



Legal Services
of NORTH FLORIDA
HOPE. JUSTICE. FOR ALL.

PRO BONO

PRIVATE ATTORNEY INVOLVEMENT

PROGRAM PLAN ¹

2026

LEGAL SERVICES OF NORTH FLORIDA, INC.
GRANTEE NUMBER: 610044

¹ As a recipient of federal funds from the Legal Services Corporation (LSC), Legal Services of North Florida (LSNF) must follow federal regulations promulgated by LSC in the operation of its program and services. These regulations require grantees to prepare an annual Private Attorney Involvement (PAI) Plan (45 CFR Part 1614), to operate a PAI program, and to report to LSC annually regarding its PAI services. This document is LSNF's PAI Plan for the year 2026.

EXECUTIVE SUMMARY

Legal Services of North Florida, Inc. (“LSNF”) is a non-profit law firm providing free civil legal aid to low-income persons and vulnerable residents in North Florida, through staff attorneys and with the help of private, pro bono lawyers and other legal assistance providers. The

LSNF Pro Bono/PAI Plan prioritizes increasing Pro Bono program efficiencies, through better utilizing technology, pursuing rural justice, and recruiting, recognizing, and retaining Pro Bono attorneys. The Pro Bono program utilizes referrals to private attorneys, a Justice on the Block clinic model, and a helpline to support our priorities. The Board of Directors of LSNF is supportive of the Pro Bono program and participates in program activities.

INTRODUCTION

Legal Services of North Florida, Inc. (“LSNF”) is a non-profit law firm providing free civil legal aid to low-income persons and vulnerable residents in Florida’s Panhandle and Big Bend region. We help clients facing civil legal problems affecting their financial stability, housing, family stability and health. LSNF serves 16 counties in the Florida panhandle from five primary offices located throughout the area. We represent survivors of human trafficking, domestic and sexual violence; people with disabilities; tenants being improperly evicted; families facing utility shut offs or mortgage foreclosures; seniors facing various forms of elder abuse; veterans needing help securing benefits to which they are entitled; those recovering from natural disasters, and many others with critical legal problems. LSNF’s assistance can make the difference between safety and stability and continued trauma and poverty. More information about LSNF can be found at www.LSNF.org.

INTRODUCTION

LSNF is the only provider of free civil legal aid in most of the 16 counties we serve. The need for legal assistance far exceeds the capacity of LSNF's paid attorneys, paralegals, intake specialists, pro bono coordinators, and support staff to help eligible clients. LSNF's 16 county service area is home to nearly 300,000 individuals eligible for civil legal aid.

In April 2022, the Legal Services Corporation, a not-for-profit corporation which distributes the Congressional allocation for legal aid programs, issued its report "Justice Gap: The Unmet Civil Legal Needs of Low-income Americans." The report concluded that 74% of low-income households experienced at least one civil legal problem in the year preceding the study, with 39% experiencing 5 or more, and 20% experiencing 10 or more civil legal problems. The civil legal problems these Americans face are most often related to basic needs like getting access to health care, staying in their homes, and income and consumer debt issues. The Justice Gap Report found that low-income Americans do not get any or enough legal help for 92% of the problems that have a substantial impact on them.

The above data has not been updated, as the next LSC Justice Gap will not be published until 2027. However, in 2024, LSC commissioned a national Harris Poll to probe public understanding of the crisis. More than half of the respondents mistakenly believed they are entitled to free lawyer in any civil matter, underscoring the urgency of closing the gap. The poll showed that 59% of people who experienced a civil legal matter within the past three years did not seek out legal help from an attorney who could have been instrumental in getting their issues resolved.

To help address the unmet need within our region in Florida, the Board of Directors of Legal Services of North Florida, adopted a Resolution in Support of Enhanced Private Attorney Involvement on November 17, 2021, to support LSNF's commitment to Pro Bono.





PRIVATE ATTORNEY INVOLVEMENT (PAI)

The work of volunteer attorneys, paralegals, law students, and others across LSNF's service area serves as a critical extension to the work of paid staff. These volunteers help those in need find stability, making immeasurable improvements in the lives of those clients, and their families. Volunteers also support the justice system by increasing the ability of the public to access the courts and helping ensure the fair administration of justice.

