

LSC REPORT FACTUAL INACCURACIES

Cover letter: The first paragraph refers to FRLS rather than BALS in sentence #2 and the dates for the visit are incorrect - it should not be September 2009 but April 19-23, 2010.

Cover Page of Report: The cover page gives incorrect dates (April 14-18,2010) for the visit which was April19- 23 2010.

Report:

Page 1: par. 1: "...includes Hillsborough and Pasco Counties for which it provides full services; South Pinellas County, where BALS staff provides telephone intake and extended representation in landlord-tenant cases; and Pinellas, Manatee....."

Page 2: There are two offices not reflected , Brandon (the fiscal office) .The Tampa office should reflect 5 not 4 offices as the Family Justice Center is not listed .

Page 2: In the first paragraph, I suggest the report read " the board and Development Council include several major bar figures" . The reason is that some of the members who worked at the national level, like Reece Smith and David Shear, are members of the Development Council but not our board.

Page 3: Last paragraph. I suggest the report read "They developed a foster children's Medicaid pilot project." I deleted "recent" as the successful pilot had been on-going for a period of time and has been completed in large part due to systemic change. Also deleted "Children's Law Center" as the pilot was on ABLE.

Page 5: 2nd paragraph, last sentence: I suggest "signs in all the office locations they serve." There are only BALS/LEP signs in one courthouse/Tampa due to the location of our office there.

Pages 5-6: "Intake and Case Acceptance Procedures" par. 2: ".....are handled by Bay Area attorneys. As indicated previously, the BALS office in South Pinellas County also provides full representation for some housing issues."

Pages 5-6: "Intake and Case Acceptance Procedures, Finding 5" par. 3: "...call the central intake number. Exceptions are made and immediate walk-in screening is provided for applicants who are elderly; those with disabilities; those who have been served with a civil lawsuit; those who are victims of domestic violence; and those who state they do not have a telephone. However, telephone intake is a problem for those with limited phone access at home and who don't have someone whose phone they can comfortably use. Tampa-area applicants can be scheduled for an intake clinic through the Bay Area Volunteer Lawyers Program, but those living elsewhere in the service region currently have limited options. The program was in the process of identifying potential solutions to this problem at the time of the visit.

Page 6: first full paragraph, 3rd sentence: ".....problem type and alien and income eligibility."

Page 6: second full paragraph, 5th sentence: "...last usually a half-hour."

Page 7: "Finding 6" par. 1, 1st sentence: "...for the interview with a CTI legal advocate to occur..."

Page 7: "Finding 6" par. 1, final sentence: This is incorrect. Family law intake takes the **least** amount of time, although it consumes a greater number of appointment slots. The second half of the sentence is only accurate with regard to cases referred to other programs.

The sentence should read: "Family law cases are said to take additional **resources** for CTI interviews because of the high volume. Consumer cases **may** take additional time because few of the regional and statewide partners for both the Legal Aid Line and the Senior Legal Helpline have resources to accept consumer cases for extended representation."

Page 7: Finding 6, par. 3, final sentence: The sentence "The attorneys who are working at home do not have access to electronic research should be changed to " **Some of** the attorneys who are working...." The reason is that those we determined had a need to do electronic research have had it available from their desktop.

Page 7: "Finding 6" par. 5, final sentence: "For other **BALS** offices [delete everything until after the comma], an e-mail is sent....." Add the following new sentence: "**Referrals to partner offices are made by facsimile at this time, although it is anticipated that because all programs within the region share the same case management system, referrals will be made electronically in the future.**"

Page 8: first full sentence: "**If the client lives in a community served by a partner program, that determination is made.....**"

Page 9: last paragraph. I suggest it read " and the one in The Spring Domestic **Violence** Shelter".

Page 13: 1st paragraph under Finding 12: I suggest it read "Florida has thirty hours of mandatory CLE **in three year cycles**" I added the language so that a reader would understand that the 30 hours was not a lifetime total.

Page 14: 2nd paragraph. "that the **deputy** director and the executive director . . . " I added deputy as I believe it was inadvertently left out.

Page 14: 3rd paragraph/last sentence. " a **federal** court opinion to the contrary." It was not a circuit opinion.

Page 17: 1st paragraph under Finding 16. " BALS' presence in **The** Spring Domestic Violence Shelter". Typo

Page 18: the name Family Law Center should be changed to the correct name, **Family Justice Center**

Page 18: The sentence should be changed from "two staff members work at the center ..." to "**three** staff members work at the center....".

Page 18: 2nd paragraph under Finding 17 " Bay Area's presence at **The Spring** Domestic Violence Shelter" . Typos.

Page 18: 2nd paragraph under Finding 17 " The program's work in the Sulphur Springs **Neighborhood** to divert the closing of the community's school etc" . I believe it gives BALS too much credit as it implies that BALS preserved the school when really it was the community working together. I suggest the following: **The program supported the Sulphur Springs' neighborhood in preserving the community school and partnered in the development of a resource center located on school board property and supported by a wide variety of service providers, including BALS.**

Page 19: 3rd paragraph. "Board officers are sworn in". Typo

Page 19: Current and distinguished board or Development Council members include...."
The rationale is the same as provided above in the "summary of findings " section.

Page 21: 1st paragraph under Finding 22. The teams include . . .and the Children's
Law Center. Typo

Page 21: 1st paragraph under Finding 22. "The team leaders are scheduled to meet with
the executive director (should be deleted -"and deputy director") every two months." Deputy
Director meets with the team leaders as needed and not on a set schedule.

Page 24: Resource Development: a former U.S.Senator should be changed to a former "
Florida Governor ".

Page 24: 1st paragraph under Finding 27, paragraph with regard to Beth, "civil leader"
should be changed to "civic leader". Typo

Page 25: 1st paragraph under Finding 28: " As the largest of the four programs, BALS . . ."
There are 4 programs in the region and not 3.

Page 25: Finding 28: typos as to spelling of Gulfcoast Legal. It is referred to as Gulf
Coast Legal Services.