

# Community Legal Services



## General Information

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**Nonprofit**  
**Address**  
**Phone**  
**Web Site**  
**Facebook**

**Twitter**  
**Email**

Community Legal Services  
122 East Colonial Drive  
407-322-8984  
[www.clsmf.org](http://www.clsmf.org)  
<https://www.facebook.com/communitylegalserviceofmidflorida/>  
<https://twitter.com/clsmf>  
[michaelv@clsmf.org](mailto:michaelv@clsmf.org)

## Mission & Impact

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### Statements

#### **Mission**

"To provide no-cost legal services to the most vulnerable in Central Florida and to help them protect their families, health, and livelihood."

#### **Background**

Community Legal Services (CLS) has been working since 1966 to champion those families who do not have the resources to represent themselves at the most challenging times. Our team, from lawyers to support staff work with Passion, and Integrity to Lead the charge by Leveraging our knowledge and resources to serve the best interest of our clients. We Adapt to each client's situation. We Respect their needs, the law, and work tirelessly toward achieving a positive outcome. Our work is a critical bridge between shelter and homelessness, nourishment and hunger, or steady income for the people we serve. CLS is the largest provider of Legal services in Central Florida, serving 12 counties; Brevard, Citrus, Flagler, Hernando, Lake, Marion, Orange, Osceola, Putnam, Seminole, Sumter, and Volusia Counties. Our attorneys work tirelessly to for our clients on legal matters, dedicated to have a positive impact on the lives of families facing a variety of injustices and legal issues. Legal areas in which our firm focuses are: Children's Rights & Special Education; Consumer Law; Elder Law; Fair Housing; Family Law; Housing; Medical Legal Partnerships; Public Benefits; Veterans; Legal Advice Helpline. and more. From Children to Seniors, the employed and working poor, Community Legal Services is the one source of hope for those who qualify for our services. Our Community Outreach, Helpline, Skilled Attorneys and dedicated staff all come together to help our clients. Milestone and national precedent setting cases, Helping families who are facing eviction, Veterans who need vital medicines and changing lives every day. When clients seek our help, they have already lost many resources, security, home, job, and more. Our goal is to ensure that all families have access to legal help; early when we can do more. With your support, Legal Aid for All becomes more than a motto, it becomes a reality. Community Legal

Services is committed to strengthening our neighborhoods, by making each household more stable and secure. With your support, we can bridge the justice gap and change more lives every day.

### **Impact**

- Closed over 9,800 cases increasing 3% above 2022 levels.
- Helpline answer rate increased from 18% to 30% through process improvement and staffing adjustments.
- Hosted over 450 in-person outreach events within our 12 service areas which is a 16% increase over 2022.
- Through our volunteer lawyer program, we had 30% more pro bono hours and closed over 800 cases - 20% increase over 2023.
- Increased Paralegal Certification to over 75% of legal support staff.
- Added an Equal Justice Works Fellowship Opportunity for law students.
- Launched a Disaster Statewide Project to integrate with the Florida Disaster Recovery Center resources.
- Engaged in emergency disaster response efforts in Hernando and Citrus counties after Hurricane Idalia.
- Created new Government Relations department and hired new Director of Governmental Relations.
- Hired new Director of Development to drive philanthropic efforts which resulted in 77 new donors and over \$50,000 in new giving for annual Pro Bono Awards event.
- Accepted as a top 10 finalist for the 2024 Victory Cup Initiative competition.
- Recognized by Yield Giving with a \$2.1 million award.
- Celebrated the 2023 Pro Bono Awards dinner with a record attendance. Justice John. D. Couriel provided the keynote speech before 16 attorneys and community partners were recognized.
- Continued annual growth of communication and media efforts which include:
  - Increased social media follow growth by nearly 25% which is over 28% growth over 2022.
  - Recorded over 30 million impressions from advertisements on television, YouTube, etc. with a marketing value over \$500,000.
  - Reached over 1 million visits to the website for assistance with only one-third seeking additional assistance after their visit.
- Received two PR Daily 2023 Nonprofit Awards for Hurricane Ian Disaster Response and Website.
- Volunteer Pro Bono Attorney, Tim Moran, received the highest honor awarded to a pro bono attorney, the 2023 Tobias Simon Pro Bono Service Award, for exemplifying the highest ideals of the profession in ensuring the availability of legal services to the poor based on his work with our organization.
- Leveraged Mobile Helpline partnerships with Florida A&M and University of Florida law schools;
- Increased staff involvement in bar leadership through committee participation.
- Maintained a turnover rate at approximately half of the average of other nonprofit law firms.
- Hired Manager of Volunteer Services who increased intern volunteers over tenfold.

