Statewide Legal Services of Connecticut, Inc.

Civil Legal Aid Annual Report

2018



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

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

A letter from the

EXECUTIVE DIRECTOR

Dear Friends and Supporters,

"The Justice Gap" - This phrase, perhaps even the idea, was not commonly heard when SLS opened its doors in 1996. It was not that the problem was novel. It was just that the legal community had to find innovative, cost effective strategies to bridge that gap on a large scale. The challenge to our profession was, as it is today, how to stretch thinning legal aid resources to bridge the gap, how to reach those without the material resources or linguistic advantages to function within our legal system, and to help thousands of marginalized people in peril of receiving no help at all. Then, as now, the "justice gap" could be understood through the eyes of our clients as a knowledge gap, a dignity gap, and an empowerment gap. SLS was created to bridge that gap by providing "unbundled" legal services ranging from self-help advice to full representation through referrals to non-profit and private law firms in every corner of the state. We harness cutting edge technology that, in tandem with a talented dedicated staff, provide legal services, dignity, and empowerment to those thousands of low-income individuals and families that reach out to us each year. We are excited to say that, this year, SLS launched a comprehensive three-year strategic planning process. As part of that process, we conducted a legal needs assessment survey directed at the human service providers who work with the same low-income population that we do. When asked to identify their clients' most pressing and unmet civil legal needs, two areas of chronic need - housing and family - topped their list.

Equally as important, they identified a third category of need that spoke not to a particular subject matter, but to what SLS, as a bridge builder to justice, does so well. They said they would like to see greater access to in-depth legal advice; access to self-help information; help with legal processes; assistance with navigating a complex legal system; more community legal education; and, help for people with limited English proficiency. In short, they called upon SLS to provide more of our "unbundled" services to bridge the justice gap than ever before.

SLS will be there to answer that call. However, we can never build our bridges alone. Our Annual Report allows us to thank you - our funders, partners, supporters, and friends – for your much-needed financial and moral support. With your continued support, SLS will be able to provide our core services to those in need, while pursuing new innovative ways to help bridge the justice gap. Together we stand to assist our vulnerable communities achieve greater access to our civil court system, and therefore, access to justice itself.

Let's keep building bridges together!

Warmly,

Janice J. Chiaretto Executive Director

Juri 1. Christ

a year of responsive

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STAFF

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BOARD ENGAGEMENT

Statewide Legal Services of Connecticut, Inc. (SLS) is guided by the leadership of a diverse voluntary



Board of Directors comprised of 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 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.

The 2018 Legal Assistance, Access and Action Campaign

financially supports SLS' comprehensive client intake, legal services, and integrated community legal outreach and education programs.

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

2018 SLS Legal Assistance, Access and Action Campaign LEADERSHIP CIRCLE of LAW FIRM FINANCIAL SUPPORTERS







Pulling Together. Succeeding Together.







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

a year of incredible

TECHNOLOGY INNOVATION

As Connecticut's sole award recipient of the Legal Services Corporation's Technology Initiative Grants program, SLS has contributed \$500,970 in federal dollars to the Connecticut Network for Legal Aid 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 aid tool to assist low-income people.

63% of users accessed our website from a mobile device



With the Legal Services Corporation and the Connecticut Bar Foundation's financial

support, SLS continues to develop innovative resources for Connecticut's CTLawHelp.org website, a critical legal aid tool for low-income, self-represented parties to empower themselves to seek justice.

CTLawHelp.org

In 2018, with support from our local legal aid partners and funders, SLS rolled out a new version of CTLawHelp.org designed to be more functional and accessible to our ever-increasing population of mobile-dependent users. Users can now connect to appropriate legal information, self-help tools and materials, and triage services all on their mobile devices.

RePresent Games

In 2018, SLS partnered with Northeastern University's NuLawLab and legal aid programs in Maine, Massachusetts, and New Hampshire to roll out an updated version of our RePresent game on the statewide websites in all four states. We built an additional game, RePresent – Renter, for self-represented individuals facing summary process evictions. Both games provide an interactive experience designed to provide self-represented parties with a basic understanding of how to prepare for and effectively advocate for themselves in court. The games are available on CTLawHelp.org, in the Google App Store, and on iTunes.

