



# The State Bar of California

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**DATE:** November 13, 2020

**TO:** Members, Partnership Grants Committee  
Members, Legal Services Trust Fund Commission

**FROM:** Christal Bundang, Senior Program Analyst, Office of Access & Inclusion  
Christine Holmes, Senior Program Analyst, Office of Access & Inclusion

**SUBJECT:** Review and Approve Recommendation Regarding Santa Clara Law's Katharine & George Alexander Community Law Center's 2021 Partnership Grant

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## EXECUTIVE SUMMARY

Each year, the Partnership Grants Committee (Committee) recommends a slate of partnership grants to the Legal Services Trust Fund Commission. These grants are specifically directed toward services for self-represented litigants, provided at or near courthouses, and in partnership with the court. Following the August 11, 2020 Committee meeting, August 14, 2020 Legal Services Trust Fund Commission meeting, and September 24, 2020 Judicial Council meeting, thirty-five projects were approved for 2021 Partnership Grant funding for a total of \$2,423,410.

During the course of a standard monitoring visit on September 17, Santa Clara Law's Katharine & George Alexander Community Law Center (KGACLC) inquired about the status of its 2021 project proposal. Upon further investigation, staff discovered that this application was submitted timely, but not reviewed by the Committee due to a technical error in the State Bar's grant management system, SmartSimple.

This memo seeks to describe the steps taken to remedy this situation and recommends a tentative allocation of \$58,868 for KGACLC's 2021 Consumer Debt Project. Since 2021 funding has been allocated and approved, funding for this project will come from reserves.

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## BACKGROUND

The deadline to submit 2021 Partnership Grant Proposals was March 16, 2020. KGACLC submitted a proposal for its 2021 Consumer Debt Project on March 12.

As part of IOLTA/EAF grant requirements, KGACLC was scheduled for a monitoring visit on September 17. During the visit, KGACLC inquired about the status of its 2021 partnership grant proposal since it had not received any updates.

Following the visit, staff discovered that KGACLC's partnership grant application was erroneously coded in SmartSimple under the 2020 grant year, and therefore not included in the 2021 list of applications on SmartSimple. Staff was not aware of this miscoding and after investigating the issue with SmartSimple, attributed the error to a cache issue.

Since KGACLC submitted a timely application and was not at fault for the error, staff notified the Committee Chair Christina Vanarelli and Judicial Council and proceeded to review KGACLC's 2021 project proposal. Staff also confirmed that there would be sufficient reserves available for KGACLC's requested grant award of \$60,000. Staff informed KGACLC of the next steps for the application review on September 30.

All submitted partnership grant proposals are initially reviewed by staff and a committee member. Committee members are assigned to review teams to discuss any issues and propose tentative funding ranges. The funding recommendations are then presented to the full committee and approved by the Legal Services Trust Fund Commission. The Judicial Council then considers the Commission's recommendations and has final authority to approve the partnership grants. To ensure parity in the process, KGACLC's proposal has been reviewed in these steps on an expedited timeline.

In 2020, all projects were given an opportunity to revise their applications to reflect any changes to their proposed 2021 projects in light of COVID-19. KGACLC was offered this same opportunity and updated its application accordingly. Committee Chair Christina Vanarelli and Committee Member Chris Schreiber served as the ad hoc review team and reviewed the proposal. Since there were no substantive issues with KGACLC's application, the review team confirmed its tentative recommendation via email by October 19.

## **DISCUSSION**

The purpose of KGCLAC's 2021 Consumer Debt Clinic is to provide free legal services at the Santa Clara County Superior Court Self-Help Center. Services include providing 1) assistance for self-represented debt collection defense litigants; 2) educational information on rights and responsibilities; and 3) legal advice to individuals who require assistance for problems that have already arisen in consumer transactions.

KGACLC's Consumer Debt Clinic is an existing project and is requesting funding for a fourth year. Since the committee did not decrease funding for other existing projects in their fourth year, the review team did not recommend decreasing KGACLC's allocation. Another consideration was that all 2021 partnership grants were reduced by 1.89 percent because actual funding available was lower than initially anticipated. The review team agreed that it would be equitable to give KGCLAC the same cut, which would result in a grant award of \$58,868, rather than the full \$60,000 requested.

If approved, Judicial Council will bring KGCLAC's 2021 partnership grant recommendation for approval at its January 22, 2020 meeting. Following approval, KGCLAC will need to submit a budget revision and all necessary documents before funds are distributed.

In order to prevent a reoccurrence of this technical error in future grant years, staff will update internal administrative procedures to manually review prior year proposals on SmartSimple before assigning new project proposals to Committee members.

## **RECOMMENDATIONS**

**Should the Partnership Grants Committee concur with the review team's recommendation, passage of the following resolution is recommended:**

**RESOLVED**, that the Partnership Grants Committee approves the allocation recommendation of \$58,868 for Santa Clara Law's Katharine & George Alexander Community Law Center's 2021 Partnership Grant.

