

Client Policy Group Report

APRIL 6, 2017

Below is a summary of recent work that has been done for client members in conjunction with the Client Policy Group.

STRATEGY 6. ESTABLISH OUR BRAND AS THE PRE-EMINENT VOICE OF CIVIL LEGAL AID AND PUBLIC DEFENSE AND THE SPECTRUM OF ISSUES CONFRONTED BY THE LOW INCOME COMMUNITY

Increase engagement with key people in our field, especially members or potential members, funders, clients

Planning has begun on a new issue of the Client Update, to include new articles that will address the impact of the current political environment on civil legal aid and defender services, as well as articles drafted for previous Update issues that had been cut for space considerations.

Planning is also underway to create a new-and-improved client listserv, which will be open to all NLADA client members and promote collaboration in the community.

Finally, following significant outreach efforts to client members regarding the recent Bylaws vote, staff is strategizing the best way to collect updated contact information for client members and determine the most effective communication methods for conducting outreach to them.

STRATEGY 8. GROW AND DIVERSIFY OUR MEMBERSHIP BY PROVIDING VALUE AND EFFECTIVE ENGAGEMENT

Increase membership in NLADA (recruitment)

A new brochure for Client Membership is in the final design stage. It is designed with a two-fold function: first, to serve as a stand-alone promotional/recruitment piece that can be sent to individual client members advertising NLADA membership; and second, to complement existing program membership brochures to advertise client membership to program leaders as a benefit for their client boards.

New client membership recruitment can be conducted following outreach efforts to update client member contact information.

Client Policy Group Agenda

MARCH 30, 2017 | 5:15 – 6:15 P.M. EST

TELECONFERENCE/MEETING LOCATION

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|----------------------|--|
| 5:15 – 5:20 (5 min) | Introductions & Roll Call |
| 5:20 – 5:40 (20 min) | Reports <ul style="list-style-type: none">• Chair• President |
| 5:40 – 6:00 (20 min) | New Initiatives <ul style="list-style-type: none">• Annual Conference Topics• Client Update• Possible facebook group• Other membership strategies |
| 6:00 (15 min) | Other Items |
| 6:15 | Meeting Adjourns |

Minutes

NOVEMBER 8, 2016 AT 9:30 A.M.

INDIANAPOLIS MARRIOTT DOWNTOWN

Present: Harry Johnson (Chair), Regina Kelly (Vice Chair), Betsy Biben (by phone), Shawntelle Fisher, Catherine Harris, Sue Lau, Ben Obregon, Rosita Stanley
 Absent: Myrnairis Cepeda, Theron McNeil, Marcy Muller
 Others: Marea Beeman, Alex Gulotta, Lucille Logan (Chair of NOCA), Chandra Nicholson, Don Saunders, Maria Soto, Jo-Ann Wallace, Jenna Welch

ROLL CALL, INTRODUCTION, AND APPROVAL OF AGENDA & MINUTES

Harry Johnson called the meeting to order, welcomed everyone to Indiana, and conducted introductions. The agenda and minutes were reviewed and unanimously approved.

REPORTS

Chair's Report

Harry Johnson asked everyone for a brief moment of silence in memory of the past Chair, Darryl Hunt.

Johnson announced that Charles Wynder, Jr. has been replaced by NLADA membership staff as the temporary facilitators for the Client Policy Group until a more permanent staffing solution can be implemented. He reviewed some of the work that has already been conducted in collaboration with staff, including a client membership discount campaign and the production of the recent issue of the Client Update.

He also announced that Jim Sandman and Jo-Ann Wallace donated funds this year to the Client Contribution Awards, which allowed additional awards to be given. Harry noted that Edgar Cahn would like to see the awards continued, although new funding mechanisms (outside of his personal funds) would need to be established.

The group discussed the importance of highlighting clients' efforts, like those recognized through the awards. Staff affirmed plans to create a webpage promoting the 2016 award winners and nominees. Rosita Stanley suggested including information on all past winners and nominees. She also requested copies of the grants used to fund the awards to reference in discussions about the future of the awards.

Defender Report

Marea Beeman reported on defender staff's current grant projects, including the MacArthur Safety & Justice Challenge, which is a five-year, \$100 million initiative aimed at helping jurisdictions across the country create fairer, more effective local justice systems, and work supported by the Open Society Foundations to increase the capacity for defenders to appreciate and use data to improve their services.

She also discussed NLADA's work with the U.S. Department of Justice, Bureau of Justice Assistance's (BJA) Smart Defense Initiative, which is part of BJA's broader Smart Suite Initiative. The Smart Suite Initiative is a strategic approach that brings more "science" into criminal justice operations by pairing research partners with justice system practitioners in developing evidence-based, data-driven strategies that are effective, efficient and economical. Smart Defense projects seek to strengthen state and local public defense delivery systems, guided by the ABA's Ten Principles of a Public Defense Delivery System, in New York, Kentucky, Wisconsin, Texas, and California. NLADA is the Training and Technical Assistance (TTA) provider for BJA's six funded projects in these four states. Beeman noted that under an expansion of responsibilities funded by BJA in late 2016, NLADA will also be providing more on-the-ground technical assistance to public defender programs and promoting the role that defenders can play in another BJA grant-funded project, the Byrne Criminal Justice Innovation Initiative. Finally, NLADA received funding to create a staff position that will help state and local defender programs access federal grant funding.

