



The State Bar *of California*

OPEN SESSION

AGENDA ITEM

JULY 2023

LSTFC ELIGIBILITY AND BUDGET REVIEW COMMITTEE 5.4 AND 5.5

Date: July 14, 2023

To: Members, Legal Services Trust Fund Commission Eligibility and Budget Review Committee

From: Erica Carroll, Lead Program Analyst

Subject: Applications That Do Not Meet Presumption of Primary Purpose and Function and Applications Seeking Pro Bono Allocation under Test C Analysis

EXECUTIVE SUMMARY

Interest on Lawyers' Trust Accounts (IOLTA) and Equal Access Fund (EAF) grants are awarded to approximately 100 qualified legal services projects (QLSP) or support centers (SC) each year to support the provision of free civil legal aid in California to indigent persons, or in the case of SCs, the provision of legal training, technical assistance, and advocacy support for civil legal services without charge. These grants must comply with criteria set forth in Business & Professions Code sections 6210-6228, State Bar Rules, and Eligibility Guidelines for Legal Services Projects and Support Centers. (Attachment A.) As part of the application review process, the Eligibility & Budget Review Committee (Committee) addresses questions related to whether applicant organizations should be recommended as eligible for funding and at what level.

To receive IOLTA/EAF funding, an organization must meet the "primary purpose" test. An organization is presumed to meet that test where 75 percent of its expenditures in the previous fiscal year is devoted to providing free legal services for indigent Californians (for QLSPs) or for

training and other services to support such projects (for SCs).¹ These are referred to as “qualified expenditures.” Where an organization’s qualified expenditures do not meet the 75 percent threshold, the Legal Services Trust Fund Commission (LSTFC) can approve funding, but the Committee independently examines the reported expenditures to confirm they are for the purpose stated and are in a percentage sufficient to satisfy the primary purpose test.² After establishing primary purpose, an additional pro bono allocation is available to QLSPs who recruit “substantial numbers of [volunteer] attorneys” and whose “principal means” for the delivery of legal services is through pro bono attorneys who provide free legal representation to indigent persons or to qualified legal services projects in California. (Business and Professions Code section 6216(b)(1)(B).)

The LSTFC has delegated authority to the Eligibility & Budget Review Committee to make decisions regarding these questions during the application review period. This memo will address the following issues: (1) Organizations failing to meet the presumption of primary purpose and function, and (2) Organizations seeking to qualify for the pro bono allocation through a narrative response rather than a numeric test.

BACKGROUND

PRIMARY PURPOSE AND FUNCTION

Business and Professions Code section 6213(a) requires a QLSP to have as its “primary purpose and function the provision of civil legal services without charge to indigent persons.” QLSPs may apply for funding in each county in which they provide these services. IOLTA and EAF grant amounts are based on a QLSP’s qualified expenditures (the amount spent on the delivery of free civil legal aid to eligible individuals) from the previous fiscal year in each county for which it is applying for funding.

Business and Professions Code section 6213(b) requires a Support Center to have as its “primary purpose and function the provision of legal training, legal technical assistance, or advocacy support for civil legal services without charge and which actually provides through an office in California a significant level of legal training, legal technical assistance or advocacy support without charge to qualified legal services projects on a statewide basis in California.” SCs apply for IOLTA and EAF grants on a statewide basis. Fifteen percent of the total amount of IOLTA and EAF funds available for distribution each year (after administrative expenses) is set aside for SCs. That total amount available is then split equally among all eligible SCs.

State Bar Rules 3.671(A) and 3.671(B) state that a QLSP or SC is presumed to have established its primary purpose and function if 75 percent or more of its expenditures for the most recent

¹ Business and Professions Code sections 6213(a) and (b), and Rules 3.671(A) and (B) of the Rules of the State Bar.

² Historically, the LSTFC has not approved an organization with qualified expenditures below 50 percent.

reporting year is designated to provide free legal services to indigent persons or free legal support services, respectively. State Bar Rule 3.671(C) allows an applicant that does not meet the 75 percent presumption to demonstrate its primary purpose and function “by other means.” In those instances, applicants provide a narrative. Office practice has been to determine organizations with qualified expenditures at or above the 75 percent threshold as having met the primary purpose requirement while those falling below 75 percent are elevated to this Committee for further review.

QLSP PRO BONO ALLOCATIONS

The IOLTA formula includes an additional allocation (10 percent of the funds in each county) for QLSPs that recruit “substantial numbers of attorneys in private practice to provide free legal representation to indigent persons or to qualified legal services projects” as their “principal means” of delivering legal services. (Business and Professions Code sections 6214(b)(3)(A) and 6216(b)(1)(B).) This is commonly referred to as the “pro bono allocation.” The pro bono allocation also allows organizations that qualify for it to use a different income eligibility threshold for services. (Business and Professions Code section 6213(d); see Attachment A.)

The Legal Services Trust Fund Program Eligibility Guidelines for Legal Services Projects (Guidelines) summarize the requirements for applicants to demonstrate their eligibility for the pro bono allocation in each county where they apply.³ Applicants must demonstrate that they recruit “substantial numbers” of attorneys and meet a minimum threshold of:

- 30 volunteer attorneys, or
- Five percent of the attorneys in the county in which the organization operates, or
- At least 1000 hours in donated attorney time

If the applicant satisfies the threshold requirement for substantial numbers, it must then demonstrate its “principal means” of service delivery is through pro bono by meeting one of three tests (Tests A, B, or C) in each county where the applicant requests the allocation. The applicant can:

- (A) Confirm that the number of legal service hours provided by volunteer attorneys exceeded the number of legal service hours worked by staff attorneys in the previous calendar year; or
- (B) Establish through a formula involving volunteer attorney and paralegal legal services hours compared with staff attorney and paralegal legal services hours that they meet the requirements. The applicant must show that:

- (1) The attorneys recruited actually provided substantial free civil legal services;

³ The Rules Committee will consider a proposal later this year to update these standards through the codification process. However, these are the current applicable standards.

- (2) The combined number of hours of service by volunteers, both attorneys and paralegals, exceeds the combined number of hours of service by staff attorneys and paralegals; and
 - (3) The number of hours of service by volunteer attorneys is more than half as many as the combined number of hours of service by staff attorneys and paralegals; or
- (C) Provide a narrative explanation for its method of demonstrating the delivery of services principally through volunteer attorneys. (Eligibility Guidelines for Legal Services Projects, Guideline 2.9.)

DISCUSSION

PRESUMPTION OF PRIMARY PURPOSE AND FUNCTION

The following two applicants reported qualified expenditures that fall below the 75 percent presumption to establish primary purpose and function:

1. Centro Legal de la Raza: 62.29 percent
2. Family Violence Law Center: 72.49 percent

Primary purpose percentages of all 2024 IOLTA/EAF Applicants appear in Attachment B and narrative explanations for the two organization that do not meet the presumption appear in Attachment C.⁴

Centro Legal de la Raza administered two cash assistance programs in the past year that impacted its qualified expenditures. In both instances, the programs were described as emergency financial or rental assistance geared towards low-income tenants; the larger of the two programs is part of a collaborative of service providers that engages in both legal services and cash assistance. Staff acknowledges the value of rental assistance to prevent or mitigate housing-related legal issues and believes these programs were administered as an extra resource, rather than shifting the organization's priorities away from legal services. However, as this is the second year in a row that Centro Legal has fallen below 75 percent, staff notes that if this trend continues, it may recommend an eligibility review conference in future years. Nonetheless, staff recommends that the committee find that Centro Legal has demonstrated that its primary purpose and function is the provision of civil legal services to indigent persons.

⁴ The primary purpose percentages in Attachment B are current as of July 7, 2023. Due to ongoing staff review and requested updates to the applications, it is possible that some of these numbers may change by the time eligibility determinations are made. Staff will alert the committee at its next meeting if any other applicants fall below the 75 percent presumption.

Family Violence Law Center has consistently fallen below 75 percent in the past and been approved as demonstrating primary purpose, and the reasons for this have not changed significantly. The organization employs a holistic services model that it states is tailored to the unique needs of survivors of domestic violence. It also notes that it is the only legal services organization in Alameda County to provide free representation in family law and domestic violence cases. Based on the narrative explanations provided in Attachment C, staff recommends finding that these organizations have established primary purpose.

QLSP PRO BONO ALLOCATIONS

As indicated in the Background, an additional pro bono allocation is available to QLSPs whose “principal means” for the delivery of legal services is through pro bono attorneys who provide free legal representation to indigent persons or to qualified legal services projects in California (Business and Professions Code section 6216(b)(1)(B)).

Eighteen applicants seek the pro bono allocation for grant year 2024, some in multiple counties. Of the 18 applicants, 17 receive the pro bono allocation in 2023. (See Attachment D for a full list of pro bono allocation applicants, the counties for which they are requesting an allocation, and the test(s) under which they wish to qualify for the allocation.)

Threshold Eligibility for Pro Bono for Allocation Applications (“Substantial Numbers”)

The Eligibility Guidelines sets forth the criteria for QLSPs to qualify for pro bono allocations. The Commentary to Guideline 2.6.3.1 requires that applicant meet a threshold test of recruiting substantial numbers of attorneys to qualify for the pro bono allocation. The threshold requires the applicant to have “recruited at least 30 attorneys who provided services in the previous calendar year,” or the applicant to have “recruited at least 5 percent of the licensed attorneys in the county in the previous calendar year,” or that the attorneys recruited “donated at least 1,000 hours of legal services for clients in the previous calendar year.”

Legal Aid Society of San Bernardino failed to meet this threshold test in Riverside County in its 2024 IOLTA/EAF application. (Its Test C application for San Bernardino County exceeded the threshold requirement.) Despite failing to meet the substantial numbers threshold, LASSB submitted a Test C narrative for Riverside County, which is included in Attachment E. Staff recommends finding LASSB ineligible for the pro bono allocation in Riverside in 2024 due to its inability to meet the substantial numbers test.

Test C for Pro Bono Allocation Applications and Staff Recommendations

If an applicant answers affirmatively to the substantial numbers threshold question, the Commentary to Guidelines 2.9.2 sets forth the additional requirement that the applicant utilize private attorneys as its principal means of legal service delivery. Applicants that meet Tests A or B—the numeric tests described in the Background section—do not require Committee review; it is longstanding office practice that only applicants requesting an allocation under Test C are elevated to the Committee.

