



VOICES OF LEGAL AID

COMMUNITY REPORT 2015



COMMUNITY LEGAL AID

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Welcome to our Community Report for 2015.

This is our way of sharing just how important your contributions – financial, volunteer, partnership – are to the cause of justice.



Community Legal Aid, Inc. provides free civil legal services to low-income and elderly residents of central and western Massachusetts. We assure fairness for all in the justice system, protecting homes, livelihoods, health, and families.



**LEGAL AID
IS ABOUT
JUSTICE**

Justice for all, not just for those who can afford it.



Without a legal advocate, our clients would face the legal system empty-handed and alone when they are threatened by homelessness, violence and abuse, denial of lawful benefits, and other crises that need an urgent legal solution.

It's not just that the playing field isn't level. It's hard to play in a game where you don't know the rules and your opponent does - stacking the system against you from the start.



Thanks to your support, equal access to justice isn't just a dream. It's a reality for thousands of people who would otherwise be without legal help when they need it the most.

While we are a full-service law firm —working with low-income and elderly clients in cases involving housing, benefits, employment, and education law — this year we wanted to share with you how your support helps provide justice and safety to survivors of domestic violence across central and western Massachusetts.

When people turn to Community Legal Aid for help, they are often in desperate situations. Some of the most pressing and urgent needs we see arise when people need protection from abuse — physical, emotional or financial. We are proud to share with you how your support and the dedicated work of our partners across western and central Massachusetts changes lives every day. Thank you.



Jonathan Mannina, Esq.
Executive Director



Charlie Casartello, Esq.
Board President



Nearly 1 in 2 women and 1 in 4 men in Massachusetts experienced sexual violence victimization other than rape.



Nearly 1 in 3 women and 1 in 5 men in Massachusetts experienced rape, physical violence and/or stalking by an intimate partner.



More than 1 in 7 women in Massachusetts were raped.

(NISVS 2010 survey, Massachusetts Findings. These data reflect lifetime experiences of violence.)

WHAT IS DOMESTIC VIOLENCE?

Domestic violence can involve physical or sexual assault or other abusive behavior of one intimate partner against another. It can also involve emotional, psychological or financial abuse and exploitation. While the frequency and severity of domestic violence can vary dramatically, its constant component is one partner's consistent efforts to maintain power and control over the other.

Domestic violence can affect anyone – regardless of age, economic status, sexual orientation, gender, race, religion or nationality. It can result in injury, trauma, or death. The devastating physical, emotional and psychological consequences of domestic violence can cross generations and last a lifetime.

Escaping abuse can be difficult. Survivors are living in constant fear that their abuser will follow through with threats to hurt or kill them or their children, win custody of their children, ruin the victim financially — the list goes on. In order to escape, the survivor must make difficult, sometimes impossible choices to ensure that s/he and the kids have a safe place to go to, money to get there, and means to rebuild an independent life with the confidence and security needed to remain safe from the abuser.

Legal services are some of the most important and powerful tools available to survivors of domestic violence. Restraining orders can reduce the occurrence of violence and help survivors feel safer and more empowered. Attorneys can also assist with other legal issues, such as child custody, visitation, divorce, housing, immigration, and government benefits, which may be holding survivors back from leaving abusive relationships.

In conjunction with other services – emergency shelter, counseling, financial support – legal help can provide an immediate and long-term solution to ending abuse.

Access to legal aid is an effective means of reducing domestic abuse

Access to legal aid is a highly effective means of reducing domestic abuse in the long term, the research of two economists indicates.

“Legal services provide real, tangible, long-run economic help: an attorney, a chance to maintain custody of the children, potential child support and alimony. A shelter gives two weeks or 30 days. We don’t want to say that’s not important. A woman might need that in the moment to get safe.”

“But our research shows that women who live in counties with legal assistance programs to help battered women are significantly less likely to suffer abuse. . . Because legal services help women with practical matters such as protective orders, custody and child support, they appear to actually present women with real, long-term alternatives to their relationships.”

