Dear Friends & Supporters,

As I sat down to write this letter in March of 2020 to introduce Community Legal Aid’s 2019 annual report, our world was rapidly and radically changing. Despite the uncertainties of the future, we are proud of CLA’s impact over the past year, and we want to thank the donors and partners who supported our fight for justice for all.

In 2019, CLA expanded its work creatively and proactively across the five counties of Central and Western Massachusetts. Our dedicated staff and pro bono volunteers provided a comprehensive range of free civil legal services to individuals who could not afford to hire a private attorney. These are the same people who are likely to be among those most negatively impacted by the COVID-19 crisis, and our work this year will be even more important.

In this report, stories of our clients will give you a sense of the impact we have on people’s lives and will show you how we continue to reach those most in need.

Despite our efforts, our clients still face major obstacles in obtaining and keeping housing, and over 40% of the cases we handled in 2019 were geared toward avoiding homelessness. Workers still struggle to receive the wages to which they are entitled and to put food on the table for their families. We have seen a jump in the number of clients seeking our subsidiary’s help with humanitarian-based immigration cases as immigrants and refugees continue to encounter new and changing immigration policies.

Your commitment and continued support motivate us to keep working harder than ever for our clients. We live in historic times and face unprecedented challenges. We are grateful that in the midst of this uncertainty, you are part of our fight for justice for all. Thank you.

Sincerely,

Jonathan Mannina, Esq.
Executive Director

IN FY 2019 WEHandled:

7,040
CASES, IMPACTING AN ESTIMATED:
17,600
OF THE MOST VULNERABLE RESIDENTS OF CENTRAL AND WESTERN MASSACHUSETTS LIVING IN:
161
CITIES AND TOWNS IN MASSACHUSETTS

New logo...same commitment to justice. You may have noticed that we have respectfully retired CLA’s former logo and are starting off the new decade with a new look.
2019 in Numbers

CASES HANDLED

<table>
<thead>
<tr>
<th>Total Cases</th>
<th>Total # CLA cases</th>
<th>Total # CWJC cases*</th>
</tr>
</thead>
<tbody>
<tr>
<td>7,040</td>
<td>5,012</td>
<td>2,028</td>
</tr>
</tbody>
</table>

AREAS OF LAW

- 3,044 Housing/preventing homelessness
- 1,713 Working towards citizenship
- 1,010 Maximizing incomes
- 931 Keeping families safe
- 269 Helping Veterans
- 110 Keeping kids in school
- 86 Re-entry after incarceration
- 84 Employment

POPULATION SERVED

INCOME

- 78% Up to $125% of the Federal Poverty Guidelines*
- 17% Between 125% and 200% of the Federal Poverty Guidelines**
- 5% Over 200% of the Federal Poverty Guidelines

AGE

- 20% Over 60 years
- 76% 19–59 yrs
- 4% Under 19 yrs

ETHNICITY

- 40% White
- 37% Hispanic
- 12% Black
- 9% Other
- 2% Asian

GENDER

- 70% Female identified
- 30% Male identified

New Office in Fitchburg

On June 12, 2019, CLA welcomed members of the community, government representatives, non-profit groups, and local attorneys to an Open House celebrating its newly opened office at 515 Main Street, Fitchburg.

Fitchburg’s Mayor, Stephen L. DiNatale, applauded CLA’s work on behalf of low-income and elderly residents, and presented an official citation of congratulations from the city.

With this new office, CLA aims to increase access to vital legal assistance for residents of North Central Massachusetts.

PARTNERING WITH THE COMMUNITY

Helping to amplify CLA’s ability to assist residents in the region is a generous grant awarded by the Community Foundation of North Central Massachusetts. This grant provides funding to help increase awareness of the civil legal services available to the area’s most vulnerable, at-risk individuals. Within the first six months of opening the Fitchburg office, CLA delivered several Know-Your-Rights trainings for low-income and elderly residents, including sessions on special education transition law, housing rights, and domestic violence and its impact on immigration status.

