

Partner Agency Application for Funding

FY2016

FACE SHEET

Agency Name:	RAPPAHANNOCK LEGAL SERVICES, INC.				
<i>Has the City/ County Funded This Agency in Previous Years?</i>					<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Physical Address:	500 Lafayette Blvd., Suite 100				
Mailing Address/PO Box:					
City:	Fredericksburg	State:	VA	Zip:	22401
Telephone Number:	540-371-1105	Fax Number:	540-371-1114		
Federal Tax ID #:	23-7362601				
Web Address:	www.rapplegal.com				
General Email Address:	rlsfred@rapplegal.com				
Agency Main Contact:	Ann H. Kloeckner, Esq.	Title:	Executive Director		
Telephone Number:	540-371-1105, Ext. 18				
E-Mail Address:	akloeckner@rapplegal.com				

Agency General Information

Agency Mission:	<p>Rappahannock Legal Services, Inc. (RLS) is a private, nonprofit law firm which provides free, high-quality legal services to indigent persons in civil legal matters. We represent victims of domestic violence; people who are being unlawfully evicted or foreclosed; and those whose benefits (disability, unemployment, etc.) have been illegally denied.</p>				
Number of years agency has been in operation:	41				
Localities Served:	Planning District 16 (City of Fredericksburg, Spotsylvania Co., Stafford Co., Caroline Co., and King George Co.), Planning Districts 9 and 17, and portions of Planning District 18.				

Agency Financial Information

	List Programs	Personnel Expenses	Benefits	Operating Expenses	Total Program Budget
1.	Rappahannock Legal Services, Inc. – PD 16	\$222,558.97	\$46,845.69	\$59,379.75	\$328,784.41
2.	Rappahannock Legal Services, Inc. - Other	\$210,603.68	\$44,329.26	\$56,190.02	\$311,122.96
3.					
4.					
5.					
	Agency Administration:	\$165,459.03	\$29,722.09	\$44,145.23	\$239,326.35
	Capital Outlay:				
	Total Agency Budget:	\$598,621.68	\$120,897.04	\$159,715.00	\$879,233.72

If your application includes funding increases for personnel (to include new positions or merit / COLA increases), please check here and explain in detail the need for this type of increase under each program budget.

Submission Checklist: <i>(include 1 copies of each)</i>	<input checked="" type="checkbox"/> IRS 501(c)(3) Letter	<input checked="" type="checkbox"/> Audit Report <i>(with Audit Management Letter)</i>	<input checked="" type="checkbox"/> Current Financial statement	<input checked="" type="checkbox"/> IRS 990
<input checked="" type="checkbox"/> Accountant Contact Information	<input checked="" type="checkbox"/> Organizational Chart	<input checked="" type="checkbox"/> Current Board Roster <i>(with contact information)</i>	<input checked="" type="checkbox"/> Agency's Current Strategic Plan	

Agency Administrative Expenses:

In the box below, provide an overview of the administrative costs detailed on the face sheet for the agency as a whole. Please provide justification for and specific amounts of administrative costs that are defrayed by locality funds. If your agency is requesting an increase or decrease in administrative funding, please describe, in detail, the reasons for these changes. (The description should not exceed 15 lines of text.)

Administrative costs for the agency as a whole include that portion of salaries, benefits and overhead (rent, utilities, supplies, postage, professional development, dues and fees, equipment maintenance and repair and program insurance) allocable to the administrative functions of the organization. Administrative costs associated with the Fredericksburg office, which serves Planning District 16, are estimated at \$122,966, approximately 51.38 percent of the total administrative costs for the organization.

The total funding requested from the local jurisdictions within Planning District 16 is \$96,412 which represents 21.34% of the 2016 budget for the Fredericksburg office. Of that amount, the total administrative costs to be covered by the requested funding is \$26,243.

Capital Outlay:

In the box below, provide an overview of the capital expenses detailed on the face sheet for the agency as a whole. Please provide justification for and specific amounts of capital costs that are defrayed by locality funds. (The description should not exceed 10 lines of text.)

N/A

Personnel Expenses (General):

In the box below, provide an overview of any increases or decreases in general personnel expenses for the agency. This would include any planned or projected merit or COLA increases, or new positions being requested. Also include a description of any changes to agency benefits structure or cost. (The description should not exceed 10 lines of text.)

RLS does not anticipate any increases in salaries through merit or COLA raises in FY16. Over the past three years we have seen a steady increase in the cost of our health benefits. In an effort to deal with the ever-increasing costs, RLS routinely reviews the employee contribution to those costs.

