

Request for Proposal
Civil Legal Needs Assessment

*Bay Area Legal Services (BALS) will consider all responses sent to Deputy Director Jena Hudson at jhudson@bals.org by **April 21, 2025 @ 5 p.m. EST**. Please include, "Legal Needs Assessment" in the subject line. All vendor communications concerning this RFP must be directed to jhudson@bals.org. Any oral communications will be considered unofficial and nonbinding on BALS. Only written statements issued by the project lead may be relied upon.*

Purpose:

Through this Request for Proposal (RFP), Bay Area Legal Services (BALS) seeks responses from vendors interested in providing a comprehensive Civil Legal Needs Assessment. As a grantee of the Legal Services Corporation (LSC), conducting periodic, comprehensive legal needs assessments is crucial to providing legal services to legal aid-eligible populations and planning strategic resource allocation. The needs assessment will be used as a key strategic planning tool pursuant to LSC's Performance Criteria, which incorporates its grant oversight experience with the America Bar Association (ABA) standards for the provision of civil legal aid. See more detail under Additional Information section below.

Organization Overview:

Founded in 1967, Bay Area Legal Services is a nonprofit law firm serving low-income residents in the Tampa Bay area (Hillsborough, Pasco, Pinellas, Manatee and Sarasota Counties) and seniors, veterans, and victims of disasters across the state of Florida through our statewide legal helplines. BALS helps with civil legal problems such as family law and domestic violence, housing law and eviction, consumer law, taxes, access to benefits, and support for nonprofit businesses. We offer a full range of legal assistance, including information and referrals, counsel and advice, legal clinics, and direct legal representation.

Description of Services:

The selected consultant will be responsible for:

- A. Coordination of a fully completed written Civil Legal Needs Assessment following, at minimum, the outline below:
 - An Executive Summary
 - Description of design and methods used
 - Results of quantitative and qualitative data collection from surveys, interviews, focus groups, relevant datasets, etc.
 - Analysis of civil legal services needs and strengths
 - Project findings
 - Recommendations
 - Support Appendices

Final report should be made available in PDF format and designed for readability and visual appeal (see previous 2021 Legal Needs Assessment format).

- B. Data Collection, Design, and Analysis:

The consultant will design all relevant surveys, interview questionnaires, and facilitation guides necessary to collect and analyze data regarding the civil legal needs within BALS' service area. The consultant will be expected to administer all interviews, surveys, and focus groups.

Request for Proposal

Civil Legal Needs Assessment

Upon reviewing several other civil legal needs assessments, BALS tentatively prefers a “mixed-methods” approach. Ideally, the needs assessment will incorporate the below-listed data sources (but we remain open to the consultant’s guidance):

- Surveys, interviews and/or focus groups (whichever is most effective) of the following:
 - Board members, executive leadership, attorneys and support staff at BALS;
 - Judges, court clerks, administrators, and other relevant court staff/officials;
 - Members of the state bar association and local bar associations;
 - Existing/recent BALS clients;
 - Existing/recent pro se low income civil court consumers;
 - Potential clients, those that are eligible but not yet using free civil legal services, including those in underserved populations;
 - Staff from other legal, complementary organizations providing civil legal aid on a no-cost basis to potential clients;
 - Staff from our community partners, including those organizations serving the same eligible client populations and those that refer eligible clients to us
- Trend Analysis of Open and Closed Cases at BALS. Review of a random selection of civil cases opened between 2021 and 2024 by client legal issue, level of service provided, and geographic distribution, and a review of cases closed by client legal issue, level of service provided, and geographic distribution.
- Trend Analysis of Civil Law Court Cases by Client Eligible Population. Some eligible clients are not aware of our services or choose to represent themselves, rather than seek free legal counsel. An analysis of pro se court cases (2021-2024) will help identify how BALS can better reach out to potential clients, educate, and prepare low-income residents who wish to self-represent.
- Demographic Analysis (using existing publicly available data sources). Gather and review demographic data about the service area’s eligible client population, including estimated number, geographic location, racial, gender, age, disability, and ethnic composition, and other characteristics mapped in relation to availability of existing civil legal services for the state.

C. Contractor Presentation

- The consultant shall provide at least one (1) presentation, including opportunity for questions, to BALS at the end of the engagement highlighting the needs assessment process, and findings.

Timeline of Deliverables:

- March 14, 2025: RFP released
- March 28, 2025: Questions due to jhudson@bals.org
- April 4, 2025: Answers due to vendors
- April 21, 2025: Proposals due to jhudson@bals.org
- May 1, 2025: Invitation to meet virtually
- May 12 2025: Consultant selected
- May 22, 2025: Contract signed*
- June -October2025: Needs Assessment conducted
- November 28, 2025: Draft Assessment submitted to BALS for comments/feedback
- December 31, 2025: Final Assessment submitted to BALS

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**LSC must approve contracts over \$25,000 before work commences.*

Project Budget \$35,000 - \$45,000

This amount should cover:

- Consultant fees, including hourly rates.
- Travel expenses and any necessary materials.
- Administrative costs, including software or licenses needed for the assessment.
- All other relevant expenses related to the project.

Selection Criteria

The following criteria will be used to evaluate the proposals received:

- Expertise in needs assessments and project management
- Experience working with legal aid organizations and/or nonprofit organizations
- Candidate has successfully completed similar projects and has the qualifications necessary to undertake this project
- Past performance working with an LSC-funded project (if applicable)
- Capability of proposed solution
- Cost-effectiveness and budget alignment

The consultant will be selected solely by the judgment of BALS. The final decision is the sole decision of BALS and the respondents to the RFP have no appeal rights or procedures guaranteed to them. The consultant selected will be evaluated in part on the ability to deliver products on time and within budget, and their demonstrated understanding of the solution required based on their responses and subsequent interviews.

Process

Following receipt and review of the proposals selected, the consultants may be invited to an interview at BALS' sole discretion based on evaluation of each consultant's proposal. BALS reserves the right to reject any and all responses, and to waive any irregularities of information in the evaluation process. The selected consultant will be given an opportunity to present their proposal in detail. Those directly responsible for the design of the project will be expected to attend. Although BALS may conduct interviews to select among the final candidates, it is not BALS' intent to seek extensive clarification of the proposals received. Therefore, it is to the benefit of the consultant to provide an explicit, detailed and complete discussion of the work in the proposal.

The proposal should be organized in the following manner with the subject heads and sequence indicated:

- Introduction
- Experience and Past Performance
- Organization and Personnel
- Proposed Solution(s) – Based on Description of Services
- References
- Pricing, Hourly Rates, and Other Fees

Any questions regarding this RFP must be submitted by email to jhudson@bals.org by **March 28, 2025 @ 5 p.m. EST**. All questions will be answered promptly. Responses to inquiries that substantially or materially change the RFP will be made available to all prospective consultants.

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Project Deliverables

All recommendations identified during this engagement will be documented and reviewed with BALS' management. All deliverables produced during the engagement are for the sole use of BALS and will remain the property of BALS.

Additional Information

All costs associated with responding to this RFP are the sole responsibility of the responding consultant.

Submitted responses to this RFP become the property of BALS. BALS reserves the right to use any and all ideas included in any response without incurring any obligations to the responding consultant or committing to procurement of the proposed services.

RFP Amendments/Cancellation/Reissue/Reopen. BALS reserves the right to change the RFP Schedule or issue amendments to this at any time. BALS also reserves the right to cancel or reissue the RFP.

FINAL NOTE: Respondents should review the following links and documents before submitting a proposal:

- Legal Services Corporation's website section on Comprehensive Needs Assessment and Priority Setting: <https://www.lsc.gov/i-am-grantee/model-practices-innovations/plan-strategically/comprehensive-needs-assessment-priority-setting>.
- Legal Services Corporation's performance criteria that incorporate its grant oversight experience with the America Bar Association (ABA) standards for the provision of civil legal aid is described under the "Performance Area One" section at the following link: <https://www.lsc.gov/media-center/publications/lsc-performance-criteria>.

AUG
2021

Cost of
childcare

FOOD

WE HEAR YOU

The speech bubbles on the cover are partial quotes selected from the client-eligible surveys. Respondents provided freeform answers to the question, "Over the last two years what issues or concerns do you find yourself worrying about most?"

Keeping a home

Lack of
legal support

No poder vivir independiente debido a mi bajo salario y a sufrir algo de discapacidad de desarrollo mental

VIRUS

UN-AFFORDABLE HOUSING

Lack of affordable places to live is the number one community need.

Salud y finanzas

Paying bills.
Keeping a roof
over my head

Harassment by
the landlord

Will need a new
car soon and
money is short

CRUSHING DEBT IN LOW-INCOME COMMUNITIES

Almost 40% of client-eligible survey respondents received collection calls in the last two years

28% Of survey respondents struggled either paying or receiving child support

El stress

MAKE A GIFT TO BAY AREA LEGAL

➤ DONATE ONLINE

Make a gift online at bals.org/donate.

➤ SEND A GIFT BY MAIL

You can make out a check to Bay Area Legal Services and mail it to us at 1302 N. 19th St., Suite 400, Tampa, FL 33605.

➤ CONTACT US

Call 813-232-1222 ext. 118 or email us at development@bals.org

MORE JUSTICE = LESS POVERTY



Civil legal aid directly addresses economic self-sufficiency by **increasing income** and **decreasing economic liability**.
(US DEPARTMENT OF JUSTICE)



In Florida, **every dollar** spent on legal aid has a **seven-fold economic impact**.
(FLORIDA BAR FOUNDATION)

BAY AREA LEGAL SERVICES, INC. DEVELOPMENT COUNCIL

The Development Council's mission is to assist in securing the financial future of Bay Area Legal with strategic fundraising efforts. The Council consists of 20-25 members, including community leaders from diverse fields: medicine, real estate, insurance, education, financial services, accounting, media, law, small business, human resources, law enforcement, and ministry. Participation by these community leaders enhances the image and awareness of Bay Area Legal.

CRAIG E. ROTHBURD, CHAIRPERSON
LISA MONTERO, VICE CHAIRPERSON
J. KEVIN CAREY
J. DANIEL CLARK
KAREN E. COLE, CFP
ALEXIS M. COTTEN
JUDGE PAUL W. DANAHY, HONORARY
R. TOM ELLIGETT

JT GARABRANT, ADVISOR
RICHARD A. GILBERT, HONORARY
NORMAN A. HARRIS
BENJAMIN H. HILL, III, HONORARY
CHARLES F. KETCHY, JR.
DAVID T. KNIGHT
JOHN F. KYNES
SARA ALPERT LAWSON

GOV. BOB MARTINEZ, HONORARY
LAUREN T. MEHTA
CORY J. PERSON
ROBERT A. SHIMBERG
JACQUELINE A. SIMMS-PETREDIS
EDWARD M. WALLER, JR.
JESSICA SMITH WEST



“The opposite of poverty is not wealth; the opposite of poverty is justice.”

- Bryan Stevenson,
Author of Just Mercy

CREATING PATHWAYS TO JUSTICE

With the data collected for this report, Bay Area Legal is prepared to invest in its programs to address the most critical needs in our community. Additionally, we will cultivate meaningful community partnerships in order to holistically address our clients’ needs so they can restore independence and regain financial stability. Bay Area Legal is committed to ensuring the future of equal access to justice for generations to come.

WAYS TO GIVE

Our life-changing programs and results would not be possible without support from our funders, partners, and individual donors. You can help Bay Area Legal Services in its mission to create more pathways to justice and make a difference for someone facing a legal crisis. See how you can get involved below and at bals.org/support.

JUSTICE WORKS! (The Campaign for Bay Area Legal)

Justice Works! is Bay Area Legal’s first-ever comprehensive three-year campaign which seeks to raise the critical funds needed to sustain and grow its programs. The campaign offers special giving levels for individuals, law firms, and corporations to create pathways to justice in a meaningful way.

SUSTAINING LAW FIRMS

Sustaining Law Firms donate \$350 per attorney at their firm each year. With over 160 law firms participating in the campaign, the legal community makes up a majority of Bay Area Legal’s annual fundraising support.

LEGACY FOR JUSTICE SOCIETY

Legacy for Justice Society members include Bay Area Legal Services as a part of their legacy by making a planned gift to the organization. Legacy giving can be as simple as including a bequest in your will or adding Bay Area Legal as a beneficiary on a life insurance policy or retirement asset.

THE COLLECTIVE

The Collective is Bay Area Legal’s nonprofit networking group. Members donate \$21+ monthly and enjoy free entry to the happy hour events hosted by Bay Area Legal. The events bring about 60+ professionals and philanthropic leaders together at unique, local venues. Guests are welcome and all proceeds go toward the mission.



THIS ADVOCACY SAVED MY SON’S LIFE.

“I’m finally able to be the best mom possible to my son and provide a safe, loving home for the both of us.”

- JULIA LEON (DOMESTIC VIOLENCE & CHILD CUSTODY)



TABLE OF CONTENTS

PAGE
05

SUMMARY

Explains the scope of this needs assessment and introduces Bay Area Legal Services.

PAGE
06

REGIONAL OVERVIEW

This section explores the demographics of this region, looking at census demographics and other special populations. Then, this section breaks down the five-county region that Bay Area Legal serves.

PAGE
08

HOUSING

This section discusses the critical need for affordable housing in this region.

PAGE
09

FAMILY LAW

An overview of family law issues, including child support, divorce, and domestic violence.

PAGE
11

CONSUMER CREDIT

This section discusses consumer credit and the legal ramifications around consumer debt.

PAGE
12

EMPLOYMENT

The employment section covers issues surrounding employment, including unemployment rates and minimum wage.

PAGE
14

EDUCATION

In this section, we assess school systems, student loans, and graduation rates in Bay Area Legal's five-county region.