Game Evaluation

SLS conducted a formal evaluation of the games and the data indicated that these resources are easily accessible and widely used by the general population. Most game users reported an average of six current legal problems, with the most common legal problems related to money or debt, family, and housing. Over 50% of game users reported that they learned a great deal from these games, that they were very enjoyable, and they would recommend them to others. The act of going to court can be terrifying. It is good to know that our work is doing its part to de-mystify that process and make our clients' and users' lives a little less stressful.

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

a year of community-based

OUTREACH & EDUCATION

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 service providers about legal resources available and how to access free civil legal assistance.

SLS staff members and volunteers provide legal education trainings to our frontline social service providers and directly to our client-eligible community.

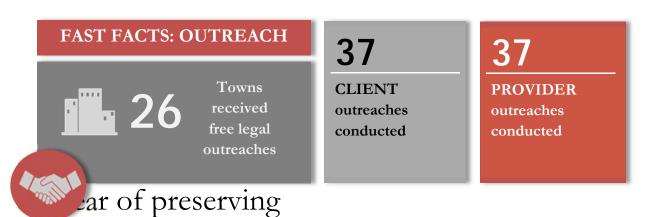
In 2018, **SLS** conducted 77 outreaches in 26 Connecticut towns. Through these presentations, social service providers and potential clients received important information on how to identify a legal problem and find the resources needed to alleviate that problem. Lowincome individuals and community members, attending our presentations, were provided with self-help legal educational materials that empower an individual to seek justice in order to stabilize their lives.

One example of the types of outreach SLS provided in 2018 was **Stand Down**, an event for Connecticut Veterans, where SLS advocates provided legal assistance and resource advice to those attending. Another example was our tabling at the **American Job Center**, where SLS advocates provided legal information to individuals and provided access to our online legal aid application.



SLS also led eight "Your Money, Your Goals"

financial empowerment seminars for local social service providers to help them empower their low-income clients to manage their finances, create budgets, and set long-term financial goals. Your Money, Your Goals is a bilingual financial literacy toolkit, which allows SLS advocates and pro bono volunteers to teach social service providers and low-income individuals on financial goal-setting and effective strategies to manage money.



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 2018, an SLS Advocate halted the eviction of an elderly woman who was struggling to understand why her requests for a hearing were unanswered by the Housing Authority.



Jennifer*, an elderly woman living in subsidized housing and receiving Social Security Disability Income, reached out to SLS because she was being evicted from her apartment after her landlord claimed she was violating the terms of her lease. Jennifer had lived in her apartment for more than eight years. She was confused about the legal process, upset her neighbor was playing loud music, and worried about the effect this situation had on her mental health.

Our advocate advised Jennifer to request a hearing with the Housing Authority in order to avoid termination of her lease in one month. Despite Jennifer's best efforts, the Housing Authority was avoiding her requests for a hearing, and they claimed she was harassing her neighbor by calling the police to report her neighbor's loud music.

During this time, Jennifer was suffering from increased anxiety, insomnia, and depression relating to the uncertainty of her housing situation. An SLS advocate agreed to represent Jennifer.

The advocate demanded a hearing date, worked with Jennifer's psychiatrist to request a reasonable accommodation to present to the Housing Authority, and fought to keep her in her subsidized apartment. As a result, the Housing Authority accepted Jennifer's request for a reasonable accommodation and decided not to move forward with the eviction. Jennifer no longer has to worry about finding and affording a new place to live.

SLS advocates work every day to assist low-income individuals and families facing eviction in order to make sure they are aware of their legal rights and have the legal tools they need to seek justice to stabilize their lives.

SLS empowers low-income individuals and families by providing them the tools they need to stay in their homes and maintain safe, affordable housing.



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

In 2018, an SLS Advocate partnered with one of our "sister" legal aid programs to assist a Spanish-speaking woman in appealing the denial of her state cash assistance (SAGA) benefits. As a result, she is now receiving the income she needs to pay for her basic living necessities.

Although Lucy* reached out to SLS with a housing issue, the SLS advocate quickly identified that Lucy was eligible to receive SAGA cash benefits. Lucy explained to the advocate that she had applied for SAGA previously, but received a phone call explaining she had been denied this public benefit because she was unable to get the paperwork submitted on time.

Lucy was recovering from a stroke and could not to get to the Department of Social Services (DSS) office to reapply for SAGA benefits.