**Should the Legal Services Trust Fund Commission concur with the Partnership Grants Committee's recommendation, passage of the following resolution is recommended:**

**RESOLVED**, that the Legal Services Trust Fund Commission approves the Partnership Grants Committee recommendation regarding Santa Clara Law's Katharine & George Alexander Community Law Center's 2021 Partnership Grant.

## **ATTACHMENT LIST**

- A. 2021 Partnership Grant Application – Santa Clara Law's Katharine & George Alexander Community Law Center

**Grant Year:** 2020**Due Date:** March 16, 2020 5:00pm PST**Prepared by:** Dianne Blakely**Email:** dblakely@scu.edu**Contact Phone:** 408-288-7030**Funding Opportunity:** Partnership Grants**Project Title:** 2021 - Consumer Debt Clinic**Program Name:** Santa Clara University Alexander Law Center**Applicant Title:** Administrative Director**Address:** Sponsored Projects Office 500 El Camino Real**City:** Santa Clara

I verify the information in the Organization Profile is accurate and up to date.

I verify that I have read, and am familiar with, the eligibility requirements and funding criteria for Partnership Grants.

## Form A - Project Profile

**1. Application Contact:** Dianne Blakely**Job Title:** Administrative Director**Email:** dblakely@scu.edu**Telephone:** 408-288-7030

### County(ies) Served by this Project

Santa Clara

**3. Total Amount** \$60,000**Requested:**

Request project amounts  
divisible evenly by 1,000.



County	Branch (If Applicable)	Address	On-Site Days/Hours	Total Hours/Month
Santa Clara County Superior Court	Self -Help Center	201 N. First Street, San Jose, CA 95113	W 11:30 - 3:00	14

### 5. Is the project currently in operation, regardless whether funded by a Partnership Grant?

An existing project would be considered “new” or not currently funded, if the proposal indicates a change to the location of the host court, or a significantly change to its substantive focus.

Yes

#### 5.a. Current Project Summary

Provide a brief summary of services provided to date in the current year, with any relevant highlights, benchmarks, challenges, etc. What changes have been made to the project over the past year, and what changes are anticipated over the year for which funding is sought? (250 word limit)

The Consumer Debt Clinic at the Santa Clara County Superior Court successfully launched in January 2018.

Each Wednesday, the Consumer Debt Clinic is open to assist self-represented consumers. In first quarter 2020, the Clinic updated the project website, continued to distribute flyers and conduct outreach. Seven (7) clinics have been held year to date. Self-represented consumers receive information and advice, are walked through the court process, and work with Clinic staff and students to complete letters, general denials, and other pleadings on-site. The Clinic provides holistic services, dealing with the presenting issue and also screening for related consumer and legal matters. The Consumer Debt Clinic’s goal is to promote greater economic stability for the low-income individuals and communities served.

#### 5.b. Is the project currently funded by a Partnership Grant?

Yes

**Select Project for 2020 - Consumer Debt Clinic Refunding:**

**Number of years this project has been currently funded by a Partnership Grant:**



**6. Project Abstract:** Describe the core aspects of your proposed grant project, including the legal area to be addressed; the target constituency; the type(s) of services to be provided; the location and hours of operation for this project; project staffing; general nature of court participation; and main goals.

This abstract will be submitted in summaries provided to the Legal Services Trust Fund Commission and the Judicial Council, as well as it is pulled into the Letter of Support template on Form F of this application. (250 word limit)

The Consumer Law Practice of Santa Clara Law's Katharine & George Alexander Community Law Center (KGACLC) provides free legal services at the Santa Clara County Superior Court Self-Help Center. The goal of the Consumer Clinic is to promote greater economic security for low-income individuals and communities by providing 1) assistance for self-represented debt collection defense litigants; 2) educational information on rights and responsibilities; and 3) legal advice to individuals who require assistance for problems that have already arisen in consumer transactions.

The Consumer Debt Clinic is directed by an experienced KGACLC attorney who trains and supervises law student interns and volunteer attorneys. In addition to one-on-one self-represented litigant assistance, the Consumer Debt Clinic provides information regarding alternatives to litigation, community resources, and other legal services that may be available in the community. KGACLC is the only non-profit law office in the area with an attorney dedicated to consumer law issues.

## 7. Substantive Area(s)

Consumer/Finance

### 7.a. Explain "Other":

## Form B - Project Description

**1. Program's Qualifications:** What is the applicant program's experience providing assistance to self-represented litigants, including court-based services? (250 word limit)



The Katharine & George Alexander Community Law Center (KGACLC) was founded over twenty-five (25) years ago with a two fold mission 1) to train law students to be social justice advocates, and 2) to provide free legal services to low-income individuals. Today, the Law Center serves over 1000 individuals annually through community education workshops, outreach, advice clinics, and direct legal representation cases. Individuals are served in pro per in both the workshops and advice clinics. Most services are provided at the office location in San Jose, CA, however, workshops are also conducted throughout Santa Clara County, and the Consumer Debt Clinic has operated at the Santa Clara County Superior Court Self-Help Center since 2018.