PAGE
20

UNDERSTANDING CLIENT ELIGIBLE POPULATIONS

This section delves into the issues that can make a person more vulnerable by discussing behavioral and mental health challenges and issues accessing community services.

PAGE
22

METHODOLOGY

This section outlines the steps taken to assess the needs of the community, showcases the demographics of survey takers, and outlines the community organizations surveyed and interviewed.

PAGE
29

REFERENCES

The references section lists all written materials cited or reviewed, photo credits, and maps.

EXECUTIVES:

Richard C. Woltmann: **CEO**

Joan Boles:
Deputy Director

J.P. LaCasse: **COO**

Lynn Abbott: **CFO**

Lisa Lawrence Brody:
Assistant Deputy Director

NEEDS ASSESSMENT COMMITTEE:

Joan Boles, JP LaCasse, Mary Haberland, Ronda Fuqua, John Molnar, Lisa Brody, Roxanne Null, Alexandra Pullara, and David Gray



ABOUT US

Bay Area Legal Services is a non-profit law firm of skilled, professional attorneys whose objective is to help the most vulnerable members of our community. Our track record of legal success is enhanced by a culture of caring for the people we serve. We help families preserve housing, ensure domestic violence survivors have the legal protections they need, protect seniors from financial exploitation and help them obtain medical benefits, give veterans access to mental and physical health benefits, protect the legal rights of children in foster care, and much more. Our clients do not have the income to hire private attorneys.

SUMMARY

INTRODUCTION

We know that Florida is a land of oxymorons. The “Sunshine State” is also known for hurricanes and rainfall. While consistently ranked in the top five states for business, according to the Chief Executive Group, Florida ranks 20th for employment and 36th for economic opportunity. Businesses find it advantageous to open up shop here, but Floridians are frequently unemployed, underemployed, or suffering from food, housing, and economic instability. Over the last four months, Bay Area Legal Services has surveyed hundreds of people to talk about their legal and economic challenges. Listening to partners, neighbors, and organizations, Bay Area Legal Services sought to unravel some of the contradictions within this beautiful state. Despite constraints presented by COVID-19, Bay Area Legal Services collected enough data to begin to understand and appreciate the challenges in the daily lives of the people it seeks to serve.



SCOPE

Approximately every five years, Bay Area Legal Services conducts area-wide research in the form of a needs assessment. A needs assessment is a systematic approach to studying a particular group of people. This document reflects research conducted on behalf of Bay Area Legal Services from February 2021 to July 2021 and studies its five-county service area. The primary goal of this research is to identify critical needs of the low-income population served by Bay Area Legal Services in order for the organization to better target and address those needs.

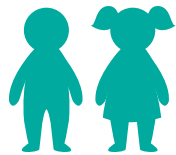
This needs assessment focuses on individuals and families who cannot afford basic needs and highlights their most pressing concerns. In addition to researching data for low-income residents of Bay Area Legal’s service area, some of the resources

reviewed include people living above the federal poverty line, but still economically vulnerable. This demographic has been extensively studied in United Way’s ALICE Report (ALICE is an acronym for Asset Limited, Income Constrained, Employed). “The number of ALICE households is increasing in Florida as a result of rising costs and stagnant wages... The number of ALICE households is increasing at a faster rate [than poverty]... In Florida, the percentage of households that were ALICE rose from 22% in 2007 to 33% in 2018. By contrast, those in poverty fluctuated at around 13% throughout the period.” ALICE households are one missed paycheck or family emergency away from poverty. Given the rise of ALICE households in Florida, Bay Area Legal Services considers their needs as a part of this community assessment.

REGIONAL OVERVIEW

Bay Area Legal Services provides civil legal assistance to residents in Hillsborough, Pasco, Pinellas, Manatee, and Sarasota counties. Below is a quick overview of the people who live in its service area. The information below is based on the 2020 Census and the 2019 American Community Survey.

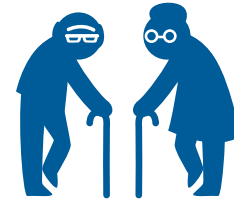
POPULATION BY AGE



PRE-SCHOOL
196,735

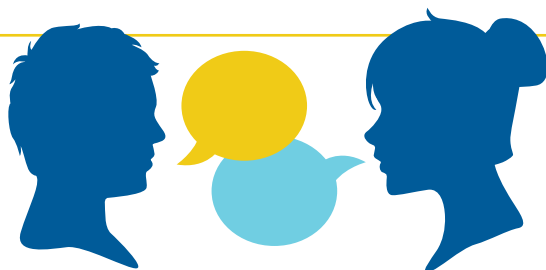
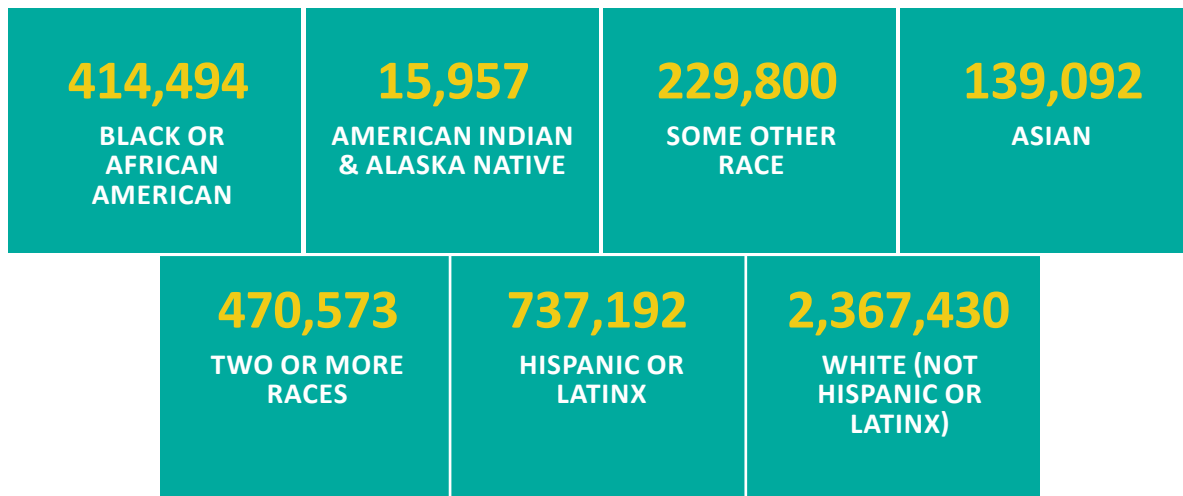


SCHOOL AGE
539,912



OVER 65
857,268

2020 Population: **3,814,476**



LANGUAGES

22% of residents (over five years old) speak a language other than English at home. Spanish is the second most spoken language.

SPECIAL POPULATIONS

HOMELESS ADULTS:
5,813

PEOPLE WITH DISABILITIES:
538,586

VETERANS:
348,253

PEOPLE LIVING IN POVERTY:
445,447

The Census calculates these projections by Population Estimates, American Community Survey, Census of Population and Housing, Current Population Survey, Small Area Health Insurance Estimates, Small Area Income and Poverty Estimates, State and County Housing Unit Estimates, County Business Patterns, Nonemployer Statistics, Economic Census, Survey of Business Owners, and Building Permits. Homeless estimates provided by the Florida Department of Health. Census information found on this page can be found at data.census.gov.

COUNTY OVERVIEWS

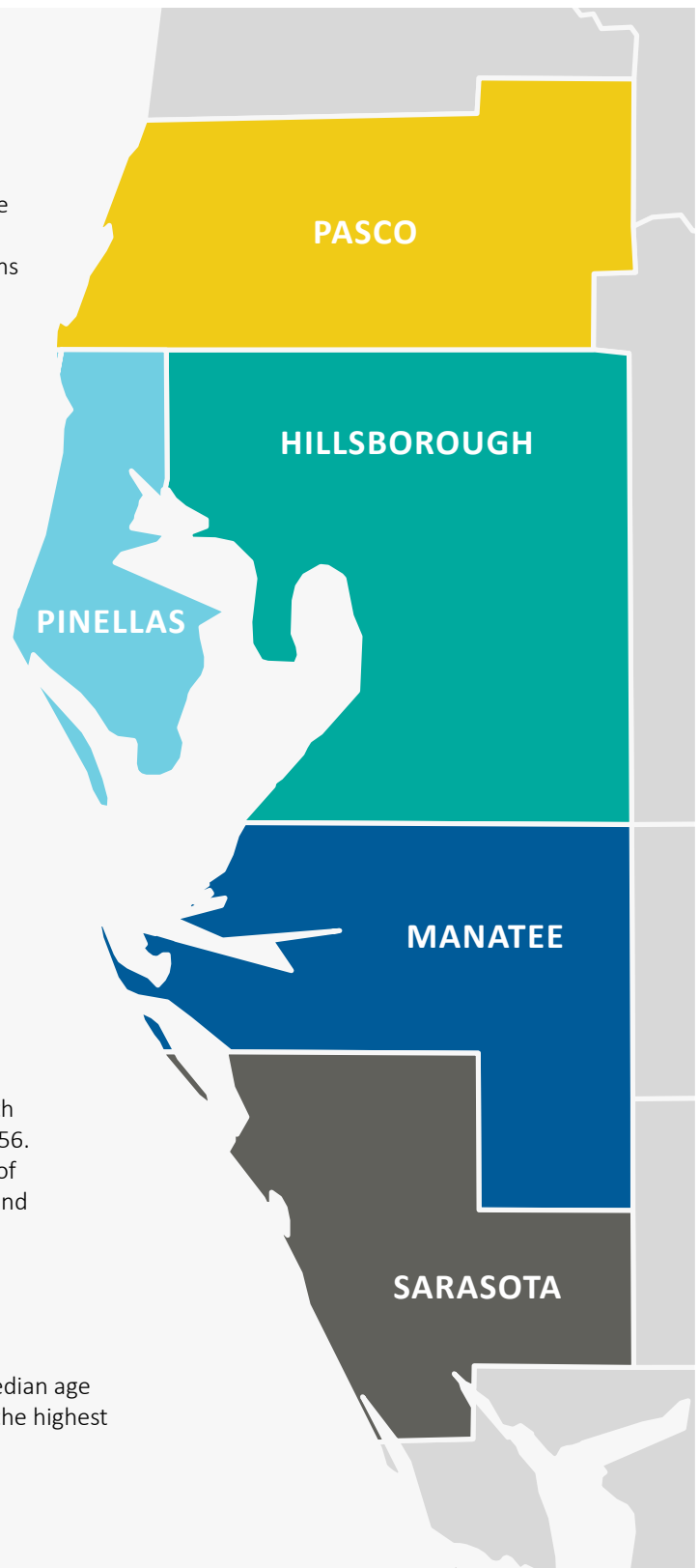
PASCO County has a population of 553,947 with a median age of 44.5 and a median household income of \$54,208. The county is one of an eight-county region referred to as the “The Nature Coast.” The Nature Coast is an unofficial Florida region comprising eight counties known for outdoor tourist attractions like its blackwater rivers and spring-fed streams.

PINELLAS is Florida's second smallest county in square miles but it is the most densely populated, with 974,996 residents. The median age is 46.3, and the median household income is \$54,090. Pinellas County is located in the west central portion of the state. It encompasses 608 square miles, 55% of which is water, and 587 miles of coastline.

HILLSBOROUGH County has 1,471,968 residents and is the fourth most populous county in Florida. With a median age of 37.2, it is the most youthful county in Bay Area Legal's service area. The median household income is \$58,884. Hillsborough County was established in 1834, before any other county in Bay Area Legal's service area, and includes several historic old neighborhoods such as Ybor City, which was settled by diverse populations of immigrants.

MANATEE County has a population of 394,885 people with a median age of 48.7. The median household income is \$59,956. With 742.93 square miles, Manatee County is home to some of Florida's most popular beaches, including Anna Maria Island and Longboat Key.

SARASOTA County has a population of 433,742 with a median age of 56.1. The median household income is \$62,236, making it the highest earning area in Bay Area Legal's service region.

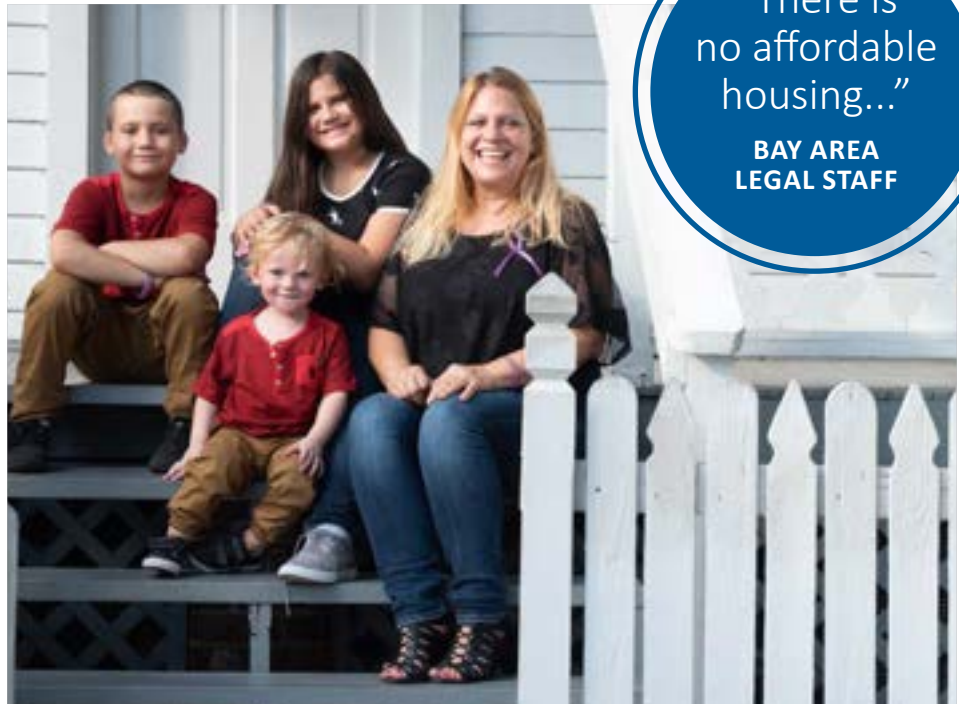


NEEDS ASSESSED

HOUSING

“Affordable Housing” was ranked as the most pressing need in Bay Area Legal Services’ service area. Whether speaking to client-eligible populations, bar associations, or Bay Area Legal’s staff, every survey stressed that Affordable Housing was a major concern. A study from QuoteWizard, an industry leader in rental and home insurance, investigated the growing gap between housing costs and income nationwide. Using Zillow, census, and proprietary data, its report shows that Florida has the 7th-highest disparity between income and housing costs and also found that over the last decade, the average price of a home is up almost 70%.

