

Legal Services Vermont Priorities 2021

Priority	Goal	Strategy	Desired Outcomes
<p>Housing: Maintain and improve housing stability and quality for low-income individuals and families.</p>	<p>Help clients avoid eviction or transition to new housing.</p>	<p>Pandemic-related housing cases</p>	<p>Assist 500 clients avoid housing instability related to the COVID-19 pandemic through advice, referral and representation</p>
		<p>General eviction cases</p>	<p>Protect 300 clients from eviction through advice, referral and representation</p>
		<p>Eviction advice cases and outreach</p>	<p>Provide advice and legal information to 300 clients and community advocates on evictions</p>
		<p>Mobile Home Cases</p>	<p>Protect 40 clients from eviction and preserve their mobile home leases through advice, referral and representation</p>
		<p>Subsidized housing cases</p>	<p>Protect housing subsidies for 75 individuals and families through</p>

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		advice, referral and representation
	Habitability cases	Assist 75 clients with housing habitability issues through advice, referral and representation
	Emergency housing cases	Assist 30 clients with emergency housing denials, especially for clients impacted by the COVID-19 pandemic
Ensure that the legal system protects the rights of tenants, and that the public has effective legal information about housing rights		
	Public education through vtlawhelp.org	Provide legal information to 10,000 inquiries on vtlawhelp.org and improve web resources through video tutorials and pandemic-related information
	Support for pro se litigants, better court forms, plain language, and improved court services	Through the Access to Justice coalition, work with the courts to improve court forms, instructions, services, and referrals for tenants
	Improve statewide enforcement of housing habitability codes	Support clients to advocate with Town Health Officers to enforce habitability regulations in 40 cases

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Consumer and Benefits: Improve financial stability for low income individuals and families

Improve clients' financial status through consumer information and advocacy

Debt collection/repo cases

Reduce or prevent judgment in 100 cases through legal information, advice, referral and representation

Bankruptcy/debtor relief cases

Provide counsel and connect 100 bankruptcy clients with private lawyers

Collection practices cases

Assist 30 clients to protect themselves from creditor harassment through legal information, advice, referral and representation

Public education through vtlawhelp.org

Provide consumer and benefits legal information to 2500 inquiries through vtlawhelp.org and improve on-line video resources for small claims cases

Preserve and provide access to basic government benefits

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Family: Preserve and protect family stability and safety

Provide legal support and assistance for individuals in family matters

Social Security Cases	Assist 50 clients in appealing Social Security overpayments and terminations
Food Stamp, Reach Up, Fuel Assistance, and Social Security eligibility cases	Assist 100 clients in receiving or retaining benefits through legal information, advice, referral and representation
Domestic Abuse cases	Assist 200 victims of domestic violence in getting protective orders through legal information, advice, referral and representation
Divorce and Custody cases	Assist 200 clients with counsel and advice in divorce and custody cases through legal information, advice, referral and representation
Public education through vtlawhelp.org	Provide legal information to 10000 on-line inquiries in family law through vtlawhelp.org and improve web resources through on-line tutorials

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Crime victim cases	Provide legal assistance to 50 crime victims through advice, referral and representation
Crime victim referrals	Coordinate crime victim referrals with other statewide agencies for 250 crime victims

Legal Assistance and Education:
Empower low income individuals and families

Provide support for low-income clients in civil legal matters

Helpline assistance for low-income Vermonters	Through helpline support, 5000 low-income Vermonters will receive information and advice about civil legal matters
Counsel and advice cases	200 low-income Vermonters will receive counsel and advice in civil legal matters
Pro Bono assistance	Work with statewide partners to improve LSV's pro bono program and expand pro bono participation by private attorneys

Assist low-income Vermonters in understanding their rights and managing their legal problems

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	Legal information available on the web at vtlawhelp.org	75000 Vermonters receive legal information on a broad range of civil legal issues
	Advice in civil legal matters	300 clients receive pro se assistance in civil legal matters
Assist low-income Vermonters to represent themselves in court		
	Coaching, help with pleadings, and advice in civil court cases	Draft pleadings and provide pro se support to 300 low-income Vermonters with active cases in court, and provide enhances pro-se assistance through web-based video tutorials
Outreach: Improve access to legal assistance and information		
	Provide more access to legal advice and information for low income Vermonters	
	Access to legal clinics	Continue to expand statewide access to legal advice clinics using staff and pro bono resources
	Access to legal information	Continue to expand outreach and training opportunities, especially in underserved areas of the state