



AGENCY/PROGRAM APPLICATION FOR FUNDING

Fiscal Year 2022-2023

Cover Page

| | | | |
|---|------------------------------|--|---|
| NAME OF AGENCY | | | |
| North Suburban Legal Aid Clinic | | | |
| CONTACT PERSON | | | |
| Greg Davenport, Director of Development | | | |
| ADDRESS | | | |
| 3500 Western, Suite 2A | | | |
| CITY | | STATE | ZIP |
| Highland Park | | IL | 60035 |
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| 847-737-4042 | | 847-737-4381 | |
| E-MAIL | | | |
| gdavenport@nslegalaid.org | | | |
| WEB | | | |
| nslegalaid.org | | | |
| NO. OF YEARS IN EXISTENCE | | TOTAL AGENCY FUNDING REQUEST FOR PROPOSED YEAR | |
| 7 | | \$ 12,000 | |
| PROGRAMS REQUESTING FUNDING | AMOUNT RECEIVED LAST YEAR | \$ AMOUNT FOR PROPOSED YEAR | FUNDED BY TOWNSHIP SINCE? (Estimate of Year OK) |
| 1. General Operating (direct legal services for DV, Housing, and Immigration) | \$12,000 | \$12,000 | 2019 |
| 2. _____ | \$ _____ | \$ _____ | _____ |
| 3. _____ | \$ _____ | \$ _____ | _____ |
| 4. _____ | \$ _____ | \$ _____ | _____ |



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Eligibility Criteria For Funding

New Trier Township General Statement of Policy:

- **Each agency/program requesting funding from the Township will be referred to either the Agency Oversight Committee, the Mental Health Committee, or the Money Follows the Person Committee of the Township. Those committees will make funding and agency/program recommendations to the New Trier Township Board of Trustees. You will be notified of their final decisions sometime in the spring.**
- Agencies considered for funding should have been in existence for one year after receiving their not-for profit status from the State of Illinois and have been providing services to the community during that time.
- No agency with the ability to tax or conduct referendums will receive Township funding.

In order to be eligible for funding an agency must meet the following minimum requirements:

- **Area Served** - While an agency may serve areas other than New Trier Township, its programs must serve residents of New Trier Township.
- **Proportion of Township Residents Served**- For agencies serving more than New Trier Township, the amount of funding requested shall take into consideration the proportion of the agency's service rendered to residents of New Trier Township.
- **Non-Profit** - Funded agencies must be 501 (c) (3) not-for-profits.
- **Needs**- The need for the service must be demonstrated.
- **Standards** - An agency requesting funding must have at least one full-time paid staff person, or its equivalent; the credentials of the applicant's staff shall meet professional standards, commensurate with the responsibilities involved.
- **Employment Practices** - The agency must be an equal opportunity employer.
- **Articles of Incorporation** - Submit a copy, as amended, if changed in the last 12 months.
- **Bylaws** - Submit a copy, as amended, if changed in the last 12 months.
- **Use of Funds** - Funds must be used as specified in the grant application and as approved by the Township. Changes must be cleared with the Township.
- **Accessibility** - *All services must be available to clients with disabilities and the agency must be able to deliver services from a site that is ADA accessible. If not, please explain.*
- **Accountability** - The agency shall maintain communication with the assigned advisory



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committee liaison, who must be allowed to attend board meetings upon request. The agency may dismiss the person from a board meeting if they convene into Executive Session. The agency shall provide meeting minutes to the liaison upon request

- **Financial** - All agencies with budgets of greater than \$300,000 must have an annual audit performed by an independent CPA. Those agencies with a budget of \$300,000 or less must submit to the Township a copy of form AG990 that is sent to the Attorney General's Office. The Township reserves the right to request an audit be performed for agencies with budgets of \$300,000 or less.
- **Absence of Conflicts of Interest** – The agency certifies, to the best of its knowledge, information, and belief, that it has no current relationship or involvement with any New Trier Township Trustee, Employee, or Committee Member which the Agency reasonably believes could either favorably or unfavorably influence the Township's possible grant of the Agency's funding request.

YES _____

NO _____ - If no, please explain.