Seven applicants meet the threshold requirement and qualify for the pro bono allocation under either Tests A and/or B. These organizations are therefore deemed eligible for the allocation and do not require Committee review.

Eleven applicants have applied for the pro bono allocation under Test C. Attachment E contains the narratives they submitted as part of their applications explaining how pro bono is their principal means of service delivery. Most of the narratives reference ongoing challenges with building back to pre-COVID volunteer participation levels; increasing volunteer preference for brief service matters or clinics, or helping with more targeted, resource-intensive work (like e-discovery or appellate matters), which provide much needed support but reduce overall hours; increased staff hours, either due to new hires that required training or more time invested in restructuring/redesigning pro bono systems; and technological challenges.

Based on the narratives provided and staff's holistic review of the applications, staff recommends that eight of these eleven organizations be deemed eligible for a pro bono allocation.⁵ Staff recommends that remaining three be deemed ineligible for the pro bono allocation:

Law Foundation of Silicon Valley (LFSV)

LFSV does not currently receive the pro bono allocation. It reported volunteer attorney hours that equate to one fifth of staff attorney hours. Though the organization provided evidence that they are successful in recruiting pro bono support, staff does not believe this is sufficient to demonstrate that pro bono is its principal means of service delivery. Services are primarily provided by paid staff.

Legal Aid Society of San Bernardino (LASSB)

As noted above, LASSB does not meet the threshold requirement for consideration as a Test C applicant in Riverside County, and staff recommends finding them ineligible for the pro bono allocation in Riverside on that basis. Regarding its Test C application in San Bernardino County, staff notes that volunteer hours account for less than seven percent of all reported legal service

⁵ Staff is prepared to speak to the particulars of these applications should the Committee have any questions or concerns regarding any of the applicants recommended for approval of the pro bono allocation.

hours (both paid and volunteer). Volunteer attorneys are an important part of LASSB's work to bridge the justice gap, but do not appear to be the organization's principal means of delivering legal services.

Riverside Legal Aid (RLA)

RLA exceeded the 1,000 hour requirement for the substantial numbers threshold test but the cumulative pro bono support amounted to approximately one tenth of its equivalent staff legal service hours. State Bar staff are encouraged to hear about the organization's outreach efforts to increase volunteer participation but does not believe that the current level of pro bono engagement represents the organization's principal means of service delivery.

RECOMMENDATION

In summary, staff recommends that the Committee take the following actions:

Primary Purpose

Find that all applicants with qualified expenditures falling below 75 percent (Centro Legal de la Raza and Family Violence Law Center) have established their primary purpose and function through the narrative explanations provided, thus allowing the applications to proceed to a final eligibility determination.

Pro Bono Allocations

Find the following organizations eligible for the pro bono allocation in 2024 under Test C analysis: Bet Tzedek, Casa Cornelia, Harriett Buhai Center for Family Law, LACBA Counsel for Justice, Lawyers' Committee for Civil Rights, Public Counsel, Public Law Center, and Veterans Legal Institute

Find the following organizations ineligible for the pro bono allocation in 2024 under the Test C analysis: Law Foundation of Silicon Valley, Legal Aid Society of San Bernardino, and Riverside Legal Aid.

ATTACHMENTS

- A. Governing Authorities: [IOLTA statute](#) (Business & Professions Code sections 6210-6228); [Rules of the State Bar](#); Eligibility Guidelines for [Legal Services Projects](#) and [Support Centers](#)
- B. Primary Purpose Percentages of All 2024 IOLTA/EAF Applicants
- C. Narrative Explanations of Organizations with Qualified Expenditures Falling Below 75 Percent Presumption

- D. All 2024 IOLTA/EAF Applicants Seeking the Pro Bono Allocation**
- E. Test C Narratives for Pro Bono Allocation**

2024 IOLTA/EAF Applicants - Primary Purpose Percentages

# Index	Funding Opportunity	Organization	Primary Purpose Percentage
1	IOLTA LSP	Centro Legal de la Raza	62.29%
2	IOLTA LSP	Family Violence Law Center	72.49%
3	IOLTA LSP	Legal Assistance for Seniors	75.14%
4	IOLTA LSP	Eviction Defense Collaborative	75.35%
5	IOLTA LSP	Al Otro Lado, Inc.	75.40%
6	IOLTA SC	National Health Law Program	75.46%
7	IOLTA SC	California Rural Legal Assistance Foundation	76.54%
8	IOLTA SC	Disability Rights Education and Defense Fund	76.94%
9	IOLTA LSP	San Joaquin College of Law	77.72%
10	IOLTA LSP	Senior Advocacy Network	78.26%
11	IOLTA SC	Legal Services for Prisoners with Children	78.45%
12	IOLTA SC	National Housing Law Project	78.74%
13	IOLTA SC	Impact Fund	78.88%
14	IOLTA LSP	California Collaborative for Immigrant Justice	79.13%
15	IOLTA LSP	Asian Americans Advancing Justice Southern California	79.43%
16	IOLTA LSP	Los Angeles Center for Law and Justice	79.78%
17	IOLTA LSP	Aids Legal Referral Panel	82.00%
18	IOLTA LSP	Social Justice Collaborative	82.53%
19	IOLTA LSP	Riverside Legal Aid	82.98%
20	IOLTA LSP	Community Lawyers Inc.	83.70%
21	IOLTA SC	OneJustice	83.92%
22	IOLTA LSP	Center for Workers' Rights	84.40%
23	IOLTA LSP	Dependency Advocacy Center	85.00%
24	IOLTA LSP	Open Door Legal	85.56%
25	IOLTA LSP	Legal Aid of Sonoma County	85.76%
26	IOLTA LSP	California Indian Legal Services	86.34%
27	IOLTA LSP	Santa Clara County Asian Law Alliance	86.69%
28	IOLTA LSP	Legal Aid Foundation of Santa Barbara County	87.18%
29	IOLTA LSP	Community Legal Services in East Palo Alto	87.24%

Data as of July 7, 2023

2024 IOLTA/EAF Applicants - Primary Purpose Percentages

30 IOLTA LSP	Alliance for Children's Rights	87.55%
31 IOLTA SC	Family Violence Appellate Project	87.86%
32 IOLTA SC	National Center for Youth Law	88.00%
33 IOLTA LSP	USD School of Law Legal Clinics	88.03%
34 IOLTA LSP	Justice & Diversity Center of the Bar Association of San Francisco	88.28%
35 IOLTA SC	California Advocates for Nursing Home Reform	88.76%
36 IOLTA LSP	Loyola Marymount University	88.84%
37 IOLTA SC	Immigrant Legal Resource Center	90.60%
38 IOLTA LSP	Elder Law & Advocacy	92.15%
39 IOLTA LSP	Elder Law and Disability Rights Center	92.21%
40 IOLTA LSP	Disability Rights California	92.33%
41 IOLTA LSP	Public Advocates Inc.	92.70%
42 IOLTA LSP	Veterans Legal Institute	93.00%
43 IOLTA SC	Center for Human Rights and Constitutional Law	93.17%
44 IOLTA LSP	Legal Aid Society of San Mateo County	93.86%
45 IOLTA LSP	Watsonville Law Center	94.00%
46 IOLTA LSP	Legal Aid at Work	94.07%
47 IOLTA LSP	LACBA Counsel for Justice	94.10%
48 IOLTA LSP	Legal Aid Society of San Diego	94.41%
49 IOLTA LSP	Law Foundation of Silicon Valley	94.66%
50 IOLTA LSP	Community Legal Aid SoCal	94.98%
51 IOLTA LSP	Immigrant Defenders Law Center	95.73%
52 IOLTA LSP	Legal Services of Northern California	95.83%
53 IOLTA LSP	Inland Counties Legal Services	96.03%
54 IOLTA LSP	Neighborhood Legal Services	96.31%
55 IOLTA LSP	Prison Law Office	96.31%
56 IOLTA LSP	Asian Pacific Islander Legal Outreach	96.67%
57 IOLTA LSP	Learning Rights Law Center	96.69%
58 IOLTA LSP	Legal Assistance to the Elderly	96.80%

Data as of July 7, 2023

2024 IOLTA/EAF Applicants - Primary Purpose Percentages

59 IOLTA LSP	Disability Rights Legal Center	96.98%
60 IOLTA LSP	Legal Access Alameda	97.31%
61 IOLTA LSP	Legal Aid Foundation of Los Angeles	97.35%
62 IOLTA LSP	Housing and Economic Rights Advocates	97.61%
63 IOLTA LSP	East Bay Community Law Center	97.74%
64 IOLTA LSP	Legal Aid Society of San Bernardino	97.84%
65 IOLTA LSP	Greater Bakersfield Legal Assistance	97.85%
66 IOLTA SC	Child Care Law Center	97.86%
67 IOLTA LSP	Wage Justice Center	98.00%
68 IOLTA LSP	Harriett Buhai Center for Family Law	98.09%
69 IOLTA LSP	San Diego Volunteer Lawyer Program	98.11%
70 IOLTA LSP	Immigrant Legal Defense	98.14%
71 IOLTA LSP	Q.Me Place, Inc.	98.23%
72 IOLTA LSP	Yuba-Sutter Legal Center for Seniors	98.23%
73 IOLTA LSP	Alameda County Homeless Action Center	98.60%
74 IOLTA LSP	Bet Tzedek Legal Services	98.94%
75 IOLTA LSP	California Rural Legal Assistance, Inc.	98.94%
76 IOLTA SC	Center for Gender and Refugee Studies - California	98.98%
77 IOLTA LSP	Santa Barbara County Immigrant Legal Defense Center	99.01%
78 IOLTA LSP	Inner City Law Center	99.15%
79 IOLTA LSP	Santa Clara University Alexander Law Center	99.21%
80 IOLTA LSP	Advancing Justice - Asian Law Caucus	99.26%
81 IOLTA LSP	Public Counsel	99.44%
82 IOLTA LSP	Bay Area Legal Aid	99.45%
83 IOLTA LSP	UnCommon Law	99.50%
84 IOLTA LSP	Central California Legal Services	99.62%
85 IOLTA SC	Justice in Aging	99.73%
86 IOLTA LSP	Mental Health Advocacy Services	99.83%
87 IOLTA LSP	Lawyers' Committee for Civil Rights	99.85%
88 IOLTA LSP	Legal Services for Children	99.92%