When asked to tell us in their own words what was the most pressing need in the community, one Bay Area Legal staff member told us, “HOUSING -- All clients of every team at Bay Area Legal Services have legal problems that are affected by housing or lack thereof...”. Another staff member simply said, “Affordable housing, I feel, starts a snowball effect on mental and physical health, which continues to add to additional pressures.” According to the National Low-Income Housing Coalition



“There is no affordable housing...”
BAY AREA LEGAL STAFF

The Foundation for a Healthy St. Petersburg’s 2018 Health Assessment stated, “Even when housing can be found, the housing may provide an unhealthy environment. In Pinellas County 57.8% of housing units were built between 1950 and 1979, compared to 35.18% in the state. Older housing may signal poor

white ratio of emergency room visits due to asthma is 6:1” in Pinellas County. This is drastically higher than the state average of 3.7 to 1 in the same populations.

Further proof of the chronic need for housing assistance is evidenced when examining the case intakes across all three participating Legal Aid organizations within Bay Area Legal’s region. Thirty percent of all assistance requests came from people looking for housing help. Upon reviewing the closing codes across those same programs, the majority of the housing requests were for landlord/tenant (37%). For this legal issue, organizations offered advice, counsel and brief services 89% of the time in these cases, and extended services or full representation 11% of the time.

“Safe and affordable housing[...]is the most important need for every age that we serve at Bay Area....Housing should always be at the forefront of our advocacy.”

BAY AREA LEGAL STAFF

(NLIHC), many of the households dealing with housing issues are burdened severely by cost, spending more than half of their income on housing. Due to the oppressive housing costs that burden these already poor households, they are more likely than higher income households to have to sacrifice other necessities, including nutritious food, health care, and education.

indoor air quality or other environmental health concerns.” To compound problems, not only are client-eligible residents suffering from a lack of housing, but the housing that they can find could be negatively impacting their health. This affects some populations even more. According to the Health Equality study conducted in 2018, “the black or African American to

The Pinellas Opportunity Council conducted its own needs assessment survey in 2021. Housing was ranked the second most serious problem facing the community (after employment). With the cost of living rising in both urban and rural areas, this need is likely to continue, especially since one of the primary drivers of living costs are housing costs.




FAMILY LAW

One of the most frequently requested services from Legal Aid organizations is assistance with family law matters. Survey respondents noted the highest concern for themselves and their household regarding issues like divorce, custody, domestic violence, and child support. Further legitimizing the need, Bay Area Legal’s staff ranked it as the second most important legal issue facing low-income people. Family law is an intertwined and emotional area for many of Bay Area Legal’s constituents as evidenced by this survey respondent’s statement about what concerns they worry about most: “sporadic child support, unemployment, and time sharing with a dangerous coparent.”

In reviewing case management intake data for the three participating Legal Aid organizations within Bay Area Legal’s service area, intake data revealed that 36% of all intakes were for family law issues. Of the cases with the highest frequency, 47% were for divorce/separation/annulment, 25% were for custody/visitation, 8% were for paternity, and 7% for domestic abuse.

DOMESTIC VIOLENCE

Over and over, Bay Area Legal’s staff mentioned the need to provide, “adequate support systems for victims of family violence.” In reviewing the domestic violence data reported and recorded by FDLE, from 1998 to 2018 there has been a 43% decrease from 888.9 to 503.4 instances per 100,000 people. Within Bay Area Legal’s service area from 2016-2018, an average of 21,106 instances of domestic violence occurred each year. Among client-eligible survey respondents, 39% stated that they or someone in their household has experienced domestic violence/stalking within the last two years. Survey respondents making less than \$31,500 annually reveal a jump to 48%, and of those who

acknowledged having a disability or a chronic health condition, 57% had experienced domestic violence for themselves or someone in their home. Paraphrasing Amanda Link, a Victim’s Counselor for the State Attorney’s Office of the 13th Judicial Circuit, she stated that in her experience, the most pressing issues affecting victims are domestic violence, divorce, and custody matters. A lot of victims are afraid to leave their abuser because of the fear of losing their children and sometimes even pets. While the need for domestic violence assistance ranked in the middle of the pack by community partners and bar associations, this remains strongly represented in Bay Area Legal’s case numbers.



23%
of all Bay Area
Legal case
assistance
requests are
for divorce
and separation
assistance

DIVORCE

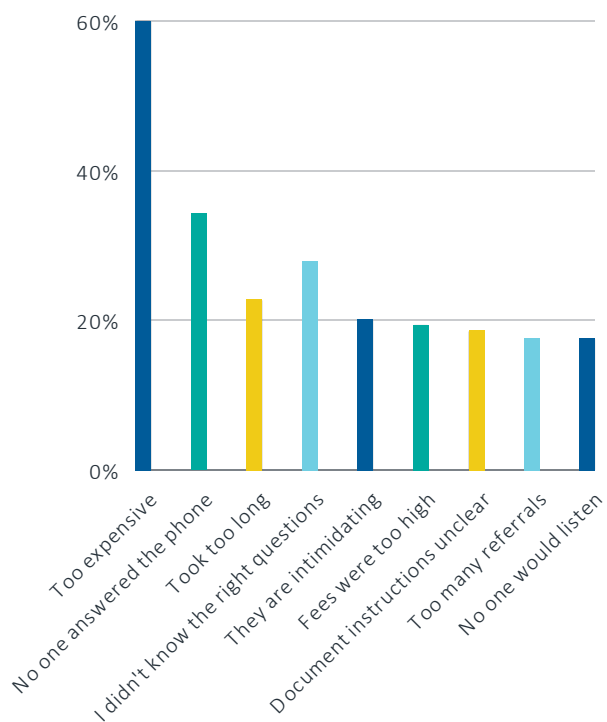


“Currently going through a divorce without an attorney so couldn't get any alimony or a fair settlement.” - client-eligible survey respondent. How many low-income residents of Bay Area Legal’s service area feel the same way about their own divorces? Twenty-six percent of all of Bay Area Legal’s requests for help through its online intake system were for divorce assistance. But what should divorce assistance look like? The Access to Justice Lab conducted a three-year study and published their findings in March 2021. The field experiment included 311 low-income individuals and analyzed the difference between clients represented by an attorney versus clients who received only advice. After three years, 46% of the group members who were offered a lawyer had successfully terminated their marriages, compared to 9% of the control group.

The study went on to evaluate the types of hurdles that prevent low-income people from completing pro se divorces, such as long wait times, the hassle of taking trips to the courthouse, and added paperwork to waive associated court fees. There is a growing body of behavioral economics research which shows that even small roadblocks can have long-lasting and profound impacts on whether people pursue their goals to completion. When asked about such “hassle factors,” client-eligible survey respondents identified similar issues about their interactions with the courts or government.

FREQUENT ISSUES WHEN INTERACTING WITH COURTS OR GOVERNMENT

Expense and not feeling heard were among the top issues that people had when interacting with the court system or government entities.



CHILDREN IN AND OUT OF THE HOME

A third of survey respondents had children under the age of 18 living at home. Parents reported significant concerns about their children’s welfare, and 48% of respondents reported worrying about neighborhood safety at least some of the time. Eleven percent of respondents are raising children who are not their legal dependents. Thirty-four percent of those respondents reported worrying about their children's education or school safety “sometimes,” and 36% reported worrying “all the time.” Only 10% of parents surveyed said they were “never” concerned about their children’s safety.



CHILDCARE

Thirty-two percent of respondents have problems finding good and affordable childcare either “all the time” or “very often,” but this struggle gets worse for those making less than \$23,500 per year. People in the lowest income bracket responded that they had trouble “all the time” or “very often” at a rate of 47%. According to the ALICE Report, the childcare industry will face new obstacles in the coming years. The number of adults having children is shrinking. With that, it will be harder for daycare centers to stay in business, “making childcare harder to find and more expensive, especially in less populated areas.”

CHILD SUPPORT

When asked, “Over the last two years, what issues or concerns do you find yourself worrying about most?” one of the many heart-wrenching answers from a respondent was, “that I will go to jail because of not meeting this high child support obligation.” And on the other end of the spectrum are people for whom child support enforcement or modification feels unattainable. For many, increased or decreased child support could mean the difference between having enough money to buy necessities or having to live without those necessities. Evaluating the intake data for the three participating Legal Aid organizations, 37% of all family law requests were for support or custody help. Among parent-respondents to the survey, 53% reported trouble paying child support or difficulty collecting child support.



Florida has the 12th-highest average credit card debt (about \$6,100) and 9th-highest average credit card debt as a percentage of median household income (10.31%).



CONSUMER CREDIT

According to one study, the bottom 25% of US families “spend more than 40% of their income simply paying off debts.” Most of these debts are relatively small in nature, but may be owed to a variety of lenders. In addition to the financial task of paying down these debts, there is the mental task of owing payments to so many creditors, which leads some people to prioritize paying off smaller debts first, rather than paying off those with higher interest rates. These additional mental burdens lead to errors in cognitive judgement. However, the silver lining is that paying off debt significantly improves cognitive function.

Just under 40% of Bay Area Legal Service’s survey respondents acknowledged getting collection calls sometime in the last two years. When examining only people who had received collection calls in the last two years, 47% were employed full-time, 40% made less than \$23,500 per year, and 27% felt “poor” about their

current employment situation. A staggering 62% reported feeling lonely or isolated in the last two years. Unsurprisingly, assistance with consumer issues ranks in the top five case types handled by local Legal Aid organizations.

The effect of consumer debt reaches further than just the monthly budget crunch. “A CareerBuilder survey found that 72% of employers conduct background checks on all the employees they hire and, of those cases, 29% check credit reports.” A USA Today report asserted that a pattern of money mismanagement or multiple collection accounts can hurt someone’s odds of landing a new job. Furthermore, many landlords pull credit reports prior to renting residential units. The effects of consumer debt-related issues could undermine any gains that a low-income person may have in other areas of their life.

EMPLOYMENT \$

Tampa Bay Works CEO, Dr. Byron Clayton, told us that the most pressing issue for the community is, “Unemployment/ under-employment/ poor education. Motivated residents need pathways and opportunities to careers with a living wage.”

The 2020 ALICE Report defines a household with “sufficient income” as a household with safe and affordable housing, quality childcare and education, adequate food, reliable transportation, and quality healthcare. When these key indicators are met, it can “lead(s) to greater economic activity, greater tax revenue, lower levels of crime, and fewer demands on the social safety net, allowing more investment in vital infrastructure, schools, and health care.” As stated in the ALICE Report, in 2018 “A record number of Florida workers — 50% — were paid by the hour, and 65% of the state's jobs paid less than \$20 per hour.” In fact, “The median hourly wage for the most common occupation in Florida, retail sales, was \$11.02 in 2018,



“Employment stability... any emergency that will throw me off track in paying bills”

- CLIENT-ELIGIBLE SURVEYED PERSON

or \$22,040 if full-time, year-round” which is not enough to support a livable budget. Furthermore, this most common occupation in Florida is becoming more precarious. With the rise of shopping online and retail delivery services, many of those employed in retail could find themselves unemployed in the next few years.

Many of these employment issues are statewide issues, rather than issues unique to Bay Area Legal’s clients. When considering Florida's 20 fastest growing occupations, “two-thirds (63%) will pay less than \$15 per hour, half (52%) will not require any formal educational credential at all,

and one-quarter (25%) will require only a high school diploma.” All of these low wage, low growth career tracks further inhibit economic growth in both Bay Area Legal’s service area and in the state.

Livable wage paying jobs are even more scarce for people with disabilities. Analyzing survey respondents who said they made less than \$31,500 per year, 55% of those surveyed have a disability or chronic health condition. One survey respondent shared that their biggest concern at the moment is, “It seems I’m too sick to stay employed and not sick enough for disability.”