The Mission of New Trier Township is to provide leadership, advocacy and resources to benefit the physical, mental, and social well-being of Township residents.

Guiding Principles of New Trier Township

The following principles guide the Board and Staff's action as we work together to fulfill our mission:

- . The Township's primary role is to identify and address the needs of our community.
- . Our efforts are to create new energetic ideas and programs while maintaining existing programs which are relevant and effective.
- . Our intent is to primarily support, given due diligence and fiscal accountability, programs providing services to our neighbors; including youth programs; senior citizen supports; aid to persons with disabilities, food, shelter and financial and emotional emergency relief for people in need.
- . We seek opportunities to meet community needs by providing assistance directly to individuals as well as indirectly, through third-party sources/providers.
- . The Township will pursue coalition-building with other community entities and advocate on behalf of Township residents.
- . We believe that people have the freedom to choose where they receive services and assistance, including those the Township provides and supports.



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Financial Support Issues

1. The Township prefers to support organizations that have a demonstrated need for financial support and funding. While we do not intend to penalize those organizations that are highly successful fundraisers, we do have to recognize need as a legitimate funding criteria. Therefore organizations that have a reserve level in excess of one year's budget will be a reduced priority for funding (excluding a true endowment). This will be ascertained by a review of the agency audit. Reserve levels are usually calculated by subtracting current liabilities from current assets and comparing it to the total agency budget. However, the Township may examine other financial criteria, including long-term debt, endowment, and other funds.
2. The Township does not fund capital or infrastructure projects such as land or building acquisition and development, or the creation or support of capital or reserve or endowment funds.
3. The Township does not support programs that are primarily arts/education, recreation or environmental related services, though they may be a component of a broader service designed to meet more basic human and social service needs consistent with our priorities listed above.
4. A Township funded program must serve all of New Trier Township, or be part of a group of similar agencies designed to serve the entire Township.
5. The Township prefers to support community-based agencies; meaning those that are located in our community or nearby and exist primarily to serve people in those communities. National and international organizations, even those located in New Trier Township, are not necessarily disqualified, but must demonstrate a substantial impact on our communities.
6. Agencies requesting funding from New Trier Township should serve a significant number of Township residents, or generate substantial costs in serving our residents.
7. Township funding is program specific, but there are no restrictions in how those funds are used within the program. They are meant to support and provide access to services for New Trier Township clients



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Other Certification Issues

Please mark yes, no, or other as appropriate next to each statement. If no, or other, please explain. Supporting documents may be requested at a future date and must be supplied upon request.

YES NO OTHER (PLEASE EXPLAIN)

- Agency maintains a personnel policy manual
- Agency has a non-discrimination policy
- Agency has a sexual harassment policy
- Agency has a grievance procedure
- Agency has a Strategic Plan
Covers years 2022 - 2026
- Agency produces an Annual Report
Most recent report covers period 2021
- Agency has an effective fiscal management system in place
- Audit or AG990 completed and copy provided for most recent fiscal year
- Agency maintains liability insurance coverage
Amount of coverage \$1,000,000
Name of insurer Llyods
Effective dates of coverage 5/1/22 – 5/1/23
- Agency pays all state and federal payroll taxes



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YES NO OTHER (PLEASE EXPLAIN)

Agency has by-laws in place
Date last amended/accepted 11/18/21

Agency is accredited by recognized accreditation organization (where appropriate)
Date of most recent accreditation 1/18/17
Accreditation Organization Board of Immigration Appeals

Agency's board serves without compensation
Number of board members 18
Number of Board vacancies 0
List board sub-committees Executive, Budget and Finance, Fundraising, Advocacy, Diversity Equity Inclusion, Strategic Planning (ad-hoc), Nominating (ad-hoc)

Schedule of board meetings Quarterly, Committees meet monthly, ad hoc committees meet as needed

Agency has Auxiliary or other Advisory/Governing Board. If so, please explain:
The Clinic has a Community Advisory Committee, Attorney Advisory Committee, and an Advisory Committee

Agency provides staff with opportunities for training and personal development

Agency has filed its annual report with the Illinois Attorney General
01069320

Agency has filed its annual report with the Illinois Secretary of State
6985-880-5
Federal Tax ID # 47-2859426

We certify that we meet all the eligibility criteria for funding and that the information contained in this application is true and correct to the best of our knowledge and agree to comply with all requirements of the program and funder if we are awarded and accept funding. Furthermore, our Board has been advised of the Eligibility Criteria and approved our signing of this document.