Data as of July 7, 2023

2024 IOLTA/EAF Applicants - Primary Purpose Percentages

89 IOLTA LSP	San Luis Obispo Legal Assistance Foundation	99.98%
90 IOLTA LSP	Affordable Housing Advocates	100.00%
91 IOLTA LSP	Capital Pro Bono Inc.	100.00%
92 IOLTA LSP	Casa Cornelia Law Center	100.00%
93 IOLTA LSP	Center for Immigrant Protection dba The LGBT Asylum Project	100.00%
94 IOLTA LSP	Contra Costa Senior Legal Services	100.00%
95 IOLTA LSP	Inland Empire Latino Lawyers Association, Inc.	100.00%
96 IOLTA LSP	La Raza Centro Legal	100.00%
97 IOLTA LSP	Legal Aid of Marin	100.00%
98 IOLTA LSP	Legal Services for Seniors	100.00%
99 IOLTA LSP	McGeorge Community Legal Services	100.00%
100 IOLTA LSP	Senior Adults Legal Assistance	100.00%
101 IOLTA LSP	Senior Citizens Legal Services	100.00%
102 IOLTA LSP	Southern California Immigration Project	100.00%
103 IOLTA LSP	UC Davis School of Law Legal Clinics	100.00%
104 IOLTA SC	California Women's Law Center	100.00%
105 IOLTA SC	Coalition of California Welfare Rights Organizations	100.00%
106 IOLTA SC	Public Interest Law Project	100.00%
107 IOLTA LSP	Public Law Center	100.00%
108 IOLTA SC	Western Center on Law and Poverty	100.00%
109 IOLTA SC	Worksafe, Inc.	100.00%
110 IOLTA SC	Youth Law Center	100.00%

2024 IOLTA/EAF Applicant Narratives for Primary Purpose Below 75 Percent

1. Centro Legal de la Raza: 62.29 percent

Centro Legal de la Raza's primary purpose is to provide civil legal services to the indigent without charge. The change in our eligibility results is due to emergency response services established due to an unprecedented health and economic crisis due to COVID-19. During the pandemic, Centro Legal was selected to administer a significant amount of federal emergency rental assistance funds for low-income tenants through an Emergency Rental Assistance Program (ERAP) for Alameda County. This work increased our passthrough and related administrative expenses in FY 20-21 and has continued into FY 21-22.

In addition, Centro Legal is an administrator for Alameda County Housing Secure (ACHS), a collaborative of legal services agencies providing direct legal services and rental assistance. Through ACHS, Centro Legal administers emergency financial assistance to low-income tenants to prevent homelessness and displacement. ACHS is an ongoing project and administrative expenses associated with passthrough funds are not included in our qualified expenditures.

In summary, our primary purpose as an organization, and the bulk of our work, continues to be to provide free legal services to indigent individuals. Prior to FY 20-21, Centro Legal has met the eligibility threshold of 75%. Centro Legal has provided free legal services to low-income individuals for more than fifty years. Centro Legal's programs are purposely designed to serve historically marginalized and underrepresented populations, including low-income tenants, low-wage workers, day laborers, survivors of sexual assault and domestic violence, and unaccompanied minors and refugees. On average, 80-90% of our clients have a household income at or below 200% of the federal poverty level. We continue to provide free legal services to the following special client groups: non-English speaking, elderly, juvenile, and immigrants.

2. Family Violence Law Center (FVLC): 72.49 percent

FVLC tracks expenditures in three different program areas: Legal Services, Family Violence Intervention Unit, and Youth Services. FVLC also tracks expenditures related to Management & General and Fundraising activities on an ongoing basis. We calculated qualified and unqualified expenditures using the following methods:

Unqualified expenditures in Legal Services include lobbying expenses and the 9% of our legal clients who were not income qualified in FY 21-22. Unqualified Expenditures in the Family Violence Intervention Unit include all Mobile Response Team expenses, all Client Assistance Funds, lobbying expenses, and the 27% of the salary for our Mental Health Therapist that were provided to non-legal assistance clients. Additionally, only 5% of our Youth Program Services have been included for the provision of legal services to youth.

The Family Violence Intervention Unit (FVIU) includes two managers, five crisis intervention specialists and two case managers who review police reports and provide case management support to victims identified in the reports. Upon advice from State Bar staff, we took the percentage of client time FVIU spent with legal clients, averaged FVIU staff percentages, and applied the averaged percentage to FVIU expenses. 87% of their time in FY 21-22 was spent directly supporting clients with active legal cases or serving the agency's legal intake function, which includes providing legal information and legal assessment to clients.

FVLC also employs a part-time therapist who provides ongoing counseling and support to clients and their children. Both FVLC attorneys and therapists have seen improved legal outcomes among clients receiving therapy. The emotional support received has increased clients' abilities to follow through with the legal process during the difficult period of separation and legal proceedings. Approximately 73% of FY 21-22 therapeutic hours were spent directly supporting clients with active legal cases.

Youth Services provides youth leadership development to high school aged youth. Approximately 5% of Youth Services staff time is spent providing legal information to youth, who have questions about restraining orders and general questions about their legal rights. Youth Services staff uses FVLC attorneys as resources for legal information and supports legal staff when a legal client is a minor.

FVLC's primary purpose continues to be providing access to comprehensive legal services that will help domestic violence survivors achieve long-term safety and self-sufficiency. Although our qualified expenditures in FY 2021-2022 are under the 75% presumption, we believe that we are a qualified provider for the Legal Services Trust Fund IOLTA Program for the following reasons:

Legal Services are Essential to FVLC's Mission: FVLC was founded in 1978 as a legal service agency serving victims of domestic violence, and our core program continues to be the delivery of legal services. We are the only domestic violence agency in Alameda County that provides free representation in civil legal proceedings. We have an attorney at our helm and 70% of our Board of Directors are attorneys.

FVLC's Legal Services are a critical service at the ACFJC and throughout Alameda County: As the only gender-based violence agency in Alameda County that maintains a team of attorneys who provide free attorney representation, FVLC has a long and successful track record of providing meaningful access to the justice system for survivors who need legal assistance. Since the establishment of the Alameda County Family Justice Center (ACFJC) in August 2005, FVLC has been the primary onsite provider of free civil legal services to clients seeking assistance with domestic violence restraining orders. FVLC staff accepts warm referrals and responds to drop-in clients who request legal assistance. In Alameda County, only two legal services agencies staff attorneys who provide family law representation – Bay Area Legal Aid and FVLC. Together we

are able to cover only a fraction of the need, but we are in close communication so we can coordinate our limited resources to provide the best possible legal assistance to domestic violence survivors most at risk.

FVLC serves as a leader in the local community: FVLC serves as the lead agency for several grants with subgrantees including to Centro Legal de la Raza, Bay Area Women Against Rape, and the Alameda County Family Justice Center under LAV and/or CalOES grants; to Legal Access Alameda under our EAF Partnership grant; to all of our CalWORKS Domestic Violence Collaborative subcontractors; and to several community partners via our grants with the Oakland Department of Violence Prevention.

FVLC's Legal Services Provision Continues to Expand: In addition to our Managing Attorney, FVLC currently has three full time Staff Attorney positions, one Senior Staff Attorney and two legal fellows, and our Executive Director is an attorney. Our attorneys, with the continued support of volunteers and interns, have continued our legal clinics in Oakland and Hayward with funding from the Trust Fund's Equal Access Partnership Fund for the Hayward clinic. FVLC offers a weekly family law clinic to address the legal needs of clients who are not actively seeking a restraining order. With funding from the Office of Violence Against Women's Legal Assistance for Victims Grant Program (LAV) and now also funding from California Office of Emergency Services, we have been able to provide limited family law assistance beyond or independent from restraining orders. The LAV grant focuses on serving sexual assault victims, including people who experience sexual assault as part of an intimate partner relationship. Both grants also allow us to partner significantly with Centro Legal de la Raza, who receives close to half of each grant as a subgrantee; together we have developed screening tools that allow us to identify the comprehensive legal needs of domestic violence and sexual assault victims. FVLC has also taken steps to incorporate housing work into our model in order to address the incredible need for those services in Alameda County. FVLC receives Housing First funds from CalOES, which has allowed us to offer in-house housing law services into our model, including representation in Unlawful Detainer matters and in landlord negotiations, etc., and the Equal Access Fund Homelessness Prevention grant expanded our capacity further by adding to our housing legal team. Our newest EAF HP-funded legal project funds a staff attorney to provide on-site, shelter-based legal services to survivors with housing law needs, and for this we are actively creating or expanding partnerships with BAWAR, Building Futures, Berkeley Daytime Women's Drop-in Center, Love Never Fails, MISSEY, Mujeres Unidas y Activas, SAVE, Shalom Bayit, Tri-Valley Haven and Ruby's Place.

FVLC Continues to Fundraise for Legal Services: FVLC is continuing our commitment to raising funds to support our legal services work. We apply for government and foundation funding when opportunities arise and we continue to seek out new opportunities, building on our existing relationships with funders. We continue to receive and try to expand law firm donations and we are building our base of individual donors. FVLC continues to offer a quarterly

dissolution clinic, staffed by law firm volunteers whose firms make a financial contribution to FVLC in advance of the clinic, with the intention of not only providing more comprehensive services for our clients but also to develop a stronger legal donor base.

