



SOUTH CAROLINA COMMISSION ON INDIGENT DEFENSE

1330 Lady Street, Suite 401  
Post Office Box 11433  
Columbia, South Carolina 29211-1433  
Telephone: (803) 734-1343  
Facsimile: (803) 734-1345  
E-Mail: executive@sccid.sc.gov

J. Hugh Ryan, Executive Director  
Hervey B.O. Young, Deputy Director and General Counsel  
Lori Frost, Assistant Director

July 7, 2021

The Honorable Hugh K. Leatherman  
Chairman, Senate Finance Committee  
111 Gressette Building  
Columbia, SC 29201

Re: Proviso 117.21 – FY20 Appropriations Act

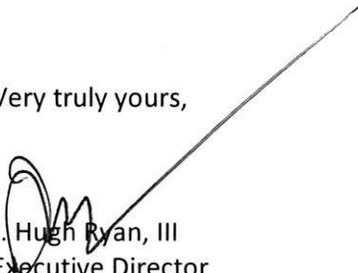
Dear Chairman Leatherman:

We are pleased to provide the committee with the enclosed information from the South Carolina Legal Services organization as required by Proviso 117.21 for organizations that receive pass through funds from a state agency.

Enclosed you will find a memorandum from South Carolina Legal Services on how the funds were spent by the organization, the outcome measures used to determine success of their stated goals and their projected budget for FY21-22.

Please do not hesitate to contact me if we can provide additional information or assist in any way.

Very truly yours,



J. Hugh Ryan, III  
Executive Director  
South Carolina Commission on Indigent Defense



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J. Hugh Ryan, Executive Director  
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July 7, 2021

The Honorable G. Murrell Smith, Jr.  
Chairman, Ways and Means Committee  
525 Blatt Building  
Columbia, SC 29201

Re: Proviso 117.21 – FY20 Appropriations Act

Dear Chairman Smith:

We are pleased to provide the committee with the enclosed information from the South Carolina Legal Services organization as required by Proviso 117.21 for organizations that receive pass through funds from a state agency.

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701 South Main Street, Greenville, South Carolina 29601  
Phone: (864) 679-3232 | Fax: (864) 679-3260  
[www.sclegal.org](http://www.sclegal.org) | [www.lawhelp.org/sc](http://www.lawhelp.org/sc) | [www.probono.net/sc](http://www.probono.net/sc)

Pursuant to Proviso 117.21 of the 2020-21 State Appropriations Act, entities that receive State Appropriations through a state agency are required to provide a report to that agency. Based on the requirements of the Proviso, below is the required information:

1. An accounting of how the funds will be spent.

South Carolina Legal Services (SCLS) receives funds from the Office of Indigent Defense (OID) via the Filing Fee addition on civil complaints filed in Circuit Court. SCLS uses those funds for a number of items in its budget. The funds are used in connection with other grants that SCLS obtains from other sources to provide a holistic approach to serving our clients.

The OID funds are used by SCLS to assist with a number of the projects that we do regarding the following: the Low Income Tax Clinic Grant (LITC); the Violence of Crimes Act Grant (VOCA); and to assist our client population with legal issues that are critical to their legal needs but may not be allowed by our major funder, Legal Services Corporation (LSC) due to federal regulations on restrictions of those funds.

The OID funds are used by SCLS as a match for non-federal match funds needed for several important SCLS programs including the significant work we do for domestic violence victims. Especially now, the work we do for domestic violence victims is an important part of our mission. SCLS receives grant funds from the South Carolina Attorney General's Office for our work with the victims of domestic violence. The Violence of Crimes Act, or VOCA as it is commonly called, is one of several programs at SCLS that is used to assist domestic violence victims. The work done in this grant is primarily to assist the victim with dissolving the marriage and working on related issues regarding custody of the children of the marriage and is usually done in the Family Court. However, those funds are also used by the SCLS staff to assist those victims with many of other civil legal issues that those victims face in the substantive areas of law. SCLS assists domestic violence victims with legal matters including housing, consumer, employment, and other areas that generally arise out of their domestic abuse. The VOCA Grant requires a 20% match.

SCLS uses the OID funds as a match for 50% of the LITC Grant. That grant assists clients who have legal issues with the IRS for tax related problems. Although those clients are low-income, they have a number of issues under the tax laws. These cases include identifying defenses the client may have to decrease or extinguish a wrongfully calculated



tax liability or to assist with payment plans or other settlement options that the client may have to seek resolution of the tax liability they are faced with but unable to fully pay. Because of the current status of numerous promulgations from the IRS in response to the CARES Act and other laws/regulations related to COVID 19, this part of the SCLS practice saw an increase in clients needing legal tax advice to navigate the many updates of regulations that were issued by the IRS since the onset of the pandemic.

Finally, the OID grant is used by SCLS to fund certain expenses that the law firm is prohibited from charging to our major funder, the Legal Services Corporation (LSC). The Code of Federal Regulations specifically prohibits certain expenses and therefore are not allowed using LSC funds. However, using the OID Grant, SCLS has the opportunity to serve more deserving low income clients. If the client's legal matter is within the priorities of SCLS as promulgated by the SCLS Board of Directors, the OID funds, with other grant funds, will be used to assist that client with resolution of his legal needs. Examples include payment for local bar/section dues and rule making activities.

For each grant that SCLS receives, we use a pro rata calculation to assist with the operating costs of the law firm's costs of doing business. Each of the nine offices of SCLS are required to be charged a pro rata share of operating expenses. The OID funds from the State are used in this manner as a requirement for SCLS to perform its mission to provide equal access to justice for low income South Carolinians.

2. The Goals to be accomplished by the entity.

Please see the attached chart indicating the goals to be accomplished with the funds in conjunction with other grants received by SCLS.

3. Proposed measures to evaluate success in implementing and meeting those goals;

Please see the attached chart indicating the goals to be accomplished with the funds in conjunction with other grants received by SCLS.

4. A copy of that entity's adopted budget for the current year.

SCLS is set up on a calendar year. Attached is the most recent SCLS Budget that has been adopted by the Board of Directors.

5. A copy of that entity's most recent operating financial statement.

The most recent approved operating financial statement of SCLS is attached.

## UNITS

### Consumer Unit

- Held Constitution Day Legal Forum 2020. The CDLF was held virtually in collaboration with the S.C. Department of Consumer Affairs. A small group of leaders in financial literacy in S.C. discussed ideas for creating a Financial Literacy Consortium patterned after a similar group in Georgia.
- Appealed a decision in a credit card collection case to address the use of an unusual claim for relief by the creditor. The briefs have been filed with the S.C. Court of Appeals.
- Lead Bankruptcy Attorney is litigating an adversary proceeding in bankruptcy court.
- For the debt collection classroom, we are creating common pleas court cases (3<sup>rd</sup> in the series):
  - Researched and scripted animation.
  - Secured local consumer reporter to provide voiceover.
  - Scripted a live action trial video to be filmed for inclusion in the classroom
- As a result of the pandemic, we are exploring new ways to conduct Debt Collection Defense clinics virtually. Experimented in the fall with using flyers mailed to defendants in debt collection lawsuits offering registration for telephone appointments. The response was minimal.
- Consumer unit continues to receive pro se referrals from the Bankruptcy Court though our partnership. For this Foreclosure Friday/Consumer clinic, we only meet referred clients by telephone.
- Bankruptcy filings have decreased as a result of moratoriums and other pandemic related efforts. Therefore, we have not pursued a bankruptcy intern and have been able to use current staff for that purpose. That decrease is also reflected in the significant reduction in bankruptcy cases mentioned below.
- SCLS newly opened cases have experienced an overall reduction.
  - YTD as of 2-16-2021 Consumer cases opened since 7-1-20 were less than those opened in the same period the previous year by 332. Bankruptcy cases accounted for 213 of this reduction (62%).
  - The number of consumer cases as a percentage of all cases opened since 7-1-20 was approximately 7% as of 2-16-2021.
- Conducted 4 lunchtime webinars on discovery in debt collection cases. The 4 topics were Request for Admissions, Interrogatories, Request for Production of Documents and Depositions and were designed to assist staff attorneys demonstrating increased interest in consumer litigation.
- Closed consumer cases from 7-1-2020 through 2-16-2021 totaled 549, a 213 case decrease from the same period in the previous reporting year.
  - It is notable that, despite the decrease in the total number of closed consumer cases, the percentage of consumer cases closed based on a level of service beyond counsel and advice or brief services increased by 2%.
  - This increase can be attributed to the significant amount of training conducted and attended.

- 8 SCLS attorneys attended National Consumer Law Center Consumer Rights Litigation Conference (virtual).
- Staff members virtually attended several rural related conferences in S.C. in support of the SCLS rural initiative.
- Held Unit meetings that were focused on planning and addressing issues brought about by the pandemic, especially promoting our public resources, and creating more.
  - Contributed relevant consumer information to the COVID-19 resources
  - Unit members presented 7 LevelUp Law webcasts

### **Cultural Humility**

- All staff participated in Racial Bias and Race Equity small group session trainings. Cultural Humility unit offered 13 sessions to staff members.
- Unit offered three LGBTQ+ Safe Zone trainings.
- Unit offered training in Effective Allyship.
- Unit offered training in U Visa eligibility.
- Created the LGBTQ+, LEP, and Race Equity taskforces within the Cultural Humility Unit.
- LGBTQ+ taskforce began working on plan to form new community partners and draft additional resource materials for LGBTQ+ clients.
- Race Equity Taskforce began equity review of case handling procedure and outreach practices.
- Information and resources provided to update Spanish LawHelp.org/sc website with additional LEP resources as well as Spanish resources provided to update the Spanish version of Substantive law pages.

### **Education Law Unit**

- As schools and families adapt during COVID times, so has the Education Unit. Despite the quarantine, we have closed 47 cases thus far – on track with normal numbers.
- Even without a unit head, the Education Unit continues to meet regularly to discuss changes in the law, staff complicated cases, and provide training to advocates.
- The unit provided updates to families and community partners at the start of the 2020-21 school year via virtual meetings, and twice participated in the LevelUp Law program to lecture on substantive legal issues. All three records/videos can be found on YouTube.
- Online and written materials were constantly updated to reflect changes in the law
- The TIG online classroom, which aims at helping families better understand the IEP document itself, continues in development. A video on IEP “SMART” Goals is in production for the classroom.

### **Elder Law Unit**

- Despite the challenges of COVID-19, we were able to continue providing services to our especially vulnerable elder clients by providing 350 advance directives: 151 Last Wills and Testament; 85 Durable Powers of Attorney; 110 Health Care Powers of Attorney; and 4 Living Wills.

- Assisted 328 seniors with housing issues, including 75 who received extended services in housing, such as foreclosure, public housing, federally subsidized housing as well as private landlord/tenant matters. This shows a 44% increase in the total number of seniors receiving extended services in our housing cases compared to a similar time period in 2019.
- Assisted 48 seniors, including 26 extended services cases, with name changes allowing those individuals to vote, obtain a birth certificate and receive social security benefits.
- Assisted 17 seniors including 9 extended service cases with domestic abuse issues.
- Piloted Wills/Advance Directives Clinics in rural counties.