Our expanded presence in northern Worcester County is enabling us to help local residents like “Sarah,” who came to CLA disillusioned and without any trust in the court process. For four years, Sarah was forced to share legal and physical custody with the father of her child who had been abusive toward her. A CLA advocate succeeded in modifying the existing custody and parenting order. Sarah was granted sole legal and physical custody of the child, with contact between the father and child allowed only when he provides proof of completion of a court–required anger management program. Following the hearing, Sarah thanked her CLA lawyer for “restoring [her] faith” in the legal system.

Sarah’s Story

CLIENT CASE

Our expanded presence in northern Worcester County is enabling us to help local residents like “Sarah,” who came to CLA disillusioned and without any trust in the court process.
Medical-Legal Partnerships

Medical-Legal Partnerships (MLP) are innovative, life-altering collaborations between the medical and legal communities. Under the MLP model, a case begins when a medical practitioner believes that a patient’s medical issues may be improved or resolved by legal advocacy. CLA’s MLP staff then refer the case to a CLA Staff Attorney or a volunteer lawyer to provide legal assistance to the client. Community Legal Aid now operates three MLPs:

UMass Memorial Health Care, Worcester: Since this partnership began in 2015, the UMass MLP has assisted hundreds of pediatric and adult patients with legal needs related to special education, public benefits, housing, and guardianship.

Baystate Health, Springfield: With funding provided by the Office of the Massachusetts Attorney General in 2018, CLA began partnering with the BeHealthy Partnership Accountable Care Organization, which is comprised of Baystate Health Care Alliance and Health New England.

Northampton Veterans Affairs Medical Center (VAMC): Thanks to a three-year grant from the United Way of Hampshire County, a CLA Staff Attorney does intake at the VAMC and works to address the unmet health-harming needs of veterans in the Hampshire County area, which may include obtaining discharge status upgrades, housing, healthcare, and benefits.

MLPs are innovative, life-altering collaborations between the medical and legal communities.

Sam’s Story

Sam uses the gender neutral pronouns “they/them.”

During Sam Nguyen’s service in the U.S. Navy, they survived a number of traumatic incidents that have had permanent repercussions. After becoming unemployed due to health issues stemming from PTSD, Sam and partner Juliana fell behind on mortgage payments and became at risk of losing their shared home. Sam turned to the Northampton VA Medical Center for help, and thanks to our Veterans MLP, was connected with CLA Attorney Dan Bahls. Before Attorney Bahls stepped in to help, the mortgage lender had told Sam and Juliana that the only option was to sell their home—a home that meant so much to them and was essential to their family’s stability.

Attorney Bahls knew that Sam was eligible for compensation for the service-connected disabilities that led to job loss, and began the long application and approval process on Sam’s behalf. Community Legal Aid contacted the lender and assisted Sam in modifying the loan to bring the monthly payment within their means. Once the modification became permanent, the monthly payment was affordable and Sam and Juliana were able to keep their family home.

UMASS MLP SINCE 2015

- 472 patients referred for legal consultation
- OVER 100 attorneys recruited to provide pro bono (free) services
- 40% reduction of hospital’s cost of treatment for patients served by the MLP
The Worcester Fair Housing Project is a HUD-funded partnership between Community Legal Aid and the City of Worcester working to combat housing discrimination throughout Worcester County.

The Project, led by Attorney Alyssa Golden, combines direct legal advocacy and community outreach and education to help ensure that tenants in our community are aware of their fair housing rights. Under federal law, it is illegal for a housing provider to discriminate against a tenant or prospective tenant on the basis of race, color, national origin, religion, sex, familial status (having children in the household), or disability. In addition, Massachusetts law also protects against discrimination based on sexual orientation, gender identity, marital status, ancestry, veteran status, age, source of income, and receipt of public assistance.

One of the tools the Project utilizes to investigate housing discrimination complaints is fair housing testing. Testers are neutral investigators gathering information in order for the Project attorneys to determine whether it is more likely than not that there is a discriminatory practice involved in a case. The Project engages in testing based on intakes it receives as well as discriminatory language in advertising, or other information that raises a concern about potential housing discrimination.