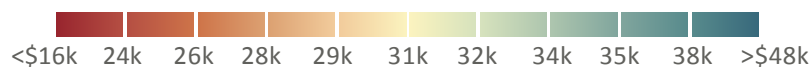
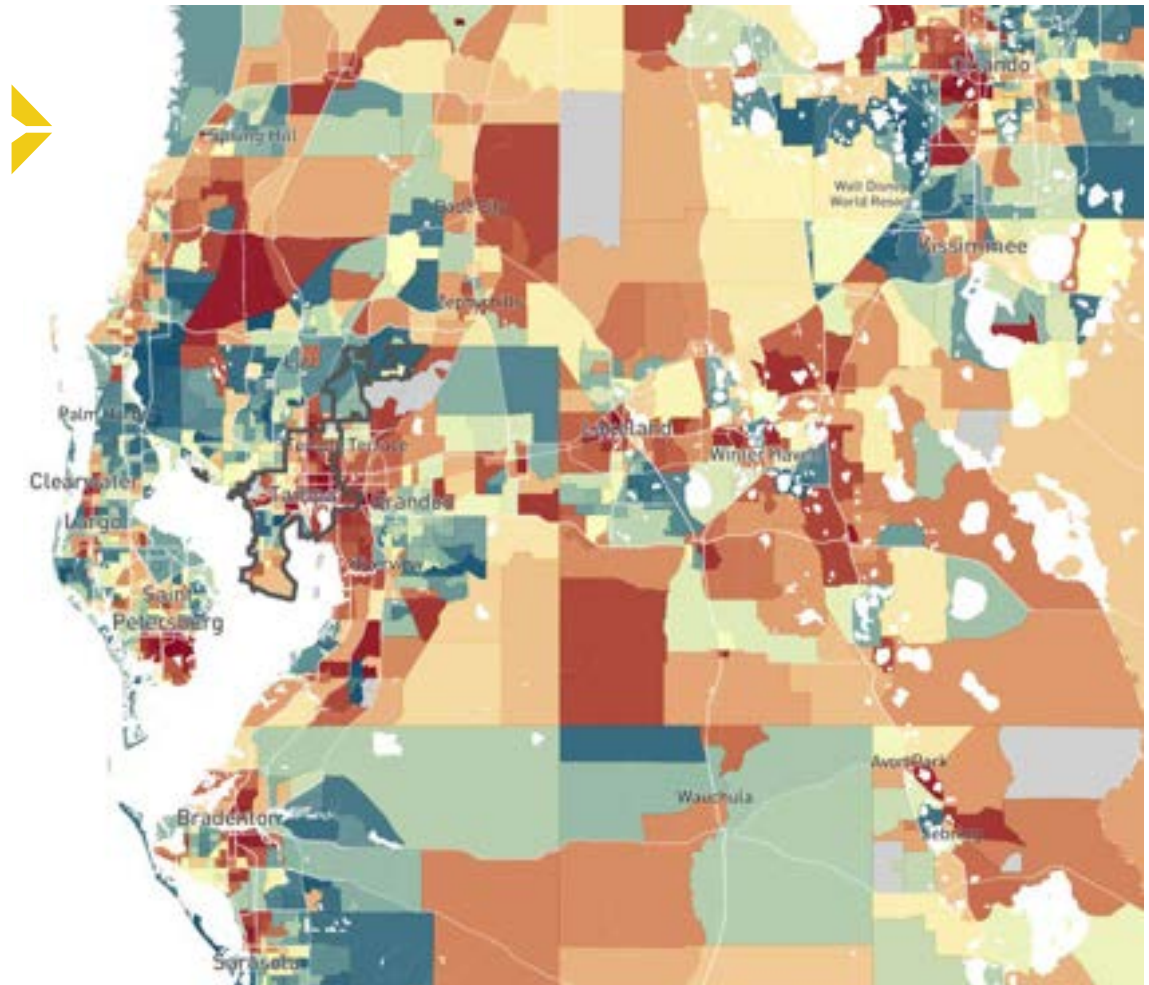


Florida’s wages typically are below the U.S. average. The latest figures available show that the state’s wages in 2016 were **87%** that of the national average

HOUSEHOLD INCOME AT AGE 35 FOR CHILDREN OF LOW-INCOME PARENTS

Given all the research around economic opportunity, more and more findings show that a person's chances of rising out of poverty are critically linked to both housing and employment.

This map shows the likelihood of income mobility for children growing up in low-income families within the shaded regions. The scale of this particular view compares only low-income people within the viewable region against each other. This allows for a hyper local view of which neighborhoods have the highest and lowest predictable outcomes for low-income children.



Map Credits:
 United States Census Bureau
 and Opportunity Insights

Below are the most common employment sectors in each of Bay Area Legal Services' five counties, according to the US Census and American Community Survey projections for 2019.

HILLSBOROUGH

14.1%

Health Care & Social Assistance

10.7%

Retail Trade

9.26%

Professional, Scientific, & Technical Services

PINELLAS

16.1%

Health Care & Social Assistance

12.3%

Retail Trade

9.75%

Professional, Scientific, & Technical Services

SARASOTA

15.2%

Health Care & Social Assistance

13.1%

Retail Trade

8.88%

Construction

PASCO

15.1%

Retail Trade

14.1%

Health Care & Social Assistance

9.85%

Construction

MANATEE

15.3%

Health Care & Social Assistance

14.3%

Retail Trade

8.41%

Accommodation & Food Service

As of 2016,
2.1 million
adult Floridians had
started college but
not completed a
degree program.



EDUCATION

According to the Career & Technical Education report for Pinellas County Schools, “nearly 60% of employers nationally report that high school is not preparing students for college or careers.”

Pinellas Community Indicator Report wage data for workers shows individuals with higher levels of education and training earn more. Research observing the connection between education and jobs shows higher learners are more likely to move up the socioeconomic ladder, pay more in taxes, are more likely than others to be employed, and are more active citizens.

Student loan debt negatively impacts education and employment options for low-income households. Our Client-Eligible Needs Assessment Survey showed that many individuals with student loan debt were also dealing with at least one other form of debt: 56% of them reported credit card debt, 47% had collection calls, and 42% were dealing with medical bills. This is a massive amount of financial strain on someone already burdened with student loan debt. Fifty-seven percent of those reporting student loan debt noted that required payments are affecting their financial stability. According to the 2020 ALICE Highlights Report, “In Florida, 44% of college students who graduated in 2018 were in debt with an average loan of \$24,428, a 15% increase from 2010.”

BRIGHT SKIES FOR SECONDARY EDUCATION

Despite the challenges that faced schools and families during the pandemic, most regional high schools reported gains in their graduation rates.

HILLSBOROUGH According to LEAP Tampa Bay, Hillsborough County Public Schools achieved a graduation rate of 88.8% in 2019-2020, which is the highest in the school district’s history, despite the challenges of the COVID-19 pandemic.

PINELLAS Pinellas County Schools’ graduation rate was 91.5%, which is three points above last year’s record high, and has risen almost 20 percentage points over the last seven school years. Pinellas County has the highest graduation rate among the ten biggest school districts in Florida. Per Pinellas County Schools Newsroom, “the graduation rate among black students for 2019-2020 rose to 85.5%, up 4.2 percentage points from the previous year and nearly 30 percentage points since the 2012-2013 school year.”

SARASOTA As reported by the Herald Tribune in January of 2020, “Sarasota County Schools’ graduation rate dipped slightly from 89.8% to 89.4%, but remained ahead of the statewide average.”

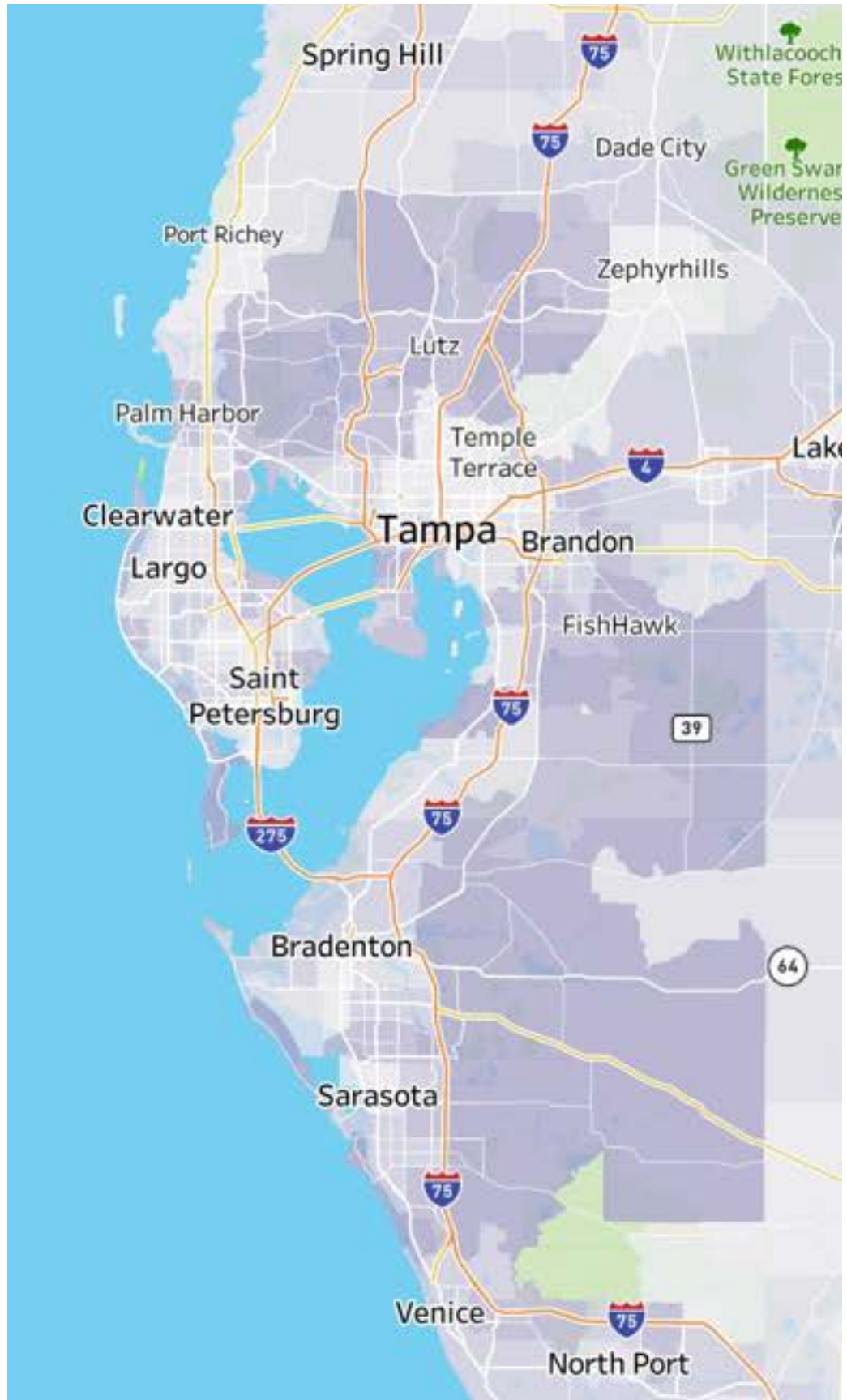


PASCO Pasco County graduation rates also saw a rise during the 2019-2020 school year with a graduation rate of 88.3%.

MANATEE Manatee County’s graduation rate dropped by two percentage points, from 85.4% to 83.2%.

MEDIAN INCOMES IN BAY AREA LEGAL'S SERVICE AREA

Based on the American Community Survey for 2018 for the region, the map to the right illustrates the median household income for residents by their zip codes.

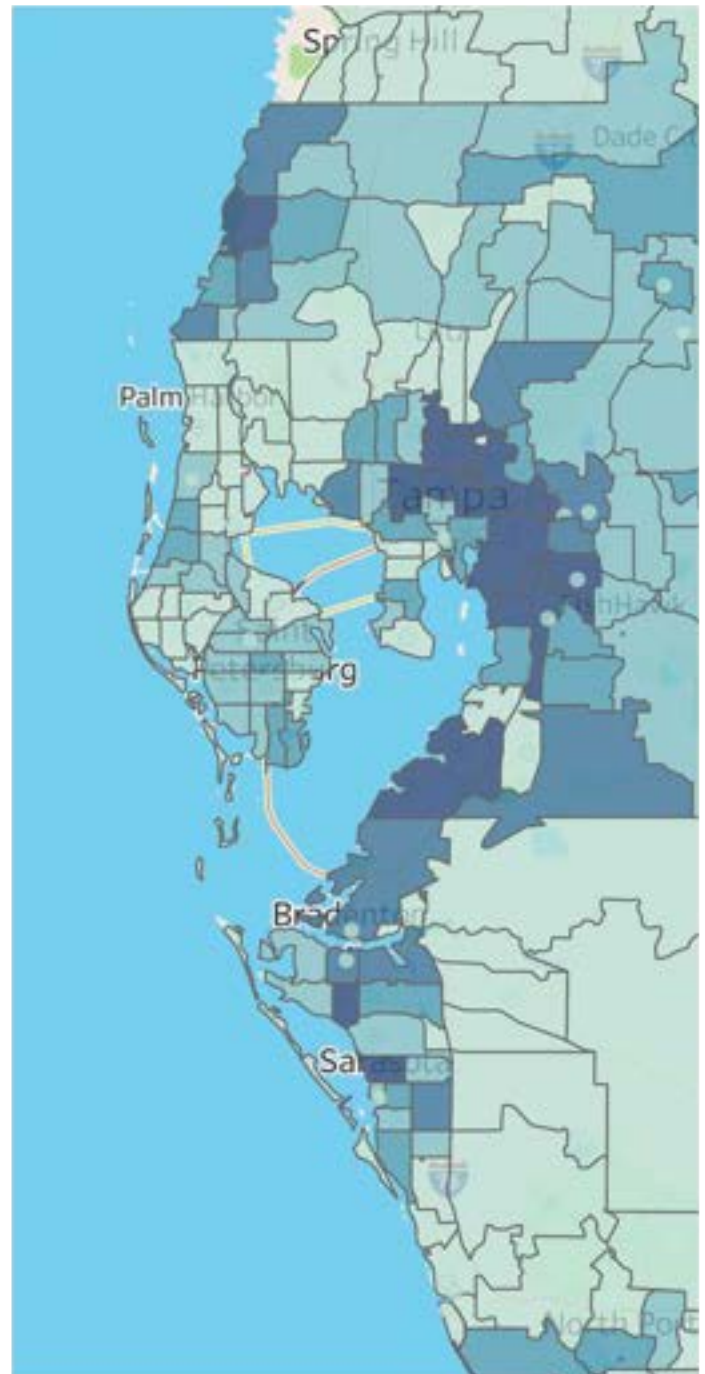
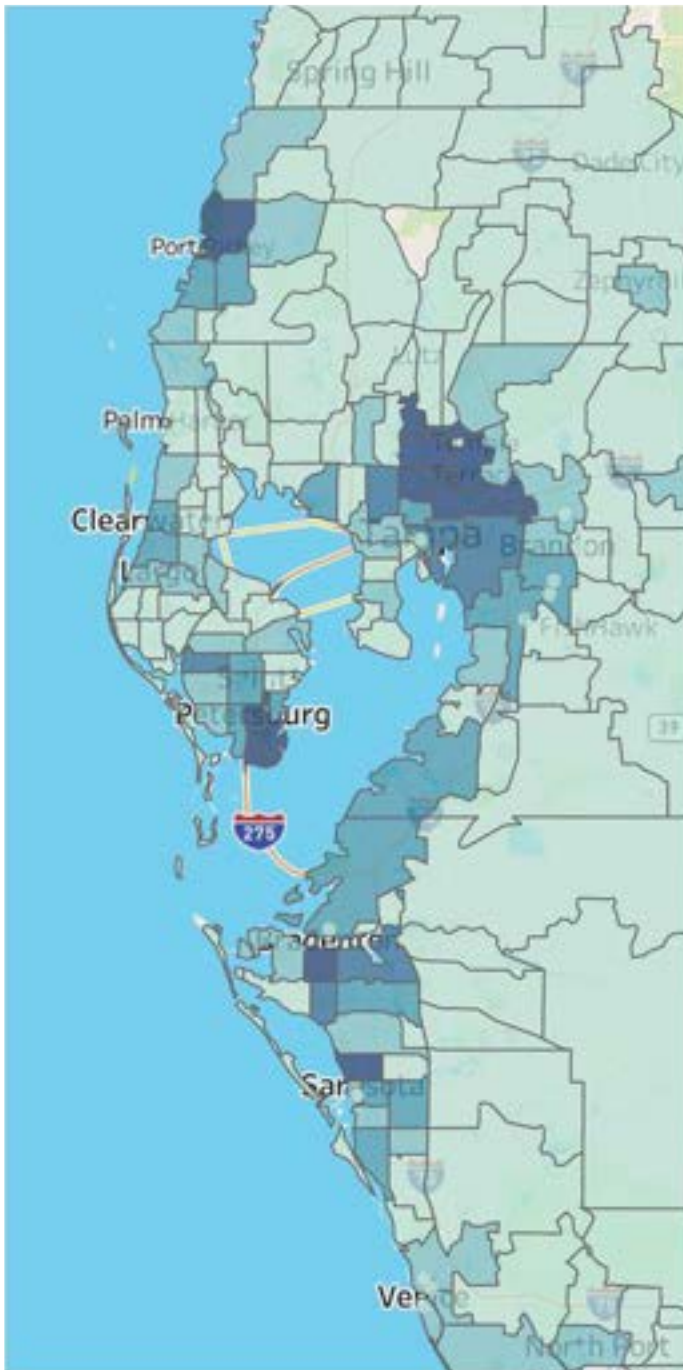