Our SLS advocate advised Lucy she had the right to receive a written notice of denial of benefits and had the right to appeal this denial. The advocate advised Lucy that as soon as she received the written DSS denial notice, she should call SLS back so we could provide further help or even a case referral to one of our other legal aid partners for direct representation services.

Lucy received the written DSS denial, called her SLS advocate, who then referred her case to a partner legal aid attorney for more in-depth legal assistance. Lucy won her appeal and is now receiving the SAGA benefits to which she was entitled. Although Lucy had originally called about a housing matter, she not only ended up receiving assistance with her housing issue from SLS, but SLS helped her get the additional assistance she needed to get her SAGA reinstated.

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



year of improving **SUPPORT TO FAMILIES**

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

An SLS advocate empowered a single mother to maintain custody of her child by providing her with the legal tools to gain access to our Connecticut Family Court system.



Jane*, a single mother living in Ohio in order to live closer to her family while raising her newborn baby, reached out to SLS because her child's father was seeking custody in Connecticut. Jane was scared because she did not have the money to travel to Connecticut nor did she understand her legal rights or the child custody process.

An SLS advocate explained to Jane the differences between legal and physical custody. He went on to

explain that Jane could either file a motion for continuance in the Connecticut court and request a telephonic hearing, or file for custody in the Ohio court system. If Jane wanted to file for custody in the Ohio court, she would have to file a Motion to Dismiss on jurisdicational issues and an Affidavit Concerning Children in the Connecticut court, explaining her residency in Ohio.

Jane explained to the advocate that she did not have the money to fly to Connecticut if her telephonic hearing request was denied. Therefore, the SLS advocate assisted Jane in accurately filling out and filing the aforementioned documents with the Connecticut court.

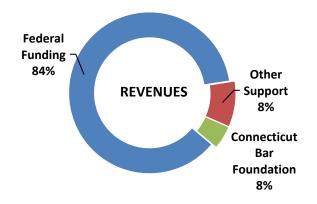
Jane successfully filed the documents and thereafter, the motion was granted. As a result, Jane is now able to care for her newborn baby, live with her parents in Ohio, and gain access to Connecticut's court system to respond to the father's request for custody.

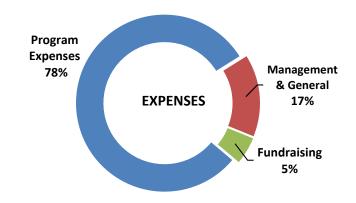
SLS advocates work every day to empower and protect low-income individuals faced with complicated divorce issues.



a year of

FINANCIAL DATA & REVENUE (2018)





2018 Financial Supporters

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

General Donations

Legal Services Corporation: Basic Field Grant

Legal Services Corporation: Technology

Initiative Grants

2018

Financial Supporters (cont.)

Mashantucket Pequot Tribal Nation New Haven Legal Assistance Association

(IT Support)

Pine Tree Legal Assistance

Pro Bono In-Kind Support

2018 Law Firm Leadership Circle Program Sponsors

Cohen and Wolf, PC Murtha Cullina, LLP Pullman & Comley, LLC Robinson+Cole, LLP Shipman & Goodwin, LLP

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PRO BONO ATTORNEYS*

Abels, Jon Adelman, Daniel Allen, Sara Altieri, Maria R. Amoateng, Denise Ancona, Benjamin, Jr. Anderson, Sherwood Andres, Charles Appleton, Peter M. Baiocco, Joseph Barbieri, Claudia R. Barlow, Malcolm Barneys, Bradford Bartlett, Elisa Basche, Steven M. Bauer, Renee Bergamini, Mary T. Bergman, Bruce Biggs, Melissa Blinn, Daniel S. Bower, Raymond Brick, Lawrence S. Brown, John M. Bulkovitch, Linda Burke, William M. Burt, Christine Bustamante, Nancy Buttler, Donna L. Byrne, Elizabeth Camarco, Julia R. Cantwell, Gregory M. Carr, Gayle C. Cartier, Cynthia D. Carty, Paul Catania, Peter D. Chamberlain, Scott Clarke, Robert Cohen, Jonathan Cohen, Joshua Cheng, Linda Chevalier, Catherine

