in targeted areas as determined by the executive director, low-income taxpayer clinic, housing issues including fair housing and employment opportunity". He stated that since December of 2018 when we adopted that we have received an Opioid grant and we have started doing substantial work in setting up a coalition to study and address the needs of people who have been subjected to the opioid crisis. He stated that he thinks we are on a fast track now possibly, he doesn't know as he is not involved in any national settlement talks but it seems like some manufacturers have settled in some states with various people, for example in Oklahoma the Attorney General's office received \$300,000 - \$400,000 and some of that money went to legal aid programs to do meaningful work to support families affected by substance abuse disorder. He stated that he thinks that could happen in Arkansas so he wants to be prepared. He stated that we have done quite a bit of work, we have been on TV twice in the last few weeks but he would like to be able to show the Attorney General's office or whoever might receive the money before the end of the year that we are serious. He stated that right now it is not listed in our case acceptance priorities so that paragraph he read he would like to add after the words "housing issues including fair housing", he would like to add individuals impacted by substance abuse disorders specifically opioid abuse disorder or including opioid abuse disorder. He stated that would allow us to show we are focused on that and if he meets with Leslie Rutledge or her staff that will help us get our foot in the door. He stated that he believes if they do get a big settlement and money comes down that would could use it strategically to help a lot of families and it ties in with what some of the domestic violence work and ACES work. He stated that he is excited about this possibly. He stated that what he is asking is that the preamble be amended as follows: For 2019 targeted projects include medical-legal partnerships, victims of Adverse Childhood experiences in targeted areas as determined by the executive director, low-income taxpayer clinic, housing issues including fair housing, individuals impacted by substance abuse disorders including opioid abuse disorder and employment opportunity.

A motion was made by Fuller Bumpers, seconded by Donna Price to approve the amendment to the preamble for the 2019 Case Acceptance Priorities as stated. The motion carried with none opposed.

Ms. Chumbler asked for any other Old/New Business.

Ms. Cung stated that in a follow up to Blane's report the work that our Domestic Violence group does is so difficult and so we appreciate the work you and your group are doing. It is hard work, and you had some bad instances you told us about but do not lose sight of the numerous clients you have helped over the years. Thank you for that work.

Ms. Chumbler stated that hearing no other business the meeting is adjourned.

**LEGAL AID OF ARKANSAS**  
 ACTUAL REVENUE & EXPENDITURES  
 FOR THE PERIOD JANUARY 1 THRU OCTOBER 31, 2019

Line#	Revenue:	Revised 07-19-2019			
		2019 Apprd Budget	2019 Apprd Budget	OCT 2019 Actual	Dec 2018 Actual
1	LSC BASIC GRANT (FY19 Appropriation Increases-est \$17,480)	\$1,460,547.00	\$1,478,027.00	\$1,233,147.00	\$1,557,645.00
2	Ark Adm Justice Funds (FY19 Appropriation decrease-\$51,326)	\$250,213.86	\$198,887.90	\$158,789.49	\$250,213.80
3	STOP/VAWA/VOCA	\$229,000.00	\$212,207.36	\$221,287.69	\$149,055.50
4	HUD	\$93,750.00	\$204,378.39	\$40,231.00	\$84,769.00
5	IOLTA (rec'd letter 01/29/2019 for \$77,200)	\$20,000.00	\$77,200.00	\$77,200.00	\$20,350.00
6	IOLTA-Housing Foreclosure	\$262,378.00	\$233,653.37	\$233,653.37	\$262,378.92
7	AATJF-Fair Housing Special Grant - 2018/2019 (2019-5/months)	\$42,916.67	\$42,916.67	\$93,178.67	\$85,520.83
8	IRS-LITC	\$60,000.00	\$64,000.00	\$48,001.08	\$60,000.00
34	National Health Law Program	\$45,833.33	\$45,833.33	\$32,500.00	\$58,333.33
9	MLP-EJW&ACH	\$145,000.00	\$145,000.00	\$102,682.73	\$156,915.72
10	Georgetown University	\$0.00	\$0.00	\$0.00	\$0.00
11	ST VINCENT	\$0.00	\$0.00	\$0.00	\$33,333.33
12	Equal Justice Works-CVJC (2018-2020)	\$58,092.00	\$58,092.00	\$33,282.58	\$31,084.90
13	Equal Justice Works-AMC	\$0.00	\$0.00	\$0.00	\$24,045.60
14	Americorps (Includes CALS Funds and Summer Project)	\$0.00	\$0.00	\$0.00	\$0.00
16	AR CARE	\$0.00	\$0.00	\$0.00	\$0.00
17	Affordable Care Act	\$0.00	\$0.00	\$0.00	\$0.00
18	Modest Means	\$0.00	\$0.00	\$0.00	\$0.00
19	AAA-White River	\$2,000.00	\$2,000.00	\$1,918.75	\$2,443.75
20	AAA-East Arkansas	\$35,000.00	\$35,000.00	\$26,350.00	\$35,000.00
21	AAA NWA	\$9,560.50	\$9,560.50	\$7,037.50	\$10,500.00
22	UW-Boone Cnty	\$0.00	\$0.00	\$0.00	\$2,500.00
23	UW-Bly	\$3,000.00	\$3,000.00	\$3,000.00	\$3,000.00
24	UW-NW Ark	\$37,500.00	\$62,500.00	\$57,883.50	\$78,810.87
25	UW-NE Ark	\$13,125.00	\$13,125.00	\$10,937.50	\$15,909.00
26	UW-NCA (Independence Cnty)	\$4,000.00	\$4,000.00	\$0.00	\$3,000.00
27	UW-Mid South	\$3,010.00	\$3,010.00	\$4,890.00	\$4,005.00
28	ADHS-DAAS	\$0.00	\$0.00	\$0.00	\$0.00
29	Washington County Law Library	\$12,500.00	\$14,400.00	\$12,000.00	\$14,400.00
30	Other- Ark Adv/CALS/Natural Wonders/Urban League/Kezhaya/reimb/KD-Speaking	\$27,727.00	\$49,411.12	\$50,784.23	\$49,741.95
31	Donations	\$100,000.00	\$100,000.00	\$28,654.33	\$131,400.60
32	Interest income	\$16,200.00	\$23,800.00	\$23,483.89	\$13,344.28
33	Attorney fees	\$4,000.00	\$4,000.00	\$7,100.00	\$3,700.00
34	RACES-NEA LawDay & NWA Judicata	\$0.00	\$0.00	\$0.00	\$4,671.35
35	LSC - Midwest Legal Disaster - Coordination Project	\$0.00	\$37,566.67	\$32,200.00	\$0.00
36	LSC - Private Attorney Involvement Innovation	\$0.00	\$30,125.00	\$0.00	\$0.00
37	Rural Communities Opioid Response (Planning)	\$0.00	\$100,000.00	\$33,391.62	\$0.00
<b>38</b>	<b>Revenue (excludes carryOver)</b>	<b>\$2,935,353.36</b>	<b>\$3,251,694.31</b>	<b>\$2,573,584.93</b>	<b>\$3,146,072.73</b>



# LEGAL AID OF ARKANSAS, INC (LEGFND)

## Detailed Balance Sheet

As of: 10/31/2019

11/13/2019 11:09:11 AM

All Funds

Page 1

### Assets

10-00-100	CASH - BANK OF FAYETTEVILLE	104,077.31	
10-00-103	FIRST SECURITY BANK MM	128,509.28	
10-00-105	CASH-IN-BANK - B.O.F. LITC	20.00	Total Cash - \$1,170,229.27
10-00-110	CLIENTS TRUST BANK ACCTS	9,142.29	
10-00-111	CASH-FIRST SECURITY BANK-GENERAL	937,622.68	
10-00-140	PREPAID EXPENSES	24,347.91	
10-00-150	LAND	8,000.00	
10-00-151	BUILDINGS	443,268.98	
10-00-155	FURNITURE & EQUIPMENT	122,201.89	
10-00-170	LEASEHOLD IMPROVEMENTS	83,747.81	
10-00-180	ACCUMULATED DEPRECIATION	(409,532.22)	

### Total Assets

**\$1,451,405.93**

### Liabilities

10-00-204	CLIENTS TRUST	9,142.29	
10-00-210	UNITED WAY W/H	187.00	
10-00-212	MISC REIMBURSEMENT WH	1,263.51	
10-00-213	GROUP INS. W/H & PAYABLE	(21,886.93)	
10-00-220	ACCRUED LEAVE	84,047.17	
10-00-240	DEFERRED SUPPORT	121,712.00	
10-00-245	NOTE PAYABLE-FIRST SECURITY	56,703.73	Balance of Springdale Office Loan

### Total Liabilities

**\$251,168.77**

### Net Assets

10-00-301	NET ASSETS - LSC	119,882.29	
10-00-303	Net Assets-Property Restricted	24,472.18	
10-00-304	NET ASSETS-DONATIONS RESERVE	150,000.00	
10-00-305	NET ASSETS-DONATIONS-Unrestricted	584,299.40	
10-00-306	Net Assets-Property Unrestricted	64,620.24	
10-00-320	NET ASSETS- ARK FILING FEES	400,813.50	
10-00-326	NET ASSETS-OTHER	3,125.10	
	Excess Revenues Over Expenses	(146,975.55)	

### Total Net Assets

**\$1,200,237.16**

### Total Liabilities and Net Worth

**\$1,451,405.93**

**LEGAL AID OF ARKANSAS**  
 2019 PROJECTED REVENUE & EXPENDITURES  
 w/ 2019 Approved Budget

Line#	Revenue:	2019 Approved	2019 Revised Approved	Based on PR GL's Projections
				2019 Projections
1	LSC BASIC GRANT (FY19 Appropriation Increases-est \$17,480)	\$1,460,547.00	\$1,478,027.00	\$1,478,027.00
2	Ark Adm Justice Funds (FY19 Appropriation decrease-\$51,326)	\$250,213.86	\$198,887.86	\$184,452.40
3	HUD	\$93,750.00	\$204,378.39	\$204,378.39
4	STOP/VAWA/VOCA	\$229,000.00	\$212,207.36	\$212,207.36
5	IRS-LITC	\$60,000.00	\$64,000.00	\$64,000.00
6	IOLTA (rec'd letter 01/29/2019 for \$77,200)	\$20,000.00	\$77,200.00	\$77,200.00
7	IOLTA-Housing Foreclosure	\$262,378.00	\$233,653.37	\$233,653.37
8	AATJF-Fair Housing Special Grant - 2018/2019 (2019-5/months)	\$42,916.67	\$42,916.67	\$42,916.67
9	MLP-EJW & ACH	\$145,000.00	\$145,000.00	\$145,000.00
10	Equal Justice Works CVJC May 2018-July 2020)	\$58,092.00	\$58,092.00	\$58,092.00
11	AAA-White River	\$2,000.00	\$2,000.00	\$2,000.00
12	AAA-East Arkansas	\$35,000.00	\$35,000.00	\$35,000.00
13	AAA NWA	\$9,560.50	\$9,560.50	\$9,560.50
14	<b>UW-Boone Cnty</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
15	UW-Bly	\$3,000.00	\$3,000.00	\$3,000.00
16	UW-NW Ark	\$37,500.00	\$62,500.00	\$62,500.00
17	UW-NE Ark	\$13,125.00	\$13,125.00	\$13,125.00
18	UW-Independence Cnty	\$4,000.00	\$4,000.00	\$4,000.00
19	UW-Mid South	\$3,010.00	\$3,010.00	\$3,010.00
20	Donations	\$100,000.00	\$100,000.00	\$102,929.33
21	Interest income	\$16,200.00	\$23,800.00	\$25,316.86
22	Attorney fees	\$4,000.00	\$4,000.00	\$4,000.00
23	Other - Ark Adv-Child/Families, CALS, Tyson, EJW-AMC,N Wonders	\$27,727.00	\$49,411.12	\$49,411.12
24	Washington County Law Library	\$12,500.00	\$14,400.00	\$14,400.00
25	National Health Law Program	\$45,833.33	\$45,833.33	\$50,833.33
26	Race	\$0.00	\$0.00	\$0.00
26	LSC - Midwest Legal Disaster Coordination Project	\$0.00	\$37,566.67	\$37,566.67
27	LSC - Private Attorney Involvement Innovation	\$0.00	\$30,125.00	\$30,125.00
28	Rural Communities Opioid Response (Planning)	\$0.00	\$100,000.00	\$100,000.00
<b>28</b>	<b>Revenue (excludes carryOver)</b>	<b>\$2,935,353.36</b>	<b>\$3,251,694.26</b>	<b>\$3,246,704.99</b>

**LEGAL AID OF ARKANSAS**  
 2019 PROJECTED REVENUE & EXPENDITURES  
 w/ 2019 Approved Budget

	<b>Expenses:</b>	<b>2019 Approved</b>	<b>2019 Revised Approved</b>	<b>2019 Projections</b>
29	Total-Attny plus Bonus (\$7,8500)	\$1,665,297.76	\$1,737,376.95	\$1,699,171.35
30	Total-Paralegals plus Bonus (\$2,450)	\$216,470.00	\$316,295.62	\$326,018.81
31	Total-Other plus Bonus (\$2,175)	\$416,092.29	\$370,831.60	\$372,594.98
32	Benefits Budgeted (includes Americorp & EJW benefits)	\$413,614.81	\$436,410.75	\$438,794.68
<b>32</b>	<b>Grand Total of All Payroll</b>	<b>\$2,711,474.86</b>	<b>\$2,860,914.92</b>	<b>\$2,836,579.82</b>
33	Space Rent (HA \$725, WMS1,200, Helena \$600, CALS*\$100, VISTA-\$1,500, HUD-\$1,200, Admin-\$957)	\$42,900.00	\$54,250.00	\$51,125.00
34	Space Other Expenses (WM moving expense)	\$39,300.00	\$39,300.00	\$26,000.00
35	Equipment Rental&Maint	\$21,000.00	\$21,000.00	\$17,100.00
36	Office Supplies (Vista-Cost Sharing)	\$57,500.00	\$75,500.00	\$75,500.00
37	Postage /Printing	\$16,000.00	\$16,000.00	\$18,000.00
38	Communication Expense	\$45,000.00	\$51,000.00	\$55,000.00
39	Travel Board Members & Mtg Supplies	\$4,500.00	\$4,500.00	\$2,500.00
40	Travel Staff & Others	\$67,000.00	\$76,000.00	\$85,000.00
41	Training-Board Members	\$3,500.00	\$3,500.00	\$1,500.00
42	Training-Staff & Other	\$47,500.00	\$50,600.00	\$75,000.00
43	Library	\$15,000.00	\$15,000.00	\$15,000.00
44	Insurance-Prof Liab, Prop & Gen Liab	\$29,541.96	\$29,762.61	\$30,287.61
45	Dues & fees	\$18,500.00	\$18,500.00	\$18,500.00
46	Audit	\$15,000.00	\$15,000.00	\$15,000.00
47	Litigation	\$10,000.00	\$10,000.00	\$8,000.00
48	Advertising	\$4,500.00	\$4,500.00	\$4,500.00
49	Property Acquisition	\$0.00	\$24,749.00	\$24,749.00
50	Contract Services to Applicant to ALSP	\$0.00	\$0.00	\$0.00
51	Depreciation ( no affect on Cash)	\$14,931.67	\$14,931.67	\$14,717.59
52	Other (Contract Labor) (AMC-Vista Cost Sharing Payment)	\$9,700.00	\$14,435.93	\$21,100.00
53	RACE-NEA LawDay	\$0.00	\$0.00	\$0.00
54	TIG	\$0.00	\$0.00	\$0.00
55	SPG Bldg Loan Pmts ( interest Exp )	\$9,396.00	\$10,296.00	\$10,296.00
<b>56</b>	<b>Total Non-Personnel Exp</b>	<b>\$470,769.63</b>	<b>\$548,825.21</b>	<b>\$568,875.20</b>
<b>57</b>	<b>TOTAL EXPENSES</b>	<b>\$3,182,244.49</b>	<b>\$3,409,740.13</b>	<b>\$3,405,455.02</b>
<b>58</b>	<b>Revenues over(under)Exp(excluding carryover)</b>	<b>(\$246,891.13)</b>	<b>(\$158,045.87)</b>	<b>(\$158,750.03)</b>
<b>59</b>	<b>Net Assets Beginning of Year</b> (includes PROPERTY & Carryover/Reserves)	<b>1,347,212.71</b>	<b>1,347,212.71</b>	<b>1,347,212.71</b>
<b>60</b>	<b>Net Assets at End of Year</b> (includes PROPERTY & carryover/Reserves)	<b>1,100,321.58</b>	<b>1,189,166.84</b>	<b>1,188,462.68</b>
61	Monthly Average Expenses >>>>>>>>>	\$265,187.04	\$284,145.01	\$283,787.92
62	Avr Monthly Exp in Unrestricted CarryOver(Reserves)	4.28	3.99	4.00



**LEGAL AID OF ARKANSAS**

**2020 PROJECTIONS**

			<b>Low Revenue</b>	<b>High Revenue</b>	<b>With New Salary Scale</b>
<b>Line#</b>	<b>Revenue:</b>	<b>2020 Projections</b>	<b>2020 Projections</b>	<b>2020 Projections</b>	<b>2020 Projections</b>
1	LSC BASIC GRANT (FY19 Appropriation Increases est \$17,480)	\$1,714,511.00	\$1,551,928.00	\$1,965,776.00	\$1,714,511.00
2	Ark Adm Justice Funds (FY19 Appropriation decrease-\$51,326)	\$153,978.00	\$153,978.00	\$211,719.00	\$153,978.00
3	HUD	\$281,396.00	\$281,396.00	\$281,396.00	\$281,396.00
4	STOP/VAWA/VOCA	\$292,196.00	\$268,343.00	\$298,159.00	\$292,196.00
5	IRS-LITC	\$64,000.00	\$60,000.00	\$68,000.00	\$64,000.00
6	IOLTA (rec'd letter 01/29/2019 for \$77,200)	\$100,100.00	\$0.00	\$154,400.00	\$100,100.00
7	IOLTA-Housing Foreclosure	\$250,000.00	\$233,653.00	\$262,378.00	\$250,000.00
8	AATJF-Fair Housing Special Grant - 2018/2019 (2019-5/months)	\$42,208.00	\$42,208.00	\$101,300.00	\$42,208.00
9	MLP-EJW & ACH	\$137,250.00	\$137,250.00	\$137,250.00	\$137,250.00
10	Equal Justice Works CVJC May 2018-July 2020)	\$24,205.00	\$24,205.00	\$24,205.00	\$24,205.00
11	AAA-White River	\$2,500.00	\$2,000.00	\$3,000.00	\$2,500.00
12	AAA-East Arkansas	\$35,000.00	\$35,000.00	\$37,000.00	\$35,000.00
13	AAA NWA	\$10,118.00	\$10,118.00	\$10,118.00	\$10,118.00
14	<b>UW-Boone Cnty</b>	<b>\$2,000.00</b>	<b>\$2,000.00</b>	<b>\$2,000.00</b>	<b>\$2,000.00</b>
15	UW-Bly	\$3,000.00	\$3,000.00	\$3,000.00	\$3,000.00
16	UW-NW Ark	\$50,000.00	\$50,000.00	\$53,000.00	\$50,000.00
17	UW-NE Ark	\$13,125.00	\$13,125.00	\$13,125.00	\$13,125.00
18	UW-Independence Cnty	\$4,000.00	\$0.00	\$4,000.00	\$4,000.00
19	UW-Mid South	\$4,781.00	\$4,781.00	\$4,781.00	\$4,781.00
20	Donations	\$100,000.00	\$80,000.00	\$120,000.00	\$100,000.00
21	Interest income	\$20,000.00	\$15,000.00	\$25,000.00	\$20,000.00
22	Attorney fees	\$7,500.00	\$0.00	\$25,000.00	\$7,500.00
23	Other - Ark Adv-Child/Families, CALS, Tyson, EJW-AMC,N Wonders	\$32,000.00	\$32,000.00	\$57,000.00	\$32,000.00
24	Washington County Law Library	\$14,400.00	\$14,400.00	\$18,000.00	\$14,400.00
25	National Health Law Program	\$50,000.00	\$0.00	\$50,000.00	\$50,000.00
26	Race	\$0.00	\$0.00	\$0.00	\$0.00
27	LSC - Midwest Legal Disaster Coordination Project	\$64,400.00	\$55,000.00	\$70,000.00	\$64,400.00
28	LSC - Private Attorney Involvement Innovation	\$120,656.00	\$100,000.00	\$140,000.00	\$120,656.00
29	Rural Communities Opioid Response (Planning)	\$75,000.00	\$60,000.00	\$83,333.00	\$75,000.00
<b>30</b>	<b>Revenue (excludes carryOver)</b>	<b>\$3,668,324.00</b>	<b>\$3,229,385.00</b>	<b>\$4,222,940.00</b>	<b>\$3,668,324.00</b>



**AUDIT FINANCE COMMITTEE  
MEETING MINUTES  
November 15, 2019**

The Audit/Finance Committee of the Legal Aid of Arkansas Board of Directors met by a conference call at 9:00 a.m. Friday, November 15, 2019. Participating were Lori Chumbler, Pam Haun, Helen Jenkins, Annie Smith, Lee Richardson, David Bowman, and Elizabeth King.

Ms. Haun called the meeting to order and asked Mr. Richardson to proceed.

Mr. Richardson stated that he would start with the salary scale, so the committee would have the information in mind when reviewing the financials.

Ms. Haun stated that everyone should have a salary study that was sent out and asked Mr. Richardson to proceed.

Mr. Richardson reviewed the salary study, which included the current salary schedule for Legal Aid of Arkansas, a proposed plan as well as comparison schedules. He stated that if the new salary plan is adopted, it will have will cost \$202,000 in additional dollars in 2020, prior to benefits. Including benefits, the projected cost will be \$243,606. He shared that if we continue with the current scale and regular raises under that, the price is \$105,311, so the difference is \$138,295 of increased spending on salaries if we adopt the new plan.

Ms. Smith inquired if the thought is that adopting the new scale will help with turnover. Mr. Richardson responded that it would although people do not leave just because of salary but that is a significant factor.

Mr. Richardson proceeded to review the salary comparisons of various organizations. He further stated that we need to increase our scale across the board to stay competitive. We want people to work, we want them to produce, and we want them to compensate them appropriately. He further stated that we are mindful and deliberate about not keeping people that are not working or producing, so we want to appropriately pay the ones that are.

The committee then reviewed the budget and the 2020 projections. Mr. Richardson stated that the first column with the current salary scale and regular raises shows us at \$260,000 in the red. The last column is with the proposed salary schedule, and it shows us at \$460,000 in the red. He further stated that we are in the red this year and we can stand to be in the red again, but that amount would take our reserve down to \$680,000, and after another year we would be very low if we did not do some increase in funding or some workforce retraction or some other things. He stated that we may need to freeze a few positions or reorganize to make sure we can raise salaries and still provide services as best we can. He had intended to ask the board to approve the proposed scale, but he cannot ask the committee to approve a plan that puts us at \$460,000 in the red.

Mr. Richardson stated that he would like this committee to meet again to work on the salary scale once we have a clearer picture of 2020 LSC funding. He related that the proposed scale was drafted mostly by a staff committee of attorneys.

There was a discussion about fundraising and ways to raise funds to cover the expense of the new salary scale.

Ms. Gratil, Director of Mission Engagement, joined the meeting to discuss fundraising options with Giving Tuesday, individual donors and the importance of board involvement.

After significant discussion, the committee agreed to meet again in January in conjunction with the staff that created the proposed scale. Ms. King will pull turnover stats with why people left and where they went for the previous five years for the committee to review at the meeting.