**2. Needs Assessment: Describe the demographics of the target community, the geographic area to be served by the project, and why the target population is in particular need of the services to be provided. (250 word limit)**

Santa Clara County is a highly diverse community with a large number of low-income households. According to published data: Santa Clara County is home to over 1.9 million residents; thirty-eight percent of all residents are foreign-born and fifty-three percent speak a language other than English at home; 16% of all families have income below 185% of the Federal Poverty Levels; and the most common race or ethnic group in Santa Clara County living in poverty, 30%, is Hispanic or Latino. (source: <https://datausa.io/profile/geo/santa-clara-county-ca/#demographics>). Although the overall individual poverty level in Santa Clara County is 8.3%, a "study out of the California Budget and Policy Center calculated that the poverty rate in Santa Clara County soars to 18% when factoring in housing costs, meaning nearly one in five residents live in poverty." (source <https://www.newgeography.com/content/005501-the-demographics-poverty-santa-clara-county>)

Low-income and limited-English-speaking immigrants are particularly vulnerable to deprivations of consumer rights because of language and cultural barriers, and they are frequently ill-equipped to address these problems through the legal system. In the Santa Clara County area, a large percentage of the target population is Latino, but significant numbers have roots in Asia and the Pacific, Africa, or the Caribbean.

**3. Types of Services to be Provided: Describe the legal issues to be addressed and the type and level of services to be offered by the project. (250 word limit)**



The KGACLC legal service delivery model is three-fold: providing 1) assistance for self-represented debt collection defense litigants; 2) legal advice to individuals who require assistance for problems that have already arisen in consumer transactions; and 3) educational informational on consumer rights and responsibilities. The type and level of service varies in each:

1) Debt Collection Defense Litigants - KGACLC anticipates the legal issues involved will include those related to potential defenses as well as potential counter-claims. Defenses are likely to including statutes of limitation, failure to comply with the California Fair Debt Buyer Practices Act (FDBPA), and defenses provided by consumer protection statutes including but not limited to California's Auto Sales Finance Act and Home Solicitation Sales Act.

Many consumers sued by debt collectors have potential counter claims under statutes such as the Federal Fair Debt Collection Practices Act, Telephone Consumer Protection Act, FDBPA and/or California Rosenthal Act. Most of these issues are addressed by assisting consumers in preparing the appropriate court pleadings. Appropriate cases are referred to counsel for full representation.

2) Legal Advice - The Consumer Clinic offers information, advice, and referral to individuals currently facing consumer or debtor issues. The topics cover a broad range of consumer issues (fraud while purchasing a new or a used car, car repossession or towing issues, debt collection harassment, notario or paralegal fraud, telemarketing or door-to-door sales fraud, foreclosure issues) and debtors' issues (identity fraud, credit card fraud, bankruptcy, credit reporting problems).

3) Preventive Education - KGACLC has developed training materials that Clinic attendees can access. Trained law students will also provide educational information and materials that are preventive in nature, informing individuals of their rights and responsibilities to equip them with self-help tools to avoid litigation, collection complaints, and/or address consumer related matters.





	Number of Individual Services	Number of Workshops	Individuals to be Served at Workshops/Group Activities
Information on Legal Options	200	5	50
Information on Court Procedures and Hearing Preparation	200	0	0
Document Preparation and Review	125	0	0
Filing or Services Assistance	50	0	0
Supervised Settlement Services	0	0	0
Post-hearing Assistance	50	0	0
Other (Describe Below)	0	0	0

**4.a. Describe the format for any workshops, including any use of video conference or electronic document assembly, and the goal for each type of workshop. (250 word limit)**

During shelter-in-place, the Law Center will explore offering online Zoom educational workshops. The workshops will be hosted in collaboration with the Superior Court Self-Help Center. The workshops will be preventive in nature, informing individuals of their rights and responsibilities to equip them with self-help tools to avoid litigation, collection complaints, and/or address consumer related matters. The workshops will be offered in a group format. Those needing individualized attention will be referred to the Consumer Debt Clinic for a "remote" appointment.

**4.b. Identify any new resource materials to be developed, who will be responsible for preparing those materials, and how they differ from materials already posted, i.e., at [www.courts.ca.gov](http://www.courts.ca.gov). (250 word limit)**



In 2021, the Consumer Debt Clinic does not anticipate developing new resource materials. However, in 2018 the Consumer Practice created the Collection Lawsuit Defense Guide for Santa Clara County, made possible through Partnership Grant Funds. The guide is available for distribution at the Courthouse Clinic, KGACLC and on-line. Consumers are taken step by step through the process of answering a debt collection complaint. Additionally, the Consumer Practice produced online videos to help self-represented litigants better understand the process of responding to a debt collection complaint. The video modules are available so that when the Clinic is closed litigants can access some level of service, especially when the timeline to answer is short. Litigants are welcome to return when the Clinic is open for one-on-one assistance.

The Consumer Practice will update the Collection Lawsuit Defense Guide as well as the video modules, as needed.