### **Needs**

Our legal services are provided to qualified clients at no charge, by a mix of staff and volunteer lawyers in the areas of family law, special education, domestic violence, elder advocacy, public benefits, consumer, fair housing, and veteran services; serving those who are at or below 125% of the poverty level. Since 2018, year over year, we have more clients than we can serve and are often greatly limited by funder-defined income requirements. Every 5 years Community Legal Services (CLS) is required, by its grant funders, to conduct a needs assessment to determine the most pressing issues within our 12-county service area. The most recent was completed in 2023. "Legal Aid for All" is our motto. We believe money should not be a barrier to justice, and no one should be without representation when they need it most. Studies show that 40% of our population cannot afford an attorney if they needed. Our funders' guidelines allow us to serve 20%. The remaining 20% of families cannot afford an attorney, yet they are also outside the funder restrictions that would allow us to help them. "Legal Aid for All" strives to bridge the justice gap. One of our key priorities is to increase unrestricted funding to extend our services to those individuals both within and outside of the defined and narrow income restrictions we must comply with. In addition, we continue to see housing, safety and public benefits as issues facing our clients. Our helpline, attorneys, volunteers and staff all work diligently to provide assistance to those who reach out to us. Each year provides new information as well and confirms other issues that are ongoing concerns.

### **Statement from CEO/Executive Director**

The lawyers, staff, and volunteers of Community Legal Services continue to surpass my expectations and surprise me with their impact. Each year brings sustained growth and responsiveness to the community's needs. In our most recent data year, it began with emergency rental assistance programs receding and a record number of eviction cases breaking. Despite these challenges, we

connected with thousands of tenants, preventing evictions and helping them secure over [\$3.9 million] in rental assistance. While our area was less impacted than others, CLS led the State in response efforts to Hurricane Ian by coordinating and executing legal aid's first-ever mutual aid system with Legal Services of Greater Miami and Legal Services of North Florida. The success of this effort is now being replicated across the State to prepare for future storms. We staffed seven disaster recovery centers for several weeks, and we led the rescue/response effort to assist the former residents of Good Samaritan Village in Kissimmee, a community of seniors abandoned by the community they called home. Our efforts were recognized by Governor DeSantis with an award of an unsolicited \$600,000 grant from Volunteer Florida. CLS continues to break new ground in legal aid marketing. In 2023, we recorded over 30 million impressions from advertisements on television, YouTube, etc. with a marketing value over \$500,000. I believe we are poised to continue to increase awareness of the benefit of legal services plus additional resources as more people learn the importance of organizations like Community Legal Services. As you review our accomplishments from 2023, please consider reaching out to volunteer, taking a case, or donating. The tremendous support we received in 2023 contributed, in part, to our success with record numbers of volunteers, donors, partnerships, and collaborative projects. The community needs our help more than ever, and we certainly could use yours. Together, we can ensure there is "Legal Aid for All."

**Statement from Board Chair**  
 Pending Board Chair Statement

### Service Categories

<b>Primary Category</b>	Human Services - Family Services
<b>Secondary Category</b>	Human Services - Family Services

### Areas Served

CLSMF provides free legal assistance and services to low-income individuals and families, persons with disabilities, victims of domestic violence, veterans, children and seniors in 12 central Florida counties: • Brevard • Citrus • Flagler • Hernando • Lake • Marion • Putnam • Orange • Osceola • Seminole • Sumter • Volusia

In a specific U.S. city, cities, state(s) and/or region.,In a specific U.S. city, cities, state(s) and/or region.

