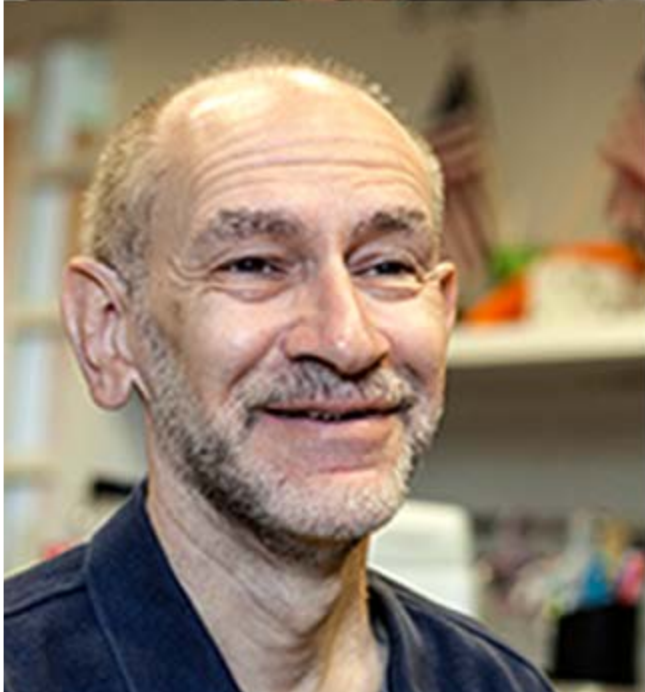


pursuing **JUSTICE**
for those in need



Legal Services of Southern Piedmont

Community
Impact Report **2016**

LSSP Has Accomplished Much, But There is More to Be Done



Ken Schorr,
Executive Director

In 2016, our staff continued to serve clients effectively in a broad range of legal assistance.

We helped all segments of the community, with special focus on children, the elderly, disabled people, veterans, immigrants, and other disadvantaged groups.

Service highlights include:

- Our [Health Insurance Marketplace Navigator](#) project, continues to be recognized as one of the best in the country.
- The [Safe Child Immigrant Project \(SCIP\)](#) assisted unaccompanied immigrant children facing deportation in the Charlotte Immigration Court, covering all of North and South Carolina.
- The [HIV-AIDS Legal Assistance Project](#) helped people living with HIV and AIDS receive health care, privacy, advance directives,

guardianships and other issues, as one of the best in the southeast.

- The [Access to Justice Pro Bono Program](#), a joint program with Legal Aid of North Carolina, continues to seek creative solutions to client needs through partnerships, as the largest program in the region, with more than 20 percent of local lawyers handling pro bono cases or participating in events.

And a few special items:

- Attorney Kobi Brinson and dancer Addul Manzano represented LSSP in the [Dancing with the Stars](#) event last spring, raising \$25,000.
- The 2015-16 [Access to Justice Campaign](#) topped **\$400,000**, the highest ever, and we are well on our way to reaching our goal of **\$450,000** for the current 2016-17 campaign.
- The Charlotte Observer recognized LSSP among the [Top Workplaces 2016](#) based on a confidential employee survey, one of only two non-profit organizations in the small employer category.

In 2017, we look ahead to challenges our clients will face. Among those we are already addressing:

- **Access to health care**, with the promised repeal and replacement of the Affordable Care Act, which covers one million low-income people in North Carolina, there will be great need for legal assistance for people who must navigate the changing landscape to maintain insurance.
- **Immigration** status, with promises to deport millions of immigrants, there will be great need to help those who qualify for status under law to receive it, in the complex immigration process.

LSSP is looking carefully at what we can do to help our clients meet basic human needs in our community, ensuring all of our neighbors know economic security and opportunity, family safety and stability, and access to healthcare.

We will continue to pursue justice for those in need in 2017 and beyond.



New Projects in 2017

- The **Community Redevelopment Project** will help homeowners and others revitalize low-income neighborhoods in partnership with the Charlotte Mecklenburg Housing Partnership, the City of Charlotte Neighborhood and Business Services, the Habitat for Humanity Charlotte Chapter, and the Camino Neighborhood Center.
- The **Carolinas Medical Legal Partnership** with Carolinas HealthCare System
- **Single Stop at Central Piedmont Community College**, to provide legal support to students to help keep them in school to complete their academic program.
- Support from the **Governor's Crime Commission** for LSSP work with immigrant victims of **domestic violence**, and to **prevent elder abuse**, primarily in financial and consumer protection.

We're Turning Celebrate with us!