To this end, LSNF's Pro Bono/PAI Plan prioritizes: a) increasing pro bono program efficiencies, b) better utilizing technology and c) pursuing rural justice. Our 2026 Pro Bono Plan aims to further develop the previous initiatives, with a goal of expanding services to LSNF's rural counties, with a special focus on estate planning, and increasing program efficiencies using uniform forms, procedures, and volunteer engagement structure.

In addition, in 2023, LSNF was awarded a Pro Bono Transformation Grant from the Legal Services Corporation, which assesses LSNF's current pro bono work and support with the goal to elevate pro bono efforts. The partnership of the Pro Bono Transformation grant and other pro bono funds has a beneficial effect on the number of people LSNF can help annually. The focus of this grant is to implement technological innovations to assist with the recruitment and retention of volunteer attorneys. In addition, this grant is creating a model for Estate Planning Clinics to be held across the entire LSNF service area.

This Plan considers input from all LSNF offices, the executive management, Boards of Directors, Pro Bono Coordinators, local judiciary and bar associations, volunteers, and other stakeholders in the service area.

LSNF works closely with private attorneys throughout our 16-county service area to provide legal assistance to low-income individuals. This cooperation takes several forms, coordinating volunteer attorney resources of time and/or financial support. Dedicated attorneys, from our 16-county service area, make up LSNF's pro bono pool. Attorneys also contributed \$113,765 in 2025. In addition, pro bono attorneys provided over 1,400 hours of service in 2025. This is the equivalent of \$539,111 worth of legal services, resulting in more than 625 clients being assisted through pro bono in 2025.

Both program-wide and within each office, LSNF integrates projects with strong support from the local bar and courts, focusing on referring individual cases to volunteer attorneys for extended representation, recruiting attorneys for advice and legal information clinics, and encouraging attorneys to support the Helpline. All work performed by LSNF's pro bono attorneys for LSNF is covered by LSNF's malpractice insurance.

PRO BONO/PAI PROGRAM DESCRIPTION

The Pro Bono/Private Attorney Involvement (PAI) Program was initiated as a pilot project in 1982 by the Volunteer Lawyers Project of The Florida Bar. Effective economical delivery of pro bono legal assistance to LSC-eligible clients within our service area mirrors the standards and priorities set by LSNF as described throughout this plan. Volunteer attorneys agree to accept cases requiring extended representation for indigent clients referred to them through LSNF. These attorneys may also offer advice through our Helpline or provide brief services at a legal clinic, including our estate planning clinics. The prospective client is pre-screened by LSNF for eligibility and need. The office locations that make up LSNF are in Tallahassee, Quincy, Panama City, Fort Walton Beach, and Pensacola. Each office identifies cases that should be referred to private attorneys in each local community. All potential pro bono cases accepted for representation are sent to the office of the Director of Pro Bono for referral support and case management.

1ST COMPONENT: CASE REFERRAL PANEL

The first component of the pro bono program is our private attorney case referral panel, which accepts case referrals primarily for extended representation from LSNF. In the past, the main client matching approach was by geographical area and by area of law. In 2024, LSNF expanded our matching capabilities through virtual platforms so that attorneys across and outside of our service area can help clients. Support staff are available to volunteer lawyers during regular working hours for typing, filing pleadings when necessary, notarizing documents and making client-attorney conference arrangements. In 2025, LSNF tapped into a renewed interest of paralegals to volunteer to support our work as well. No law firm collective satisfaction plans (lawyers of a law firm work together to discharge their professional responsibility to provide pro bono legal services to the poor) affiliated with LSNF operate in our service area. In 2024, we upgraded the in-person space for attorneys to provide a dedicated office for their services to our Program, and this space has supported our growth in 2025. This quiet space is informally named the "Pro Bono suite" and offers research materials, snacks, and other amenities similar to working in a private firm.

2nd Component: Alternative Services

This component involves volunteers participating in the following LSNF projects that provide primarily advice and/or brief service. Starting in 2019, all clinics are held under the model of “Justice on the Block.”