### **Employment Law Unit**

- The number of employment related cases closed increased from 406 between July 1, 2019 and January 31, 2020 to 419 for the same period in FY2021. This figure is lower than expected due to the unexpected delays in processing cases through court and administrative agencies caused by the pandemic.
- The number of employment related cases opened between July 1<sup>st</sup> and January 31<sup>st</sup> in the current reporting year increased from 366 in FY20 to 576 FY21. This represents a 57% increase for the current reporting year.
- The number of unemployment benefits cases opened in the first half of the grant cycle in FY2021 was 246 compared to only 59 for the same time period in the previous reporting year. This represents a 317% increase in this type of case. This drastic increase is attributable to the devastatingly high levels of individuals that were left unemployed because of COVID-19.
- Conducted 20 individual outreach events around the state focusing on employment law.
- Completed first informational video for social media on expungements and pardons.
- Conducted statewide attorney training on unemployment benefits appeals and issues related to the COVID-19 pandemic.
- Developed partnership with National Expungement Week to serve clients statewide in the area of barriers to employment. Because of this partnership, the number of cases accepted to assist with barriers to employment increased from 115 to 182 for same reporting period between FY2020 and FY2021 representing a 35% increase in that type of case. Additionally, the partnership includes a commitment from National Expungement Week to cover the expenses associated with expungement and pardons in South Carolina reducing the financial burden of our clients.

### **Family Law Unit**

- Attorneys attended various trainings on family law to include those sponsored by SC Bar and Family Law Unit.
- In September and December, a VOCA paralegal participated in the Richland County Anti-Human Trafficking Task Force meeting.
- Our Family Law Unit Head and VOCA Lead Attorney attended the Domestic Violence and Sexual Assault Community of Practice meetings throughout the year.
- Attorneys organized and held Pro Se Divorce Clinics throughout the state.

- Attorneys organized and held clinics on Pro Se Visitation and Pro Se Child Support Modification.
- Attorneys presented on domestic violence, divorce, and child custody issues at LevelUp Law.
- The Family Law Unit Head served on the Richland County Bar's Public Service committee.
- The Family Law Unit Head presented virtually to approximately 3,500 attendees on custody, visitation, and adoption issues through the Richland County Libraries in July 2020.
- Sample pleadings and letters uploaded to Share Point for quick access while in the office or out of the office.
- Unit meetings were held providing training on various areas of the law, including one with a retired family law judge presenting to the unit.
- Order of Protection posters were posted throughout the state at libraries, courts, private businesses, and law enforcement agencies.
- Attorneys and paralegals participated in Safety Net Council meetings.
- The Lead VOCA Attorney participated in the Anderson County Faith Based and Victim Services Roundtable in September 2020.
- Paralegals and attorneys participated in the Expanding Justice to Holistic Legal Representation and Advocacy for Domestic Violence Victims C.L.E. on September 24, 2020.
- Attorneys and paralegals met with employees from solicitor's offices and victim advocates to provide them with brochures and information on the services South Carolina Legal Services offers.
- Attorneys updated temporary hearing and divorce YouTube videos and posted for the public.

### **Housing Law Unit**

- The Housing Unit saw a tremendous increase—48.94%—in housing cases opened between July 1, 2020 and February 8, 2021 compared to the same timeframe from a year prior. Specifically, we opened 2030 cases, compared with 1363 from the prior period. Private landlord/tenant cases exploded during this period, constituting 1442 of all housing cases this year, compared to making up 666 of all housing cases from the prior year. Landlord-tenant cases were increasing prior to the COVID-19 pandemic, but they accelerated precipitously once the state eviction moratorium expired on May 15, 2020. As a consequence, while the number of extended services increased on an absolute basis to 255 from FY20 from 213 for FY19, extended service cases dropped to 12.56% from 15.63% of all cases from the prior year. In line with overall case totals, we have seen our level of contested court cases double from 72 in FY '20 to 144 over the relevant timeframe in FY '21.
- Conducted a number of internal trainings for advocates on topics including:
  - Mortgage relief programs created due to the COVID-19 pandemic

- Legislative updates related to evictions and mortgage foreclosures due to the pandemic
- Eviction prevention guidance from HUD and an Eviction Prevention Toolkit HUD created in response to the pandemic
- The law of adverse possession, partition and accounting, and the nuts and bolts of how to handle these kinds of cases
- Held 47 outreach events from July 1, 2020 to February 8, 2021, to provide information to and to train the community and our community partners.
- Spoke to a session at the 2020 Conference of the SC Community Action Partnership and SC State Head Start Association about evictions and how SCLS can help
- Trained the 11th Cir. Pro Bono bar via Zoom on Residential Eviction Defense for the purpose of increasing the number of attorneys taking eviction cases pro bono. This presentation was recorded by the Bar's Pro Bono Board and will be available to train future attorneys who volunteer to take pro bono cases.
- Remained active in Charleston County Housing Court pilot program.
- Helped compile a list of all agencies across the state offering housing rental assistance and provided this list to agencies or other persons, such as the Magistrates' Courts, who are likely to interact with people needing this information with the goal that they could refer tenants to rental assistance agencies as needed.
- Consulted with Furman University and the Legal Services Corporation about the eviction process in South Carolina and how evictions are documented in the Public Index as they seek to study evictions and eviction rates in Greenville and elsewhere in South Carolina.
- Fielded numerous requests for comments and information by news reporters, journalists, and other interested parties, such as Princeton University's Eviction Lab seeking to understand evictions in South Carolina in the age of COVID-19.
- Developed a Learn the Law Classroom for Residential Eviction Defense that will be going live on our LawHelp.org/sc website this year so that pro se persons and pro bono attorneys can better understand the laws governing evictions in South Carolina.
- Continued to engage in advocacy, including litigation. For example:
  - Brought suit against a landlord who intentionally disconnected his tenant's water after they had a falling out. We obtained judgment in favor of the tenant for \$4030, of which \$2260 represented attorney fees and costs payable to SCLS
  - We also have filed suit in a case where a landlord that was purporting to run a hotel had police evict a tenant without going through the judicial system. The question of what constitutes a hotel, motel or similar living arrangement that is exempt from the procedures for eviction established by the Residential Landlord Tenant Act is an issue for which there are no reported cases in South Carolina. We believe this case could be an excellent case with which to gain clarity in the law, should it end up in the appellate courts. The case remains pending until jury trials resume in the magistrates' courts.

- We also continue to challenge the improper application of the eviction moratorium issued by the Centers For Disease Control and Prevention.
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### **Probate and Heirs' Property Law Unit**

- We are committed to targeted outreach to continue to grow the number of cases that we are able to assist with a strong emphasis on ensuring rural, low-income South Carolinians have access to justice.
- Held several training sessions last year. We had a guest speaker from Able SC talk to us about supported decision making and what that looks like in the real world. She spoke to us about how clients can use supported decision making to help elders and young adults with disabilities avoid losing their rights to guardianships and/or conservatorships actions. We continued to add additional sample pleadings, letters, and advance directives to SharePoint to make those easily accessible to staff statewide.
- Continued to consult, provide guidance, and support attorneys representing clients in probate court.
- The focus this year on Heirs' Property prevention, holistic representation, and community outreach has yielded positive results and a significant increase in the number of advanced directives that we are completing. We were able to continue to provide direct assistance to our clients despite the challenges that came with COVID-19, by preparing 110 Healthcare Powers of Attorney; 151 Last Wills and Testaments; 85 Durable Powers of Attorney; and 4 Living Wills.

### **Public Benefits Law Unit**

- COVID-19 has brought a number of challenges for everyone but individuals who filed new applications for Social Security disability benefits in 2020 have been hit especially hard. There has been a slight increase in the number of extended cases for individuals filing an initial application for benefits as compared with representation on overpayments and continuing disability reviews (which have fallen in number). The initial application case acceptance increase occurred because SSA closed all of its field offices to the public in March 2020 and they remain closed for the foreseeable future. Individuals who filed new applications were pushed to file applications and appeals online which proved difficult for our clients without access to computers and reliable internet.
- The total number of new Social Security cases has declined slightly because there has been a decrease in the number of new applications, appeals and hearings nationwide. SSA is working to address its problems with new applications. The suspension of in-person hearings has also contributed to the slight decrease in new cases. Another factor in the decrease in case referrals happened when SSA suspended work on overpayments and continuing disability reviews until September 30, 2020. The resumption of continuing disability reviews is still in its initial stages and referrals do not usually start until denial notices are issued. Part of the problem is that it has been difficult to schedule medical consultations during the COVID-19 health emergency. Finally, some of the disability application and review process was sent to SSA's national processing offices that handle overflow from the local field offices. This has led to significant delays in processing new applications and appeals.
- Increased number of health insurance cases including Medicaid and Medicare.

- SNAP (food stamp) cases have decreased significantly because of requirements in the CARES Act and subsequent COVID-19 related bills that increased the monthly benefits for all SNAP eligible households to the maximum allotment allowed and suspended many rules including implementation of work requirements.
- Drafted articles for SCLS newsletter providing information on telephone hearings for Social Security appeals and the due process right to an in-person hearing.
- Level-Up law training event on Social Security overpayments to educate the public on filing for waivers of collection.
- Updated materials on LawHelp.org/sc to include COVID-19 related materials.
- Developed flyers and social media posts to educate Social Security and SNAP recipients about COVID-19 changes.

### **Administration (Accounting)**

- The accounting department has provided monthly reporting and statistical data to the various special grant managers to maximize revenue and expenses utilization of individual grants. With Title IIIB, for example, monthly reports assist managers with scheduling cases over the contract period and also transferring units to another county as appropriate.
- Accounting staff and office managers and support staff have participated in webinars and training opportunities to enhance operations and efficiencies. Cross training of positions has allowed for greater operating efficiency, as well.
- Accounting and other support staff have participated in webinars that will begin the process of securing electronic accounts payable and payment system software.
- Staff has also been supported with the development of the SharePoint system for electronic documentation of accounts payable processing that supports timely and accurate payable and document processing that supports timely and accurate payable and document processing, while ensuring financial compliance. This effort will continue to be developed while also moving to the next level of electronic system processing.
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### **Administration (Compliance)**

- An online webinar compliance training was held for all employees hired between 7/1/19 and November 19, 2020.
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### **Administration (Information Technology)**

- **Staff training survey**
  - I.T. Department drafted training surveys for staff and are now in the process of refining a survey to address current training needs.
- **Office 365 applications training**
  - I.T. Department implemented Tech Tips Friday trainings for staff to improve efficient use of Office 365 and SharePoint Online.
  - SCLS' standardized letterhead, automated fillable forms, training requests and global calendaring added to SharePoint Online.
- **SCLS General/Marketing Information Automation**
  - SCLS obtained license for MailChimp (automated marketing and email service platform) to disseminate SCLS' monthly newsletter (The Legal Chatter), as well as

communicate directly with SCLS clients regarding important targeted information for SC's poverty population.

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### **Administration (Litigation)**

- SCLS attorneys continue to file appeals when appropriate
- Substantive units have discussed litigation at most unit meetings whether in person or via the web

### **Administration (Operations)**

- SCLS has updated offices interiors/exterior in Greenville, Spartanburg, Charleston, Rock Hill, Columbia. All offices were provided additional safety equipment to assist with the prevention of the coronavirus. Old and outdated vehicles were donated and new safer and more energy efficient vehicles were purchased.
- SCLS has ongoing efforts to upgrade equipment and training for all offices to be capable of using the most recent versions of software for increased efficiency using technology. This includes, but is not limited to, increased use of Microsoft Teams for most in-firm communication and meetings.
- SCLS continues to make its offices environment more comfortable for clients and staff. We have disposed of significant dilapidated and non-usable items. Additionally, we have updated common areas with CDC compliant safety measures.
- We are being more innovative in our efforts to do outreach due to concerns of the pandemic. Our social media posts, especially more use of FaceBook boosting and Instagram stories have increased our social media presence.
- We continue to recruit PAI contract attorneys. We also continue to work closely with the SC Bar Pro Bono Program including the disaster hotline efforts to increase pro bono participation among attorneys across the entire state.
- SCLS has updated and continues to monitor and update our policies in our Personnel Handbook to remain compliant with employment law related updates. Management staff regularly attends webinars and other training plus working with vendors to assist us in this effort.