Chiasson, Roger Chugg, Marybeth Church, Norbet Civitello, Donna Clark, Robert W. Clarke, Marsha S. Cohen, Jonathan G. Cohen, Joshua Colket, Kathleen G. Connors, Kevin Conti, William Conway, Michael K. Costantini, Enrico R. Costello, Jan Costello, Kieran J. Cotnoir, Ernest Coulombe, Craig Cowan, Michael Croce, Richard Crockett, Cynthia I. Curley, Stephen J. Cushman, Robert A. D'Onofrio, Michael A. Dawson, Lynn Alvey Day, Robert L. III DeFusco, Leopold Del Piano, Gerald A. Diaz, Vianca Disla Hernandez, Pedro Dorman, Tanya Doroghazi, John Dubuque, Marianne B. Dufour, Thomas Dunham, Barbara Dunn, Patrick Duval, Lee Anne Early, Francine Davis Egan, William Eisenhandler, Noah Eliovson, Linda Englisby, Claudia

Evarts, Denise Fabrizi, David Farrell, Thomas Faulkner, Joanne S. Federici, Louis M. Feldman, Richard C. Feliu, David Ferranti, John A. Ferrucci, Danielle Finn, Vaughan Fisher, Sean M. Fisher, Karen Fleming, Cathryn-Jean Flynn, Elizabeth Franchi, Richard Furey, Timothy Gallagher, Stephen C. Gallo-Hall, Maria Gans, Myrna Garlinghouse, Paul Garraty, Cynthia M. Garver, Scott Gaudiano, Ashley Gee, Richard Gemski, Kristin M. Gill, Veronica Goldsby, Aigne Gomes-Ganhai, Stephanie Kelly-Hauser, Patrick Goodwin, Bradford Gordon, Bruce Gouveia, Bill L. Graeber, Matthew Grafstein, Joel Green, Daniel Greene, Gary J. Greene, Marc Guerra, Cecilia Griffin, Christopher Gulliver, Carl T.

Hayes, Margaret Healey, Casey Hedberg, Frederick E. Heffernan, John Helisch, Friedrich M. Hershinson, Pamela Hirschfield, James Hluska, Jennifer Ho, Sylvia Hoberman, Anna Hochheiser, Joseph M. Hoffkins, Kevin Horowitz, Amy J. Horowitz, Barry Hutchins, Micoya Janes, Norman Jenetopulos, Eileen F. Johnston, Timothy J. Joyce, James Juliano, James Kaiman, Elliot Kaplan, Paul Kappes, Robert F. Kaschel, Brian Katz, Ivan M. Katz, James Kell,er Barbara Kennedy, Daniel III Kennedy, Tee Kidder, Linda J. Kirk, Richard H. Kores, Noah Kowalyshyn, Kathleen J. Krasnow, Marc Kravet, Adam Kukk, Michelle Kupfer, Bret LaBuff, Kyle Lachmann, Peter Laden, Michael

Lamboley, Francis E Laskey, N. Peter Lazarek, Lisa S Lee, Benita D. Lee, Thomas Lenz, Kenneth E. Levine, Kenneth Levy, Steven H. Lewellyn, Jason J. Lichtenberger, Paul H. Ligelis, Gregory Lynton, Charlene A. Madho, Shari Mahon, Colin P. Maitland, Maurice Malley, Mark Margolis, Stuart A. Mariani, Linda Martelon, George Martin, Mary Leigh Mastrogiovanni, William McCann, James F. McCann, John McChristian, Jeffrey A. McCoy, William E. McDonnell, Kenneth McGarry, Thomas McGrath, David McGuire, Daniel F. McMahoon, Elizabeth McQuaid, Alive McVerry, Michael J. Mendoza, Santa Miller, Hilary B. Miller, Lillian Babins Monagan, Philip Moore, Margarita Morton, Daniel Naab, Geoffrey Narcisco, Claudette J.

FAST FACTS*



Pro bono consumer debt cases referred

Hadaway, Deborah L.

Hashmi, Naurin



Pro bono family law cases referred



Pro bono housing law cases referred



Public benefits/education clients served

a year of supporters

PRO BONO ATTORNEYS*

Needelman, Marc N. Newman, Bruce Nickse, Stephanie Nicoll, Kenneth Nobleman, Susan Nulsen, William O'Connell, Monica O'Connor, Jay O'Neil, John, Jr. O'Neil, Patricia A. Oakley, Christopher Odom, Michelle Olawale, Joane M. Opin, Eric Orzech, Phillip Oslena, Soline M. Ouellette, Nicholas Pearlman, Susan Perzin, Michael Petzold, Penelope Pope, Sharon L.

