



THREE RIVERS LEGAL SERVICES, INC.

Presentation to Alachua County Board of County commissioners

Three Rivers Legal Services, Inc.

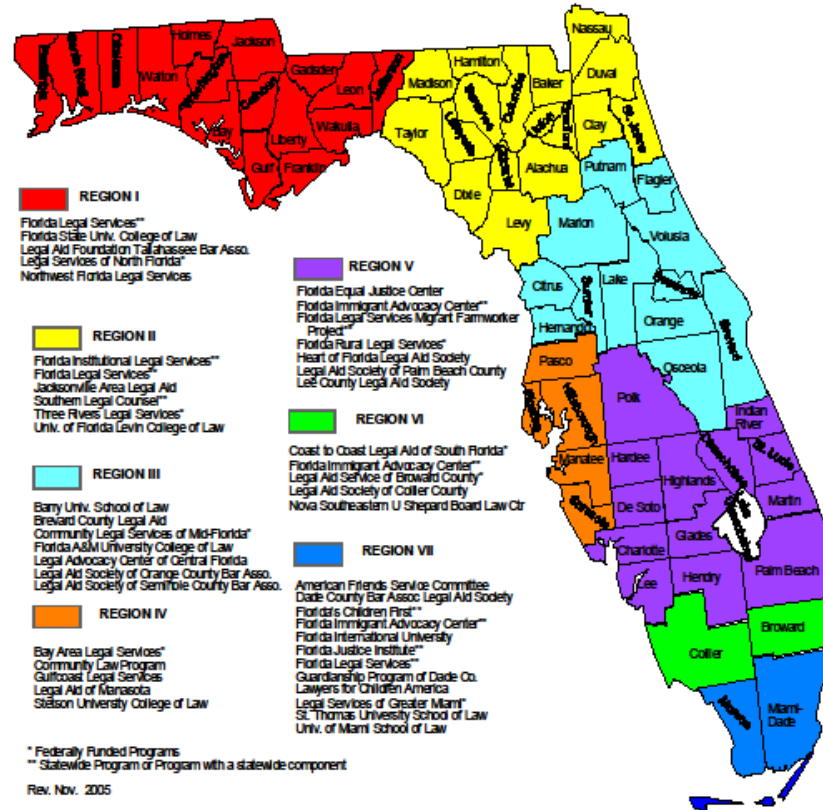
- Three Rivers Legal Services, Inc. was incorporated in 1977 as an offshoot of **Storefront Legal Aid** in Gainesville and the **Suwannee River Economic Council** in Suwannee and Columbia Counties.
- In early 1978, TRLS began receiving funding from the Legal Services Corporation (federal funding) to serve 7 counties and the following year, another 5 counties were added to our service area.
- From 1978 through 2003, TRLS served 12 counties in North Central Florida, an area the size of the State of New Jersey, with full service offices in Gainesville and Lake City.

Regionalization in 2004

- In 2004, Florida was divided into regions for funding reasons. TRLS' service area (Region Two) was expanded to include the counties of Baker, Clay, Duval, Nassau and St. Johns.
- TRLS opened a branch office in Jacksonville as of January 1, 2004.

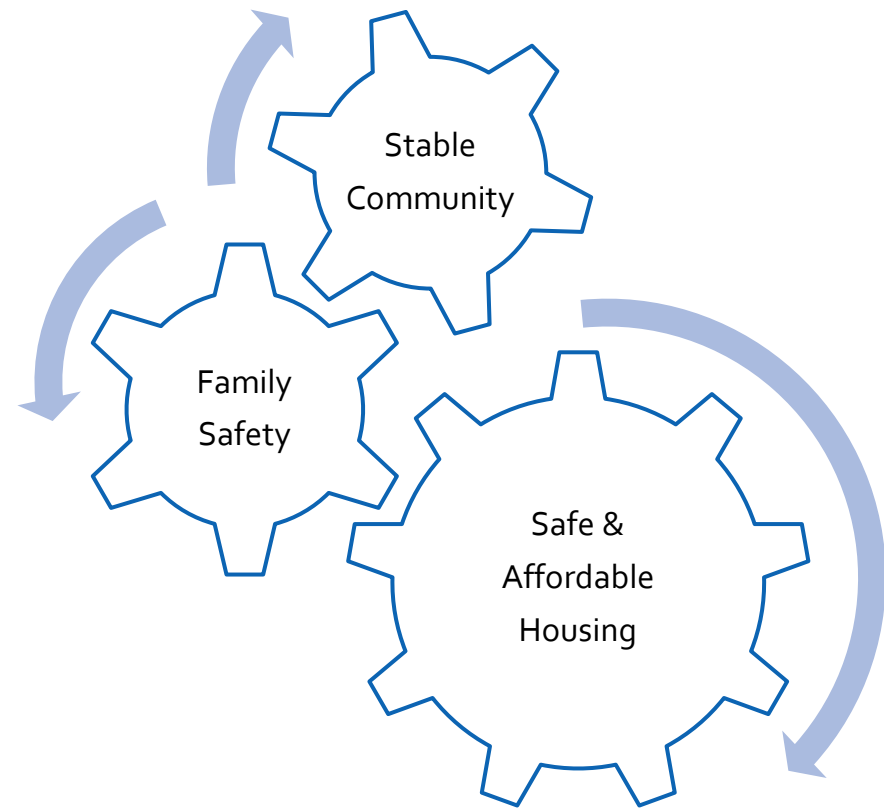
ATTACHMENT B

Florida's Regional
Legal Services Delivery System



Services Provided (Priority Areas of Law)