Mr. Richardson moved to the Audit Agreement. He presented the audit agreement from Yoakum, Lovell, and Company to the committee for approval.

Lori Chumbler made a motion, seconded by Annie Smith, to approve the Audit Agreement with Yoakum, Lovell, and Company for the 2019 Audit at the cost of \$15,000. The motion carried with none opposed.

Mr. Richardson moved to the Financial Report. He stated that Mr. Bowman had included the October 2019 actual, and we are currently \$146,975 in the red for the year. We had projected in the approved budget in December of 2018 that we would end the year \$246,891 in the red. He stated that we are doing better than that original projection. He said the balance sheet shows we have \$1.17 million, in cash and there are several accounts receivable outstanding. Mr. Bowman stated that we have roughly \$115,000 currently in accounts receivable.

There was a discussion regarding the proposed budget. Mr. Richardson stated that he would ask this committee to present the 2020 proposed budget to the full board at the December meeting.

Annie Smith moved, seconded by Lori Chumbler, to approve to present the proposed budget to the full board at the December meeting. The motion carried with none opposed.

Hearing no further discussion, Ms. Haun adjourned the meeting.

Legal Aid of Arkansas  
Audit Agreement

1. This agreement, between Legal Aid of Arkansas and Yoakum, Lovell & Company, PLC, shall be effective as of the date of execution below.
2. Yoakum, Lovell & Company, PLC will audit the financial records, accounts and statements of Legal Aid of Arkansas as of December 31, 2019 and for the year ended December 31, 2019.
3. The audit will be conducted in accordance with auditing standards generally accepted in the United States, the standards for financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States; the Office of Management and Budget (OMB) Uniform Guidance; and the LSC Audit Guide for Recipients and Auditors.
4. The audit will include tests of the accounting records and such other audit procedures as necessary to express an independent opinion on the statement of financial position and the related statements of activities, and cash flows, and reports on compliance with laws and regulations and the internal control structure.
5. Yoakum, Lovell & Company, PLC will plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement. Under the concept of reasonable assurance, Yoakum, Lovell & Company, PLC will exercise its judgment about the number of transactions to be examined and the areas to be tested. There is, therefore, a risk that material errors, irregularities or illegal acts, including fraud or defalcations, may exist and not be detected. Yoakum, Lovell & Company, PLC will, however, advise immediately the LSC OIG of any such matters that come to its attention. Yoakum, Lovell & Company, PLC's responsibility is limited to the period covered by the audit and does not extend to matters that might arise during any later periods.
6. Yoakum, Lovell & Company, PLC, as part of the engagement, will request written representations from Legal Aid of Arkansas' attorneys. Prior to the conclusion of the audit, Yoakum, Lovell & Company, PLC will also request certain written representations from Legal Aid of Arkansas' management about the financial statements and related matters. It is understood that these financial statements are the responsibility of management. This responsibility includes the maintenance of adequate records and related internal control structure policies and procedures, the selection and application of accounting principles, and the safeguarding of assets. Yoakum, Lovell & Company, PLC will advise management about the appropriate accounting principles and their application, and will assist in the preparation of the financial statements, if necessary.
7. Yoakum, Lovell & Company, PLC understands that it has the responsibility:
  - a. To prepare the audit reports in accordance with the requirements of Government Auditing Standards, OMB Uniform Guidance, and the LSC Audit Guide for Recipients and Auditors;
  - b. To prepare and electronically submit a summary report form on noncompliance with laws and regulations, questioned costs and reportable conditions;
  - c. To provide a special report to the OIG on noncompliance in the event that the recipient fails to do so in accordance with the requirements of the LSC Audit Guide for Recipients and Auditors; and
  - d. To notify OIG within five business days of its termination or cessation of services to the recipient.

Legal Aid of Arkansas  
Audit Agreement

8. Yoakum, Lovell & Company, PLC will also prepare the federal tax return (IRS form 990) for the year ending December 31, 2019.
9. Entrance and exit conferences will be held with Legal Aid of Arkansas' management, and Yoakum, Lovell & Company, PLC representatives.
10. Legal Aid of Arkansas management's responses to draft audit reports will be delivered to Yoakum, Lovell & Company, PLC for inclusion in the final reports, where practical.
11. Yoakum, Lovell & Company, PLC will deliver to the Legal Aid of Arkansas:
  - a. Three copies of the draft audit reports no later than March 31, 2020.
  - b. The original and 10 copies of the final audit reports no later than 90 days after closing; and
  - c. The federal tax return within a reasonable time after the acceptance of the final audit reports.
12. In consideration for the satisfactory performance of the audit, Yoakum, Lovell & Company, PLC will receive \$15,000, paid as follows:
  - a. Upon monthly billings, provided that such billings do not exceed \$14,750 and detail the work performed, number of hours worked and rate charged; and
  - b. Upon delivery of the completed federal tax return, \$250.
13. Yoakum, Lovell & Company, PLC will immediately notify the Legal Aid of Arkansas of any significant and/or reportable conditions noted during the course of the audit.
14. Audit working papers will be prepared in accordance with *Government Auditing Standards*, and will be retained by Yoakum, Lovell & Company, PLC for at least three years from the date of the final audit report. The working papers will be available for examination upon request by authorized representatives of LSC and the Comptroller General of the United States. The audit working papers will be subject to a quality assurance review conducted by the LSC OIG.
15. The certifications numbered a through h are incorporated by reference and made a part of this agreement.
16. In the event that there is a significant change in funding from the LSC and/or a change in the legal or regulatory requirements applicable to this audit, Legal Aid of Arkansas shall be allowed either to: 1) withdraw from this engagement after paying in full for any and all services rendered by Yoakum, Lovell & Company, PLC prior to the date of withdrawal; or 2) seek, without penalty, a negotiated modification of this agreement which would result in the satisfaction of the new legal requirements through the services to be performed under the modified agreement.
17. The fees set by this agreement are based upon the following assumptions: management will respond promptly to all requests for basic information and/or documentation; the books will have been posted through the year; all adjustments will have been posted; management personnel will prepare cash and other confirmations; and that year-end schedules supporting the account

Legal Aid of Arkansas  
Audit Agreement

balances will be provided.

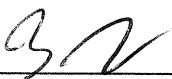
18. Yoakum, Lovell & Company, PLC will give an oral presentation of its audit report to the board of directors.
19. If circumstances arise that will require additional services and time by Yoakum, Lovell & Company, PLC, they will notify the Legal Aid of Arkansas and obtain its agreement prior undertaking such activities. The hourly fee for such agreed to services will be \$135 for a partner and \$115 for staff accountant from our firm.
20. The terms of this agreement may be modified only in writing, signed by duly authorized representatives of the parties.
21. If the parties are unable to resolve a dispute regarding the acceptability of deliverables under this agreement, the dispute will be submitted to the American Arbitration Association for resolution through binding arbitration.
22. This agreement, which includes the matter specifically incorporated by reference, constitutes the entire agreement between the parties.
23. This agreement has been made, and shall be construed, in accordance with the laws of the state of Arkansas.
24. Upon completion of the audit, a detailed bill will be provided showing hours worked, the rate per hour charged, and the level of staff working on the audit.

Executed on this 15 day of November, 2019 for the parties by their duly authorized representatives.

Legal Aid of Arkansas

By: 

Yoakum, Lovell & Company, PLC

By: 

Legal Aid of Arkansas  
Audit Agreement

Certifications

- A. The individual signing certified that he is authorized to contract on behalf of Yoakum, Lovell & Company and to make these certifications.
- B. The individual signing certified that Yoakum, Lovell & Company is not involved in any agreement to pay money or other consideration for the execution of this agreement, other than to an employee of Yoakum, Lovell & Company.
- C. The individual signing certified that Yoakum, Lovell & Company meets the independence standards of the *Government Auditing Standards* issued by the comptroller general of the united states.
- D. The individual signing certified that he is aware that all individuals to be assigned to the audit have met the GAO continuing education requirement of 80 hours of continuing education every two years; and that 24 hours of this education have been in subjects directly related to the auditing of government grants.
- E. The individual signing certified that he has read and understands the GAO requirement of an external quality control review at least once every three years.
- F. The individual signing certified that the contractor, and any individuals to be assigned to the audit, does not have a record of substandard audit work and has not been debarred or suspended from doing work with any federal, state, or local government.
- G. The individual signing certifies that Yoakum, Lovell & Company does carry professional malpractice insurance or is otherwise adequately self-insured.
- H. The individual signing certifies that Yoakum, Lovell & Company does not discriminate against any employee or applicant for employment because of race, color, religion, sex, age, national origin, disability, or any other basis prohibited by law. Yoakum, Lovell & Company shall take affirmative action to insure that employees are treated during their employment, without regard to race, color, religion, sex, age, national origin, disability, or any other basis prohibited by law. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. Yoakum, Lovell & Company will, in all solicitations or advertisements for employees placed by or on behalf of Yoakum, Lovell & Company, state all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or any other basis prohibited by law.

Dated this 15<sup>th</sup> day of November, 2019.

Yoakum, Lovell & Company, PLC

By:   
\_\_\_\_\_  
Zeke Jones  
Certified Public Accountant

As its: Partner





# Salary Study 2019

**APPENDIX C: Salary Structure**  
**Updated 12-10-2016**

**Current Legal Aid of Arkansas**

Attorneys		Paralegals #		Administrative *		Clerical	
1	42,000	1	26,000	1	33,000	1	22,000
2	45,000	2	27,500	2	35,000	2	23,000
3	48,000	3	29,000	3	37,000	3	24,000
4	51,000	4	31,500	4	39,000	4	25,000
5	54,000	5	33,000	5	41,000	5	26,000
6	56,000	6	34,200	6	42,500	6	26,800
7	58,000	7	35,400	7	44,000	7	27,600
8	60,000	8	36,600	8	45,500	8	28,400
9	62,000	9	37,800	9	47,476	9	29,200
10	64,000	10	39,000	10	48,500	10	30,000
11	66,000	11	40,200	11	50,000	11	30,800
12	68,000	12	41,400	12	51,500	12	31,600
13	70,000	13	42,600	13	53,000	13	32,400
14	72,000	14	43,800	14	54,500	14	33,200
15	74,000	15	45,000	15	56,000	15	34,000
<b>COLA</b>	<b>ONLY</b>						

Law student interns will be paid \$15.00 per hour or an amount specified by funding source. The executive director may hire temporary help as necessary at rates other than reflected above.

New employees hired in a job class shall be hired at the first pay grade step; however, credit may be given as follows for relevant experience, weighted in order:

- A. Experience in that job classification with another Legal Services program or public interest law firm
- B. Legal experience in that job classification other than with another Legal Services program or public interest law firm
- C. Non-legal experience in that job classification

Those employees whose annual evaluations are rated satisfactory or better shall receive a 1-step pay increase, if funding is available. Employees who reach the final step of their pay grade cannot receive a salary increase until such time as the salary structure is adjusted.

Current staff will be placed at the salary immediately higher than their current annual salary, which will in no way impact eligibility to receive a step raise as scheduled.

Part-time attorney salaries are negotiable. Scale does not apply to special fellowship, AmeriCorps, transitional attorneys, or other specially funded projects.

Work Group leaders will receive a \$1,000 annual stipend, Regional Managers \$1,500, and Deputy Director and Litigation Director \$2,000. Only one stipend applies if multiple positions are held.

# includes pro bono specialists/managers. Paralegals currently on Step 14 or above of the schedule updated 11-8-2012 will remain on that schedule through the duration of their employment.

\* includes Development Specialists, Human Resources Specialist, Communications Director, Web Developer, Technology Director and other administrative staff where a degree is required. Any staff deemed "exempt" by the Executive Director that is not an attorney will be placed on step 9 or above. The Fiscal Officers salary is negotiable with the Executive Director and Board.

Draft

# Legal Aid of Arkansas Proposed Salary Scale December 2019

## Pay Scale - Attorney

**Managing Partner (\$75,000):** To qualify as a Managing Partner, an attorney must currently meet 3 of the following qualifications.

*Deputy Director or Litigation Director*

*10 years' experience as a public interest law attorney or 15 years as a practicing attorney (counts as 2)*

*Regional Manager, Work Group leader or Managing attorney of a major program, grant, or special project (such as Helpline, LITC, MLP, Pro Bono, Fair Housing)*

**Staff Attorney – Level 3 (\$68,000):** To qualify for level 3, an attorney must currently meet 2 of the following qualifications.

*Deputy Director or Litigation Director*

*6 years' experience as a public interest law attorney or 10 years' experience as a practicing attorney*

*10 years' experience as a public interest law attorney or 15 years as a practicing attorney (counts as 2)*

*Regional Manager, Work Group leader or Managing attorney of a major program, grant, or special project (such as Helpline, LITC, MLP, Pro Bono, Fair Housing)*

**Staff Attorney – Level 2 (\$61,000):** To qualify for level 2, an attorney must currently meet 2 of the following qualifications.

*3 years' experience as a public interest law attorney or 5 years' experience as a practicing attorney*

*Regional Manager, Work Group leader or Managing attorney of a major program, grant, or special project (such as Helpline, LITC, MLP, Pro Bono, Fair Housing)*

*Carries and succeeds with a full caseload (unless in a non-case handler position) and satisfactorily complies with all program and workgroup requirements*

**Staff Attorney – Level 1 (\$54,000):** To qualify for level 1, an attorney must currently meet the following requirements.

*Carries an appropriate case load and satisfactorily complies with all program and workgroup requirements*

*18 months' experience as a public interest law attorney or 3 years' experience as a practicing attorney*

**Transitional Attorney- Entry Level (\$45,000):** To qualify for entry level, an attorney must currently meet the following requirements.

*Licensed to practice law in Arkansas with less than three years' experience as a practicing attorney, or a graduate of an accredited law school awaiting admission.*

## Pay Scale – Paralegal

**Paralegal IV (\$50,000)** - To qualify as a Paralegal IV, a paralegal must currently meet the following requirements as determined by the relevant workgroup leader or litigation director:

*Demonstrated ability to draft complex pleadings, briefs, written discovery and assist in trial preparation with little supervision*

*Demonstrated ability to successfully handle administrative hearings if within their purview*

*Excellent investigative and interviewing skills*

*At least 7 years' experience as a public interest paralegal or 12 years' legal experience*

*Bachelors' degree or above, or graduate of a comprehensive paralegal program*

**Paralegal III (\$44,000)** - To qualify as a Paralegal III, a paralegal must currently meet the following requirements as determined by the relevant workgroup leader or litigation director:

*Developing ability to meaningfully assist in drafting complex pleadings, briefs, written discovery, and trial preparation*

*Demonstrated ability to draft simple pleadings, briefs, and written discovery*

*Developing ability to successfully handle administrative hearings*

*Adequate investigative and interviewing skills*

*At least 3.5 years' experience as a public interest paralegal or 7 years' legal experience*

*Bachelors' degree or above, or graduate of a comprehensive paralegal program*

**Paralegal II (\$38,000)**-To qualify as a Paralegal II, a paralegal must currently meet the following requirements as determined by the relevant workgroup leader or litigation director:

*Developing ability to meaningfully assist in drafting complex pleadings, briefs, written discovery, and trial preparation*

*Developing ability to draft simple pleadings, briefs, and written discovery*

*Developing ability to successfully handle administrative hearings*

*Developing investigative and interviewing skills*

*At least 1.5 years' experience as a public interest paralegal or 3 years' legal experience*

*Bachelors' degree or above, or graduate of a comprehensive paralegal program*

**Entry Level Paralegal (\$33,000)** – All other paralegals

*Bachelors' degree or above, graduate of a comprehensive paralegal program, or at least 3 years legal experience*

**APPENDIX C: Salary Structure**  
**Updated 11-14-2019**

<b>Administrative *</b>		<b>Legal Support</b>	
Years	Salary	Years	Salary
Entry	35,308	Entry	24,000
1-3	39,000	1-3	27,000
4-5	44,000	4-5	30,000
6-8	49,000	6-8	33,000
8-10	54,000	8-10	36,000
Above 10	58,000	Above 10	40,000

Law student interns will be paid \$15.00 per hour or an amount specified by funding source. The executive director may hire temporary help as necessary at rates other than reflected above.

New employees hired in a job class shall be hired at the first pay grade step; however, credit may be given as follows for relevant experience, weighted in order:

- A. Experience in that job classification with another Legal Services program or public interest law firm
- B. Legal experience in that job classification other than with another Legal Services program or public interest law firm
- C. Non-legal experience in that job classification

Those employees whose evaluations are rated satisfactory or better shall receive a step pay increase when appropriate consistent with the salary schedules, if funding is available.

Employees who reach the final step of their pay grade cannot receive a salary increase but may continue to receive cost of living increases if awarded.

Current staff will be placed on the new scale as determined by the management team. No current staff member will suffer a pay reduction as a result of this salary scale revision.

Part-time attorney salaries are negotiable. The scale does not apply to special fellowship, AmeriCorps, or other specially funded projects.

Paralegals on Step 14 or above of the schedule updated 11-8-2012 will remain on that schedule through the duration of their employment.

\* includes Development Specialists, Human Resources Specialist, Communications Director, Web Developer, Technology Director, Fair Housing Testing Coordinator, Fair Housing Investigator and other administrative staff (some positions or duties may be combined) where a degree is required. Any staff deemed "exempt" by the Executive Director that is not an attorney will be placed on the administrative scale. The Fiscal Officers salary is negotiable with the Executive Director and Board. The Executive Directors salary is set by the board.

PSJD 2018 Attorney Salaries

		1 year or less	2 years	3 years	4 years	5 years	6 years	7 years	8-10 years	11-15 years	More than 15 years	Avg. #Reporting Orgs.
2018	Nationwide	\$48,000	\$50,400	\$52,000	\$53,199	\$54,800	\$57,180	\$59,601	\$64,233	\$69,358	\$78,000	82
	Northeast	\$58,358	\$62,000	\$62,000	\$63,250	\$68,000	\$66,750	\$69,000	\$71,250	\$80,000	\$86,319	20
	Midwest	\$46,500	\$49,276	\$50,000	\$51,500	\$53,868	\$55,488	\$56,345	\$59,766	\$66,100	\$76,279	15
	South	\$46,000	\$47,500	\$49,000	\$51,500	\$53,400	\$56,000	\$57,500	\$61,000	\$66,831	\$76,613	28
	West	\$48,800	\$50,653	\$52,825	\$54,684	\$57,000	\$59,106	\$60,000	\$65,628	\$74,000	\$78,783	20

		1 year or less	2 years	3 years	4 years	5 years	6 years	7 years	8-10 years	11-15 years	More than 15 years	Avg. #Reporting Orgs.
2018	Civil legal services	\$48,000	\$50,400	\$52,000	\$53,199	\$54,800	\$57,180	\$59,601	\$64,233	\$69,358	\$78,000	82
	Public defender offices	\$58,250	\$60,160	\$63,346	\$65,500	\$68,000	\$73,915	\$75,547	\$82,000	\$96,368	\$106,000	37
	Local prosecuting attorneys	\$56,192	\$60,000	\$61,999	\$64,745	\$66,325	\$73,390	\$73,719	\$75,905	\$84,442	\$94,500	46
	Public interest orgs.	\$50,250	\$54,000	\$56,601	\$60,897	\$65,000	\$65,000	\$70,375	\$76,500	\$80,500	\$91,854	57

**Table 1. Median Salaries Nationwide for Lawyers by Type of Organization and Years of Experience — 2004 - 2018**

Years of Experience	Civil Legal Services						
	2004	2006	2008	2010	2012	2014	2018
Entry-level	\$34,000	\$36,000	\$40,000	\$42,000	\$42,800	\$44,600	\$48,000
5 years	40,000	43,300	48,000	49,400	50,200	51,000	54,800
11-15 years	51,900	55,000	60,000	62,500	64,900	65,000	69,400

Years of Experience	Public Defenders						
	2004	2006	2008	2010	2012	2014	2018
Entry-level	\$39,000	\$43,300	\$47,400	\$47,500	\$50,500	\$50,400	\$58,300
5 years	50,000	54,700	60,000	60,300	62,800	63,000	68,000
11-15 years	65,000	65,500	75,000	76,200	78,600	84,500	96,400

Years of Experience	Local Prosecuting Attorneys						
	2004	2006	2008	2010	2012	2014	2018
Entry-level	\$40,000	\$43,900	\$45,700	\$50,000	\$50,000	\$51,100	\$56,200
5 years	52,000	54,500	60,000	62,300	61,400	63,600	66,300
11-15 years	69,300	73,000	77,500	81,500	76,700	80,000	84,400

Years of Experience	Public Interest Organizations						
	2004	2006	2008	2010	2012	2014	2018
Entry-level	\$36,700	\$40,000	\$41,000	\$45,000	\$45,000	\$46,000	\$50,300
5 years	46,300	52,000	53,800	53,600	56,300	59,000	65,000
11-15 years	64,000	65,000	69,200	70,900	75,000	75,000	80,500

*\*All figures have been rounded to the nearest \$100.*

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**About NALP:** NALP ([www.nalp.org](http://www.nalp.org)) is an association of over 2,500 legal career professionals who advise law students, lawyers, law offices, and law schools in North America and beyond. What brings NALP members together is a common belief in three fundamental things. First, all law students and lawyers should benefit from a fair and ethical hiring process. Second, law students and lawyers are more successful when supported by professional development and legal career professionals. Third, a diverse and inclusive legal profession best serves clients and our communities. That's why NALP members work together every day to collect and publish accurate legal employment data and information, and champion education and standards for recruiting, professional and career development, and diversity and inclusion. For more than 40 years, NALP has played an essential role in the success of our members and the lawyers and law students they serve.

**About PSJD:** PSJD, a NALP Initiative, is the premiere online public service job database connecting public interest law job-seekers with job opportunities at all experience levels. Students and alumni of PSJD subscriber law schools have free access to our job and employer profile database. Public service employers can post jobs at no charge. PSJD also offers an extensive array of career-building resources for law school career professionals and job-seekers. For more information, visit [www.psjd.org](http://www.psjd.org).

NALP maintains an online archive of press releases at [www.nalp.org/pressreleases](http://www.nalp.org/pressreleases). For additional information about NALP research, contact Judith Collins ([jcollins@nalp.org](mailto:jcollins@nalp.org)), Director of Research, or James G. Leipold ([jleipold@nalp.org](mailto:jleipold@nalp.org)), Executive Director, at 202-835-1001.