FVLC is a Leader in the Domestic Violence Legal Services Community: FVLC is a leading member of the county's Family Violence Council, which meets quarterly to link stakeholders such as judges, Family Court Services, and service providers to address systemic issues, and FVLC's Managing Attorney regularly serves on the committee that creates our annual legal training event; in 2020, the Managing Attorney moderated a panel comprised of bench officers, Child Protective Services, and other service providers to address legal issues exacerbated by the COVID-19 pandemic. FVLC also serves on the Community Projects Committee, where legal service and court managerial staff work together remedy gaps in services. FVLC attends the Bay Area's DV Legal Roundtable, a forum for members of the private and public bar who counsel survivors in domestic violence and family law matters, and the statewide Title IX Collaborative. Our newest legal project funds a staff attorney to provide on-site, shelter-based legal services to survivors with housing law needs, and for this we are actively creating or expanding partnerships with BAWAR, Building Futures, Berkeley Daytime Women's Drop-in Center, Love Never Fails, MISSEY, Mujeres Unidas y Activas, SAVE, Shalom Bayit, Tri-Valley Haven and Ruby's Place. FVLC always participates in virtual meetings/town halls with family and housing law judges to inform procedural changes and we continue to partner with local law enforcement to receive reports and offer affirmative outreach. Executive Director Erin Scott, Managing Attorney Nicole Britton-Snyder, and Grants & Contracts Manager Stephanie Penrod all participated in the One Justice Executive Fellowship program for legal services leaders in California.

FVLC's Integrated Service Delivery Model Supports Successful Legal Outcomes: FVLC's model is unique, and effective, because we provide legal services in conjunction with leveraged wrap-around services such as emergency relocation, social services advocacy, direct financial assistance and ongoing case management, among other things. Integration of services is an important component of FVLC's legal services model: our clients receive legal services in combination with other assistance. To support our primary purpose of providing legal services to domestic violence survivors, FVLC provides critical social and mental health services, such as emergency housing and relocation services, and help applying for financial assistance. These services help to stabilize and support victims of domestic violence during a time of extreme crisis. Our data indicate that this service delivery model makes it significantly more likely that our clients will follow through in obtaining a protective order and other family law or housing orders.

We respectfully request that this integrated legal service delivery model, along with our 40+

year history as a legal service provider, be considered when determining our eligibility for continued IOLTA funding.

2024 IOLTA/EAF Pro Bono Allocation Applicants

# Index	Program Name	County	Test A	Test B	Test C
1	Alliance for Children's Rights	Los Angeles	YES	YES	
2	Bet Tzedek Legal Services	Los Angeles	NO	NO	See narrative
3	Capital Pro Bono Inc.	Sacramento	YES	YES	
4	Casa Cornelia Law Center	San Diego	NO	NO	See narrative.
5	Community Legal Services in East Palo Alto	San Mateo	YES	YES	
	Community Legal Services in East Palo Alto	Santa Clara	YES	YES	
6	Disability Rights Legal Center	Los Angeles	NO	YES	
7	Harriett Buhai Center for Family Law	Los Angeles	NO	NO	See narrative.
8	Inland Empire Latino Lawyers Association, Inc.	Riverside	YES	YES	
	Inland Empire Latino Lawyers Association, Inc.	San Bernardino	YES	YES	
9	Justice & Diversity Center of the Bar Association of San Francisco	San Francisco	YES	YES	
10	LACBA Counsel for Justice	Los Angeles	NO	NO	See narrative.
11	Law Foundation of Silicon Valley	Santa Clara	NO	NO	See narrative.
12	Lawyers' Committee for Civil Rights	Alameda	YES	YES	
	Lawyers' Committee for Civil Rights	Contra Costa	YES	YES	
	Lawyers' Committee for Civil Rights	Imperial	YES	YES	
	Lawyers' Committee for Civil Rights	Marin	YES	YES	
	Lawyers' Committee for Civil Rights	Sacramento	NO	NO	See narrative.
	Lawyers' Committee for Civil Rights	San Francisco	YES	YES	
	Lawyers' Committee for Civil Rights	Santa Clara	YES	YES	
	Lawyers' Committee for Civil Rights	San Mateo	YES	YES	
13	Legal Access Alameda	Alameda	YES	YES	
14	Legal Aid Society of San Bernardino	San Bernardino	NO	NO	See narrative.
	Legal Aid Society of San Bernardino	Riverside	NO	NO	See narrative-does not meet threshold requirements.
15	Public Counsel	Los Angeles	NO	NO	See narrative.
16	Public Law Center	Orange	NO	NO	See narrative.
17	Riverside Legal Aid	Riverside	NO	NO	See narrative.
18	San Diego Volunteer Lawyer Program	San Diego	NO	YES	
19	Veterans Legal Institute	Los Angeles	NO	NO	See narrative.
	Veterans Legal Institute	Orange	NO	NO	See narrative.

2024 IOLTA/EAF Pro Bono Allocation Test C Applicant Narratives

1. Organization: Bet Tzedek Legal Services

County/Countries: Los Angeles

Recommend Approval? Yes

Test C Narrative: Bet Tzedek was conceived and established as a volunteer-led response to a housing crisis in the 1970s. Since that time, we have maintained an unwavering commitment to engaging large numbers of volunteers and pro bono attorneys to provide legal services to those most in need. Volunteer engagement is a core and essential resource, and our commitment to pro bono service is reflected throughout the agency. Bet Tzedek's robust Pro Bono Department – which consists of our Pro Bono Director, Pro Bono Clinics and Community Outreach Coordinator, and In-House Volunteer Coordinator – is dedicated to ensuring that pro bono services are the agency's principal means of providing legal services to the community.

Bet Tzedek's Pro Bono Director builds and deepens relationships with law firms and in-house legal departments, recruits pro bono attorneys from the private bar, coordinates Bet Tzedek's pro bono placements, and develops and oversees agency-wide pro bono policies. As a result of these efforts and the agency's outstanding reputation for pro bono engagement and mentorship, Bet Tzedek currently partners with nearly every major national law firm with a Los Angeles-based office; a full and growing spectrum of other firm types, from midsize to boutique to solo practitioners; and an ever-increasing number of corporate law departments and in-house counsel. By building upon our extensive network of professional relationships and partners, we are increasingly able to strategically place cases with subject matter experts, which is critically important as we target services to historically underserved communities with urgent legal needs, including transgender and non-binary individuals, minority business owners, survivors of elder/dependent abuse, undocumented workers, and other marginalized populations and communities.

The second member of our Pro Bono Department is our Pro Bono Clinics and Community Outreach Coordinator, who recruits and trains pro bono attorneys for Bet Tzedek's clinics, which include: Self-Help Conservatorship, Legal Name & Gender Marker Change, Advance Planning, Elder Abuse Restraining Order, Workers' Rights, Housing Rights, and others. Although clinic work does not require a monumental number of hours, the clinic setting enables us to leverage hundreds of volunteers to address the urgent legal needs of thousands of community members. From ensuring a transgender person has accurate gender identity recognition under the law, to helping a family navigate the complex conservatorship process that ensures they can protect their aging parents, to supporting a low-wage worker in obtaining a living wage and safe working conditions, our clinic volunteers secure transformative outcomes for clients and litigants.

The third member of Bet Tzedek's Pro Bono Department is our Pro Bono & Volunteer Coordinator, who works with staff to manage in-house volunteer opportunities for law students, retired attorneys and judges, and other community members who wish to volunteer at our office or in closely supervised virtual capacities. The Volunteer Coordinator is also responsible for coordinating Bet Tzedek's Summer for Justice Clerkship Program, which routinely serves to increase our full-time legal staff by about 85% (e.g., in 2022, 41 law student clerks and undergraduate interns joined our 48 staff attorneys) for 11

weeks each summer. Without this massive influx of volunteers, Bet Tzedek would not be able to serve 100,000 community members per year.

Each member of our Pro Bono Department brings a specific focus to recruiting and maintaining a large volunteer base, which enabled Bet Tzedek to engage 1,241 individual volunteers last year, 25 more volunteers than the year prior, a 2% overall increase. While our total number of volunteer hours slightly decreased in 2022, the uptick in the number of volunteers who donated their time to Bet Tzedek – despite significant challenges – tells a story of increasing, not decreasing, reliance on pro bono services and of increasing, not decreasing, community impact by our pro bono program.

Bet Tzedek now operates programs and clinics wherein services are delivered almost entirely by volunteers. This success is particularly notable in our Small Business Development program, where pro bono attorneys provide one-on-one legal services to the majority of the program's clients. Our Transgender Rights Project (TRP)'s monthly Legal Name & Gender Marker Change Clinic is also a popular draw for pro bono attorneys – clinic services are provided exclusively by pro bonos, with volunteer slots filling up months in advance because law firms or corporate legal departments often “adopt” each clinic session. Moreover, after volunteering at the clinic, several pro bono attorneys want to get more involved, volunteering to represent TRP clients in more complicated matters that are outside of the clinic's scope. Other practice areas with higher numbers of pro bono case placements include advance planning, elder abuse, and immigration services for undocumented foster youth and unaccompanied minors.

In 2022 many client matters were highly urgent but required relatively few pro bono hours to resolve. Clients facing emergency legal issues related to employment, end-of-life planning, or the survival of their small business, for example, were connected to pro bono volunteers who provided rapid expert assistance. While these matters typically require less time to resolve than many of our other cases, the pro bono “hours equivalency” metric does not accurately measure the profound and irreplaceable impact that pro bono service has on the lives of our clients, the sense of relief pro bonos bring to our staff, or the solidarity of partnership it engenders between Bet Tzedek and the private bar community. Additionally, these simpler matters engage new pro bono attorneys, including members of corporate law departments, and position them to take on more complicated matters in the future. Growing our small-hours/high-impact pro bono placements enables Bet Tzedek to engage a broader spectrum of the private bar in pro bono work that truly changes lives.

One incredible example of the power of pro bono and the degree of volunteer integration is in the development of Bet Tzedek's estate planning practice. After volunteering at Bet Tzedek to help older community members with estate planning, pro bono attorneys from one of our partnering law firms, including a prominent partner from the firm, worked with Bet Tzedek to further develop the agency's own advance planning practice. While collaborating with our staff to update templates, procedures, and resources/materials, the firm's partner helped raise funding for Bet Tzedek to focus on the provision of estate planning services in communities of color. The also funding established a formal partnership with UCLA Law to increase the number of year-round student interns at Bet Tzedek, created a one-year post graduate position, and helped to strengthen partnerships with local law firms to provide pro bono representation, outreach, and education to Bet Tzedek's clients on estate planning matters. This example highlights the dynamic and integral role that pro bono involvement plays at Bet Tzedek.