Community Legal Aid is proud of this partnership with the City and proud to work to ensure no one is denied a home based on prejudice or discrimination.
CORI/Re-Entry

Helping formerly incarcerated individuals in Central and Western Massachusetts re-enter society

CRIMINAL RECORDS (known in Massachusetts as Criminal Offender Record Information, or “CORI”) can make it hard to find a job or housing and to successfully rejoin society. Even years after people have served their sentence and remained free of further criminal activity, these records follow people and have an impact on their lives. Under Massachusetts law, individuals may ask to seal or expunge their criminal records in order to reduce barriers to housing and employment.

In 2019, Community Legal Aid welcomed Attorney Nina Harrison to spearhead its CORI/Re-entry Project, where she focuses her work on helping formerly incarcerated individuals overcome barriers to housing, employment, and other opportunities in order to reintegrate into society. Attorney Harrison’s position is funded by a two-year Racial Justice Fellowship awarded by the Massachusetts Legal Assistance Corporation (MLAC).

Helping formerly incarcerated people re-enter society and attain steady work and safe housing is an essential first step in their ability to live safe, stable, and productive lives. Our ability to effectively address these problems goes to the very core of the American belief in offering second chances.

CLIENT CASE

James’s Story

An elderly client, "James," was recently released from jail after nearly 10 years behind bars. While incarcerated he became sober, learned English, and participated in numerous classes and programs. Despite his efforts to improve himself, his application for public housing was denied because of his criminal record. As an aging, recovering addict in need of an organ transplant, he was very concerned about having to live on the street. Attorney Harrison represented him in his hearing with the housing authority and won the appeal, ensuring that James will secure safe, affordable housing.

THE CENTRAL WEST JUSTICE CENTER, a wholly-owned subsidiary of Community Legal Aid, provides free legal help to low-income and elderly residents of Central and Western Massachusetts. CWJC’s advocates focus on cases involving humanitarian-based immigration law, employment rights, housing and homelessness issues, and access to public benefits. CWJC also houses the Migrant and Seasonal Farmworker and Food Security Projects.
The Migrant and Seasonal Farmworker Project, housed in CLA’s affiliate the Central West Justice Center (CWJC), is a statewide project that provides advocacy to farmworkers across the Commonwealth.

Migrant and seasonal farmworkers are paid a lower minimum wage than other workers, and many are not entitled to overtime pay. The representation CWJC provides to farmworkers involves issues around immigration matters, employment, housing, family law, access to benefits, and education law.

CWJC attorneys won an important victory for workers’ rights in a case decided by the Massachusetts Supreme Judicial Court (SJC) in March of 2019, Arias-Villano v. Chang & Sons Enterprises, Inc. The case focused on the definition of farming and agriculture, and on whether workers should have received overtime pay.

CWJC’s clients were employees at a facility in Franklin County that grows bean sprouts. The employees regularly worked over 40 hours, and sometimes up to 70 hours a week, without overtime pay. Their employer denied them overtime pay on the grounds that state law exempts “laborers engaged in agriculture and farming on a farm” from overtime compensation. CWJC attorneys argued that the employees should have received overtime since they did not work in the growing operations, but worked instead in the processing plant, where they cleaned, inspected, sorted, weighed and packaged the bean sprouts. The SJC ruled the type of work performed by the plaintiffs did not constitute “agriculture and farming,” and therefore ruled in favor of the employees, winning the workers the right to overtime pay.

Leticia Medina-Richman, CWJC’s Director, noted that “the decision brings clarity about what constitutes fair compensation,” and described the decision as a significant victory for workers’ rights. CWJC now expects that more workers will have the right to seek overtime pay.
**Food Security Project**

One in nine Massachusetts residents relies on SNAP to help make ends meet. While the majority (75%) are seniors, children, or persons with disabilities, many are working parents or single adults struggling to find consistent, reliable jobs that pay a living wage.