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APPENDIX TABLE 7.3

LSC Grantee FTE Staff by Job Category and Years of Experience in the Profession, 2018  
(continued on next page)

Year of Experience in the Profession	EXECUTIVE DIRECTOR		DEPUTY DIRECTOR		DIRECTOR OF LITIGATION		MANAGING ATTORNEY		SUPERVISING ATTORNEY	
	Total Staff	Average Salary (\$)	Total Staff	Average Salary (\$)	Total Staff	Average Salary (\$)	Total Staff	Average Salary (\$)	Total Staff	Average Salary (\$)
0-1	2	-	0	-	0	-	2	-	3	-
2-4	2	-	0	-	0	-	15	58,502	28	70,274
5-9	1	-	4	-	2	-	88	69,578	117	69,573
10-19	17	106,631	26	92,207	18	95,028	223	78,230	227	80,628
20-29	33	124,299	32	107,197	12	101,984	174	86,565	109	92,683
30-39	48	131,755	27	120,284	19	122,293	137	87,875	99	98,819
40+	31	144,316	16	116,159	19	109,063	45	95,595	37	102,314
<b>GRAND TOTAL</b>	<b>133</b>	<b>-</b>	<b>105</b>	<b>-</b>	<b>70</b>	<b>-</b>	<b>684</b>	<b>-</b>	<b>620</b>	<b>-</b>

Year of Experience in the Profession	DEVELOPMENT DIRECTOR		TRAINING RESPONSIBLE DIRECTOR		FINANCIAL PROFESSIONAL		MANAGEMENT PROFESSIONAL		GRANTS MANAGER	
	Total Staff	Average Salary (\$)	Total Staff	Average Salary (\$)	Total Staff	Average Salary (\$)	Total Staff	Average Salary (\$)	Total Staff	Average Salary (\$)
0-1	0	-	0	-	6	-	5	-	1	-
2-4	0	-	0	-	10	50,412	12	81,172	5	-
5-9	12	55,899	1	-	19	53,705	16	65,942	4	-
10-19	17	75,414	2	-	75	63,675	73	66,713	14	65,252
20-29	12	92,909	2	-	72	70,574	59	80,809	13	69,372
30-39	9	85,475	1	-	68	80,737	38	77,043	8	64,415
40+	2	-	0	-	29	81,081	36	77,551	0	-
<b>GRAND TOTAL</b>	<b>53</b>	<b>-</b>	<b>6</b>	<b>-</b>	<b>279</b>	<b>-</b>	<b>239</b>	<b>-</b>	<b>46</b>	<b>-</b>



APPENDIX TABLE 7.3

LSC Grantee FTE Staff by Job Category and Years of Experience in the Profession, 2018  
(continued from previous page)

Year of Experience in the Profession	STAFF ATTORNEY		INTAKE ATTORNEY		PARALEGAL		INTAKE PARALEGAL		INFORMATION TECHNOLOGY STAFF		PAI COORDINATOR	
	Total Staff	Average Salary (\$)	Total Staff	Average Salary (\$)	Total Staff	Average Salary (\$)	Total Staff	Average Salary (\$)	Total Staff	Average Salary (\$)	Total Staff	Average Salary (\$)
0–1	341	51,304	4	–	122	37,289	36	47,297	5	–	4	–
2–4	964	54,227	23	54,066	235	36,926	40	36,259	15	37,175	13	44,678
5–9	833	59,787	22	56,942	273	36,841	35	36,749	17	59,715	21	46,320
10–19	685	66,428	22	60,196	393	44,298	52	40,507	54	66,227	42	60,824
20–29	369	78,404	16	62,755	249	49,443	35	49,810	40	71,889	22	59,705
30–39	211	80,474	8	67,146	171	53,744	14	49,217	18	63,838	21	63,557
40+	67	82,257	1	–	102	54,501	7	54,204	5	76,534	9	60,732
<b>GRAND TOTAL</b>	<b>3,470</b>	<b>–</b>	<b>95</b>	<b>–</b>	<b>1544</b>	<b>–</b>	<b>219</b>	<b>–</b>	<b>154</b>	<b>–</b>	<b>132</b>	<b>–</b>

Year of Experience in the Profession	LAW CLERK		INTAKE SPECIALIST		ADMINISTRATIVE ASSISTANT		SECRETARIAL/ CLERICAL		OTHER POSITION		GRAND TOTAL	
	Total Staff	Average Salary (\$)	Total Staff	Average Salary (\$)	Total Staff	Average Salary (\$)	Total Staff	Average Salary (\$)	Total Staff	Average Salary (\$)	Total Staff	Average Salary (\$)
0–1	51	–	23	–	14	–	83	34,473	59	33,177		760
2–4	17	–	28	31,166	34	42,744	151	30,306	61	41,047		1,653
5–9	5	–	39	32,241	35	36,020	153	33,451	56	45,555		1,752
10–19	1	–	48	35,722	77	45,054	301	37,765	92	51,719		2,460
20–29	0	–	28	39,764	57	50,298	214	41,623	66	53,877		1,617
30–39	1	–	29	42,368	59	51,112	165	44,319	25	50,257		1,176
40+	0	–	17	43,138	47	45,915	105	44,603	17	52,028		592
<b>GRAND TOTAL</b>	<b>74</b>	<b>–</b>	<b>212</b>	<b>–</b>	<b>324</b>	<b>–</b>	<b>1173</b>	<b>–</b>	<b>376</b>	<b>–</b>		<b>10,009</b>

NOTE: Salary information only presented for cells where more than four full-time equivalent staff worked throughout the year.

**Department of Finance and Administration  
Office of Personnel Management**

Policy Title: **Compensation Plan (Pay Tables)**

Policy Number: **3**

Authority: **Ark. Code Ann. § 21-5-209**

Issued: **July 1, 2017**

The General Assembly is responsible for authorizing rates of pay for each of the appropriate grades assigned to a classification. All positions are assigned to a classification and grade with a pay level (salary range). Employees serving in positions covered by the Uniform Classification and Compensation Act are compensated pursuant to one of the following pay tables:

1. General Salaries
2. Information Technology Salaries
3. Medical Professional Salaries
4. Senior Executive Salaries

The following grades and pay levels are established for the General Salaries pay table:

GENERAL SALARIES			
MW	\$17,680	\$19,760	\$21,840
GS01	\$22,000	\$26,950	\$31,900
GS02	\$23,335	\$28,585	\$33,836
GS03	\$26,034	\$31,892	\$37,749
GS04	\$29,046	\$35,581	\$42,117
GS05	\$32,405	\$39,696	\$46,987
GS06	\$36,155	\$44,290	\$52,425
GS07	\$40,340	\$49,417	\$58,493
GS08	\$45,010	\$55,137	\$65,265
GS09	\$50,222	\$61,522	\$72,822
<b>GS10</b>	<b>\$56,039</b>	<b>\$68,648</b>	<b>\$81,257</b>
<b>GS11</b>	<b>\$62,531</b>	<b>\$76,600</b>	<b>\$90,670</b>
<b>GS12</b>	<b>\$69,776</b>	<b>\$85,476</b>	<b>\$101,175</b>
<b>GS13</b>	<b>\$77,862</b>	<b>\$95,381</b>	<b>\$112,900</b>
GS14	\$86,887	\$106,437	\$125,986
GS15	\$96,960	\$118,776	\$140,592

Average State Full Time Attorney Salary  
**\$74,820** as of July, 2019

**SCHEDULE A**

Wage Scale for Attorneys/Law Graduates

<u>Years Practiced Law</u>	<u>Salary</u>
0 - 1	45,175
1 - 2	47,435
2 - 3	50,145
3 - 4	54,200
4 - 5	58,275
5 - 6	62,335
6 - 7	66,400
7 - 8	70,460
8 - or more	74,535

\*The wage scale for non-Management Practice Group Leaders shall be \$2,700 above each wage level in the above schedule.

A. The above schedule shall apply to attorneys licensed in any state. Unlicensed law graduates shall be paid at the beginning level salary above until licensed in Arkansas, at which time they will be paid according to the above schedule as if he/she were licensed when hired although no retroactive pay is allowed. A licensed attorney who is hired prior to becoming admitted to practice in Arkansas shall be paid according to the above schedule, provided that upon his/her failure to become admitted to practice in Arkansas at the earliest opportunity, whether by denial of a reciprocity application or failure on the Arkansas Bar Examination, the then current salary of said attorney shall be frozen. If said attorney thereafter becomes licensed in Arkansas, he/she will be paid according to the above schedule as if he/she were licensed when hired although no retroactive pay is allowed.

B. "Years practiced law" on the above schedule shall be defined as the number of years of experience in a position which required a law degree. Provided any experience which was not with a Legal Services program shall receive credit on the above schedule up to the extent it is clearly relevant to the practice with the Employer, though such "non-Legal Services" experience shall receive one-half credit at a minimum.

C. An attorney/law graduate may be given up to 1/2 credit on the above schedule for experience in a position which did not require a law degree, provided the experience occurred after graduation from law school and involved "community interest" activities which are clearly relevant to practice with the Employer.

D. Part-time Helpline Attorneys will be paid on an hourly basis. The hourly rate of pay will be arrived at by determining their equivalent annualized salary on the above schedule and then dividing by 1,950 hours per year.

**THE CENTER'S COLLECTIVE BARGAINING AGREEMENT REVISED 2019**

**SCHEDULE B**

Wage Scale for Secretaries and Senior Secretaries

<u>Years of Experience</u>	<u>Salary</u>
0 - 3	27,105
3 - 4	28,465
4 - 5	29,850
5 - 6	32,205
6 - 7	34,565
7 - or more	36,600

\*The wage scale for Senior Secretaries shall be \$2,390 above each wage level in the above schedule.

Experience which will be credited on the above schedule is determined as follows:

A. A secretary who has been a secretary with another Legal Services program shall receive full credit for such experience on the above schedule.

B. Other legal secretarial experience shall be given full credit up to five years. Any other legal secretarial experience over five years shall be given the credit in the following paragraph.

C. A secretary who has non-legal secretarial experience shall receive one-fourth credit for such experience on the above schedule, provided it is demonstrated that each year of prior experience involved typing duties primarily and the secretary has demonstrated through a typing test of the Employer that he/she has the ability to do the full range of legal typing needed by the Employer.

**SCHEDULE D**

Wage Scale for Paralegals

<u>Years of Experience</u>	<u>Salary</u>
0 - 3	32,550
3 - 4	35,235
4 - 5	37,945
5 - 6	40,650
6 - 7	43,365
7 - or more	46,075

Experience which will be credited on the above schedule is determined as follows:

A. One year's experience is credited to any paralegal with a bachelor's degree from an accredited college or university. No credit shall be given for a bachelor's degree from a correspondence school.

B. All experience as a paralegal with the Employer or another Legal Services program is given full credit.

C. Other experience is given credit up to the extent that it is clearly relevant to the tasks to be performed for the Employer, provided the maximum amount of credit under this paragraph shall be limited to four year's experience. Provided, if the Employee's countable experience under this paragraph would exceed four years, up to one additional year's credit will be given to the extent that the experience was actual paralegal work with a non-Legal Services entity. For example, if an Employee had six years countable experience under this paragraph, six months of which was as a paralegal with a non-Legal Services entity, the credit given under this paragraph would be four years, six months.

D. All experience with the Employer or another Legal Services program is given one-half credit to full credit.

## SCHEDULE E

### Wage Scale for Hybrid Positions

At the discretion of the Employer, an employee may be classified under more than one position when such classification is appropriate and necessary to office operations. For example, an employee may be classified as a hybrid position of any of the following job positions: Intake Specialist, Paralegal, Secretary or Pro Bono Coordinator. Thus, the employee would fulfill responsibilities from more than one of the listed positions, with Pro Bono Coordinator activity being considered the same as Paralegal activity for salary computation purposes. Such employee shall be considered "Support Staff" as defined in this agreement.

The Employer shall designate, for salary purposes, the approximate percentage of the employee's hybrid responsibilities. Said percentage shall be between 20% and 80%. If the additional job responsibilities are less than 20%, then Schedule E does not apply.

The employee's salary shall be set by computing his/her experience credit on the applicable Wage Schedules: B, D, H or J, then applying (1) the above Paralegal/Pro Bono Coordinator percentage to the annual salary under Schedule D, and (2) the remaining Secretary/Intake Specialist percentage to the annual salary under Schedule B. Except that any employee in a hybrid classification shall receive either his/her salary under Schedule E or his/her support staff salary under Schedule B, ***whichever is higher.***

**SCHEDULE H**

Wage Scale for Helpline Intake Specialist

<u>Years of Experience</u>	<u>Salary</u>
0 - 3	27,105
3 - 4	28,465
4 - 5	29,820
5 - 6	32,205
6 - 7	34,565
7 - or more	36,600

Experience which will be credited on the above schedule is determined as follows:

A. An intake specialist who has been an intake specialist or worker with a Legal Services program shall receive full credit for such experience.

B. An intake specialist who has been a secretary, paralegal, receptionist or similar staff member with a Legal Services program shall receive credit up to the extent it is clearly relevant to the tasks to be performed for the Employer, provided the credit shall not be less than 3/4 credit.

C. Other experience as an intake specialist (or a similar position) shall receive credit up to the extent it is clearly relevant to the tasks to be performed for the Employer, provided the maximum

amount of credit under this paragraph shall be limited to one year's experience.

**SCHEDULE J**

<u>Wage Scale for Pro Bono Coordinators</u>	
<u>Years of Experience</u>	<u>Salary</u>
0 - 3	32,550
3 - 4	35,235
4 - 5	37,945
5 - 6	40,650
6 - 7	43,365
7 - or more	46,075

Experience which will be credited on the above schedule is determined as follows:

A. One year's experience is credited for a bachelor's degree from an accredited college or university. No credit shall be given for a bachelor's degree from a correspondence school. Provided, that a person with a law degree shall be given two years credit instead of the one year credit.

B. All experience with the Employer or another Legal Services program is given full credit.

C. Other experience is given credit to the extent that it is clearly relevant to the tasks to be performed for the Employer, provided the maximum amount of credit under this paragraph shall be limited to three years experience.

D. Part-time Assistant Pro Bono Coordinators will be paid on an hourly basis. The hourly rate of pay will be arrived at by determining their equivalent annualized salary on the above schedule and then dividing by 1,950 hours per year.



**2018 MMLS SALARY SCALE**

**Job Classification Salary Range/Level Chart**

Job Class & Salary Ranges	Entry Level I (Years 1-4)	Level II (Years 5-9)	Mid-Level III (Yrs. 10-14)	Level IV (Yrs. 15-19)	Top Level (Yrs. 20 +)
Executive Director*	72,000*	81,462*	101,353	-----	-----
Litigation Director	62,140	72,306	78,999	86,897	93,414
Staff Attorney	43,141	49,359	53,927	59,319	64,712
Fiscal Officer (hourly)	N/A	N/A	N/A	N/A	N/A
Intake Specialist	30,160	33,160	36,320	39,480	42,600
Reception/Scanner	22,532	25,780	28,164	30,983	33,800

\*Actual amounts used are based on current ED’s experience; salary range likely will be dependent upon each Executive Director’s prior experience.

## KANSAS LEGAL SERVICES SALARY RANGE

Receptionist	19,000 – 28,000
Intake Specialist	24,000 – 35,000
Intake Supervisor	30,000 - 43,000
Secretary I	19,000 – 34,000
Secretary II	21,000 – 36,000
Secretary III	25,000 – 40,000
Managing Secretary	30,000 – 45,000
Executive Secretary	35,000 – 55,000
Paralegal I	24,000 – 35,000
Paralegal II	27,000 – 40,000
Paralegal III	30,000 – 45,000
Paralegal IV	40,000 – 55,000
Administrative Assistant I	25,000 – 40,000
Administrative Assistant II	30,000 – 70,000
Accountant I	25,000 – 40,000
Accountant II	30,000 – 70,000
ADR Specialist I	25,000 – 40,000
ADR Specialist II	30,000 – 50,000
ADR Specialist III	40,000 – 60,000
Mediation Director	40,000 – 85,000
Employment Training Specialist	25,000 – 40,000
Attorney I	43,500 - 52,000
Attorney II	47,000 – 60,000
Attorney III	52,000 – 100,000
Assistant Managing Attorney	50,000 – 70,000
Managing Attorney	53,000 – 93,000
Project Director	60,000 – 120,000
Regional Director	75,000 – 125,000
Deputy Director	60,000 – 120,000
Chief Financial Officer	60,000 – 110,000
Clerks/Runners	9.00 – 11.50/hr

Approved by Board July 2018

ATTORNEY

	13-Jul	14-Jul	15-Jul	16-Jul	17-Jul
1	51,000	52,020	53,060	54,122	55,204
2	53,000	54,060	55,141	56,244	57,369
3	55,000	56,100	57,222	58,366	59,534
4	57,000	58,140	59,303	60,489	61,699
5	59,000	60,180	61,384	62,611	63,863
6	60,500	61,710	62,944	64,203	65,487
7	62,000	63,240	64,505	65,795	67,111
8	63,500	64,770	66,065	67,387	68,734
9	65,000	66,300	67,626	68,979	70,358
10	66,500	67,830	69,187	70,570	71,982
11	68,000	69,360	70,747	72,162	73,605
12	69,500	70,890	72,308	73,754	75,229
13	71,000	72,420	73,868	75,346	76,853
14	72,500	73,950	75,429	76,938	78,476
15	74,000	75,480	76,990	78,529	80,100
16	75,500	77,010	78,550	80,121	81,724
17	77,000	78,540	80,111	81,713	83,347
18	78,500	80,070	81,671	83,305	84,971
19	80,000	81,600	83,232	84,897	86,595
20	81,500	83,130	84,793	86,488	88,218
21	83,000	84,660	86,353	88,080	89,842
22	84,500	86,190	87,914	89,672	91,466
23	86,000	87,720	89,474	91,264	93,089
24	87,500	89,250	91,035	92,856	94,713
25	89,000	90,780	92,596	94,448	96,336
26	90,500	92,310	94,156	96,039	97,960
27	92,000	93,840	95,717	97,631	99,584
28	93,500	95,370	97,277	99,223	101,207
29	95,000	96,900	98,838	100,815	102,831
30	96,500	98,430	100,399	102,407	104,455
31	98,000	99,960	101,959	103,998	106,078
32	99,500	101,490	103,520	105,590	107,702
33	101,000	103,020	105,080	107,182	109,326
34	102,500	104,550	106,641	108,774	110,949
35	104,000	106,080	108,202	110,366	112,573
36	105,500	107,610	109,762	111,957	114,197
37	107,000	109,140	111,323	113,549	115,820
38	108,500	110,670	112,883	115,141	117,444
39	110,000	112,200	114,444	116,733	119,068
40	111,500	113,730	116,005	118,325	120,691

Proposed

**PART III - D**  
**COMPENSATION**  
**Job Classifications - Salary Schedule**

**1. JOB CLASSIFICATIONS AND SALARY SCHEDULE**

The firm uses a classification schedule and pay plan for all employees in order to insure objective and efficient personnel management. The management committee has the primary responsibility for the implementation of the firm's classification schedule and pay plan.

**2. JOB CLASSIFICATIONS & SALARY - NO AUTOMATIC STEP INCREASES**

<u>Classifications</u>	<u>Salary Range</u>	<u>Maximum starting</u>
Executive Director	\$100,000 -120,000	\$100,000
Deputy Director	\$ 70,000- 90,000	None
Director of Litigation	\$ 68,000 - 88,000	None
Regional Dir. Attorney	\$ 68,000 - 88,000	None
Chief Financial Officer	\$ 55,000-\$70,000	None
Intake Manager	\$ 37,200	None

**3. JOB CLASSIFICATIONS & SALARY - STEP INCREASES**

	<u>Support Staff</u>	<u>Attorney</u>
Intro	23,200	42,000
1-2	24,000	43,800
2-3	24,800	45,600
3-4	25,600	47,400
4-5	26,200	49,200
5-6	27,000	51,000
6-7	27,800	52,800
7-8	28,600	54,600
8-9	29,400	56,400
9-10	20,200	58,200
10+	31,000	60,000
Step A	32,000	61,800
Step B	32,800	63,600
Step C	33,600	65,400
Maximum Starting	27,800	52,800

**PART III-D, Continued**  
**COMPENSATION**  
**Job Classifications**  
**Salary Schedule**

The maximum starting salary can be changed by the management committee.

**Support Staff** - Add a step for each of the following:

- Licensed as a Notary Public
- Represents clients at administrative hearings
- Fluent in a foreign language needed and used in the position
- One step college degree from accredited college (Associate & Bachelors)

Step A is available to you either because of the length of time you have worked with the firm or because of credit you received for one of the factors above. Movement to Step A is totally within discretion of the management and is not part of the regular annual increase. (It may be several years after you arrive at the top annual step before you are considered for this next step.) Steps B and C are available only if you have at least ten years employment with the firm or the predecessor firm of NOLAC. Step B is available only if you have one or more of the above listed factors. Step C is available only if you have two or more of the above listed factors.

The maximum starting base salary is \$27,800. However, this base may be raised if you are eligible for one of the non-seniority based steps immediately above. In determining the placement on the range, the management has discretion on which step to start you considering the following:

- With clerical positions, credit may be given for each year of relevant office work.
- With paralegal positions, you may receive one step for being a law school graduate and one step for each year of full-time relevant legal work.

If you are an Administrative Assistant, \$6,500 is added to the support staff scale you would be on.

**Attorney** - Step C can only be attained by Managing Attorneys and this step takes place at some point in the discretion of the management committee after you have "topped out" on the scale. Step B can only be attained by a staff attorney with 20 years experience with SLLS and or NOLAC or by a managing attorney. This step also takes place at some point in the discretion of the management committee. Step A is a merit raise that takes place in the discretion of management after a staff attorney has

**PART III-D, Continued  
COMPENSATION  
Job Classifications  
Salary Schedule**

“topped out” on the scale, or is for Managing Attorneys with 10+ years experience.

For 2006, attorneys on staff at the beginning of the year were not eligible for a step increase. Instead the salary scale was changed.

The maximum starting salary for an attorney, regardless of experience is \$51,000. The maximum starting salary for a Managing Attorney is \$60,000. In determining placement on the range, the management committee has discretion on which step to start you considering the following:

- Credit may be given for attorneys for every year that you were a bar member and worked full-time practicing law.
- No credit is given for time spent as a law clerk or as a student practitioner. For the purposes of this plan, a judicial clerkship is considered the practice of law.
- One step may be granted to you if you are fluent in a language other than English which is needed by the program and used regularly by you in your position.
- A step may be granted if you are a managing attorney.



## OFFICES *of* THE UNITED STATES ATTORNEYS

[U.S. Attorneys](#) » [Career Center](#) » [Salary Information](#)

### Administratively Determined Pay Plan Charts

The Administratively Determined Pay Plan salary structure is outlined below. These tables are for 2018 and are effective as of January 7, 2018. The tables below do not include locality based comparability adjustments (locality pay). Total pay with locality for grades AD-21 through AD-37 is limited to \$164,100 in 2018. See [2018 Locality Pay Table](#) for locality pay rates.

#### Assistant United States Attorneys (AUSA)

AD Grade	Years Experience	Minimum	Q-2 25th Percentile	Midpoint	Q-4 75th Percentile	Maximum
AD-21	0-2	\$53,062	\$62,348	\$71,634	\$80,920	\$90,205
AD-23	3-4	\$57,012	\$66,989	\$76,967	\$86,944	\$96,921
AD-25	5	\$61,257	\$71,977	\$82,697	\$93,417	\$104,137
AD-26	6	\$65,818	\$77,336	\$88,854	\$100,372	\$111,891
AD-27	7	\$70,719	\$83,095	\$95,471	\$107,846	\$120,222
AD-28	8	\$75,984	\$89,281	\$102,578	\$115,876	\$129,173
AD-29	9+	\$81,641	\$95,928	\$110,216	\$124,503	\$138,790

The recruitment and successful salary ranges are from the minimum rate of pay to the Q-4 level and apply to newly hired Assistant United States Attorneys and Assistant United States Attorneys with Successful performance ratings. The Outstanding salary range is from the Q-2 level to the maximum and applies to Assistant United States Attorneys with Outstanding performance ratings. In rare cases, pay for Assistant United States Attorneys whose performance is less than successful may be below the minimum rate of pay for their grade. These are "Green Circled Rates" of pay. Also in rare cases, pay for Assistant United States Attorneys with prior federal service may be set above the maximum rate of pay for their grade. These are "Red Circled Rates" of pay.