#### 4.c. Other

Identify any further or additional project goals, not identified above. (250 word limit)

Following health and safety guidelines provided by the County of Santa Clara's "shelter in place" orders and Governor Newsom's executive order, the Santa Clara County Superior Court has limited on-site courthouse functions to essential services. Thus, the Law Center partners with the Self-Help Center to offer, advertise, and refer low-income litigants to the "remote" Consumer Debt Clinic and the educational workshops. Once orders are lifted, the Consumer Debt Clinic will resume in-person, on-site services at the Court's Self-Help Center.

### 5. Community Engagement

**5.a. Outreach: Describe how you will communicate the availability of services to litigants and the community. (250 word limit)**



Over five-thousand (5,000) debt collection cases are filed each year at the Santa Clara County Superior Court. KGACLC communicates the availability of the on-site Consumer Debt Clinic and receives referrals directly from the Courthouse. We also communicate Consumer Debt Clinic hours through the Court's Self-Help Center and are currently listed as a provider of Consumer Protection legal services on their referral materials. KGACLC conducts outreach to community-based and legal services organizations in Santa Clara County to make them aware of the new Consumer Clinic and partnership with the Self-Help Center. KGACLC periodically distributes flyer via hardcopy at community events and via email to legal services providers and community based organizations.

Additionally, in summer 2020, an Immigration Fellow will intern at the Consumer Debt Clinic. One of the goals of the Fellowship is to further develop Law Center outreach tools for our practices areas. The Fellow's research will inform our outreach efforts going forward and into 2021.

**5.b. Language Access: Describe language capabilities among staff, including resources for translation services if necessary for serving the target population. (250 word limit)**

KGACLC attorneys and staff have language capabilities in Spanish and English. Each semester law students and volunteer attorneys expand language capabilities. We also translate some of our documents into Spanish and Vietnamese. Of the thirty-one thousand (31,000) individuals that visit the Self-Help Center each year English is the most common language, followed by Spanish, with Vietnamese a very distant third. Now that the Consumer Debt Clinic is operational we see that the language needs are closely aligned with the Self-Help Centers. We will continue to assess language needs and make adjustments accordingly. The Consumer Clinic also advertises about the services throughout the diverse communities of Santa Clara County and enlists volunteers to assist with the languages most frequented by the court.

**5.c. Describe current and planned coordination and collaboration on this project with existing court-based services, other legal services providers, or other community organizations. (250 word limit)**

KGACLC works closely with a variety of legal service providers in Santa Clara County, including the Asian Law Alliance, Bay Area Legal Aid, Senior Adults Legal Assistance, Vietnamese American Bar Association, and the Law Foundation of Silicon Valley, in coordinating workshops and referrals for our clinics and cases. KGACLC also works closely with social service providers, community-based nonprofit organizations, and adult education centers in the Santa Clara County area. Cooperative relationships with these groups are critical to ensure consumers have access and are aware of the Consumer practice and the courthouse clinic.

**6. Quality Control**



**6.a. Staffing Structure: Identify key personnel involved in staffing and supervising this project. If supervision is not being provided on-site, describe the steps that will be taken to ensure quality control. (250 word limit)**

KGACLC is a clinical program of Santa Clara University School of Law with over twenty-five (25) years of experience educating and training law students. The Consumer Debt Clinic is directed by an experienced KGACLC supervising attorney who trains law students and volunteer attorneys. The supervising attorney provides on-site supervision at each clinic. In addition to the supervising attorney, the KGACLC consumer paralegal is present at each clinic. This staffing model ensures the highest level of quality.

**6.b. Supervision of Volunteers: Identify any volunteers to be utilized, their anticipated role, and how they will be trained and supervised. (250 word limit)**

The Consumer Debt Clinic is designed to utilize both law students and volunteer attorneys; which expands available legal resources and access to justice for low-income communities. The law students are enrolled in a semester-long Consumer Law Interviewing and Advising Law Clinic which educates them on the relevant law and equips them to serve client needs. The training is front-loaded during the first few weeks of classes so that students are prepared to assist consumers.

The attorney volunteers are practicing consumer law attorneys or former KGACLC students with consumer law expertise. Over time, and depending on demand, additional volunteer attorneys will be trained.

**6.c. Pro Se Document Review: How will the project ensure that documents are completed correctly? Who will conduct the review and when? (250 word limit)**

Documents are prepared at the Consumer Debt Clinic and are reviewed on-site by the supervising attorney to ensure completeness, correctness, and accuracy.

**6.d. Sub-Grants: Provide details for any sub-grant(s), including plans for oversight and evaluation of the services provided by the sub-grantee. (250 word limit)**

N/A

**7. Eligibility for Services**



**7.a. Identify all criteria and guidelines used to establish eligibility for services and how the project screens for eligibility for services. (250 word limit)**

Consumers visiting the Consumer Debt Clinic are required to fill out an intake sheet. All consumers, regardless of income, will be able to view our videos, take our written materials, and have simple answers reviewed. Additional services, such as one-on-one advice and assistance with more complex pleadings, will be limited to those who establish that they meet the criteria set forth in Cal. Bus. & Prof. Code §6213(d). Over-income individuals will receive information about the County Bar's Lawyer Referral Service and, as appropriate, additional referral information.