Started in 2015 and housed in the Central West Justice Center, the Worcester County Food Security project is an innovative initiative which tackles food insecurity by representing clients and confronting systemic barriers to ensure easy and full access to the SNAP (food stamps) program. Most recently, the project has been working on creating Hunger Free Campuses to address food insecurity among high-need populations enrolled in Massachusetts public colleges and universities. This project is funded with support from the Worcester County Food Bank. When Worcester County individuals and families receive the SNAP benefits to which they are entitled, both they and the community feel an immediate positive impact. For every $1 of SNAP dollars used, $1.70 stays in the local economy benefiting local merchants and farmers. Bringing over $1 billion dollars of federal money into the Commonwealth every year, this program has a tremendous financial impact on individuals, families, and our communities.

**CWJC Team**

**BOARD OF MANAGERS**

Michael Badger, Esq.
Badger Legal Group, Westborough

Charles R. Casartello Jr., Esq.
Pellegrini, Seeley, Ryan & Blakesley PC, Springfield

**STAFF**

(AS OF SEPT. 30, 2019)

Leticia Medina-Richman
Director

Catherine Ady-Bell

Elizabeth Alfred

Victoria Baratian

Alexandra Bonazoli

Valdir Cabral

Karen Cole

Hannah Eash-Gates

Claudia Folgosa

Marion Hohn

Mary Johnson

Blair Komar

Carrie Love

Amanda Montel

Donna Morelli

Kelly Morgan

Jose Gabriel Otero

Gina Plata-Nino

Claudia Quintero

J. Lizette Richards

Hilary Thrasher

Ellen VanScyoc

**Joyce’s Story**

Joyce is a woman in her early thirties from the Democratic Republic of Congo. Despite suffering abuse as a child and later at the hands of her daughter’s father, Joyce raised her daughter with the help of her mother and attended university. While in university, Joyce became aware of the rampant corruption of the ruling party of her country. Learning more about her rights, she began to oppose the corruption publicly. In 2015, Joyce attended a rally to protest a proposed change which would allow the president to extend the term of his office. During the protest, Joyce was arrested by government security forces and detained in a windowless, overcrowded cell for thirty days where she was interrogated, beaten, and starved.

Once released, Joyce feared for her life and knew that she had to leave her home country and family in order to be safe. When she reached the United States, she sought asylum. After settling in Berkshire County, Joyce sought support and refuge at the Elizabeth Freeman Center, an agency in Pittsfield for survivors of domestic violence and sexual assault. The Center’s staff referred Joyce to CWJC’s Immigration Unit, and Staff Attorney Donna Morelli assisted Joyce with her asylum case. After a hearing where Joyce endured a grueling cross-examination, the immigration judge granted Joyce political asylum, permitting her to stay in the United States. Joyce no longer lives in fear and is working on bringing her daughter to the United States. She continues to take English classes at the Adult Learning Center and would like to continue her education with the goal of becoming a nurse. Said Attorney Morelli, “Every time I meet with Joyce, I’m struck by her courage, newfound confidence, and humor. I am grateful for the opportunity to work with her.”
In 2019, Community Legal Aid (CLA) welcomed its new Pro Bono Director, Meredith Palmer, formerly a staff attorney in our family law unit.

In this newly-created position, Meredith works with CLA’s Pro Bono Coordinators in Western and Central Massachusetts to expand our already vibrant pro bono programs. These programs promote the delivery of high-quality legal services by volunteer lawyers, law students, paralegals, and other professionals in coordination with CLA attorneys and staff.

The creation of this position underscores CLA’s continuing commitment to serve low-income and elderly residents with civil legal needs that CLA otherwise may not have the capacity to address.

CLA’s Pro Bono Program offers volunteer opportunities that encompass a wide variety of cases in District, Housing, and Probate & Family Court. We also provide training and mentorship.

Palmer said, “We hope to inspire our local legal communities to apply their talents to help our most vulnerable neighbors navigate their civil legal issues. I look forward to expanding the reach of CLA’s pro bono programs by empowering volunteers to be part of the movement to increase access to justice for all people.”

“We hope to inspire our local legal communities to apply their talents to help our most vulnerable neighbors.”