#### Executive, Managerial, Supervisory, Special Assistant or Senior Litigation Counsel AUSAs

AD Grade	Minimum	Q-2 25th Percentile	Midpoint	Q-4 75th Percentile	Maximum
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### **Pro Bono Transformation Team**

Legal Aid will build on its strong track record of collaborative pro bono efforts to engage an active and meaningful Transformation Team that includes key organizational staff and statewide justice and pro bono partners. The Transformation Team will meet regularly to develop and implement assessments and program improvements, evaluate the results and offer technical support to the pro bono team.

The guiding coalition will include key Legal Aid staff and leadership, board leadership that represents diverse types of pro bono volunteer partnership, private attorneys, and our key justice partner in pro bono recruitment and development. Specifically, the coalition will include the following key members:

- Lee Richardson, executive director
- Greneda Johnson, Pro Bono Manager
- Three active members of the Legal Aid board, one from a corporate legal department, one from a national law firm, and one that is a law school pro bono project director
- One of the leaders of Legal Aid's four substantive practice workgroups
- A representative of the private bar from each of Legal Aid's two geographic regions
- A member of the Access to Justice Commission's Pro Bono Committee

This nine member coalition will work closely with Legal Aid's management team, which meets bi-weekly. Pro bono will be a standing item on the management team's agenda, and management will review data and progress at each meeting. The coalition will engage the statewide Access to Justice Commission's pro bono committee, the leadership of the Arkansas



Bar Association, and the Legal Aid Board. The coalition will be involved in strategy development and serve as a steering committee during the grant period. The coalition members and community partners will actively support efforts to improve Legal Aid and statewide pro bono involvement.

# **Legal Aid of Arkansas**

## **Board Position Profile**

The Legal Aid of Arkansas Board of Directors is composed of 21 members. At least 60 percent of the membership (12) must be attorneys, one-third of the membership (7) must be client eligible at the time the member is appointed to the Board and one member of the Board may be neither an attorney nor a client-eligible individual.

The Board meets in person four times a year. These quarterly meetings are conducted on Saturday mornings in various locations throughout the service area. Members may be reimbursed for travel costs, hotel expenses, and per diem to attend the meetings. The Board has several committees, which usually meet by conference call.

### **Scope:**

A Board member should be a person who is a recognized leader in the community or an organization and who is strongly supportive of the mission of Legal Aid of Arkansas.

### **Experience, Skills and Qualifications:**

- Supportive of the mission of Legal Aid of Arkansas.
- Recognized leader in a community or organization.
- Able to lead and/or influence organizations and communities supportive of Legal Aid of Arkansas.
- Able to express and to advocate the needs and vision of Legal Aid of Arkansas and the goal of “equal access to justice.”
- Contributes to the diversity of the Board so that Board membership will reasonably reflect the diversity of the population of the areas served by Legal Aid of Arkansas and of the legal community, including race, gender, ethnicity and other similar factors. Membership should also reflect representation from different geographical areas of the state and, for attorneys, varying types of practice.
- Experience and familiarity with potential sources of funding related to the legal service needs of Legal Aid of Arkansas.
- Member of the Arkansas Bar in good standing (attorneys only).

### **Key Duties and Responsibilities:**

- Development of policy for and adoption of budget annually for Legal Aid of Arkansas.
- Participate in the activities and deliberations of the Legal Aid of Arkansas Board of Directors.
- Participate in the fundraising activities of Legal Aid of Arkansas.
- Act as liaison between Legal Aid of Arkansas and other stakeholders in the delivery of legal services to low-income persons.

**Expectations:**

- Participate in any on-going training provided for Board members.
- Know the organization's mission, goals, policies, programs, services, strengths and needs.
- Attend Board meetings whenever possible, read and respond when appropriate to written communications and be available for consultation with fellow Board members and staff.
- Be an active participant in at least one committee if assigned. This includes attending meetings and completing tasks as assigned.
- Undertake a fair share of the responsibility for tasks required by the Board.
- Advocate for the needs of Legal Aid of Arkansas clients, client communities and organizations.
- Participate in development efforts by:
  - Providing a personal financial contribution commensurate with the member's ability.
  - Identifying potential donors and/or soliciting personal gifts from donors.
  - Participating in at least one fundraising event.
  - Researching and identifying potential funding sources for Legal Aid of Arkansas.

**Confidentiality:**

- Members should be discreet with information discussed at Board meetings and should consider all information confidential unless it is disseminated by the organization to the general public.

**Relationship with Staff:**

- Counsel the Executive Director, as appropriate, by offering support in areas of policy and programming as well as the Director's relationships with groups or individuals.
- When questions or disagreements arise, communicate directly and in a timely way with the Executive Director.

**Avoid Conflicts:**

- Serve the organization as a whole.
- Avoid even the appearance of a conflict of interest that might embarrass the Board or Legal Aid of Arkansas and disclose any possible conflicts in a timely fashion.
- Maintain independence and objectivity and do what a sense of fairness, ethics and personal integrity dictate even though not necessarily obliged to do so by law, regulation or custom.
- Do not accept or offer favors or gifts from or to anyone who does business with or receives grants from the organization.

**Expiring Board  
Terms**

Niki Cung  
(Madison or Washington  
County Bar Associations)

Pam Haun  
(Wild Card)

Helen Jenkins  
(United Way Agency  
CASA of the 2nd Judicial  
District)

Donna Price  
(Baxter, Marion, Searcy  
or Van Buren County Bar  
Associations)

Demetre Walker  
(Mental Health/Disability  
Arkansas Support  
Network)

Rene Ward  
(East Arkansas Area  
Agency on Aging)

Tim Watson  
(Jackson, Lawrence,  
Randolph or Sharp  
County Bar Associations)

**Current Officers**

Lori Chumbler, Chair  
**Pam Haun, Vice Chair**  
Annie Smith, Treasurer  
**Demetre Walker,**  
**Secretary**

**Executive Committee**

Lori Chumbler  
**Niki Cung**  
**Pam Haun**  
Annie Smith  
**Demetre Walker**  
Ron Wilson

**Personnel/Client  
Grievance Committee**

Val Price (Chair)  
Lori Chumbler  
Faye Reed  
**Demetre Walker**

**Search/Appointments  
/Nominations  
Committee**

Ashlie Thacker (Chair)  
**Niki Cung**  
Lori Chumbler  
**Helen Jenkins**

**Client Advisory  
Group**

Mihailo Albertson  
Wilma Ascencio  
Ashlie Thacker  
**Helen Jenkins**  
**Demetre Walker**  
**Rene Ward**

**Audit/Finance  
Committee**

**Pam Haun (Chair)**  
**Helen Jenkins**  
Annie Smith  
Lori Chumbler

**Standing Delivery of  
Legal Services/  
Litigation Committee**

Lori Chumbler  
**Pam Haun**  
Steve Davis  
Annie Smith  
Staff as assigned

**Safety Committee**

Lori Chumbler  
Annie Smith (Chair)  
Val Price  
Ashlie Thacker  
Steve Davis  
Ron Wilson  
Staff as assigned

**Current Board Membership  
December 2019**

<b>Position No.</b>	<b>Appointing Organization</b>	<b>Location</b>	<b>Client Population</b>	<b>Board Member</b>	<b>Term Expires</b>
1	Lee, Monroe or Phillips County Bar Association	1st Judicial District	Lee, Monroe and Phillips counties	Faye Reed	12/31/2021
2	Cross, St. Francis or Woodruff County Bar Associations	1st Judicial District	Cross, St. Francis and Woodruff counties	Kevin Watts	12/31/2021
3	Crittenden County or Osceola Bar Associations	2nd Judicial District	Crittenden and Mississippi (South) counties	Ron Wilson	12/31/2020
4	Clay or Greene County or Blytheville Bar Associations	2nd Judicial District	Clay, Greene and Mississippi (North) counties	Neal Burns	12/31/2021
5	Craighead or Poinsett County Bar Association	2nd Judicial District	Craighead and Poinsett counties	Val Price	12/31/2021
6	Jackson, Lawrence, Randolph or Sharp County Bar Associations	3rd Judicial District	Jackson, Lawrence, Randolph and Sharp counties	Tim Watson, Jr.	12/31/2019
7	Cleburne, Fulton, Independence, Izard or Stone County Bar Associations	16th Judicial District	Cleburne, Fulton, Independence, Izard and Stone counties	Fuller Bumpers	12/31/2020
8	Madison or Washington County Bar Associations	4th Judicial District	Madison and Washington counties	Niki Cung	12/31/2019
9	Benton County Bar Association	19th (East) Judicial District	Benton County	Lori Chumbler	12/31/2021
10	Boone-Newton or Carroll County Bar Associations	14th and 19th (East) Judicial Districts	Boone, Carroll and Newton counties	Steve Davis	12/31/2020
11	Baxter, Marion, Searcy or Van Buren County Bar Associations	14th and 20th Judicial Districts	Baxter, Marion, Searcy and Van Buren counties	Donna Price	12/31/2019
12	University of Arkansas School of Law at Fayetteville	At Large	At Large	Annie B. Smith	12/31/2020

**Current Board Membership  
December 2019**

13	Arkansas Bar Association	At Large	At Large	Curtis Walker	12/31/2020
14	Domestic Violence Service Community-Family Crisis Center	At Large	Victims of Domestic Violence	Ashlie Thacker	12/31/2021
15	Area Agencies on Aging-Area Agency on Aging of East AR	At Large	Elderly	Rene Ward	12/31/2019
16	Community Action Programs- North Central Arkansas Development Council	At Large	Program Clients	Mihailo Albertson	12/31/2021
17	Mental Health/Disability- Arkansas Support Network	At Large	Mentally Ill/Disabled	Demetre Walker	12/31/2019
18	Faith Based Service Organization-	At Large	Program Clients	Vacant	12/31/2020
19	United Way Agency-CASA of the 2 <sup>nd</sup> Judicial District	At Large	Agency Clients	Helen Jenkins	12/31/2019
20	Misc Organization Serving Low-Income Clients – Workers Justice	At Large	Program Clients	Vilma Ascensio	12/31/2020
21	Wild Card	At Large	At Large	Pamela Haun	12/31/2019

**Legal Aid of Arkansas  
Proposed Board Meeting Dates & Locations  
2020**

DATE	TIME	VENUE	CITY
March 14	9 A.M.	TBA	Jonesboro
June 5-6	TBA	TBA	Little Rock*
September 19	9 A.M.	Virtual	Virtual
December 12	9 A.M.	Center for Non-Profits	Rogers

\* Joint meeting with the Arkansas Access to Justice Commission, Access to Justice Foundation, and Center for Arkansas Legal Services.

## **Legal Aid of Arkansas, Inc.**

**Certification of Objective Integrity and Independence** – 45 CFR 1610.8 (pasted below signature block) requires that we have objective integrity and independence from any program that engages in restricted activities. We have been in strict compliance with this regulation for the previous 12 months and I recommend such certification be made to the Legal Services Corporation as required by 1610.8 (b).

Lee Richardson  
Executive Director  
November 25, 2019

### **§ 1610.8 Program integrity of recipient.**

(a) A recipient must have objective integrity and independence from any organization that engages in restricted activities. A recipient will be found to have objective integrity and independence from such an organization if:

(1) The other organization is a legally separate entity;

(2) The other organization receives no transfer of LSC funds, and LSC funds do not subsidize restricted activities; and

(3) The recipient is physically and financially separate from the other organization. Mere bookkeeping separation of LSC funds from other funds is not sufficient. Whether sufficient physical and financial separation exists will be determined on a case-by-case basis and will be based on the totality of the facts. The presence or absence of any one or more factors will not be determinative. Factors relevant to this determination shall include but will not be limited to:

(i) The existence of separate personnel;

(ii) The existence of separate accounting and timekeeping records;

(iii) The degree of separation from facilities in which restricted activities occur, and the extent of such restricted activities; and

(iv) The extent to which signs and other forms of identification which distinguish the recipient from the organization are present.

(b) Each recipient's governing body must certify to the Corporation within 180 days of the effective date of this part that the recipient is in compliance with the requirements of this section. Thereafter, the recipient's governing body must certify such compliance to the Corporation on an annual basis.



## CERTIFICATION OF PROGRAM INTEGRITY

Recipient Name: Legal Aid of Arkansas

Recipient Number: 604020

**I certify that the governing body has received and reviewed a written report from the executive director pertaining to the recipient's compliance with the program integrity requirements of 45 CFR 1610 and authorized me, based on the governing body's review and discussion of the director's report, to certify that:**

1. The recipient is a legally separate entity from any organization which engages in restricted activity; *and*
2. Except for funds provided to a bar association, *pro bono* program, private attorney or law firm, or other entity for the sole purpose of funding private attorney involvement activities (PAI) pursuant to 45 CFR Part 1614, since December 8, 2018, the recipient has not transferred LSC funds to any organization which engages in restricted activity; *and*
3. Since December 8, 2018, the recipient has not utilized recipient funds or resources to subsidize the restricted activity of any organization; *and*
4. The recipient meets the requirements of 45 CFR 1610.8(a) in that the recipient is physically and financially separate from any organization which engages in restricted activity. Factors relevant to the Board's determination of program independence and integrity include:
  - a. The existence of separate personnel;
  - b. The existence of separate accounting and timekeeping records;
  - c. The degree of separation from facilities in which restricted activities occur, and the extent of such restricted activities;
  - d. The extent to which signs and other forms of identification which distinguish the recipient from the other organization are present.

**On behalf of the governing body, I acknowledge that compliance with the integrity and independence requirements of 45 CFR 1610.8(a) is a prerequisite to the recipient receiving continued funding from the Legal Services Corporation.**

December 7, 2019

\_\_\_\_\_  
Date

\_\_\_\_\_  
Lori Chumbler, Chair  
Board of Directors



## CASE ACCEPTANCE PRIORITIES

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Economic Justice	Page 13
Housing	Page 21
ACH MLP	Page 25

## 2020 CASE ACCEPTANCE PRIORITIES

Legal Aid's priorities consist of four core areas: Access to Safe and Affordable Housing; Protection from Domestic Violence; Economic Justice; and Consumer Rights. These core areas reflect Legal Aid's strategic focus to support families; preserve homes; maintain economic stability; ensure safety, stability, and health; and to identify and address the needs of vulnerable populations.

### CASE ACCEPTANCE DECISIONS

Workgroups shall make decisions according to case acceptance priorities. Staff may provide advice, limited services, and referrals to any eligible applicant, including case types not considered for extended representation. Referrals to pro se resources will be made only after considering the circumstances and the likelihood of the applicant being successful proceeding pro se. Extended representation may involve negotiation, document preparation, administrative or court representation, appellate practice, systemic advocacy, transactional work, community economic development, or legislative and administrative rulemaking, as permissible.

When evaluating a case for extended representation, workgroups will consider:

1. The likelihood of **legal success**;
2. The amount of **program resources required** to address the legal problem;
3. The **availability of program resources** for effective representation;
4. Any particular **vulnerability of the applicant**;
5. **Alternative community and pro bono resources**;
6. The **seriousness** of the legal matter, including its impact on the applicant and whether the issue is common or systemic; and
7. The long-term **benefit of representation** to the client and/or client community.

### PRO BONO RESOURCES

To maximize the use of volunteer resources, Legal Aid may accept cases outside of case acceptance priorities when volunteer resources are available. In these cases, Legal Aid will notify clients before case acceptance and attempted referral that if no volunteer resource is available, only advice, limited services, or referral will be provided. Legal Aid is currently in the initial phase of implementing a two-year pro bono transformation grant, and additional pro bono specific priorities may be forthcoming during 2020, in which case the priorities may be deployed after being approved by the Pro Bono Transformation Team, then presented to the full Legal Aid board of directors at the next meeting.

**TARGETED PROJECTS AND POPULATIONS**

Legal Aid may provide specialized services to address the needs of specific populations. Priorities and financial guidelines can be modified for specific geographic areas, projects, or targeted underserved or vulnerable communities or areas experiencing disasters. For special projects without separate funding, financial guidelines may be modified up to 200% of the national eligibility level. Expanded priorities shall be specified by an addendum to these priorities.

When specialized grant funding exists, Legal Aid may expand income eligibility or case priorities to meet funding obligations. For example Equal Justice Works, Title III, LITC, MLP, HUD, Bank of America Settlement Funds, VOCA, National Health Law Program, Arkansas Advocates for Children and Families, Natural Wonders Funding, along with other individual grants currently on hand or that may be received during the year, and donation funding may exceed 200% when/if allowed by those specific grants or funding sources. All expansions will comply with LSC regulations.

For 2020, targeted projects include medical-legal partnerships, victims of Adverse Childhood Experiences in targeted areas as determined by the executive director, low-income taxpayer clinic, housing issues including fair housing, individuals and families impacted by substance use disorder, including opioid use disorder, and employment opportunity.

**EMERGENCY CASES**

Emergency situations may arise where Legal Aid is compelled to undertake legal representation on a case outside case acceptance priorities. Subject to the executive director's or designee's approval, emergency representation is allowable under the following conditions:

- The client is eligible for legal services; and
- Legal assistance is immediately necessary to:
  - (a) Secure or preserve the necessities of life;
  - (b) Protect against or eliminate a significant risk to health and safety;
  - (c) Address significant legal issues that arise because of new or unforeseen circumstances; or
  - (d) To prevent an extreme miscarriage of justice.

In emergency cases, the staff member shall document the emergency condition in the case management system and send the information to his/her workgroup leader, Regional Manager, and the executive director. Subsequent reports shall be made to the Board regarding the case.

**COMMUNITY EDUCATION AND OUTREACH**

Legal Aid will develop a separate Community Education and Outreach plan annually as a stand-alone document or part of each Substantive Group's work plan. The plan reflects an intentional emphasis on increasing Legal Aid's visibility and participation in eligible-client communities and increasing community awareness of legal rights and responsibilities.

**REVIEW OF PRIORITIES**

The Board of Directors and program staff shall review priorities annually with input from justice community members, including the private bar, the judiciary, court staff, Access to Justice Commission, the Center for Arkansas Legal Services, and client-eligible community members and service organizations. Statistical data, progress reports, anecdotal information, client satisfaction survey results, emerging legal issues, legal needs study results, needs surveys completed by clients and community members, and other appropriate information is considered in determining critical legal needs.

**SUSPENSION OF CASE ACCEPTANCE**

The Executive Director or designee may declare a temporary moratorium on non-emergency case acceptance during resource shortages, human or financial, to allow staff members to retain their strategic focus and meet their professional responsibility to current clients.

**CASE HANDLER AGREEMENT** (45 CFR 1620.6)

All staff attorneys, paralegals, and all other staff providing direct legal assistance to clients shall sign an Agreement to review and abide by Case Acceptance Priorities.

## **CONSUMER**

*Our mission: To assure due process by championing equal justice for low income consumers.*

*Our vision: Protecting income and assets for those with no access to justice.*

### **General Aspirations**

- Protect wages, housing, employment, Social Security, or to otherwise stabilize a client.
- Coordinate with ongoing Legal Aid projects to prioritize clients from certain groups, i.e. clients introduced through a drug court, veteran's hospital, MLP, LEP community outreach, etc., while considering minority populations and those with no other resources.
- Identify and address systemic issues that perpetuate poverty.
- Work with outside organizations such as the Attorney General's Office to combat abuse and exploitation of low-income Arkansans.
- Partner with other workgroups to provide comprehensive services.
- Renewal of our goal to accept fewer cases by the work group to allow members to focus on priority areas.

### **Case Representation Priorities**

The Consumer work group will accept cases in the following subject matters, detailed within, for extended services:

- Criminal record sealing
- Bankruptcies where loss of wages, transportation or housing is threatened
- Debt Collection harassment, Unfair debt collection
- Fair Credit Reporting issues
- Auto sale fraud
- Financial exploitation of the elderly, home repair scams
- Income tax controversies
- Student Loans

### **Priority Areas**

#### **Reentry**

- Criminal Record Sealing –
  - Where a felony Petition to Seal is likely to be approved by a Circuit Court and falls within a petition to seal statute.
  - For multiple felonies in cases where we can seal all the felony records but exceptions can be made where one conviction is causing harm.
- Criminal Record Sealing- Misdemeanors, Arrests, Nol Prosequi- If a misdemeanor record is particularly detrimental to housing or employment (recent thefts, possession, assault) as resources allow.

#### **Bankruptcy**

Chapter 7 bankruptcy petitions

- When the wages of the client are being garnished or subject to garnishment to protect and stabilize the family.

- When the transportation of the client is subject to repossession, to stop repossession of the car, or to recover the car for the client.
- When client is facing loss of their home- bankruptcy priorities may be expanded to include depending on resources and staffing,
- When drivers' licenses can be restored to allow client transportation to work.

### **Debt Collection**

- Violations of consumer laws under the Fair Debt Collection Practices Act and Fair Credit Reporting Act– when the client has a cause of action and a likelihood of prevailing.
- Debt collection defense-when the client has a meritorious case, such as debt buyer, medical provider, student loan servicers or deficiency actions.
- Fair Credit Reporting- where a private background check company or Credit Reporting Agency has refused to remove wrongful reporting and there is demonstrated harm to the client.
- Telephone Consumer Protection Act- refer to Private Bar
- Equal Credit Opportunity Act- refer to Private Bar

### **Auto Fraud**

- Violations – when a used car dealer has violated state or federal laws, rules, or regulations.

### **Identity Theft**

For those affected by theft of their identity, file ID theft and police reports, provide instructions on how to freeze those accounts opened as a result of theft, and provide assistance in utilizing the Fair Credit Reporting Act to block the erroneous item(s) from their credit report within four days to qualify for a home or car loan.

### **Income Tax**

- Assist with responses to collection activities, including liens and levies.
- Innocent Spouse Relief cases.
- Audit representation and audit reconsiderations.
- Collection alternatives, including Offers In Compromise.
- Identify theft.
- US Tax Court representation, including *Pro se* petitioners referred by U.S. Tax Court.
- Worker misclassification (1099 –MISC instead of W-2).
- Non-filers coming into voluntary compliance.
- Other meritorious tax claims.
- Sales tax audits for low-income self-employed service providers.

The Low Income Taxpayer Clinic will appear at each US Tax Court calendar call in Little Rock. The LITC will provide US Tax Court assistance on both small and regular case dockets. The LITC will be made available to unrepresented clients in Tax Court who otherwise meet Legal Aid LITC case acceptance guidelines.

The level of assistance provided to each individual tax client may range from counsel and advice or brief services to full representation. In all cases, determination regarding the level of assistance will be made by the Tax Clinic Director, after a review and assessment regarding the merits of the case.

### **Financial Exploitation of the Elderly**

- When an elderly client has been or is being exploited by a car dealer or debt buyer.
- Consumer scams affecting elderly applicants.
- Home repair scams or exploitation by contractors as resources allow.

### **Advice and Limited Services**

All cases receive some minimal advice regarding the cause of action, the timing to pursue the claim, and how to contact a private attorney. Brief services for cases that can be done quickly and provide the client some type of relief.

The Consumer work group and the Low Income Taxpayer Clinic will continue community education efforts.

- Continue implementation of financial literacy program with the Arkansas Coalition of Marshallese and Credit Counselling of Arkansas.
- Educate taxpayers about the costs involved in tax refund loans and methods for avoiding them.
- Educate taxpayers regarding tax return preparers.
- Regularly scheduled outreach to the VA Clinic in Fayetteville. The veterans' project will provide advice and brief services. The veterans' project will accept cases for extended services at the discretion of the veterans' attorney in consultation with work group leaders.

### **Veterans**

George Butler provides advice and brief services to veterans at our veterans help desk each Monday at the VA Clinic at 222 W. Township, Fayetteville, AR and provides services to Veterans and elderly across our 31 county service area. Extended services for veterans are within priorities for extended services for the following:

- Divorce
- Custody
- Visitation
- Consumer scams

Continue education and outreach to providers at the VA, Vet Center and other community and government groups and agencies serving veterans.