## Programs

Consumer Law
<b>Description</b> CLSMF's Consumer Law Unit focuses on problems related to debt collection, garnishment, repossession, unfair sales practices and home improvement problems, bankruptcy, student loans, utility problems, contracts, consumer scams, small claims courts and debtor harassment. CLSMF may be able to assist a client if a creditor is wrongly attempting to garnish their wages, bank account, or other property. These are common issues faced by many consumers who often don't realize they have rights in protecting their assets. In addition to providing legal advice or representation, CLSMF's Consumer Law attorneys also assist clients by instructing and assisting them

in filling out and filing legal documents and provide guidance on going to court on their own.

**Budget**

**Category**

**Population Served** Poor, Economically Disadvantaged, Indigent

**Short Term Success**

**Long Term Success** The ultimate goal of this program is that 100% of consumers calling CLSMF's Helpline will receive legal advice and, where appropriate, they will receive full representation to address their issue. In addition, CLSMF conducts self-help clinics and workshops throughout our service area to educate consumers on protection against consumer scams and other debt-related problems.

**Program Success Monitored By**

Children's Rights Unit

**Description**

CLSMF's Children's Rights Unit works to change the discriminatory policies that disproportionately affect children in foster care, those with disabilities, and non-white students. Through the Safe Path Through Education Initiative, CLSMF attorneys promote significant, lasting, system-wide improvements in education for children with disabilities in Florida by reversing the School-to-Prison Pipeline. CLSMF's Children's Rights attorneys ensure that schools and school districts identify children with suspected disabilities, evaluate children's needs to determine if special education services are warranted, and provide eligible children a free and appropriate public education in the least restrictive environmental and educational placement possible.

**Budget**

**Category**

**Population Served** Children and Youth (0 - 19 years)

**Short Term Success** CLSMF has partnerships throughout our service area with law enforcement, community groups, and educational institutions to focus on improving services for youth with the ultimate goal of keeping children in school and out of the juvenile and criminal justice systems for minor offenses.

**Long Term Success** The goal for CLSMF is to eradicate the school-to-prison pipeline affecting children in foster care, those with disabilities, and non-white students in our service area.

**Program Success Monitored By**

Domestic Violence and Family Law

**Description**

CLSMF provides clients with essential services by collaborating with community-based organizations and legal support staff that are dedicated to helping survivors of domestic, dating, stalking, and sexual violence and individuals who live in fear of future domestic violence in the household. Far too many low-income domestic violence survivors are forced to handle complex legal problems with little or no assistance. CLSMF attorneys help these individuals with expert legal assistance. Eligible survivors of domestic, dating, stalking, and sexual violence receive free legal advice and representation with orders of protection, custody/visitation, child/spousal support and divorce, as well as housing, public benefits, and consumer issues related to the violence.

**Budget**

**Category**

**Population Served** Children and Youth (0 - 19 years), Females, Poor, Economically Disadvantaged, Indigent

**Short Term Success** CLSMF obtains injunctions for protection, divorce, child support, child custody, and other family law relief. CLSMF also provides holistic services to victims on