2018 Household Income (median)

- 2,490 to 41,300
- 41,300 to 51,100
- 51,100 to 61,300
- 61,300 to 81,000
- 81,000 to 250,000

ALL HOUSING REQUESTS

ALL FAMILY REQUESTS



Above is a map showing all the housing applicants in Bay Area Legal Service's region. Derived from their case management systems, this map shows every time a person attempted to get help for a housing issue (whether the case was ultimately accepted or rejected), and includes data from the two other Legal Aid organizations who participated in this needs assessment.

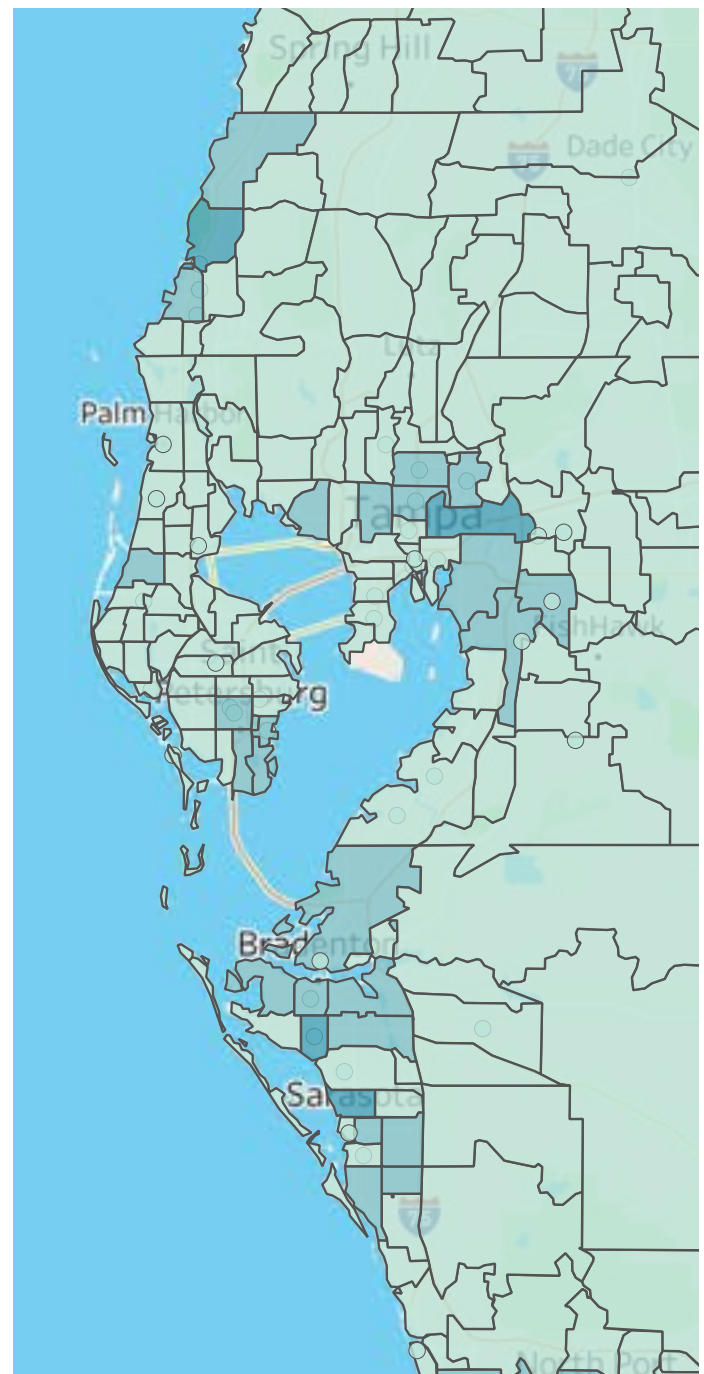
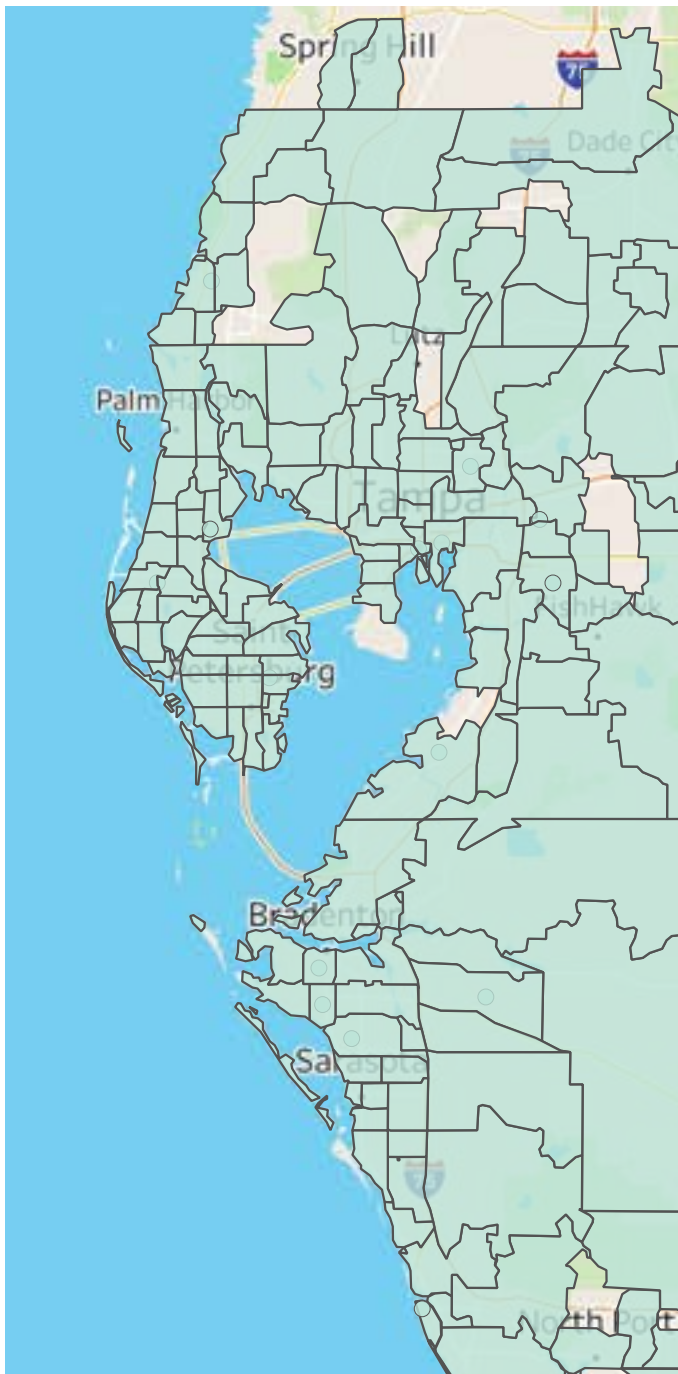
Above is a map showing all the family law applicants in Bay Area Legal Service's region. Derived from their case management systems, this map shows every time a person attempted to get help for a family law issue (whether the case was ultimately accepted or rejected), and includes data from the two other Legal Aid organizations who participated in this needs assessment.

Count of Legal Problems



ALL EMPLOYMENT REQUESTS

ALL CONSUMER REQUESTS



Above is a map showing all the employment applicants in Bay Area Legal Service's region. Derived from their case management systems, this map shows every time a person attempted to get help for an employment issue (whether the case was ultimately accepted or rejected), and includes data from the two other Legal Aid organizations who participated in this needs assessment.

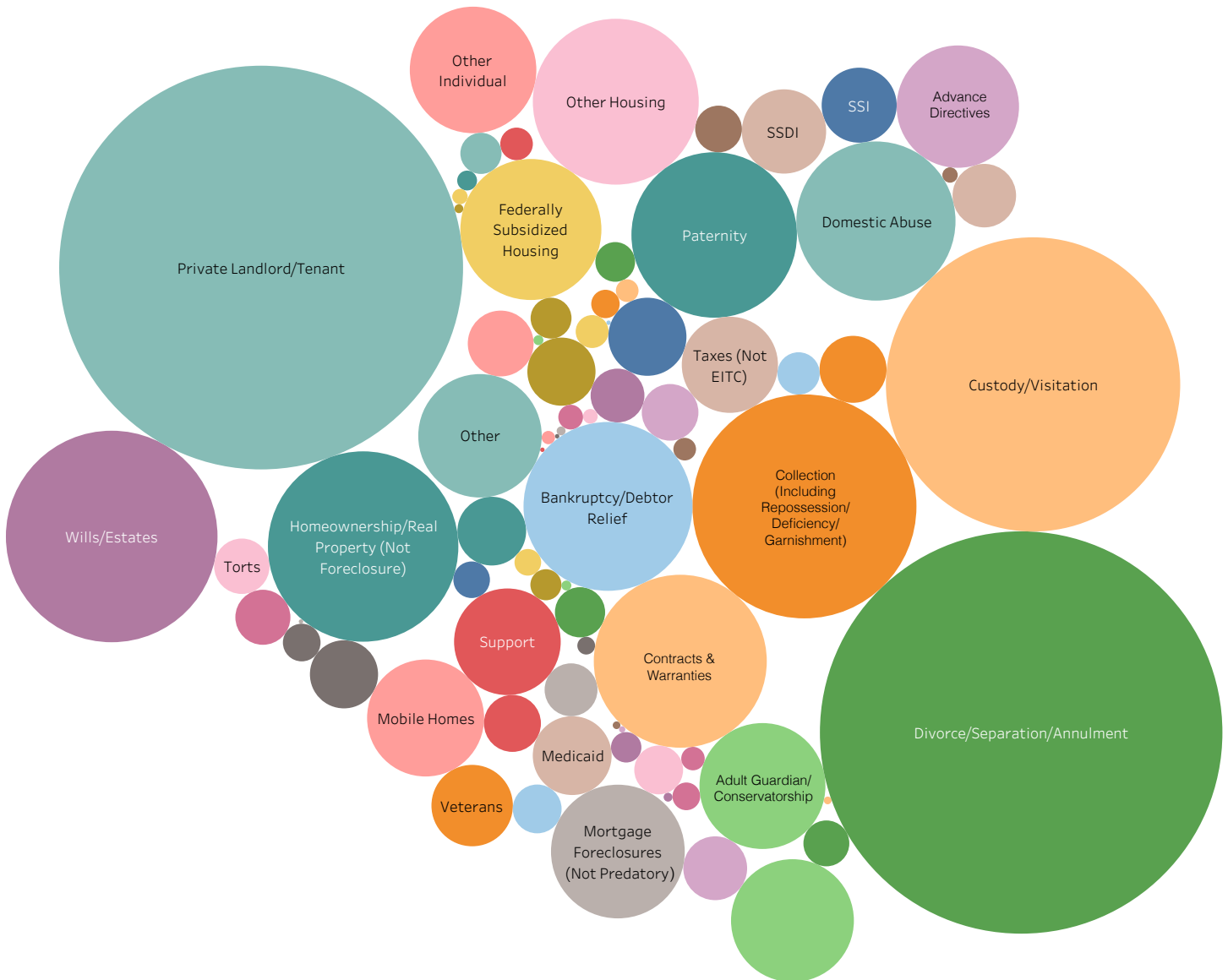
Above is a map showing all the consumer applicants in Bay Area Legal Service's region. Derived from their case management systems, this map shows every time a person attempted to get help for a consumer issue (whether the case was ultimately accepted or rejected), and includes data from the two other Legal Aid organizations who participated in this needs assessment.