50

OUR HISTORY

1967 Mecklenburg Legal Aid Society opens to serve low-income people in housing, benefits, consumer and family law.

1979 Legal Aid Society expands to Cabarrus, Gaston, Stanly and Union Counties and changes its name to Legal Services of Southern Piedmont.

1988 LSSP begins the Access to Justice Campaign begins with support from local attorneys after funding cuts cause the organization to seek new resources.

1997 LSSP establishes Hispanic Outreach Project, (currently the Immigrant Justice Program) to address the legal needs of immigrants in our community.

2002-2007 Expanded service areas to include Western NC Low-Income Tax Payer Clinic, Employment Law and Legal Services for the Elderly

2002 LSSP reorganizes, creating LSSP and Legal Aid of North Carolina. LSSP becomes a locally-governed legal services program with no federal legal services funding and continues advocacy that is restricted by federal funding regulations, including assistance to immigrants, with support from local government, United Way, foundations and private donors.

2007 LSSP and LANC establish the Access to Justice Partners Pro Bono Program

2008 The Great Recession begins, and client need increases by 15 percent.

2012 LSSP begins assisting consumers with Affordable Care Act enrollment and federally-certified Navigator positions.

2014 LSSP responds to the influx of unaccompanied immigrant children providing critical legal assistance to guide them through the complicated immigration court process.

2017

LSSP celebrates 50 years
of service in Charlotte.

Pursuing justice for those in need since 1967 ...

Quarter 1: Katherine received asylum and found safety from abuse in her home country; Q2: LSSP helped Debra negotiate over three years with her bank to avoid foreclosure and keep her home; Q3: Tim qualified for Social Security disability benefits after years in the Medicaid gap. Q4: LSSP helped Consuella receive affordable coverage for the oxygen assistance she needs to live her life as a mother of two.



WHY A CELEBRATION

In celebrating 50 years, we hope to raise LSSP's visibility in the community so that our organization can be better positioned to meet the changing needs of our clients for the next 50 years. Increased understanding of our work would:

- Expand opportunity for community partnerships and support that would allow LSSP to be more versatile in serving its clients.
- Provide stability in continuing to offer much needed services as we face an incredible gap between client needs and our resources.
- Let more people know about the services we offer that are available.

What we're doing

Light Display at Wells Fargo's Duke Energy Center, marking the start of our anniversary celebration (September 1, 2017)

Kick-off Celebration (September 2017)

Exhibit on LSSP's history and impact on Charlotte's development in the New South (Fall 2017)

Ongoing **Pro Bono events** expanding the reach of the Access to Justice Pro Bono Partners Program, offering more opportunities for attorneys to get involved.

Community Symposium series to increase LSSP's visibility in the community and to foster community conversations on current issues relevant to the LSSP's work (Fall 2017/Winter 2018)

Gala celebrating LSSP's impact and future in the Charlotte area, featuring a guest speaker (Spring 2018)



There's No Place Like Home



Debra Pickett came to Legal Services of Southern Piedmont desperate to keep her home, which her late husband had left to her. [Read more about her story.](#)

"Mrs. Moskowitz is very good at her job and profession," Pickett wrote. "I truly thank God for letting me meet her as well as to have her handle my case for me. Words can never express the gratitude."

Debra Pickett came to Legal Services of Southern Piedmont, like many clients. She was desperate for help. The grieving widow had learned that the bank where her late husband had established a reversed mortgage with was trying to evict her from her home and assume ownership.

She had been told there was nothing she could do.

Consumer protection attorney Karen Moskowitz worked with Pickett over three years, negotiating with the bank and arguing that Pickett held rightful ownership. A few months ago, Pickett finally received the message she had been praying for — an email from Moskowitz saying that Pickett could remain in her home.

Pickett was so grateful that she wrote a letter to executive director, Ken Schorr, explaining what the services she received from LSSP meant to her:

Over the past three years Mrs. Moskowitz had been very professional, warm and caring regarding my situation and went above and beyond the scope of knowledge. She worked diligently



Debra Pickett knows that her home is safe and has peace of mind thanks to LSSP.

"I thank God that I can continue living here."

Legal Services of Southern Piedmont helps clients like Debra every day. Your continued support helps LSSP serve the most vulnerable in our community who need free legal services to get access to the safety, stability and healthcare they are entitled to. Your gift to the [Access to Justice Campaign](#) allows more people to escape poverty, live healthy, productive lives and give back to the community.

Stakeholder Research from The Lee Institute

Last fall, LSSP sought community input with the assistance of The Lee Institute to determine the organization's needs as it enters its 50th year of service and looks toward its future in Charlotte with strategic planning. The process involved surveys and focus groups with the participation of LSSP's stakeholders, community partners, local attorneys, and supporters of the organization.