<p>issues relating to housing, public benefits, and consumer issues.</p> <p><b>Long Term Success</b> The goal of CLSMF is to reduce, and eventually prevent, domestic, dating, stalking, and sexual violence within our 12-county service area by empowering survivors, through holistic legal services, to obtain immediate physical safety from abuse, break the cycle of violence, and obtain or maintain permanent physical and financial independence from their abusers.</p> <p><b>Program Success Monitored By</b></p>
Elder Law
<p><b>Description</b> CLSMF's attorneys provide legal representation and advice to seniors (aged 60 and older) with legal issues including living will and advanced directives, financial exploitation through the misuse of their money or property, deprivation of necessities by a caregiver, physical and sexual abuse, and durable power of attorney.</p> <p><b>Budget</b> \$163,783</p> <p><b>Category</b></p> <p><b>Population Served</b> Aging, Elderly, Senior Citizens, Poor, Economically Disadvantaged, Indigent</p> <p><b>Short Term Success</b> CLSMF collaborates with various organizations, such as the Area Agencies on Aging, to assist elderly persons obtain services and benefits to which they are entitled.</p> <p><b>Long Term Success</b> Eliminate legal issues and exploitation of low-income seniors in our service area.</p> <p><b>Program Success Monitored By</b></p>
Housing & Fair Housing Law
<p><b>Description</b> CLS provides legal representation and advice to homeowners and renters on a wide range of legal issues including foreclosures, mortgage scams, reverse mortgages, landlord-tenant disputes, subsidized housing, fair housing, and other prohibited practices. By providing legal advice and assistance on these issues, CLS helps Central Florida's families, veterans, seniors and other vulnerable members of the population stay in their homes and avoid homelessness. CLS is also a HUD-approved Housing Counseling Agency. Housing counselors work with clients on foreclosure prevention, budget and credit preparations, and rental counseling. This Unit also conducts First Time Homebuyer Workshops and Post-Purchase Financial Literacy Workshops. Housing Counselors assist clients in applying under Florida's Hardest-Hit Program, which provides mortgage assistance to qualified Florida homeowners for up to 12 months.</p> <p><b>Budget</b></p> <p><b>Category</b> Human Services - Family Services</p> <p><b>Population Served</b> Poor, Economically Disadvantaged, Indigent</p> <p><b>Short Term Success</b> CLSMF expanded their Renters' Rights Unit and re-focused the landlord-tenant work on litigating evictions from public and subsidized housing.</p> <p><b>Long Term Success</b> The ultimate goal is for all individuals to be treated equally in housing disputes, for mortgage scams to cease, for landlord tenant disputes to be easily resolved, and for low-income families to be able to stay in their homes and avoid homelessness.</p> <p><b>Program Success Monitored By</b></p>
Pro Bono - Volunteer Lawyer Program
<p><b>Description</b> In an effort to help more residents who cannot afford an attorney solve their civil legal problems, CLSMF hosts ongoing free Legal Advice Clinics and</p>

Workshops throughout the year. The attorneys who facilitate Clinics and Workshops volunteer as part of CLSMF's Volunteer Lawyer Project. Information on upcoming clinics can be found on CLSMF's website. Eligible clients have the opportunity to receive free legal advice from an experienced civil private practice attorney at no cost (otherwise known as "Pro Bono") by attending a Legal Advice Clinic. Attorneys only provide legal advice during a Clinic, but may in certain circumstances take cases for full representation. A legal advice consultation with the attorney may last anywhere from half an hour to over an hour, depending on the particular legal issue. Typically, the legal advice received during the one-on-one attorney consultation is enough to empower the client to handle their legal issue successfully.

**Budget**

**Category**

**Population Served** Poor, Economically Disadvantaged, Indigent

**Short Term Success** Attorneys who demonstrate an outstanding commitment to pro bono service through CLSMF's Volunteers Lawyer Project are recognized at annual pro bono appreciation events throughout our service area.

**Long Term Success** CLSMF is continually seeking new avenues in securing volunteer attorneys to expand services throughout the service area.

**Program Success Monitored By**

Public Benefits

**Description**

CLSMF's Public Benefits Unit attorneys, paralegals and advocates assists clients who are denied benefits, such as SNAP (food stamps), Medicaid, Medicare, and Reemployment Assistance (unemployment compensation). We represent those who face the cessation of Social Security Disability (SSDI) or Supplemental Security Income (SSI), particularly if those facing cessation are children or those over the age of 55. We also advocate for disabled children and adults who face the denial or the reduction of Medicaid covered services, as well as services under the Florida iBudget for the developmentally disabled. The Public Benefits Unit staff operate a SOAR (SSI/SSDI Outreach, Access and Recovery) program with the City of Orlando and Orange County. Staff complete SSI/SSDI applications for eligible adults who are experiencing homelessness and have mental illnesses, medical impairments, and/or co-occurring substance abuse disorders. This Unit is made up of both paralegals and attorneys who are committed to representing clients at all levels of appeal for those cases where appeals are warranted.

**Budget**

**Category**

**Population Served** Poor, Economically Disadvantaged, Indigent

**Short Term Success** The CLSMF Public Benefits Unit holds monthly case review meetings to discuss problem cases and issues that arise. This allows them to compare notes on patterns seen in the various sub-areas of the law and discuss potential approaches to individual cases and impact work. All members of the Unit are active in the statewide umbrella groups for public benefits and health and senior groups. These groups hold annual meetings to discuss patterns at the statewide level and obtain ideas from colleagues across the state.

**Long Term Success** The ultimate goal is for all residents to be able to access public benefits, including health care, cash assistance, food assistance and disability benefits, without the need for legal services.