Count of Legal Problems



ASSISTANCE REQUESTS BY LEGAL PROBLEM CODE

The bubble chart below breaks out the larger legal problems into distinct legal issues. This visualization includes all applications for legal assistance within Bay Area Legal's service area without regard to which program conducted the intake or whether the case was ultimately accepted or rejected.

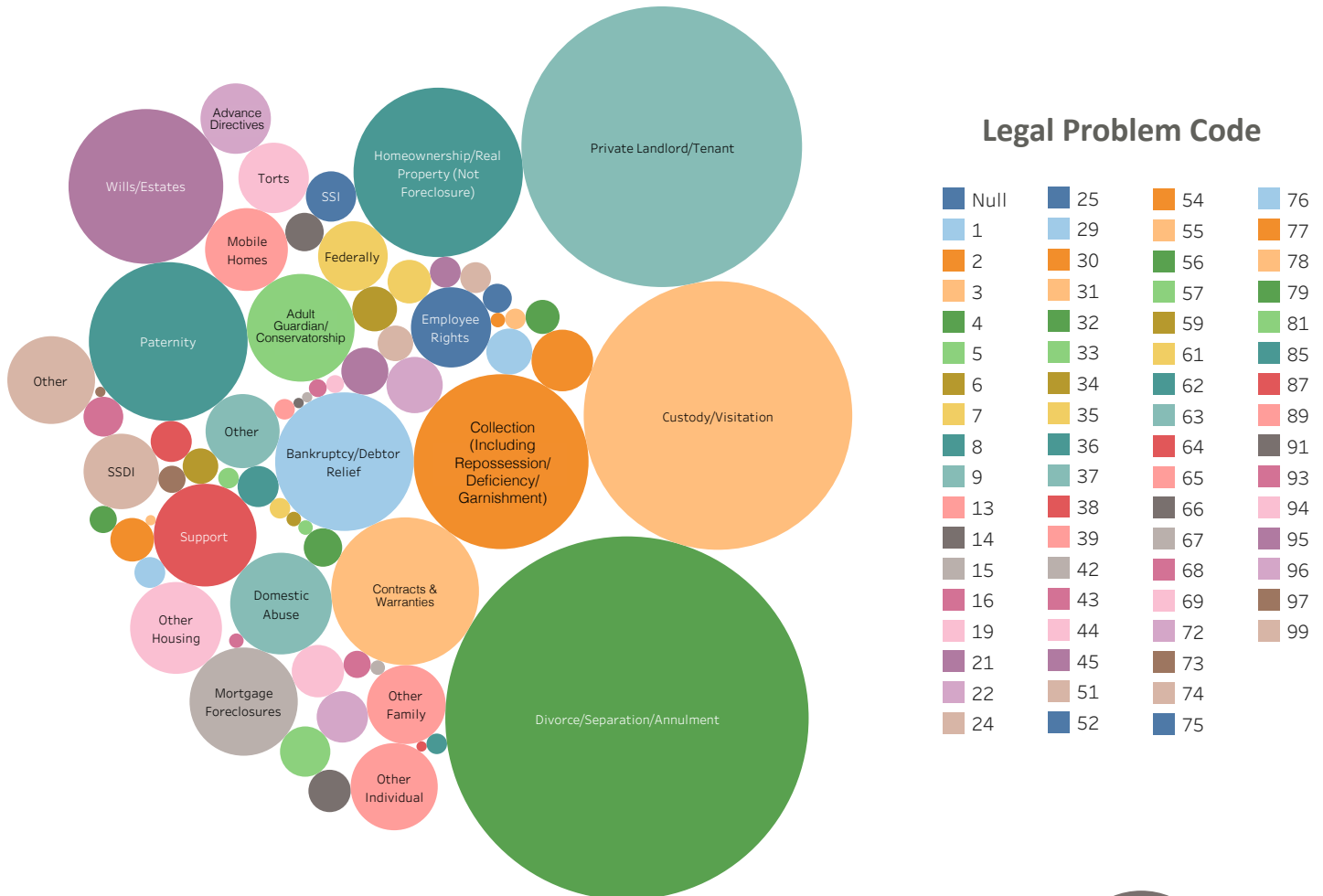


Legal Problem Code

| | | | | | | | | |
|------|----|----|----|----|----|----|----|----|
| Null | 9 | 23 | 35 | 45 | 57 | 68 | 78 | 91 |
| 1 | 12 | 24 | 36 | 48 | 59 | 69 | 79 | 92 |
| 2 | 13 | 25 | 37 | 49 | 61 | 71 | 81 | 93 |
| 3 | 14 | 29 | 38 | 51 | 62 | 72 | 82 | 94 |
| 4 | 15 | 30 | 39 | 52 | 63 | 73 | 84 | 95 |
| 5 | 16 | 31 | 41 | 53 | 64 | 74 | 85 | |
| 6 | 19 | 32 | 42 | 54 | 65 | 75 | 86 | |
| 7 | 21 | 33 | 43 | 55 | 66 | 76 | 87 | |
| 8 | 22 | 34 | 44 | 56 | 67 | 77 | 89 | |

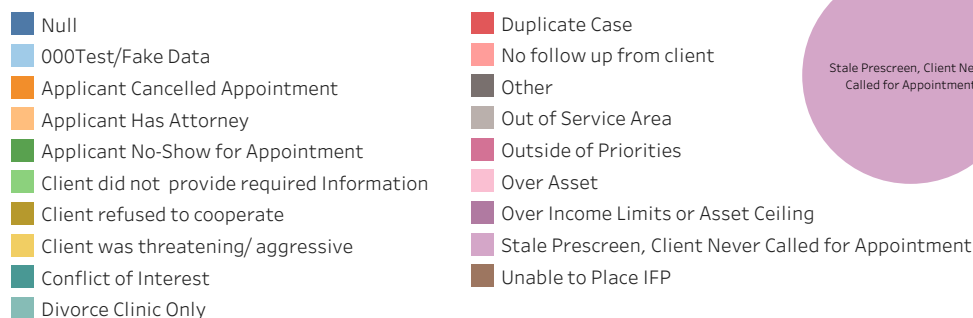
REJECTED CASES BY LEGAL PROBLEM CODE

Cases from every problem area get rejected, but over time some case types get rejected more than others. Below, shows the frequency with which case types are rejected by the three participating Legal Aid organizations.



REJECTION REASON

Every time a person calls for legal assistance, the Legal Aid organization must decide whether to take the case. Cases are accepted or rejected for a myriad of reasons. The diagram to the left, showcases the primary reasons that cases were rejected by the three local Legal Aid organizations.



UNDERSTANDING CLIENT-ELIGIBLE POPULATIONS

In addition to daily struggles with housing, family stability and safety, consumer debt, and employment, client-eligible populations face a number of challenges to obtaining help for their legal issues. As mentioned previously, lack of childcare and transportation can hinder access to services. In addition, many low-income and vulnerable populations are limited by mental and physical disabilities. Even when mental and physical limitations are addressed and resolved, it's critical for Bay Area Legal Services' staff and its partners to be constantly aware of the barriers these populations must overcome to access legal services.

BEHAVIORAL & MENTAL HEALTH

The connection between behaviors, health, and bodily well-being is known as behavioral health. This involves behaviors like eating habits, substance use and abuse, exercise, and mental health. Behavioral health also includes a spectrum of prevention, intervention, treatment, and recovery support services.

"A [l]ot of things are happening in this country, county, and in my personal life." - Bay Area resident. That respondent summed up the sentiment echoed throughout the interviews.

Every one of Bay Area Legal's partner organizations brought up mental health as a pervasive issue irrespective of the organization's mission. Mental health can affect every aspect of a person's life, including employment, interpersonal relationships, housing, and more. Other locally orchestrated needs assessments identified the same issue. BayCare Health System's 2019 Community Health Needs Assessment found that access to mental health services was the 2nd-highest need.

"I see mental health issues as a common threat. Everything from anxiety to more serious psychological illness, the effects of stress, and everything that comes with that."

**BAYCARE NEEDS ASSESSMENT,
PINELLAS COUNTY**



ACCESS

The concept of access to spaces and information is as vague as it is integral. "[I]t's important for Bay Area Legal to recognize the different needs of the people within the communities we service so that we can reach/target everyone," said one of Bay Area Legal's staff members. This section will outline the role that access to technology, transportation, and information plays in the lives of Bay Area Legal's residents. PEW Research Center found that, "As of early 2021, 27% of adults living in households earning less than \$30,000 a year are smartphone-only internet users – meaning they own a smartphone but do not have broadband internet at home." While the digital divide is not the focus of this needs assessment, this survey found that 50% of respondents accessed the internet primarily through a cell phone; this number increased to 67% for respondents making less than \$31,500/year. As for accessing printers, which are invaluable tools for self-help and remote services, 38% of people making less than \$31,500/year didn't have access to a printer.

If "half of knowledge is knowing where to find it", then meaningful understanding of where to find social services is an integral aspect of access. Forty-five percent of survey respondents noted that they did not know how to access at least one of the following: Legal Aid, pro bono attorneys, *(Continued on page 21)*

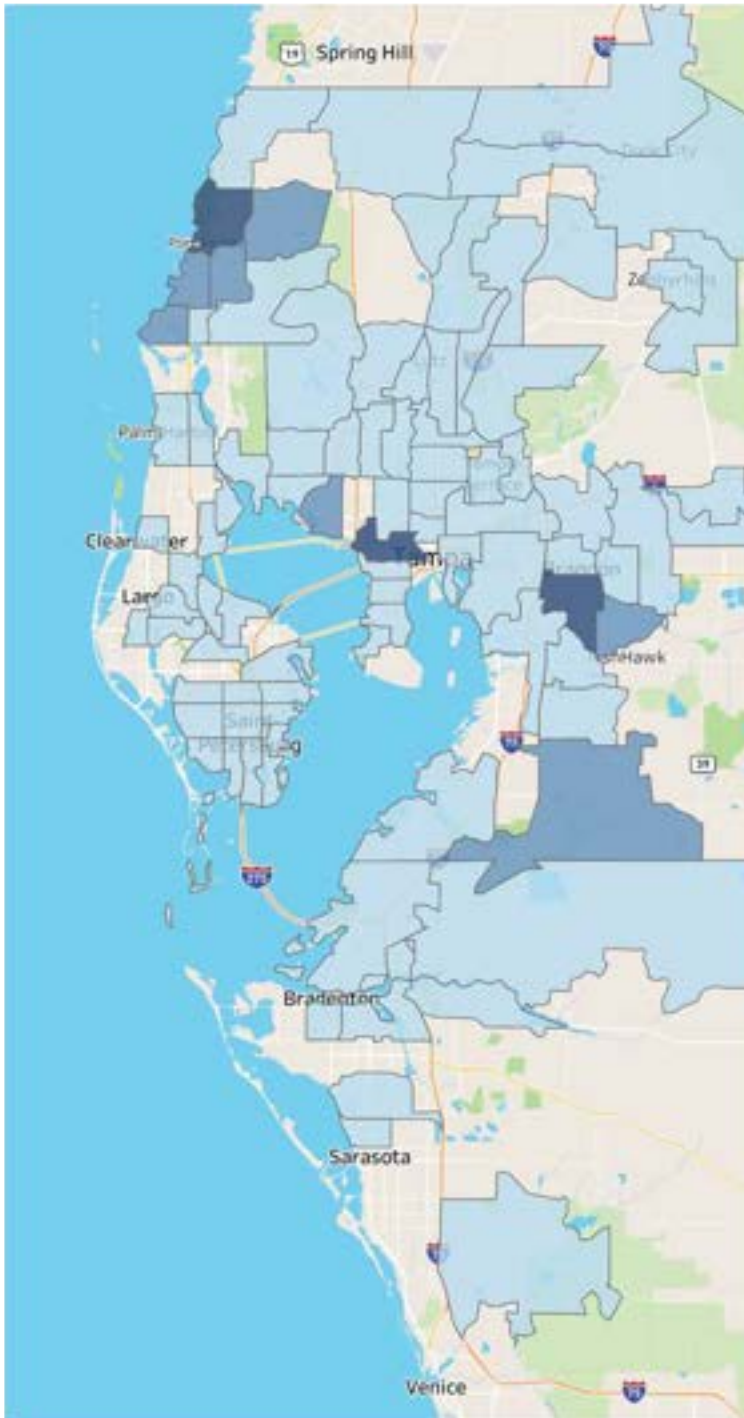
LOCATION OF CLIENTS WHO DON'T KNOW HOW TO ACCESS LEGAL SERVICES

(Continued from page 20)

or online legal help. This number jumped to 58% when evaluating the lowest income respondents (less than \$31,500/year).

The overwhelming majority of survey respondents (83%) drive their own cars as their primary means of transportation. However, 30% of respondents admitted that it was difficult for them to get to where they needed to go due to transportation issues, a number which increased to 45% for respondents making \$31,500 annually or less. Rural and ALICE households are at increased risk of paying more for certain community resources: "For example, without public transportation or nearby publicly funded preschools, ALICE families pay more for transportation and childcare." The same goes for access to public spaces such as libraries, which are where many people would access self-help services.

Access to digital technology has exploded over the last three decades: By 2017, 91% of US adults owned a computing device and 81% had a broadband internet subscription. In Florida, 81% of households had access to the internet at home in 2018. Technology has also become more important for work, community participation, and crucially, disaster response and recovery.