LSNF has pivoted to meet the needs of our community by holding numerous hybrid model clinics that are both in person and virtual where in-person models are not available.

The logo for "Justice on the Block" is displayed within a light blue rectangular frame. It consists of three stacked horizontal bars of increasing width from top to bottom. The top bar is light blue and contains the word "JUSTICE" in white, bold, sans-serif capital letters. The middle bar is dark blue and contains the words "ON THE" in white, bold, sans-serif capital letters. The bottom bar is purple and contains the word "BLOCK" in white, bold, sans-serif capital letters.

JUSTICE
ON THE
BLOCK

Circuit 1

- Law Week legal advice clinic in conjunction with Law week each year and co-sponsored by the Escambia Santa Rosa Bar Association (ESRBA).
- Manna Food Bank Legal Clinic: Held monthly in Pensacola.
- Santa Rosa County Legal Clinic: Held the third Tuesday of each month at the Milton Community Center in Milton.
- United Way of West Florida Day of Giving: JOTB clinic (annual event).
- You-Count Homeless Connect Service Day: JOTB clinic (annual event).
- Veterans Stand Down Event: JOTB clinic (annual event).
- Justice on the Block-Lawyers in the Library: Main Branch, Tryon Branch, Langley Ave, Molino Branch, and Century (Held monthly).
- Waterfront Rescue Mission: Held last Monday of each month.
- Carver Community Center in Cantonment: Held 2nd Thursday of each month.
- Estate Planning Clinic (scheduled periodically).

Circuit 2

- Estate Planning Clinic at Tallahassee- Delta office as needed.
- Estate Planning Clinic at Quincy office as needed.
- Clinics are held in conjunction with the Second Harvest Food Bank when possible.
- Abogados en la biblioteca: Lake Jackson Library, Tallahassee.
- Florida's Second Judicial Circuit Free Legal Clinic: JOTB clinic (bi-annual event).
- Maranatha SDA Church Legal Clinic: Held monthly in Tallahassee.
- Summer Tour: JOTB clinic, Wakulla County.

- Jake Gaither Community Resource Event.
- FSU Bootcamp (bi-annual event).
- Veterans Stand Down: JOTB clinic (annual event).
- FAMU Set Friday event: JOTB clinic.

Circuit 14

- 14th Judicial Circuit Legal Clinics monthly led by Pro Bono attorneys.
- Bay County Library: JOTB clinic, held the third Tuesday of every month.
- Washington County Courthouse: JOTB clinic, held the second Tuesday of every month.
- Estate Planning Clinic (scheduled periodically).
- A.D. Harris Learning Village: Held in Panama City each Wednesday.

All Circuits

- The above opportunities are available for pro bono attorneys to volunteer. While many community engagement event efforts are regularly staffed by LSNF personnel, pro bono participation is welcomed.
- Justice on the Block (JOTB) legal clinics: Held in conjunction with local hosting entities and conducted when logistics allow and are supported by LSNF attorney and support staff.

3RD COMPONENT: HELPLINE

A third component of the Pro Bono Program is the LSNF Helpline, with volunteer attorneys providing advice and counsel via phone from the Tallahassee office or at any time from their own office or home. The Helpline serves LSNF's entire service area and bridges the gap on cases for legal justice.

Most volunteer activities allow clients and attorneys access to the delivery of legal assistance outside of traditional office hours.

4TH COMPONENT: PARTNERS IN SERVICE

As a final component of our Pro Bono Plan, besides volunteering time, attorneys and/or law firms may contribute money directly to support any of the volunteer operations. Contributions through LSNF's Partners in Service program also provide a way for Florida attorneys to satisfy their pro bono responsibility as defined by rule 4-6.1 of The Florida Bar Rules of Professional Conduct.



PRO BONO/PAI PROGRAM DESCRIPTION

Procedures for Making Referrals

The volunteer panel case intake for all clinics and private referrals is coordinated by LSNF's Pro Bono team in conjunction with other LSNF staff and under the leadership of the Director of Pro Bono. A client's case identified for pro bono referral is matched with an attorney whose personal interest, geographical area, skill, expertise, and substantive experience match the client's service needs and who agrees to take the case.