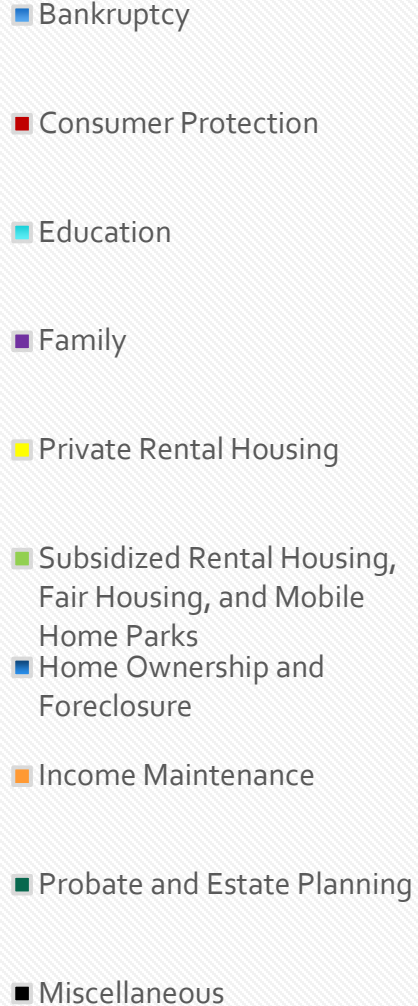
- **Housing Law:** acquisition, preservation, or access to housing for homestead and basic shelter needs.
- **Family Law:** safety and protection of families and children.
- **Income Maintenance:** acquisition and maintenance of income necessary to survival.
- **Health Care:** assuring access to free and/or affordable medical care and related services.
- **Elderly and Disabled:** persons suffering from infirmities of age or disability receive special consideration for services.



Funding Sources

- TRLS is a not-for-profit 501(c)(3) organization.
- Majority of funding comes from federal sources:
 - Legal Services Corporation (LSC)
 - Victims of Crime Act (VOCA)
 - Older Americans Act (Elder Affairs)
- Other funding sources, including state and local government:
 - Florida Department of Children and Families
 - Florida Bar Foundation
 - United Way
 - City of Gainesville
 - Clerks of Court (numerous counties)
 - Alachua County
 - Private funding and donations

Cases Closed in 2022 – Cumulative



2022 Client Services Highlights

- TRLS staff provided services to clients in 3,787 cases.
- Rental housing services alone accounted for 35.8% of TRLS services to clients in 2022.
- Cumulative benefit amounts for clients exceeded \$10.2 million.

Qualifications

- All managing attorneys and staff attorneys at TRLS are licensed with The Florida Bar and all are in good standing.
- The Managing Attorney of the Gainesville office, Mikel Bradley, who carries a case load comprised of housing law cases, has been admitted to the Florida Bar since 2009, and has spent her entire career serving low-income individuals and families.
- The Director of Litigation, who also works out of the Gainesville office, has been licensed by the Florida Bar since 2013. He is the co-chair of a statewide umbrella group of legal services providers who focus on renters' legal issues, and regularly coordinates with advocates statewide and nationwide on emerging legal issues to improve the housing rights and protections for renters. He has also handled hundreds of cases involving housing law and has years of experience representing low-income clients in private and subsidized eviction proceedings. He also provides training regarding housing law to legal aid and private attorneys at local and statewide training events.
- TRLS currently has three staff attorneys in the Gainesville office providing services in housing cases, primarily focused on rental housing preservation and eviction prevention.

Communication

- TRLS attorneys communicate with clients in a variety of ways:
 - Phone
 - Mail
 - Text messaging
 - Email
 - Videoconferencing
- Appointments with clients are primarily conducted by phone. In person appointments are available as needed, primarily for clients with disabilities or emergency appointments.
- TRLS maintains paperless client files using cloud-based storage and an online case management system, allowing its staff to serve clients with minimal interruptions.
- Many court hearings, especially in Alachua County Court, are held remotely. Clients are always given the option of attending remote hearings from TRLS offices so they can be in the same room as their attorney during the hearings.
- TRLS will be readily available to discuss the project with Alachua County staff on a regular basis as needed to ensure the project is a success.

Customer Service

- All applicants will receive some form of assistance
 - Advice and consultation – giving legal advice and guidance tailored to the client's case
 - Brief services – drafting of documents
 - Extended service – negotiation, litigation
- Frequency of communication with clients is guided by the level of service provided.
 - Limited service cases would require relatively few interactions, mostly by phone
 - Extended service cases would require several meetings/discussions along with court hearings
- As a not-for-profit legal aid organization, TRLS exists for the sole purpose of providing high quality legal services to the low-income or otherwise vulnerable populations within our service area.