Strengths and Opportunities:

Staff and Staff Attorneys

Participants consistently recognized staff as LSSP's strongest asset in carrying out its mission due to their level of expertise and dedication to the work.

Quick Response to Crisis

LSSP is responsive and flexible in tailoring its services to a broad array of clients as needs in the community evolve and grow. Increased unrestricted funding would allow the organization to be more versatile and to serve more people in need.

Relationship with local legal community

LSSP enjoys a strong relationship with Charlotte's legal community. In the coming year, LSSP will increase its education, outreach and engagement with the broader community to raise its visibility as a human services organization with work that goes far beyond legal matters in strengthening the social fabric of Charlotte.

Good relationships with partners

LSSP partners with various community organizations to effectively serve its clients. Participants viewed these relationships as evidence of the organization's commitment to the community.

Systemic Advocacy and Outreach

LSSP's partners and stakeholders appreciate the organization's use of systemic advocacy to make a greater impact on people living in poverty by shaping policies made at the state and national level. Both groups indicated that more efforts around systemic advocacy and community outreach would be beneficial to the organization and the broader community.

“ Without fail, LSSP's staff is responsive, competent and focused on their mission. Keep building on the good work and people that are already there.

LSSP provides a desperately needed service to a broad range of clients and enjoys a stellar reputation in the legal community.

It improves the entire community if the people with the fewest resources have their rights protected and get help to improve their lives. All of society is safe, healthier and more sound.

Increase community awareness of the legal implications leading people to live in poverty or stay in poverty. ”

Responses from participants

What We're Doing

LSSP is applying these recommendations while planning events around its 50th anniversary and in its strategic planning for the next 50 years of service in the Charlotte area. Through this process, we hope to effectively help more people in need by elevating our visibility in the community, strengthening the partnerships we have and growing our support base. We plan to, as one participant put it, “educate and celebrate,” with a focus on LSSP's history and its future.

Thank you to those who participated in this research!

2016 by the numbers

3,359

Total clients served

2,075

Children

1,879

Families



In North Carolina there is **legal aid attorney** **1** for every **15,000**

low-income people, but one private attorney for every 442 people.

\$400,000

raised for the 2016 Access to Justice Campaign benefiting LSSP and Legal Aid of North Carolina - Charlotte, the highest amount raised for the organizations.

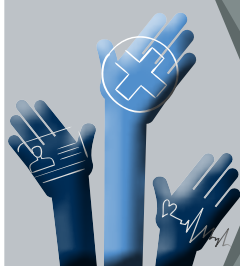


\$436,061

amount of billable hours given by local attorneys for pro bono cases.



12,000 people assisted in Charlotte Immigration Court by the Immigrant Assistance Project.



1,452 in-person appointments for Health Insurance Navigator project at 24 enrollment locations, includes 383 non-English language consumers assisted.

1,012

clients served by protecting

Family Safety and Stability

in Domestic Violence and Immigration cases

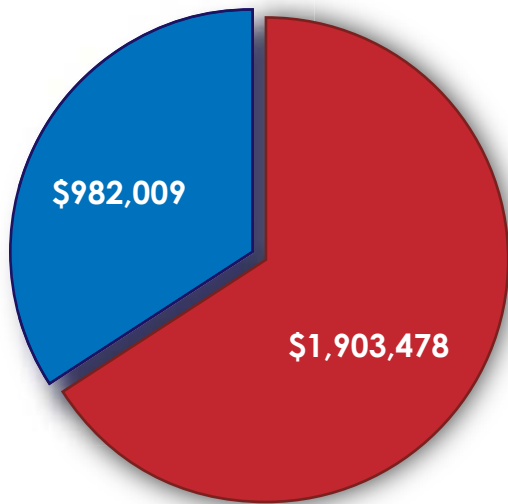
354

clients receiving **access to healthcare**

1,924

clients served in providing **Economic Security and Opportunity**

15% Consumer Protection
27% Income **13%** Tax Assistance
17% Wills **11%** Veterans
17% Housing Assistance