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BUDGET EXPLANATIONS

Budget Information

Please complete the following chart with the financial information for the agency as a whole. In each area include the budget specifically allocated to your agency from each locality/entity listed below.

	FY2014 Actual	FY2015 Budgeted	FY2016 Projected
Caroline	\$1,500	\$1,500	\$1,500
Fredericksburg	\$29,380	\$29,380	\$29,380
King George	\$4,403	\$4,403	\$4,403
Spotsylvania	\$28,684	\$28,684	\$28,684
Stafford	\$32,445	\$32,445	\$32,445
United Way	\$67,000	\$32,062	\$32,000
Grants	\$670,255	\$655,315	\$664,763
Client Fees	-0-	-0-	-0-
Fundraising	\$73,406	\$50,000	\$50,000
Other <i>(explain below)</i>	\$36,752	\$39,415	\$36,059
Total Agency Budget	\$943,825	\$873,204	\$879,234

Detail below what is included in the category 'Other':

	FY2014 Actual	FY2015 Budgeted	FY2016 Projected
GAL/Attorneys' Fees	\$36,700	\$27,000	\$28,000
Interest Income	\$52	\$60	\$70
Budget Shortfall <i>(from reserves)</i>	-0-	\$12,355	\$7,989

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BUDGET EXPLANATIONS

Agency Name:

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Rappahannock Legal Services, Inc.

Please detail below any legislative initiatives or issues that may impact the agency for the upcoming year and how you are planning for them. This could include new legislation that may increase or decrease projected funding at any level (Federal/State/Local), or could affect grants or designated funds as they are currently received. If you are aware of "outside" funding sources that will expire or be reduced on a set cycle or date, please note those below and how you are planning for them.

RLS has been told that there is a possibility that our main funding source, Legal Services Corporation of Virginia, may experience up to a 5% cut in funding in the coming year, starting in January of 2015. We are therefore projecting a shortfall and will be balancing our budget by using some of our reserves. We also plan to aggressively seek other funding sources.

Please detail below any identified agency needs or areas of concern that are currently not being addressed in your funding request. This could include training or technical assistance for specific areas, administrative support for a program or service, evaluation of current programs, or consultation for strategic planning, board support, or fundraising.

The continuing need in our office is for more staff attorneys. Since we turn away approximately two out of every three applications due to our lack of staffing, we are able to meet only a small fraction of the most critical civil legal needs of indigent clients in this area. There is no right to a free attorney in civil legal matters, so that means that when we reject an applicant, there is no alternative which could provide free legal help in civil matters. Our funding request in this application asks for level funding in order to safeguard our current level of staffing, but the overwhelming need in our organization is for more advocates to take on more cases.

Please use the area below to provide any locality specific notes or statements that may be relevant to your application.

City of Fredericksburg:

Total Fredericksburg Cases in FY 14– 107
305 People helped – 149 adults, 156 children
\$17,701 lump sum awards, \$64,791 monthly awards, \$82,492 annualized (All support orders)
\$39,348 lump sum avoided, \$46 monthly avoided, \$39,900 annualized avoided
These statistics show the effectiveness of our targeted advocacy to get real results for our clients.

Caroline County:

Total Caroline County Cases in FY 14– 55
162 People helped – 80 adults, 82 children
\$33,458 Avoided

King George County:

Total King George County Cases in FY 14– 30
81 People helped – 38 adults, 43 children
\$19,656 lump sum awards, \$1,458 monthly awards, \$37,452 annualized (All support orders)

Spotsylvania County:

Total Spotsylvania County Cases in FY 14 – 188
511 People helped – 259 adults, 252 children
\$46,811 lump sum awards, \$92,505 monthly awards, \$139,316 annualized awards
(Support, housing, unemployment)
\$118,745 lump sum avoided, \$300 monthly avoided, \$122,345 annualized avoided
(Bankruptcy, support, housing)

Stafford County:

Total Stafford County Cases in FY 14– 148
419 People helped – 198 adults, 221 children
\$24,418 lump sum awards, \$13,420 monthly awards, \$185,460 annualized awards
(Support, unemployment)
\$228,436 lump sum avoided
(Bankruptcy/credit/consumer, landlord-tenant, social security/SSDI)

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PROGRAM INFORMATION

Program Name:	Page 6
Rappahannock Legal Services, Inc.	

Each agency submitting a funding request must fill out the following pages for each program serving citizens within the region and for which funding is requested. Any incomplete applications or programs that do not have a full application will not be considered for funding. PLEASE do not include any unrequested information. Each locality reserves the right to request additional information once the application has been submitted.