### **Pro Bono**

- Contracts – Where there is a meritorious claim for breach of contract.
- Cases not included in these priorities (such as tort matters, civil rights matters, and other sympathetic and vulnerable clients needing assistance) may at times be screened and referred to the private bar as priority cases for vulnerable families or elderly clients.



- Veterans Benefits cases referred through our VA Help Desk program.

**United Way grant for children 5 years of age and under**

- Where the client has children 5 years of age and younger and the case meets consumer priorities or where representation can prevent harm to the family.

## **DOMESTIC VIOLENCE**

Adverse childhood experiences (ACEs) have a significant and detrimental impact on a child's development. For cases that involve a child, especially a child under the age of 6, an ACEs risk assessment will be conducted. Rather than focusing on just one experience (e.g. domestic violence), cases involving a significant risk of ACEs will be a priority, even in the absence of physical harm.

"The group aspires to identify and address systemic issues that perpetuate domestic violence. An attorney's caseload can be modified in order to address these systemic issues through appellate litigation and other means."

These priorities may be expanded for specific grants, including but not limited to survivors of campus sexual assault and minority victims of crime in certain counties.

### **ADVICE/BRIEF SERVICES**

Advice or brief services provided to qualifying clients with family law cases, even if the case does not meet priorities for extended services.

### **ADOPTIONS**

Adoption defenses, if there is a meritorious defense.

*See Civil Gideon priorities for additional adoption defense priorities.*

*See Pro Bono priorities for adoption petition priorities.*

### **BIRTH CERTIFICATES**

*Pro se* forms for clients to correct, amend, or to get a birth certificate. Extended representation for clients who, in the judgment of Legal Aid staff, lack the capacity to represent themselves.

### **CHILD CUSTODY AND VISITATION**

It must be in the best interest of the child(ren) for our client to have custody.

Initial custody proceedings, modifications, and defenses, if there is risk of violence to the client from the opposing party and/or there is a significant risk of ACEs.

If the client is establishing paternity, then he must show that he has provided supervision, care, and support for the child(ren) or that he was prevented from doing so, through no fault of his own.

Extended services when criminal justice system intervention or law enforcement fails to return an abducted child – this includes international child abduction cases.

Limited scope representation to protect the client's civil rights, i.e. UCCJEA compliance, due process, where statutory requirements are not met, and if essential elements of cases are not proven.

### **CHILD SUPPORT**

Child support defense cases, if child support was based on Supplemental Security Income.

Advice and referral to *pro se* forms for clients:

- released from prison within the last 6 months; or
- to defend against contempt; or
- to modify or stop support.

Limited scope representation to protect a client's civil rights, including due process rights and right to counsel.

*See Civil Gideon priorities for clients facing jail time for contempt.*

### **CIVIL GIDEON**

Limited scope representation at the trial court level in cases affecting fundamental rights. This includes pleadings and briefs so clients may request appointment of counsel. Full representation at the appellate court level when the trial court refused to appoint counsel and there is a good record for appeal.

### **DIVORCE**

Initiate or defend a divorce, if there is a risk of violence to the client or child(ren), as determined by a risk assessment.

Limited scope representation to protect a client's civil rights, i.e. UCCJEA compliance, due process, etc.

Post-judgment enforcement actions for survivors of domestic violence or ACEs victims, if a lack of action will potentially have a significant, harmful impact.

*See Pro Bono priorities for more divorce priorities.*

### **EMANCIPATIONS/REMOVAL OF DISABILITIES**

Emancipation or removal of disabilities for minors who are homeless, pregnant, abused in the home, or there is a strong nexus to educational attainment.

### **GUARDIANSHIPS, ADULT**

Guardianship of incapacitated adults if the proposed ward is:

- in immediate danger; or
- a severely disabled minor that will soon be 18 (or has recently turned 18)

AND

- there is strong medical evidence of incapacity available through an affidavit from a physician;
- there are no viable less restrictive alternatives to guardianship; and
- the guardianship would be in the best interest of the proposed ward.

Adult guardianship defenses or termination, if the facts are meritorious.

*See Civil Gideon priorities for guardianship defenses.*

*See Pro Bono priorities for guardianships in non-emergency cases.*

### **GUARDIANSHIPS, MINOR**

It must be in the best interest of the child(ren) for our client to be appointed as guardian.

Initial or substitution of guardian cases if:

- there is a significant risk of ACEs to the child(ren) from the current caregiver, parent, or guardian;

OR

- the proposed guardian has cared for the child(ren) for an extended period of time; or
- the parents have abandoned the child(ren);

AND

- the child(ren) are being denied education, healthcare, or other necessities; and
- other, non-custodial alternatives, are insufficient or unavailable.

*See Pro Bono priorities for guardianships to administer the estate of a minor.*

### **IMMIGRATION**

U-Visa and T-Visa cases for survivors of domestic violence or trafficking with a related case, such as a divorce or order of protection.

### **ORDERS OF PROTECTION**

Representation to survivors of domestic violence and/or sexual assault/abuse:

- who have filed for an Order of Protection on behalf of themselves or their children; and

- the facts of the case meet the statutory definition of domestic abuse\*; and
- there is a qualifying relationship.

\*physical harm, bodily injury, assault, or the infliction of fear of imminent physical harm, bodily injury, or assault between family or household members; or sexual conduct between family or household members, whether minors or adults, that constitutes a crime under the laws of this state.

Representation to survivors of domestic violence and/or sexual assault/abuse served with an Order of Protection if:

- we are representing the client in a companion family law case; and
- the outcome of the Order of Protection would affect our representation of the client.

Advice to Respondents who were:

- referred by a domestic violence shelter; or
- former clients in a family law case involving the same opposing party.

### **PRO BONO**

All priorities are expanded to maximize *pro bono* resources. Specific expansion of case acceptance priorities for *pro bono* are listed below.

Adoption petitions if:

- the opposing party's consent is not required by law; and
- the adoption would provide a financial benefit to the child(ren); and
- the adoption would be in the best interest of the child(ren).

Name changes for survivors of domestic violence.

Petitions for divorces if:

- the client's only source of income is Supplemental Security Income;
- there are clear grounds for divorce; and
- the client has no other resources to secure private counsel.

Petitions for divorce if the client is 60 years of age or older.

Minor guardianships if required to administer the estate of a minor, and the estate is too small to

pay for an attorney.

Adult guardianships of an incapacitated adult if:

- the proposed ward is unable to provide for his or her own health, welfare, or housing;
- there is strong medical evidence of incapacity; and
- there is no foreseen contest to the guardianship.

Termination of adult guardianships, if uncontested by the guardian.

## **Economic Justice**

### Disability Rights

- Enforce and protect the rights of individuals with disabilities in situations not covered by other priorities

### Education

- Special education services: initial and/or continuing eligibility, inappropriate placement, manifestation determination review issues, other denial of free and appropriate public education, and due process hearing complaints
- Truancies, suspensions, and/or expulsions in cases of suspected special education or disability-related issues
- The workgroup aims to expand community education about special education and will identify opportunities to partner with other work groups and community organizations, prioritizing rural communities, limited English proficiency communities, and communities with school districts with known problems.

### Employment

- Discrimination claims (Title VII, ADEA, ADA, PDA, etc.);
  - In light of frequent applications for services and limited workgroup capacity, discrimination claims will be evaluated and handled as follows:
    - Applicants without colorable claims or with claims requiring significant investigation to establish a colorable claim will be referred to the EEOC without further investigation.
    - Applicants whose interview suggests colorable claims of discrimination will receive brief services to help them prepare a draft EEOC charge to be edited and filed on their own with suggestion to seek representation from the private bar. In these cases, the EEOC charge will be prepared based strictly on what the applicant has told us and will involve no independent investigation or corroboration by Legal Aid.
  - Among the applicants with colorable claims, Legal Aid will consider extended representation through the EEOC process based on (1) the strength of available proof; (2) the egregiousness of employer conduct; (3) known wrongdoing by the particular employer or by employers in the applicant's region; (4) the possible recovery for the applicant; (5) likelihood of beneficial impact for our wider client community; and (6) availability of workgroup resources in light of the anticipated investment

required. Before undertaking such representation, Legal Aid will comply with the LSC requirements for fee-generating cases.

- Where Legal Aid represents a client through the EEOC process and where the EEOC issues a right-to-sue letter, a separate acceptance decision must be made to file a lawsuit. Cases will be evaluated based on (1) the strength of available proof; (2) the egregiousness of employer conduct; (3) known wrongdoing by the particular employer or by employers in the applicant's region; (4) the possible recovery for the applicant; (5) likelihood of beneficial impact for our wider client community; and (6) availability of workgroup resources in light of the anticipated investment required.
- Cases where applicants first come to us after the EEOC has issued a right-to-sue letter will be considered **only** in exceptional circumstances AND where the EEOC investigation file can be obtained by or provided to Legal Aid at least 45 days prior to the expiration of the deadline to file a lawsuit. Case acceptance decisions will be made based on the following factors: (1) the strength of available proof, including information obtained through the EEOC investigation; (2) the egregiousness of employer conduct; (3) known wrongdoing by the particular employer or by employers in the applicant's region; (4) the possible recovery for the applicant; (5) likelihood of beneficial impact for our wider client community; and (6) availability of workgroup resources in light of the anticipated investment required.
- Fair Labor Standards Act and Arkansas Minimum Wage claims, claims will be reviewed to determine whether immediate acceptance, referral to the private bar, or referral to the appropriate department is more appropriate:
  - All applicant claims of unpaid wages, minimum wage violations, or overtime pay violations will be given advice and then referred to the appropriate law clinic at the University of Arkansas law school by completing a referral form and emailing it to Annie Smith ([abs006@uark.edu](mailto:abs006@uark.edu)).
  - In the event the law school clinic cannot provide services, applicants with claims of less than \$2000 will be referred to the Arkansas Department of Labor unless the case involves exceptional circumstances such that the agency is unlikely to adequately serve the applicant and the case involves a history of known employer abuse, claims by multiple employees against same employer, or a significant opportunity to recover.



- In the event the law school cannot provide services, cases for applicants with claims of \$2,000 or more will be evaluated using the following factors: (1) the possible recovery for the applicant; (2) known wrongdoing by the particular employer or by employers in the applicant's region; (3) whether other employees are likely to have claims against the same employer and (4) whether the claim can be combined with discrimination, FMLA, or NLRA claim.
- Family and Medical Leave Act cases will be evaluated based on the following factors: (1) likely usefulness of a referral to the US Department of Labor in place of our representation; (2) the strength of available proof; (3) the egregiousness of employer conduct; (4) known wrongdoing by the particular employer or by employers in the applicant's region; (5) the possible recovery for the applicant; (6) likelihood of beneficial impact for our wider client community; and (7) availability of workgroup resources in light of the anticipated investment required.
- Violations of the NLRA will be referred to NLRB, with assistance in preparing the affidavit to be determined according to merit and, if the NLRB decides to file suit, subsequent assistance at trial to be determined according to merit
- Unemployment claims: denials, terminations, fraud determinations, and/or overpayments;
  - Unemployment appeals in which LAA did not represent the claimant at the hearing level will be considered if the denial implicates an issue that could significantly affect our wider client population (e.g. transportation, pregnancy, employer's absence from hearings, language access, etc.) and the record can be obtained by or provided to Legal Aid at least 10 days prior to the deadline to file a notice of appeal.
- Defense of CNA registry license cases (allegations of nursing facility resident abuse, neglect, or misappropriation of resident property)
- The workgroup aims to expand community education about employment law issues and will identify opportunities to partner with other work groups, community organizations, and the University of Arkansas law school's clinical program.

### Healthcare

- Community-based services and supports: denial of services and supports including mental health, long-term care, assistive technology, independent living and home and community-based services. This item includes, but is not limited to, ongoing advocacy regarding the ARChoices program, including the assessment and care allocation methodologies and the adequacy of DHS's fair hearing system.

Given capacity limitations in light of the high number of cases involving community-based services received in 2019, the workgroup will prioritize cases based on the size and impact of the proposed termination or reduction of services.

- Issues with health care access under the Affordable Care Act, existing Medicaid programs, the Medicare Savings Program, and changes to Medicaid Expansion through Arkansas's 1115 waiver to impose work requirements and reduce retroactive eligibility. This item includes, but is not limited to, application or processing delays, due process issues, technical glitches, uncovered periods, and assistance with debt collection (referred, as appropriate, to Consumer WG)
  - With respect to non-Medicaid Affordable Care Act coverage issues, subject to available workgroup knowledge and experience, eligible clients with legal issues (as opposed to issues within an assister's purview) with initial applications, renewals, or terminations will be considered for advice or brief services at the enrollment stage, full representation in the event of application processing delays, and case-specific determinations about level of involvement where application delays have led to billing issues or collection efforts.
- Medicaid: denials, terminations, or reductions of coverage, services, equipment, and/or medications; overpayments (including fraud-related allegations)
- Due to current workgroup capacity, Medicare-related issues that do not also implicate the Medicare Savings Program or Medicaid will generally not be accepted for extended representation absent exceptional circumstances. Advice and brief services will be provided according to merit.

### Social Security

- Social Security retirement and dependent (survivor, spousal, child, widow) benefits cases will not receive extended services unless (1) there is clear evidence of a wrongful denial, reduction, or determination of benefit amount; (2) the amount in question is significant; (3) the case is otherwise meritorious; and (4) brief services would not adequately address the issue.
- Social Security (SSI/SSDI) overpayments will not receive extended services unless (1) there is clear evidence of a wrongful determination of an overpayment or of a meritorious basis for waiver; (2) the amount in question is significant; (3) the case is otherwise meritorious; and (4) brief services would not adequately address the issue.
- Social Security cessations and child-to-adult redetermination cases.
  - As a threshold requirement for merit evaluation, which involve lengthy CD, reviews, applicants will be required to (1) be receiving ongoing medical treatment; (2) be compliant with all treatment or have justifiable reason for non-compliance; and (3) on the basis of the intake interview, appear to have a meritorious case.
  - When evaluating such cases, advocates should consider whether the time before the hearing allows for submission of additional evidence.

- SSI/SSDI Cases to Establish Initial Eligibility (adults):
  - Adult initial eligibility applications awaiting hearing before an Administrative Law Judge will be referred to the private bar unless:
    - a. the applicant is (1) homeless, (2) a patient of an MLP partner clinic; or (3) impaired because of a disability such that the private bar is unlikely to adequately serve her (e.g. obvious cognitive limitations or behavioral challenges); and
    - b. the case is meritorious.

\*\*\*All callers with SSI/SSDI eligibility cases will be screened at the eligibility phase, and callers not meeting the criteria will not speak with an advocate.

  - Adult initial eligibility applications at the initial or reconsideration stages will not be accepted unless:
    - a. the applicant is a patient of an MLP partner clinic with a supportive provider; AND
    - b. the case is meritorious.
  - When evaluating such cases, advocates should consider whether the time before the hearing allows for submission of additional evidence.
- SSI Child Cases:
  - Child initial eligibility applications awaiting hearing before an Administrative Law Judge will be accepted if the case is meritorious. Child initial eligibility applications at the initial and reconsideration stage will not be accepted. Extensive advocate experience has shown that cases based on ADHD, unspecified learning disabilities, and/or asthma (without other severe conditions) generally lack merit, and such cases will be evaluated with this previous experience in mind.
    - a. As a threshold requirement for merit evaluation, which involve lengthy CD, reviews, applicants will be required to (1) be in treatment (in mental health clinic, in school services, or through primary care or specialist care); (2) taking any medications prescribed; and (3) on the basis of the intake interview, appear to have a meritorious case.

**All applicants waiting for an ALJ hearing who are patients of an MLP partner clinic with a supportive provider should be evaluated for merit.**

- b. Receiving services through IDEA or Section 504 will also be considered for the threshold issue, though the workgroup acknowledges that lack of services may be understandable, either due to a recently-developed issue, lack of parent request, or wrongful school district practice.

- Child cessation cases will be accepted if the case is meritorious. Extensive advocate experience has shown that cases based on ADHD, unspecified learning disabilities, and/or asthma (without other severe conditions) generally lack merit, and such cases will be evaluated with this previous experience in mind.
  - a. As a threshold requirement for merit evaluation, which involve lengthy CD reviews, applicants will be required to (1) be in treatment (in mental health clinic, in school services, or through primary care or specialist care), (2) taking any medications prescribed, and (3) on the basis of the intake interview, appear to have a meritorious case.
  - b. Receiving services through IDEA or Section 504 will also be considered, though the workgroup acknowledges that lack of services may be understandable, either due to a recently-developed issue, lack of parent request, or wrongful school district practice.
- When evaluating such cases, advocates should consider whether the time before the hearing allows for submission of additional evidence.

#### Other Public Benefits

- TEA, SNAP, childcare, and Work Pays: denials, terminations, reductions, and/or overpayments, including fraud-related allegations (e.g. Intentional Program Violations)
- Benefits available to kinship families, including foster care board payments, subsidized guardianships, and adoption subsidies.

#### Language Access

- The workgroup will investigate language access issues affecting our client communities as is feasible given capacity limitations. This effort will include, seeking information and support from national organizations or volunteers.

#### MLP-related Issues

- Legal Aid has active Medical-Legal Partnerships with the following healthcare providers: Arkansas Children’s Hospital (Little Rock), Mid-Delta Health Systems (Clarendon), Mid-South Health Systems (West Memphis).
- Legal Aid has inactive or in-information MLPs with the following healthcare providers: Lee County Cooperative Clinic (Marianna), Arkansas Children’s Hospital Satellite Clinic (Jonesboro)

- Applicants who call who are patients of the partner healthcare providers should have the intake done and then be referred to the advocates associated with the relevant MLP for case acceptance decisions
- The active MLPs aim to collaborate on issues of health access

## **2020 Goals**

To guide acceptance decisions within the priorities above, the Economic Justice workgroup will focus on the following goals for 2020:

**1. Health Access.** Continue and deepen Medicaid advocacy, including (1) opposing widespread denial and reduction of Medicaid-funded in-home care services (under the ARChoices program) by the Arkansas Department of Human Services through affirmative litigation (if feasible pre-litigation negotiation fails), administrative advocacy, client education, and commenting on proposed regulations; (2) continuing advocacy involving Arkansas Works; and (3) investigating service-related issues and denials under both traditional Medicaid and Arkansas Works, including benefits available to children through ArKids A and ArKids B (with special attention to Early and Periodic Screening, Diagnosis, and Treatment).

**2. Tech-Focused Issues.** Advocacy around the ARChoices algorithm provided Legal Aid with specific knowledge about algorithm-based decision-making by government agencies and other tech-focused issues. Arkansas currently has multiple tech-focused issues relevant to our client communities: (1) new ARChoices algorithms to determine home-care benefit levels; (2) use of algorithms to determine the amount of Medicaid mental health services a beneficiary can receive; and (3) proposed revamping of DHS’s software systems by a vendor with a demonstrated history of causing widespread harm to clients (most recently in Rhode Island). In addition, many states use algorithms to detect fraud in the SNAP or UI programs without adequate validation or beneficiary safeguards. And, the Social Security system increasingly uses automated data matching to determine beneficiary resources without adequate validation or beneficiary safeguards. The workgroup endeavors to keep apprised of these issues, share knowledge and resources, and, as appropriate for client needs and workgroup resources, advocate around them.

**3. Public Charge Education.** The workgroup acknowledges that proposed changes to the “public charge” consideration for immigrants seeking status has caused widespread confusion and depressed lawful use of safety net benefits by qualified individuals. The workgroup endeavors to partner with law school resources and/or national organizations to inform our client communities about the safety net benefits to which they are entitled.

**4. Build advocates’ skills and ability to identify/undertake higher-impact projects.** This will involve training on (1) litigation skills and best practices (including discovery, subpoenas, preservation, due process concepts, etc.); (2) affirmative litigation concepts (standing, mootness, exhaustion, preclusion, etc.); and (3) discussion of recurring substantive issues. The goal is to attune advocates to cases that present opportunities to effect systemic change on problematic issues and then to undertake such cases as appropriate, preferably with opportunity to work on impact cases spread among workgroup advocates. In line with this, the workgroup will ensure

that new and longstanding group members have ample opportunity for training, mentorship, feedback, and professional development.

**5. Regulation Review and Commenting.** State and federal regulations relating to the Medicaid and SNAP programs impact client lives, yet the interests of clients are generally unrepresented in the promulgation process. The workgroup will endeavor to monitor such regulations, offer comments as appropriate, and evaluate whether such comments make any meaningful difference.

**6. ACEs-Informed Advocacy.** The workgroup will consider how to better integrate an ACEs-informed approach to our advocacy.

**Note:** Starting in 2016, each workgroup member reduced their caseload from around 60 cases to roughly 40 cases to allow time for more in-depth advocacy. The group aims to maintain this reduced caseload so long as the reduction enables more impactful work.

## **Housing**

### **Civil Rights**

#### 1) Discrimination

##### Case Acceptance Priorities:

- 1) Fighting housing discrimination based on an individual's disability, color, national origin, religion, sex, or familial status through vigorous enforcement of violations of the Fair Housing Act, 42 U.S.C. § 3601, *et seq.*
- 2) Ensuring language access in housing through enforcement of Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d, *et seq.*
- 3) Protecting survivors of domestic abuse through enforcement of the Violence Against Women Reauthorization Act of 2013 (VAWA 2013), 42 U.S.C. § 14043e-11(d) and Ark. Code Ann. § 18-16-112.
- 4) Violations of other federal, state, or local laws, regulations, or ordinances that protect civil rights and ensure equal treatment in housing.

#### 2) Constitutional Rights

##### Case Acceptance Priorities:

- 1) Ensuring that tenants and homeowners receive all constitutionally required protections through enforcement of constitutional tort claims under 42 U.S.C. § 1983 and the Arkansas Civil Rights Act.
- 2) Attacking any policies or practices that create a state sanctioned debtor's prison.
- 3) Affirmative or defensive litigation challenging any discriminatory, illegal, or arbitrary law, ordinance, regulation, or policy.

### **Eviction Defense**

#### 1) Criminal Eviction

##### Case Acceptance Priorities:

- 1) Affirmative or defensive litigation as necessary to end the use of A.C.A. § 18-16-101.

#### 2) Civil Eviction Defense

##### Case Acceptance Priorities:

- 1) Meritorious civil eviction defense.
- 2) Enforcement of the statutory right to cure under A.C.A. § 18-17-701.

- 3) Attacking illegal and abusive eviction practices through affirmative litigation and counterclaims. Legal Aid will help tenants seek judgments that will adequately compensate them for their loss and adequately deter future transgressors.

## 2) Federally Subsidized Housing

### Case Acceptance Priorities:

- 1) Meritorious federally subsidized housing cases, including eviction defense and subsidy terminations. Representation at administrative grievance hearings is permitted.
- 2) Affirmative or defensive cases challenging illegal or arbitrary policies of housing authorities or other government funded housing providers.

## **Tenant's Rights**

### 1) Safe and Habitable Homes

#### Case Acceptance Priorities:

- 1) Unsanitary/unhealthy housing conditions: cases where housing conditions are causing poor tenant health. Affirmative or defensive cases challenging any laws or policies leading to a tenant's inability to seek redress for poor housing conditions.
- 2) Assistance in enforcing lease provisions; federally subsidized housing quality standards; and, local housing codes.
- 3) Pursuing landlords that have demonstrated a pattern and practice of providing substandard housing.
- 4) Using Fair Housing protections to improve housing quality for disabled individuals.

