Statewide Legal Services of Connecticut, Inc.

Civil Legal Aid Annual Report

2017



Empowering Low-Income Clients throughout Connecticut for Twenty-Two Years.

"Injustice anywhere is a threat to justice everywhere."
-Rev. Martin Luther King, Jr.

a letter from the **EXECUTIVE DIRECTOR**

Dear Friends and Supporters,

In celebration of Statewide Legal Services of Connecticut, Inc.'s (SLS) 22nd Anniversary we are honoring the many partners – seen and unseen – who inspire us to continue providing quality free civil legal services. We are especially grateful to those who worked long and hard to preserve our core federal funding without which we would have to shut our doors.

Our partners come in many guises: legal aid providers, legal foundations and associations, social service agencies, law schools' faculty and students, our Judicial Branch, our Leadership Circle of Connecticut law firms, and the many attorneys and legal professionals who practice in firms of all sizes and specialties.

SLS is the only not-for-profit law firm providing free civil legal services to low-income individuals and families living in all 169 towns and cities within the State of Connecticut. Our dedicated attorneys, paralegals, and pro bono volunteers provide a comprehensive range of free civil legal services to individuals who cannot afford to hire a private attorney. These services reflect our core values of equality, justice, and responsibility to assist vulnerable communities seeking greater access to our civil court system.

This year, Anne, a low-income client receiving legal help to avoid an eviction, told us, "I am crying for joy. If it weren't for you, I don't know where I would be."

Without you - our supporters - we too would not know where we would be.

Our Annual Report allows us to thank you – our partners, pro bono attorneys, and friends – for the continued financial and legal resource support you have given us.

Your commitment and continual support motivates us to work harder to advocate for the critical legal interests of our clients and reach those who are in need of assistance but are unable to access our civil legal system.

Warmly,

Janice J. Chiaretto Executive Director

TABLE OF **CONTENTS**

A LETTER FROM THE EXECUTIVE DIRECTOR

A YEAR OF
RESPONSIVE BOARD
ENGAGEMENT

A YEAR OF INCREDIBLE
TECHNOLOGY INNOVATION

A YEAR OF COMMUNITY-BASED OUTREACH & ADVOCACY

A YEAR OF PRESERVING DECENT & AFFORDABLE HOUSING

A YEAR OF SECURING
BASIC NEEDS & PUBLIC
BENEFITS

A YEAR OF IMPROVING SUPPORT TO FAMILIES

A YEAR OF FINANCIAL DATA

A YEAR OF SUPPORTERS PRO BONO ATTORNEYS

A YEAR OF LEADERSHIP
BOARD OF DIRECTORS &
STAFF

A FUTURE OF COMMITMENT SUPPORTING OUR WORK

a year of responsive **BOARD ENGAGEMENT**

Statewide Legal Services of Connecticut, Inc. is guided by the leadership of a diverse, voluntary Board of Directors comprised of fifteen attorneys and client members with professional and community-based advocacy connections throughout the State of Connecticut.

This year, as program ambassadors, our Board of Directors organized and championed a private bar development campaign in order to affirmatively support SLS' program mission and to promote awareness of SLS' comprehensive legal services delivery system. The development campaign's purpose was to garner support from Connecticut's leading law firms.

In its inaugural year, the <u>2017 Legal Assistance</u>, <u>Access and Action Campaign</u> raised \$20,000 in law firm donations to financially support SLS' statewide, comprehensive client intake and referral services, free legal advice and counseling, and integrated pro bono legal service programs.

SLS board members are committed to our program and its mission to empower low-income individuals living in Connecticut to obtain justice by providing them with the tools to address their civil legal needs.

Moreover, SLS board members recognize their responsibility to continue to help develop resources, promote awareness of our legal services delivery programs, and to enhance SLS' program effectiveness and partnerships in our communities and within the private bar.

2017 SLS Legal Assistance, Access and Action Campaign LEADERSHIP CIRCLE of LAW FIRM FINANCIAL SUPPORTERS











SLS expresses sincere gratitude to the Leadership Circle of Connecticut law firms who financially supported our impactful work to bridge the access to justice gap in Connecticut.

