

CIVIL LEGAL SERVICES

CONSUMER JUSTICE

Strategy Description

This service strategy will support consumer and related legal services, including but not limited to:

- Bankruptcy;
- Debtor relief and collections (including repossession);
- Garnishment;
- Contracts and warranties;
- Credit access and loans;
- Unfair sales practices; and
- Related legal services, including conservatorship matters, employment matters, health and long-term care matters, tax matters, etc.

Proposed projects designed to protect seniors from abuse more broadly may also be submitted in response to this strategy.

When a client-attorney relationship has been established, service types can include Limited Services and Extended Services. Additional eligible activities include community-based workshops.

Limited Services may include:

- Counsel and advice, such as preparing and providing advice to the client, reviewing relevant information, and counseling the client on how to take action to resolve the issue; and
- Limited action, such as services provided to a client that involve the preparation of relatively simple or routine documents and relatively brief interactions with other parties. This may include preparing short letters, drafting routine documents or power of attorney, making a telephone call, or helping a pro per client prepare court or other legal documents.

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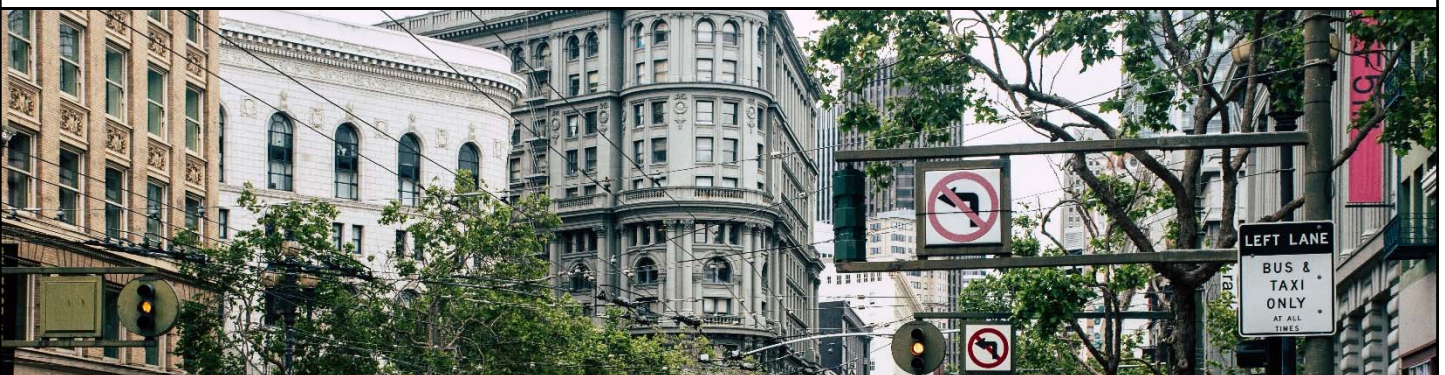
Strategy Description (continued)

Extended Services may include:

- Negotiating a settlement with or without litigation;
- Representing a client in court or in an administrative agency; and
- Providing another extensive service, which may include research, preparation of complex legal documents, interaction with third parties on behalf of clients, ongoing assistance to clients, etc.

Benefits in consumer matters include, but are not limited to:

- Student loan debt counseling;
- Obtaining federal bankruptcy protection;
- Preventing repossession;
- Preventing or reducing deficiency judgments;
- Ending or reducing debt collection or wage garnishment;
- Obtaining relief from fraudulent sales practices, or other unlawful and deceptive acts or practices;
- Obtaining or preserving credit, or resolving reporting errors;
- Resolving issues related to identity theft;
- Obtaining protection from financial abuse; and
- Obtaining protection from abuse or neglect in other matters.



ACCESS TO CIVIL JUSTICE

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Key Metrics

Here are some suggested outcomes to include in your proposal:

Outcome Metric
of residents receiving legal counsel or advice
of residents receiving legal representation
of residents receiving student loan debt counseling
of residents receiving protection from financial abuse
of residents receiving federal bankruptcy protection
of residents who preserve their credit
of residents whose debt collection ended or was reduced

Feel free to expand on these, or offer other measures of success in your proposal.

Applicant Qualifications

- Applicants must be nonprofit organizations whose purpose or mission is to provide free civil legal services to vulnerable populations in San Francisco;
- Applicants must have demonstrated expertise in consumer law; and
- Applicants must have the ability to provide culturally competent and humble legal services or translation in languages needed to serve the target population(s).