ATTORNEY MEREDITH PALMER
PRO BONO DIRECTOR

CLIENT CASE

Pro Bono Impact

After a visit with a child suffering from a cardiac condition, a seizure disorder, and severe asthma, a pediatrician at UMass Memorial suspected that the child, along with her sibling and mother, lived in poor housing conditions. Since the family lacked financial resources to hire an attorney, the pediatrician referred the child’s case to Community Legal Aid’s Medical-Legal Partnership, which placed the case with local attorney Rhonda Bachrach.

Attorney Bachrach visited the family’s home to document multiple violations including unsafe conditions, unusable amenities, and a cockroach infestation. Attorney Bachrach protected the family from retaliation for reporting these concerns, negotiated a $2,000 rent abatement, and ensured that the family had time to move to stable and affordable housing. Her representation allowed the child’s mother to focus on the health needs of her child, while living in a clean and safe environment.
Pro Bono Honor Roll
We want to thank all of the attorneys who volunteered in the past year for their contributions to improving access to justice for all people.

| Marina Abraham                          | Jonathan R. Goldsmith                  |
| Norma Adler                             | Daniel Gracey                         |
| Akosua Agyepong                         | John J. Green                         |
| Abra C. Allexenberg                     | Mitchell Greenwald                   |
| Katherine E. Amato                      | Alanda Grice                          |
| Katrina Anop                            | Devon Grierson                       |
| Robert A. Antonioni                     | Michael J. Grilli                    |
| Thomas Argenio                          | Chris Grinnell                       |
| Rhonda L. Bachrach                      | Susan Grossberg                      |
| Amanda Baer                             | Elizabeth Guerrero                   |
| Andrew Bartholomew                      | Carmine Gugliotti                    |
| David K. Bartley                        | Michael D. Hashim Jr.                |
| Michelle Begley                         | Deirdre Healy                        |
| Harris E. Berenson                      | Hugh D. Heisler                      |
| Burton F. Berg                          | Brigid M. Hennessey                  |
| Gerald B. Berg                          | Richard Herbert                      |
| Maureen Booth                           | Holly H. Hines                      |
| Erin Bradbury                           | Andrew Hochberg                     |
| Lucille B. Brennan                      | Joshua Hochberg                     |
| Laurel E. Bretta                        | Maegan Hurley                       |
| Terrence Briggs                         | Tyler Ingraham                      |
| Christine Brosnihan                     | Marie T. Jablonski                   |
| James Brown                             | Kathleen Jackson                    |
| Leslie McLellan Brown                   | Scott Jeseleff                      |
| Edward C. Bryant Jr.                    | Stephen R. Kaplan                   |
| Heather Budrewicz                       | Julia Wilkins Kay                   |
| Jeffrey A. Burstein                     | Lisa Kent                            |
| Colin Caffrey                           | Kelly Koch                           |
| Kathryn Calo                            | Eric D. Kornblum                    |
| Linda T. Cammuso                        | Robert W. Kovacs Jr.                |
| Mary Bermudez Camp                      | Stephen N. Krevalin                 |
| Jennifer K. Cannon                      | Robert Kilroy                        |
| Edward Carman                           | Jonathan LaBonte                    |
| Brian Casaceli                          | Taliia K. Landry                    |
| Stephen Chaplin                         | Peter Lane                           |
| Lance S. Chavin                         | Jennifer Lauro                      |
| David R. Chenelle                       | Nicole Reeves Lavallee              |
| Lilian Chinenyenwa Chukwurah            | Maren Law                           |
| Amie Clark                              | Darren Lee                           |
| Bernard S. Cohen                        | Jacqueline Lee–Washington            |
| Lawrence E. Cohen                       | Gina–Marie Letellier                |
| John M. Collins                         | Carl Lindley Jr.                    |

PRO BONO YEAR IN NUMBERS

- **918** CASES REFERRED TO PRO BONO ATTORNEYS
- **230** VOLUNTEER ATTORNEYS donated their time and service to help our most vulnerable community members meet their legal needs.
- **2,923** HOURS OF SERVICE

That's a value of over $578,575
The Central West Justice Center (CWJC) was selected by Massachusetts Lawyers Weekly as the 2019 winner of the Reginald Heber Smith Award for Excellence in Legal Services. CWJC Immigration Unit Staff Back row: Alexandra Bonazoli, Karen Cole, Kelly Morgan, Donna Morelli, Mary Johnson Front row: Sarah Bluestein (AmeriCorps), Claudia Quintero, Ellen VanScoyoc, Claudia Folgosa

Elder Services of Worcester Area recognized CLA Senior Paralegal Dianne Sandman with the Rosalie Wolf Award which honored Dianne’s work in the field of elder abuse prevention.