Conflicts: Prior to reviewing a case, the attorney is required (as noted in the referral email to the volunteer attorney) to make sure an immediate conflict check is done. When a potential conflict at LSNF is noted before intake, the individual seeking an appointment is advised in limited instances that, although representation by LSNF is unavailable, referral to a non-program attorney may be possible. In the rare instance that a conflict is discovered after intake, the LSNF staff can either refer the individual to another agency to provide legal representation or make a referral to a non-program attorney or other community resource. In these instances, the applicant/client is notified of the referral. LSNF will not maintain an open file on the new applicant, nor will LSNF attorneys or staff be available for consultation, advice, or secretarial support on these cases. The pro bono attorney is advised in writing of these conditions and notified these cases are not covered under LSNF's malpractice insurance under these unique circumstances.

Process: A client information form (including the client's financial eligibility information), the client intake factsheet, a client retainer agreement (incorporating a client information release consent), and a cover email is emailed to the volunteer lawyer. After a client's case is referred by email, the volunteer is given the opportunity to review a case prior to its acceptance and is required to notify LSNF within five days of his/her decision. When a volunteer attorney accepts a case, the client is notified by LSNF to contact the volunteer as soon as possible.



PRO BONO/PAI PROGRAM DESCRIPTION

Attorneys have limited access to the LSNF case management system, LegalServer, once they agree to be included in the volunteer panel. Once a case is accepted by a volunteer, they can use LegalServer to record their time, make case notations, and access case documents. LegalServer will automatically ask for a case update at a set time for all cases depending on the legal issue. LegalServer can also automatically email the Client Information Form, Intake Fact Sheet, client retainer agreement, and cover email.

Once a case is referred and accepted, the Pro Bono volunteer may obtain any of the following support from LSNF:

- Support from other LSNF attorneys on case strategy
- Legal staff support
- Support from the Pro Bono Director on legal advice provided
- Written resources from Pro Bono team on legal advice
- Limited litigation fund support
- Malpractice insurance coverage
- Limited clerical support for pleadings, correspondence, and other documents
- Invitation to LSNF sponsored continuing legal education (CLE) trainings
- Limited permission to use LSNF office space for client meetings, depositions, or mediations

Case Oversight

Case oversight is conducted at a minimum on a quarterly basis, coordinated by the Director of Pro Bono. The volunteer lawyers are contacted directly to determine the status of each client's case for reporting purposes. Hours worked on cases are collected as well. During the status check, if the volunteer attorney has a legal question or needs additional assistance, the Director of Pro Bono refers the volunteer attorney to a member of LSNF's legal staff. Some volunteers have been trained in updating their own case activity in our case management system directly.

Pro Bono cases follow the same procedures as internal LSNF cases for case closure with the support of our Pro Bono Department.



PRO BONO/PAI PROGRAM DESCRIPTION

LSNF sends client surveys at the end of case service activity. Responses to the surveys are periodically reviewed by the program's Executive Director and Director of Pro Bono. Client surveys are used to help provide LSNF with information to assess service quality. LSNF moved to an online survey in 2025. LSNF has received appreciation from pro bono clients regarding the quality of service received from pro bono attorneys and volunteers. In 2025, LSNF is working toward establishing tools that detail the pro bono experience for clients, attorneys, and volunteers.

Quarterly reports monitor progress toward program goals and ensure timely case management, case referral, and case closure. Additionally, quarterly reports provide case status information measuring actual pro bono attorney hours worked on cases. Total attorney hours for the 2026 PAI panel are expected to be at least 1,600, with total pro bono hours between all volunteers being 2,500.

Efforts will continue to increase the number of clients assisted by pro bono attorneys. LSNF expects that more than 1,000 clients will receive assistance through 2026. To continue efficiency, quality control, and a sense of community among members of the volunteer panel, attorneys requiring legal support may obtain advice from a volunteer panel of their peers to assist on pro bono cases over the phone. Volunteer experts in many areas of civil law will accept calls from other volunteer lawyers (as well as from LSNF staff) for support and assistance.