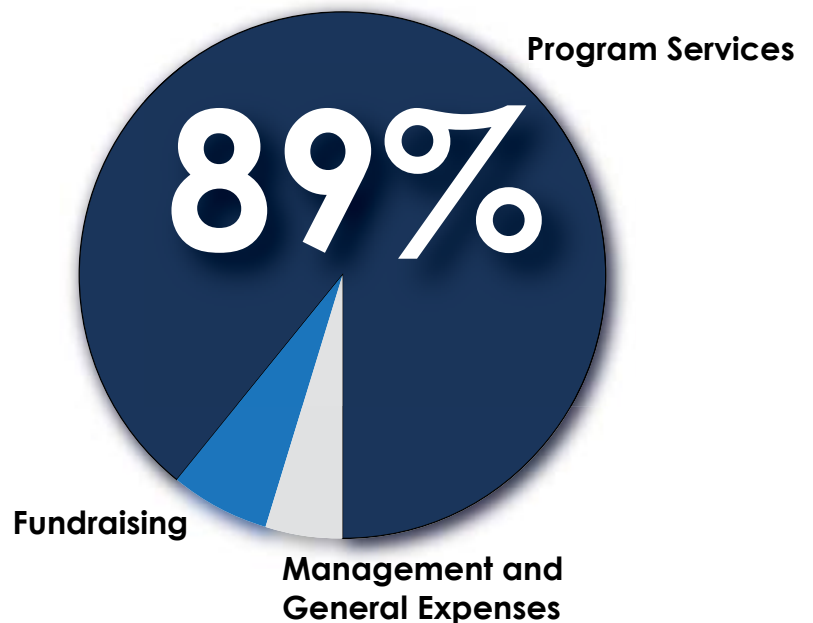
Restricted vs. Unrestricted* funding sources

Most of LSSP's revenue comes from grants awarded with specific restrictions from organizations, government entities, and foundations. Continued support of the **Access to Justice Campaign** helps LSSP continue to provide necessary services when their traditional funding sources go away and gives us flexibility in the strategic use of our resources.

*Does not include \$436,061 in pro bono volunteer hours given as in-kind contributions

Where the Money Goes:

For every dollar Legal Services of Southern Piedmont spends, 89 cents goes toward program services for clients. Management and general expenses make up 5 percent of expenses and fundraising makes up 6 percent.



Government Funding

Federal	State	Local
\$881,201	\$183,052	\$253,000



Funding Sources

Private Foundations	IOLTA Funding	Individual Giving	Other Revenue
\$702,721	\$105,500	\$364,132	\$147,488



2016 Pro Bono Honor Roll

The Mecklenburg Access to Justice Pro Bono Partners Program is pleased to recognize our committed pro bono attorneys who donated at least 20 hours of service or closed three or more pro bono cases for our clients in 2016.

Jeffrey W. Aldrich	John C. Fennebresque	Deja Dorothy Kemp*	Fern Ann Paterson
Stephen D. Allred*	Christopher J. Fernandez*	Kristen J. Kenley	Amanda Rae Pickens*
A. Carter Arey*	Jennifer Lynn Fleet	Glenn E. Ketner III	Stuart Logan Pratt
Andrew David Atkins	Christopher Thomas Fowler	Katherine Kliebert*	Nader S. Raja
Keith F. Atkinson	Gonzalo E. Frias	Bradley R. Kutrow*	Gary Lee Redwine
Neil T. Bloomfield	Kaylan Marie Gaudio	Rene Jean LeBlanc-Allman	Michelle Donahue Robinson*
William B. Butler*	Timothy W. Gilbert	Jennifer M. Lechner*	Brent A. Rosser*
Rocky Mamerto Cabagnot*	Joshua K. Green	Anne S. Leggett	Frank E. Schall
John H. Capitano	James E. Gronquist*	Timothy P. Lendino*	Marie C. Shea*
Jon P. Carroll	Alton L. Gwaltney, III	Hannah Faith Little	Ella-Marie Smith
Caitlin A. Carson	Robert J. Hahn*	Andrew Francis Lopez	Benjamin A. Snyder
Ronald Charlot-Aviles*	Nicole Katherine Haynes	Carlos Andres Lopez	Brian A. Soja
Kimberly Nicole Cochran*	Mark P. Henriques*	Catherine Lafferty Magennis	Michelle Lynn Stalnaker
Glenda F. Coleman	Johan Alejandro Hernandez	Robert William Manoso*	William Todd Stillerman
Clay Reid Costner	James E. Hickmon*	Jasmine C. Marchant*	Edward Taylor Stukes
Casey Leanne Couch	Christopher A. Hicks	Michael Leon Martinez*	Susan C. Tarnower*
Lisa Marie Crandall	Sara S. Holderness	Emily Claire McGowan	Michelle R. Thompson
Matthew H. Crow*	Thomas P. Holderness*	Thomas E. McNeill*	Joseph Trunzo*
Heather W. Culp*	Katherine S. Holliday	Samuel Clinton Merritt	Scott P. Vaughn
Kevin Louis Denny	Jennifer Michelle Houti	Eric William Mills	Ann Lee Warren*
Jessica Camille Dixon	Sarah Fulton Hutchins	Elizabeth Ann Murphy*	Lisa Jan Wielunski*
Kathleen H. Dooley*	Travis James Iams	My T. Ngo	John R. Wester*
Courtney Michelle Duncil*	Elizabeth Jeanne Ireland	Fernando Nunez	Nicholas F. Wilson
Jonathan Ashley Ellis*	Donna J. Jackson	Nikolas Rafael Ortega	Landis L. Wood
Jason D. Evans	David H. Jones	Brian Patrick O'Shaughnessy*	Angela H. Zimmern*
Douglas W. Ey, Jr.	Stephen W. Kearney	Fred P. Parker, IV	Erik R. Zimmerman*
Jeffrey Ryan Favitta	Matthew Sean Kelly	Andrew Rhys Parrish	