### **Charleston Office**

- The office strengthened its partnership with My Sister's House, the local domestic violence shelter, by collaborating on a virtual DV training during Domestic Violence Awareness month. There were 256 participants from all over the state. The training featured several judges, law enforcement, and victim's advocates as presenters. Three Charleston office attorneys were presenters and one of the VOCA attorneys was the moderator. The office plans to collaborate with My Sister's House to offer "Lunch and Learn" seminars this year in addition to another virtual training.
- We continued our participation in Charleston County's Housing Court. The attorneys have dealt with the impact of COVID-19 on renters as well as enforcing the requirements of the CARES Act, CDC Order and assisting tenants with applying for rental assistance. The office has seen a significant increase in housing cases. As the pandemic continues, the office expects those case numbers to increase.

- The Housing Lead attorney has given interviews to several news outlets regarding housing issues during the pandemic.
- We signed a Memorandum of Agreement with ShelterNet to help clients with getting financial assistance for rent.
- The office has partnered with a national organization to provide clinics for expungements in Charleston County. Our first clinic was held in December of last year. From that event, we had more than 90 applicants all of whom were accepted for services.
- We have continued our partnership with the Bankruptcy Court. An attorney holds office hours two days each month to provide information and assist pro se filers.
- Our attorneys continue to hold Pro Se clinics monthly in the evenings and on Saturdays. Due to the pandemic, the clinics have either been virtual or one-on-one.
- The office continues to work with the Antioch Educational Center in Jasper County. The majority of cases we receive are for expungements. Although we have been unable to meet in person, the referrals are ongoing.
- We also participated in the FIT meetings in Jasper County until the meetings were canceled due to COVID.
- We continue to work with the VA clinic along with students from the Charleston School of Law. The VA Lead Attorney did a presentation for the “Caregiver Support Summit” sponsored by the Ralph Johnson VA Hospital.
- We continue to partner with our Area Agency on Aging providers. An attorney presented at the Low Country AAA provider training.
- We have a new collaboration with the Berkeley County Library and have conducted four zoom clinics. The subjects ranged from “Unemployment Benefits During COVID” to “Evictions during COVID.” The Employment Clinic was featured on the local news.
- Our continued collaboration with the Prosperity Centers in Berkeley and Dorchester counties resulted in 6 clinics on landlord issues, employment, and evictions.
- Several of the attorneys have participated in the SCLS LevelUp Law series speaking on a variety of subjects from solar panels to employment and evictions.
- The office continues to collaborate with churches and held a virtual “Chat and Chew” with Mt. Carmel AME Church focusing on the CDC moratorium and how it affects landlords and tenants when an eviction is filed. The office also participated in a virtual clinic with Royal Baptist Church on evictions.
- A staff attorney did a training for the Orangeburg Sheriff’s Office on “Immigration Relief for Survivors of Crime”.
- A staff attorney was a CLE lecturer with the Young Lawyers’ Division Wellness Committee at the South Carolina State Bar Convention presenting “Combatting the Stigma of Seeing Help Through Therapy”.
- The attorneys continue to be involved in the Tri-County Domestic Violence Coordinating Council by participating in meetings and trainings.
- The VOCA attorneys and paralegal continue to collaborate with the Mt. Pleasant Police Department by participating in quarterly meetings of the support group and their DV resource fair

- We continued to partner with local schools by participating in the “Lunch Buddy” program until those schools stopped in-person instruction.
- The attorneys held monthly office hours in Beaufort, Jasper and Hampton counties prior to COVID.
- We continued our collaboration with Carolina Youth Development and Orphan Relief.
- The office hired a new migrant attorney and outreach paralegal, fully staffing the unit. The unit is working on innovative ways to reach the migrant community in this time of COVID. The attorney partnered with the S.C. Agricultural Worker Health Program in an outreach event. The unit is also fostering a relationship with North Carolina Legal Aid’s Migrant Farmworker Unit.
- Despite COVID, the office still managed to hold Neighbor Day, an annual event providing school supplies and tennis shoes to children in the community. This year we also distributed masks, thermometers, and hand sanitizer to 160 children. This event is 100% staff funded.
- The Charleston office also recognized first responders this year by providing lunch to the fire department near the office and to the staff of a local nursing home.
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#### **Columbia Office**

- Columbia houses a dedicated Bank of America attorney handling matters including overcoming obstacles to employment, foreclosure defense, debt collection defense and other such matters. She has been working with SC DEW and conducting virtual Driver’s License Restoration Clinics. She has been actively involved in partnering with National Expungement Week (a non-profit) in doing expungement clinics beginning in December of 2020 which was well attended.
- We continued to participate in the HELP Legal Clinic in conjunction with the Richland County Bar’s Public Service Committee. We began going back in person to the shelter in September of 2020. We had to stop in person again for December and January but returned in February 2021.
- Due to the pandemic and the challenges of not being able to do big outreach events, we have had to adapt (as have our community partners) in doing and participating in virtual events. We did attend two virtual back to school events in August of 2020. We have also utilized our PAI attorneys who conducted three virtual Pro Se Divorce clinics in the Fall of 2020.
- The Columbia office continues in partnership with USC. We also work under a grant with assisting students with legal needs and this need significantly increased during the pandemic due to the issues of school closings and housing. We had a 37% increase in closed cases under this grant compared to the same time period in 2019.
- The Columbia office partnered with USC in obtaining four Social Work interns through the USC Masters in Social Work program. This allows us to enhance our legal services with holistic services to our clients. These interns assisted our clients in getting help with various needs from getting diapers, assistance with electric bills or other essential services.
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#### **Conway Office**

- The office developed a new partnership with Horry County Alliance, which is a group comprised of several non-profits who meet monthly to collaborate on important issues facing the community.
- The office manager was invited to join a United Way task force to help the agency identify the most pressing needs in Horry County and to collaborate with other partners to address them.
- We continue to partner with A Father's Place providing virtual clinics on visitation, pro se divorce, and expungements.
- The office has continued its partnership with Ministries of Hope. In-person clinics were held until the pandemic and then moved to Zoom. One of the clinics was recorded and hosted on their website.
- We continue to be involved with the Marion and Williamsburg County Coordinating Councils.
- We are holding virtual pro se clinics for divorce, visitation, and child support every three months in the evenings and on Saturdays for all counties.
- The office continues to enjoy a great working relationship with the Family Justice Center. Due to this, the VOCA attorney continues to handle more cases than any other VOCA attorney statewide
- We continued our partnership with the VA. We held monthly virtual clinics and have recently resumed in person clinics.
- The office also participated in the drive-through Stand Down program to provide information to homeless veterans.
- The office continues its partnership with the Chapin Library. Prior to the pandemic, we held substantive seminars with them. Since then, the library has promoted our virtual expungement clinics.
- We are still partnering with the Waccamaw VOAD (Volunteer Organization Active in Disasters).
- We are participating in ongoing work with SC Disaster Recovery to sort out title issues to help people get repairs to their homes.
- A staff attorney participates with Mock Trials in Horry and Georgetown Counties and is set to participate in a virtual National Mock Trial competition.
- Several of the attorneys have participated in the SCLS LevelUp Law series.

#### **Florence Office**

- The Pee Dee Office remains fully staffed with barred attorneys, including one VOCA attorney and an attorney fluent in Spanish. We have had a 37% increase in private and public housing cases (mostly eviction defense) from the same period the previous year (based on cases closed).
- The Pee Dee Office continues to be very connected to the community partners in all our rural counties, regularly attending the interagency meetings in all its seven counties. The pandemic has impacted the community partner meetings in all our counties. The relentless nature of this pandemic is causing these meetings to be done virtually. In partnership with CareSouth Carolina, Harvest Hope Food Bank and the Marlboro County Coordinating Council, we attended a COVID-19 testing and food distribution event October 5<sup>th</sup> in Marlboro County. The event reached 270 people.

- We are also actively involved in the Homeless Court in Florence. Though we cannot handle criminal matters, often the participants have overlapping civil legal issues which also impact their housing options and employability. We stand ready to assist in any referrals for our services by these applicants.
- The First Friday Homeless Connect Event resumed in person events in October. The events were held on the first Friday in October, November, and December as outdoor events at First Baptist Church parking lot. While getting the word out was more challenging, we did have significant increases in attendance which was 11 in October, 25 in November and 33 in December.
- We also remain connected to the veteran community attending the Pee Dee Area Veterans Advisory Council monthly. The Council is made up of the many various veteran groups and organizations in the Pee Dee including the VA, VFW, DAV, and the like. The Council is recognized as a Community Veterans Engagement Board which requires the participation of the Veterans Administration. These meetings have been restarted virtually so that we continue to be connected to the community and are available to assist veterans in need.
- We also tried to recruit more PAI attorneys by delivering a letter with the contract to attorneys' offices and got a plea out via email from the Florence County President. We are continuing to try new ways to attract more private attorneys to help in our work.

### **Greenville Office**

- The Greenville Office added two new staff attorneys.
- The VOCA attorney in the Greenville Office accepted a legal position with another nonprofit that provides advocacy for victims of crime in their appellate division and we are working to hire a staff attorney.
  - Her caseload has been assigned to the two new attorneys who discovered that they are open to advocating for victims of domestic abuse.
  - As a result of their skills and fortitude we have not reduced the caseload or availability of services.
- The Greenville Office created a new paralegal position to assist with the increase in housing related cases.
- Housing cases increased during this grant cycle:
  - Cases increased from 241 for the last grant period to 294 for the current period.
  - Most significant was the increase in private landlord evictions which increased from 48 to 122, an increase of 154%.
  - The housing attorney kept all staff updated on operating orders issued by the Supreme Court, moratoriums issued by the CDC, and mortgage policy changes. His caseload has increased substantially, and it is his goal to pursue high impact litigation where the long-term effects will make a difference for future clients. In addition, this attorney has made a name for himself as an authority in housing issues and has been interviewed not only in the Upstate but also by nationally syndicated publications.
- Unemployment cases increased by 172.7% from last grant period to the current.
- Greenville Staff continue to hold seats on boards that impact client interests which include the following: Greenville Revitalization Corporation, Representative for NACA (National Association of Consumer Attorneys, Greenville County

Redevelopment Authority, Beckem Mental Health Board, and Upstate Community Mediation Center).

- All staff participated in trainings at the beginning of the pandemic to stay informed and learn new and innovative ways to serve clients and those that need services despite their inability to travel to the office.
- SCLS launched an outreach to assist qualifying individuals throughout the state pursue their Economic Impact Payments. Pamphlets were emailed to daycares, senior centers, teachers, charitable organizations, and other organizations that serve low-income individuals.
- Staff were not able to participate in as many outreach activities as last year due to the pandemic. The Greenville and other offices engaged in online activities and education programs that could be accessed by the public.
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### Greenwood Office

- **Social Work Intern**
- Successfully partnered with Piedmont Tech and obtained an intern, who did an excellent job. She produced a chart of local agencies and information for referral purposes.
- **Establish more presence in McCormick County**
  - Succeeded at this goal. We partnered with Habitat 4 Humanity, which covers Abbeville and McCormick counties. We attended two will clinics in McCormick County. We also joined the Chamber of Commerce, have been attending their meetings, and are learning more about McCormick County. We also attended two of their Farmers' Markets to distribute brochures and provided brochures for a drive-through health fair. It was drive through due to COVID-19 limitations.
- **Develop materials for Real ID**
  - The deadline for a Real ID was extended until October of 2021, due to COVID-19. The in person meetings scheduled by the DMV were cancelled. However, we intend to pursue an alternate method and have obtained a video camera and equipment, so that we can film a video and maintain COVID-19 safety protocols.
- **Increase outreach to Diverse Communities**
- Last summer, we sent emails to all of the places of worship that we could find in the seven counties we cover. We made sure to include predominately African-American churches and various denominations and religions. We had two in person meetings scheduled for women's groups of African-American interest groups. Unfortunately, both of those were cancelled due to COVID-19. Instead, we plan to present the information requested at a LevelUp Law online program in March.
- **Increasing Case Numbers**
  - The number of cases closed from July 1, 2019 to February 28, 2020 was 375. The number of cases closed from July 1, 2020-February 16, 2021 was 391. This is an increase of 16, despite COVID-19.