(“Explaining the Recent Decline in Domestic Violence”, Farmer & Tiefenthaler, 2003)

Linda Cavaoli

*Executive Director
YWCA of Central Massachusetts*

“Community Legal Aid is a vital partner to the YWCA of Central Massachusetts, as it fills a really important gap in our services to victims of abuse.

We can’t provide legal advice or representation – and so all the legal needs of our clients have to be referred out to Community Legal Aid. It’s a hard truth that not all of the victims of abuse we refer can get legal help – both our organizations struggle with limited resources and often have to make agonizing choices between who to help and who to leave to fend for themselves. We occasionally find a pro bono lawyer to help out, but these cases can be long and complex, and so it’s not always a natural fit for volunteers.

Community Legal Aid also helps out in another crucial moment in rebuilding the lives of our clients, when we try to transition victims from shelter into accessible, affordable, and safe housing. Community Legal Aid can help not just with access to housing, but also with maximizing incomes through benefits that can make such a huge difference when a victim and her family are trying to build new and independent lives. ”



JANET'S STORY

"I've got a gun and I'm going to kill you and the kids, then myself," he screamed. Janet and her two children were terrified – her husband was drunk and out of control. He had thrown them on the couch and threatened their lives, ranting and screaming. Their ordeal only ended because he stumbled out of the house to go to a bar to keep on drinking.

Janet had been worried for her and her kids' safety for a while. Her husband's drinking problem had gotten worse since the business he owned started to go under, and his violent outbursts were getting more regular and more abusive. Luckily, that night, her husband told the bartender about what happened, and the bartender called the police, providing a temporary reprieve for Janet and the children.

Janet's husband had already taken away her sense of safety, and she wanted to make sure he didn't take away her children. With the help of a Safeplan advocate, Janet was quickly able to obtain a restraining order against her husband. She was then referred to Community Legal Aid, and with the help of her new attorney, Janet extended the order, got a divorce, was awarded full custody of her two children, and kept the home.

Janet's ex-husband is now attending a court-ordered batterers' intervention class, and Janet feels she is able to safely reintroduce him into the children's lives, through an extended period of supervised visits, expanding to unsupervised visits in consultation with the children's therapist.

Legal aid tops the list of needs for survivors of abuse

One study that included 1,467 survivors seeking non-shelter services from 90 domestic violence programs across four states found that women reported needing advocacy assistance with legal issues (72%), government benefits (46%), housing (40%), finances (38%), healthcare (32%), employment (30%), immigration (24%), and issues related to a disability (22%), among numerous other concerns.

(“Meeting Survivors’ Needs Through Non-Residential Domestic Violence Services and Supports: Results of a Multi-State Study”, Lyon, Bradshaw, & Menard, 2011)



Kristie Thomas

*Assistant Professor
Simmons School of Social Work*

“ Domestic violence is one of the most pervasive and complex social problems in this country. Extensive research has established that domestic violence can have immediate and persistent negative effects on the well-being of people who experience direct victimization, as well as children who are exposed to it while growing up. For survivors caught at the intersection of domestic violence and poverty, these negative effects are compounded by additional forms of trauma such as housing instability and a lack of informal support. In other words, low-income survivors have additional barriers to safety and more severe trade-offs associated with seeking safety than their more resourced counterparts. For all of these reasons, it is absolutely essential that low-income domestic violence survivors and their children have access to affordable legal services.

Without legal representation, complicated issues such as divorce, custody, and housing can very quickly turn into avenues for continued abuse, instability, and retraumatization. ”

“As someone who has worked as both a practitioner and researcher in this field for over 15 years, I can say without hesitation that Community Legal Aid is saving lives. Kudos and thank you!”

Chris Harris

Stepping Stones LLC, and Palmer District Court

“Community Legal Aid has both the heart and the expertise to help.”

I can't think of a week when I didn't refer someone to Community Legal Aid for legal help. Legal aid is so important, as I am limited in the services I can provide. Community Legal Aid is the only agency that offers such essential services as obtaining restraining orders, child support, visitation, divorce, even resettlement. And the need for these services in Palmer is great.