Agency Director Name: Greg Davenport

Signature

Date: 9/6/2022



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Board President Name: Robin Powers

Signature *Robin K. Powers*

Date: 9/6/2022

Organizational Profile

(A) The Organizational Profile is part of the New Trier Township Application For Funding; and (B) It is the Agency's responsibility to keep the Organizational Profile information current each year and provide New Trier Township with further information on an ongoing basis if there are any significant changes, such as to the mission, organization, board requirements, and/or other changes.

(1) Briefly summarize the agency's mission, history, services, and organizational structure. Have these changed significantly over the lifespan of the organization? (Please attach a current organizational chart, if available.)

In 2013, the Highland Park's Human Services Task Force identified in a Needs Assessment the lack of access to affordable legal services. In response, the North Suburban Legal Aid Clinic, formerly the Highland Park-Highwood Legal Aid Clinic, was founded in 2015 to provide legal assistance in the areas of immigration, housing, and domestic violence. The mission of the North Suburban Legal Aid Clinic is to provide accessible, quality, equitable, free legal services in the areas of domestic violence, housing, and immigration to give low-income, at-risk community members access to justice and the opportunity to live productive and secure lives.

In 2018, the NSLAC Board of Directors agreed approved service expansion into all of Lake County and northern Cook County, based on a review of demographics and domestic violence statistics in neighboring towns. From 2020 to 2021, NSLAC experienced a 33% increase in clients served. To accommodate the growth, NSLAC hired 9 additional staff in 2021, and is projected to onboard another six full-time team members by the end of 2022.

NSLAC's practice areas were intentionally developed based on their regular overlap in clients' needs. The complimentary practice areas, paired with a collaborative work culture creates the best opportunities for clients. Additionally, as a program enhancement, all three practice areas utilize pro-bono attorneys from the community. Instituted as a full-time department in the fall of 2021, the Pro Bono Coordinator is building a program that will increase our organization's reach and capacity to serve across all practice areas.



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- (2) Briefly summarize the role of the board and the requirements for serving on it. What role does the board play in the administration and operation of your organization and what is the desired size of a full and active board?

As the professional staff has grown, the board has transitioned from a hands-on operational team to serving as ambassadors and advocates, while still providing the guidance and oversight required as the fiduciary leaders of the organization. Like the staff, it is important that our Board reflects the communities we serve. In 2018, NSLAC officially expanded its service area to all of Lake County and suburban Cook County. The Board has actively sought opportunities to recruit a diverse group of recognized leaders from the communities added in expansion and leaders with personal affinity for one of the three practice areas.

NSLAC currently has an 18-member Board of Directors that meets on a quarterly basis to determine long-term strategy and goals for the organization. There are five committees that meet monthly: Programming, Fundraising, Budget & Finance, Diversity Equity Inclusion, and Executive. There are two ad hoc committees that meet as needed: Strategic Planning and Real Estate. Board members are required to serve on at least one committee, raise at least \$1,000, and attend most Board meetings. All Board members are residents of the communities we serve and therefore have a deep understanding of the need for our services. Board members program oversight, counsel, and advice for our Executive Director; guide the Clinic's budget; and guide the organization to fulfill its mission.

Agency/Program Funding Request Information

PROGRAM DESCRIPTION

- (1) Describe the services provided by this program, eligibility requirements, and the target population.

The program will fund direct services in all three of NSLAC's practice areas: Immigration, Domestic Violence, and Housing. To be eligible for housing and immigration services, clients must have a household income at or below 250% of the federal poverty guidelines, or just under \$70,000 for a family of four. There are no income requirements for domestic violence clients, as they often do not have access to familial financial resources. NSLAC is one of the few legal aid organizations in the area that provides free legal services to low-income noncitizens, regardless of their immigration status.