Count of People Who Don't Know How to Access Legal Services

LOWER FREQUENCY  HIGHER FREQUENCY

One of the questions asked on the client-eligible survey was, "Do you know how to access the following?" Answer options were Legal Aid, Pro Bono Attorneys, Online Legal Help, or "I don't know how to access any of these services." Below is a map representing the zip codes of the people who selected, "I don't know how to access any of these services."

METHODOLOGY

Bay Area Legal Services conducted this needs assessment by assessing both qualitative and quantitative resources. The methods used to collect primary data were surveys and interviews, census data, other localized, publicly available datasets, and case data.



SURVEYS

Surveys were conducted using Survey Monkey. There were five distinct surveys created to collect information from specific stakeholders. Stakeholders included Bay Area Legal’s staff and board members, local social service agencies and nonprofit organizations, and client-eligible populations (for whom there was an English-language survey and a Spanish-language survey). According to the 2017 ALICE Report, approximately 14% of residents in Bay Area Legal’s service area are living in poverty. Given current census population projections, this study sought a minimum sample size of 384 surveys completed by client-eligible residents for a confidence level of 95% with a 5% margin of error. The final number of client-eligible surveys (396) include 101 which were purchased through SurveyMonkey’s targeted survey-taker platform. The target population was configured for ages 18-60+, all genders, for people who lived within the “Tampa/St. Petersburg/Clearwater, FL Metro Area,” and excluded anyone making over \$50,000 per year. The other 295 surveys were distributed by Bay Area Legal on its website and through social media. Many of the partner organizations that were interviewed also promoted the survey to their networks through their newsletters, websites, and on social media. Bay Area Legal invited over 2,000 past clients to respond to the needs assessment survey. In addition to client-eligible residents, 92 of Bay Area Legal’s staff, representatives of 12 local bar associations, and 12 Bay Area Legal Services’ board members submitted their opinions on the needs of the community. Cumulatively 551 surveys were completed for this needs assessment.



INTERVIEWS

SavvySuit, on behalf of Bay Area Legal Services, met with 39 people from partner organizations, such as social services organizations, other Legal Aid programs, and judges. For a list of all of the organizations interviewed, please see the "Community Organizations Surveyed" page. These partners were primarily selected by Bay Area Legal Services to represent a cross-section of demographic populations, including survivors of domestic abuse, people in imminent crisis, race-based groups, and other special populations. During every interview, SavvySuit would ask for recommendations for other groups that should be interviewed, which widened the scope of interviews to include organizations with whom Bay Area Legal may not already have an established relationship.



CASE AND PUBLIC DATA

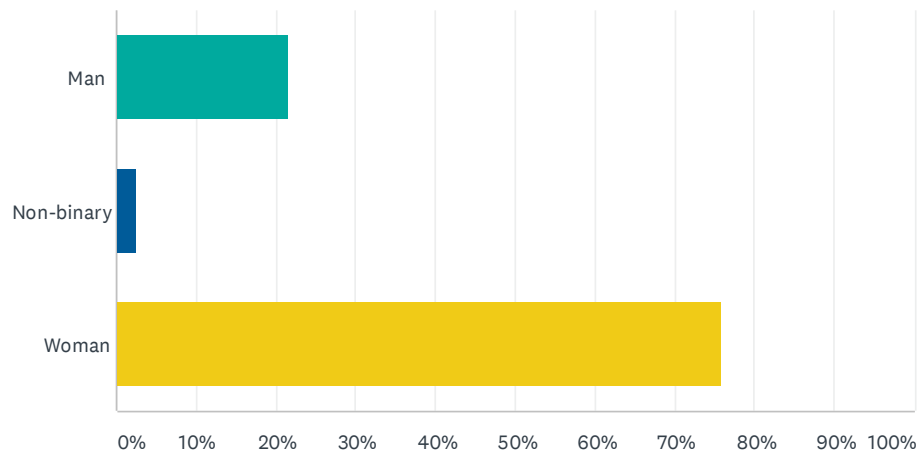
In addition to speaking to individuals and surveying stakeholders, the local non-LSC Legal Aid organizations were willing to provide their case intake data to use in this needs assessment. By combining Bay Area Legal’s applicant intake data for 2018-2021 with applicant intake data from Gulfcoast Legal Services and Legal Aid of Manasota for this same period, more than 44,000 intakes were analyzed for this needs assessment. This included applications and cases that may not have been accepted for service. The broad scope of review provided a snapshot of the types of legal issues for which people call upon legal aid programs for help.



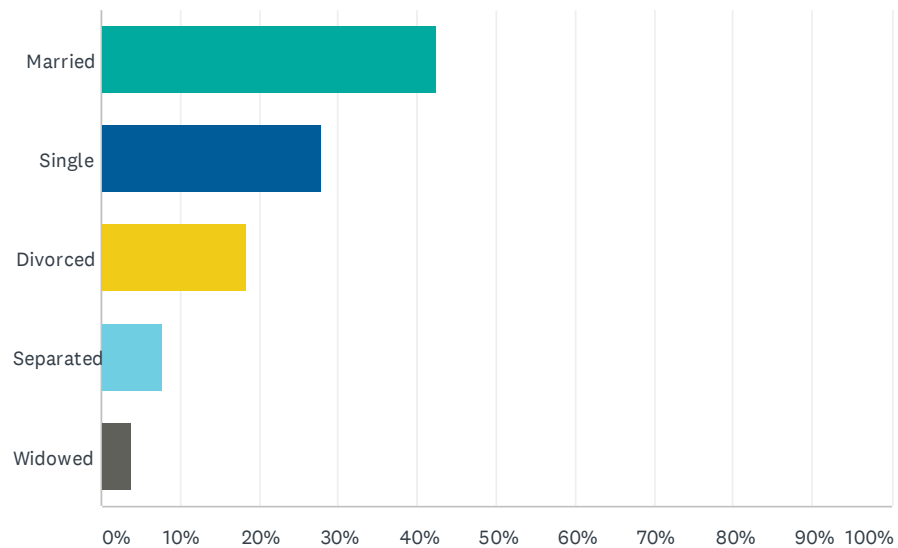
COVID-19 IMPACT | As Edwin Narain, Board Chair of Children’s Board of Hillsborough County said, “The all-encompassing effects of COVID-19 and last summer’s racial unrest created many challenges...” The pandemic brought legal needs to the forefront for many, including an increase in domestic violence cases and more people concerned about wills and advance directives. It impacted unemployment rates and many were worried about foreclosures and evictions. A July 2020 LSC press release shared that, “On average, grantees are reporting a 17.9% increase in the number of eligible clients due to the pandemic.” Social distancing mandates meant that offices were closed and access to the courthouse was limited. Resources usually available to vulnerable residents were reduced when they needed them most. COVID-19 also impacted the methodology of this needs assessment because it limited in-person interviews, in-office survey methods, and other opportunities for interacting with people and partners.

SURVEY TAKER DEMOGRAPHICS

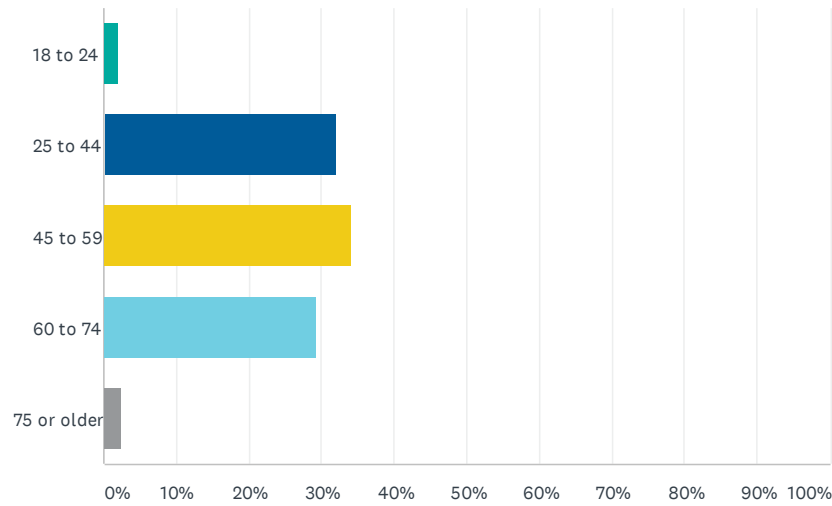
GENDER: HOW DO YOU IDENTIFY?



WHAT IS YOUR MARITAL STATUS?



WHAT IS YOUR AGE?



INDUSTRY OF SURVEY TAKERS



Count of Employment Industry

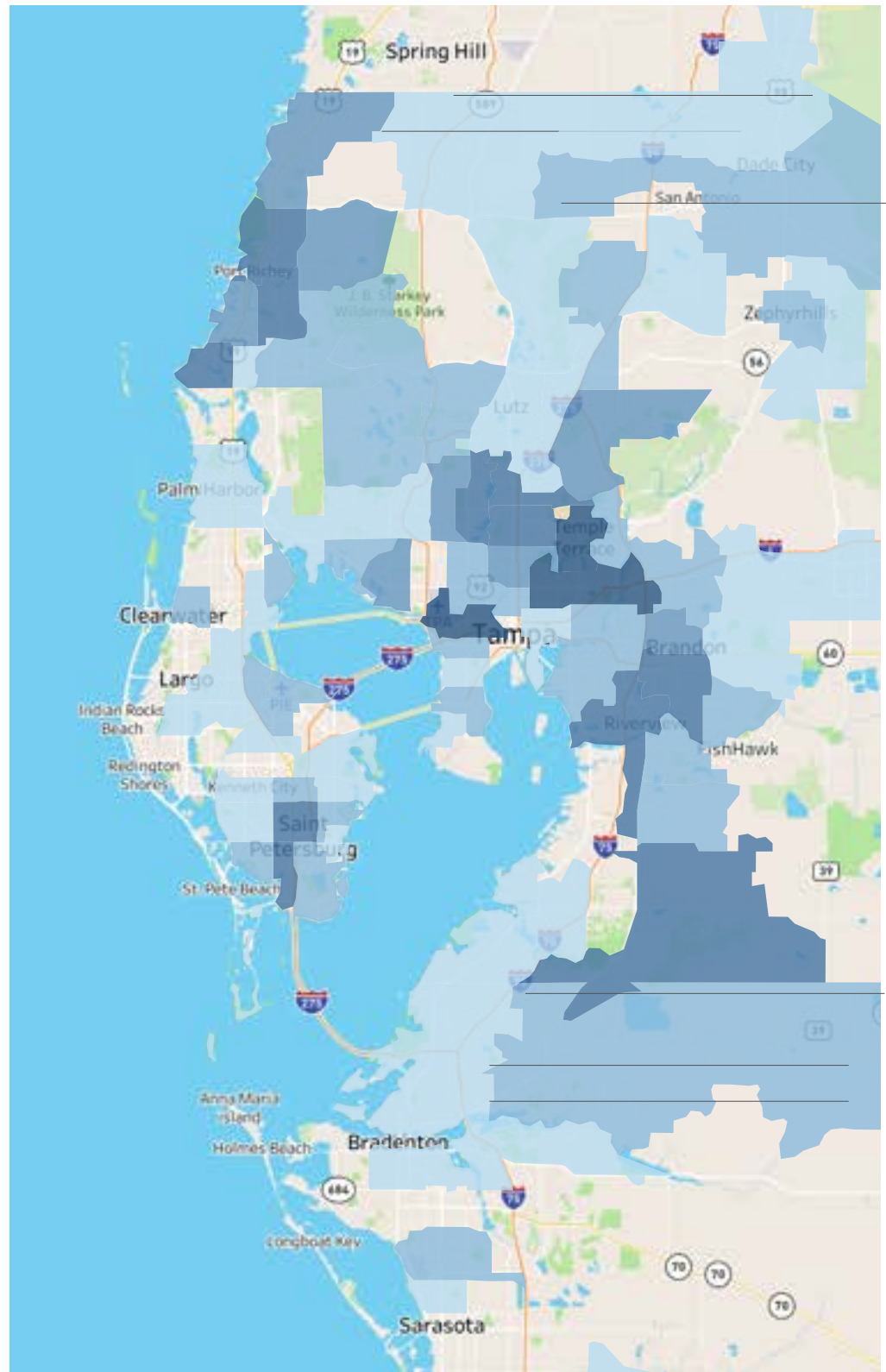


Count of Employment Industry



LOCATION OF CLIENT-ELIGIBLE SURVEY TAKERS

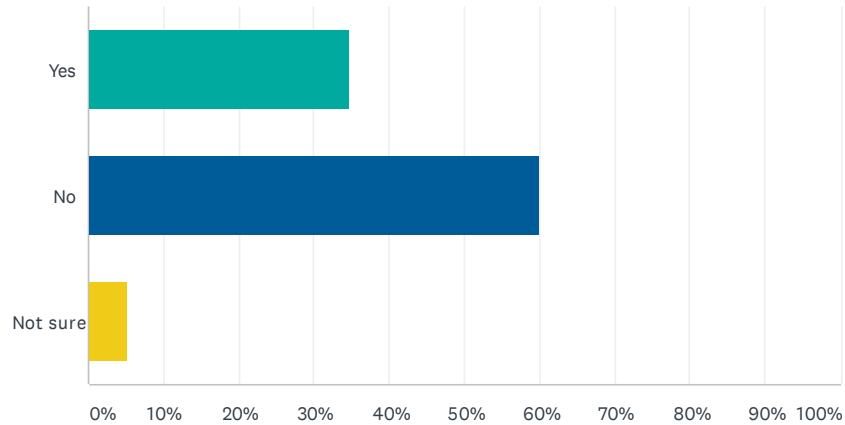
This needs assessment endeavoured to collect surveys from client-eligible people living all over Bay Area Legal's service region. Below illustrates the frequency of survey-takers from a given zip code, and showcases the thorough coverage of the survey responses.