LSNF Board Involvement

LSNF's governing body remains involved in the Pro Bono/PAI process. Sixty-two percent of LSNF's board consists of attorneys. Both attorney and non-attorney members are encouraged to participate in pro bono activities and opportunities. The Board ensures that the LSNF Pro Bono plan is submitted annually to The Florida Bar and to each voluntary bar association that recommends appointments to The Florida Bar for service on the LSNF's Board of Directors. In addition, the Board reviews quarterly reports to ensure that at least 12.5% of LSNF's LSC budget is allocated to pro bono activities. Over 85% of the attorneys on the Board serve as Pro Bono volunteers and/or provide financial support. LSNF priorities are established pursuant to 45 CFR, Part 1620, and reviewed each year. Most PAI cases are accepted and referred to volunteer attorneys according to the same priorities. To ensure compliance, all pro bono intake is screened by a LSNF case handler.

PRO BONO/PAI PROGRAM DESCRIPTION

2025 Pro Bono Highlights

LSNF evaluates the successes of our Pro Bono program including the following:

- PAI attorneys served 626 clients with a total of 1,608 household members in 2025.
- Our Law Day Celebration 2025 honored legal professionals across the Second Judicial Circuit who collectively dedicated thousands of hours to advancing access to justice for clients throughout Florida's Big Bend. Those recognized included private practitioners, firm partners, judges, government attorneys, and law students—each playing a vital role in strengthening our community through pro bono service.

This year's event was hosted by Legal Services of North Florida in partnership with our co-host, Legal Aid Foundation of Tallahassee. With a new venue and a refreshed vision, the celebration embraced a more elevated and engaging evening. This night brought together members of the legal community for a night that was both meaningful and memorable.

The Law Day program centered on the 2025 theme, "The Constitution's Promise: Out of Many, One." The program invited reflection on how the rule of law brings together an assortment of voices, experiences, and perspectives to form a more unified and just society. The theme also focused on ensuring that more individuals not only have access to the legal system, but a true seat at the table.

The program featured remarks from our distinguished speaker, Judge Augustus Aikens, a recently retired judge for whom the Leon County Courthouse is named. He discussed the shared responsibility of the legal profession to uphold its promises in service to all.

As is tradition, the celebration concluded with the presentation of challenge coins to attorneys who have generously volunteered their time and expertise through Legal Services of North Florida. This recognition serves as a meaningful token of appreciation for the lasting impact of their pro bono service.

PRO BONO/PAI PROGRAM DESCRIPTION

- LSNF honored legal professionals throughout the First Judicial Circuit at the Annual Pro Bono celebration on October 21, 2025, at the Grand Marlin, in Pensacola, FL. At this event, Florida Bar President Sia Baker-Barnes inspired the attendees. The attendance was high in anticipation for her attendance. As is our tradition, Pro Bono attorneys were honored with challenge coins. The night focused on gratitude and enjoying the natural inspiration of Pensacola Bay and being in the company of other attorneys dedicated to supporting pro bono.
- LSNF participated in the annual Pro Bono Service Awards nomination process. Each year, the Florida Supreme Court and The Florida Bar give special recognition to lawyers, groups and members of the judiciary who have freely given their time and expertise in ensuring access to justice for those who otherwise could not afford it. Attorneys who volunteer with LSNF were selected for the Florida Bar President's Pro Bono Service Circuit Awards in two of our circuits in our service area: Virginia Buchanan (Circuit 1); Todd Brister (Circuit 14).
- LSNF's Partners in Service (PIS) Program concluded its annual campaign receiving a total of \$113,765 in funds in 2025 in lieu of, and in addition to, providing pro bono legal services to LSNF.