### 2) Fair Lease Terms

#### Case Acceptance Priorities:

- 1) Cases involving unconscionable or illegal lease terms.
- 2) Cases involving excessive or illegal fees or charges.

## **Foreclosure Defense**

#### Case Acceptance Priorities:

- 1) Foreclosure defense cases may be accepted for extended representation if:



- a. The property in issue is the homeowner's primary residence; and
  - b. Homeowner has equity in property; or
  - c. Homeowner has a means to pay indebtedness.
  - d. In all cases, a legal defense must exist, i.e., predatory loans and lending practices, inability to show standing, substantial failure to comply with relevant statutes, failure to comply with federal regulations, etc.
- 2) Applicants who may benefit from housing or debt counseling will be referred to a HUD approved housing counseling agency.
- 3) Bankruptcy: Legal Aid may initiate a bankruptcy to stop a foreclosure in the following circumstances:
- The property at risk is the applicant's principal residence; AND
- 1) The applicant can afford the indebtedness or will be able to afford the indebtedness through and after the successful completion of a Chapter 13 plan or a Chapter 7 liquidation, OR
  - 2) The intervention of the automatic stay will enable the applicant to successfully complete a mortgage modification, after which the applicant will be able to afford the indebtedness, or will be able to afford the indebtedness through and after the successful completion of a Chapter 13 plan or a Chapter 7 liquidation.
  - 3) The intervention of the right to cure under 11 U.S.C. 1322(b)(2) would enable an applicant, who has otherwise waived or extinguished their equitable and statutory rights of redemption, to reinstate a mortgage that the applicant will be able to afford, or will be able to afford after and through the successful completion of a Chapter 13 plan or a Chapter 7 liquidation.
  - 4) Meritorious defenses to foreclosure chain of title/promissory note, where the federal court might be a more favorable forum or the additional debts the applicant has makes a resolution through bankruptcy more favorable.

### **Land Loss and Asset Protection**

Case Acceptance Priorities:

#### **LAND LOSS**

All land loss cases will be evaluated on a case-by-case basis and will only be accepted for extended services after consideration of the resources necessary and available, the value of the benefit to the client, and the impact value of the case.

- 1) Deed preparation to assure property ownership and preservation.
- 2) Assisting homeowners with pursuing disaster relief, FEMA, or other emergency housing or assistance.
- 3) Land/sale contracts: Enforcing the buyer's rights if the buyer has a substantial interest in the property, the buyer has a meritorious legal claim, and the property is the buyer's primary residence.

- 4) Bankruptcy: Lien stripping of secondary loans if the equity in the home is too low to protect the lien and the relief from the second payment would enable them to afford the indebtedness on the home.
- 5) Bankruptcy: Creditor Representation
  - a) Protection of an applicant's property interest in their principal residence when a co-owner has filed bankruptcy.
  - b) Protection and enforcement of property divisions pursuant to divorce decrees that pertain to an applicant's principal residence.

#### WILLS, ESTATES, AND POWER OF ATTORNEY

All non-emergency wills, estates, and power of attorney cases will be priority only to the extent that pro bono resources are available. Emergency wills or power of attorney cases may be considered for limited and/or extended services if resources permit.

- 1) Simple estate planning if the client is 60 years of age or older or has a terminal illness.
- 2) Simple estate planning for clients under the age of 60 if there is a family homestead distribution at issue.
- 3) Powers of Attorney for the elderly, disabled or chronically ill, or to secure healthcare, education or other necessities for children.

## **MEDICAL-LEGAL PARTNERSHIP** **ARKANSAS CHILDREN'S HOSPITAL**

Cases will be considered for services through the ACH MLP if the client is an active patient, or family member of an active patient, at Arkansas Children's Hospital or one of its partner clinics. Priority will be given to cases where there is a nexus to health. Otherwise, cases will be referred to the Helpline at Legal Aid or CALS.

### **ADVANCED PLANNING**

Staff have discretion to handle any cases with merit under the advanced planning heading.

- **Last wills and testaments, trusts, powers of attorneys and advanced directives:** these cases may receive advice and forms if staff or pro bono resources are not available.
- Assist parents of patients with special healthcare needs, as well as help minor patients with their advanced planning needs to plan for their transition to adulthood. Cases will be reviewed to determine whether immediate acceptance or referral to a pro bono partner is more appropriate.
- **Powers of attorneys for minors:** advice and referral to self-help resources, consistent with the perceived ability of the client to use these resources. Case will be accepted for brief services if exigent circumstances exist.

### **EDUCATION**

- **Special education services:** initial and/or continuing eligibility, inappropriate placement or services, Manifestation Determination Review (MDR) issues, Functional Behavior assessment (FBA) issues, due process hearing complaints, and school discipline issues when connected to a child's disability or health condition;
- **Disability discrimination:** initial and/or continuing eligibility for 504 protection, denial of medical services and truancy when connected to a child's disability or health condition; and
- **Bullying issues:** when connected to a child's disability or health condition and a civil, legal remedy is available.

### **EMPLOYMENT**

- If the client lives in the Legal Aid of Arkansas service area, employment cases will be referred to the Economic Justice workgroup for consideration. If the workgroup cannot accept the case, refer to a pro bono resource if appropriate. Otherwise, advice only unless there are exigent circumstances directly impacting health.
- **Discrimination claims:** when connected to a patient's disability or health condition.
  - Discrimination cases will be reviewed to determine whether referral to Economic Justice workgroup, referral to a pro bono partner or a referral to the Equal Employment Opportunity Commission (EEOC) is more appropriate;
- **Family Medical Leave Act (FMLA) claims:** will be reviewed to determine whether the claim is connected to the patient or client's disability or health condition. If so, determine whether referral to the Economic Justice workgroup is possible, referral to a pro bono partner or a referral to the U.S. Department of Labor is more appropriate; and
- **Unemployment Insurance claims:** denials, terminations and/or overpayments when connected to a patient's health condition.
  - Unemployment denials in which the MLP did not represent the claimant at the hearing level will be considered if the denial implicates an issue that could significantly affect the wider client population (e.g. transportation, pregnancy, employers absent from hearings, etc.). These cases will be reviewed to determine whether referral to the Economic Justice Workgroup is possible, referral to a pro bono partner or a referral to the U.S. Department of Labor is more appropriate.

## FAMILY LAW

- **Orders of Protection:** extended services for victims of domestic violence and/or sexual assault or abuse when a direct health impact is or may be present for the ACH patient or family member;
- **Divorce:** initiate or defend a divorce if there is an ongoing or immediate risk of violence to the ACH patient or patient's family member and a direct health impact is or may be present.
  - Risk of violence will be evaluated using a risk assessment. Cases that do not meet these criteria will be directed to a pro bono resource, if available, or to the appropriate Legal Aid agency.

- **Custody and visitation modification:** it must be in the best interest of the child(ren) for our client to have custody; cases only accepted for extended services if there is an immediate risk of harm, if there is some personal safety issue, or if there are barriers to medical or educational services.
- **Minor guardianships:** extended services if there is an ongoing or immediate risk of harm to the ACH patient, or the patient's parent(s) or primary physical custodian(s) have abandoned the patient, or the parent(s) are incarcerated for a significant period of time and the patient is being denied access to education, healthcare or other basic needs that may impact the patient's health. Also, there must be clear indication that the guardianship is in the best interest of the patient.
- **Adult guardianships:** refer case to the Walmart pro bono team or other pro bono assets if medical evidence supports incapacitation, the ACH or other appropriate provider is willing to provide supporting affidavit, and no one in the household has worked for Walmart in the last 7 years. If someone in the household has worked for Walmart in the last 7 years or Walmart pro bono team is unavailable, the case may be referred to another pro bono partner, if the resource is available, there is medical evidence to support incapacitation and the ACH or other appropriate provider is willing to provide a supporting affidavit.
  - If no pro bono partner is available, evaluate for in-house representation after obtaining supporting medical affidavit or limited scope representation with appropriate pro se forms depending upon available resources.
- **Adoptions:** adoption petitions may be referred to a pro bono resource, if available. If no pro bono resource is available, case will be accepted if a direct health impact is or may be present and adoption is in the best interest of the child.
- **Name change:** limited scope representation or brief services if the youth is homeless, pregnant, or has been abused in the home. All other cases will be referred to pro se resources.
- **Emancipations:** limited scope representation or extended services if a direct health impact is identified.

- **Birth Certificates:** pro se forms will be provided for the correction, amendment, or procurement when the birth certificate or lack of birth certificate has a direct health impact on the patient, unless age or disability would make it difficult for the client to proceed on his or her own, then referral to pro bono resource and if unavailable, evaluate for extended representation.
- **Child support:** cases involving first time procurement of child support or enforcement of active orders will be referred to the Office of Child Support Enforcement.
- **Civil Gideon:** refer to Domestic Violence workgroup, pro bono resource, or CALS where there is a case at the trial court level with legal issues affecting fundamental rights.

### **IMMIGRATION**

- **Meritorious U-Visa applications:** refer case to a pro bono partner or other service organization, such as the Arkansas Justice Collective or Catholic Charities.
- Other immigration issues will be reviewed and referred to a pro bono partner, if resource is available.

### **PUBLIC BENEFITS**

- **Medicaid/Medicare:** timeliness issues, denials, terminations, or reductions of coverage, services, equipment, and/or medications; overpayments. Medicaid service denial issues will be referred to a pro bono partner or to the Legal Aid Economic Justice workgroup, if consistent with the group's current area of emphasis.
- **Social Security (SSI/SSDI) overpayments:** will not receive extended services unless (1) there is clear evidence of a wrongful determination of an overpayment or of a meritorious basis for waiver; (2) the amount in question is significant; (3) the case is otherwise meritorious; and (4) brief services would not adequately address the issue.

### **Child cessations and child-to-adult redetermination cases:**

- Provide advice or brief services unless it is clear that there has been a wrongful cessation or denial on redetermination;
- As a threshold requirement for merit evaluation, which involve lengthy CD, reviews, applicants will be required to (1) be receiving ongoing medical treatment; (2) be compliant with all treatment or have defensible reason for non-compliance; (3) on the

basis of the intake interview, appear to have a meritorious case; and (4) ACH provider is willing to support the disability claim.

### **SSI Child Cases:**

- Initial eligibility applications for Child SSI that are awaiting hearing before an Administrative Law Judge (ALJ) will be accepted if the case is meritorious.
- Child initial eligibility applications and reconsideration will not be accepted, unless there is an exigent circumstance (e.g. parent/guardian is limited in their advocacy efforts, language barriers).
- As a threshold requirement for merit evaluation, which involve lengthy CD, reviews, applicants will be required to (1) be in treatment (in mental health clinic or in school services); (2) taking any medications prescribed; (3) on the basis of the intake interview, appear to have a meritorious case; and (4) ACH or other appropriate provider is willing to support the disability claim.
  - Receiving services through IDEA or Section 504 will also be considered for the threshold issue, though the MLP acknowledges that lack of services may be understandable, either due to a recently developed issue, lack of parent request, or wrongful school district practice.
- **Veterans' benefits:** denials, terminations, reductions, and/or overpayments; and
- **State benefits (TEA, SNAP, childcare, and Work Pays):** denials, terminations, reductions, fraud investigations, and/or overpayments, subject to the availability of resources, including non-attorney advocates within the Legal Aid organization and pro bono partners.

### **INSURANCE**

- **Life insurance:** denial of coverage for ACH patients; and
- **Private health insurance:** denials, terminations or reduction of coverage, services, equipment, and/or medications, where upon evaluation claims appear meritorious.

### **HOUSING**

In addition to published program housing priorities, the MLP will consider the following cases for extended representation:

- **Unsanitary/unhealthy housing conditions:** defense of evictions or termination of lease cases in cases where housing conditions are causing poor health outcomes, assistance in enforcing local housing codes and lease provisions;
- Meritorious eviction or foreclosure defense cases where eviction or foreclosure is arising out of a loss of income due to the patient's health condition;
- Clients being evicted for nonpayment of rent will receive advice unless other facts support brief or extended services;
- Fair housing cases, including requests for reasonable accommodation where there is support from the medical team; and
- Other housing related issues deemed to have a direct impact on health.

### **CONSUMER**

- **Bankruptcy:** cases will be referred to a pro bono partner if resource is available, or vetted in-house consistent with Legal Aid priorities, if within the Legal Aid service area;
- **Criminal record sealing:** accepted for services when sealing the record will impact the ACH patient's life for the better that could affect health (i.e. access to better housing or employment);
- **Termination of utilities:** appropriate services when terminating the patient's utility service will impact the child's health and the ACH provider is willing to sign medical letter in support.

### **OTHER CASES**

Other cases may be accepted for services through the MLP if ACH providers identify an unmet basic need with a significant health nexus and an appropriate legal resource or intervention exists.

### **MLP INCOME ELIGIBILITY**

- At least 90% of MLP clients must be at 200% of the federal poverty level or below.
- In cases of extreme hardship or other exigent circumstances, cases that are otherwise within MLP priorities with applicants who are above 200% of the federal poverty level may be accepted with approval of the Executive Director.

### **ACH MLP GOALS - 2020**



To guide acceptance decisions within the priorities above, the Medical Legal Partnership will focus on the following goals for 2020:

### **1. Pro Bono Resources:**

- Improve the referral process, including creating an information sheet for new attorneys, a brochure for clients, and evaluating realistic ways of communicating with pro bono partners regarding cases that have been referred out so that the MLP and the ACH providers that have referred the clients to us can stay up to date and informed as to how those referrals are beneficial to their patients.
- Through in-person opportunities, discuss with and learn what areas individual attorneys/firms will be most likely to accept cases within (e.g. their area of expertise or areas that they are particularly passionate about).
- Provide a collection of contacts, procedures, and guidance for sustainable and efficient use in the future.

### **2. Outreach and Training:**

- Provide outreach and information sessions for ACH patients and their families, and partnering with various community organizations for presentations;
- Provide training and education for ACH staff and community partners to improve efficiency and effectiveness of screeners implemented at the clinical level.

### **3. Increasing Presence at Clinical Level**

- Implementing weekly consultation hours to make available to clinics (when requested) to answer questions, interact with patients, and otherwise ensure continuity with all members of the interdisciplinary patient care teams.
  - Weeks where trainings are provided, consultation hours will be dedicated to said trainings.

### **4. Streamlining Process to Receive Advice on Common Patient Inquiries:**

- Make information on how to apply for SSI readily available upon request in as many common areas as possible so as to reduce the number of referrals not yet eligible for legal action to be taken.
- Simplify advice and instructions for 504 education plans with example information provided to better inform and more quickly assist with the initial inquiry needed by the

school to be made by the parent and ensure that cases which appear meritorious upon intake, are followed-up with in the event the request is denied.

# Legal Aid *of* Arkansas

EQUAL ACCESS *to* JUSTICE PANEL  
ARKANSAS VOLUNTEER LAWYERS FOR THE  
ELDERLY  
MEDICAL/LEGAL PARTNERSHIP

## 2020

## PAI PLAN



## Legal Aid of Arkansas

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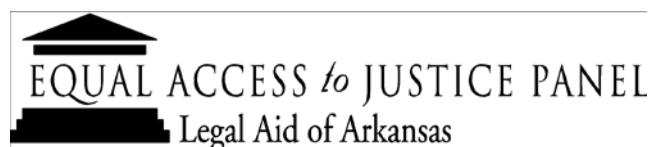
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The Legal Services Corporation (LSC) Regulation 1614.4 mandates that field programs develop and submit to LSC a PAI (Private Attorney Involvement) plan and budget. Each requirement is cited to the relevant section of LSC Reg. 1614.

## **General Policy §1614.2**

In 2020 Legal Aid of Arkansas projects that it will spend a minimum of \$184,753 directly on PAI (projection based on current LSC funding and excludes any PBIF money). We project to close approximately 350 cases, including 275 that are LSC eligible. When closing a case, a PAI attorney is asked the number of hours s/he spent on the case. We value service at \$200 per hour, the average hourly rate estimated for our service area. We estimate \$800,000 worth of donated PAI services in 2020. We will recruit at least 40 new pro bono volunteers during the year.

### **Procedures**

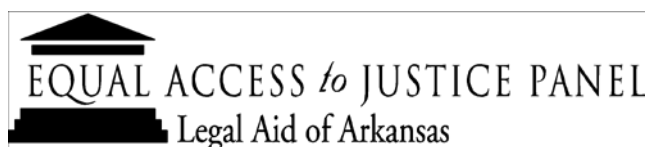
Program priorities: The priorities for Legal Aid and the Equal Access to Justice Panel/Arkansas Volunteer Lawyers are developed annually and adopted at the December Board Meeting. Priorities will then be published online at [www.arlegalaid.org](http://www.arlegalaid.org). The legal needs of eligible clients in the geographical area served by the recipient and the relative importance of those needs consistent with board established priorities.

### **Intake and Case Acceptance**

Consumers can apply for services through one of three methods: calling the HelpLine; completing an online application; and applying in person at one of our offices. They are screened for substantive case type, eligibility and conflicts. When applying for assistance for the Medical Legal Partnership at Arkansas Children's Hospital patients are screened and referred by clinicians and their team members by completing a referral to the MLP. This referral is received via fax or email. If qualified, they are transferred to one of four substantive law queues, domestic violence, housing, consumer or economic justice where they speak with an attorney. The Pro Bono Coordinators work closely with the workgroups to maximize the number and types of cases that can be accepted for referral to volunteers. The Helpline Manager receives periodic information on the number of cases open and resources available in each county so the cases can be successfully placed. The Work Groups review cases continuously and assign cases to the Pro Bono Unit for referral to a volunteer. This is easily accomplished through the case management system which provides for electronic transfer of cases.

### **Case Assignment**

Facts are clarified on pro bono cases prior to referral in order for volunteers to assess the issues presented in each case. Necessary documentation is collected, compiled, and forwarded to the volunteer. Cases are assigned by email, fax or letter with the client's information for a conflict check. The volunteer reviews the case synopsis and accepts or rejects the case. The task system on the Case Management System is utilized to alert coordinators of relevant deadlines and monitor pending referrals. All case activity is documented so staff in all offices will know the status of the



case. Clients are notified of any delays that occur during the referral process.

## **Case Oversight and Follow-up**

A case file is maintained on each referral. Status checks on the progress of the case are performed every three months or more often as indicated. A case closing form is completed by the attorney to describe the services performed, the result, the time spent and the amount recovered or avoided for the client. A client satisfaction questionnaire is sent to clients when the case is over to ascertain their opinions about the services received and a thank you letter is sent to the attorney with the number of hours spent on the case. Attorneys receive client satisfaction surveys and a thank-you note for great results. The PAI staff follows up with the client and attorney when problems are identified.

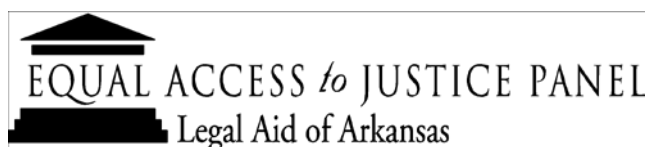
### **Range of Activities §1614.4**

- EAJP primarily provides direct delivery of legal services to eligible clients under the age of 60.
- Arkansas Volunteer Lawyers for the Elderly partners with East Arkansas Area Agency on Aging, White River Area Agency on Aging, and the Area Agency on Aging for NWAR to serve the legal needs of clients 60 and older
- EAJP/AVLE works with veteran's advocates and providers to assist, advise, and advocate for programs for servicemen and women and veterans and their families.
- EAJP/AVLE works with the Legal Aid of Arkansas Low Income Taxpayer Clinic and the Taxpayer Advocate to provide volunteer attorneys, enrolled agents and CPAs for taxpayers who need advice, and to assist in tax controversies with the State and IRS
- EAJP partners with the University Of Arkansas School Of Law and Bowen School of Law Legal Clinics to encourage and promote pro bono service among law students. Pro Bono Law students provide research and technical assistance for Legal Aid staff and pro bono attorneys, and volunteer for pro bono attorneys and Legal Aid
- Legal Aid of Arkansas partners with Arkansas Children's Hospital in a Medical Legal Partnership with Walmart Legal Department
- EAJP partners with Mid Delta Health Systems in a Medical Legal Partnership with Friday, Eldridge & Clark. EAJP partners with the Veterans Health Care System of the Ozarks.

With funding from the Pro Bono Innovation Fund Grant (PBIF), the pro bono team will complete a business analysis of its organizational policies, management and operations, as well as engage in asset mapping to evaluate the unmet needs and untapped resources in its service area.

The pro bono team will partner with Tyson to conduct a Six Sigma analysis of its business processes.

Legal Aid will add two additional staff members to its pro bono team and develop a transformation team.



Pro bono staff will attend weekly substantive Work Group meetings to develop relationships with workgroup members, obtain information about caseloads, priorities, and issues, and provide input on pro bono assignments from work groups.

The new members will work with statewide staff to strengthen and implement volunteer recruitment mechanisms to increase the number of pro bono attorneys and other volunteers supporting the organizations' efforts. At Arkansas Children's Hospital, recruitment will focus on providing services to clients at Medical-Legal Partnerships throughout Arkansas. EAJP works closely with the Center for Arkansas Legal Services and Arkansas Access to Justice Commission to support and advocate for a range of Arkansas Bar activities including, but, not limited to: recruitment drives and events celebrating and recognizing pro bono with the Young Lawyers Section; disaster legal assistance; the Arkansas Lawyer quarterly magazine and the editorial board and staff; recognition of all pro bono lawyers attending the annual meeting; the Equal Justice Distinguished Service Award; the Arkansas Bar's Community Legacy Award; the partnerships with the CLE, technology, and executive staff of the Arkansas Bar; and corporate Pro Bono.

EAJP works with Tyson Foods and Walmart and their corporate legal departments to engage in projects or activities that will benefit Legal Aid clients as part of the corporate attorneys' pro bono obligation.

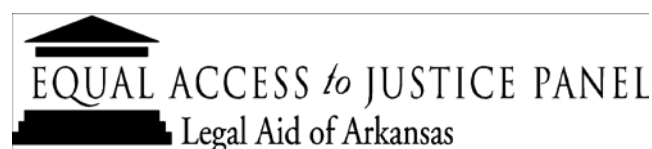
EAJP/AVLE participates in the National Pro Bono Week Celebration in cooperation with various community partners to host clinics/events throughout the service area during the year.

EAJP/AVLE will actively recruit at the local law schools. The purpose of this recruitment is not only to engage student volunteers, but to instill in these future lawyers knowledge of and support for pro bono work and the program itself. Many of the volunteers we recruit from law schools continue, as attorneys, to volunteer their time to our Program and other pro bono legal services. We will also be recognizing student volunteers at the University of Arkansas at the end of each semester.

Legal Aid supports and sponsors volunteer attorneys taking advantage of Administrative Order 15.2, which allows attorneys licensed in other jurisdiction to provide pro bono legal services to indigent clients. Many of these volunteers are corporate attorneys.

The current delivery methods available for volunteers to provide include, but, are not limited to: legal representation to referred clients; speak to eligible clients about legal topics; help Legal Aid and EAJP/AVLE/MLP raise money for services for eligible clients; serve on Boards or Advisory Panels of groups that work with Legal Aid; support EAJP/AVLE/MLP through local and State Bar activities; support EAJP/AVLE/MLP by advocating its message with the Arkansas Trial Lawyers; support EAJP/AVLE/MLP through the promotion of training and serve on the faculty; conduct legal clinics; mentor Legal Aid staff; provide substantive legal support for nonprofits incorporated through Legal Aid or that exist in the Legal Aid service area; provide services to the Low Income Taxpayer Clinic; provide services by volunteering for and answering questions on

[www.ar.freelegalanswers.org](http://www.ar.freelegalanswers.org)



Legal Aid consults with the client community, private attorneys, law schools, Access to Justice Commission and Foundation, and bar associations on an ongoing basis when developing its annual PAI plan and distributes the proposed plan all local bar associations within the service area, and where appropriate, incorporates any response within the plan.