Our Domestic Violence practice focuses on cases that involve the personal safety for victims of domestic violence and their children. This includes legal remedies such as Emergency and Plenary Orders of Protection, child support, custody, visitation, and other family law matters. The practice also has a licensed social worker who connects clients with outside resources, such as transportation if the client no longer has access to a car.



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Our Immigration practice is accredited through the Department of Justice (DOJ) and provides family-based petitions, consular processing, adjustment of status, Temporary Protected Status (TPS), U- and T- nonimmigrant status, Special Immigrant Juvenile Status (SIJS), Violence Against Women Act (VAWA) petitions, asylum, removal and deportation defense, Deferred Action for Childhood Arrivals (DACA) renewals, and citizenship applications.

Our Housing practice assists with problems arising from landlord and tenant relations, including evictions, return of security deposits, lease disputes, lockouts, and wrongful retaliation. The Clinic is one of few legal service providers in our proximate area that proves housing legal services to all clients, regardless of immigration status.

The Pro Bono team coordinates engagement of volunteer attorneys. Pro bono attorneys participate in discreet one-day volunteer opportunities such as short-term guardianship clinics, as well as full and partial representation of individual clients in each of our practice areas.

- (2) How does this program fit in with one or more of the priorities identified by New Trier Township in its strategic plan? Please explain.

NSLAC's mission and programs align with the Township's mission to serve low-income families. To be eligible for housing and immigration services, clients must have a household income at or below 250% of the federal poverty guidelines, or just under \$70,000 for a family of four. There are no income requirements for domestic violence clients, as they often do not have access to familial financial resources. However, we have found that our domestic violence clients often come to the NSLAC because they cannot afford the costs associated with hiring an attorney. NSLAC clients are often members of families with children.

Please check each priority you feel the program addresses. (Most programs will address only one or two priorities.)

See our website at www.newtriertownship.com for more information.

- | | |
|---|---|
| <input type="checkbox"/> Aging in Place | <input checked="" type="checkbox"/> Low Income Families |
| <input type="checkbox"/> Youth Services | <input type="checkbox"/> Persons with Disabilities |
| <input type="checkbox"/> Other _____ | |

NEED

- (3) Describe the need and demand for this program in the community and justify that it deserves investment of Township funding. You may include both data and examples of individual clients.



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Domestic Violence:

NSLAC has seen a dramatic increase in its domestic violence case load in the past two years. NSLAC handled 277 cases relating to domestic violence in 2020, which increased to 430 cases in 2021, representing nearly one-third of all cases handled by NSLAC. 8 domestic violence cases opened in 2021 involved New Trier Township residents. NSLAC's DV practice case load remains 83% higher than pre-pandemic levels. The referenced increase in cases only represents legal services provided to individuals. According to a 2022 report published by the Illinois Domestic Violence Hotline, 94% of victims reaching out for help had dependents. This statistic underscores the incredible toll domestic violence plays in our community. NSLAC's DV Practice purposefully includes family law assistance with issues such as divorce, child support, and child custody. This is a critical need as a vast majority of victims seeking Orders of Protection are mothers of young children.¹

Domestic Violence is "a health care problem of epidemic proportions" and is a prevalent and urgent issue in the northern suburbs. While it is difficult to accurately gauge the prevalence of domestic violence due to underreporting and the often-stigmatized nature of domestic violence, the Illinois Criminal Justice Information Authority reported 2,302 order of protection cases in Lake County in 2020, and 14,014 cases in Cook County. The Covid-19 pandemic has exacerbated the problem as survivors had to spend more time indoors, meaning they have less access to support systems and makes it challenging to leave undetected and seek services.

The issue of Domestic Violence is especially important for survivors from immigrant and undocumented populations. Studies indicate that immigrant women often suffer higher rates of battery due to strong cultural stigma and less access to social services. The Domestic Violence practice assists survivors regardless of their income, as they often do not have access to family financial assets. NSLAC's Domestic Violence practice helps clients achieve independence, allowing them to live safe, secure, and productive lives. This is done by providing holistic services to survivors of domestic violence.