Program Name:	Rappahannock Legal Services, Inc.	Is this a new program?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Program Contact:	Ann H. Kloeckner, Esq.	Title:	Executive Director
Telephone Number:	540-371-1105 Ext. 16		
E-Mail Address:	akloeckner@rapplegal.com		

1. Program Purpose/Description: *(the following description should not exceed 10 lines of text)*

Rappahannock Legal Services, Inc. (RLS) represents poor people who cannot afford a lawyer. We offer free, high-quality legal assistance in civil legal matters, like domestic violence protective orders, custody, visitation, child and spousal support. Also, we represent poor people who have been wrongfully denied their right to benefits, such as unemployment. We produce a housing rights guide every year to advise the community about their rights as tenants or homeowners facing eviction or foreclosure.

2. Justification of Need: *(Please state clearly why this service should be provided to the citizens of the region and why the localities should consider this funding request. If this is a new program, be sure to include the benefit to the region for funding a new request. The following should not exceed 10 lines of text, and should include the most recent data available.)*

We are the only agency that offers these services. When we get a protective order, an enforceable support order or get unemployment benefits for a poor client, we help stabilize the community in which our clients live. With their rights protected, our clients become self-supporting citizens and the PD 16 social services system has fewer clients in crisis who use county resources. We assist the court system by representing people who could not otherwise afford a lawyer, smoothing the operations of the court, which would clog up with uninformed litigants who represent themselves if we were not available to assist them. In a difficult economic climate, our efforts have brought in much needed support orders or benefits for your residents. In FY 14, we handled 660 cases, helped 1622 Planning District 16 residents (187 nonresidents), assisting 160 clients in domestic violence cases, and securing the following benefits: \$326,166 in lump sum and annualized child and spousal support awards; \$1,040,193 avoided in bankruptcy, consumer and housing matters; \$93,048 in lump sum unemployment benefits; and \$279,425 in lump sum and annualized SSDI/SSI awards.

3. Program Collaboration: *(The following should describe, in detail, examples of collaborative efforts and key partnerships between your program and other programs or agencies in the area, and should not exceed 10 lines of text.)*

RLS collaborates directly with one organization in PD 16 and has active key partnerships with many others. We are the subgrantee for social service agency Quin Rivers' Supportive Services for Veterans' Families federal grant, helping veterans avoid homelessness by counseling them on their housing rights. Our key partnerships include working with EmpowerHouse (representing some of their clients in need of protective orders and training their shelter staff on legal rights); RCASA (advising their rape crisis clients on family law and immigration matters); Thurman Brisben Center (monthly talks to their residents on tenants' legal rights); Micah Ministries (advising their staff on tenants' legal rights, accepting many referrals from their programs); active participant in Council of Executives, a group of nonprofit leaders which shares best practices in nonprofit governance; active participant in Rappahannock Area Domestic Violence Task Force (area law enforcement, Commonwealth's Attorney and nonprofit groups that work with victims of domestic violence).

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PROGRAM INFORMATION

4. Program Audience and Service Delivery: *(The following should describe the program's intended audience or client base and how those clients are served. This should include the location of the service and what geographic areas are served or targeted for service. If your program has specific entry or application criteria, please describe it below. Please do not exceed 10 lines of text.)*

RLS represents people who are under 125% of the Federal poverty guidelines with civil legal matters. According to the 2010 Census, Planning District 16 has 25,829 citizens whose income level makes them eligible for our services. For an average family with one parent and two children, the monthly income limit would be approximately \$1,930. RLS serves all of Planning District 16 (Spotsylvania County, City of Fredericksburg, Caroline County, King George County and Stafford County) from our office in Fredericksburg. In addition, RLS serves all of Planning Districts 9 (Culpeper, Fauquier, Madison, Orange, Rappahannock Counties) from an office in Culpeper and Planning District 17 (The Counties of Lancaster, Northumberland, Richmond, and Westmoreland) and parts of Planning District 18 (Essex, King & Queen and King William Counties) from our Tappahannock office.

5. Client Fees: *(Please describe the fees clients must pay for the services provided in this program, and how those fees are determined.)*

Our services are free of charge to our clients. All our clients are at 125% or less of the Federal poverty guidelines. From time to time, grateful clients might donate to RLS, but no fees are charged for our services.