All my clients, bar none, attest to how life-changing these services can be – the legal system is so hard to navigate by yourself, and Community Legal Aid has both the heart and the expertise to help these women and children who are often in really tough situations with nowhere else to turn. My clients are so relieved and grateful to get legal help - it's truly a blessing.”

“ I'm a domestic violence advocate and counselor, and I run the Stepping Stones program at the Palmer District Court. I'm also a civilian advocate for the Palmer Police Department. I've been running these programs for over eight years now, and I

Tina Walker

Domestic Violence Victim Services Director, Hampden County District Attorney's Office

“We refer the most high risk and complex cases to Community Legal Aid.”

We refer the most high risk and complex cases to Community Legal Aid. The referral is usually based on the victim needing representation in the Family and Probate Court or issues of immigration, or both, and that the situation is deemed high risk. Navigating the Probate and Family Court without representation, and in the presence of a domestic violence relationship, is both difficult and can be unpredictable. Getting Community Legal Aid advocates involved is stabilizing to the situation and increases safety for the victim and her children.”

“ In Hampden County we have two high risk offender teams whose purpose is to track high risk repeat domestic violence offenders while providing an enhanced level of services to the victim and children involved. While we have systems in place for more simple or standard issues, we

Community Legal Aid and Safe Passage together are ending abuse

Jen Dieringer and Marianne Winters

Jennifer Dieringer is the Managing Attorney of Community Legal Aid's offices in Berkshire, Franklin and Hampshire Counties. Marianne Winters is the Executive Director of Safe Passage, Hampshire County's service provider for survivors of domestic violence.



John Frey, Gus Frey, and Jennifer Dieringer at the finish of the Hot Chocolate race 2015.

JEN

I've been with Community Legal Aid for almost twenty years now. Back in the early 2000s, I joined the board of Safe Passage at a time when the agency was struggling financially. In an attempt to address the financial need, I volunteered myself and my husband John (who had the actual expertise) to put on a road race. It was really just the two of us at the beginning – and within a month and a half we put the first race together. We called it

“The Mayor Higgins Hot Chocolate Run and Walk,” planned it for early December, and hoped for about 200 runners. The response was amazing. We ran out of registration forms at 400 – and we were literally cooking the hot chocolate at home, and ran out of mugs too. We raised \$6,000. The next year, Safe Passage took the race on, and grew it to what it is today. This year we raised over \$485,000 for Safe Passage, with 6,000 runners and walkers participating. I think the most amazing achievement is that the event is really focused on the agency and the issue of domestic violence; this is one of the big reasons people participate now.

MARIANNE

The collaboration with Community Legal Aid and Safe Passage has its basis in the community's knowledge that domestic violence is such a pervasive issue, and that the legal needs of survivors are huge and many. It's really a shared purpose –



and it goes deep in terms of people coming together. We know that any response to domestic violence is incomplete without the kind of solutions the legal process can provide. Both our board president – Diane – and our legal director – Meredith - were also legal aid attorneys at one time.

JEN

Of course, our collaboration involves lots of other people too. Staff and volunteers at both agencies do such amazing work.

MARIANNE

While Safe Passage works mainly in Hampshire County, we also keep an eye on statewide and national trends. We are keenly aware of how legal help supports survivors outside of just securing their safety; it also helps out with housing, income, other forms of stabilization, which is just huge.

JEN

This partnership helps survivors with all their needs by providing holistic services, bringing survivors long-term stability. Together, the two agencies bring great change in people's lives and can have a huge impact on families.

MARIANNE

We work on an emotional level to foster self-worth so that survivors feel that they have a right to justice, so they can stand in front of a judge and ask for what is just and right. The legal system deals with some of the most traumatic and important things in people lives, but in an impersonal way, which is why Community Legal Aid lawyers make such a difference in the lives of our clients.

“Together, the two agencies bring great change in people's lives and can have a huge impact on families.”

Wendy Berg

Staff Attorney, Community Legal Aid

“ I’ve been working as an attorney in Hampshire County, mainly in family law, for a few decades now. The worst case of abuse I remember happened many years back to a woman living in a rural location in western Mass. who came to us with this horrible story.