VIRGINIA BUCHANAN



TODD BRISTER

PRO BONO/PAI PROGRAM DESCRIPTION

- LSNF, Legal Aid Foundation of Tallahassee (LAFT), Emerald Coast Legal Aid (ECLA), and the Nikki A. Clark Low Bono center continue to work together to meet the legal needs of the client community by assisting with case conflict referrals; providing, when necessary, emergency telephone legal advice helpline intake; providing recognition of pro bono efforts through a joint recognition ceremony; and sharing volunteer attorneys to provide legal advice and assistance.
- LSNF continued to recruit volunteer attorneys through Paladin, a national online case referral portal supported by the Funding Florida Legal Aid (FFLA).
- LSNF's legal telephone advice helpline continued serving applicants throughout the 16-county service area. On-site volunteer attorneys from the City of Tallahassee, The Florida Bar, and FSU Law School volunteer on the helpline. Law students, with attorney support, and private attorneys from across the state also volunteer remotely from the privacy of their homes or offices.
- LSNF has tax law experts available to support volunteer attorneys when needed for tax law questions.
- Information related to LSNF's pro bono efforts is maintained and updated on its primary website (www.LSNF.org/Volunteer), through direct requests, and through related social media activities such as Facebook, Instagram, and LinkedIn, in support of services to its clients and work of pro bono volunteers.
- LSNF continued to be active in the Pro Bono Circuit Committees in the 1st, 2nd and 14th Judicial Circuits. This included assistance in preparing annual circuit reports submitted to the Standing Committee on Pro Bono of The Florida Bar.
- LSNF recognized volunteers through in-person recognition events, thank you posts on its social media platforms, and via handwritten cards.
- LSNF has maintained the renovation of our Helpline space for in-person callers, naming it the Pro bono suite. All essential technology is regularly updated. This suite includes snacks, resources, privacy and other amenities to make their volunteer experience meaningful and more comfortable.
- In 2024, LSNF's Pro Bono webpage was refreshed to strengthen engagement (www.LSNF.org/Volunteer).



PRO BONO/PAI PROGRAM DESCRIPTION

- LSNF continued to participate in the American Bar Association (ABA) initiative and Florida Pro Bono Coordinators Association to host Pro Bono Week activities in October by conducting community legal information and advice clinics throughout the Florida Panhandle.
- LSNF continued the Advance Directives clinics, serving primarily low-income senior citizens. We renamed these clinics as Estate Planning Clinics, to assist with both visibility and understanding of what these clinics offer to clients. In 2025, Estate Planning Clinics were expanding to the entire service area for LSNF. LSNF now offers clinics in Tallahassee, Quincy, Panama City, Fort Walton Beach, and Pensacola. Plans are underway to expand to rural areas in the summer of 2026.
- LSNF continues to incorporate the military Challenge Coin tradition to recognize individual volunteer attorneys. Local judges with military backgrounds present the coins to volunteers who attend pro bono recognition events in the 1st, 2nd, and 14th Judicial Circuits in May and October.
- LSNF's Helpline continued recruitment of the number of its volunteer participants to include attorneys from throughout its service area along with attorneys from other parts of Florida.
- LSNF continued the No Place Like Home project built in partnership with Bay Area Legal Services (BALS) to provide pro bono legal services to help individuals obtain clear title to homestead property in the northwest panhandle. While there is no longer a formal partnership, we continue to work with members of the Real Property, Probate and Trust Law Section of the Florida Bar and other attorneys practicing in Heirs' Property issues to help residents facing this issue.

PRO BONO/PAI PROGRAM DESCRIPTION

Recruitment, Recognition and Retention

With approximately 5,200 eligible attorneys registered with The Florida Bar in the LSNF service area and thousands of low-income residents in need of legal aid, we continue to explore ways to increase participation in pro bono and efficiently integrate volunteers into our service delivery model. The following are our goals for our private attorney involvement program in 2026.