**7.b. Identify any resources or referrals to be provided to litigants who are not eligible for this project's services. (250 word limit)**

This response will be included in the Letter of Support template on Form F of this application.

All consumers, regardless of income, will be able to view our videos, take our written materials, and have simple answers reviewed. Over-income individuals will receive information about the County Bar's Lawyer Referral Service and, as appropriate, additional referral information.

**7.c. Partnership Grants may only be used for services provided to indigent individuals, as defined at Business & Professions Code Section 6213(d). How will the organization ensure Partnership Grant funds will only be used to provide services to indigent individuals? (250 word limit)**

KGACLC follows the federal poverty income guidelines issued each year. Individuals who call the law center seeking assistance are asked their yearly income and this is checked against the guidelines. If the individual falls within the guideline, then they are income eligible for our services and appointment may then be set. At the time of their appointment the individual completes an intake sheet. This intake sheet includes income, source of income, and how many they support in their household. Appointments are encouraged for the Consumer Debt Clinic. For those who walk-in to the Clinic, their income is similarly checked to ensure they fall within the eligibility guidelines.

**8. Attorney-Client Relationship: Will this project establish an attorney-client relationship?**

No

**8.a. Describe how project staff will check for client conflicts, and how individuals will be served if a conflict is identified, i.e., referrals to a conflict panel, independent contractor, etc. (250 word limit)**



This response will be included in the Letter of Support template on Form F of this application.

**8.a. Explain how litigants will be made aware of the scope of services to be provided and that no attorney-client relationship will be established. (250 word limit)**

This response will be included in the Letter of Support template on Form F of this application.

Litigants complete an Intake Form and Consumer Advice Clinic Disclosure Statement that explains the scope of services. Litigants are informed that KGACLC is providing on-site legal information, advice, and assistance with completing forms (no continuation of service beyond the on-site assistance).

**9. Impartiality of the Court: Will this project serve only one party or side of a matter?**

Yes

**9.a. Identify which side will be served, and why the project has established this limitation? What are the social implications of this decision? How will this project address any risk to the appearance of the court's impartiality as a result of limiting services to one side of these matters? (250 word limit)**

This response will be included in the Letter of Support template on Form F of this application.

The Clinic will assist low-income litigants with consumer issues. Collection suits in Santa Clara County are filed by banks and collection agencies, all of whom are represented by counsel.

**10. Partnership with the Host Court**

(A formal letter of support and memorandum of understanding must be uploaded to Form F; see the instructions for detailed information about these documents.)

**10.a. Facilities; Access; In-Kind Support: Identify all space and material resources being provided by the court, and any special access to facilities or data to be provided to the project or its staff. (250 word limit)**



The Court provides space for the Consumer Clinic - including a large common area with multiple work stations, as well as, access to several smaller offices for litigant meetings. In addition, the Court allows KGACLC to use the on-site computers and copiers. The Court ensures the space is open and ready for Clinic use each Wednesday.

Court personnel will also advise self-represented litigants and consumers of the Consumer Clinic location, days, times, and available services.

**10.b. Regular Meetings: Project staff should meet no less than quarterly with key court partners, with a formal agenda. Identify the schedule for these meetings, who is expected to participated, and any issues currently to be resolved. (250 word limit)**

The Courthouse Self-Help Clinic offices are adjacent to the area designated for the Consumer Debt Clinic. Self-Help Clinic personnel ensure the space is opened and available each Wednesday for the Consumer Clinic, which allows for weekly informal discussion on substantive issues and client services, as needed. Additionally, KGACLC's Executive Director meets with the Self-Help Center Director on an ongoing basis to ensure the Consumer Debt Clinic runs smoothly, covering such topics as logistics, space, services, and practice area enhancements. There are no issues pending resolution.

**10.c. Evaluation Support: The court is considered to be an equal partner in ensuring that the funded services are meaningfully evaluated. Identify the court's role in evaluating this project. (250 word limit)**

KGACLC is in regular contact with the Court's Self-Help Center to help ascertain the value of the Consumer Debt Clinic for low-income litigants and consumers. The Self-Help Center assists with all aspects of outreach and ensures litigants are aware of how to access the Clinic for efficient service and referral. The Self-Help Center staff have relayed that they appreciate having an on-site legal services provider who can offer advice, and enables them to provide relief, rather than turning consumers away; enhancing the services available at the Court. The Court's Self-Help Center staff are vested in the Consumer Debt Clinic's success. We are exploring a weekly brief closing memo for feedback purposes.

**10.d. Additional Components of the Court's Partnership: If there are any aspects of the court's partnership that have not been identified above. (250 word limit)**

The Self-Help Center distributes flyers and information to both litigants and the Superior Court personnel to ensure all are aware of the Consumer Debt Clinic. The Self-Help Center also advertises the Clinic on their website, distributes information about the Clinic to their partners, and informs Judges about the Consumer Debt Clinic. Generally, anyone who asks questions about consumer law is referred to KGACLC.