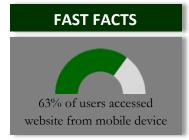
a year of incredible

TECHNOLOGY INNOVATION

As Connecticut's sole award recipient of the Legal Services Corporation's Technology Initiative Grants, SLS has contributed \$441,768 in federal dollars to Connecticut's Legal Aid Network to develop innovative tools for self-represented individuals seeking justice.

SLS recognizes the importance of expanding beyond traditional legal aid resources to develop and utilize technology as a legal tool to assist low-income people.

With the Legal Services Corporation and the Connecticut Bar Foundation's financial support, SLS has developed Connecticut's





CTLawHelp.org webpage, a critical legal aid tool for low-income, self-represented parties to empower themselves to seek justice.

CTLawHelp.org

SLS, with support from our local legal aid partners, is about to launch the updated CTLawHelp.org website. The updated website offers greater mobile-friendly, accessibility to our increasing population of mobile-dependent users. Now, Connecticut residents can access empowering legal aid resources regardless of the device, internet connection, or data plan they may have.

RePresent Game App

Additionally, SLS partnered with Northeastern University's NuLawLab to update our RePresent game to a mobile-friendly version now located in the App Store and on iTunes. RePresent is an interactive online game providing self-represented parties with a basic understanding of how to effectively advocate for themselves in court.

RePresent: Renter Game

SLS also partnered with Northeastern University's NuLawLab to build an interactive online game providing self-represented individuals facing summary process evictions with legal resources to better understand the legal process and ways to advocate for themselves in court. The RePresent game was developed after recognizing the need to provide empowerment tools to Connecticut residents facing summary process eviction. This new game can also be found on our CTLawHelp.org website, in the App Store, and on iTunes.

SLS remains grateful to our federal funders, innovative partners, and dedicated volunteers for partnering to develop effective uses of technology to bridge Connecticut's access to justice gap.

a year of community-based **OUTREACH & ADVOCACY**



Statewide Legal Services of Connecticut's legal work includes joining with community-based social service providers, public libraries, and local nonprofits to educate low-income individuals and healthcare professionals about legal resources and access to free legal advice.



SLS' "I Heart Justice" collaboration with the Connecticut Women's Education and Legal Fund and Connecticut Alliance for Basic Human Needs focuses on expanding legal services to the Greater Hartford communities, with a special emphasis in reaching out to the underserved Hispanic community. This collaboration is funded by the Hartford Foundation for Public Giving, and has impacted the lives of low-income individuals in the Greater Hartford area.



SLS' "Collaborative for Fair Justice" project focuses on culturally responsive, holistic, legal and social services for low-income residents living in Waterbury. SLS and our legal aid partner, Connecticut Legal Services, provided legal education trainings at New Opportunities Inc. to train social service providers to identify a constituent's legal issue and work with them to seek legal assistance. This project is funded by the Connecticut Community Foundation.

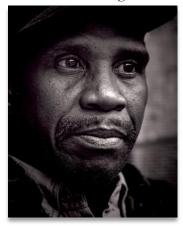
SLS' "Your Money, Your Goals", a bilingual financial literacy toolkit, allows SLS advocates and pro bono volunteers to conduct community-based learning and financial empowerment seminars. These seminars encourage financial goal-setting and offers effective strategies to manage money.

SLS is grateful to our collaborating partners, the Federal Consumer Financial Protection Bureau, and our generous institutional supporters who make it possible for SLS to directly drive free legal services into our communities.

a year of preserving

DECENT & AFFORDABLE HOUSING

Statewide Legal Services of Connecticut recognizes a home provides increased stability and safety for an entire family. Our advocates and pro bono attorneys work with low-income clients to prevent evictions and to assist clients in maintaining or increasing the availability of decent and affordable housing.



In 2017, an SLS Advocate partnered with a pro bono attorney to halt the eviction of a recently unemployed, single father. The legal team also reached out to a local social service partner for assistance. The social service partner donated \$800 towards the client's arrearage use and occupancy bill, which further helped this low-income family.

Jeff*, a recently unemployed, single father caring for his three young children, reached out to SLS because he was being evicted from his two bedroom apartment after his landlord claimed his month-to-month lease was terminated. Between caring for his 18-month old son and actively looking for a job, Jeff needed more time to find a safe home for himself and his children.