Immigration:

The Immigration practice has seen immense growth, handling 584 cases in 2021 including 5 New Trier Township residents. NSLAC's service area has a large foreign-born population, as many immigrants have moved from the City of Chicago to the northern suburbs. As of 2020, the foreign-born population of the NSLAC service area was about 440,000, or 20% of the total population. Many of these families are low-income, but despite this growth, legal services largely remain in urban areas. North Suburban Legal Aid Clinic is one of the few free legal aid clinics in the area that provides services regardless of the client's immigration status. There has also been an increased need for asylum cases due to global events. Asylum is the most complex and time-consuming form of immigration relief. Cases opened can take upwards of 100 hours to file. According to the Illinois Department of Human Services, over

¹ Balos, *Domestic Violence Matters*, 2006).



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2,000 Afghan refugees have resettled in Illinois since last fall, mostly in Chicago and its surrounding suburbs.

Housing:

In 2021 the Clinic handled 223 housing cases, including 8 New Trier Township residents. NSLAC's Housing caseload has remained high due to a variety of community factors. After the eviction moratorium was lifted in the fall of 2021, an increasing number of clients reached out to NSLAC because they were being evicted for nonpayment of rent due to a COVID related loss of income. In the summer of 2022, our Housing Practice attorneys are still spending significant time with these cases as rental assistance funds have been depleted and landlords are seeking to evict. As leases turn over and rents increase, the demand for affordable and habitable housing in the suburbs will continue to challenge low-income tenants. Legal representation is for tenants in crisis is critical, as landlords have legal representation much more often than tenants do. Studies have shown that having representation will decrease a tenant's odds of being evicted by about 25%

The Housing Team frequently engages in collaborative work with NSLAC colleagues in the Domestic Violence and Immigration Practices. NSLAC's three areas of focus were intentionally selected based on community need and the overlapping issues faced by clients in our care. For example, housing services are often a critical need for a domestic violence survivor, or a new immigrant in the community may feel less empowered to address housing issues due to a limited support network and understanding of local laws. Over the past two years, the case load for the partnering practice areas (DV & Immigration) have risen dramatically. Consequently, the connectivity of issues and increased awareness of NSLAC's services have also contributed to an increase in demand for housing legal services.

Pro Bono:

In 2021, NSLAC opened 34 cases led by pro bono attorneys, including 9 which involved New Trier Township residents. Well-trained, well supported pro bono attorneys enhance NSLAC's ability to serve the community. Launched as a full-time initiative in the fall of 2021, our newly hired Pro Bono coordinator connected with over 25 law firm pro bono /partners coordinators and eight of the largest corporate legal departments in the Chicago area. A common thread among all these discussions was the desire for their attorneys to use their legal expertise to provide meaningful contributions to the communities that they live in.

Below are examples of the Clinic's work with clients from New Trier Township:

NSLAC aided this client by helping her understand her rights as a tenant. Client is a senior citizen who lives alone in an apartment. Client's refrigerator broke but her landlord refused to fix it stating that it was the Client's responsibility to maintain all appliances. We reviewed the lease and explained to Client that her landlord was actually responsible for the repair and maintenance of all appliances. Client was relieved to understand what her rights were and what she could ask her landlord to do. After the closing email and survey request, the client expressed great appreciation for the services provided. From the client: "Thank you. You not



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only provided me with peace of mind regarding my current situation by giving expert advice, but also listened patiently as I mentioned other areas of concern. I feel very comforted knowing that you would help/advise me about matters in the future. And that's important to this senior citizen".

In the fall of 2021, and the summer of 2022, the North Suburban Legal Aid Clinic hosted two unique POA Clinics for New Trier residents. The fall clinic was conducted on site at the North Shore Senior Center. A repeat of this event is scheduled for the fall of 2022. In the summer of 2022, NSLAC coordinated a POA presentation and clinic with Winnetka Youth Organization. The target audience for this event was families with high school seniors getting ready for their first year at college.

- (4) Are you able to meet the full demand for this service or is there a waiting list? What new or unmet needs do you see in the community or for the clients served in this program?