EAJP/AVLE does extensive outreach to publicize our services throughout the client community. We distribute announcements to community based organizations and flyers to clients. EAJP/AVLE will continue to create and update brochures and flyers that cater to the current structure of the program.

## **Support and Other Activities**

### ***Community Education***

Pro Bono Attorneys provide community education. For example, volunteer attorneys visit Senior Centers to update mature Arkansans on wills, advanced health care directives and beneficiary deeds. It is anticipated that EAJP/AVLE will conduct outreach events targeted to mature Arkansans. These events will take place in assisted-living facilities, health fairs and places that mature Arkansans frequent. Some examples include: rural health centers, physicians' offices, and senior health/wellness centers. With these events, either hosted by EAJP/AVLE or in conjunction with health programs already in place, EAJP/AVLE will access some of the most vulnerable populations with in-person contact with clients. Similar events will be held at MLP locations or in conjunction with MLP partners.

### ***Research***

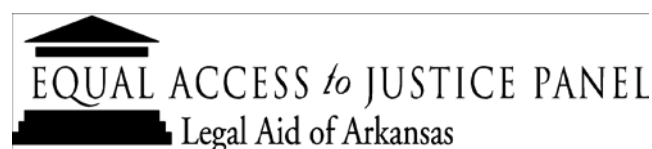
Pro bono law students and volunteers from the Walmart Home Office Legal Team provide Legal Aid staff and pro bono attorneys with legal research as needed. In addition, they participate fully in the delivery of pro bono services with volunteer attorneys at events sponsored by the Law Schools and Bar Associations. EAJP's and AVLE's relationship with various volunteers, including law schools, promotes and encourages law students to provide pro bono research for panel volunteers as needed to assess cases, advise clients, and provide representation for pro bono clients.

### ***Advice and Counsel***

Pro bono attorneys provide advice and counsel to Legal Aid attorneys on an ongoing basis. For example, bankruptcy lawyers provide advice to Legal Aid staff when questions arise in the course of ongoing litigation.

### ***Other Resources***

Private firms provide facilities for depositions and client meetings. Pro bono attorneys make technology available to Legal Aid so clients have access in or near their homes. County law libraries in the Legal Aid service area provide computerized legal research and updated Code and Rule books. In Washington County and Craighead Counties, the local law libraries as well as the Law School Library in Fayetteville, Little Rock and Memphis provide full LexisNexis research





capabilities. Other resources from private attorneys are provided to Legal Aid staff as needed.

### ***Continuing Legal Education (CLE)***

Legal Aid sponsors training for local bar members, law students, and other members of the legal community throughout the year on a variety of issues.

### ***Technology/ Online Presence***

EAJP/AVLE continues to update their online presence. The Pro Bono program will use social media to showcase pro bono involvement and its impact on Legal Aid of Arkansas's overall work by highlighting successful projects, volunteers, and firms. Tweets are provided to update follower on status of key victories and on outcomes of collaborative work. Regular posts on Facebook Highlight upcoming clinic or the successful results of volunteer assistance at clinics and projects.

## **Use of Legal Aid Facilities and Resources**

Legal Aid allows volunteers to schedule use of conference rooms, which provides a place for clients to bring documents needed by pro bono volunteers, and the room has connectivity for technology as needed. We currently have Spanish Language and Marshallese translators on staff, which are accessible to PAI attorneys on cases referred by Legal Aid. We use other translators as necessary and subscribe to Language Line. It is the policy of Legal Aid to ensure that all Limited English Proficient persons and/or hearing and/or visually impaired clients who seek our services are provided free access to competent interpreters during consultation or case-related communications with Legal Aid.

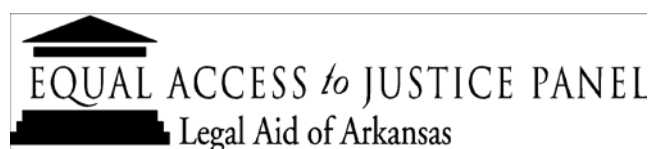
## **Technology Assistance**

EAJP, AVLE, and MLP utilize the statewide website to provide a wide range of resources to volunteers who join the pro bono panels.

EAJP/AVLE will continue to update their application process on the Legal Aid of Arkansas website as well as the statewide website.

The Washington County Law Library Committee of the Bar Association provides financial support for Legal Aid to staff a Courthouse Help Desk each week. Other organizations that allow space similar to Help Desk are: Fayetteville VA, 7 Hills, and Forrest City Public Library. This provides an opportunity for pro bono volunteers and law students to answer questions and provide guidance to pro se litigants. The Help Desk provides only legal information and no attorney/client relationship is established. In the event the pro se litigant needs further assistance, they are referred to apply for services.

Legal Aid hosts legal clinics year round, primarily dealing with end of life estate planning issues and criminal record sealing. These clinics are staffed primarily by volunteer attorneys, and as there is a mix of legal information and brief services given, such as assistance in completing a Petition to Seal, Power of Attorney, or simple Will, only non-LSC funds are used to support these clinics. PAI requirement costs allocation decisions are made based on the clinic audience and the level of



service provided, consistent with the guidelines in this section.

## **Determination of PAI activities**

### *Effective and Economical Delivery of Legal Assistance*

This is accomplished through steps, including, but not limited to: using our intake system to screen for potential PAI cases; having referrals made by PAI staff who know the cases and the panelists; matching cases to be referred with the expertise and interests of PAI attorneys; training PAI attorneys; providing other support services to our panelists; maintaining a quality control system that provides periodic case updates; removing from the panel attorneys who are unresponsive; and using cost-effective delivery methods such as mail and email referrals.

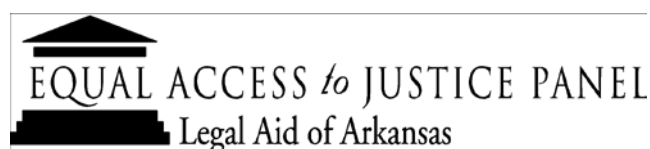
### *Substantive and Practical Expertise*

The range of expertise among members of EAJP/AVLE/MLP is substantial. Case types have remained primarily family, consumer, guardianship, wills and estates, and housing. EAJP/AVLE has a limited number of attorneys who will handle unique areas of the law like a Hague case, foreclosure and home ownership, Medicaid, tax liens, and land loss. MLP priorities are mainly education, disability, housing, and family law cases if the outcome would have a positive impact on the patient and their families.

## **Fiscal Recordkeeping §1614.7**

Legal Aid's accounting system separately allocates and accounts for PAI expenditures as they are incurred. At year's end all expenses are reviewed and allocation adjustments are made as necessary. The auditors annually review all PAI expenses, and the audited financial statements display PAI expenditures separately. The system that Legal Aid uses for the allocation of costs to private attorney involvement is based on below-mentioned policies.

1. Allocation of cost of staff time: All staff performs contemporaneous timekeeping on the case management system and uses the PAI funding code (15) when such work is performed. Staff directly engaged in pro bono activities as their primary job responsibility may use funding codes associated with other billable grants, as allowed, and that time will count as PAI. For example, AVLE uses a variety of funding codes depending on the funding grant. These include 9 (EAAA), 10 (NWAAA) and 11 (WRAAA).
2. Allocation of non-personnel and indirect costs are allocated as non-personnel costs intended solely for the PAI program are charged in their entirety to PAI.
3. The remaining non-personnel costs are allocated to PAI by percentage of those costs based overall cases closed.





**SAVE THE DATE**

# 2020 OPIOID SYMPOSIUM

"EVICTING THE MONSTER IN THE CAVE"

**JANUARY 29, 2020**

The Glass Factory | Jonesboro, AR

Register now at: [bit.ly/2020-OpioidSymposium](https://bit.ly/2020-OpioidSymposium)



**LEGAL AID** *of* **ARKANSAS**

Equal Access to Justice

*Fighting Poverty, Maintaining Dignity, Assuring Justice*

## DIRECTOR'S REPORT

November 25, 2019

### National Developments

Earlier this year, the House passed a bill that included a 32.5 percent increase in the budget for LSC. In real dollars it would mean close to \$500,000 in additional funding for Legal Aid of Arkansas. Our allocation for 2019 is \$1,478,027. On October 31<sup>st</sup> the Senate passed a 2020 appropriations bill that included a \$10.5 million increase, or 2.5percent, which would amount to approximately \$40,000 in additional funding. The Bipartisan Budget Act of 2019, signed after the House vote, limits federal discretionary spending over the next two years to roughly only five percent higher than 2019 spending. An agreement on overall allocations cannot be reached in part because the Senate voted \$8.6 billion for a wall along the southern border while the House included nothing. Ultimately, spending will have to be consistent with the Bipartisan Budget Act, and LSC will get somewhere between the 2.5 and 32.5 percent increase. The government is currently operating under a Continuing Resolution at the FY 2019 level that expires on December 20<sup>th</sup>.

LSC Appropriations	FY 2019 Enacted	FY 2020 House Passed	FY 2020 Senate Passed
Basic Field Grants	\$380,500,000	\$509,500,000	\$388,200,000
Technology Initiative Grants	\$4,000,000	\$5,000,000	\$4,000,000
Pro Bono Innovation Fund	\$4,500,000	\$5,000,000	\$4,500,000
Loan Repayment Assistance Program	\$1,500,000	\$2,000,000	\$1,500,000
Management and Grants Oversight	\$19,400,000	\$23,400,000	\$22,000,000
Office of Inspector General	\$5,100,000	\$5,100,000	\$5,300,000
<b>Total</b>	<b>\$415,000,000</b>	<b>\$550,000,000</b>	<b>\$425,500,000</b>

LSC will hold a quarterly board of directors meeting in Little Rock from January 30<sup>th</sup> until February 1<sup>st</sup>. The meeting will be at the [Double Tree by Hilton Hotel](#) located at 424 West Markham Street. Events we would like for our board members to consider attending include a reception centered on honoring pro bono the evening of Thursday, January 30th, two forums on Friday morning, and a luncheon at noon on Friday. You are also welcome to attend any of the LSC board committee meetings and the full board meeting. We will pay mileage on Thursday evening plus lodging for that night if you attend. More detailed information will be forthcoming soon.

### Program and Statewide Developments

We have closed 5,488 cases in 2019 as of November 18th, a 14.1% increase over the same time frame in 2018. A [case statistical report](#) with problem codes ranked in order of prevalence is attached. Also included is a comparison to this date in 2018, with the percentage increase/decrease. There are 1,897 cases open as of November 18th, compared to 2,261 this date in 2018.

Our statewide Legal Aid conference was held October 9-11 at the [Fairfield Bay Conference Center](#) in Fairfield Bay. You can look at the final conference agenda at this [link](#) and see a video of the shenanigans at this [link](#).

We recognized several staff members for outstanding achievement and service at the conference, as follows:

Kevin DeLiban- Versalee Wyant Award (voted by peers)

Elizabeth King- Lynda Ware Award (voted by peers)

Beth Shoupe- 35 Years of Service

Greneda Johnson- 5 Years of Service

[Our Facebook page](#) passed 3,000 “likes” in October and currently has 3,171 followers. Community outreach and education events are always promoted in advance on Facebook, and we generally provide follow up coverage. Events are becoming so numerous that I will not cover all of them in the Directors report. Three events of note that we have coming up soon are an ARChoices 101 event at the Jones Center in Springdale on December 4<sup>th</sup> ([see Flyer Attached](#)) with an encore event in Jonesboro on January 24<sup>th</sup>. The ARChoices Medicaid program provides in-home care to 9,000 Arkansans who are elderly or have a disability. We will have an Opioid Symposium in Jonesboro n January 29<sup>th</sup> ([save the date attached](#)) and will be participating in Southern Bancorp hosts “Super Saturday” estate planning events in Blytheville on February 1<sup>st</sup> and Helena on February 15<sup>th</sup>. Volunteers for the Super Saturday events are welcome!

Our LSC Program Quality Visit was October 21-25. We do not yet have a draft report but I have attached [notes from the exit interview](#).

## **Case Examples**

### **Consumer**

A district in Crittenden County dismissed an individual from his job when they discovered charges he had that were nol prossed. Legal Aid contacted the school district, which agreed to hold the job open for the client. We then helped the client seal his records and he has returned to work.

Our client was a victim of identity theft. The person using his name caused a fatal car accident and ultimately had a default judgment for that accident entered against him. This judgment caused our client’s license to be suspended and his credit to be negatively impacted. We were able to locate the criminal case for the ID thief and work with Plaintiff’s attorney to set aside the judgment against our client, enabling him to restore his driving privileges and qualify for a better job that he had been approved for pending removal of this ID Theft.

### **Fair Housing**

The client is raising her son who is diagnosed with non-verbal autism. She initially requested a reasonable accommodation in 2017 from the Housing Authority to waive the policy that prohibits deadbolt locks on the doors of apartments. She made the request to protect her son who is an elopement risk. Her son had eloped from the apartment on several occasions over the years placing the client at risk of the Department of Human Services (DHS) intervention. DHS has stated that the client is negligent in the care of her son when he elopes. The client was told by the NLRHA that the deadbolt was also a violation of a city code. When the client told her son's physicians that she was at risk of eviction for

having the deadbolt installed, the client was referred to the MLP at ACH. Legal Aid provided updated medical statements in support of the deadbolt lock to the housing authority and sent a reasonable accommodation request to the City Attorney's office. Eventually, the RA was approved and the policy waived. The client will be allowed to keep the deadbolt on the entry doors.

## **Housing**

A realtor and sheriff's deputy were engaging in self-help eviction by using threats and intimidation to try to force client to vacate here property without the benefit of a court order. The client and her husband, now deceased, had been buying the property. The property was auctioned because of unpaid property taxes, which the client could not afford to redeem, and quickly sold to a real estate company at auction. Legal Aid intervened by sending a "Gorman" letter to both the realtor and law enforcement officer, stopping the self-help eviction and preventing the client and her children from being immediately homeless.

A client came to us because her project-based Section 8 landlord was treating her as a new application in her recertification. The landlord was using her prior felony conviction, which had happened more than 3 years ago, as a reason to "deny her application." Legal Aid intervened and the landlord completed her recertification. The client applied for a housing choice voucher and was accepted. She will now be able to move from this property at her will. Absent Legal Aid's intervention, this client's right to housing would have been denied, causing her and her 2 small children to be homeless.

## **Economic Justice**

Our client was facing termination of ARChoices benefits despite no change in his medical condition. He has quadriplegia and relies on his caregiver for all activities of daily living. Legal Aid filed an entry of appearance and prevented the termination of his services pending appeal. DHS's then did a quality review of the client's assessment. This determined that it was not accurate, and he should not have been in the tier 3 category. A new assessment returned a tier 2 designation. Ultimately the client received an additional 2 hours of care per day.

Our client had been receiving around 20 hours per week of in-home care through the state's ARChoices Medicaid program. Using a new assessment system implemented at the start of 2019, DHS determined that he was no longer eligible for home care and were set to terminate all of his services, including the care aide and a daily hot, home-delivered meal. After we got involved, DHS granted him a new assessment and determined him eligible for the program. He was able to continue to live at home and receive roughly the same amount of care as before.

Our client lives alone in senior housing with no family nearby. She has rheumatoid arthritis, high blood pressure, chronic angina, pneumonia, frequent urinary tract infections, and other conditions. Under the ARChoices program, she had been receiving around 81 monthly in-home care hours to allow her to stay in the community and outside of a nursing home. Using a new assessment system, DHS decided to terminate her services. Legal Aid intervened and got the client a new assessment, which qualified for her services and increased her care hours to 93 per month. Now, she should be able to continue living independently.

## **Domestic Violence**

The client came to us after a “true finding” was made by DHS for inadequate supervision. DHS alleged that the client had tried to commit suicide with the children present. The client works in childcare and attends college. She is being treated for depression and PTSD as a result of childhood trauma. Legal Aid represented the client before the administrative law judge and the “true” finding was overturned, and the client’s name removed from central registry. Without Legal Aid representation the client would have lost her job.

We represented a client that was a victim of interstate kidnapping in an Order of Protection hearing. She was found by the Missouri police in the cab of her ex-boyfriend’s truck. She was beaten badly by the ex-boyfriend and his girlfriend. His girlfriend covered her head so that the police would not hear her screaming while they were pulled over. Our client has damage to both of her eyes, scars on her face, and required staples in her head from the abuse. At trial, we obtained a 10-year order on her behalf.

The client came to us wanting to modify custody of his son after the mother was arrested for drug use. The 10-year old child was in a bad home environment and was recently placed by the court in a behavioral health facility. The utilities in the home where the child was living were frequently turned off, food was scarce, and the child’s medical and educational needs were not being met. We referred the client to a pro bono attorney who filed a petition for modification and obtained full custody for the father.

## **Grants/Contracts/Fundraising**

The Administration of Justice Fund, which is the mechanism through which our Public Legal Aid Fund money from state filing fees flow to us, continues to lack sufficient funding to fully meet all the Fund’s obligations. Although they have no source of revenue into the fund, Trail Court Administrative Assistants and Court Reporters who are paid out of this fund have legislated priority, meaning they are funded at 100% regardless of how low the fund gets. Prior to the addition of these two groups to the fund, Legal Aid was always fully funded annually at \$384,944. The latest adjustment has us receiving \$153,977.85 annually. The current distribution list is attached. Please note that Legal Aid receives 45% of the allocation to the fund while the Center for Arkansas Legal Services receives 55%.

Our funding from interest on lawyers trust accounts (IOLTA) from the Arkansas Access to Justice Foundation will likely remain stable but not increase in any substantial way in 2020. While interest on IOLTA accounts is expected to almost double in 2019 (IOLTA Program Trends Report attached), interest rates are trending downward. The Foundation’s proposed 2020 budget shows \$260,000 in IOLTA grants. Assuming this is allocated by poverty percentages calculated by the Legal Services Corporation, which are indeed a poor gauge of reality, Legal Aid should receive around \$100,100 of this money, up from \$77,200 in 2019.

Our presentation at the Federal Reserve Bank’s Investment Connection event in Little Rock this summer resulted in the Arkansas Department of Workforce Services agreeing to lend us one of their Mobile Workforce Centers for our Spring Break on the Road to Justice Event in March, 2020, and other events throughout the year as needed.

We received a grant from Arkansas Children's Hospital, Circle of Friends, for \$15,000 which will be used in part to fund a second attorney position at our MLP located at the hospital. The balance of that position will be funded by ACH, making all three of the current positions at ACH fully funded by the hospital with minimal cash investment from Legal Aid.

For the past two years we have received grant funds from the National Health Law Program to support out Medicaid education and litigation efforts. The last grant of \$50,000 expired on September 30, 2019. We expect to receive continued funding but only if NHeLP receives the funding they have been passing through to us, which is currently pending.

The Arkansas Bar Foundation awarded us a grant of \$1,300 to help defer the costs of our 2020 Spring Break on the Road to Justice Project.

Our Low Income Tax Payers clinic funding from the IRS has been renewed for 2020 in the amount of \$64,000. This grant requires a dollar for dollar match, but we are able to make up some of this with volunteer time donations. In 2018, the clinic generated \$1,068,727.45 for clients. That is a return on investment of \$8.35 for every dollar spent.

We had a meeting at the Arkansas Attorney General's Office in November to update them on our work in the Opioid and other Substance Abuse Disorder realm and inquire about the work they are doing and the status of the possibility of Opioid settlement money coming to Arkansas.

### **Staff Changes**

We have had two staff members leave Legal Aid and five join us since the last Directors Report.

**Katheenya Willis** departed Legal Aid after more than a decade as a Legal Support specialists, then paralegal, in our Helena then West Memphis office. Ms. Willis, who lives in Jonesboro, will be working for the Craighead County Probate Clerk's office. **Donna Ramsey**, paralegal at our Arkansas Children's Hospital office in Little Rock, departed in October.

**Kiara Goldsberry** has joined us as an intake worker/legal support specialists in our Helena/West Helena office. She had previously worked as a medical records clerk supervisor for 12 years.

**Vernoica Fasciana** is working as a pro bono coordinator in our Springdale office. Ms. Fasciana, an attorney licensed in Mexico and Ohio, joins us after moving from Northwest Arkansas from Toledo, where she working as a contract specialists at the University of Toledo.

**Kat Haley** joined Legal Aid as a VOCA attorney focused on Elder Abuse in our Harrison office on October 1, 2019. Ms. Haley is a graduate of the University Of Oklahoma College Of Law and has over two decades experience practicing in Oklahoma, including experience working for Legal Aid.

**Sara Ramos** is our new paralegal at Arkansas Children's Hospital. She has an associate's degree from the University of Central Arkansas and more than a decades experience in the legal profession.



**Amanda Capps** has joined us in West Memphis as an Intake Worker/Legal Support Specialists. She has significant experience working as a legal assistant and paralegal and joins Legal Aid from a law firm in Memphis.

A current office directory and organizational chart are attached.