Nevertheless, despite such deep and rich partnerships with pro bono, in recent years, Bet Tzedek has witnessed a trend of attorney volunteers, particularly those from law firms and corporate legal departments, favoring clinic opportunities, simple legal matters, discrete research projects, and/or creation of client-facing resources and other materials as their primary means of engaging in pro bono work. This trend accelerated during the pandemic, as many legal professionals experienced increased rates of workplace burnout and fatigue. Further, according to the Thomson Reuters Institute's recent Report on the State of the Legal Market, law firms across the country are facing declining profits and rising expenses, and their profits-per-equity partner metric is down for the first time since 2009. Starting in late 2022, law firms have been forced to downsize, which hinders their ability to take on additional pro bono assignments. They still very much support Bet Tzedek and our clients, but they are often constrained to volunteer at one-off clinics, assist with legal research, or take on "bit size" matters for representation, rather than more complex pieces of litigation.

Given this consistent trend, Bet Tzedek continues to experiment with its pro bono models to facilitate volunteer engagement in direct representation cases. For example, when representing unaccompanied undocumented minors (UUM) in Special Immigrant Juvenile Status (SIJS) matters, rather than place the entire case with a law firm – delays in adjudication of these matters at the federal level has resulted in cases remaining open for years, which law firms are weary of from a risk management perspective – Bet Tzedek has started to request assistance with discrete tasks within a SIJS case, such as a motion to reopen. Because this has successfully increased volunteer involvement in complex SIJS matters, our Pro Bono Director is collaborating with directing attorneys to incorporate this strategy into other types of legal matters and programs.

While pro bono resources are decreasing, community legal needs continue to increase. A 2022 survey by the Legal Services Corporation found that 74% of low-income households experienced at least one civil legal problem in the past year, 39% experienced over five legal problems, and 20% experienced over ten civil legal problems. To successfully adapt to the monumental shifts in client need and in the pro bono marketplace, Bet Tzedek continued to make a concerted effort to invest in our staff. In 2022, Bet Tzedek staff increased by another 10%, continuing our trend of expansion over the last five years – since 2017, staff has increased by 84%, nearly doubling in size over the last five years. This significant growth has been essential to match increasing community needs in areas such as eviction defense, homeownership protection, and employment rights. A direct outgrowth of that expansion, however, is a reduction in our capacity to supervise more complex pro bono matters that fall outside of existing private bar expertise.

For example, to keep pace with client demand, Bet Tzedek's Preventing & Ending Homelessness Project (PEHP) and Eviction Defense Project (EDP) teams have grown to over 20 staff members in only six years, and our Homeownership Protection Project (HOPP) team recently grew from just one senior attorney to five full-time staff members. Many of our new hires come straight from law school and Bet Tzedek's veteran staff attorneys and supervisors have been asked to spend more of their time training and supervising these newer and less experienced staff attorneys. This has left our most seasoned experts with less time to train and supervise pro bono volunteers as we work to build a well-rounded and fully grounded staff which will, with time, have sufficient expertise to supervise additional pro bono attorneys on their own.

While HOPP cases were previously a mainstay of our pro bono program – one case can generate up to 400 pro bono hours – the team's 400% staffing increase limited our ability to place HOPP cases with pro

bonos in 2022. In contrast, eviction defense work is a dynamic and fast-paced area of litigation; responses must be filed in an expedited manner and jury trials are set extremely quickly, making pro bono placement difficult. To increase pro bono engagement moving forward, our Pro Bono Director is brainstorming ways to divide cases into discrete opportunities that are better suited to pro bono attorneys' interests and capacity, which, as noted above, increased pro bono placements within our SIJS practice. But with so many obstacles in 2022 for our fastest-growing teams to place cases with pro bono attorneys, it was especially difficult to meet the State Bar's Pro Bono Eligibility Tests A and/or B.

Further, as noted in the 'Staffing and/or Organizational Changes' narrative, four directing attorney positions remained vacant at the end of 2022, including the PEHP Directing Attorney position. Directing attorneys provide crucial supervision and support to pro bono attorneys, and these significant vacancies limit the agency's ability to place cases with pro bono counsel. Additionally, Bet Tzedek's Pro Bono Director, who coordinates all of Bet Tzedek's pro bono placements, retired in March 2022. According to the National Council of Nonprofits, these staffing challenges were part of a nationwide trend, as nonprofits across the country reported "significant difficulties retaining staff and filling vacancies," with 26% of nonprofits reporting between 20%-29% vacancies. Bet Tzedek is pleased to report that, despite the national nonprofit workforce shortage, we hired a highly qualified Pro Bono Director in June of 2022, and recruitment is underway for the remaining vacant directing attorney positions.

To increase volunteer engagement despite the above challenges, Bet Tzedek's Pro Bono Department focused on recruiting and engaging more law student volunteers in 2022. Thanks to the tremendous efforts of our Pro Bono & Volunteer Coordinator, the number of law students who volunteered with Bet Tzedek increased significantly – from 227 to 318 volunteers, a 40% upsurge. Over the years, we have found that Bet Tzedek's law student volunteers who pursue careers in the private sector often become "pro bono champions" after they pass the bar, strengthening the pro bono programs at their respective law firms. By investing time and resources into the recruitment of law student volunteers, Bet Tzedek ultimately strengthens its pro bono pipeline, which better positions us to meet the State Bar's Pro Bono Eligibility Tests A and/or B moving forward.

The commitment to engaging and growing volunteer involvement in Bet Tzedek's mission is felt throughout the agency. Bet Tzedek's President & CEO, a former Pro Bono Director himself, has made it a priority to increase pro bono engagement. He is deploying various strategies to realize this goal, including pursuing funding opportunities that will bring more support to the Pro Bono Department, and approving investments in technology that will decrease administrative burdens and free the pro bono team to focus their limited time on volunteer recruitment and retention. In addition, the President & CEO and members of the Board of Directors created an ad hoc Pro Bono Committee to focus on volunteer engagement and increase pro bono involvement. The committee already instituted volunteer opportunities designed specifically for Board members; the first of these, a Board-staffed Legal Name & Gender Marker Change Clinic, was recently held to great success.

Pro bono service has a profound and irreplaceable impact on the lives of Bet Tzedek's clients. Although Bet Tzedek has historically qualified for the State Bar's pro bono allocation via the formulaic tests, our 2022 numbers tell a different, more compelling story of how we rely on pro bono partners as the principal means of delivering legal services and serving our client communities.

Pro Bono County Table:

	# of People Paid	# of Hours Paid	# of People Volunteer	# of Hours Volunteer
POSITIONS				
Attorneys	60	88,146	831	15,154
Paralegals	24	37,368	92	1,352
Law Students	0	0	318	22,261
TOTAL	84	125,514	1241	38,767

2. Organization: Casa Cornelia Law Center**County/Countries:** San Diego**Recommend Approval?** Yes

Test C Narrative: Casa Cornelia's principal means of delivering services depends on the coordination of recruitment of volunteer attorneys in private practice, the recruitment of community volunteers with foreign language skills and other student and community volunteers. In conjunction, these groups of volunteers are an integral part of the organization's ability to deliver services to the indigent immigrant and asylum seeking population of San Diego County. In 2022, 492 volunteers donated 18,015 hours valued at \$635,147.00, which included 307 Volunteer Attorneys donating 11,275 hours of service, 107 Volunteer Interpreters and Translators (VIT) donating 2,884 hours and Board members and other volunteers donating 3,917 hours.

Casa Cornelia had not engaged 307 volunteer attorneys since the COVID-19 pandemic began. The organization welcomed the renewed engagement from the various committed volunteer attorneys who assisted the organization in its mission. Not only is this level of commitment indicative that the COVID-19 pandemic's impact on volunteer engagement is no longer a problem, but it is also indicative of the need for qualified legal counsel despite the closure of the Southern border.

Last year 307 volunteer attorneys employed at various law firms or corporations and solo practitioners assisted 505 clients: 271 in the Asylum Program including 77 Afghan evacuee households, 71 minors in the Children's Program, and 159 individuals in the Victims of Crime program. In total, the volunteer attorneys donated 11,275 hours that were spent screening, counseling, preparing materials, and litigating on behalf of Casa Cornelia's clients. These donated hours of legal services were equivalent to the work of 5.43 full-time staff attorneys.

In addition, in 2022 the Pro Bono Program held seventeen (17) trainings, sixteen (16) of them eligible for Minimum Continuing Legal Education (MCLE) credits for licensed attorneys, with 146 attendees across all three core legal programs.

Not only did the volunteer attorney engagement increase numerically, but volunteer attorneys also helped Casa Cornelia cope with its most significant challenge last year. Casa Cornelia had to assist a surge of Afghan evacuees in need of assistance, without neglecting ongoing clients and continuing to receive applicants for service from other countries. Last year, the program responded to 986 asylum seekers, 221 came from Afghanistan, 93 from Haiti, 86 from Mexico, 70 from Venezuela and 60 from Cuba.

Sheppard Mullin, Perkins Coie, and Latham and Watkins took on multiple, procedurally and factually similar cases from Afghan evacuees at the same time and on the same timeline. Legal interns collected standardized country conditions in Afghanistan as evidence that could be used in individual cases based on individual facts and created a library of country conditions provided to the law firms that took on the cases.

In the meantime, other volunteer attorneys also provided support for the Children's Program and the Victims of Crime (VOC) Program. The Children's Program assisted 895 unaccompanied children and

youth in need or representation despite the closure of the Southern border. Seventy-one of these minors received assistance from volunteer attorneys.

Volunteer attorneys provided assistance to 36% (159 of 442) of VOC clients and applicants for service. Volunteer attorneys assisted victims of domestic violence, human trafficking, and other serious crimes in petitioning for immigration protection under the Violence Against Women Act (VAWA), T visas and U visas.

Overall, the assistance of volunteer attorneys proved critical to Casa Cornelia's ability to deliver legal services in 2022. The sharp increase in volunteer attorney engagement since the COVID-19 pandemic allowed Casa Cornelia to assist a surge of Afghan evacuees without neglecting its other clients and applicants for service. Volunteer attorneys also supported the Children's Program and the VOC Program. The recruitment of volunteer attorneys is an integral part of Casa Cornelia's mission.