NSLAC often operates near its capacity. Each practice director continually evaluates case volume and complexity and makes adjustments to new client intakes as needed. NSLAC works to serve all clients in need, understanding that many cases are time-sensitive and cannot wait (e.g., domestic violence, evictions). When NSLAC is unable to meet a client's immediate needs, NSLAC refers cases to other partner organizations or to Pro Bono attorneys in our robust volunteer network. Access to free legal aid for low-income persons is a persistent unmet need in the community, and increased capacity will allow NSLAC to take on more cases and serve more people who are in need.

CAPACITY

- (5) Demonstrate that the program has the vision, personnel, and skills to successfully carry out the program and achieve its goals, objectives, and performance measures.

The North Suburban Legal Aid Clinic was launched in 2015 with a budget less than \$100,000, a part-time Executive Director, and support from a handful of volunteer attorneys. NSLAC has made significant progress expanding its reach each year. The three practice areas are on pace to serve more than 1,500 clients in 2022, totaling nearly 5,000 since its inception. The operating budget for NSLAC is anticipated to cross \$3MM in 2023. While the team has grown considerably to more than 30 full-time employees, NSLAC leadership is proud to report admirable retention rates of staff for a legal aid organization, with many original team members still employed. NSLAC has scaled its team, adapted new technologies, and expanded its service area, even during a time of unprecedented uncertainty in the community. NSLAC's strong reputation paired with the growing list of partnering agencies has resulted in the team being asked to engage in more complex challenges including projects involving asylum applications and a domestic violence diversion program with the Lake County State Attorney's Office. Through the rapid growth and change, NSLAC continues to evaluate internally and seek external feedback on how to best serve more vulnerable community members in need.



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SERVICE STATISTICS/DEMOGRAPHICS

(6) Who is being served by this program? Please provide a statistical breakdown of the number of clients served, the total units of service delivered, and costs per unit of service by filling in the chart below. Please state and define your unit of service for this program. To calculate cost per unit of service, divide the total number of units of service into the total budget for the program. (Suggestions for the appropriate unit of service are included in the proposal in the directions. For some programs you may wish to calculate cost per unit of service in more than one manner.)

Unit of service definition – Cases opened

SERVICE STATISTICS – Please indicate fiscal year dates for each column

| PLEASE INDICATE FISCAL YEAR/DATES IN EACH COLUMN | Prior Year 2021 | Present Year* CY2022 YTD Sep 1 | Proposed Year CY2023 |
|--|-----------------|--------------------------------------|-------------------------|
| Number of persons served (unduplicated count) | 1,211 | 922 | 1,500 |
| Number of units of service | 1,273 | 989 | 1,600 |
| Cost per unit of service | \$1,304 | \$1,400 | \$1,450 |

(7) What are the demographics of New Trier clients served in the prior year? (breakdown by community).

Glencoe: 2
 Kenilworth: 1
 Northfield: 2
 Wilmette: 13
 Winnetka: 8

Female: 24
 Male: 4

Asian: 2
 Hispanic: 7
 White: 14
 Unknown: 4

Citizen: 23
 Non-citizen: 3

Language other than English:
 - Spanish: 5
 - Other: 1



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(8) Total from New Trier Township (unduplicated).

26

(9) New Trier Township clients are what % of total?

2.1%

(10) Units of Service to New Trier clients.

28

(11) Units of Service to NTT clients are what % of total

2.2%

(12) New Trier clients age breakdown

Ages 0 – 17: 1

Ages 18 – 34: 5

Ages 35 – 64: 7

Ages 65+: 13

OUTCOMES/EVALUATION

(13) What outcomes did you achieve for your clients in the prior year? Results should be client-outcome based, specify a target level of achievement, the measurement tool that was used, the rationale for setting the target at a certain level, and a timeframe for accomplishment. Detail any changes made in the program as a result of these outcome results.