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

Legal Problem Code	A - Counsel and Advice	B - Limited Action	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	2019 YTD Totals	2018 YTD Totals	Percent Change
<b>32</b>												
<b>Divorce/Sep./Annul.</b>	<b>713</b>	<b>23</b>	<b>3</b>	<b>45</b>	<b>0</b>	<b>114</b>	<b>10</b>	<b>1</b>	<b>40</b>	<b>949</b>	<b>761</b>	<b>24.7%</b>
37 Domestic Abuse	94	8	15	151	0	158	148	0	300	874	935	-6.5%
<b>31 Custody/Visitation</b>	<b>422</b>	<b>12</b>	<b>2</b>	<b>14</b>	<b>0</b>	<b>8</b>	<b>8</b>	<b>0</b>	<b>8</b>	<b>474</b>	<b>314</b>	<b>51.0%</b>
63 Private Landlord/Tenant	395	36	0	10	1	1	2	0	1	446	379	17.7%
<b>44 Minor Guardianship / Conservatorship</b>	<b>260</b>	<b>8</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>35</b>	<b>10</b>	<b>0</b>	<b>7</b>	<b>322</b>	<b>220</b>	<b>46.4%</b>
87 Criminal Record Expungement	195	23	0	0	0	32	0	0	5	255	265	-3.8%
<b>95 Wills and Estates</b>	<b>170</b>	<b>42</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>225</b>	<b>190</b>	<b>18.4%</b>
02 Collect/Repo/Def/Gar nsh	149	39	4	15	0	9	2	0	3	221	219	0.9%
<b>01 Bankruptcy/Debtor Relief</b>	<b>139</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>18</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>165</b>	<b>137</b>	<b>20.4%</b>
33 Adult Guardianship / Conservatorship	114	7	0	0	0	30	1	0	4	156	129	20.9%
<b>75 SSI</b>	<b>102</b>	<b>12</b>	<b>1</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>129</b>	<b>111</b>	<b>16.2%</b>
24 Taxes (Not EITC)	14	24	59	7	1	0	0	0	4	109	107	1.9%
<b>62 Homeownership/Real Property (Not Foreclosure)</b>	<b>87</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>104</b>	<b>96</b>	<b>8.3%</b>
03 Contract/Warranties	69	13	2	3	0	1	2	0	3	93	68	36.8%
<b>74 SSDI</b>	<b>54</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>65</b>	<b>46</b>	<b>41.3%</b>
51 Medicaid	54	7	0	0	2	0	0	0	0	63	66	-4.5%

Legal Problem Code	A - Counsel and Advice	B - Limited Action	F - Negotiated Settlement w/out Litigation	G - Negotiated Settlement with Litigation	H - Administrat ive Agency Decision	IA - Uncontested Court Decision	IB - Contested Court Decision	IC - Appeals	L - Extensive Service	2019 YTD Totals	2018 YTD Totals	Percent Change
<b>54 Home and Community Based Care</b>	<b>35</b>	<b>5</b>	<b>0</b>	<b>10</b>	<b>2</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>1</b>	<b>60</b>	<b>43</b>	<b>39.5%</b>
61 Federally Subsidized Housing	47	4	1	0	1	0	1	0	1	55	65	-15.4%
<b>66 Housing Discrimination</b>	<b>34</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>52</b>	<b>53</b>	<b>-1.9%</b>
25 Employee Rights	46	1	0	0	0	0	0	0	0	47	29	62.1%
<b>30 Adoption</b>	<b>30</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>41</b>	<b>29</b>	<b>41.4%</b>
59 Other Health	19	20	0	1	0	0	0	0	0	40	27	48.1%
<b>49 Other Juvenile</b>	<b>33</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>36</b>	<b>33</b>	<b>9.1%</b>
96 Advanced Directives/Powers of Attorney	20	15	0	0	0	0	0	0	0	35	47	-25.5%
<b>67 Mortgage Foreclosures (Not Predatory Lending/Practices)</b>	<b>23</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>32</b>	<b>25</b>	<b>28.0%</b>
38 Support	26	1	0	0	0	0	0	0	1	28	27	3.7%
<b>64 Public Housing</b>	<b>25</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>28</b>	<b>29</b>	<b>-3.4%</b>
69 Other Housing	26	1	0	0	0	0	0	0	0	27	10	170.0%
<b>39 Other Family</b>	<b>21</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>24</b>	<b>2</b>	<b>1100.0%</b>
13 Special Education/Learning Disabilities	16	2	1	0	0	0	0	0	3	22	75	-70.7%
<b>09 Other Consumer/Finance</b>	<b>19</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>21</b>	<b>18</b>	<b>16.7%</b>
34 Name Change	12	4	0	0	0	5	0	0	0	21	3	600.0%
<b>73 Food Stamps</b>	<b>14</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>21</b>	<b>40</b>	<b>-47.5%</b>
19 Other Education	17	1	0	0	0	0	0	0	2	20	15	33.3%
<b>21 Employment Discrimination</b>	<b>17</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>18</b>	<b>25</b>	<b>-28.0%</b>
29 Other Employment	16	1	0	0	0	0	0	0	0	17	25	-32.0%
<b>36 Paternity</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14</b>	<b>9</b>	<b>55.6%</b>

Legal Problem Code	A - Counsel and Advice	B - Limited Action	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	2019 YTD Totals	2018 YTD Totals	Percent Change
42 Neglected/Abused/Dependent	14	0	0	0	0	0	0	0	0	14	17	-17.6%
<b>76 Unemployment Compensation</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>13</b>	<b>-7.7%</b>
89 Other Individual Rights	12	0	0	0	0	0	0	0	0	12	3	300.0%
<b>94 Torts</b>	<b>11</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>5</b>	<b>140.0%</b>
99 Other Miscellaneous	10	2	0	0	0	0	0	0	0	12	8	50.0%
<b>23 EITC (Earned Income Tax Credit)</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>5</b>	<b>120.0%</b>
72 Social Security (Not SSDI)	11	0	0	0	0	0	0	0	0	11	7	57.1%
<b>07 Public Utilities</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>11</b>	<b>-9.1%</b>
04 Collection Practices / Creditor Harassment	7	2	0	0	0	0	0	0	0	9	2	350.0%
<b>22 Wage Claims and Other FLSA Issues</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>10</b>	<b>-10.0%</b>
52 Medicare	9	0	0	0	0	0	0	0	0	9	9	0.0%
<b>35 Parental Rights Termination</b>	<b>7</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>1</b>	<b>700.0%</b>
08 Unfair and Deceptive Sales Practices (Not Real Property)	6	0	0	0	0	0	0	0	1	7	12	-41.7%
<b>93 Licenses (Drivers, Occupational, and Others)</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>1</b>	<b>500.0%</b>
43 Emancipation	4	0	0	0	0	0	0	0	1	5	3	66.7%
<b>06 Loans/Installment Purchases (Not Collections)</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>1</b>	<b>300.0%</b>

Legal Problem Code	A - Counsel and Advice	B - Limited Action	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	2019 YTD Totals	2018 YTD Totals	Percent Change
77 Veterans Benefits	3	0	0	0	1	0	0	0	0	4	4	0.0%
<b>85 Civil Rights</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>300.0%</b>
12 Discipline (Including Expulsion and Suspension)	3	0	0	0	0	0	0	0	0	3	4	-25.0%
<b>68 Mortgage Predatory Lending/Practices</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>0.0%</b>
41 Delinquent	2	0	0	0	0	0	0	0	0	2	0	0.0%
<b>55 Private Health Insurance</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0.0%</b>
56 Long Term Health Care Facilities	0	1	0	1	0	0	0	0	0	2	2	0.0%
<b>57 State and Local Health</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>7</b>	<b>-71.4%</b>
81 Immigration/Naturalization	1	0	0	0	0	0	0	0	1	2	0	0.0%
<b>84 Disability Rights</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>100.0%</b>
71 TANF	1	0	0	0	0	0	0	0	0	1	1	0.0%
<b>82 Mental Health</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0.0%</b>
<b>Total</b>	<b>3,690</b>	<b>365</b>	<b>97</b>	<b>277</b>	<b>27</b>	<b>427</b>	<b>198</b>	<b>1</b>	<b>406</b>	<b>5,488</b>	<b>4809</b>	<b>14.1%</b>

# HOW DOES THE NEW ARCHOICES ASSESSMENT IMPACT YOU?



## ARCHOICES ASSESSMENT 101

Wednesday, December 4th  
1:00 PM - 3:00 PM



The Jones Center,  
Room 260, 922 E Emma Ave  
Springdale, AR 72764



This event will be broadcast  
on Facebook Live at  
@ARLegalAid

The ARChoices Medicaid program provides in-home care to 9,000 Arkansans who are elderly or have a disability. Under the new assessment system, the services you currently receive might change.

All attendant care providers, beneficiaries, and the friends and family of beneficiaries are encouraged to attend.

Please call Legal Aid of Arkansas toll free at (800) 967-9224 ext. 6313 with questions.

### LEARN

- About the new assessment system
- Keeping your care
- Asserting legal rights
- Things to watch out for

**LEGAL AID of ARKANSAS**  
Equal Access to Justice

*Fighting Poverty, Maintaining Dignity, Assuring Justice*

## **Legal Services Corporation Program Quality Visit**

**October 21-25**

### **Notes from Exit Conference**

The Legal Services Corporation conducted a Program Quality Visit at our offices October 21-25. They will submit a draft report for our review within 60 days of the end of the visit and we will then have 30 days to respond to that report. They will generally make comments and recommendations about the quality and quantity of the services we provided, and generally will not try to tell us how to spend our money. If they make any “Tier One” recommendations, then we will be expected to comply. Other recommendations are only “best practice” suggestions. What follows are bullet notes I took from the exit conference with the entire team on October 25<sup>th</sup>. Keep in mind as you read these notes, LSC references Performance Criteria. The reference document can be found at [this link](#).

Overall strengths they noted were leadership is good. Everyone is skilled and dedicated. Our strategic planning process was good and the plan excellent. Our intake is very strong. Our impact litigation is excellent. The specifically mentioned Medicaid and Fair Housing. One challenge they mentioned is our supervisory structure.

#### **Performance Area One**

- We need a new Legal Needs Assessment. The last one was in 2017 and was not a complete one. The approach was thoughtful but the survey was only in one language and we did not survey enough community providers.
- Our Strategic Plan is good, but we need a companion implementation plan. They said a lot of staff seemed to not be aware of the plan at the staff level. There is no strategy toward goal implementation such as who is responsible for what, target dates to complete, etc.
- We need to be sending a satisfaction survey to clients that only get advice or limited services. We currently generally only survey extended service cases. They suggest surveys by text or email.
- We may need a litigation director and we need to equal out impact litigation across work groups. Not having a litigation director can lead to inconsistency. Not every organization has one.
- There is some confusion with our management structure with people going around their immediate supervisor. We need to review this.

#### **Performance Area Two**

- Offices are distributed in a way that makes sense.

- Intake was one of our strongest points. The staff was skilled and the staffing was good. Applicants were moved along in an effective way. We may want to evaluate our HelpLine hours. We are not consistent about providing advice orally when attorneys are handling the interviews. Our online application was not working correctly when they were here.
- The appearance of some of our offices needs to be upgraded. They suggested a fresh coat of paint. We want a dignified environment for clients.
- Our services to non-English speakers is good.

### **Performance Area Three**

- Our outreach has been robust, but is not “top down”. A lot is happening but it is not coordinated well.
- Legal supervision needs to be enhanced. We have a lot of new and inexperienced case handlers who seem confused as to where to go with questions. They believe new case handlers would benefit from increased training and mentoring.
- Most people did not have a training or development plan. Every person on staff should have one.
- We have a vibrant and aggressive LSC program.
- They were impressed with our ACE’s focus and the Disaster Work Grant.
- Writing samples were very good but a few would benefit from having someone review them. We should assure a second set of eyes on documents.
- Would like to see more cross fertilization for issue spotting. Not all advocates were honed in to various areas.
- We need to partner more with state agencies when doing this if possible.
- First Judicial District Counties, we need to use data to try to get our numbers up.
- We consistently beat the national media for case closures. Our numbers were very high.
- They pointed out that Health Law issues made up 15% of our cases but were at 45.2% on the last needs assessment.
- Even though there has been a slippage in PAI cases, they were optimistic because of the number of new attorneys recruited and our receiving the PBIF grant that will lay the foundation for pro bono to take off. They said the PAI plan needs to be more specific and the referral process needs to be tightened up. Need to integrate PAI into the work plan, document PAI procedures.
- They would like to see more consistent pro se clinic efforts.

### **Performance Area Four**

- Our legal work is good. We have our experience attorneys handling the impact litigation.
- Some of our people want or need more mentoring.
- We should make sure supervision is consistent across groups.
- We may want to engage in cross training to avoid silos.



- Our statewide website needs to be updated. It is not laid out well and is confusing. Some resources are hard to find. Some information is outdated. It needs a friendlier user interface and a way to get more information to pro se litigants.
- They would like to see more consistent legal clinics.
- The board is not aware of or cannot recall a lot of things, especially the client board members.
- The board appears more reactive than proactive. The client members do not seem to know each other. The attorney members do not know the client members. The client counsel is not meeting.
- The board should engage in fundraising. They should be co-partners in resource development.
- Our board orientation is not generally formal.
- Many board members did not remember the strategic plan.
- Some board members should attend national trainings on a regular basis.
- We should plan a board retreat and develop a board manual.
- The board should be driving the organization
- We do not have a succession plan for any other leaders except the Executive Director.
- Even though we do not have a technology department they saw no big issues in that area.
- Our chief financial officer is experienced. Make sure the reports he provides are good and beneficial to the program. They were happy we moved the top tier management together to Rogers and said this is very important.
- The CFO has had no recent loss mitigation training and we need to get this.
- We should be budgeting three years ahead.
- They were concerned that we have had the same firm do the audit since 2002.
- They said the salary administration plan should be revisited and the board should be involved in this. Make sure to inform staff about overall compensation, not just salary.
- We should have EEO training for middle management.
- Resource and development is doing a good job. We do not have enough resources devoted to this. We need to look at the structure and offload some of the responsibilities for some of the staff. Put more money into this. Our Director of Mission Engagement is stretched too thin and needs more time or additional help.
- Some people are still confused by the Regional Manager/Work Group leader dynamic. There are clearly some issues. Make sure the structure is the most effective way to supervise. We may just need to tweak it or review and figure out the best way to explain it.

**Administration of Justice Distributions  
Effective 10-8-2019**

Section 12, SL 53 & 54 of Act 1006 of 2019	Act 1006 of 2019(54) Allocations	Monthly at 100%	Current Monthly at 40%	Yearly Allocations at 40%
UA Fayetteville	1,343,810	111,984.13	44,793.65	537,524
UALR	1,343,810	111,984.13	44,793.65	537,524
Drug Abuse Prev/Trea (DHS-Behavioral Hlth)	342,000	28,500.00	11,400.00	136,800
Highway Safety Spec (DHS-Behavioral Hlth)	1,324,795	110,399.58	44,159.83	529,918
State Police Retire	1,499,256	124,938.00	49,975.20	599,702
Dept AR State Police Operations	400,000	33,333.33	13,333.33	160,000
Crime Victims Revolv	2,089,723	174,143.58	69,657.43	835,889
Law/Pros Drug Enf (Off Prosecutor Coordinator)	70,660	5,888.33	2,355.33	28,264
Crime Info System	98,064	8,172.00	3,268.80	39,226
ABA Justice Building	990,000	82,500.00	<b>82,500.00</b>	990,000
AOC Dist Court Ed	100,000	8,333.33	3,333.33	40,000
Judges Retirement	902,797	75,233.08	30,093.23	361,119
Public Defender Commission Trial Officers	6,908,027	575,668.92	230,267.57	2,763,211
Court Reporters	5,355,833	446,319.42	<b>446,319.42</b>	5,355,833
ABA Justice Building	83,528	6,960.67	2,784.27	33,411
Counties Alc/Drug/Crime Pr (AR Sheriffs Ass)	50,000	4,166.67	1,666.67	20,000
Trial Court Adm Asst	7,761,035	646,752.92	<b>646,752.92</b>	7,761,035
Drug Abuse Prev/Trea (DHS-Behavioral Hlth)	312,000	26,000.00	10,400.00	124,800
AOC Dependency Neglect Rep	4,284,838	357,069.83	142,827.93	1,713,935
Arkansas Crime Lab GR Operations	576,988	48,082.33	19,232.93	230,795
District Court Coordinator	67,028	5,585.67	<b>5,585.67</b>	67,028
Public Legal Aid	855,432	71,286.00	28,514.40	342,173
Adm Justice AOC Crt County Reim for Jurors	850,000	70,833.33	28,333.33	340,000
AOC Drug Court Coordinator HSC Reim	66,320	5,526.67	2,210.67	26,528
District Judges Pilot Program	1,881,861	156,821.75	62,728.70	752,744
AOC Court Security	362,791	30,232.58	12,093.03	145,116
	<b>\$ 39,920,595</b>	<b>3,326,716.25</b>	<b>2,039,381.31</b>	<b>24,472,575.72</b>

**Mandatory Distributions at 100%**

## IOLTA Program Trends Report July 2019

### NET IOLTA REVENUE - BY DEPOSIT MONTH

	January	February	March	April	May	June	July	August	September	October	November	December	TOTAL
2015	\$ 11,264	\$ 9,149	\$ 8,486	\$ 9,092	\$ 8,549	\$ 9,086	\$ 7,973	\$ 8,371	\$ 8,046	\$ 7,803	\$ 8,867	\$ 8,590	\$ 105,276
2016	\$ 10,349	\$ 10,961	\$ 8,800	\$ 9,495	\$ 9,729	\$ 9,528	\$ 10,343	\$ 9,515	\$ 10,032	\$ 10,089	\$ 10,439	\$ 10,486	\$ 119,766
2017	\$ 9,979	\$ 10,816	\$ 9,416	\$ 11,170	\$ 10,681	\$ 11,031	\$ 10,939	\$ 10,886	\$ 10,909	\$ 13,128	\$ 15,527	\$ 14,198	\$ 138,680
2018	\$ 15,246	\$ 14,843	\$ 14,001	\$ 15,825	\$ 20,241	\$ 22,718	\$ 24,861	\$ 26,624	\$ 29,941	\$ 32,704	\$ 36,067	\$ 38,497	\$ 291,568
2019	\$ 40,921	\$ 42,757	\$ 41,048	\$ 49,333	\$ 50,023	\$ 52,907	\$ 50,264	\$ 53,441	\$ 59,718	\$ 66,352			\$ 506,764

### NET AVG YIELD % - BY EARNINGS PERIOD

	January	February	March	April	May	June	July	August	September	October	November	December	
2015	0.10%	0.10%	0.10%	0.10%	0.10%	0.10%	0.10%	0.09%	0.09%	0.08%	0.09%	0.10%	0.10%
2016	0.11%	0.10%	0.10%	0.10%	0.10%	0.10%	0.10%	0.10%	0.09%	0.10%	0.10%	0.10%	0.10%
2017	0.11%	0.10%	0.10%	0.11%	0.11%	0.11%	0.11%	0.11%	0.12%	0.11%	0.12%	0.12%	0.11%
2018	0.13%	0.13%	0.15%	0.12%	0.18%	0.19%	0.18%	0.19%	0.23%	0.21%	0.25%	0.25%	0.19%
2019	0.37%	0.45%	0.47%	0.47%	0.39%	0.38%	0.46%	0.38%	0.49%				0.43%

### AVG BALANCES - BY EARNINGS PERIOD

	January	February	March	April	May	June	July	August	September	October	November	December	
2015	111,066,311	102,700,007	108,657,236	106,610,554	100,201,458	104,438,766	102,318,795	99,893,957	103,613,634	123,271,628	110,904,939	118,325,415	107,666,892
2016	116,704,964	109,783,580	112,904,223	110,086,373	111,123,229	113,968,514	114,023,793	117,874,407	129,642,480	119,929,151	121,654,976	126,639,608	117,027,942
2017	118,518,546	124,391,600	120,573,838	121,929,594	124,551,122	124,263,971	121,719,641	123,953,335	134,312,703	144,863,319	144,162,162	153,786,006	131,057,584
2018	132,152,938	130,592,931	119,068,161	189,803,250	146,114,731	158,925,911	176,666,158	186,309,420	170,634,522	212,385,687	179,251,228	192,192,403	161,708,769
2019	129,863,779	119,091,850	125,278,110	127,650,347	159,867,573	162,084,055	138,876,315	181,494,830	137,358,725				140,577,021

Legal Aid of Arkansas Office Directory  
All Offices 870-972-9224 or 1-800-967-9224

<b>Arkansas Children's Hospital</b>		
11 Children's Way	501-364-1541 – Phone	
Little Rock, AR 72202	501-978-6479 - Fax	
Mailing: One Children's Way, Slot 695, Little Rock, AR 72202		
<b>Pritchard, Amy</b>	Staff Attorney	4305
<b>Ramos, Sara</b>	Paralegal	4310
<b>Roe, Hannah</b>	Supervising Attorney	6306

<b>Harrison</b>		
205 W. Stephenson Avenue	800-967-9224 – Fax	
Harrison, AR 72601		
<b>Davis, Samantha</b>	Legal Support Specialist	5304
<b>Foster, Angie</b>	Staff Attorney	5303
<b>Haley, Kat</b>	VOCA Attorney	5301

<b>Little Rock</b>		
711 Towne Oaks Dr.,	Little Rock, AR 72227	
<b>Abrams, Pamela</b>	Staff Attorney	6319
<b>Auer, Jason</b>	Housing WG Leader	6318
<b>Bowden, Cameron</b>	Fair Housing Attorney	6603
<b>Ostowari, Nima</b>	Fair Housing Investigator	6601

<b>Helena-West Helena</b>		
622 Pecan	Helena-West Helena, AR 72342	
<b>Goldsberry, Kiara</b>	Legal Support Specialist	1301
<b>Hope-Howard, Andre</b>	ACES VISTA	1303
<b>Weems, Jonathan</b>	VOCA Attorney	1302

<b>Jonesboro</b>		
714 S. Main St.,	Jonesboro, AR 72401	870-910-5562 – Fax
<b>Clark, Nikki</b>	Transitional Attorney	6317
<b>Franklin, Teresa</b>	Regional Manager	6310
<b>Graham, Lauren</b>	Staff Attorney	6301
<b>Hawkins, Trevor</b>	Staff Attorney	6313
<b>Henry, Matt</b>	Opioid Paralegal	6314
<b>McKenzie, Billy</b>	Pro Bono Coordinator	6315
<b>Meador, Jordan</b>	Staff Attorney	6314
<b>Ortiz-Reed, Anaicka</b>	Staff Attorney	6316
<b>Shoupe, Beth</b>	Dom. Violence Paralegal	6307
<b>Thomas, Deedra</b>	Intake Paralegal	6312
<b>Walker, Andrea</b>	Deputy Director/HelpLine	6303

<b>Newport</b>		
202 Walnut St.,	Newport, AR 72112	870-523-9892 – Fax
<b>Grady, Kathy</b>	Economic Justice Paralegal	3301
<b>Griffin, Barbara</b>	Staff Attorney	3303
<b>Swain, Blane</b>	Domestic Violence WG Leader	3302
<b>Wilson, Hollie</b>	Staff Attorney	3304

<b>Rogers</b>		
1200 W Walnut, Suites 3101-3107		
Rogers, AR 72756		
<b>Bowman, David</b>	Fiscal Officer	4308
<b>Gratil, Helen</b>	Mission Engagement/CIO	6302
<b>Hemann, Elizabeth</b>	Capacity Building VISTA	4316
<b>King, Elizabeth</b>	Human Resources	4311
<b>O'Neil, Morgan</b>	Communications/Community Ed	
<b>Richardson, Lee</b>	Executive Director	6305
<b>Sims, Karsen</b>	Development VISTA	4303
<b>Vacant</b>	Communications VISTA	6317

<b>Springdale</b>		
1200 Henryetta	479-751-0002 Fax	
Springdale, AR 72762		
<b>Alden, Gaylynn</b>	Housing Paralegal	4315
<b>Bien, Molina</b>	Marshallese Liaison	7303
<b>Burns, Kim</b>	Operator-Reception	4319
<b>Crawford, Cory</b>	Staff Attorney	4323
<b>Duell, Susan</b>	Staff Attorney	4321
<b>Fasciana, Veronica</b>	Pro Bono Coordinator	4324
<b>Foster, Margaret</b>	Pro Bono Project Attorney	4307
<b>Galvez, Neyra</b>	Spanish Interpreter	4317
<b>Gardiner, Jennifer</b>	Tax Clinic Director	6304
<b>Hussein, Chris</b>	Staff Attorney	4306
<b>Jamison, Heidi</b>	Consumer Paralegal	4318
<b>Kellogg, Candice</b>	EJW Fellow	4312
<b>Komander, Kristen</b>	VOCA Attorney	4314
<b>Lancaster, Kori</b>	Fair Housing Testing Coordinator	4320
<b>Norman, Ashley</b>	Regional Manager	4302
<b>Plant, Jessie</b>	Intake Specialists/Fair Housing	4322
<b>Purtle, Susan</b>	Consumer WG Leader	4301
<b>Ramsfield, Kris</b>	Staff Attorney	4304
<b>Sanders, Mallory</b>	Staff Attorney	4309

<b>West Memphis</b>		
310 Mid-Continent Plaza, Suite 420	870-732-6373 – Fax	
West Memphis, AR 72301		
<b>Capps, Amanda</b>	Legal Support Specialist	2201
<b>Davison, Lela</b>	Staff Attorney	2207
<b>De Liban, Kevin</b>	Economic Justice WG Leader	2206
<b>Johnson, Greneda</b>	Pro Bono Director	2202
<b>Rieber, Kate</b>	Staff Attorney	2203

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*Fighting Poverty, Maintaining Dignity, Assuring Justice*