Her abuser stalked her at her house, and when she was gone, drove up, hid his truck, then locked up her dog in the shed. On her return, she entered the house to find all her clothes had been cut up. Her abuser came up from the basement with a crowbar, and started to beat her. He then forced her into her own truck and drove her around for over an hour, while she was bleeding and in pain, saying that he was going to kill her and then himself. She finally talked him down, and managed to get him to go back to his truck and leave. She called the police, and was diagnosed with a skull fracture as well as many other injuries. She suffered permanent hearing loss in one ear. I worked with the client to secure a divorce and help her rebuild her life.

I work a lot with service providers in both Hampshire and Franklin counties. In Northampton, Safe Passage will often call and get advice or see if clients are suitable for referral to Community Legal Aid. In Greenfield, I go to NELCWIT (New England Learning Center for Women in Transition) to meet with potential clients to provide legal assistance.

I’m also proud to serve on the state-wide Domestic Violence Education Taskforce under Chief Justice Carey. This group is charged with creating education programs and trainings for judges, court staff, guardians ad litem, probation officers, etc. We try to help them spot signs of domestic violence and respond appropriately. I wear two special hats, as the only legal aid attorney on the task force, and the only representative from western Mass. ”



Pat Walsh-Ollari

Pro Bono Coordinator, Community Legal Aid

“Thank you! I felt heaven had opened and sent its loveliest angels!”

a volunteer attorney where the victim was far from the ‘typical’ profile people associate with domestic violence. She was in her 60s, lived in a nice home with her husband, and had a circle of close friends. But this past winter her husband started emotionally and financially abusing her, including cutting off her access to their money.

He denied her food while he ate huge dinners, confiscated her ATM card, and took away her medicines. With no financial means available, she needed help from her pro bono attorney to defend her rights, get a divorce, and become safe and secure. At the end of the case this client wrote to us: ‘Thank you! I felt heaven had opened and sent its loveliest angels!’ ”

Victims in low-income households experience five times the rate of domestic abuse of victims in higher-income households. But these victims are the most unlikely to be able to afford an attorney. For survivors, having an attorney can increase the likelihood of obtaining a civil restraining order from 32 percent to 86 percent.

(“Engaging with the State: The Growing Reliance on Lawyers and Judges to Protect Battered Women”, Murphy, 2003)



Janis Broderick

*Executive Director,
Elizabeth Freeman Center, Pittsfield*

“ The Elizabeth Freeman Center is the primary service provider for survivors of domestic and sexual violence and their families in Berkshire County, with offices in Pittsfield, North Adam and Great Barrington.

We have Community Legal Aid on speed dial here at the Elizabeth Freeman Center. When I talk to my colleagues around the state, I am constantly reminded of how lucky we are. The wake left by violence is dangerous and messy. The legal problems are huge. We see it all - the great poverty, custody battles, evictions, issues around credit, debt and criminal records, and deportation. Donna, Community Legal Aid's Berkshire County family law attorney, comes weekly to our offices to give our clients information, and she represents survivors to construct fair and safe divorce, custody and visitation arrangements. Paul, CLA's Berkshire housing attorney, swoops in on the most difficult cases to prevent evictions and overturn denials for housing due to credit or other issues. Michael, their benefits paralegal, helped our clients in benefits cases and did workshops at our shelter. We work closely with Carrie (Central West Justice Center's immigration attorney) for survivors whose immigration status is linked to their abuser, and recently an asylum case. The legal needs far exceed resources, but because the Elizabeth Freeman Center and Community Legal Aid work so closely together, our work is stronger and smarter, and survivors are safer. I can't even imagine doing this work without the expertise and help of Community Legal Aid at the ready. ”

“The legal needs far exceed resources, but because the Elizabeth Freeman Center and Community Legal Aid work so closely together, our work is stronger and smarter, and survivors are safer.”

Izaida Gonzalez

*Manager of SAFEPLAN
YWCA Central Massachusetts*

“ I supervise a number of court-based advocates (we cover seven courts in Worcester and Northern Worcester County) that work with victims of abuse, mainly for the restraining order process. The YWCA also provides important on-site services to victims – including two confidential emergency shelters, a 24-hour hotline, and a daily chat line. Since our time with clients is limited, we refer them to community-based services for ongoing support. We are also a link to other resources, such as educating people on their rights involving immigration, housing, probate options, and employment.