### Intake Office

- Virtual Intake Training for New Employees was held on June 25, 2020. An intake training was done remotely by the Intake Managing Attorney and a staff member in a local office so they could work part-time for the Intake office. This person was

responsible for doing intake call backs resulting from the SC Bar’s COVID-19 Hotline referrals, Expungement Clinics, and Online Intake. The Intake Managing Attorney also conducted LevelUp Law Training – Tips to Completing an Online Intake for the public.

- The goal to decrease the number of online intakes rejected as “applicant withdrew” because of the inability to call the applicant to verify income was not met. There were 141 more intakes denied as “applicant withdrew” during this interim reporting than from the previous reporting time. This increase may be attributable, in part, to the slight increase of applications submitted past 6:00 p.m. on Monday thru Friday, weekends, and holidays this grant reporting cycle.
- 10,383 calls were answered by the Intake office during this interim period. This is a 18% increase in the number of calls answered (8,749).
- The online intake applications that were submitted increased from 720 (January 1, 2020 – June 30, 2020) to 1,178 (July 1, 2020 thru January 31, 2021). 64% of the applications submitted during January thru June 2020 were transferred to the local office for assistance. 62% of the applications submitted during July 1, 2020 thru January 21, 2021 were transferred to the local office for assistance. However, more applications were sent to the local offices during this interim report: 732 vs. 462 (prior 6 months). The goal of more clients being served via online was met.
- The goal to increase the number of counsel and advice letters from the Intake Office was not met. There was a decrease of 17 counsel and advice letters this grant reporting period. The decrease of counsel and advice letters can be, in part, attributable to an increase of pandemic related intakes such as eviction and unemployment appeals that do not warrant counsel and advice. Daily reviewing time of the telephone intake applications was reduced by the Intake Managing Attorney because of his review of only new staff intakes. Review time and conflict checks of the online intakes were increased due to the increase in online applications. Additional review and staffing call backs for 400 COVID-19 Hotline Referrals from the SC Bar was added to the day.
- The goal to continue working towards a “no call back” online intake application has not been successful. LSC has been non-responsive to our inquiries on achieving this goal.
- The goal of continuing to assist with making SCLS referrals to the SC Bar Pro Bono Program more efficient has been met in that the Intake Managing Attorney has been trained on getting referrals made through the new Palmetto Volunteer Lawyer Project portal.
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### Orangeburg Office

- **Obtain borrowed space to have office hours in every county in our service area**
  - Has secured office space in Allendale with telephone and wi-fi access for use in conducting outreach, clinics, and intake.
  - The Outreach Paralegal has secured office space at the Samaritan House, a homeless and transitional housing shelter, and regularly conducts onsite intakes for shelter occupants.
  - Has secured office space at various Council on Aging locations though out the service area, for purposes of conducting outreach, clinics, and intakes.
  - The office has secured space for intakes, clinics, and outreach on an as needed basis at the Odell Weeks Activity Center in Aiken; the office also continues to maintain office space at the Aiken Center in Aiken, for purposes of meeting with clients.

- **Help Prevent Re-entry to Prison System**
  - The Outreach paralegal regularly forwards taped outreach events, including LevelUp series, YouTube, and other presentations on expungement, visitation, child support and other legal issues, to the Orangeburg Detention Center for viewing by incarcerated persons scheduled for pre-release at that facility.
- **Increase Outreach events with onsite intake throughout service area**
  - The Orangeburg office has continued to conduct onsite outreach throughout our service area in conjunction on various Council on Aging locations, the Samaritan House, our Allendale satellite location; the office has an arrangement to use space at the Odell Weeks Activity Center for outreach events, as well as the Aiken Center, for onsite meeting with clients.
- **Collaboration with Council on Aging in all 6 counties in our service area**
- **Collaborate with various Housing Authorities to do onsite housing clinics**
  - The Orangeburg office provides housing brochures and flyers to housing authorities upon request but has been limited in being able to conduct onsite intake due to COVID-19. In the alternative, the housing attorney in the Orangeburg Office has successfully initiated non-litigation advocacy directly with magistrates and their clerks of court, to inform them of the moratoriums prohibiting eviction issued by the Centers for Disease Control; the attorney regularly offers blank CDC declarations, and takes every opportunity to pre-emptively explain the intent and impact of the CDC declarations and moratoriums, sometimes averting or suspending the eviction process. The goal to provide onsite outreach at housing authorities will resume when COVID-19 restrictions have been lifted.
- **Extend collaboration with SC Works**
  - The Outreach paralegal attends monthly virtual Zoom meeting with SC Works to explain services offered by SCLS, and to accept referrals.
- **Collaborate specifically with school guidance counselors and social workers**
  - Brochures and posters are provided to area schools upon request.
  - Currently the Outreach Paralegal accepts referrals from at least one area elementary school guidance counselor.

### Rock Hill Office

- Hired a barred attorney.
- Developed partnership with Pathways in York County to reach their partnering agencies and the clients of those agencies. Developed referral process for Pathways to directly refer clients to SCLS. Gave presentation to partnering agencies about SCLS services.
- Increased case numbers overall. Increased case numbers in Chester County.
- Conducted pro se divorce and expungement clinics.
- Continued partnership with local agencies to distribute domestic violence and other SCLS brochures at Rock Hill City Police Department, York County Sheriff's Department, Sixteenth Circuit Solicitor's office, Fairfield County Sheriff's Department, Chester City Police Department, Lancaster County Sheriff's Department, and Chester Sheriff's Department.

- Continued partnership with victim advocates in York, Lancaster, Chester, and Fairfield regarding streamlined referral system for victims of domestic violence.
- Continued partnership with Safe Passage to conduct intake for victims of domestic violence through streamlined referral system.
- Involvement in local area homeless group (CACH) and other interagency groups in York, Lancaster, Chester, and Fairfield Counties.
- Provided brochures for drive-through COVID-19 testing event in Fairfield.
- Partnered with SC Works to provide brochures and giveaways for drive-through job fair in Rock Hill.
- Provided brochures for Meals on Wheels recipients through York County Council on Aging and Fairfield County Council on Aging.

### **Spartanburg Office**

- **Work more efficiently**
  - Case acceptance meetings are limited to cases that warrant further discussion. The managing attorney reviews pending cases and assigns as received from the intake office cases that she believes do not need further analysis/discussion from the attorneys in order to make a decision regarding representation. The Spartanburg VOCA attorney and domestic violence paralegal have been working together via ClientCenter to create templates for various pleadings (notices, affidavits, orders, motions, etc.). It has helped them to become more efficient. Additionally, we have attained four college interns to assist attorneys which frees up attorney time to assist more clients.
- **Continue to accept more cases**
  - The Spartanburg Office made a conscious effort to attempt to refer more cases to contract attorneys. However, in the second half of 2020, there were many eviction cases and other cases with short turn-around times coming into the office due to the pandemic. Therefore, fewer referrals were made to contract attorneys. Additionally, overall cases were down due to the pandemic.
- **Recruit more Private Attorneys for PAI**
  - We have added at least one more PAI attorney

- **Current fiscal year work plan-Please describe the organization’s work plan for the current fiscal year. Describe any emerging issues being addressed or new constituents being served. Provide a brief summary of any collaborative efforts with other organizations.**

See chart below

## **GOALS, PROJECT ACTIVITIES and OUTCOMES**

### **Effective and Efficient Law Firm**

<b>ACCOUNTING</b>		
<b>Goals</b>	<b>Project Activities for Goals</b>	<b>Anticipated Outcome(s)</b>
Promote grant management, efficiency, and effectiveness	Provide statistical information and operating data to management for decision-making	Timely completion of reports, other remittance information, compliance with grant reporting and applications
Offer continued training to accounting staff (including departmental cross-training) and development opportunities to include technology and SharePoint training.	Utilize available webinars and training opportunities available from current software providers, grantors, technology consultants and other available providers.	Improve and ensure better financial compliance and grant management requirements
Continue to review and update the accounting manual	Continue to train managers and staff on updates to accounting procedures for maximum technology efficiencies  Communicate program policy and procedures with staff, management, grantors, and other interested parties.	Enhanced compliance
Implement payroll processing system that cross-checks and synchronizes timekeeping. Develop systems efficiencies and reports toward integration of ADP payroll and SharePoint timekeeping systems.	Develop plan of action to streamline case management and SharePoint payroll timekeeping systems	Provide time efficiency to enhance grant compliance
<b>GRANTS &amp; COMPLIANCE</b>		
<b>Goals</b>	<b>Project Activities for Goals</b>	<b>Anticipated Outcome(s)</b>
In person trainings held in each office if pandemic conditions permit. Alternatively, conduct trainings via webinar.	By December 31, 2021, conduct compliance and grant specific rules, regulations, and reporting requirements trainings for all offices.	All new employees will be aware of and understand the rules, regulations, and restrictions imposed by LSC and other funders as well as become familiar with necessary reporting needs.
All new employees understand grant specific	Conduct training by June 30, 2022.	All new employees hired from January 1, 2022 through time of training will be aware of and

rules, regulations, and reporting requirements.		understand the rules, regulations, and restrictions imposed by LSC and other funders as well as become familiar with necessary reporting needs.
Complete extensive priority setting process	Complete sending out priority surveys to clients, partners, and legal community. Present amended priorities to board at December meeting.	Amended priorities approved by the Board of Directors.
<b>HUMAN RESOURCES</b>		
<b>Goals</b>	<b>Project Activities for Goals</b>	<b>Anticipated Outcome(s)</b>
More interaction with staff	Use the technology of Microsoft Teams to have face to face contact with staff.	a) The connection that employers once had with employees will be regained strengthening the employer and staff bond relationship.
Better trained non-attorney staff. Offer more cross training for new staff through free classes.	Check with management team to determine skill level of staff and need of training and identify the training.	a) Better understanding of policies and procedures. b) Improved skill set c) Ensure that uniformity is consistent within all offices.
Search for courses to improve the skills of the managing attorneys. Courses to include, but not limited to, supervisory courses, leadership roles, time management, and behavioral issues.	The managing attorneys will attend these courses.	a) This will create more productive staff thereby increasing case numbers.
<b>INFORMATION TECHNOLOGY</b>		
<b>Goals</b>	<b>Project Activities for Goals</b>	<b>Anticipated Outcome(s)</b>
Increase Fiber Connectivity for Offices & Data Center	(a) Develop and Publish Telecommunications RFP (b) Review/evaluate RFP responses (c) Select telecommunications vendor (d) Implement telecommunications upgrade	(a) cost-effectiveness (b) high capacity and increased bandwidth (c) reliability and speed (d) efficient and fast cloud access
Improve Access, Procedures and Methods of Virtual Platforms	(a) Obtain additional virtual global platform(s) for communication/collaboration	(a) flexibility (b) cost-effectiveness (c) accessibility and affordability (d) location independence