*** Attorneys who have fulfilled the requirements of NC Rule of Professional Conduct 6.1 and have completed 50 or more hours of pro bono service this year**

2016-2017 ACCESS TO JUSTICE Leadership List

Thank you to those who gave more than \$1,000 in support of Access to Justice this year.

Don't see your name on this list? There's still time to be a leader supporting the Access to Justice Campaign. Give today!

J. Mitchell Aberman & Linda MacDonald	Julian DuRant	Edward and Dorothy Hinson	William and Sloane Mayberry	Charles McBrayer Sasser
Corby Anderson	Frank E. Emory	Cory and Katherine Hohnbaum	Kelsey Mayo	Russell and Laurie Schwartz
Julian Arronte	Jason and Mary Lindsay Evans	Douglas Ey	Richard McDermott	Mike and Jessi Shaffer
Blas Arroyo	Bill and Linda Farthing	Thomas and Sara Holderness	John and Amy McDonald	Robert and Caroline Sink
James G. and Mary Lou Babb	John Fennebresque	Katherine Holliday	Pender R. McElroy	Russell Sizemore
Catherine and Jeffrey Barnes	Robert Fisher	Joy Hord & Patrick Cook	Kiran and Constance Mehta	Bruce Steen
David and Lyn Batty	Timothy Fridley	J. Trevor & Natalie Johnston	Robert L. Mendenhall	Paul and Julia Steffens
Martin L. Brackett Jr.	Douglas Ghidina	David Jones & E. Randall Morrow	Heloise Merrill	W. Todd and Debbie Stillerman
A. Todd Brown	Amanda Groves	Sean and Jackie Jones	Mark and Lindsay Merritt	John N. Suhr
Eric L. Burk	John E. Grupp	Naho Koboyashi	Lisa and Kenneth Miller	Richard M. Thigpen
Mark and Kimberly Calloway	J. George and Barbara M. Guise	Alan Kronovet	Thomas L. Mitchell	Cynthia Van Horne
James and Joan Carroll	Alton L. Gwaltney, III	Bradley Kutrow & Jeanne Lindquist	Richard Moore	Scott and LouAnn Vaughn
Jon P. Carroll	C. Wells Hall III	Henry LaBrun	Raj Natarajan	Richard W. Viola
L. Cameron Caudle	Robert Hahn and Alicia Burke	Haynes and Elizabeth Lea	My Trung Ngo	H. Landis and Janet Wade
Jay Conison	Christy Hancock	Amy Lefkof	Lara Nichols	Christian Chad Warpula
Peter and Anne Covington	George and Deborah Hanna	Hal Levinson and Holly Hickman-Levinson	Judge Nancy Black Norelli	Alexander and Mayleng Watson
Stephen Cox	Robert E. Harrington	Stephen Luke Largess	J. William and Susan Porter	Mary Allen Watson
Robert and Peggy Culbertson	Rebecca S. Henderson & J. Michael Booe	Francisco Linares & Ellen Rosaschi	J. Norfleet Pruden III and Cynthia G. Pruden	Lyman Welton
Leslee K. Daugherty & Roger Gilmartin	Sally Higgins & Ray Owens	Stephen Lynch	Robert Pryor	John Wester
Samuel Davis		Harrison and Margaret Marshall Trust	Alice Richey & David Pitser	Elizabeth and Brad Winer
			Allen and Jennie Robertson	William Zimmern

*Names in **BOLD** denote those also listed on 2016 Pro Bono Honor Roll



pursuing **JUSTICE**
for those in need



since 1967

Legal Services of Southern Piedmont
1431 Elizabeth Avenue Charlotte NC, 28204
704-376-1600 • lssp.org