Attorney Gina Plata-Nino, the Central West Justice Center’s food security expert, was chosen as the recipient of the Massachusetts Bar Association’s Rising Star Award, which is given to an attorney who has made a significant and meaningful contribution to access to justice for an underserved population in Massachusetts.

CLA Staff Attorney Dana Doyle was elected President of the Berkshire County Bar Association at the Association’s annual meeting held in May. Dana’s two-year term began on September 1, 2019.

In 2019, CLA receptionist Judith Herberg celebrated her 50-year anniversary of working for Community Legal Aid and its predecessor agencies, Western Massachusetts Legal Services and Berkshire Legal Services.

CLA Director of Client Access Gordon Shaw was selected by Massachusetts Lawyers Weekly for the 2019 Excellence in the Law – Pro Bono Award in recognition of his work overseeing CLA’s lawyer-for-the-day programs and Volunteer Lawyers Service activities.
Dear Friends,

I am writing to thank you for your support of Community Legal Aid and the work it does to ensure access to justice for those most in need.

As President of Community Legal Aid’s Board of Directors, I recognize that it takes the collaboration and support of many in our communities to fulfill CLA’s mission. Your generous support shows that you recognize this too.

With your involvement, and the involvement of the donors and funders listed on the following pages, you helped provide legal services that impacted an estimated 17,600 individuals in Berkshire, Franklin, Hampden, Hampshire, and Worcester counties. Community Legal Aid assists those struggling with problems relating to life’s most basic — and essential — needs including housing, child welfare, education, disability rights, freedom from abuse, employment, and access to stable income.

The impacts of the recent and unprecedented economic and social disruption have fallen particularly heavily on those in our communities most in need of CLA’s services. I am proud to tell you that CLA has continued working on behalf of its clients despite the complications imposed by court closures, remote working situations, and social isolation.

Thank you for supporting the work of Community Legal Aid as it strives to make equal justice a reality for low-income and elderly residents of Central and Western Massachusetts.

Sincerely,

Todd Rodman
President
Board of Directors

Access to Justice Campaign Committees

Every year, Community Legal Aid relies on the help of attorneys throughout Central and Western Massachusetts as they ask their friends, colleagues, law firms, and peers to support our work. Our Fiscal Year 2019 Access to Justice Campaign, which began on October 1, 2018 and ran through the spring of 2019, raised over $124,000 from over 400 attorneys. We are so grateful for our committee chairs and committee members who helped with this campaign. Thank you!

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Funders
A growing number of foundations, corporations, and other organizations are recognizing the importance of ensuring a fair and just civil legal system by providing grants in support of Community Legal Aid. Thank you to all of these institutions whose generosity and partnership are essential to our mission of ensuring justice for all.

Albert W. Rice Charitable Foundation
Avidia Charitable Foundation
Barr Foundation
Berkshire Life Charitable Foundation
Charles H. Farnsworth Trust
Central Massachusetts Agency on Aging
City of Fitchburg
City of Northampton
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The Clowes Fund
Community Foundation of North Central Massachusetts
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Greater Worcester Community Foundation
Hampden County Legal Clinic
Harry H. Dow Memorial Legal Assistance Fund
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Legal Services Corporation
LifePath, Inc.
Massachusetts Attorney General’s Office
Massachusetts Bar Foundation
Massachusetts Department of Public Health
Massachusetts Legal Assistance Corporation
New England Conference of The United Methodist Church
Schwartz Charitable Foundation
Unibank
United States Department of Housing and Urban Development
United States Department of Justice
UMass Memorial Health Care
United Way of Central Massachusetts
United Way of Franklin County
United Way of Hampshire County
United Way of Northern Berkshire County
United Way of Southbridge, Sturbridge & Charlton
United Way of Webster & Dudley
Volunteer Lawyers Project
Webster Five Foundation
WestMass ElderCare
Williamstown Community Chest
Worcester County Food Bank

Donors
Thank you to our Fiscal Year 2019 donors. The list below recognizes gifts received between October 1, 2018 and September 30, 2019.