Pro Bono County Table:

	# of People Paid	# of Hours Paid	# of People Volunteer	# of Hours Volunteer
POSITIONS				
Attorneys	13	23,618	307	11,041
Paralegals	9	17,740	23	403
Law Students	0	0	13	122
TOTAL	22	41,358	343	11,566

3. Organization: Harriett Buhai Center for Family Law**County/Counties:** Los Angeles**Recommend Approval?** Yes

Test C Narrative: The Center's continuing commitment to sustaining quality volunteer programming is reflected in the investment the Center has placed in volunteer programs and training despite both a reduction in overall staff and a reduction in experienced staff available to supervise volunteers. The Center offers multiple types of programs in order to offer volunteers the ability to participate based on their available time, level of experience, and interest areas all without sacrificing quality services to clients. The programs cover the range of client services provided by the Center from initial consultation through completion of a case.

Volunteer programs:

- 1) Attorney and law student volunteers participate in the "Client Assessment and Orientation System" (COAS) where they provide legal assessment and advice. This process includes review of any existing court files or documents provided by the client, in-depth interviews with clients by telephone, pre and post interview discussions with Center staff and volunteer supervisor attorneys, and communication of legal advice to the client as directed by the supervisor. Some volunteers also draft written legal advice memoranda for clients. This program features the widest range of volunteer experience.
- 2) Volunteer attorneys participate in the Pro Bono Panel. These lawyers provide in court limited or full representation. Less experienced attorneys are paired with a volunteer mentor or provided support from staff attorneys on cases.
- 3) Volunteer attorneys and recent law graduates seeking to enter the field of family law can participate in our newest program "Family Law Intensive Program" (FLIP). Participants are paired with a Center attorney and spend ten weeks volunteering 15 hours a week working in depth on Center cases. Due to the depth of services these participants provide, they require close supervision by an experienced attorney.
- 4) Law students participate throughout the year in internships. The majority of students participate in either full-time summer law placements or in the Center's joint family law clinical education program with Southwestern Law School.

Although the Center has a robust model for its volunteer program, the Center has faced two major obstacles to returning to pre-pandemic levels of volunteers and volunteer hours. The first issue is the loss of staff. When there are staff vacancies in either the attorney roles or in the volunteer program management roles, the Center cannot sustain prior levels of volunteer engagement. When there is a loss of staff, there is a delay in hiring driven by a very competitive public interest labor market in Los Angeles (particularly for attorneys), the Center's limited salary options, and the challenges presented in the jobs. Although in both calendar years 2021 and 2022 there were lawyer vacancies the Center reported even fewer FTEs in the past year (Attorney FTE 2022 = 6.40; Attorney FTE 2021= 7.67).

The second issue is the experience level of the staff hired or promoted in 2022. Although one of the staff attorneys previously serving as temporary Pro Bono Director was promoted to acting Pro Bono Director

in July 2022, she was unable to take on the full role based on her level of experience which limited the number of new volunteer recruited as well as placement of cases on the Pro Bono Panel; her new role also limited her ability to participate in direct supervision of volunteers in other areas of volunteer programming because of her increased obligations to other areas of the volunteer program. The Center also hired two new staff attorneys in 2022 to fill open staff attorney positions; one of the new attorneys was entirely new to family law while the other had not worked on family law cases in more than five years. Because of the complexity of the Center's cases and the level of supervision required on casework, the two new attorneys were only able to participate in supervising volunteers through the COAS volunteer program and were not able to supervise law students or FLIP due to their inexperience and low caseloads. This significantly reduced the Center's ability to take on individuals in the FLIP and law student internship programs.

The limited volunteer hours of the Center is a reflection of the need to rebuild and strengthen existing programs due to losses from the pandemic and in staffing. The Center remains committed to its volunteer programs and is continuing to put significant resources into creating volunteer opportunities through offering a variety of programs and investing in staff training to ensure quality supervision of volunteers.

Pro Bono County Table:

	# of People Paid	# of Hours Paid	# of People Volunteer	# of Hours Volunteer
POSITIONS				
Attorneys	6.815	8,970	132	4,188
Paralegals	1	703	30	864
Law Students	0	0	46	2,534
TOTAL	7.815	9,673	208	7,586

4. Organization: LACBA Counsel for Justice**County/Counties:** Los Angeles**Recommend Approval?** Yes

Test C Narrative: For over 50 years, the LACBA Counsel for Justice's (CFJ) mission has been to provide free legal services to the most vulnerable members of our community by bringing together law firms and attorneys in private practice as the instrumental vehicle for delivering services to clients, the majority of whom are indigent persons. Project directors and staff consistently work to recruit and retain volunteer attorneys through trainings, outreach to LACBA membership, fostering relationships with pro bono coordinators and managers at local law firms, and assistance from CFJ Board members. Recruited volunteers engage in representation, advice and counsel to self-represented clients, as well as drafting documents including motions, declarations, petitions, and other court documents on a wide range of legal issues faced by four vulnerable populations, including survivors of domestic violence, people living with HIV, immigrants seeking relief, and veterans who are largely homeless, at risk for homelessness, disabled, unemployed or underemployed. Many of the pro bono attorneys are also recruited to utilize their special expertise in areas including immigration, business transactional matters, health benefits, and estate planning in the calendar year 2022. 233 attorneys volunteered a combined total of 3357.52 hours, 17 paralegals contributed 272.3 hours, 104 law students contributed 1807, with services valued over \$1,126,575.00 Well over 75% of these free services were provided to indigent persons. Replicating the in-person format in a virtual setting also proved challenging still because of effects of COVID-19 pandemic, related to safety restrictions, business closures, and loss of life. CFJ has full confidence that with the restrictions lifting and a safer return to in-person activities, volunteer attorney participation and pro bono hours will increase to their pre-pandemic numbers.

Pro Bono County Table:

	# of People Paid	# of Hours Paid	# of People Volunteer	# of Hours Volunteer
POSITIONS				
Attorneys	5	4,800	241	3,437.52
Paralegals	3	2,880	17	272.3
Law Students	0	0	104	1,807.86
TOTAL	8	7,680	362	5,517.68

5. Organization: Law Foundation of Silicon Valley**County/Counties:** Santa Clara**Recommend Approval?** No

Test C Narrative: Pro Bono is one of the Law Foundation major programs. As such a substantial effort is devoted to increasing and promoting pro bono efforts in the County of Santa Clara. Merely evaluating our Pro Bono program by the total number of volunteer hours performed does not paint the complete picture of our efforts. For example, for the last calendar year, our organization had a total of 192 legal pro bono volunteers. This number is more than double the staffing for our entire organization (legal and non-legal). While the ratio of attorney volunteers compared to our paid attorneys for our organization was 3.5 to 1. This means for every one attorney on staff, we obtained over three volunteer attorneys. Therefore, effectively leveraging our existing staff to substantially increase the number of pro bono attorneys in the County.

Pro Bono County Table:

	# of People Paid	# of Hours Paid	# of People Volunteer	# of Hours Volunteer
POSITIONS				
Attorneys	57	28,631.42	179	5,714
Paralegals	19	2,459.51	0	0
Law Students	0	0	13	2,925
TOTAL	76	31,090.93	192	8,639

6. Organization: Lawyers' Committee for Civil Rights**County/Counties:** Sacramento**Recommend Approval?** Yes

Test C Narrative: LCCRSF recruits well over 40 attorneys for qualifying work in Sacramento County, and their expertise is required to advance our impact litigation cases in the county. Our staff does not have the capacity for E-Discovery at the scale required, nor the resources for the breadth of impact our clients need. The pro bonos we recruit in Sacramento are practiced at handling tremendous discovery material. Our case work in the county includes discovery processes where we received several hundred hours of recorded footage, and a large number of written policies, procedures, and communications. Pro bono expertise in handling this amount of information is essential. These pro bono relationships are essential to the success of our impact litigation over multiple years through the life of the litigation cycle.

We are confident that pro bono hours in the current calendar year (2023) will surpass 1,000 hours and staff hours will double as we are processing large new influxes of discovery and moving to the next stages of the cases.

Pro Bono County Table:

	# of People Paid	# of Hours Paid	# of People Volunteer	# of Hours Volunteer
POSITIONS				
Attorneys	0.4	763.3	45.4	360
Paralegals	0.22	399	6	30
Law Students	0	0	3.5	112.5
TOTAL	0.62	1,162.3	54.9	502.5

7. Organization: Legal Aid Society of San Bernardino**County/Counties:** San Bernardino and Riverside**Recommend Approval?** No

Test C Narrative for San Bernardino County: In rural areas, the availability of legal aid services is often limited due to the concentration of volunteer attorneys in larger cities. This disparity poses a significant challenge for organizations like the Legal Aid Society of San Bernardino (LASSB) as they strive to provide assistance to underserved communities. The COVID-19 pandemic has only exacerbated this issue, making it even more difficult to secure volunteer attorneys.

LASSB recognizes the critical role that attorneys play in ensuring access to justice for all individuals, regardless of their geographical location. With limited resources and a growing demand for legal aid, the support of volunteer attorneys becomes essential. These dedicated professionals possess the expertise and passion needed to make a tangible difference in the lives of those who cannot afford legal representation.

However, in the wake of the pandemic, LASSB has faced significant challenges in recruiting volunteer attorneys. The lingering effects of COVID-19 have created a reluctance among attorneys to commit their time and resources, as they too have been impacted by the upheavals caused by the pandemic. As a result, LASSB has struggled to meet the increasing demand for its services.

Despite these challenges, it is important to acknowledge the tremendous impact that volunteer attorneys have had on LASSB's ability to assist a greater number of clients. Their selfless dedication and willingness to contribute their legal expertise have enabled LASSB to bridge the gap in access to justice in rural areas.

The need for volunteer attorneys in rural communities cannot be overstated. Their presence can provide crucial legal guidance, representation, and support to individuals who would otherwise be left without adequate resources. By volunteering their time, these attorneys empower vulnerable populations, uphold the principles of justice, and make a tangible impact on the lives of those in need.

LASSB remains committed to finding innovative solutions to attract volunteer attorneys and address the challenges posed by limited resources in rural areas. It is through the collective efforts of the legal community, organizations like LASSB, and the commitment of volunteer attorneys that we can ensure equal access to justice and make a lasting difference in the lives of individuals and families who are most in need.