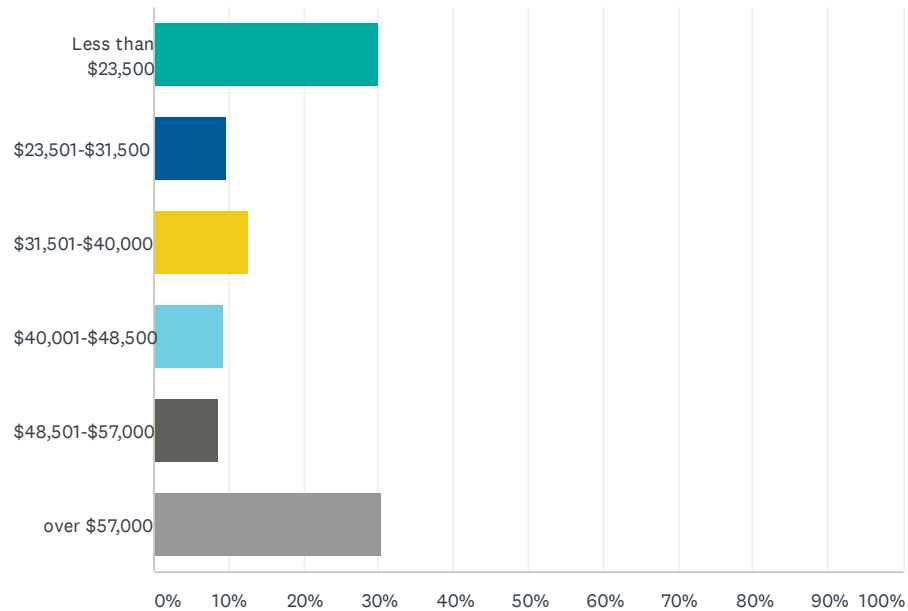
Count of Zip Code



DO YOU HAVE A DISABILITY OR CHRONIC HEALTH CONDITION?



WHAT IS YOUR YEARLY HOUSEHOLD INCOME?



COMMUNITY ORGANIZATIONS SURVEYED

Thank you to all the Bay Area Legal Services Board members and staff who filled out the community surveys. In addition to those groups, this needs assessment recognizes the following organizations which completed the surveys and distributed the client-eligible survey to their constituent groups. Some of the community partners below forwarded the surveys on to other nonprofits or their member organizations. We offer a special thanks to those organizations even if some go unnamed.

INTERVIEWED PEOPLE & ORGANIZATIONS

Federal Court Judge Catherine Peek McEwen, United States Bankruptcy Court, Middle District of Florida | Circuit Court Judge Daryl Manning, Thirteenth Judicial Circuit of Florida | Circuit Court Judge Susan Barthle, Sixth Judicial Circuit of Florida | Circuit Court Judge Alicia Polk, Sixth Judicial Circuit of Florida | Magistrate Judge Barbara Goiran, Sixth Judicial Circuit of Florida | Hillsborough County Aging Services | Lutheran Services Florida | Positive Spin | Metropolitan Ministries | Tampa Bay Works | Victim Assistance Program | Senior Connection | Juvenile Welfare Board of Pinellas County | FL Department of Children & Families - Refugee Ser-

vices | Pinellas County Government | United Way Suncoast | The Homeless Leadership Alliance of Pinellas | ELC Hillsborough | Gulfcoast Legal Services | Foundation for a Healthy St. Petersburg | St. Pete Free Clinic | Consumer Protection and Veteran Services | The Spring of Tampa Bay | Volunteers of America of Florida | Hispanic Services Council | Children's Home Network | Children's Board of Hillsborough County | Legal Aid of Manasota | Community Law Program | Hillsborough County Health Care Services Department SOAR unit | Crisis Center of Tampa

BAR ASSOCIATIONS SURVEYED

Hillsborough Association for Women Lawyers
 Tampa Hispanic Bar Association
 East Pasco Bar Association
 George Edgecomb Bar Association
 Fred G. Minnis, Sr. Bar Association

St. Petersburg Bar Association
 Florida Association of LGBT Lawyers & Allies, Inc.
 Asian Pacific American Bar Association of Tampa Bay
 Hillsborough County Bar Association
 Clearwater Bar Association

COMMUNITY PARTNERS SURVEY DISTRIBUTION LIST

Hillsborough County | Children's Board of Hillsborough County | Abe Brown Ministries | Achieve Plant City | Bethesda Ministries | The Centre 4 Girls and Women | Champions for Children | Children's Home Network | Computer Mentors | DACCO | Early Childhood Council | Enterprising Latinas | Family Enrichment Center | Family Healthcare Foundation | Girl Scouts of West Central Florida | Gorrie Elementary | Way Church of Tampa Bay | New Dawn Restoration Center | Lutheran Services Council | Senior Connection | ACTS | The Spring of Tampa Bay | Volunteers of America | Moffitt Cancer Center | Hillsborough County | SOAR Program | Hillsborough County Veterans Service Office | St. Vincent DePaul | Tampa Crossroads | James A Haley Veterans Hospital-Social Work Team | Central Florida Behavioral Health Network | James A Haley Veterans Hospital-Social Work Team | Tampa Hillsborough Homeless Initiative | Community Partner Liaison - ACCESS Program, FL Dept of Children and Families | Hillsborough County Homeless Services | Victim Counselor - Hillsborough County State Attorney's Office | Sulphur Springs Resource Center | Housing Authority, City of Tampa - Director of Assisted Housing | Pathways and Rehousing, Catholic Charities | Children's Board Family Resource Center - Ruskin | Latino Coalition of Tampa Bay | Wholesome Community Church - Wimauma | Nativity Catholic Church Pastoral Care and Outreach | Women's Guild, Nativity Catholic Church | Refugee Taskforce | Plant City Black Heritage Celebration, Inc. | Plant City MLK Festival | Greater Plant City Chamber of Commerce | Bruton Memorial Library | GFWC Woman's Club of Plant City | NAACP Hillsborough County | Unity in the Community, Inc. | Frontline Community Services of Plant City | Improvement League of

Plant City | First Haitian Baptist Church of Riverview | First Baptist Church-Riverview | Lake Wimauma Convention Center | Sun City Center Community Hall | SouthShore Community Resource Center | Hillsborough Community College - SouthShore | Mission Guadalupe | Beth-El Farmworker Ministry, Inc. | Redlands Christian Migrant Association (RCMA) | Love First Christian Center | Brandon Sports Aquatic Center | Mary and Martha House | Boricuas De Corazon Inc. | Hope for Her | SOAR! Works | Plant City Living Center & Plant City Towers | San Clemente Villas | ECHO | Urban League Hillsborough County | Bikes for Christ | Community Non-Profit Roundtable | Men's Resource Center of Tampa, Inc. | Career Technical and Adult Center (School District Hills. County | Community Alliance | HQEEDY Collaborative (High Quality Early Education for Dependent Youth) | Child and Family Learning | Positive Family Partners | Fostering Education Initiative | Education Specialists | Eckerd Connects | Hillsborough County Schools Social Workers | Office of Regional Counsel (attorneys who represent parents in child dependency system) | United Way Suncoast | Hillsborough, Pinellas, Sarasota, Manatee Counties | 2-1-1 Crisis Center of Tampa Bay Mission United - Hillsborough | 2-1-1 Tampa Bay Cares - 2-1-1 Assistance - Pinellas | A Brighter Community Preschool Program - Hillsborough | All Faiths Food Bank - Sarasota | Academy Prep Foundation - Hillsborough, Pinellas | AmSkills Apprenticeship Foundation, Inc. - Pinellas | Bess the Book Bus, Inc. - Hillsborough, Pinellas | Big Brothers, Big Sisters of Tampa Bay - Hillsborough, Pinellas | Big Brothers, Big Sisters of the Suncoast, Inc. - Manatee, Sarasota | Bootstrap Business School, Inc. - Hillsborough | Boys and Girls Clubs *(Continued on page 28)*

(Continued from page 27)

of Manatee County - Manatee | Boys and Girls Clubs of Sarasota County - Sarasota | Boys and Girls Clubs of Tampa Bay, Inc. - Hillsborough | Boys and Girls Clubs of the Suncoast - Pinellas | Catholic Charities, Diocese of St. Petersburg - Hillsborough, Pinellas | Children First, Inc. - Sarasota | Children's Home Society of Florida, Suncoast Region - Manatee | Community Foundation of Tampa Bay - Hillsborough | Corporation to Develop Communities of Tampa, Inc. - Hillsborough | Dawning Family Services - Hillsborough | Devereaux Advanced Behavioral Health - Hillsborough | Early Learning Coalition of Manatee County, Inc. - Manatee | Early Learning Coalition of Sarasota County, Inc. - Sarasota | Earn to Learn FL - Hillsborough, Pinellas | Feeding America of Tampa Bay- Hillsborough, Manatee, Pinellas | Florida Dream Center - Pinellas | Friends of the Children - Hillsborough, Pinellas | Girls Incorporated of Pinellas - Pinellas | Golden Generations, Inc. - Pinellas | Goodwill Industries Manasota, Inc. - Sarasota | Greater Tampa Bay Area Council of Boy Scouts of America - Hillsborough, Pinellas | Gulf Coast Jewish Family and Community Services, Inc - Pinellas | Hillsborough County Public Schools - Hillsborough | Hillsborough County Public School Readiness Coalition DBA Early Learning | Coalition of Hillsborough County- Hillsborough | Hispanic Services Council - Hillsborough | Homeless Emergency Project, Inc. DBA Homeless Empowerment Program - Pinellas | Jewish Family & Children's Service of Suncoast, Inc. - Sarasota | Lighthouse for the Blind & Low Vision - Hillsborough | Lions Eye Institute for Transplant & Research Foundation, Inc. - Hillsborough | Meals on Wheels PLUS of Manatee - Manatee | Metropolitan Ministries - Hillsborough | Myakka City Community Center - Manatee | Non-Profit Leadership Center - All | PACE Center for Girls - Hillsborough | Palmetto Youth Center - Manatee | Parenting Matters - DBA Exchange Club Family Partnership of Manatee - Manatee | Pinellas County Public Schools - Pinellas | Pinellas County Sheriff's Police Athletic League (PAL) - Pinellas | Pinellas County Urban League - Pinellas | Pinellas Ex-Offender Re-Entry Coalition, Inc. - Pinellas | Positive Spin - Hillsborough | Preserve Vision Florida, Inc. - Hillsborough, Pinellas | R'Club Child Care, Inc. - Pinellas | Redlands Christian Migrant Association (RCMA) - Hillsborough | Safe Children Coalition, Inc. - Sarasota | Seniors in Service of Tampa Bay, Inc. - Hillsborough, Pinellas | SOAR Learning Center, Inc. - Sarasota | St. Petersburg Free Clinic, Inc. - Pinellas | St. Petersburg College Foundation, Inc. - Pinellas | Starting Right, Now - Hillsborough, Pinellas | Step Up

Suncoast - Manatee | Suncoast Center - Pinellas | Suncoast Voices for Children Foundation, Inc. - Pinellas | Suncoast Workforce Board, Inc. - Sarasota | Tampa Bay Network to End Hunger - Hillsborough, Pinellas | Tampa Bay Workforce Alliance, Inc. DBA CareerSource Tampa Bay - Hillsborough | Tampa Family Health Centers, Inc. - Hillsborough | Tampa Metropolitan Area YMCA - Hillsborough | The Capital Good Fund - Sarasota | The Center for Women, Inc. - Hillsborough | The D.L. Randall Foundation, Inc. - Manatee | The Salvation Army Sarasota County Area Command - Sarasota | The Shirley Proctor Puller Foundation - Pinellas | Unidos Now - Manatee | United Cerebral Palsy of Tampa Bay, Inc. - Hillsborough | Unity Community Centers - Manatee | United Food Bank and Services of Plant City - Hillsborough | University Area Community Development Center - Hillsborough | Women's Resource Center of Manatee, Inc. - Sarasota | YMCA of Greater St. Petersburg - Pinellas | YMCA of the Suncoast, Inc. - Pinellas | YMCA of Greater St. Petersburg - Pinellas | YMCA of the Suncoast, Inc. - Pinellas | Golden Generations, Inc. - Pinellas | Goodwill Industries Manasota, Inc. - Sarasota | Pinellas County | Pinellas Opportunity Council | Campbell Park Resource Coalition | Tampa Bay Health Care Collaborative | Pinellas Homeless Leadership Alliance | Tampa Bay Health Care Collaborative | Pinellas Homeless Leadership Alliance | Foundation for A Healthy St. Petersburg | Juvenile Welfare Board | Pinellas Education Foundation | Community Development and Training Corporation | Pinellas County Urban League | Bay Pines VA Representative | Habitat for Humanity Pinellas/Pasco | United Way of Pasco | BayCare Behavioral Health | Bridging Freedom | Chapters Health Foundation | CARES | Coalition for the Homeless of Pasco County | Daystar Hope Center | Deaf and Hard of Hearing Services | Early Learning Coalition of Pasco/Hernando | Eckerd Youth Alternatives | Feeding Pasco's Elderly | Fresh Start for Pasco | Good Samaritan Health Clinic of Pasco | Gulfcoast Jewish Family and Community Services | Gulfside Healthcare Services | Life Community Center | Lighthouse for the Visually Impaired and Blind - Pasco | Messengers of Hope Mission | One Community Now | Pasco Kids First | Premier Community Health Group | Restored Hope of Dade City | Samaritan Project of Zephyrhills | Sertoma Hearing and Speech | Suncoast Voices for Children Foundation | Sunrise of Pasco | Pasco County | Area Agency on Aging of Pasco-Pinellas | Salvation Army Domestic Violence Shelter

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