The asterisk (*) indicates members of our Loyalty to Justice Circle, which celebrates and recognizes donors who have made five or more gifts in support of our work.

$5,000+
Community Foundation of Western Massachusetts*
J. Irving England and Jane L. England Charitable Trust*
Sally Gottesman*
J. Kendall Huber*
Mirick O’Connell
Weinberg & Garber, PC*

$2,500–$4,999
Anonymous
Bacon Wilson, PC*
The Hanover Insurance Group Foundation*
Hollister Insurance Brokerage, Inc.*
Michele Kunitz and Anthony Tuck*
Pellegrini Seeley Ryan & Blakeley*
Gareth Ross
Seder & Chandler, LLP*

$1,000–$2,499
Alekman DiTusa, LLC*
J. Bendover
Bowditch & Dewey, LLP*
Douglas Brown*
Bulkley Richardson & Gelinas, LLP*
Gerald Carson*
Charles Casartello Jr. and Carol Kantany-Casartello*
James Cosgrove*
Robert D. Cox Jr.*
Donovan O’Connor & Dodig, LLP*
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Morrison Mahoney LLP*
Michael O’Connor
Margaret Parker
The Hon. James F. Queenan
Funder of Greater Worcester Community Foundation*
Aimee and Jim Reische
Robinson Donovan, PC*
Tod and Shelley Rodman*
Sasson Turnbull Ryan & Hoose*
David Suprenant*
Richard Van Nostrand*
Zurn, Sharp & Heyman, LLP*

$500–$999
Anonymous (3)
Aimee and Jim Reische
Robinson Donovan, PC*
Todd and Shelley Rodman*
Sasson Turnbull Ryan & Hoose*
David Suprenant*
Richard Van Nostrand*
Zurn, Sharp & Heyman, LLP*

$500–$999
Anonymous (3)
Michael Badger*
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Alice Halsted*
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Mark Keroack and Ann Errichetti
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Susan Mailman and Jim Chapdelaine
Jonathan Mannina*
Patrick Markary
James Martin*
David Mintz
Murphy & Rudolf, LLP
William Newman*
Patricia Owen and Barbara Brown*
Attorney Michele Kunitz first connected with Community Legal Aid when she began volunteering with our Lawyer for the Day program in the Housing Court. She became a member of our Board of Directors in 2017. Said Attorney Kunitz, “the more I discovered about the organization, the deeper my respect and admiration for the people behind it grew. It is a personal honor to now be among their number and join them in their mission of bringing accessible legal aid to people who encounter the complexities and challenges of our civil courts.” Attorney Kunitz is proud to be part of a community of advocates with a shared commitment to supporting those in need. And it is that spirit that drives her involvement in and philanthropic support of the work of Community Legal Aid.
Sirois
Jara Malikin-Sirois and Daniel
Philanthropies
Fund of Combined Jewish
The Madeson Family
James Loughman*
Scott Lord
Buffy Duringer Lord and
Carter and Alice Lindberg*
Jill Lewis*
John Lenhoff
Mark Twombly Lee Counsellor
Christine LeBel*
Jennifer Lauro*
Linda Matson
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STUDENT SPOTLIGHT

Law student Jenny Diggles, under the supervision of CLA Staff Attorney Amanda Winalski, represented an elderly client, “Carol,” at an administrative hearing appealing the denial of her application for public housing. Jenny researched the relevant regulations, requested the appeal, developed a defense strategy, and prepared Carol for the hearing. At the hearing, Jenny convincingly articulated the defense argument, explaining that the regulations did not mandate denial, and outlined the mitigating circumstances in Carol’s favor.