LASSB believes that the principal means of delivering legal services is through the coordination of recruiting a significant number of attorneys in private practice to provide pro bono representation to indigent individuals or qualified legal services projects in California. This approach is rooted in several key factors:

The Legal Aid Society of San Bernardino (LASSB) believes that the principal means of delivering legal services is through the coordination of recruiting a significant number of attorneys in private practice to provide pro bono representation to indigent individuals or qualified legal services projects in California. This approach is rooted in several key factors:

1. **Expertise and Experience:** Attorneys in private practice bring a wealth of legal knowledge and experience to the table. Their specialized skills in various areas of law allow them to effectively represent clients and navigate complex legal issues. By tapping into this pool of talent, LASSB ensures that clients receive high-quality legal representation.

LASSB has had the privilege of collaborating with pro bono attorneys who generously contribute their legal expertise and provide guidance to our new attorneys. Through this mentorship, we have been able to offer direct representation to diverse clients. A notable instance of leveraging pro bono knowledge was when we assisted a domestic violence survivor who was subjected to abuse by her partner. Engaged in a challenging legal battle where the partner held an advantage due to education and socio-economic status, our intervention, combined with the pro bono support, led to the client successfully obtaining a restraining order, effectively preventing further abuse.

2. **Broad Coverage:** Private practice attorneys are typically dispersed across various regions, including both urban and rural areas. This distribution enables LASSB to reach a broader population and provide legal services in geographically diverse locations. By coordinating with attorneys in private practice, LASSB can address the needs of indigent individuals in different counties throughout California.

Through numerous instances, our pro bono attorneys extend their reach to different areas within the counties of San Bernardino and Riverside. Collaborating with them has revealed that our clients can access top-notch legal services in their local communities, eliminating the financial burden that often accompanies such assistance.

3. **Accessibility and Affordability:** The involvement of private practice attorneys on a pro bono basis helps bridge the access to justice gap for those who cannot afford legal representation. By offering their services for free, these attorneys ensure that indigent individuals receive the legal support they need without financial burden. This approach aligns with LASSB's mission to provide equal access to justice for all, regardless of income level.

On multiple occasions, our pro bono attorneys have stepped up to provide comprehensive representation, enabling our low-income clients to secure restraining orders, custody rights, and other crucial legal judgments. These outcomes have significantly contributed to our clients' ability to lead lives with their loved ones, all while alleviating the heavy financial burdens that often accompany such legal processes.

4. **Collaborative Partnership:** Coordinating with attorneys in private practice allows LASSB to establish mutually beneficial partnerships. Attorneys gain valuable experience, fulfill their professional responsibility to serve the community, and contribute to the greater good. Meanwhile, LASSB can leverage their expertise and dedication to expand its capacity to serve a larger number of clients effectively.

5. **Maximized Impact:** By recruiting substantial numbers of attorneys in private practice, LASSB can generate a significant impact on the provision of legal services. The collective efforts of numerous attorneys, working together towards a common goal, amplify LASSB's ability to address the legal needs of indigent individuals and legal services projects.

Given these reasons, LASSB firmly believes that coordinating the recruitment of attorneys in private practice for pro bono representation is the most effective and efficient means of delivering legal services

to indigent individuals and qualified legal services projects in California. This approach combines legal expertise, geographic coverage, accessibility, affordability, and collaborative partnerships to ensure that LASSB can fulfill its mission and make a meaningful difference in the lives of those in need.

Pro Bono County Table for San Bernardino County:

	# of People Paid	# of Hours Paid	# of People Volunteer	# of Hours Volunteer
POSITIONS				
Attorneys	11	19,059.82	31	1,429.5
Paralegals	0	0	0	0
Law Students	0	0	0	0
TOTAL	11	19,059.82	31	1,429.5

Test C Narrative for Riverside County: The Legal Aid Society of San Bernardino (LASSB) has made significant strides in expanding its presence in Riverside County through valuable partnerships. Our collaboration with the Riverside Superior Court allows us to offer on-site support to domestic violence victims in need of immediate assistance. Additionally, we have joined forces with the non-profit organization Reaching New Heights, focusing on serving the veteran population. These partnerships create more opportunities for volunteer attorneys to contribute their pro bono services, making a profound impact on the lives of those in need.

While our goal of recruiting thirty volunteers for Riverside was not fully met, we are unwavering in our determination to achieve this target in the coming year. At LASSB, we remain resolutely committed to serving the vulnerable population in Riverside, recognizing the critical role that attorney volunteers play in enabling us to provide a comprehensive range of services. Their dedication and expertise are instrumental in ensuring that we effectively fulfill our mission.

We acknowledge the immense value that volunteer attorneys bring to our organization. Their selfless contributions of time, knowledge, and skills are invaluable in helping us meet the legal needs of our clients. Without the support of these dedicated individuals, LASSB would face significant challenges in delivering the essential legal services that our clients rely on.

As we move forward, we will continue our efforts to actively recruit and engage volunteer attorneys who share our passion for making a positive impact in Riverside County. We are committed to creating a supportive and rewarding environment for our volunteers, recognizing their invaluable contributions and fostering an atmosphere of collaboration and growth.

By strengthening our volunteer base, we will enhance our ability to serve the vulnerable population in Riverside, ensuring that access to justice is not limited by financial constraints.

Although we may not have reached our goal of thirty volunteers, our determination remains unwavering. We are actively working towards increasing our volunteer numbers, driven by our commitment to serving the community and making a lasting difference in the lives of those in need.

With the continued support of dedicated volunteers, LASSB will continue to fulfill its mission effectively and advocate for equal access to justice for all.

Pro Bono County Table for Riverside County:

	# of People Paid	# of Hours Paid	# of People Volunteer	# of Hours Volunteer
POSITIONS				
Attorneys	8	825.9	13	13.46
Paralegals	0	0	0	0
Law Students	0	0	0	0
TOTAL	8	825.9	13	13.46

8. Organization: Public Counsel**County/Counties:** Los Angeles**Recommend Approval?** Yes

Test C Narrative: For over 50 years, Public Counsel’s mission has been to provide critical legal services to low-income people specifically through a pro bono model that engages volunteer attorneys and legal professionals who donate their time and expertise. Enlisting the support of thousands of pro bono attorneys, law students, and other legal professionals each year is what Public Counsel has always done, and 2022 was no exception. We recruited 3,685 volunteers who donated a total of 73,637 hours. Like many other legal aid providers, we faced a number of challenges in recruiting pro bonos in 2022. Despite those challenges, our longstanding model of recruiting, training, and overseeing thousands of attorneys in private practice who provide free legal representation to those who need it the most remained solid and focused in 2022, with the majority of our legal staff continuing to engage with pro bonos. Notably, the number of volunteers we recruited increased from 2,601 in 2021 to 3,685 in 2022. In fact, Public Counsel adopted a new strategic plan in April 2023 that reinvigorates our commitment to the pro bono model. Pro bono remains part of our new mission statement, and we adopted a set of values for the first time, which includes “Mobilization: We proactively recruit and mobilize volunteers from a wide array of professions, organizations, sectors, and communities to join in the fight for equal justice.” And one of the priorities for action during the next five years is to “Expand programming and outreach to match community needs and engage pro bono across law firms, law departments, and other sources to maximize meaningful impact.” We are now launching staff committees to implement these priorities, and the reinvigoration of our pro bono model is front and center.

Pro Bono County Table:

	# of People Paid	# of Hours Paid	# of People Volunteer	# of Hours Volunteer
POSITIONS				
Attorneys	92	155,119	3259	50,626
Paralegals	18	29,834	320	5,920
Law Students	0	0	106	17,091
TOTAL	110	184,953	3685	73,637

9. Organization: Public Law Center**County/Counties:** Orange**Recommend Approval?** Yes

Test C Narrative: PLC meets the standard required under Business & Professions Code Section 6216 (b)(1)(B) and as set forth as Test C under the Commission's Eligibility Guideline 2.9.2 and its Application Instructions for the following reasons:

1. Since our founding in 1981 as the Orange County Volunteer Attorneys Program, dba Amicus Publico, pro bono has been at our core. For our first decade, we did virtually nothing but place cases with volunteer attorneys. As we began to grow our small staff in the 1990s, first as the Poverty Law Center and then later as the Public Law Center, pro bono placement continued to be the central method of our service delivery. With even greater growth in the past two decades, including expansion into subject matters never handled before (such as immigration, eviction defense, veterans' benefits, and nonprofit and micro-entrepreneur assistance), we continue to place a central emphasis on recruitment, training, case placement, and support of volunteer attorneys, law students and others. Indeed, every expansion into a new area of practice includes an analysis as to whether we will be successful in engaging pro bono volunteers into the area of work.
2. PLC staff members are introduced from the beginning of their tenure to the notion that pro bono engagement is at our core, and regularly receive reinforcement of this concept. During the first two weeks of their onboarding, all new staff members meet with the Executive Director, who tells the origin story of PLC (see above) and who stresses that incorporating the legal community into our work through pro bono placements is one of our core values. Also during their onboarding, all new program staff members meet with our Director of Legal Services and Pro Bono Coordinator to get an overview of how pro bono work is incorporated specifically into their Unit's programs and into all of the services PLC provides. The Executive Director stresses on an on-going basis at Unit Head and all-staff meetings the importance of pro bono placements in increasing our clients' access to justice, and regularly reports on our rates of pro bono placements. Finally, we remind staff and reinforce the central nature of pro bono to PLC's work through weekly case review meetings, monthly staff meetings, and annual performance evaluations.
3. Our public persona as "the" place for pro bono in the Orange County legal community is well established. We market ourselves to the Orange County legal community as a pro bono centric legal services organization. Our mission statement states: "Public Law Center, Orange County's non-profit pro bono law firm, is committed to providing access to justice for low-income residents." Through volunteers and staff, Public Law Center provides free civil legal services, including counseling, individual representation, community education, and strategic litigation and advocacy to challenge societal injustices. In our main marketing overview, we state: "[f]or most lawyers and law students in Orange County, PLC is the place to turn when they think of volunteering to provide legal services." Since 2006, our principal fundraising event has been known as the "Volunteers for Justice Event", further emphasizing the importance of pro bono to PLC. The event, at which we honor a law firm and/or attorney of the year for their dedication to pro bono work, has grown to become one of the best-attended annual events for the Orange County pro bono community.