Poriss, Sarah Priest, Kathy Purtill, George M. Reilly, Peter B. Renzullo, Patsy Richert, Cara Roberson, Dale Rodrigue, Michael Rosengren, Samuel Rosner, Alan Royston, Martha Rubin, Paul L. Ryan, David Sadowski, Monica Sandler, Robin B. Sauer, Diane Schaeffer-Helmecki, Iessica Scherzer, Erica Schwefel, David

Scott, Ronald T.

Scully, Douglas E. Scully, William Seaman, Penny Q. Seessel, Ben V. Shafir, Paul Shanley, Leslie Shapiro, Benjamin Shearinr, James Sheehan, Timothy Shehu, Beniamir Shepro, Daniel Shimkus, Charles, Jr. Siebert, Lawrence Sigfridson, Michelle Simko, Michael Simon, Melvin A. Simonson, Richard Singer, Robert Small, Philip M. Smiley, Michael Smith, Leandra

Spadaccini, Louis Sparks, Heather Spiegel, Ori Stamos, Gregory Stober, John Street, Virginia Suh, Catherine Summers, Paul Talbot, Jeannine M. Tamis, Donald H. Telker, Ellen M. Tomlinson, Shelly-Anne Torrealba, Eduardo A. Trainer, Mary H. Ursin, Linda A. Ustach, Lynne A. Victor, Jonathan M. Vohra, Vahida Vournazos, C. Anthony Wakefield, Susan Weed, Dwight

Weiner, Jonathan Weingast, Jeremy N. Wheelin, Brian Whelchel, Guy White, Roni Whitney, James C. Wildes, James E. Wiley, Matthew Wilkinson, Kyle B. Williams, Latonia Williams, Maureen P. Williams, Susan Winnick, Joshua A. Wisser, Kerry M. Wolfson, John Wright, Donna Yagaloff, Keith Young, Pasquale Zingaro, Gene Zorn, Jonathan

2018 CT Bar Candidates

Suh, Catherine Crawford, Marisa

2018 Pro Bono Awards & Recognition

Kyle LaBufft – 2018 Honorable Anthony v. DeMayo Pro Bono Award Michael Conway – 2018 Honorable Anthony v. DeMayo Pro Bono Award Robinson + Cole, LLP – Hartford County Bar Association Pro Bono Award



*2018 attorneys accepting a case

a year of leadership

SLS BOARD OF DIRECTORS & STAFF

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Labib M. Fasihuddin, Client Representative
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Salmun Kazerounian, CT Fair Housing Center
Kathleen Snow, Client Representative
Kevin M. Smith, Wiggin and Dana, LLP
Latonia C. Williams, Shipman & Goodwin, LLP

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Ashleigh Backman, Pro Bono Attorney Manager
Carmen Saldana, Paralegal
Cindy Fernandez, Executive Assistant
Eliza Heins, Staff Attorney
Elizabeth Pisarski-Buchholz, Staff Attorney
Emma Lopez, Paralegal
Hector Hernandez, Intake Specialist
Jane Kinney-Knotek, Staff Attorney
Jason Becker, Staff Attorney
John Bozzi, Pro Bono Coordinator
Jonathan Caez, Intake Specialist
Kathy Daniels, IT Administrator
LaKesha Terry, Intake Specialist

Linda Spada, Finance Manager
Lisa Iacino, Staff Attorney
Margaret Holm, Paralegal
Matt Provost, Managing Attorney
Moses Beckett, Managing Attorney
Nilda Rodriguez, Intake Specialist
Orlando Cordero, Staff Attorney
Rhoda Micocci, Managing Attorney
Rosa Betancourt, Paralegal
Rosabelle Vargas, Intake Specialist
Sandra San Emeterio, Project Manager
Sara Ramos, Program Administrator
Wendy Vazquez, Intake Specialist

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 during 2018**.

These vital legal services increase a family's access to basic necessities, ensures safety and stability, and encourages economic stability. 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
- 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 to our most vulnerable communities.

<u>Donate online</u>: 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 civil legal assistance statewide.

With great appreciation,

Janice J. Chiaretto

Executive Director