**11. New Project Implementation Timetable:** For projects that are not currently in operation, or that propose significant changes to existing operations, describe the proposed timetable for implementation of the project or revisions by quarter for the grant year. (250 word limit)

Not applicable.

## 12. Evaluation

Projects must submit detailed reporting and evaluation materials after each grant year. These will include an expenditures report, information on the demographics of clinic customers, findings from client satisfaction surveys, a report on meetings with court partners, and at least one additional evaluation modality.

**Upload a copy of the Satisfaction Survey now in use, or a proposed survey to be implemented in the coming grant year:**

**Clinic\_Survey\_Form\_\_English2.pdf**

155 KB - 03/12/2020 2:30PM

Total Files: 1

**12.a. Describe how the survey will be distributed, and how data will be gathered and analyzed. (250 word limit)**

The Consumer Clinic employs a variety of evaluation measures. There are mechanisms in place during and after the clinics in which clients may provide feedback to KGACLC's staff about the quality of services. We provide each consumer with a one-page evaluation form that allows the consumer to rate the services s/he has received and also asks for suggestions for improvement. Materials, such as the Collection Lawsuit Defense Guide, also provides contact information to allow each consumer to provide feedback via telephone, mail and/or email.

The client surveys are reviewed to obtain client feedback and gauge satisfaction levels, determine any needed follow-up, and consider suggestions. Information is communicated with practice area affiliated staff.

**12.b. Identify at least one additional evaluation methodology to be used in assessing the impact or efficacy of this project's services. (250 word limit)**





Feedback from the Self-Help Center personnel and the self-represented litigants themselves, is overwhelmingly positive. We will continue to interview Self-Help Center Court personnel (our closest partners in this work) using a survey similar to that recommended in the Judicial Council toolkit. The Clinic will also consider other evaluation modes including self-represented litigant follow-up and interviews.

### 13. Project Continuity

Partnership Grant policy prioritizes funding for new and rural projects; funding is typically terminated after no more than five consecutive years.

#### 13.a. Describe plans to obtain funding that will sustain this project's services beyond the typical Partnership Grant funding cycle. (250 word limit)

KGACLC's Consumer Law Practice has operated for over twenty-five (25) years. The Consumer Debt Clinic at the Santa Clara County Courthouse - Self-Help Center opened in January 2018. The partnership grant is the first specific funding source/proposal for the Courthouse Clinic. KGACLC is thankful that Partnership Grant Funding launched the project.

KGACLC has diverse funding sources in addition to support from the State Bar. Unrestricted donations and cy pres currently help support the work of the Consumer Debt Clinic and Consumer Law Practice. We will seek additional funding from foundations, law firms, and other sources, as appropriate.

We discuss project continuity on an on-going basis at regular collaborative meetings with Self-Help Center court personnel. We have every reason to believe that the project will operate for as long as it serves the vital needs of the clients and the court.

#### 13.b. List all funding sources that have been explored or pursued for this Partnership Grant project in the last twelve months. Specifically identify applications submitted, amounts requested, revenue raised for project operations, and any funds that were obtained by leveraging the Partnership Grant. This section may also be used to explain any barriers to pursuing funds. (250 word limit)

See response in item 13a. The Partnership Grant is the first specific funding source/proposal for support of the Consumer Debt Clinic at the Santa Clara County Superior Court. In addition to the partnership grant we fund the Consumer Debt Clinic with unrestricted individual donations and cy pres and will continue to do so. KGACLC will also seek additional funding from foundations, law firms, and other sources, as appropriate.



## Form C - Project Budget

### Program Personnel

Account Title	Proposed Partnership Grant	Other State Bar Monies	Other Funding (Non-State Bar Monies)	Total
1. Lawyers	\$22,010	\$0	\$0	\$22,010
2. Paralegals	\$11,205	\$0	\$0	\$11,205
3. Other Staff	\$4,651	\$0	\$0	\$4,651
SUBTOTAL	\$37,866	\$0	\$0	\$37,866
4. Employee Benefits	\$14,011	\$0	\$0	\$14,011
TOTAL PROGRAM PERSONNEL	\$51,877	\$0	\$0	\$51,877

### Program Non-Personnel

Account Title	Proposed Partnership Grant	Other State Bar Monies	Other Funding (Non-State Bar Monies)	Total
5. Space	\$0	\$0	\$0	\$0
6. Equipment Rental and Maintenance	\$0	\$0	\$0	\$0
7. Office Supplies	\$0	\$0	\$0	\$0
8. Printing and Postage	\$100	\$0	\$0	\$100
9. Telecommunications	\$0	\$0	\$0	\$0
10. Technology	\$0	\$0	\$0	\$0
11. Program Travel	\$379	\$0	\$0	\$379
12. Training	\$0	\$0	\$0	\$0
13. Library	\$0	\$0	\$0	\$0
14. Insurance	\$0	\$0	\$0	\$0
15. Evaluation	\$0	\$0	\$0	\$0
16. Contract Service to Clients	\$0	\$0	\$0	\$0
17. Other	\$7,644	\$0	\$0	\$7,644
TOTAL PROGRAM NON-PERSONNEL	\$8,123	\$0	\$0	\$8,123
TOTAL PROGRAM	\$60,000	\$0	\$0	\$60,000

