Integration of Several Components/Endeavors

- Interviews
  - Leadership
  - Employees
- Focus Groups
  - Community agency leaders
- Consultant's Report
- Wayne State University Needs Assessment
- Civil Law Group Strategic Planning Conference
  - SWOT (Strengths/Weaknesses/Opportunities/Threats

Writing Committee

- Shawniece Clark
- Gwen Dozier
- Ed Hudson
- Michelle Johnson
- Sally Root
- Stella Cowan
- Roger Lennert

Strategic Plan 2005

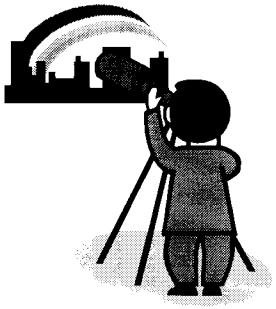
Roadmap to the Future

Civil Law Group

LAD

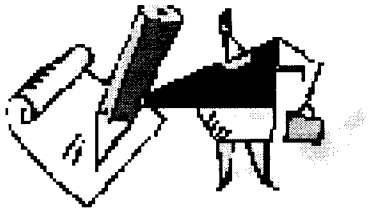
LEGAL AID AND DEFENDER ASSOCIATION INC

Vision



- The vision of the Civil Law Group is to be the best provider of direct legal services and systemic change on behalf of low-income citizens in Michigan, and be a model of excellence from which other providers anywhere can benefit.

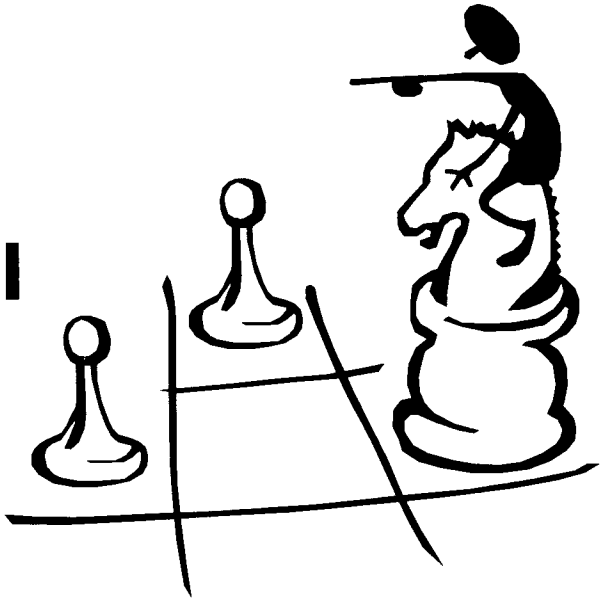
Mission



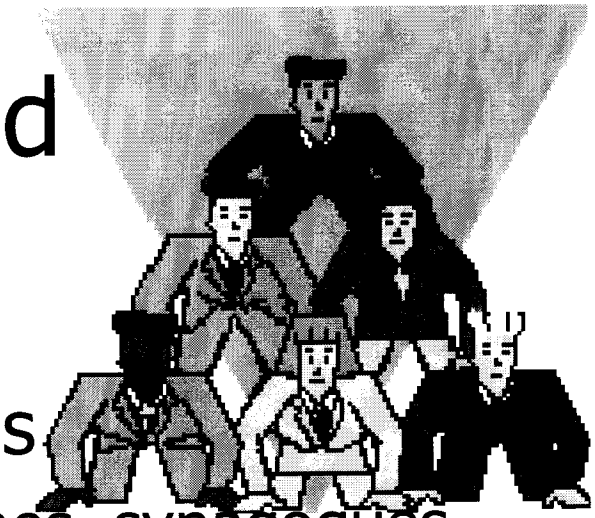
- In addition to furthering the Mission of the Organization, the Mission of the Civil Law Group is to improve the quality of the lives of individuals and families within our client communities through direct legal representation and assistance, and collectively through systemic change in the legal system.

Strategies for Action

- Group One: **Building Partnerships and Collaborations**
- Group Two: **Funding**
- Group Three: **Systemic Legal Work**
- Group Four: **Delivery of Legal Services**
- Group Five: **Communication**



Building Partnerships and Collaborations



- **Goal:** Create new collaborations
  - Strengthen connection with churches, synagogues, and other faith-based institutions
  - Develop list of human services organizations as a ready resource
  - Increase involvement of all staff in community activities
  - Increase the number of pro se clinics, other client legal education, and other outreach activities

Funding

- **Goal:** Increase the amount of funds available to the Civil Law Group
  - Create and follow development plan
  - Provide adequate human resources for funding
  - Seek best development practices from other legal services providers or nonprofits
  - Annual fundraiser
  - Investigate potential revenue opportunities other than traditional fundraising

Systemic Legal Work

- **Goal:** Create permanent change in the legal system that will increase the number of low-income individuals and families reached by the Civil Law Group
  - Create a permanent Systemic Law Unit
  - Create task force to set up Systemic Law Unit

Delivery of Legal Services

- Goal: Seek changes/improvement of existing administrative functions, processes and procedures of routine case preparation
  - Improve telephone system
  - Standardize basic work product of the Civil Law Group
  - Reorganization of staff, responsibilities and tasks
  - Establish minimum mandatory standards for continuing legal education

Delivery of Legal Services, cont.

- Increase the foreign language capability of the Civil Law Group
- Pro Bono Services

Communications

- **Goal:** Improve the content, frequency and two-way flow of information between Executive Leadership of the Organization and Executive Management of the CLG and all members of the Civil Law Group
  - Increase frequency of internal communication
  - Improve communication between Civil Law Group and entire LAD organization

Communications, cont.

- Design and implement a Marketing Program that will identify and reach key target audiences including:
  - Client communities
  - Corporate and law firm communities
  - Foundation and donor communities
  - Human services

Next Steps

- Executive management selects strategies for implementation
- Define implementation workgroups
- Monitor/evaluate implementation process
- Select next set of strategies to implement

Selected Strategies

- Group One: Building Partnerships and Collaborations

  Strategies 1 and 2 and 3

- Group Three: System Legal Work

  Strategies 1 and 2