We are a huge supporter of Community Legal Aid. We refer clients all the time when they need legal assistance. The majority of the victims we work with are low-income families who can't afford to hire an attorney for restraining order representation, or on-going custody or other issues. These processes can be very lengthy, especially for probate matters, so Community Legal Aid's involvement is vital.

The unfortunate thing is that the number of referrals we send to Community Legal Aid exceeds their intake capacity. On the plus side, their attorneys are extremely competent and knowledgeable. I work mainly with their family law attorneys, who are highly trained in domestic violence issues and sensitive to how abusive dynamics can carry over into the court setting. Abusers often try to use the court system to enforce their power and control over their victims – filing for custody just to intimidate their victim, not paying court-ordered child support, filing false criminal charges against their victim, not honoring visitation schedules, etc.

“We are a huge supporter of Community Legal Aid. We refer clients all the time when they need legal assistance.”

Community Legal Aid attorneys are able to articulate the reasons that judges should rule in favor of their clients, and they also know how to focus on the best interests of the children, such as the legal obligations for child support or the reasons why a visitation schedule should be complied with, modified or annulled. One case that comes to mind

involved a client who had a permanent restraining order changed without her knowledge. She couldn't get the court to listen to her by herself – but a Community Legal Aid lawyer stepped in and got the order reinstated.

We have such a great “open door” relationship with Community Legal Aid; we call each other all the time – literally night and day - to discuss clients and their issues. This open communication really helps us serve our clients better. ”



Many of our immigration clients are survivors of domestic violence

Ellen VanScoyoc

*Senior Supervising Attorney,
Central West Justice Center**

“ The Central West Justice Center supports Community Legal Aid to provide legal aid to low-income populations in central and western Mass, particularly in the area of immigration law. Many of our immigration clients are survivors of domestic violence, either in their home countries, or here in the United States. Our work with domestic violence victims generally falls into two categories: 1) enabling women who experienced abuse in their home countries to obtain refuge in the United States, so that they are not returned to the abusive situation; and 2) assisting women who are currently experiencing domestic violence in the United States to stabilize their situation so that their immigration status (or lack of) cannot be used as an instrument of abuse.

“He would say that I was his slave. He would say, ‘This is why I brought you to the United States.’ ”

WOMEN WHO EXPERIENCED SEVERE DOMESTIC VIOLENCE IN THEIR HOME COUNTRIES

The laws of some countries allow men to commit acts of violence against their wives and other female family members. More commonly, such violence is prohibited by law, but the laws on the books are not effectively enforced. We have represented clients who were regularly beaten with whips or the blunt sides of machetes, who were choked, threatened with guns, and shot at by their partners – and who received no effective help from the police or judicial systems where they lived. Women and children who have experienced domestic violence that rises to the level of “persecution” without recourse to governmental protection in their home countries may be eligible for protection under the United States’ asylum laws.

“We have represented clients who were regularly beaten with whips or the blunt sides of machetes, who were choked, threatened with guns, and shot at by their partners.”

INDIVIDUALS EXPERIENCING DOMESTIC VIOLENCE IN THE UNITED STATES

In some cases abusers use victims’ lack of stable immigration status

in the United States to further assert their power and control over victims. An abuser may threaten to expose a victim to deportation, or to separate a victim from her children, for example, if the victim attempts to leave the abusive relationship or to seek the assistance of law enforcement. U.S. immigration law contains two provisions designed to empower victims in such situations: The Violence Against Women Act allows victims who are married to U.S. citizen or permanent resident abusers to petition for permanent immigration status on their own, without relying on their abusive spouses to go through the marriage-based immigration petition process for them. The “U visa” provides a path to stable immigration status for victims who come forward and help police and prosecutors to investigate and prosecute domestic violence-related crimes.