**Program Success Monitored By**

## Veterans Law

### Description

Florida has the third highest veteran population in the country, with many being post-9/11 veterans and retired veterans. Unfortunately, all veteran disability claims must be processed at the single regional office in the state, located in St. Petersburg. Unsurprisingly, there is a large backlog of claims at the regional office and veterans must wait several years for appeals decisions. The goal of the Veterans Advocacy Project at CLSMF is to help veterans present strong disability claims and appeals so they have a higher chance of being granted benefits. Since 2009, we have been providing free legal services to low-income and elderly veterans, with a focus on disability appeals and discharge upgrades for combat veterans.

**Budget** \$151,000

### Category

**Population Served** Poor, Economically Disadvantaged, Indigent

**Short Term Success** CLSMF's Veterans Project has increased the number of combat veterans and female veterans served through targeted outreach and community partnerships. For example, we partnered with the 9th Circuit Public Defender's Office to create a website with self-help legal materials geared towards justice-involved veterans: [www.salutevets.com](http://www.salutevets.com).

**Long Term Success** CLSMF's Veterans Project has established long-term funding partnerships with local agencies that serve veterans who are homeless or at risk of homelessness. These partnerships cover most of our 12-county service area and provide a way for case managers to directly refer veterans in need of legal services. We partner with the Homeless Services Network in Orange, Osceola & Seminole counties and Volunteers of America-Florida in Marion and Brevard counties. The Veterans Project also started the first Medical-Legal Partnership (MLP) focused on veterans in Central Florida. We partner with the Viera VA Outpatient Clinic and VA doctors, nurses and social workers on Mental Health Treatment Teams can directly refer veterans to us to address their legal needs. This MLP is in need of funding to continue to provide high-quality services to veterans in crisis.

**Program Success Monitored By**

## Program Comments

### CEO/Executive Director/Board Comments

Studies show that, because of limited funding, legal aid organizations like CLS are only able to meet about 20% of the low-income population's need for affordable legal services.

Inadequate funding for legal aid, combined with an enormous poverty population, continues to increase the number of unrepresented litigants in both Florida's courts and nationwide.

According to the Justice Index, more than 80% of low-income litigants appear without lawyers in matters as important as evictions, mortgage foreclosures, child custody and child support proceedings, and debt collection cases. In Florida, approximately 80% of divorce cases have one unrepresented party.

The outcome for unrepresented litigants is, at best, poor. The unrepresented litigants are much less likely to obtain equal justice because they generally do not understand the court system, their rights and obligations, or how to

present their case. Without legal representation, low-income litigants are often shut out of the justice system altogether - suffering significant losses solely because they are poor. Representation of these families has a profound impact on the quality of life of every community in Florida.

CLSMF makes a tremendous difference in the stability, health and welfare of our neighborhoods, including making neighborhoods safer by preventing foreclosures and evictions. Reducing the number of abused women and elderly people who populate hospital emergency rooms and require substantial follow up by mental health and social service agencies.

Bringing federal funds into Florida through successful prosecution of disability claims reduces the state's expenditures on expensive social services, such as emergency shelter programs.

These funds and other philanthropic sources assist by:

- Saving jobs, helping families keep food on their tables, and keeping families intact.
- Helping families obtain appropriate services for their children.
- Providing groups of citizens of different ethnic backgrounds with a dignified way to address their problems.
- Ensuring low-income individuals receive the same access to justice as their wealthier counterparts.

## Governance

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**Board Chair**  
**Company Affiliation**

Kevin Ross-Andino  
Hispanic Bar Association of Central  
Florida  
February 2018 - December 2025

**Term**  
**Email**

### Board of Directors

<b>Name</b>	<b>Affiliation</b>	<b>Status</b>
Sherri Akin Esq.	Volusia County Bar Association	Voting
John Bartley	Gulf Coast Electric Cooperative	Voting
Jeremiah Blocker	Douglas Law Firm	Voting
Cassandra Brown	Community/Client Representative	Voting
Bruce Brown	Hilton Grand Vacations	Voting
Joseph Colombo Esq.	Mommers & Colombo, Attorneys at Law	Voting
Matthew Frey	Campione & Hackney, P.A.	Voting
Cynthia Hamilton-Smith Esq.	Golden Rule Housing and Development	Voting
Joseph Mason Esq.	McGee & Mason, P.A.	Voting
Sakeena Nix	Community/Client Representative	Voting
Tarnecia O'Berry	Community/Client Representative	Voting
Scott Owens	Camaraderie Foundation	Voting
Carrie Rentz	Seminole County Bar Association	Voting
Wynn Vickers	Marion County Bar Association	Voting