Recruitment

- Continue to develop projects in the 1st, 2nd, and 14th Judicial Circuits to increase private attorney involvement and client access to the legal system, including Justice on the Block (JOTB).
- Continue to coordinate legal clinics with the Escambia-Santa Rosa Bar Association and other county bar associations in Bay, Okaloosa, and Walton Counties during Law Week in May, Pro Bono Week in October, and on an “as needed” basis.
- Continue to reach out to all attorneys in the 1st, 2nd, and 14th Judicial Circuits to recruit and renew membership to LSNF’s Partners in Service Program.
- Continue to coordinate the pool of volunteer attorneys available to assist LSNF staff attorneys with mediation or arbitration assistance when requested.
- Continue strengthening our engagement of attorneys in Bay County, including through the Bay County Bar Association, through the monthly clinic and other pro bono projects, including 14th Judicial Circuit Legal Clinics.
- Continue to refer cases requiring extended representation to volunteer attorneys throughout LSNF’s service area.
- Continue to maintain an active list of volunteer attorneys to aid clients and staff and other volunteer attorneys involved in LSNF’s Low Income Tax Clinic (LITC) Tax Project when requested.
- Continue to recruit volunteer attorneys for the Helpline (virtually and in person), by increasing the number of government volunteers.
- Survey volunteers regarding volunteer needs.
- Continue to integrate LSNF’s Facebook, Instagram, Twitter, and other social media strategies to enhance pro bono recruitment, recognition, and retention. Increased social media presence on LinkedIn.
- Continue to include Law Day and Pro Bono Week Celebrations as volunteer recruitment opportunities with LSNF board engagement.
- Continue to strengthen communication between LSNF’s pro bono and delivery staff to expand pro bono recruitment and case referral. This includes providing quarterly pro bono updates to delivery staff.



PRO BONO/PAI PROGRAM DESCRIPTION

- Continue to increase pro bono student involvement from the FSU College of Law and other law schools when opportunities arise, including with the support of a Law Student Liaison.
- Continue to include law students, law graduates, and non-legal professionals in all pro bono efforts as set forth in this Pro Bono Plan.
- Continue to participate in Paladin as an additional recruitment avenue.
- Continue to recruit or list opportunities for volunteer attorneys to participate at Justice on the Block (JOTB) events.
- Continue to recruit attorneys through the Pro Bono video campaigns.
- Continued to expand and maintain database of LSNF law student volunteers.
- Implement recruitment strategy to connect with newly admitted attorneys and encourage active involvement in pro bono activities.
- Utilize the Florida bar rule that grants CLE hours for pro bono services for recruitment opportunity.
- Continue visits to law firms to recruit the entire firm with a specific focus on younger attorneys who need trial skills.
- Continue expansion of Estate Planning Clinics throughout the entire service area.
- Host another 14th Circuit event to increase knowledge of LSNF presence and to recruit volunteers.
- Increase attendance at local volunteer bar events across the region.
- Meet with Young Lawyers in Tallahassee to recruit these attorneys.

Recruitment Goals to be Added to the Plan

- Continue implementation of strategies identified through our own Transformation evaluation and assessments.
- Implement recruitment strategy to encourage emeritus attorneys to become involved in pro bono activities.
- Implement recruitment strategy to encourage members of local bar associations to become involved in pro bono activities.
- Increase attendance by LSNF Pro Bono staff at local bar and civic organization to build awareness and volunteer base.
- Send a survey to request prospective volunteer referrals from current volunteers.
- Recruit attorneys interested in the niche area of estate planning, tax, disaster, and other specialty projects.
- Invite former volunteers to re-engage with our new pro bono opportunities.

PRO BONO/PAI PROGRAM DESCRIPTION

- Ensure attorneys know of all options to volunteer from outreaches, clinics, articles/training, brief services, helpline, to full representation.
- Expand outreach to government and state attorneys to identify ways for them to volunteer.
- Build on messaging for Estate Planning clinics that estate planning protects the legacies of families.
- Increase LSNF-sponsored CLE opportunities.
- Develop plan for competitions between school alumni and between agencies/firms as to who donates the most pro bono hours.

Recognition

- Continue to participate in The Florida Bar President's Pro Bono Service Award nomination process in the 1st, 2nd, and 14th Judicial Circuits.
- Continue to assist the 1st, 2nd, and 14th Pro Bono Circuit Committees.
- Continue to coordinate appropriate pro bono recruitment, recognition, and project development activities with local voluntary bar associations.
- Continue distribution of information to the media and attorneys in the Florida Panhandle on successful pro bono activities.
- Recognize pro bono attorneys in the circuit through events in Destin, Panama City, Tallahassee, and Pensacola.
- Increase recognition on social media platforms of attorneys and firms who volunteer, and personal thank you cards/calls for monthly time provided.