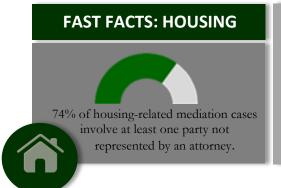
Our advocate advised Jeff to file an Appearance and Answer in court. Recognizing Jeff could benefit from the help of an SLS Pro Bono Attorney, our SLS advocate partnered with a pro bono attorney willing to directly represent our client in Housing Court.

Our pro bono attorney filed an Appearance and spent more than 25 hours successfully negotiating two stay of executions for Jeff. This afforded Jeff additional time to find safe housing for him and his children and he no longer had to worry that his family would be homeless while he was seeking new employment. Jeff was able to stay in his home for an additional five months.

Additionally, the pro bono attorney and the SLS advocate reached out to our partnering social service provider to help Jeff with an \$800 use and occupancy arrearage payment. Jeff no longer had to worry about finding the money to pay back the one month's arrearage to his landlord.

SLS advocates and our committed pro bono attorneys work every day to assist low-income families facing eviction, and to leverage the assistance of community-based nonprofits to fight homelessness.

SLS empowers low-income families with the necessary legal tools to stay in their homes and to receive fair, affordable housing.





3,740

Housing clients helped

"I have money
to put down on
a new
apartment
because of you."
-Housing Client

a year of securing

BASIC NEEDS & PUBLIC BENEFITS

Statewide Legal Services of Connecticut recognizes that state and federal benefits improve a low-income family's ability to avoid eviction and debt collection, while also improving the health and well-being of each person. Our advocates and pro bono attorneys work with low-income individuals to preserve cash benefits, secure healthcare benefits, and maintain public entitlements.

In 2017, an SLS Advocate empowered a woman, who has a disability, appeal the termination of her Supplemental Nutrition Assistance Program (SNAP) benefits. As a result, she is now receiving the necessary support to afford the cost of food at her local supermarket.

Lucy* reached out to SLS because she was confused as to why her SNAP benefits had been terminated. She had submitted the necessary recertification documents to the local Department of Social Services Office (DSS), but when she went to the supermarket her EBT card was declined.

An advocate reviewed Lucy's termination letter. The advocate explained DSS was claiming it had not received or processed her documents. The advocate advised Lucy to request a hearing immediately and to request her SNAP benefits be reinstated pending the final hearing determination.



The advocate also told Lucy how to fill out her redetermination documents. The advocate emailed the documents to the DSS Operations Manager with a brief description of the problem.

After emailing the DSS Operations Manager with this information, Lucy's SNAP benefits were immediately transferred to her EBT card. Lucy is now receiving the benefits she needs to buy groceries; her SNAP benefits have been reinstated.

SLS advocates advise low-income individuals, like Lucy, about the complicated steps to secure or to appeal decisions about their public entitlements.

FAST FACTS: BENEFITS SLS Benefits Unit 5 advocates education level less than 12th grade SLS Benefits Unit 5 advocates helped "She really listened to me." -Benefits Clients helped

a year of improving **SUPPORT TO FAMILIES**

Statewide Legal Services of Connecticut recognizes that by improving a low-income individual's ability to advocate and navigate the complicated Family Court system, we are helping him/her make life-changing decisions when decision-making is most challenging for him/her and the well-being of his/her family. Our advocates and pro bono attorneys support, educate, and empower low-income men and women with the tools to navigate the Family Court system.

An SLS advocate partnered with a pro bono attorney to assist a woman in filing a divorce and secure alimony from her abusive husband.



Jane*, who was unable to work because she is disabled, reached out to SLS because her husband was abusing her. Unfortunately, Jane felt trapped because she was financially dependent on her husband to provide for her.

An SLS advocate advised Jane she had a right to file a restraining order, if her husband was threatening her. Identifying that Jane needed direct representation, the SLS advocate secured the services of a pro bono attorney, who

filed an appearance in court on behalf of Jane.