## Board Demographics - Ethnicity

<b>African American/Black</b>	4
<b>Asian American/Pacific Islander</b>	0
<b>Caucasian</b>	9
<b>Hispanic/Latino</b>	1
<b>Native American/American Indian</b>	0
<b>Multi-Racial</b>	1
<b>Other</b>	0

## Board Demographics - Gender

<b>Male</b>	6
<b>Female</b>	9
<b>Unspecified</b>	0

## Governance

<b>Board Term Lengths</b>	4
<b>Board Term Limits</b>	2
<b>Board Meeting Attendance</b>	73%
<b>Does the Organization have written Board Selection Criteria?</b>	Yes
<b>Does the Organization have a Written Conflict of Interest Policy?</b>	Yes
<b>Percentage Making Monetary Contributions</b>	100%
<b>Percentage Of Board Members Making In Kind Contributions</b>	10%
<b>Does the Board include Client Representation?</b>	Yes
<b>Number of Full Board Meetings Annually</b>	4

## Standing Committees

Audit  
Community Outreach / Community Relations  
Personnel  
Executive  
Development / Fund Development / Fund Raising / Grant Writing / Major Gifts  
Nominating  
Program / Program Planning  
By-laws

## Risk Provisions

Directors and Officers Policy

## CEO/Executive Director/Board Comments

I continue to remain both proud and humbled by the impact our dedicated lawyers, staff, and volunteers make in Central Florida every day.

During the pandemic, Community Legal was able to quickly pivot our operation by leveraging our historical investments in technology to a completely remote workforce in order to remain effective despite the pandemic.

We had no downtime in services as a result of this transition, and while many organizations saw a significant reduction in community impact as a result of the pandemic, Community Legal only saw a less than 3% decrease in the number of people we served.

Years later, we are perfectly situated to make 2024 our most impactful year ever. Our success, in part, is due to the tremendous support that we receive from our community.

We have seen record numbers of attorneys participating in legal advice clinics, and a significant increase in funding from donors and community partners.

We have used this opportunity to build stronger relationships with our local and state officials as we work together to address those secondary disasters of life including families losing jobs and on the verge of becoming homeless. I know that the community still needs our help more than ever, and we certainly could use yours.

## Management

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**Executive Director**

**Email**

**Term Start**

Jeffrey Harvey

jeffh@clsmf.org

April 2020

**Jeffrey's Experience:** Jeffrey D. Harvey, Esq., Chief Executive Officer, Community Legal Services of Mid-Florida, Inc. (CLSMF). Jeff was appointed to the Chief Executive Officer position in April 2020 but is no stranger to leadership or public service.

A Central Florida native, Jeff has been socially conscious since childhood, earning his Eagle Scout in high school and moving on to the ROTC program at Boston College. After graduating from Boston College in 2001 with his BA in Political Science and Theology, Jeff was commissioned as an officer in the US Army where he completed training as a Ranger and rose to the rank of Captain.

While in the Army, Jeff completed his Master's in Human Development and Leadership at Murray State University and finished multiple tours of duty in Iraq and Afghanistan, leading hundreds of combat missions without loss of life.

After active duty, the call to service remained; Jeff entered the Florida Army National Guard as a field artillery officer and graduated with his Juris Doctor from Stetson University College of Law. Jeff has had a distinguished career with the Guard, ultimately serving as Lieutenant Colonel in command of a Field Artillery Battalion that also serves as State Emergency Response Force, supporting civil authorities during emergencies. He received the Florida Distinguished Service Medal from the Governor for leading the National Guard response to Hurricane Michael. He is currently serving as the State's Deputy Director of Army Operations.