6. Budget Information: *(Please complete the following chart with the financial information for this program. In each area include the dollars specifically allocated/requested for this program.)*

	FY2014 Actual	FY2015 Budgeted	FY2016 Projected
Caroline	\$1,500	\$1,500	\$1,500
Fredericksburg	\$29,380	\$29,380	\$29,380
King George	\$4,403	\$4,403	\$4,403
Spotsylvania	\$28,684	\$28,684	\$28,684
Stafford	\$32,445	\$32,445	\$32,445
United Way	\$67,000	\$32,062	\$32,000
Grants	\$114,779	\$97,612	\$97,612
Client Fees	-0-	-0-	-0-
Fundraising	\$27,099	\$15,000	\$15,000
Other	\$146,460	\$213,976	\$213,976
Total Program Budget for PD16	\$451,750	\$455,000	\$455,000

Please indicate, in detail, reasons for increases or decreases in the amounts requested for FY2016. Include whether these changes come from increases in personnel, benefits, or operating expenses. If an increase is being requested, please describe the impact not receiving an increase would have on the program. In particular, please describe in detail if any increase is sought for new positions or personnel.

We are seeking no increases in the amounts requested for FY 2016.

7. Goals, Objectives, & Evaluation: *(Please provide the following information regarding the goals and objectives for your program. Space has been provided for two goals, with two objectives per goal. If your agency is funded by the United Way, please include a copy of your Logic Model for this program as a supplemental attachment. Individual descriptions should not exceed 5 lines of text.)*

Program Goal 1:

Provide legal services for victims of domestic violence.

Objectives:

1a.	Provide advice and representation for victims of domestic violence to obtain protective orders against their abusers.
1b.	Provide advice and representation for victims of domestic violence to obtain enforceable orders of child and spousal support against their abusive partner.

Program Goal 2:

Provide legal services for indigent clients who were wrongly denied unemployment benefits.

Objectives:

2a.	Provide advice and representation for those who were wrongly denied unemployment benefits.
2b.	Provide advice and representation for indigent clients to obtain back awards and monthly continuing awards of unemployment benefits that were wrongfully denied to them.

Evaluation Method: *(Please describe the method used to measure the above goals/objectives. Please do not exceed 10 lines of text.)*

We will evaluate our goals and objectives by the data we collect regarding the number of clients represented on domestic violence matters, the dollar amount of child support, spousal support and unemployment benefit awards received.

8. Outcome Data: *(Please give the most recent outcome data for the objectives above. Indicate below what time period the data covers.)*

Data Collection Period: FY 2014

Objective 1a.

Represented 160 victims of domestic violence.

Objective 1b.

Obtained enforceable orders for child support and/or spousal support in the amount of \$33,000 in back child and spousal support and \$24,000/month, annualized to \$325,000 in ongoing support.

Objective 2a.

Advise 23 clients in unemployment cases.

Objective 2b.

Obtained enforceable orders for back benefits as well as monthly awards, totaling \$93,000 including \$2,900 in monthly payments.

9. Program Goal Updates: *(Please provide a brief description of the current status of your program goal(s), given your outcome data. For example, if reported data was well below the stated outcome measure, please indicate why you feel that is the case. Also, include how your outcome data will influence or modify the program for the upcoming fiscal year. These descriptions should not exceed 20 lines of text.)*

Program Goal 1:

We continue to see a lot of domestic violence cases in Planning District 16. We prioritize these cases and help not only to stabilize and keep the family safe by obtaining protective orders, but we also seek child support and spousal support to enable the client to regain her financial footing. In the coming fiscal year, we anticipate that the numbers will continue at a high level, due to the continued stressors that the tough economic situation creates. In addition, if the family needs to sort out the issues of child custody and visitation, often a part of the domestic violence case, we are able to provide full assistance to the victim of domestic violence so that the family is protected while allowing whatever visitation is in the best interests of the children. Also, we assist the domestic violence victim with other legal assistance, such as housing and immigration representation, when needed.

Program Goal 2:

In the recent difficult economic situation, unemployment benefits cases are vitally important to struggling individuals. We are hoping to take a similar number of cases in this area in the following fiscal year, in order to assist at-risk residents of Planning District 16 who have lost their jobs.

10. Community Impact: (Please provide at least two examples of how your services have impacted members of our community. This description should not exceed 20 lines of text.)

Jennifer, our client, was never married to her boyfriend Jake, but they were engaged at one point and cohabited for over 12 months until the last domestic violence incident took place. Jennifer had three minor children from her previous relationship who were residing with her and the abuser. On the night of the incident, Jennifer and Jake got into an argument and Jake pinned her down to the floor and repeatedly punched her and kicked her. When she fled to the bathroom, he followed her and locked the door behind him and kicked her into the bathtub and kept kicking her when she tried to get up. Then he choked her and she passed out. She was taken to the hospital that night and suffered multiple cuts and bruises. An RLS staff attorney successfully obtained a protective order for client for the maximum time of two years.