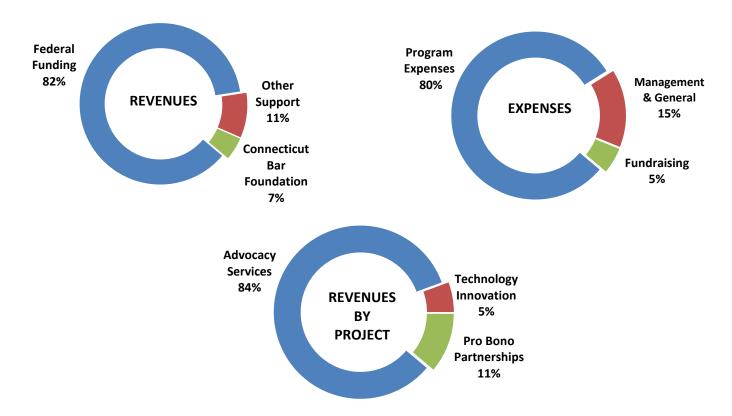
The pro bono attorney advocated in court for Jane's safety and financial security. As a result, Jane is now divorced from her abusive husband and is receiving weekly, non-modifiable alimony. Jane was able to afford a safe place to live and is rebuilding her life.

SLS advocates and our committed pro bono attorneys work every day to empower and protect low-income individuals faced with complicated divorce and domestic violence issues.



a year of

FINANCIAL DATA & REVENUE (2016)



2016-2017 Financial Supporters

Bank of America Settlement Award Connecticut Legal Services (Department of Housing Contract) Connecticut Bar Foundation Court Fees Grants-In-Aid Connecticut Bar Foundation Interest on Lawyers' Trust Accounts Program Connecticut Bar Foundation Judicial Branch Grants-In-Aid Connecticut Community Foundation General Donations Grace Jones Richardson Trust Harford Foundation for Public Giving Legal Services Corporation Basic Field Grant Legal Services Corporation Technology **Initiative Grants**

2016-2017 Financial Supporters (cont.)

Mashantucket Pequot Tribal Nation New Haven Legal Assistance Association (IT Support) Pine Tree Legal Assistance Pro Bono In-Kind Support Webster Bank

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Narcisco, Claudette J.

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2017 Law Students & Bar Candidates

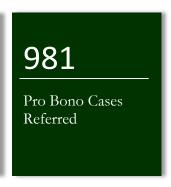
Angels, Mackenzie Crawford, Marisa Foley, John Khanna, Rachna

2017 Pro Bono Awards & Recognition

Kupfer, Brett, 2017 Honorable Anthony v. DeMayo Pro Bono Award Eileen Jenetopulos, 2017 Honorable Anthony v. DeMayo Pro Bono Award Shipman & Goodwin LLP. Hartford County Bar Association Pro Bono Award







*2016-2017 pro bono cases

a year of leadership

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a future of commitment to justice **SUPPORTING OUR WORK**

The generous support from our Leadership Circle of Connecticut law firms and our pro bono attorneys allowed SLS to provide free civil legal services to **more than 7,500 low-income Connecticut clients**.

These vital legal services increase a family's access to basic necessities, ensure safety and stability, and encourage economic stability. In 2018, SLS remains committed to:

- ➤ Collaborating with community-based service providers to identify emerging legal needs;
- Evaluating the impact of our legal services on our clients and in our communities;
- Developing and enhancing our self-represented litigant toolkits and online advocacy tools; and
- Expanding the network of engaged pro bono attorneys and supporters to build upon our existing legal aid programs.

Your support makes it possible for SLS to continue to expand our direct legal services, to develop innovative technology to connect and empower those in need, and to drive community-based lawyering in our most vulnerable communities.

Donate online: Making an online gift at <u>www.slsct.org</u> is quick, safe, and secure.

<u>Donate by mail:</u> Send your check – payable to **Statewide Legal Services of Connecticut, Inc.** to 1290 Silas Deane Highway, Suite 3A, Wethersfield, CT 06109.

Together we can help Connecticut's most financially vulnerable individuals obtain free legal help to resolve urgent life problems. Every donated dollar will go towards making a difference in the lives of our low-income clients. Thank you for your continued support of SLS as we continue providing free legal assistance – statewide.

With great appreciation,

Janice J. Chiaretto Executive Director