Recognition Goals to be Added to the Plan

- Plan and hold a special recognition event for young lawyers.
- Plan special recognition for student volunteers.
- Implement an evaluation plan for non-attorney volunteers.
- Use of online surveys to receive feedback on ways volunteers would like to be recognized.

PRO BONO/PAI PROGRAM DESCRIPTION

Retention

- Produce a minimum of 2,000 volunteer attorney hours—both attorney and student volunteers.
- Continue to coordinate, when appropriate, private attorney involvement activities with LAFT and ECLA (f/k/a, Northwest Florida Legal Services).
- Continue to assist in coordination of disaster relief client services in the 1st, 2nd, and 14th Judicial Circuits, when and where needed, and in collaboration with the Young Lawyers' Division.
- Continue to develop and implement an annual CLE training schedule for pro bono attorneys, recording and providing online access to training when possible.
- Continue to update volunteer attorney databases.
- Continue to develop and promote online tools to encourage and increase volunteer participation in all LSNF pro bono opportunities.
- Use online surveys to receive feedback on ways to improve retention.

Retention Goals to be Added to the Plan

- Update and develop new volunteer attorney orientation and training materials, adding video viewing options and remote access.
- Increase automation of forms and processes used by attorneys.
- Develop clear and diverse technological strategies to help make volunteer work easier.

PRO BONO/PAI PROGRAM DESCRIPTION

FUNDING

In 2025, \$338,827 in LSC Basic Field grant funds, including both direct and indirect costs, was allocated to Private Attorney Involvement (PAI) activities, representing 15.21% of LSC Basic Field funding and exceeding the 2025 requirement. Due to the additional \$19,067 carried over from 2024, the required PAI expenditure level for 2025 increased from 12.50% to 13.36%.

The market value of pro bono activities will substantially exceed the direct and indirect costs allocated to this grant, as evidenced by the anticipated volunteer hours contributed to the project. An estimated 2,000 attorney volunteer hours, valued at an average market rate of \$375 per hour, together with 1,400 anticipated non-attorney volunteer hours valued at an average market rate of \$34.79 per hour, represent a combined contribution of approximately \$798,706. This amount is equivalent to roughly 37% of LSNF's 2026 LSC Basic Field funding. The average market value of legal services is determined by a random sample of the private legal community and supported by statistics made available by The Florida Bar.

No volunteer attorney will receive direct payments through the PAI program while engaging in pro bono activities (including ex-staff attorneys), nor has this ever occurred. There were not any sub-grant arrangements.

Hours coded to "Pro Bono/PAI" in our LegalServer timekeeping system are pulled monthly and given to LSNF's Fiscal Department. The pro bono FTE is multiplied by the quarterly salary to get the direct PAI salary expense each quarter. Indirect pro bono salary expenses are calculated by applying the ratio of the direct pro bono salary to total program-wide salaries to determine the total indirect salary expense figure. For non-personnel costs, direct costs using LSC funds are captured in our accounting software as they are expensed, and direct costs using non-LSC funds are captured using the appropriate funding code as expensed. Non-personnel indirect costs are calculated in the same way as personnel indirect costs. Direct costs are expenses directly related to pro bono activity (e.g. recognition events, training, etc.). Legal Services of North Florida does not use a pro bono revolving litigation fund.

PRO BONO/PAI PROGRAM DESCRIPTION PLAN FEEDBACK

Thank you for taking this opportunity to review Legal Services of North Florida's Private Attorney Involvement Plan for 2026. We encourage you to contact us with your recommendations and input. You may also complete a simple six question survey at the following link: <https://www.surveymonkey.com/r/PAI2026>

Survey can be accessed below:



Our most successful pro bono efforts have grown out of conversations with our partners – the courts, bar associations, judges, law firms, social service agencies, state and federal government, and individuals in our communities. Please share your ideas with us and join our efforts.

We actively invite bar leaders and other pro bono partners to offer input on this plan by contacting LSNF's Executive Director or Director of Pro Bono and Volunteer Engagement:

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