	(b) Track and measure valuable data points of access	
Improve efficiency in business processes	(a) Determine what's working vs. what's not (b) Identify bottlenecks in processes (c) Set baseline(s) and goal(s) (d) Establish roadmap for success (e) Implement new automated process(es)	(a) staff satisfaction (b) streamlined processes (c) improved efficiency and productivity
	<b>OPERATIONS/GENERAL COUNSEL</b>	
<b>Goals</b>	<b>Project Activities for Goals</b>	<b>Anticipated Outcome(s)</b>
Continue to Maintain real estate and other assets of all offices	Continue regular in-person visits to each of the 9 offices to review and inspect offices regarding potential need for capital improvements and ensure vehicles in working and compliance order and to insure maximum efficiency of assets	SCLS assets will be protected investments and employees will have comfortable and safe environment in which to work and clients will have a professional and comfortable place to conduct their legal matters
Continue ongoing efforts to obtain additional funding through grants and private donations	Continue to participate in Midlands Gives, Giving Tuesday and similar national and regional giving days  Continue to seek and apply for grants available that provide funding for legal services and legal education  Expand relationships with organizations seeking to partner and financially support SCLS	Raise additional funds to assist with post pandemic increased services needed by clients
Increase visibility of SCLS	Continue to publish weekly Newsletter and regularly post information on all social media platforms including Facebook, Instagram, and Twitter  Continue to use Mail Chimp platform to provide email blasts to clients with pertinent and updated information on available services	Increase partnerships with other organizations for more referrals to SCLS  Increase participation in SCLS legal education events  Increase number of clients served

	Research analytics from communications for best communication strategies for specifically intended audiences	SCLS will have a wider community of citizens who are aware of the kinds of services we can provide.
	<b>CHARLESTON OFFICE</b>	
<b>Goals</b>	<b>Project Activities for Goals</b>	<b>Anticipated Outcomes</b>
Increase the number of housing-related cases closed from the previous reporting year.	Continue our involvement in Housing Court with five attorneys available to handle the capacity	There will be a 15% increase in the number of housing-related cases closed during the next reporting period
Increase the number of expungement cases closed from the previous reporting year.	Entering a new partnership with the Black Liberation Fund. Planning a minimum of four events to target 60 to 100 individuals.  Continue our partnerships with the Antioch Educational Center, the Prosperity Center, and local libraries.	There will be a 30% increase in the number of expungement cases closed.
Increase the number of employment law cases closed from the previous reporting year.	Building on existing relationships to increase cases.  Adding a third attorney to handle employment cases.	There will be a 30% increase in the number of employment law-related cases closed.
	<b>COLUMBIA OFFICE</b>	
<b>Goals</b>	<b>Project Activities for Goals</b>	<b>Anticipated Outcomes</b>
Reach the homeless in the pandemic – increase new cases for homeless clients	Re-engage with community partners – Transitions (the HELP clinic in conjunction with Richland County Bar suspended in person clinics at Transitions since March)  Set up new in person outreach keeping social distancing and other protocols in place for safety	Increase in representation and assistance to homeless with their legal problems

	Commence in person clinics at Transitions in August	
Assist clients with the CDC moratorium documents and represent in eviction defense to prevent homelessness	Due to pandemic, we had significant increase in demand for assistance with eviction defense  Increase the number of attorneys handling these matters and prioritized eviction defense over other matters (such as landlord repair and non-urgent legal matters in other law areas)	Accept cases for extended service including representation in court in eviction defense in significantly higher numbers and prevent/block/postpone evictions
	<b>CONWAY OFFICE</b>	
<b>Goals</b>	<b>Project Activities for Goals</b>	<b>Anticipated Outcomes</b>
Continue to increase the number of public benefit cases closed from the previous reporting year.	Renewing outreach efforts to senior centers and VA clinics with restrictions.  Resumption of local library outreach when restrictions are lessened.	There will be a 15% increase in the number of public benefits cases closed during the next reporting period
Increase the number of housing cases closed from the previous reporting year.	There will be two attorneys to handle housing related cases.	There will be a 25% increase in the number of housing cases closed.
Increase the number of advance directives drafted from the previous reporting year.	Increasing outreach to rural counties, senior centers, and local organizations.	There will be a 20% increase in the number of advance directives written.
	<b>FLORENCE OFFICE</b>	
<b>Goals</b>	<b>Project Activities for Goals</b>	<b>Anticipated Outcomes</b>
Reach the homeless in the pandemic – increase new cases for homeless clients	Re-engage with community partners – House of Hope (homeless shelter in Florence)  Begin meeting again with community partners in conjunction with the First Friday Homeless Connect Event  Set up new in person outreach at House of Hope, keeping social distancing and	Increase in representation and assistance to homeless with their legal problems  No matter how close our office is located to a shelter, without this outreach, we would not see the intakes due to the nature of homelessness and all the barriers they face

	<p>other protocols in place for safety and set up a direct line for intake from the shelter to our office manager</p> <p>Begin having in person First Friday Homeless Connect Events in September by having event outside</p>	
Assist clients with the CDC moratorium documents and represent in eviction defense to prevent homelessness	<p>Due to pandemic, we had significant increase in demand for assistance with eviction defense</p> <p>Had to increase the number of attorneys handling these matters and prioritized eviction defense over other matters (such as landlord repair and non-urgent legal matters in other law areas)</p>	Accept cases for extended service including representation in court in eviction defense in significantly higher numbers and prevent/block/postpone evictions
	<b>GREENVILLE OFFICE</b>	
<b>Goals</b>	<b>Project Activities for Goals</b>	<b>Anticipated Outcomes</b>
Increase extended service cases	Train paralegals in substantive areas of law	Allow attorneys more time for litigation
Assist with probate matters	Probate Courts have reduced assistance for clients	Deeds of Distribution can be prepared, filed, and estates can be closed.
Reduce barriers to employment through expungements and name changes	Resume outreach and partner with local and national organizations to get assistance for filing fees	Clients able to secure jobs
Prevent eviction after Moratorium expires	File Answers in eviction cases to negotiate with landlords	Housing stability
Online child support reduction outreach	Create online classrooms for self-represented litigants	Prevent incarceration Encourage employment stability
Wills, Powers of Attorney, Healthcare POA	Reach seniors that have been isolated and without advocates	Allow seniors to make end of life decisions while still autonomous
	<b>GREENWOOD OFFICE</b>	
<b>Goals</b>	<b>Project Activities for Goals</b>	<b>Anticipated Outcomes</b>
Videos on legal topics	Film videos on various legal topics	Expand our virtual outreach

Establish more presence in Saluda County	Identify methods to inform the citizens of Saluda County about our services Strengthen partnerships	More client intakes from Saluda County, more awareness about our services
Develop materials for Real ID	Produce educational materials about requirements to obtain ID	Educate about requirements for Real ID
Increase outreach to diverse communities	Reach out to underrepresented communities to show our alliance and education about services, with an emphasis on Hispanic communities.	More diverse client base
	<b>INTAKE OFFICE</b>	
<b>Goals</b>	<b>Project Activities for Goals</b>	<b>Anticipated Outcomes</b>
Continue to train new SCLS staff in accordance with our strategic plan.	New staff is provided training at the Intake Office in Columbia post pandemic on: Intake Policy and Procedures, Income and Asset Eligibility; SCLS Service Priorities; Use of SCLS Case Management; and SharePoint Online. Intake training for new staff is being done virtually during pandemic.	Providing consistency in intake statewide.  Giving new staff the opportunity to discuss various substantive law issues rapidly with an applicant.  Giving new support staff customer service tips since they are the first contact applicants have with SCLS.  To ensure that SCLS provides a statewide holistic approach for those wanting legal assistance.
Update online intake application to make it more user friendly. Update to include the elimination of a call back by the Intake Office staff and the ability to transfer online intake application to the local office after the conflict check and review of intake.	Eliminating financial pass to “online intake application”.  Editing and simplifying financial page of the online intake application to correct inefficiencies in applicant’s income reporting.	Decrease in number of denied online intake application  Increase the quality of online intake applications.
Increase the number of telephone calls answered by the Intake Office	Continue review of Intake Office telephone call statistics to look for and correct inefficiencies.	Increase in number of telephone intakes being reviewed for legal assistance.

	<p>Discuss call numbers and wait times with individual staff and generically at staff meeting.</p> <p>Hire additional intake staff if budget allows.</p>	<p>More clients being served.</p>
<p>Increase the number of counsel and advice letters completed by the Intake Office.</p>	<p>Eliminate review of intake applications completed by experienced intake staff.</p>	<p>Frees up time to draft and send counsel and advice letters.</p> <p>Allows for a quicker response time.</p>
<p>Begin revision of Intake Playbook Manual</p>	<p>Edit existing scripts to include separating and adding scripts per special legal problem code.</p> <p>Edit Intake Procedures for Outreach and Clinics</p> <p>Eliminating “financial pass” in regards to determining financial eligibility.</p>	<p>Increase number of scripts available to provide for a more consistent and subject specific intake.</p> <p>Providing consistency in getting intake completed efficiently and effectively in an outreach/clinic setting.</p>
<p>Continue to assist with making SCLS referrals to pro bono more efficient.</p>	<p>Continue partnership with S.C. Pro Bono Program, Palmetto Volunteer Lawyer Project, SC Pro Bono Legal Service Providers, and NAACP Navigator Program.</p>	<p>Increase the “culture” in South Carolina for pro bono by making referrals to the attorneys more efficient and user friendly.</p>
<p>Continue to train new SCLS staff in accordance with our strategic plan.</p>	<p>New staff is provided training at the Intake Office in Columbia post pandemic on: Intake Policy and Procedures, Income and Asset Eligibility; SCLS Service Priorities; Use of SCLS Case Management; and SharePoint Online. Intake training for new staff is being done virtually during pandemic.</p>	<p>Providing consistency in intake statewide.</p> <p>Giving new staff the opportunity to discuss various substantive law issues rapidly with an applicant.</p> <p>Giving new support staff customer service tips since they are the first contact applicants have with SCLS.</p> <p>To ensure that SCLS provides a statewide holistic approach for those wanting legal assistance.</p>

<b>ORANGEBURG OFFICE</b>		
<b>Goals</b>	<b>Project Activities for Goals</b>	<b>Anticipated Outcomes</b>
Increase the number of PAI attorneys who will accept cases other than family and bankruptcy cases.	Plan and execute lunch and learn events for PAI attorneys on various substantive legal issues that they are not familiar with.	An increased number of successful PAI referrals in other SCLS substantive areas besides family and bankruptcy cases.
Increase the number of pro se clinics conducted in Orangeburg service area.	Conduct at least three online pro se divorce clinics and have different times that such events can be offered (daytime, evening, and weekend options).	Increase in the number of pro se divorce clinics offered to the public throughout our service area in a convenient and safe manner.
Increase the number of clients, particularly senior citizens, that have advance directives prepared.	Identify clients that may be in need of advance directives even if the services being provided to them are unrelated (e.g. asking every personal representative we assist with estate administration in probate court if they would like a Will prepared for them; inquire of clients who are grandparents seeking custody or relative adoption of grandchildren if they need a Will or other advance directive.	Increase number of clients that are provided with advance directs, which would further avoid heirs' property issues.
Establish a database of sample advance directives in the local office SharePoint	Draft and save advance directives that be easily retrieved and customized for clients seeking only advance directives, or clients seeking other services who request advance directives.	Faster and more efficient preparation and execution of advance directives when clients are in the office for other legal issues.
Continue the trend towards increased legal services in Allendale and Calhoun counties specifically	Conduct monthly onsite intake at borrowed space provided by community partners, with times and dates fixed so that potential clients can plan their transportation needs to apply for services without the need to obtain transportation to the main office in Orangeburg.	Continued increase in case number in Allendale and Calhoun Counties.
Continue interrupted efforts to provide services to formerly incarcerated persons in conjunction with city administrators and officials from county detention center – these efforts were planned for 2020 but interrupted	Meet with city administrators and detention center personnel to reschedule events to serve this population. Resume outreach at the detention center, both in person and virtually, when COVID restrictions are lifted later in 2021.	Increase services to formerly incarcerated persons, including expungements, pardons, and other services.