Mr. Harvey's law career has also been marked with service and leadership. He founded the

Justice Fred Karl Veterans Scholarship Endowment to aid veterans in their pursuit of a law degree at Stetson University College of Law. He also co-organized The Veterans Law Institute, providing pro bono legal services to Veterans throughout Florida. In 2019, Jeff was named 'Veteran of Influence' by the Orlando Business Journal.

Following a period in private practice, Jeff returned to service coming to CLSMF as the Director of Operations in 2015, progressing to the Chief Program Officer. During his tenure, he has led the firm successfully through growth, leadership and organizational changes. Where most recently as CEO, the firm has been recognized as one of the Best Nonprofit's to Work for by the national publication, The Nonprofit Times and one of the 'best places to work' in Orlando by the Orlando Business Journal.

## Staff

<b>Number of Full Time Staff</b>	120
<b>Number of Part Time Staff</b>	7
<b>Volunteers</b>	478
<b>Contractors</b>	0
<b>Staff Retention Rate</b>	88%

## Plans & Policies

<b>Fundraising Plan?</b>	Yes
<b>Strategic Plan?</b>	Yes
<b>Years Strategic Plan Considers</b>	5
<b>When Strategic Plan Adopted?</b>	January 2019
<b>Management Succession Plan?</b>	Yes
<b>Policy and Procedures Plan?</b>	Yes
<b>Nondiscrimination Policy?</b>	Yes
<b>Whistle Blower Policy?</b>	Yes
<b>Document Destruction Policy?</b>	Yes

## Senior Staff

<b>Name</b>	<b>Title</b>
Jeff Harvey	Chief Executive Officer
Danielle Harris	Chief Program Officer
Nadia Soulouque	Chief Human Resource Officer
Michelle Wargo	Director of Communications
Theresa Kozub	Chief Financial Officer
Kimberly Sparks	Director of Executive Services
C. Michael Vermillion	Director of Development
Adrianna Tran	Director of Government Relations
Andrea Ortiz	Director of Pro Bono Services
John Martino	Director of Advocacy
Veronica Vasquez	Director of Risk & Information Management
Eli Mattern	Director of Technology

## Formal Evaluations

<b>Is there a formal evaluation for...</b>	<b>Frequency</b>
<b>CEO/Executive Director</b>	Annually
<b>Senior Management</b>	Annually
<b>Non-Management</b>	Annually

## Affiliations

<b>Affiliation</b>	<b>Year</b>
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National Legal Aid and Public Defender Association - Member	2010
Rollins College Philanthropy and Nonprofit Leadership Center	2013

## Awards

<b>Award/Recognition</b>	<b>Organization</b>	<b>Year</b>
Volunteer Lawyer Project received first place award for Pro Bono work and number of volunteer hours	The Florida Bar	1982
National Community Economic Development Program of the Year award	National Economic Development Law Center	1983
Non Profit Best Places to Work	The Non Profit Times	2016
Best Places to Work	The Non Profit Times	2020
Best Places to Work	Orlando Business Journal	2020
CEO of the Year	Orlando Business Journal	2020
Top WorkPlaces	The Orlando Sentinel	2022

## CEO/Executive Director/Board Comments

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I continue to remain both proud and humbled by the impact our dedicated lawyers, staff, and volunteers make in Central Florida every day. During the pandemic, Community Legal was able to quickly pivot our operation by leveraging our historical investments in technology to a completely remote workforce in order to remain effective despite the pandemic. We had no downtime in services as a result of this transition, and while many organizations saw a significant reduction in community impact as a result of the pandemic, Community Legal only saw a less than 3% decrease in the number of people we served. Years later, we are perfectly situated to make 2024 our most impactful year ever. Our success, in part, is due to the tremendous support that we receive from our community. We have seen record numbers of attorneys participating in legal advice clinics, and a significant increase in funding from donors and community partners. We have

used this opportunity to build stronger relationships with our local and state officials as we work together to address those secondary disasters of life including families losing jobs and on the verge of becoming homeless. I know that the community still needs our help more than ever, and we certainly could use yours.