2021 outcomes for New Trier Township:



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Cases opened: 28

- Domestic Violence: 8
- Housing: 7
- Immigration: 4
- Pro Bono: 9

Cases closed: 28

Closed with counsel and advice: 25

Many of the Clinic's cases, including in New Trier Township, are Counsel and Advice, which includes a full legal intake and consultation. 9 of the cases closed with Counsel and Advice in New Trier Township were from Power of Attorney clinics. NSLAC frequently holds Power of Attorney clinics in partnership with the Township for local seniors and high school seniors, which are critical for when clients are unable to make medical decisions for themselves. Presentations have been both virtual and in person, with the in-person ones being hosted by partner organizations like the North Shore Senior Center. We intend to continue these clinics and have more in person. Counsel and advice can also include safety planning for survivors with a protective order, advice on how to handle a landlord/tenant conflict, or advice on immigration remedies and ways to remain safe.

- (14) What results are you committed to achieving in the present year? (If outcomes are the same as above, simply state that we hope to improve upon the past year's results)

In 2020, NSLAC served 14 New Trier Township residents, and in 2021 we increased that number to 26 residents and a total of 28 cases. This shows that we have successfully been able to expand our reach into New Trier Township and hope to continue increasing our case load in the area through outreach events and clinics.

- (15) Are there any other program effectiveness/evaluation measures you think are important, such as customer/client satisfaction surveys, quality of service measures, or other indicators? Please describe.

NSLAC staff records all case information in Legal Server, the clinic's secure case management system. This allows NSLAC to track case load goals and evaluate growth. The quality of our service delivery is tracked by sending all clients a survey upon completion of their case. The survey asks about effectiveness of the representation and any areas where the Clinic can improve. NSLAC is currently working to update its client satisfaction survey and increase participation. We also seek feedback from organizations that we collaborate with for off-site clinics and referrals.

CHANGES/CHALLENGES



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- (16) What changes or challenges (legal, socio-economic, demographic, financial, political or other) did the agency, program, and clients face in the prior year? How did you respond? What challenges or changes do you anticipate in the present year? (If changes/challenges were the same for all programs, do not repeat).

In the wake of the July 4th mass shooting in Highland Park, there was an increase from immigrant residents in the area wanting information on U-Visas. Due to the volume of inquiries, NSLAC decided to host an in-person clinic where potential clients could speak to attorneys about U-Visas. Since there are only so many Immigration staff members, NSLAC partnered with 18 Pro Bono attorneys in order to help with intakes. NSLAC recently established a dedicated Pro Bono team including a full-time coordinator and case assistant to further our efforts to work with Pro Bono attorneys. Overall, staff and volunteers conducted 54 intakes. The U-Visa clinic demonstrates NSLAC's ability to quickly respond to the needs of the communities it serves and how we cooperate with our robust network of volunteers. While we still do not know the long-term effects that this event will have on the community, NSLAC is dedicated to serving the changes in needs of the community.



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RECOMMENDATION RESPONSES

- (17) How did you respond to the recommendations made by New Trier Township, if any? Please describe in detail. (These are contained in the funding letter you received last April).

Regarding outreach, NSLAC engages with youth in the community through the Regional Student Leadership Board composed of students from Chicagoland high schools, including New Trier where the Student Board president was from this past year. NSLAC will continue to engage with New Trier residents in this capacity and also continue its Power of Attorney clinics in partnership with the Township.

RESOURCES/BUDGET

- (18) What non-financial resources are required to deliver this service? Specify staffing/volunteer requirements, budgetary needs and other resources or inputs that are needed for this program. If the Township is unable to fund this program at the desired level, what will the impact be on services? Describe how your program will or will not continue without investment by the Township. Complete the attached budget forms. Were any cost reduction measures implemented in the prior year? If there is a sliding fee scale for this program, please attach it and indicate how many clients paid each fee level.

NSLAC does not charge any fees for services provided. As a legal aid organization, staff salaries are the largest operating expense. While NSLAC has adapted to meet clients both virtually and in person, office space must be available to operate. With no programmatic revenue, NSLAC sustains operations through a variety of funding sources including foundations, state and federal grants, local municipalities, special events, and individual giving. If funding from New Trier Township was reduced or not secure, NSLAC would assess its schedule of activities and adjust plans as needed. Examples of operational variables which can be adjusted include the scheduling rate of intakes, outreach activities, and community presentations.

- (19) If your program or agency budget request represents an increase from last year, please explain the reason for the change and what the increase will be used for.