Stanley suggested that staff work to help bridge the communications gap between legal practitioners and clients, including by communicating this challenge to the managing agencies of defender grants. Beeman affirmed that staff is proactive about including information about client input in NLADA's grant applications to communicate this priority. Beeman also stated when the new staffer comes on board they will be made aware of the Client Policy Group so information-sharing can take place and the group's input and priorities can be taken into account.

Beeman also announced the schedule for 2017 defender training events.

Membership Report

Jenna Welch introduced herself and Chandra Nicholson as the current primary staff liaisons to the Client Policy Group. She called attention to the conflict of interest forms that had been provided, asking that all group members review the policy and sign and return the form to staff.

Welch reviewed the projects that staff has already worked on with members of the group, including the Client Update, the Client Contribution Awards, and the development of a new client recruitment campaign with input from the chair and the Membership Committee's Renewal and Retention Subcommittee. She noted that the awards nominations and selection processes were adjusted this year in order to accommodate additional promotion and a shortened nomination season, but staff still received a set of strong nominations and the awards selection group selected very deserving recipients. She affirmed that if the awards should continue in future years, new processes will be documented to provide consistency between nomination seasons. Stanley expressed a concern that the Client Contribution Awards overlaps with the Mary Ellen Hamilton Award nomination season. Because the Contribution Awards provide monetary awards but the Mary Ellen Hamilton award is unfunded, the contribution awards received more nominations. She requested that in the future the awards be promoted at different times so that the Mary Ellen Hamilton Award can retain its prominence.

Welch also presented the Client Policy Group with a draft of a new client membership brochure and requested the group take some time to review the document and provide feedback later by

phone or email. Sue Lau suggested that any images on the brochure reflect the diversity of the client community, including families and children if possible.

Stanley raised a question about the relation of the National Organization of Client Advocates to the NLADA Client Section, specifically regarding whether section dues and NOCA dues are duplicative. Staff advised that they would investigate so that it could be discussed at a later date.

Civil Report

Don Saunders reported on the activities and initiatives of the civil staff team. He began by advising that staff are developing a set of policy recommendations addressing class action suits, immigration legislation, legal aid funding, and more. He noted that the DOJ continues to support NLADA's civil initiatives, including by sending several representatives to the Civil Caucus at the annual meeting.

Additionally, he reported on the Bank of America settlement, which addresses improprieties in mortgage lending and has provided significant resources to represent clients of civil legal aid programs. He also advised there will be more focus on environmental justice, community revitalization, job training and access to jobs, and re-entry issues through programs funded through Interest on Lawyers' Trust Accounts (IOLTA).

President's Report

Jo-Ann Wallace discussed the Board's governance work in accordance with the principles laid out in the Strategic Plan. This includes a number of bylaws changes that impact Board and Policy Group composition. She provided an overview of the changes, noting that modifications for the bylaw changes will be submitted to the Board for approval first, and if approved, will then go to the membership for a vote. Alex Gulotta expressed his support for the changes.

COMMITTEE REPORTS

Training Report

Regina Kelly announced that she, Wynder, Stanley, and Johnson came up with some great session ideas for the conference that would help the clients and also offer ways for them to take information back to help their communities. She noted that although not all of their suggested sessions could be implemented, they still had a wonderful Client Track lineup for the conference. Regina announced that she, Shawntelle Fisher, and Eddie Ellis will be doing a panel from a holistic point of view on incarceration adjustment in homage to Darryl Hunt.

Outreach Report

Johnson announced the client award reception will take place on Thursday, November 10th at 7pm, and that the awardees will be Rev. Terence Dicks, Larry and Latryna Carlton, Lucinda Horne, and Ofelia Zapata.

NEW BUSINESS

Lau congratulated NLADA for publishing and distributing the recent issue of the Client Update. Johnson noted to include NOCA's name as joint with NLADA on future issues.

ELECTION OF OFFICERS

Johnson conducted the election process.

Fisher nominated Regina Kelly for Chair of the Client Policy Group. No other nominations were presented. Kelly accepted.

Stanley nominated Shawntelle Fisher for Vice Chair of the Client Policy Group. No other nominations were presented. Fisher accepted.

Fisher nominated Catherine Harris for Secretary. Harris declined the nomination citing other responsibilities. Betsy Biben then nominated Rosita Stanley for Secretary. Stanley accepted.

Stanley requested to have draft minutes within 45 days following the meeting. Staff advised that they would aim to comply with this request.

WRAP-UP AND ADJOURN

Stanley thanked Maria Soto for her leadership and placing staff to facilitate the Client Policy Group.

Biben followed up on the discussion at the previous meeting regarding a potential change to the group's name. The group briefly discussed again some of the challenges a name change might present, including legal implications and bylaws requirements. Stanley suggested additional research and a longer discussion would be required. Staff affirmed that this could be added to the agenda for the next meeting.

Stanley suggested the group meet more regularly than normal three scheduled meetings in order to make more progress on its work throughout the year. Staff affirmed that conference calls can be scheduled in between the normal governance meetings so that the group can touch base on ongoing initiatives.

Johnson turned the meeting over to the new Chair, Regina Kelly. Kelly thanked Johnson for his service as chair, and also recognized the work of Catherine Harris and Sue Lau, whose terms are also expiring. Lau requested information about the upcoming elections for the vacant slots, and staff responded that information about elections will be available as logistics are worked out.

Kelly adjourned the meeting at 12:30 pm.