

**PERFORMANCE STANDARDS
SERVICE UNITS**

ATTACHMENT E-1

<u>AGENCY NAME: COMMUNITY LEGAL AID SOCAL</u>				<u>CONTRACT TERM:</u> <u>January 1, 2024 to September 30, 2024</u>	
<u>PROGRAM NAME(S): Legal Assistance (OARR)</u>					
<u>CONTRACT #: MA-012-23010312</u>				<u>DATE: November 2023</u>	
<u>PROGRAM SERVICE</u>	<u>NUMBER OF ANNUAL SERVICE UNITS</u>		<u>UNDUPLICATED PERSONS SERVED</u>	<u>SERVICE CATEGORY</u>	<u>DESCRIPTION OF SERVICE UNITS</u>
<u>Legal Assistance</u>	<u>1,500</u>	<u># of Legal Assistance Hours</u>	<u>400</u>	<u>Non-Registered</u>	<u>Legal Assistance (1 Hour): Legal advice, counseling and representation by an attorney or other person acting under the supervision of an attorney.</u>
	<u>20</u>	<u># of Pro Bono Hours</u>	<u>20</u>	<u>Non-Registered</u>	<u>Pro-Bono (1 Hour): Contractor agrees to make a good faith effort to provide a minimum number of hours of pro bono legal services during each year of the contract equal to the lesser of 30 multiplied by the number of full time attorneys in the firm's offices in the State, with the number of hours prorated on an actual day basis for any contract period of less than a full year or 10% of its contract.</u> <u>For Example: A legal provider with 3 full time attorneys will pledge to provide 90 hours of pro bono services if their contract is for a full year (or prorated otherwise).</u>
	<u>25</u>	<u># of Community Education Activities</u>	<u>1,500</u>	<u>Non-Registered</u>	<u>Community Education (1 Activity): Educating groups of older persons, their families, friends, and community organizations/facility staff on rights, benefits, entitlements, and health and wellness information for older persons either residing at home or in an institutional setting.</u>
	<u>40</u>	<u># of Outreach Contacts</u>	<u>40</u>	<u>Non-Registered</u>	<u>Outreach (1 Contact): Interventions (one-on-one contacts) with individuals initiated by an agency or provider for the purpose of identifying potential clients (or their age 60+ caregivers) and encouraging their use of existing services and benefits.</u>