and/or cancelled due to COVID restrictions.		
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	<b>ROCK HILL OFFICE</b>	
<b>Goals</b>	<b>Project Activities for Goals</b>	<b>Anticipated Outcomes</b>
Expand partnership with Pathways One-Stop	<p>Conduct outreach events at Pathways One-Stop opens to include but not be limited to pro se divorce clinics and/or expungement presentations</p> <p>Work with York County Bar Association to develop Legal Triage at Pathways One-Stop</p> <p>Expand direct referral with other agencies.</p>	<p>Reaching potential clients through distribution of brochures and legal information, providing information, assistance, and/or representation with expungements to increase client’s ability to find work and/or housing, and strengthening relationship with the local private bar.</p>
Increase presence in Chester and Fairfield Counties	<p>Increase outreach events in Chester and Fairfield Counties including but not limited to expungement presentations and pro se divorce clinics</p> <p>Partner with local agencies, organizations, and the faith community to increase our presence in these counties</p>	<p>Increasing involvement would allow SCLS to become more visible in the community in Chester and Fairfield Counties.</p> <p>Reaching more low-income people in need of legal assistance in Chester and Fairfield Counties.</p>
Continue Partnership with SC Works	<p>Provide pro se expungement clinics to SC Works participants in the local SC Works offices in Chester, Lancaster, Fairfield, and York at the request of SC Works including virtual clinics</p> <p>Provide other presentations as requested by SC Works on SCLS services and other substantive legal issues</p>	<p>Increase our ability to reach potential clients, especially those in rural counties who have an impediment to employment and other civil legal issues.</p> <p>Reach potential clinics in a safe environment during the pandemic.</p>
Increase case numbers	<p>Increase in-office intake</p> <p>Conduct intakes at expungement clinics</p> <p>Partner with agencies and organizations in outlying counties to do intake at local sites</p>	<p>Increase case numbers as a whole with a focus on accepting more extended service cases.</p>

	Increase outreach in Lancaster, Chester, and Fairfield Counties	
Expand virtual outreach events	<p>Conduct virtual expungement clinics and pro se divorce clinics</p> <p>Participate in and host other virtual outreach events</p>	Reach the public during the pandemic and those who are homebound

SPARTANBURG OFFICE		
Goals	Project Activities for Goals	Anticipated Outcomes
Work more efficiently	<p>Limit the length of case acceptance meetings and assign more pending cases as they are received from our Legal Aid Telephone Intake Service (LATIS).</p> <p>Continue to provide comprehensive training for support staff on obtaining documents needed for pending cases so that attorneys can provide services quicker.</p> <p>Identify situations where an introductory phone call rather than an introductory letter would initiate client actions quicker</p> <p>Establish clear expectations and guidelines for advocates/attorneys to make initial contact with newly assigned cases to improve response time after applicant applies through LATIS.</p> <p>Continue to make advice letters shorter and concise to improve compression</p> <p>Increase the frequency of case reviews with advocates to ensure that cases are moving along in a timely fashion and to give more accountability to advocates</p>	Improve experience and quality of legal services provided to clients
Continue to accept more Cases	Spartanburg office maintain its commitment to increase accepted cases by:	Continue to increase the number of clients served

	✓ Referring more cases to our Private Attorney Involvement (PAI) program	
Continue to recruit more Private Attorneys to participate in Private Attorney Involvement (PAI)	Advocates will continue to take every opportunity to educate and inform members of the private bar on our PAI program in order to increase the number of PAI attorneys we can refer cases to.	Continue to increase the number of clients served.
Increase the level of service during Legal Clinics	COVID permitting, the Spartanburg office will continue to provide brief services at expungement clinics.	Continue to increase the number of clients served.

### CONSUMER LAW UNIT WORK PLAN

Goals	Project Activities for Goals	Anticipated Outcome(s)
Continue Annual Constitution Day Legal Forum (CDLF)- September 17, 2020	Gather Committee to plan Constitution Day Legal Forum  Hold 10th Annual CDLF	Annual Constitution Day Legal Forum will inform lawyers and others on consumer related legal topics
Continue to develop financial empowerment resources for our client population	Seek opportunities to utilize CFPB Financial Toolkits and Companion Guides  Contact targeted personal injury, social security and other firms identified as partners for sharing educational information	General public and special populations will be financially empowered as well as educated on specific legal topics related to finances.
Improve Rural Initiative Renew expansion of debt collection defense clinic created in 2017 and add additional rural counties Continue to develop a vision for financing the Initiative  Partner with SCLS Elder Law Unit and Consumer Financial Protection Bureau to increase consumer law outreach to seniors in rural areas of the state.	Renew partnerships and establish new partnerships with free medical clinics  Continue development of virtual clinics and explore hybrid model.  Hold a virtual convening with partners and stakeholders in S.C. in the area of Aging and Elder Access to Justice.  Explore framework for strategic plan to reach seniors for legal assistance and educate partners and stakeholders about the importance of legal assistance, especially consumer protection for seniors	Re-establish attendance at debt collection defense clinics  Expansion of clinic to other rural counties  SCLS will have data to demonstrate effective outreach to support potential funding for the Rural Clinic Initiative  Collaboration and sharing will create focus on and promote importance of consumer education with seniors, especially in rural areas

	Continue conversation with CFPB to develop collaboration with Older Americans Division of the Consumer Financial Protection Bureau	
Bankruptcy court partnership will be an even more significant collaboration for Consumer unit due to expected increase in filings after expiration of pandemic moratoriums  Explore re-establishment of SCLS courthouse internship	If appropriate and law student available, promote and fill the bankruptcy intern position  Continue Foreclosure Friday program	Collaboration will continue and support our bankruptcy practice at SCLS
Increase number of consumer cases opened as a percentage of total cases Increase number of cases with higher level of service	Explore ways to address consumer protection law needs of applicants to provide assistance available via state and federal law.  Continue to promote counsel and advice cases for additional needs in financial empowerment	Increase consumer cases opened by 10% from previous reporting period.  Number of consumer cases with increased level of service will grow
Launch 3rd debt collection online classroom	Work with partners for review and feedback as needed Film and edit video. Develop ideas for marketing and promotion	Provide education for general public about how to defend debt collection in Common Pleas Court especially for self-representation.
Training and education for SCLS staff and private bar on consumer law topics	Staff attorneys attend trainings/conferences and provide training to SCLS staff and attorneys  Conduct Lunchtime webinars on short subjects, including with guest speakers.  Attorneys participate in CLEs, trainings and conferences to make presentations on consumer law topics and SCLS work in general	SCLS staff will be better educated on consumer law  Consumer cases handled by SCLS will grow.  Private bar will become more familiar with our consumer practice  SCLS attorneys will improve expertise in consumer protection law
Hold consumer outreach events (virtual and in person)	Identify staff and events to conduct outreach	Increase in outreach events  Increase in number of attorneys trained (minimum 1per office)

Determine topics public and private bar want/need to be addressed	Review SCLS data (from cases, surveys and interviews conducted) to determine topics needed  Create additional webinars on consumer topics as needed	in conducting consumer outreach events  Expansion of consumer law topics for outreach
Work with MA of Intake office to update questions for consumer legal problem code areas	Unit Head to meet with Intake office Managing Attorney, Tom Trent, to review current drafts and complete scripts	More complete information relevant to specific area of law/legal problem that attorneys need to know to consider cases.
Observe National Consumer Protection Week in partnership with the Federal Trade Commission	Provide daily information via blog posts, brochures, and tip sheets about consumer law topics Engage community with live events in the form of clinics and live stream events on social media  Create consumer law video presentations and post on SCLS YouTube channel	Engage the public in learning about consumer protection laws

### CULTURAL HUMILITY LAW UNIT WORK PLAN

Goals	Project Activities for Goals	Anticipated Outcomes
Staff Training in Implicit Bias	Make available recordings of prior trainings so existing staff can access on-demand and new staff can onboard and obtain the materials.  Administer Implicit Bias Test to staff with de-briefing.  Conduct follow-up training on case-handling and outreach interventions to eliminate the impact of implicit bias.	Improve quality of client experience and efficacy of legal assistance with an expanded awareness of how bias and systemic inequities could affect client's options and/or attempts at Pro Se representation or self-help and adjusting advice provided, recommendations, and services provided to increase likelihood of equitable outcome.
Increase network of community partners with diversity/inclusion/equity values and who serve marginalized communities and communities affected by systemic inequity.	Review and propose adjustments to data collected during outreach so baselines and subsequent reviews on data can be obtained to determine efficacy of initiatives.  Maintaining a list of statewide community contacts and calendar of statewide outreach events related to communities affected by systemic	Form relationships with new community partners.  Increase applicants for services.  Increase representation of cases that relate balancing racial inequity by 10%

	<p>inequity to expand coverage of events and promote greater coordination between offices.</p> <p>Increase SCLS presence at events targeted for marginalized communities or communities affected by systemic inequity.</p> <p>Offer community and community partner education on community lawyering/equity approach to outreach.</p>	
<p>Support Staff in creating equity focused Outreach Plans</p>	<p>Hosting trainings to improve cultural competency when working with marginalized communities.</p> <p>Hosting Outreach workshops to develop effective messaging, coordinate resources, and troubleshoot any difficulties with making connections in communities.</p> <p>Partnering with Substantive Law Units to offer trainings, co-plan outreaches, and coordinate contacts/resources.</p> <p>Emphasize and assist in training/implementation of plans that include support staff in outreach.</p>	<p>Improve efficiency and efficacy of outreach planning.</p> <p>Increase the amount of legal education materials available to the community.</p>
<p>Represent more LEP clients</p>	<p>Translate additional resources and SCLS forms into Spanish.</p> <p>Present training to staff on SCLS LEP procedures.</p> <p>Provide resources and guides to staff for navigating LEP walk-ins, clients, and applicants.</p> <p>Work with Cultural Humility unit members and other Substantive law units to create LEP specific outreach plan.</p> <p>Staff training on what types of non US Citizen clients we can serve.</p>	<p>Increase the number of LEP clients served by 10%</p>

	Partner with Community Organizations that serve LGBTQ clients for referrals and outreach. Goal being forming a new community partner relationship in each office and each service area.	
Represent more LGBTQ Clients	<p>LGBTQ Task force will develop resources specific to LGBTQ legal issues.</p> <p>Provide resources and guides to staff for navigating LGBTQ client interactions. Partner with Community Organizations that serve LGBTQ clients for referrals and outreach.</p>	Increase case representation in issues specific to LGBTQ community by 10%
Internal Policy Review	Cultural Humility Unit will review internal policies and procedures including but not limited to, general outreach practices, case handling, and hiring/recruitment procedures with an equity focused lens and propose revisions in areas that could perpetuate inequity.	Have inclusive equity informed policies and procedures.
Increase staff diversity and promote workplace culture of implicit bias informed inclusion.	<p>Continue to hold periodic meetings hosted by Cultural Humility Unit and moderated by RJI team where staff can discuss bias experiences (i.e. experienced by them, or by a client, or in a case).</p> <p>Develop and propose procedure to improve staff retention (i.e. stay interviews, additional opportunities to voice thoughts on employee experience, etc.).</p> <p>Examine employment recruitment general practices and policies and propose revisions/suggestions.</p> <p>Expand variety of staff making appearances at law school alumni or recruiting events.</p> <p>Offering intern positions for students to assist with race equity or other equity focused outreach project.</p>	<p>Increase variety of job applicants and interns.</p> <p>Promote a firm culture of inclusion.</p> <p>Improve retention.</p>