**Administrative and Overhead**

18. Admin Personnel	\$0	\$0	\$0	\$0
19. Admin Non-Personnel	\$0	\$0	\$0	\$0
TOTAL ADMINISTRATIVE	\$0	\$0	\$0	\$0
<b>TOTAL AMOUNT OF FUNDS</b>	\$60,000	\$0	\$0	\$60,000

**1. Lawyers**

Project Staff (Role)	FTEs - Partnership Grant	FTEs - Other State Bar Monies	FTEs - Other Funding (Non-State Bar Monies)	FTEs Total
Scott Maurer	0.18	0.00	0.00	0.18
	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00
TOTAL LAWYERS	0.18	0.00	0.00	0.18

**2. Paralegals**

Project Staff (Role)	FTEs - Partnership Grant	FTEs - Other State Bar Monies	FTEs - Other Funding (Non-State Bar Monies)	FTEs Total
Reuben Castillo	0.14	0.00	0.00	0.14
	0.00	0.00	0.00	0.00
TOTAL PARALEGALS	0.14	0.00	0.00	0.14

**3. Other Staff**

Project Staff (Role)	FTEs - Partnership Grant	FTEs - Other State Bar Monies	FTEs - Other Funding (Non-State Bar Monies)	FTEs Total
Dianne Blakely	0.78	0.00	0.00	0.78
	0.00	0.00	0.00	0.00
TOTAL OTHER STAFF	0.78	0.00	0.00	0.78
<b>TOTAL PERSONNEL (in FTEs)</b>	1.10	0.00	0.00	1.10

**Form D - Budget Narrative**



## Personnel

Account Title	Proposed Partnership Grant	Narrative
1. Lawyers	22010	Our consumer attorney will take the lead by spending .18 FTE of their time on intakes and advice, document production, and preparing resource materials with the support of a paralegal, law students and administrative staff.
2. Paralegals	11205	The paralegal for the consumer attorney will spend .14.5 FTE assisting the attorney with intakes, data entry and follow-up.
3. Other Staff	4651	The consumer attorney will have the administrative support of the administrative director .78 FTE to monitor the grant and process grant reports.
SUBTOTAL	<b>37866</b>	
4. Employee Benefits	14011	Benefits are covered at 37% of salaries according to the guidelines of Santa Clara University.
TOTAL PERSONNEL	<b>51877</b>	

## Non-Personnel

Account Title	Proposed Partnership Grant	Narrative
5. Space	0	
6. Equipment Rental and Maintenance	0	
7. Office Supplies	0	
8. Printing and Postage	100	Printing and photocopying will consist of outreach materials and intake forms
9. Telecommunications	0	
10. Technology	0	
11. Program Travel	379	Travel will consist of parking and mileage reimbursement from the law center to the courthouse
12. Training	0	
13. Library	0	
14. Insurance	0	
15. Evaluation	0	



16. Contract Service to Clients	0	
17. Other	7644	Santa Clara University has a 14.6% indirect cost.
<b>TOTAL NON-PERSONNEL</b>	<b>8123</b>	
<b>Administrative</b>		
18. Personnel	0	
19. Non-Personnel	0	
<b>TOTAL ADMINISTRATIVE</b>	<b>0</b>	
<b>TOTAL AMOUNT OF FUNDS</b>	<b>60000</b>	

## Form E - Project Assurances

Please download the Assurances document and upload a signed copy below. Please upload PDF files only.

Upload Signed  
Assurances Document:

**Partnership\_Application\_Assurances.pdf**  
61 KB - 02/19/2020 12:45PM

Total Files: 1

## Form F - Agreement of the Partner Court

Any uploaded Letter(s) of Support and MOU are listed below and also attached at the end of this pdf.

**1. Upload Letter(s) of Support:****Partnership\_Grant\_Application\_3\_9\_20.pdf**

1 MB - 03/09/2020 2:11PM

Total Files: 1

**2. Upload MOU(s):**

Refer to application instructions for MOU requirements.

**Supporting Documents (Optional)**

When naming optional supporting documents, please include the Organization's acronym (or short name) and a 1-5 word description of the file.

**Staff Review**

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**Project Budget:** No Revision Required

## PARTNERSHIP GRANTS 2020 PROJECT ASSURANCES

**Program Name:** Santa Clara University  
**Project Title:** 2021 - Consumer Debt Clinic

Applicant assures compliance with the following:

1. Applicant agrees it will use any grant funds it receives from the Partnership Grants portion of the Equal Access Fund only for purposes allowed under the State Budget Act, upon approval thereof, and any grant agreement it enters into with the State Bar of California.
2. Applicant agrees to expend any grant funds solely on civil legal assistance to indigent\* self-represented litigants in California courts. (\*Business & Professions Code Section 6213(d))
3. Applicant will not discriminate based on race, color, national origin, religion, gender, disability, age, marital or domestic partnership status, medical condition, or sexual orientation.
4. Applicant will comply with quality control procedures adopted by the State Bar of California.
5. Applicant will permit reasonable site visits and will present additional information deemed reasonably necessary to determine compliance with the terms of a grant under the Partnership Grants portion of the Equal Access Fund.
6. Applicant will comply with fiscal management and control procedures adopted by the State Bar of California.
7. Applicant agrees to consult with the State Bar of California concerning media coverage of any project funded by a Partnership Grant.
8. Applicant understands that any proposal submitted for a Partnership Grant, and all documents submitted pursuant to issuance of a Partnership Grant, are public documents, and may be disclosed to any person.
9. Applicant assures that, to the extent this grant is being sought for an existing project, the funds will be in addition to, and will not supplant, current funding committed to that project. However, to the extent the applicant seeks to move some of the funding already committed to the project for use on other activities, the applicant will submit to the Commission an explanation of the need for the other activities, justifying the alternate use of the funds.
10. Applicant agrees it will cooperate with data collection processes or with research efforts of the State Bar of California or the Judicial Council to evaluate the Partnership Grants project.

11. Applicant acknowledges that it has read and will comply as fully as possible with the Guidelines for the Operation of Self-Help Centers in California Trial Courts, as affirmed February 28, 2011.

Signed:




Executive Director  
Santa Clara University Alexander Law  
Center

Deborah Moss-West

Print Name

Date: 2/18/2020



Chair (or other officer), Board of Directors  
Santa Clara University Alexander Law  
Center

Mary-Ellen Fortini, Director of Sponsored Projects

Print Name and Title

Date: 2/18/2020



## Application Summary

**Funding Opportunity: Partnership Grants**

**Project Title: 2021 - Consumer Debt Clinic**

**Organization: Santa Clara University Alexander Law Center**

### Partner Court Information

Presiding Judge	Deborah A. Ryan
Court Name	Santa Clara County Superior Court
Address	191 North First Street
City	San Jose
Country / Province	United States CA
Postal Code	95113
Court Phone	408-882-2922

**My court has had an opportunity to review the applicant's abstract describing proposed services to self-represented litigants in partnership with my court. I fully support the grant proposal as described below:**

#### 1. Project Abstract:

The Consumer Law Practice of Santa Clara Law's Katharine & George Alexander Community Law Center (KGACLC) provides free legal services at the Santa Clara County Superior Court Self-Help Center. The goal of the Consumer Clinic is to promote greater economic security for low-income individuals and communities by providing 1) assistance for self-represented debt collection defense litigants; 2) educational information on rights and responsibilities; and 3) legal advice to individuals who require assistance for problems that have already arisen in consumer transactions.

The Consumer Debt Clinic is directed by an experienced KGACLC attorney who trains and supervises law student interns and volunteer attorneys. In addition to one-on-one self-represented litigant assistance, the Consumer Debt Clinic provides information regarding alternatives to litigation, community resources, and other legal services that may be available in the community. KGACLC is the only non-profit law office in the area with an attorney dedicated to consumer law issues.

#### 2. Attorney-Client Relationship:

I understand the applicant does not plan to establish an attorney-client relationship and that customers will be made aware of the scope of services, as follows: Litigants will be informed that KGACLC is providing legal information, advice, and assistance with completing forms on-site. .

## Application Summary

### Funding Opportunity: Partnership Grants

### Project Title: 2021 - Consumer Debt Clinic

### Organization: Santa Clara University Alexander Law Center

#### 3. Impartiality of the court:

Applicant has advised the court that services will only be provided to: KGACLC will assist debt collection defendants.. Applicant has explained the reasons for this decision, the steps taken to explore all implications of the decision, and to address any risk of an appearance of impropriety on the court's part, as follows: Collection suits in Santa Clara County are filed by banks and collection agencies, all of whom are represented by counsel.

#### 4. Alternative Services: The applicant has described the methods to be used to screen for subject matter eligibility, and the information and referral options that will be available for litigants who are ineligible for services due to income, subject matter, or residency:

All consumers, regardless of income, will be able to view our videos, take our written materials, and have simple answers reviewed. Over-income individuals will receive information about the County Bar's Lawyer Referral Service and, as appropriate, additional referral information.

#### 5. Memorandum of Understanding: I understand that, if the project is funded, the court and the applicant will memorialize the details of the partnership in a Memorandum of Understanding(MOU), which will reflect the depth of the partnership, including the respective areas of responsibility of the Court and the applicant, as well as plans for regular coordination meetings.

#### Status of MOU:

#### 6. Additional Comments, if any:

## Application Summary

**Funding Opportunity: Partnership Grants**

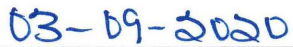
**Project Title: 2021 - Consumer Debt Clinic**

**Organization: Santa Clara University Alexander Law Center**

Signature of Presiding Judge

A handwritten signature in blue ink, reading "Deborah A. Ryan", is written over a horizontal line.

Judge Deborah A. Ryan

A handwritten date "03-09-2020" in blue ink is written over a horizontal line.

Date