Immigration status can influence all aspects of your life: your sense of personal security and safety on a day-to-day basis; your ability to economically provide for yourself and your children; your ability to plan for the future or access educational opportunities etc. Obtaining permanent status can completely transform your life – it really is one of the most powerful areas of law where we can intervene. ”

**The Central West Justice Center is a wholly-owned subsidiary of Community Legal Aid. The Justice Center does not receive funding from the Legal Services Corporation.*

On November 12, 2015, Community Legal Aid honored all those who make civil legal aid possible with a Celebrate Legal Aid event in Holyoke.

The Honorable John Greaney (Ret.), a member of Community Legal Aid's board of directors, recognized two outstanding attorneys for their pro bono commitments: Charles R. Casartello received the Legal Aid Champion award, and David J. Martel received the Pro Bono Publico award.

Over 150 members of the private bar, judiciary, legal aid staff, volunteers and community partners enjoyed an evening in the spectacular setting of Mill 1 at Open Square, a downtown industrial mill building converted into office space and event suites.

Guest speakers included the Honorable Gail Perlman (Ret.), a member of Community Legal Aid's board of directors, Justice Francis X. Spina of the Supreme Judicial Court, and Senator Elizabeth Warren, who joined by video remarks. All speakers described the vital importance of civil legal aid services in providing justice for all, regardless of income.

A big thank you to everyone who contributed and helped make this event a success, including our sponsors: Hollister Insurance, Unum, Commerce Bank, Coghlin Electrical Contractors, Charlie and Carol Casartello, Fallon Health, and Harvard Pilgrim Healthcare.





“Your efforts are powerfully important for our families, and for our communities. Thank you for everything you do, and keep up the great work.”
U.S. Senator Elizabeth Warren



Volunteer Lawyers Service

Community Legal Aid turns away more than 50% of eligible clients in need because it doesn't have enough resources to serve them all. Volunteers are an essential part in narrowing the justice gap.

For over 30 years, the Volunteer Lawyers Service project of Community Legal Aid has served as the primary clearinghouse for pro bono legal work in central and western Massachusetts. Over these years, volunteer lawyers have helped thousands of the neediest people within our communities gain access to our justice system.

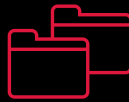
Please consider joining your colleagues listed opposite by donating your time this coming year. Pro bono feels good, can provide access to free trainings and mentorship, and expand your professional experience.

See our website for more information and how to sign up. Click on "Get Involved" then "Volunteer Lawyer Service".

This year, we want to highlight and recognize the law department of UNUM in Worcester for committing to provide volunteer lawyers to our Worcester Housing Court Lawyer for the Day project on a regular basis.



546 NUMBER OF NEW CASES REFERRED THROUGH THE VLS IN FY 2015



189 NUMBER OF PRIVATE ATTORNEYS WHO ACCEPTED A REFERRAL



516 NUMBER OF PRO BONO CASES CLOSED IN FY 2015



2749

TOTAL PRO BONO HOURS DONATED (CLOSED CASES)



\$637,919

VALUE OF DONATED PRO BONO HOURS

On behalf of our client communities, Community Legal Aid would like to thank the following attorneys who accepted a pro bono referral from the Volunteer Lawyers Service in the past fiscal year.

Peter J. Adams
Thomas J. Aitken
Alfred J. Albano
Mitchell Allen
Cynthia Lee Andersen
Thomas Argenio
Jennifer Arneri
Nancy Attobelli
Rhonda L. Bachrach
Michael Badger
Jon Bartelson
Emily Beekman
Michelle Begley
Gregory R. Bell
Burton F. Berg
Gerald B. Berg
Neil J. Berman
Mark W. Bloom
William Boyke
Lucille B. Brennan
Amy Bricker
James T. Brown
Leslie McLellan Brown
Jeffrey A. Burstein
Jennifer Butler
David Craig Cafarelli
Mary Y. Camp
Michael V. Caplette
Robert G. Caprera
Edward Carmen
Benjamin Chapman
Jeffrey M. Chasse
Lance S. Chavin
Susan Christ
David R. Cianflone
Ralph Cianflone, Jr.
Lawrence Cohen
Lawrence E. Cohen
Joseph B. Collins
Theodore E. Cooledge
Daniel I. Cotton
Paul M. Cranston
Mark Cress
Kathryn Crouss
Colleen Currie
Scott Davis
Diane M. DeGiacomo
Paul J. Demoga
Mark DiFonte
Justin H. Dion