**EDUCATION LAW UNIT WORK PLAN**

<b>Goals</b>	<b>Project Activities for Goals</b>	<b>Anticipated Outcome(s)</b>
Hire new Education Unit Head	Publish job description, collect applications, select best candidate	Establish new leadership for the unit after previous unit head was elected to Family Court bench
Complete Virtual Classroom	Complete the walkthrough of the IEP, add to website, add links to outside resources, publish to parents and potential pro bono attorneys	Increase involvement of pro bono attorneys, increase knowledge of pro se parents in IEP meetings
Train more SCLS advocates	Host mock expulsion hearings and mock IEP meetings, co-counsel with advocates on new cases, locate virtual trainings from outside groups for advocates to attend	Increase case closure numbers and success rates
Develop outreach plans with advocates in each SCLS office	Work with the identified education advocates in each office to identify potential outreach events and partnerships, and to attend those events and foster those partnerships	Increase collaboration with community partners, and increase case numbers
Increase SCLS visibility in the Bar and education law community	Participate in SC Bar groups and committees, present at events and CLEs, work with law schools	Increase respect of SCLS, gain more referrals, increase cases

**ELDER/PROBATE LAW UNIT WORK PLAN**

<b>Goals</b>	<b>Project Activities for Goals</b>	<b>Anticipated Outcomes</b>
Develop an outreach plan targeted at rural counties to increase awareness about elder law issues, including probate administration and advance directives	<p>Identify an attorney or staff member in each office and task that individual with the responsibility to identify and organize outreach in rural counties with community partners</p> <p>Continue introductions and meet with rural Probate Court judges and their staff to provide information on how to refer low-income individuals</p> <p>Begin to develop partnerships with community economic development organizations to provide education and referrals</p>	Develop an outreach plan targeted at rural counties to increase awareness about elder law issues, including probate administration and advance directives

<p>Identify, support and train attorneys</p>	<p>Provide quarterly trainings, access to free webinars, and identify other training opportunities</p> <p>Develop training materials for new and experienced advocates</p> <p>Continue to develop model pleadings, practice guides, and explore best practices</p> <p>Unit Head will provide guidance on individual cases and assist in providing legal representation when needed</p>	<p>Identify, support and train attorneys</p>
<p>Expand representation in the Elder Law Unit to include representation of victims of elder abuse</p>	<p>Identify and contact victim’s advocates in service areas to provide information on SCLS and its services</p> <p>Train attorneys and staff members of SCLS and our partners on the signs of elder abuse and how to effectively respond to the needs of those individuals</p> <p>Provide educational outreach to seniors on identifying and seeking assistance in an abusive situation</p>	<p>Expand representation in the Elder Law Unit to include representation of victims of elder abuse</p>
<p>Expand use of non-litigation services to assist elderly clients with supported decision-making and aging in place</p>	<p>Identify and contact state agencies and non-profits (such as ABLE) to become familiar with organizations that can provide direct assistance to clients</p> <p>Train attorneys and staff members in each office on identifying elderly clients that will benefit from such services</p>	<p>Expand use of non-litigation services to assist elderly clients with supported decision-making and aging in place</p>
<p>Community education and outreach concerning elder law issues</p>	<p>Provide educational clinics to community members on elder law issues, such as alternatives to guardianships and conservatorships and using estate administration to prevent heirs’ property</p>	<p>Community education and outreach concerning elder law issues</p>
<p>Partner with Consumer Law Unit to address financial issues facing seniors</p>	<p>Produce information, materials and tip sheets for National Consumer Protection Week with an Emphasis on issues targeted at seniors</p> <p>Partnering with Consumer Law Unit to participate with Consumer Financial</p>	<p>Partner with Consumer Law Unit to address financial issues facing seniors</p>

	Protection Bureau state-wide convening in South Carolina to create new networks and enhance existing networks to address elder fraud prevention and response networks	
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**EMPLOYMENT LAW UNIT WORK PLAN**

<b>Goals</b>	<b>Project Activities for Goals</b>	<b>Anticipated Outcomes</b>
Increase the number of employment-related cases closed from the previous reporting year.	<p>Conduct employment focused outreach events and clinics focused on high-demand areas such as expungements, driver’s license restoration, unemployment benefits.</p> <p>Compile statewide database of potential partner organizations.</p> <p>Reach out to potential partners serving clients with potential employment issues such as homeless shelters, reentry programs and community centers and develop direct referral processes for those partners.</p>	There will be a net increase in the number of employment-related cases closed during the next reporting period
Provide detailed unit trainings for SCLS attorneys concerning systemic issues within the SC Unemployment Benefit process uncovered by the COVID-19 pandemic.	<p>Conduct trainings for SCLS attorneys on unemployment benefit appeals and issues specific to the pandemic.</p> <p>Record how-to videos on handling employment-related cases and make them available on SharePoint site.</p>	Outcomes on unemployment benefit cases will improve.
Increase awareness and education in the rural areas concerning employees’ rights, unemployment benefits, wage claims, and barriers to employment.	<p>Create how-to videos addressing unemployment benefits claims and appeals.</p> <p>Expand partnership with local community centers and National Expungement Week in rural areas to provide assistance with expungements, pardons, and driver’s license reinstatement.</p>	<p>Individuals in the unemployment benefit system will experience fewer issues with the procedure.</p> <p>There will be an increase in the number of expungements, pardons and driver’s license reinstatement cases opened in rural counties.</p>
Develop guide to employment law for SCLS staff specifically directed at new	Develop outline of guide by case specific issue.	New attorneys with SCLS will be able to quickly familiarize themselves with the law and processes and be better

attorneys to assist in the onboarding process.	Request input from members of employment unit and assign topics/sections.  Compile portions into Employment Unit Guide.	prepared to handle cases which will translate into beneficial outcomes in case closures.
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**FAMILY LAW UNIT WORK PLAN**

<b>Goals</b>	<b>Project Activities for Goals</b>	<b>Anticipated Outcomes</b>
Increase the legal representation provided to low-income South Carolinians in the Family Courts	Community education and outreach regarding family law issues  Training and retention of SCLS attorneys	Increase the number of cases accepted by SCLS
Support and train attorneys, paralegals, and support staff	Provide quarterly unit meetings to include training  Develop training materials for new attorneys and paralegals  Continue to develop sample pleadings  Continue to move sample pleadings and documents to SharePoint  Provide guidance to new attorneys on individual cases	Retain competent attorneys that feel comfortable in the area of family law while providing top quality legal representation
Develop better system for automated document preparation.	Continue research on Hot Docs and other similar document preparation software.  Implement the software and train staff on how to use it.	Become more efficient with drafting pleadings and letters.  Becoming more efficient should increase the number of cases that can be accepted because staff will have more time.
Continue to promote self-represented litigant resources like <a href="http://www.scorderofprotection.com">www.scorderofprotection.com</a> and the self-help divorce guide	Continue distributing the posters and brochures to the various family courts, libraries, and other public entities  Meet with solicitors, shelters, and victim's advocates  Promote online classrooms  Continue to hold <i>pro se</i> divorce clinics	Increase access to the courts for victims of domestic violence and <i>pro se</i> divorce litigants

### HOUSING LAW UNIT WORK PLAN

Goals	Project Activities for Goals	Anticipated Outcomes
Increase the legal representation provided to low-income South Carolinians in housing cases.	Community education and outreach regarding housing rights Training SCLS advocates (see below)	More low-income families will: <ul style="list-style-type: none"> <li>• Receive legal advice and representation</li> <li>• Avoid improper eviction or subsidy termination</li> <li>• Obtain needed repairs</li> <li>• Avoid eviction, foreclosure, or other loss of decent and affordable housing.</li> </ul>
Train advocates to engage in effective housing retention litigation strategies and monitor their needs and progress.	Develop training materials for new and experienced advocates.  Continue to add model pleadings and practice guides as needed to our comprehensive store of documents.  Encourage advocates to use existing legal templates and materials we have already catalogued on SharePoint.	Increase advocates' competence and confidence in bringing and defending housing cases as demonstrated through case numbers and positive outcomes.
Challenge affordable housing providers that improperly seek to evict residents or improperly seek to terminate housing subsidies.	Utilize the experience of SCLS advocates as well as information from community partners and other sources to identify housing providers in this category.  Train and collaborate with housing providers where possible.  Identify and litigate improper evictions and subsidy terminations where that strategy is appropriate.	Increase legal actions, affirmative and defensive, challenging evictions, and subsidy terminations. Where possible, collaborate with SC housing authorities to address issues without litigation.
Provide legal education to community partners and other agencies/organizations where doing so will have a positive impact on our clients.	Offer and provide training to housing authorities and other housing providers Offer and provide training to other community partners.  Co-Counsel and collaborate on a case by case basis with other legal service providers where possible.	Increase the capacity of community partners and other agencies/organizations to protect the housing rights of low-income South Carolinians

Leverage SCLS’ resources through collaboration with housing providers where possible.	Offer and provide training to housing providers as indicated above.  Seek out opportunities to collaborate with housing providers where doing so has the potential to benefit many residents of affordable housing communities.	SCLS will be able to protect the rights of low-income South Carolinians proactively and more efficiently utilize its limited resources.
Identify and address systemic barriers which impair low-income South Carolinians (both pro se and represented) ability to assert their rights in housing disputes.	Utilize SCLS advocates’ experience and reports from other organizations including courts and community partners to identify systemic barriers.  Develop and implement strategies to minimize or eliminate these barriers.	Enable low-income South Carolinians to better assert their rights in housing disputes whether they are represented by counsel or not.
Community education and outreach concerning housing rights.	Provide education and outreach to community members regarding housing rights.  Continue to add informational materials on the Internet (e.g. YouTube, Learn the Law,) related to housing rights.	Increase knowledge of housing consumers and providers so that consumers are more able to self-advocate and providers are less likely to engage in improper conduct.

**PUBLIC BENEFITS LAW UNIT WORK PLAN**

<b>Goals</b>	<b>Project Activities for Goals</b>	<b>Anticipated Outcomes</b>
Increase access to income, food, and healthcare for low income families while safeguarding their individual rights	Continue to build relationships with agencies and organizations that serve low income populations to help us better reach the target community and the agency partners that serve them. Conduct presentations to the target community at various online and in-person events. Provide updated brochures to agency partners and continue to distribute updated brochures to the low-income community. Represent or advise individuals who need access to income, food, and healthcare.	Increased awareness among low-income individuals and our partner agencies who serve them about the individual’s rights when needing to access income, food, and healthcare. Preservation of and increased benefits for low income individuals and families
Increase representation in Social Security cases including those involving initial applications for individuals with cognitive or intellectual impairments and cases involving the termination, denial, and reduction of benefits as well	Continue working with agency partners and other organizations including local healthcare providers to distribute brochures on Social Security benefits and SCLS services to low-income community members who may be experiencing problems obtaining income, healthcare, and sufficient food for families. Working to educate community partners about the	Increasing number of individuals represented regarding Social Security benefit termination, denial, reduction, and overpayments. Educating low income individuals to increase their knowledge of their rights regarding Social Security