## Financials

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### Financials

**Fiscal Year Start**

2023-01-01

**Fiscal Year End**

2023-12-31

**Projected Revenue**

13523836

**Projected Expenses**

13034937

### Detailed Financials

**Revenue and Expenses**

<b>Fiscal Year</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>
Total Revenue	\$12,210,827	\$11,067,426	\$11,891,762
Total Expenses	\$12,270,606	\$11,173,697	\$11,513,437
Revenue Less Expense	(\$59,779.00)	(\$106,271.00)	\$378,325.00

**Revenue Sources**

<b>Fiscal Year</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>
Foundation and Corporation Contributions	\$0	\$0	\$291,190
Government - Federal	\$10,483,399	\$0	\$0
Government - State	\$0	\$0	\$0
Government - Local	\$954,647	\$0	\$0
Government - Unspecified	\$0	\$8,943,531	\$9,403,509
Individual Contributions	\$677,904	\$1,879,090	\$1,503,447
Indirect Public	\$0	\$0	\$0

Support			
Earned Revenue	\$23,238	\$195,373	\$38,849
Investment Income, Net of Losses	\$71,639	\$49,432	\$141,707
Membership Dues	\$0	\$0	\$0
Special Events	\$0	\$0	\$0
Revenue In-Kind	\$0	\$0	\$500,155
Other	\$0	\$0	\$12,905

### Expense Allocation

<b>Fiscal Year</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>
Program Expense	\$9,053,358	\$8,311,960	\$8,936,947
Administrative Expense	\$2,794,500	\$2,559,656	\$2,317,178
Fundraising Expense	\$422,748	\$302,081	\$259,312
Total Revenue/Total Expenses	100%	99%	103%
Program Expense/Total Expenses	74%	74%	78%
Fundraising Expense/Contributed Revenue	3%	3%	2%

### Top Funding Sources

<b>Fiscal Year</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>
Top Funding Source & Dollar Amount	Government - Federal - \$10,483,399.00	Government Unspecified - \$8,943,531.00	Government unspecified - \$9,403,509.00
Second Highest Funding Source & Dollar Amount	Government - Local - \$954,647.00	Individuals - \$1,879,090.00	Individuals - \$2,003,602.00
Third Highest Funding Source & Dollar Amount	Individuals - \$677,904.00	Earned Revenue - \$195,373.00	In Kind - \$500,155.00

### Assets and Liabilities

Fiscal Year	2022	2021	2020
Total Assets	\$10,215,374	\$10,144,490	\$10,301,852
Current Assets	\$5,889,009	\$6,357,775	\$5,675,345
Long-Term Liabilities	\$1,404,632	\$671,681	\$763,264
Current Liabilities	\$1,737,483	\$1,978,260	\$2,150,203
Total Net Assets	\$7,073,259	\$7,494,549	\$7,388,385

### Endowment Info

**Do you have an endowment?**

No

### Capital Campaign Info

**Currently in a Capital Campaign?**

No

### Solicitation Permit Info

**State Charitable Solicitations Permit**

Yes

### CEO/Executive Director/Board Comments

A consistent challenge CLSMF faces is the uncertainty of future grant funding. Funding for the services we provide, free legal assistance for low-income people, is limited and comes primarily (97%) from federal, state, and local funding. Over 50% comes from one source, the Legal Services Corporation. Established by Congress in 1974, the Legal Services Corporation (LSC) promotes equal access to justice by funding high-quality civil legal assistance for low-income Americans. LSC is the largest single funder of civil legal aid in the country. The budget "blueprint" released by the White House on March 16, 2017, eliminates LSC funding and is a dire threat to CLSMF's ability to meet the legal needs of low-income and vulnerable people in our service area. Without LSC funding, CLSMF's ability to help the most vulnerable among us - low-income tenants fighting negligent landlords, victims of domestic violence, seniors, veterans, and people living in rural areas will be severely curtailed. Prior to the formation of LSC, 90% of all landlords in housing court cases had lawyers, while 90% of tenants did not. Laypeople find it difficult, if not impossible, to navigate the courthouse and, without legal representation, typically do not receive positive outcomes. Domestic violence cases require urgent legal attention. Victims of domestic violence are often in desperate situations and need immediate legal remedies to escape the violence. A sizeable portion of the funding CLSMF receives from LSC funds domestic

violence and other family law related services. Throughout any funding changes, CLSMF will remain true to its mission, "To provide access to justice through high quality legal assistance to low-income persons." We will not waiver from our commitment, "Justice wasn't meant for some Americans, Justice was meant for all".