Dana S. Doyle
Aaron Dulles
James Edwards
Michele Feinstein
Joel H. Feldman
Francis Fennessey
Veronica Fenton
Hannah Filkins
Daniel Flynn
Terry Ford
Patrick Fox
Helena S. Friedman
Todd A. Gattoni
Henry E. Geberth
Robert A. George
Melissa R. Gillis
Jonathan R. Goldsmith
Andrea L. Gordon
Michael Gorman
Sherrill R. Gould
Lillian Gray
John J. Green
James F. Gregory
Thomas G. Griffin
Michael J. Grilli
Gary D. Gruber
Felicity Hardee
Michael D. Hasim
Patricia Hebert
Carolyn R. Henderson
Brigid M. Hennessey
William J. Hickey
Holly H. Hines
Edwin H. Howard
Mary Ellen Niles Howard
Maegan Hurley
Marie T. Jablonski
Scott Jelescheff
Kamel Mordechai
Elizabeth D. Katz
Steven Katz
Julia Wilkins Kay
Peter F. Keenan
John D. Keeton
Lisa Kent
Paul G. Kolesnikovas
Eric D. Kornblum
Stephen N. Krealin
Mark Twombly Lee
Michael Lonzana

Michelle Lucier
Glynis MacVeety
Miriam Maduro
Christopher Mahoney
Timothy J. Mannion
Lauren M. Marcous
Matthew McCook
Fred A. McCoy
Samantha McDonald
Xai McDonald
Jane E. McGowan
John McNally
Jay Michelman
James Morrissey
Shelia Mulholland
Kristofer C. Munroe
Karen Murphy
Brian W. Murray
Christopher Murray
Carrie Naatz
Trang T. Nguyen
David M. Nickless
Patrick Nicoletti
Diane O'Callaghan
Andrea M. O'Connor
Kathleen O'Malley
William J. O'Neil
Walter C. Oney
Paul O'Riordan
Sarah A. Ornelas
Robert Osol
David W. Ostrander
Kathleen F. O'Sullivan
Stephen Pagnotta
Mark A. Papirio
Richard S. Paris
George Pember
Regina Perry-Abbott
Teresa Persico
Kenneth Pickering
Jason Port
Debora J. Queeney
Nancy Ramos
Richard Ravosa
Kara Rescia
Kesler Roberts
Caroline Robillard
Louis S. Robin
Sylvia Roman
Rachel Rothman

Howard S. Rubin
Benjamin C. Rudolf
David W. Sacco
Mary Samberg
Marc Schmelkin
Carolyn E. Scott-Howe
David G. Sharp
Denise M. Shear
Richard Sheils Jr.
Brian Shifrin
Michael Shivick
John F. Shoro
Alison Silber
Edward D. Sim
Mary A. Socha
David G. Southcotte
Geoffrey Spoffard
Spencer Stone
Marc Strange
Peter Sturgeon
Robyn Davis Szewczyk
George W. Tetler
Fred T. Thompson
Jennifer A. Thorn
Kathryn Toomey
Katie Toomey
Elena Tsizer
Cynthia Turnbull
Dorothy Varon
Judith Vassilowski
Oliver Waldman
Gary M. Weiner
Steven Weiner
Jeffrey S. Weisser
Susan M. Williams
Thomas N. Wilson
James A. Wingfield
Tom Zito
Lanny M. Zuckerman

The following attorneys volunteered substantial time in Fiscal Year 2015 to Community Legal Aid and its clients:

James W. Bucking
Dean F. Hanley
Jacqueline Packard
Judith Rothbard Tate

Conclusion

The need for legal services far outstrips our ability to provide them. Community Legal Aid is forced to turn away over half of the people eligible for our services who ask us for help because we don't have enough staff. Each of these people is in a legal crisis when they call for help. But every time limited funds choke off our ability to accept a case, we have to make agonizing decisions:

- Which battered woman is in the MOST immediate danger without legal help?
- Which family will become homeless FIRST without representation in Housing Court?