<p>as cases where there has been an overpayment of benefits</p>	<p>availability of representation Social Security benefit cases.</p>	<p>termination, denial, reduction, and overpayments.</p>
<p>Increase awareness about entitlement to benefits, increase access to benefits, and better educate benefit recipients to prevent loss of benefits</p>	<p>Continue developing legal education materials on public benefits issues for posting on SCLS’s websites and for community education events both online and in-person.</p> <p>Quickly relay vital information through SCLS Social Media platforms and community partners.</p> <p>Provide legal representation when benefits are not provided in compliance with the law.</p> <p>Continue partnerships with agencies and organizations to help clients who have been denied disability benefits, SNAP benefits, Medicaid, etc.</p> <p>Community education events to help prevent SSI cessation cases due to income and asset limits or alleged medical improvement.</p>	<p>Increased and improved awareness of rights as to access to and retention of benefits among low income individuals and families</p>
<p>Increase total number of veterans served across all areas of civil legal issues, and increase total number of veteran’s benefits cases handled statewide</p>	<p>Assist veterans with a variety of legal programs</p> <p>Continue to partner with the VA for monthly clinics and to seek opportunities to expand clinics in other counties. Participate in Operation Stand Down events and other outreach events that targets veterans across the state</p> <p>Continue partnering with agencies, organizations, and other law firms who serve veterans to expand outreach and our staff’s knowledge of veteran’s issues</p> <p>Continue efforts to certify at least one attorney in each office to handle VA cases</p>	<p>More veterans will be educated on civil legal issues. SCLS will represent more veterans on a variety of civil legal problems</p>
<p>Ensure that Medicaid, Medicare and Long-term Care</p>	<p>Work with community partners to increase knowledge as to availability of</p>	<p>More individuals will receive healthcare benefits through</p>

<p>denials, cuts, and terminations are done in accordance with the law</p>	<p>SCLS services in denial and termination of Medicaid benefit cases as well as other areas regarding access to Medicaid</p> <p>Distribute information to the low-income community through brochures and presentations</p> <p>Provide legal representation when denials, cuts, and terminations are not done in accordance with the law</p>	<p>Medicaid and Medicare.</p> <p>Increased knowledge of legal rights and safeguards as to termination and denial of Medicaid and Medicare benefits</p>
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➤ **Measurements and outcomes-Please describe how your organization measures and evaluates its impact.**

We have a case management system “Legal Server”, which provides a permanent and easily accessible record of all the activities that SCLS attorneys and paralegals undertake during the day on behalf of a client. From the acceptance of a case until its conclusion, all activities are entered by attorneys/paralegals/support staff so that the outcome and benefits can be ascertained and funders can be informed of the number and type of cases that SCLS has dealt with during the program year. At the conclusion of a case, advocates are also able to choose from a wide variety of outcomes to indicate what was accomplished on behalf of the client. We are able to run reports in Legal Server to show outcome benefits for a particular case, the number of cases with a particular benefit, or a number of other possibilities. A sample list of the outcomes is attached.

We continue to use reports based on these outcomes to evaluate staffing patterns. The overall case numbers can be used for staff evaluations. The outcomes help us determine where we need to conduct more legal education and outreach. It helps us also determine the type of training needed by staff. Also, outcomes are useful in determining where we may need to secure borrower space or find non-attorney board members. Additionally, the outcome benefits can be reviewed in conjunction with the case closure numbers to provide more evidence when conducting our priority setting.

Following the closure of a case the client is sent a survey card specifically designed to elicit feedback from the client on the services that were given by the SCLS attorney and the way in which the attorney dealt with the case. The results of the survey are carefully analyzed within the law firm to see if changes are needed to be made in service delivery.

SOUTH CAROLINA LEGAL SERVICES

2021 Budget - March

<b>REVENUE</b>	
LSC Income	6,833,054
LSC Migrant	176,003
LSC Technology	26,678
United Way	38,000
Title IIIB	525,000
SC Bar Foundation - IOLTA	1,000,000
SC Bar Foundation - BOA	220,900
VOCA	1,181,404
Filing Fees	1,032,784
Contract Services	18,000
Resource Development	40,000
Taxpayer Grant	100,000
USC	25,000
Medical Legal Partnerhip	225,000
Hollingsworth	50,000
Spartanburg City/Charleston County	23,390
<b>Total Grants and Contracts</b>	<b>11,515,213</b>
Interest Income	50,000
Attorney Fees	10,000
Miscellaneous	7,500
<b>Total Support and Revenue</b>	<b>11,582,713</b>
<b>Personnel Expenses:</b>	
Lawyers	4,342,100
Paralegals	1,070,696
Administration	651,772
Other Staff	1,245,449
<b>Total Salaries</b>	<b>7,310,017</b>
Payroll Taxes	585,216
Pension	372,811
Medical & Dental Insurance	1,012,452
Vision Insurance	11,000
Disability & Life Insurance	69,000
Unemployment Insurance	26,105
Worker's Compensation	15,000
Student Loan Repayment	60,000
<b>Total Benefits</b>	<b>2,151,584</b>
<b>Total Personnel</b>	<b>9,461,601</b>

<b>Non Personnel Expenses</b>	
<b>Occupancy</b>	
Rent	114,000
Gas and Electric	68,000
Janitorial Expense	75,000
Security	8,000
Repairs & Maintenance-Building	75,000
<b>Total Occupancy</b>	<b>340,000</b>
<b>Professional Fees</b>	
Prof Fess-Audit	91,391
Prof Fees-Computer	170,000
Temporary Help	10,000
Prof Fees- PAI	595,000
Other Prof Fees/Contract Services	91,000
<b>Total Professional Fees</b>	<b>957,391</b>
<b>Travel &amp; Training</b>	
Parking	8,000
Vehicle Lease & Maint	35,000
Travel - Staff	15,000
Travel - Board	5,000
Training - Staff	100,000
Training - Board	25,000
<b>Total Travel &amp; Training</b>	<b>188,000</b>
<b>Office Expenses</b>	
Office Expense	15,900
Office Supplies	95,000
Postage & Delivery	55,000
Printing	40,000
Sml Equipment & Furniture<5000	54,300
Computer Equipment<5000	150,000
<b>Total Office Expenses</b>	<b>410,200</b>
<b>Library</b>	
Law Library Subscriptions	3,500
Other Subscriptions	66,500
<b>Total Library</b>	<b>70,000</b>
<b>Equipment</b>	
Equipment Rental	25,000
Equipment Maint. Contracts	40,000
Repairs & Maint.-Equipment	1,500
<b>Total Equipment</b>	<b>66,500</b>

<b>Telephone</b>	
Telephone	90,000
Video Equipment exp	1,500
Internet Expense	89,000
Repairs & Maint-Telephone	18,000
<b>Total Telephone</b>	<b>198,500</b>
<b>Insurance</b>	
Insurance-Malpractice	38,900
Insurance-General Liability	39,000
Insurance-Bonding	3,300
<b>Total Insurance</b>	<b>81,200</b>
<b>Other Expenses</b>	
Administrative Fees	8,000
Litigation	67,000
Dues & Memberships	44,000
Advertising - Employment	1,000
Advertising - Other	10,025
Staff Relations	40,000
Human Relations	5,000
Outreach	28,500
<b>Fundraising Expense &amp; PAI recognitions</b>	<b>5,000</b>
<b>Total Other Expenses</b>	<b>208,525</b>
<b>Capital Additions</b>	
Principal Payments	55,128
Computer Equipment >5000	0
Building Improvement	0
Furniture & Equipment >5000	0
<b>Total Capital</b>	<b>55,128</b>
<b>Total non-personnel</b>	<b>2,575,444</b>
<b>Total expenses</b>	<b>12,037,045</b>
<b>Support and Revenue over exp</b>	<b>(454,332)</b>
<b>Fund balance beg of year</b>	<b>1,217,350</b>
<b>Ending net Assets</b>	<b>763,018</b>



**SOUTH CAROLINA LEGAL SERVICES**  
**Statement of Support, Revenue and Expenses**  
**For the Month End April, 2021**

	(fav)unfav			
	Year To Date			Annual
	Actual	Budget	Variance	Budget
Occupancy				
Rent	42,041	38,000	4,041	114,000
Gas and Electric	23,506	22,667	839	68,000
Janitorial Expense	21,992	25,000	(3,008)	75,000
Security	1,698	2,667	(969)	8,000
Repairs & Maintenance-Building	21,773	25,000	(3,227)	75,000
Total Occupancy	111,010	113,334	(2,324)	340,000
Professional Fees				
Prof Fees-Audit	32,970	30,464	2,506	91,391
Prof Fees-Computer	51,989	56,667	(4,678)	170,000
Temporary Help	6,849	3,333	3,516	10,000
Prof Fees- PAI	105,652	198,333	(92,681)	595,000
Other Prof Fees/Contract Services, Legal	17,426	30,333	(12,907)	91,000
Total Professional Fees	214,886	319,130	(104,244)	957,391
Travel & Training				
Parking	2,380	2,667	(287)	8,000
Travel - Staff	3,434	5,000	(1,566)	15,000
Travel - Board	0	1,667	(1,667)	5,000
Training - Staff	7,549	33,333	(25,784)	100,000
Training - Board	151	8,333	(8,182)	25,000
Vehicle Lease & Maint	7,020	11,667	(4,647)	35,000
Total Travel & Training	20,534	62,667	(42,133)	188,000
Office Expenses				
Office Expense	5,654	5,300	354	15,900
Office Supplies	24,821	31,667	(6,846)	95,000
Postage & Delivery	19,150	18,333	817	55,000
Printing	20,640	13,333	7,307	40,000
Sml Equipment & Furniture<5000	11,679	18,100	(6,421)	54,300
Computer Equipment	2,193	50,000	(47,807)	150,000
Total Office Expenses	84,137	136,733	(52,596)	410,200
Library				
Law Library Subscriptions	26,354	1,167	25,187	3,500
Other Subscriptions	8,626	22,167	(13,541)	66,500
Total Library	34,980	23,334	11,646	70,000
Equipment				
Equipment Rental	4,062	8,333	(4,271)	25,000
Equipment Maint. Contracts	9,134	13,333	(4,199)	40,000
Repairs & Maint.-Equipment	0	500	(500)	1,500
Total Equipment	13,196	22,166	(8,970)	66,500
Telephone				
Telephone	31,186	30,000	1,186	90,000
Video Equipment Exp		500	(500)	1,500
Internet Expense	33,061	29,667	3,394	89,000
Repairs & Maint-Telephone	3,803	6,000	(2,197)	18,000
Total Telephone	68,050	66,167	1,883	198,500
Insurance				
Insurance-Malpractice	23,663	12,967	10,696	38,900
Insurance-General Liability	3	12,333	(12,330)	37,000
Insurance-Cyber	4,299	667	3,632	2,000
Insurance-Bonding	3,493	1,100	2,393	3,300
Total Insurance	31,458	27,067	4,391	81,200
Other Expenses				
Administrative Fees	3,516	2,667	849	8,000
Litigation	17,660	22,333	(4,673)	67,000
Dues & Memberships	37,290	14,667	22,623	44,000
Advertising - Employment	2,241	333	1,908	1,000
Advertising - Other	1,072	3,342	(2,270)	10,025
Staff Relations	1,751	13,333	(11,582)	40,000
Staff Outreach & Human Relations	1,211	11,167	(9,956)	33,500
Fundraising Expense	0	1,667	(1,667)	5,000
Total Other Expenses	64,741	69,509	(4,768)	208,525
Capital Additions				
Principal Payments	18,373	18,376	(3)	55,128
Computer Equipment>5000	0	0	0	0
Furniture & Equipment >5000	20,595	0	20,595	0
Building Improvements>5000	24,114	0	24,114	0
Total Capital	63,082	18,376	44,706	55,128
Total non-personnel	706,075	858,483	(152,408)	2,575,444
Total expenses	3,677,417	4,012,351	(334,934)	12,037,045
SUPPORT AND REVENUE OVER (UNDER) EXPENSES	251,824	20,683	231,141	(454,332)
Net Assets-Unrestricted	9,140,711			
Net Assets-Restricted	188,530			
FUND BALANCES, beginning of year	9,329,241			1,217,350
Ending Net Assets	9,581,065			763,018