Jenny’s hard work paid off: at the hearing Carol told her story credibly and sympathetically. Within 24 hours of the hearing, the housing authority called to let Jenny know that the denial was being overturned and Carol could move into an apartment immediately.

LEGAL AID CLINIC

For more than three decades Community Legal Aid and its predecessor organizations have partnered with Western New England University School of Law to help train the next generation of lawyers. Students who enroll in the program attend a weekly Legal Skills Seminar taught by CLA’s Director of Client Access, Gordon Shaw. In addition, students work on cases under the supervision of one of CLA’s staff attorneys. Students in the clinic learn valuable skills and represent clients in one of three areas: General Civil Practice (Family Law, Housing, Education or Benefit Units), veterans’ issues, or Immigration.
IS YOUR NAME MISSING? The 2019 Community Report recognizes donations made between October 1, 2018 and September 30, 2019. If you think your name should have been included, please contact CLA’s Development Department at: 413-727-7115 or donorrelations@cla-ma.org

The asterisk (*) indicates members of our Loyalty to Justice Circle, which celebrates and recognizes donors who have made five or more gifts in support of our work.

Commemorative Gifts
We are grateful when our supporters make a gift to Community Legal Aid as a tribute to their family, friend, or colleague.

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At Community Legal Aid’s July 2019 board meeting we expressed our thanks and appreciation to retiring Board President John Shea of Mirick O’Connell and outgoing Board Member Charles Casartello Jr. of Pellegrini Seeley Ryan and Blakesley, who served as Board President from 2014 to 2016. Over the past several months, we also expressed thanks to dedicated board members whose terms ended this year: Janice Cook of Donovan O’Connor and Dodig; Eric Gouvin, former Dean of Western New England University School of Law, Angelina Stafford of Doherty Wallace Pillsbury & Murphy; and client representative Jeannette Lopez. We appreciate all board members’ outstanding dedication to Community Legal Aid and the clients we serve.
## Financials

Community Legal Aid and Affiliate Statement of Activities For the Twelve Months Ending September 30, 2019

### REVENUE

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Government Grants</td>
<td>$3,451,740</td>
</tr>
<tr>
<td>State &amp; Local</td>
<td>$6,148,129</td>
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<tr>
<td>Foundation Grants</td>
<td>$528,052</td>
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<tr>
<td>Private Fundraising</td>
<td>$170,891</td>
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<tr>
<td>United Way Grants</td>
<td>$155,136</td>
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<td>Attorneys Fees</td>
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<tr>
<td>Other Income</td>
<td>$200,831</td>
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<tr>
<td><strong>Revenue Before Donated Services</strong></td>
<td><strong>$10,835,835</strong></td>
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<tr>
<td>Donated Services – Attorneys</td>
<td>$578,575</td>
</tr>
<tr>
<td><strong>Total Revenue After Donated Services</strong></td>
<td><strong>$11,414,410</strong></td>
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### EXPENSES BY LINE-ITEM

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>$8,441,487</td>
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<tr>
<td>Occupancy</td>
<td>$650,390</td>
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<tr>
<td>Operations</td>
<td>$784,561</td>
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<tr>
<td>Sub–grants</td>
<td>$141,705</td>
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<tr>
<td>Contract Services</td>
<td>$140,592</td>
</tr>
<tr>
<td><strong>Expenses Before Donated Services</strong></td>
<td><strong>$10,158,735</strong></td>
</tr>
<tr>
<td>Donated Services – Attorneys</td>
<td>$578,575</td>
</tr>
<tr>
<td><strong>Total Expenses After Donated Services</strong></td>
<td><strong>$10,737,310</strong></td>
</tr>
<tr>
<td>Change In Net Assets</td>
<td>$677,100</td>
</tr>
</tbody>
</table>
Help fight for Justice

Community Legal Aid works to improve the lives of low-income and elderly people through legal assistance that protects fundamental rights, secures access to basic needs, and challenges policies and practices that harm our clients. We work to assure fairness for all in the justice system, protecting homes, livelihoods, health, and families.

Help Community Legal Aid continue to thrive by making a tax-deductible gift today.

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