Justice Minus You = Impossible

Your help – financial, volunteer, partnership – is essential to providing free legal assistance to those in dire need in the communities where we live and work. Your contributions transform lives by:

- Defending victims of abuse
- Preventing homelessness
- Ensuring health and safety
- Protecting jobs and economic security
- Fighting discrimination

On behalf of the Community Legal Aid family, THANK YOU for being one of our greatest friends and allies as we work together to provide fairness and justice to all the residents of central and western Massachusetts.

6,504

NUMBER OF CASES HANDLED

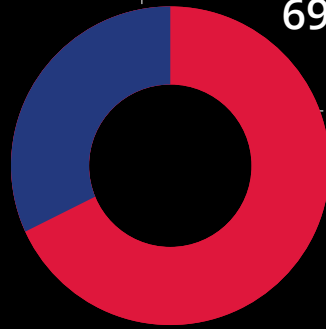


AREA OF LAW

- 2,995 Preventing homelessness
- 1,277 Maximizing incomes
- 748 Keeping families safe
- 734 Working towards citizenship
- 279 Protecting consumers
- 215 Access to affordable healthcare
- 104 Defending workers
- 92 Keeping kids in school
- 60 Other

MEN 31%

WOMEN 69%



CASES CLOSED BY AGE

- 4% 0 - 18
- 74% 19 - 59
- 21% 60+
- 1% Unknown

HOUSEHOLD INCOME LEVEL

- 66% At or below 100% of the federal poverty guidelines*
- 26% Between 100% and 200% of the federal poverty guidelines*
- 8% Other

*2015 federal poverty guidelines:

100%: Pre-tax annual income of \$11,770 for an individual, or \$24,250 for a family of four.

200%: Pre-tax annual income of \$23,540 for an individual, or \$48,500 for a family of four.

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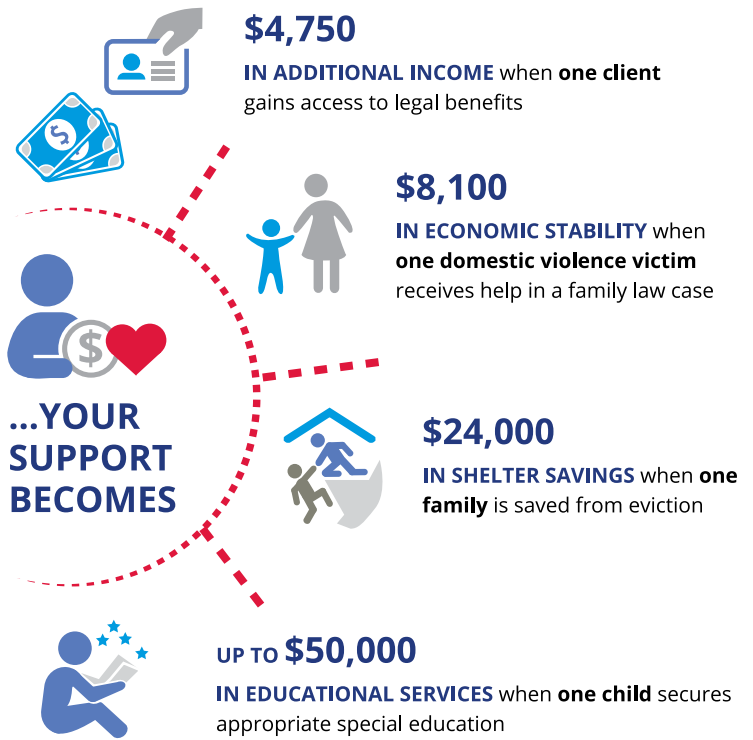
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Attorneys Fees	98,711
Cy Pres Awards	6,278
Other Income	50,503
Donated Pro Bono Services	632,810
Total	8,518,867

Expenses

Personnel	6,381,977
Occupancy	504,073
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