“George” is a 60 year old man who worked for the same utility company for years. He was initially hired to work in the air conditioning department, but that soon changed. George began to notice the company laying off numerous people. The supervisor in the air conditioning department was fired, and soon after, George was moved to the Services Department where that boss ended up quitting. George was then moved to the plumbing department from where he was eventually fired because he “couldn’t get under houses quick enough.” Prior to being fired, George noticed management being very petty, writing up small things just to have a reason to fire him.

Initially, George was denied unemployment benefits, just as his co-workers who were previously fired had been. No one was receiving any benefits from this company.

RLS stepped in to assist George and obtain unemployment benefits to which he was entitled. The recording that was left on George's answering machine firing him was submitted to the courts, which ultimately led to George's unemployment benefits being granted. No one else was able to get unemployment benefits from this company after being laid off.

11. Collaborative Impact: (Please describe how the community would be impacted if your agency were dissolved or merged with another partner agency. This description should not exceed 20 lines of text.)

Since RLS is the sole agency in PD 16 which provides legal representation to indigents in the civil justice system, if it were dissolved, the entire population of indigent clients would be unable to access the civil justice system in a meaningful way. Confused litigants who would be representing themselves would cause the civil court system to slow down considerably as they struggle to understand what is required of them to present their cases without legal assistance, thus slowing the administration of justice for all who come to the courts for relief. There is no right to a free lawyer in civil matters, so without RLS, these vulnerable clients would be left to figure out a complex system on their own. A domestic violence victim is not her own best advocate; she approaches court with fear of the abuser, his attorney and the system itself, and despite having the law and the facts on her side, may fail to adequately articulate the required elements needed to prove her case as she tries to get a civil protective order, support or custody. A civil justice system without any legal aid agency assisting the most vulnerable in our community would make it impossible to achieve the standard of equal access to justice for all.

If RLS were merged with another partner agency, again, there would be no other agency that could deliver the expertise and critical legal help that a law firm like RLS could achieve. Other partner agencies which might try to take on the task of representing clients would have to hire attorneys, provide malpractice insurance, state bar membership dues and other costs of running a law office, and would have to consider difficult ethics issues such as the requirement of setting up screenings for conflicts of interest and establishing procedures to ensure attorney/client privilege. In addition to the provision of trained legal professionals, RLS has developed a reservoir of goodwill and institutional savvy in the civil justice system over the course of 41 years in the community that would take another agency many years to replicate.

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SERVICE DATA

Program Service Data: **Service Period:** July 1, 2013 to June 30, 2014

Locality Served	Total Served		Gender		Race					
	FY2014	FY2016*	Male	Female	Caucasian	African American	Asian	Hispanic	American Indian	Other
Fredericksburg	122	122	17	105	46	29	2	27	4	14
Caroline	63	63	11	52	33	26		2		2
King George	34	34	10	24	22	10				2
Spotsylvania	211	211	37	174	116	47		29	1	18
Stafford	157	157	30	127	79	21	4	29		24
Other	73	73	22	51	39	18		11	3	2
Total	660	660	127	533	335	151	6	98	8	62

**Please include the projected number to be served in each locality for the upcoming fiscal year.*

Locality Served	Age Groups								Income Levels				
	0-4	5-10	11-13	14-18	19-25	26-40	41-60	60 +	Under \$10,000	\$10,000 - \$19,000	\$20,000 - \$39,000	\$40,000 - \$59,000	Over \$60,000
Fredericksburg				1	16	56	38	11	48	48	22	4	
Caroline					9	31	16	7	23	24	16		
King George					3	22	8	1	11	15	8		
Spotsylvania				4	39	96	56	16	89	78	43	1	
Stafford					22	75	50	10	55	51	51		
Other				1	12	46	11	3	20	40	12	1	
Total	0	0	0	6	101	326	179	48	246	256	152	6	0

Please describe below your data collection methodology and tracking measures. Indicate systems or processes that are used and responsible parties. Please also describe how your projections are determined for the upcoming year. If any of the above information is not available, please indicate why:

All demographic data relating to clients represented and information relating to cases handled is reported into our case management software, Kemps Prime Case Management. Initial information is input by our Intake Coordinator, with additional details added by attorneys, paralegals and interns over the course of the representation. Reports and projections are prepared from the data by our Program Administrator, based on historical results and trends.