4. We regularly provide case opportunities to volunteer attorneys. On a regular basis, our Pro Bono Coordinator publishes a case list with new case opportunities for volunteers. The list is a well-known publication throughout the Orange County legal community, sent by e-blast to thousands and always available on our website at www.publiclawcenter.org/volunteer/. We are currently working to modernize our pro bono placement software so that we can provide a link to a “live”, ever-current list of pro bono opportunities at PLC. When firms have a case that comes to them on their own and they’re looking for pro bono support, they often reach out to PLC for that support, knowing our expertise and experience with case placement. Our Pro Bono Coordinator position is a new position we created in 2022. Previously our Director of Legal Services had those, among many other, responsibilities. For much of 2022 our new Coordinator was a part time staffer; later in the year she shifted to full time. Following her onboarding in early 2022, PLC’s Pro Bono Coordinator in collaboration with Unit Heads, began regularly conducting presentations at local law firms on how to get involved. PLC’s Unit Heads participate on local, regional and statewide committees and collaboratives to promote our pro bono work and network. We also have established relationships with our region’s law firm pro bono coordinators (mostly in Orange County, but around the region and the state in some cases) for whom we identify cases for special placement.

5. Although we are reporting more staff legal services hours than volunteer hours in 2022, we are still primarily focused on providing services through volunteers. The total number of volunteers – 654 – and volunteer hours – 14,700 – are significant achievements. Our staff numbers are higher due to the addition of several new staff members between 2018 and 2022, thanks in large part to State Bar funding. New staff, particularly attorneys, must focus more on direct case handling than case placement for their first few years, in large part so that they develop the necessary expertise to be strong trainers and mentors for volunteers. Moreover, the overall nature of the work performed by volunteers often tends to be more complex. For example, volunteers tend to handle most, if not all of PLCs appellate representation and impact litigation, rather than staff. We have also had strong success in engaging volunteers in clinic opportunities, where the work is more brief service-oriented. However, because staff must play such a large role in clinic planning, management, and supervision, we continue to generate higher staff legal services hours with each new clinic opportunity that we add.

6. We co-counsel with a pro bono law firm or firms on every significant impact litigation case in which we are involved. Those impact matters typically generate large volunteer hours. In 2022, we worked on impact litigation cases in immigration and housing, but again found ourselves waiting on several significant impact matters that were not yet ripe for filing, such as in the area of affordable housing development. As a result, fewer volunteer hours from impact litigation matters were reported than we originally anticipated. We anticipate an uptick in Housing Element-related impact litigation in 2023 and beyond. In addition, in November 2022 we hired an Impact Litigation Staff Attorney who is expected to help generate more impact litigation in 2023 and beyond, which will result in an increase in pro bono hours.

Pro Bono County Table:

	# of People Paid	# of Hours Paid	# of People Volunteer	# of Hours Volunteer
POSITIONS				

Attorneys	33	36,081	462	10,295.51
Paralegals	22	24,083	31	733.12
Law Students	0	0	116	3,575.15
TOTAL	55	60,164	609	14,603.78

10. Organization: Riverside Legal Aid**County/Counties:** Riverside**Recommend Approval?** No

Test C Narrative: Riverside Legal Aid (RLA) as an organization historically has always used attorney volunteers as the principal means of delivering free legal services to indigent individuals in Riverside County. Although RLA cannot currently meet Test A or B of the State Bar Eligibility Requirements, we believe that at its core RLA is a volunteer driven organization, whose number of paid attorney hours will decrease significantly as RLA's Covid related grant funding begins to expire. However, the need in the community for free legal services will not follow suit. If RLA is to be able to transition back to its more traditional use of volunteers to maintain its programs, it is essential that RLA retains its State Bar volunteer allocation funds. RLA experienced extraordinary circumstances in 2020, like many other legal aid organizations, due to the "Covid 19" pandemic. Not only did RLA's well of volunteer sources dry up, but we received a historically high Equal Access Fund (EAF) allocation, as well as a large rental assistance grant from Riverside County. Due to these changes, RLA had to restructure its business model to provide additional support to the community and utilize the large Covid-19 related grant funds. As a response to the additional funding, RLA began hiring staff attorneys to fulfill its obligations. RLA created its "Eviction Defense" program, which performed client consultations and other legal services solely by telephonic conference to meet the significant increase in demand for no-cost legal services. In 2022, RLA still boasts a volunteer annual total of over 1000 hours. As the pandemic winds down, RLA anticipates that so too will the additional funding. This will necessitate a contraction in some of the paid attorney staff hired, but Riverside Legal Aid is committed to maintaining its current programs as is. To do so, the State Bar volunteer allocation funding is essential, especially in the programs primarily funded by the IOLTA and EAF grants: family law, domestic violence restraining orders, consumer debt, and probate, which are responsible for 100% of RLA's current volunteer hours. To meet this need, RLA has rebranded and is on the verge of a serious outreach/ volunteer recruitment campaign, with the goal to increase volunteer hours to more than even pre-pandemic numbers. RLA remains steadfast in its commitment to the goal of using it as its principal means of recruiting substantial numbers of volunteer attorneys to provide free legal representation to indigent persons in Riverside County.

Pro Bono County Table:

	# of People Paid	# of Hours Paid	# of People Volunteer	# of Hours Volunteer
POSITIONS				
Attorneys	6	12,480	13	1,183
Paralegals	10	20,800	0	0
Law Students	0	0	0	0
TOTAL	16	33,280	13	1,183

11. Organization: Veterans Legal Institute**County/Countries:** Los Angeles and Orange**Recommend Approval?** Yes

Test C Narrative for Los Angeles and Orange: Pro bono attorney assistance is central to VLI's ability to provide free legal services. VLI's pro bono legal clinic program, which assisted over +400 clients across 80 clinics in 2022 alone, could not have been made possible without the support from over +20 dedicated pro bono attorneys in comparison to just five VLI staff managing the clinics. In addition, hundreds of pro bono attorneys throughout the community receive VLI's case list on a monthly basis, which is an email newsletter containing case opportunities for local, indigent veterans. This case list significantly expands VLI's ability to deliver substantial legal aid throughout the community by leveraging pro bono attorneys and their staff to assist indigent veterans who seek VLI's help.

Veterans Legal Institute (VLI) believes its principal means of delivering legal services is the coordination and recruitment of substantial numbers of attorneys in private practice to provide free legal representation to indigent persons in California. As the table shows, there is a notable difference in the number of VLI paid staff to volunteers. VLI relies on pro bono attorneys as a larger part of its overall model. Given its humble staff size, VLI works with multiple law schools and law students to supervise work to have an exponential impact. Yearly, VLI supports dozens of law clerks from around the nation. While law students are limited in the hours they can work given their school schedule, many of them come to VLI to get personal supervision and help veterans in need while learning about the law. As a result, many clients who have short term needs including research, assistance with filling out forms or drafting declarations, referral requests, or other minor tasks, are able to get quick service by law clerks supervised by VLI attorneys. VLI supports a large number of law clerks each year given its small staff size to ensure greater legal services to its clientele. VLI's humble staff also places its time and resources in providing technical support and educational assistance to its volunteers. Many volunteers request trainings in, among other areas, discharge upgrades, veteran benefits and military cultural competency that the VLI staff assists with. In turn, these attorneys assist a larger amount of clientele than one VLI attorney can assist on his/her own. Paid VLI staff can only cover so many areas of the law and pro bono attorneys offer different diverse sets of experience. Therefore, VLI seeks out experts in different areas to accept cases pro bono so that more clients receive pointed and experienced assistance. Also, these pro bono attorneys leverage their own firm's paralegals, research, and technology, which substantially expands VLI's impact in serving more indigent veterans. All numbers reported are estimated numbers for hours and numbers of pro bono attorneys, pro bono paralegals, and pro bono law students serving indigent clients during 2022 for Los Angeles County. VLI has worked with the State Bar on reporting pro bono hours. VLI reaches out regularly to pro bono attorneys by email and phone in order to get updates on their cases which includes closing information about their outcomes/benefits achieved and number of pro bono hours. These hours are tracked in Clio, VLI's case management system. VLI also tracks pro bono attorney and volunteer hours in clinic rosters. All clinics are designed to serve indigent veterans. Staff attorneys provide direct legal services to clientele including in the areas of family law, discharge upgrades, veteran benefits, landlord tenant, estate planning, and more. VLI staff attorneys and volunteers review applications, compile facts and documents related to the legal issue, and create summaries. These summaries are case listed and distributed by email to VLI's pro bono attorney network. VLI staff attorneys also reach out personally to pro bono attorneys to warmly place cases. Pro

Bono attorneys provide advice and counsel, document preparation, mediation, and representation. Also, pro bono attorneys lead clinics for Wounded Warriors, estate planning, family law, and the VA Hospital in Long Beach. Because the pandemic placed our veterans at even greater risk of homelessness and suicide, VLI's pro bono network was life-changing for our indigent veterans. These pro bono attorneys have special expertise, often being veterans or military family members themselves. Understanding the escalating confusion and anxiety brought on by the pandemic, these pro bono attorneys stepped up quickly to support VLI's switch from in-person clinics to virtual clinics so that free legal aid would continue without interruption. These pro bono champions were able to continue advocating for veterans, taking on cases and speaking with opposing parties, in order to ensure access to justice despite critical needs for pandemic parenting plans, patchworks of eviction projections, and job losses.

Pro Bono County Table for Los Angeles:

	# of People Paid	# of Hours Paid	# of People Volunteer	# of Hours Volunteer
POSITIONS				
Attorneys	9	3,744	79	500
Paralegals	0	0	2	665
Law Students	0	0	4	753
TOTAL	9	3,744	85	1,918

Pro Bono County Table for Orange:

	# of People Paid	# of Hours Paid	# of People Volunteer	# of Hours Volunteer
POSITIONS				
Attorneys	9	3,744	167	1,000
Paralegals	0	0	5	1,415
Law Students	0	0	10	1,600
TOTAL	9	3,744	182	4,015