Dear Friends of LASP,

My last year as Executive Director of LASP, just like my first 21 years ago, was motivated by my understanding of the critical need for civil legal services for the many who cannot afford to pay for legal help, and my strong belief in equal justice for all, regardless of income. But I don’t believe that acknowledging a need and believing in a concept are enough to sustain LASP by themselves. It is the inspiring courage, determination and resilience of those LASP has served, and the generosity and commitment of those who have supported us in our work all these years. I am proud of what LASP and its staff have accomplished, made possible by all of its many supporters. I leave confident in knowing that with its experienced and highly skilled staff and its impressive new Executive Director, it will continue to have a positive impact not only on all those it serves but on those who serve it as well. Thanks to all.

Elizabeth Wood Fritsch, Esq.
LASP Executive Director, 2013-July 2018
LASP Co-Executive Director, 2001-2013
Bucks County Legal Aid Executive Director, 1997-2001

To the LASP Community,

Bucks, Chester, Delaware, Montgomery. We live and work in an area of abundance – an area rich in culture, the arts, history, resources. Home to world-renowned artists and authors from New Hope to Chadds Ford and all points in between. Home to some of the most significant historic landmarks in the nation. Home to world-class institutions – colleges, universities, and hospitals. We cheer on championship-caliber teams in all of the major sports – college and pro. The LASP service area is one of the most desirable places to live and work in the country.

And yet there are communities and individuals that do not share in the abundance of the area. The four counties include cities and towns with high poverty rates, rural areas where opportunities are limited and where transportation challenges exist. And there are those who struggle as individuals and families amidst the abundance. They are the folks that live next door – an elderly widow or widower on a fixed income who has been victimized by a financial scam which has deprived him or her of a lifetime of earned equity in a home, an individual with a behavioral health diagnosis that prevents him or her from maintaining stable employment, a family going through the emotional pain of a divorce or dealing with family violence, a single parent providing care for a disabled child and struggling to make ends meet, a person who cannot find housing because of a criminal charge – one that resulted in the dismissal of a case or a finding of innocence.

LASP speaks to individuals facing these struggles in its seven offices, in the courts, and in its community outreach every day. In an area that prides itself in having the best of everything, we should strive to have the best civil legal aid provider. LASP. The foundation exists. LASP receives tremendous support from attorneys and local bar associations – who generously provide their time and treasure. The judiciary understands the value LASP provides in courts to ensure fairness and due process AND the critical importance of having a lawyer. In Bucks County, for example, judges work to ensure that litigants have representation in all cases involving child welfare and protection from abuse. These cases affect fundamental rights we may take for granted.

How can LASP become the best? Physical space can be upgraded to ensure that clients and staff work in a professional environment befitting a well-respected law firm. Staff compensation packages can be improved in order to retain and recruit dedicated and talented advocates who wish to devote their professional lives to assisting those less fortunate. And of paramount importance, resources can be enhanced for clients to expand LASP’s work and ensure that each case which involves a basic human right receives the care and attention it deserves. A vital and robust LASP can and should be an integral part of the fabric of our communities just as are the other great institutions that call the LASP service area home.

Thank you for taking the time to review our Annual Report. Only with your interest in, and support of, LASP’s mission can LASP be its best and achieve success in helping our clients overcome the challenges they face. Through you, LASP can be the best.

C. Shawn Boehringer, Executive Director
Legal Aid of Southeastern Pennsylvania
our mission

The mission of LASP is to provide quality legal representation to low-income and vulnerable people from Bucks, Chester, Delaware and Montgomery counties, to empower them to solve problems without legal representation through legal education and increased access to the courts, and to change community practices and systems that aggravate poverty.

LASP’S NEW ONLINE APPLICATION ALLOWS 24/7 ACCESS TO JUSTICE

Greater access to LASP’s free civil legal services has been achieved! On March 5, 2018, LASP launched an online portal for clients applying for services. From http://lasp.org, website visitors click a link taking them to Legal Server’s secure, LASP-dedicated site where they can start their application, determine eligibility, and schedule a call from LASP’s Helpline.

“From the day it went live, we had people using online intake,” said Zandra Rawlins-Adens, Online Intake Paralegal. “It’s a tech-driven world. People found us on their own, before we even started announcing it.” About 85-90% of clients schedule a follow-up call through the online scheduler. It’s a popular aspect that reduces wait time for clients, Rawlins-Adens said. “They thank us for calling and tell us, “This is the only time I had.”” She added, “I think when someone is in crisis ... most people go online. This makes LASP available 24 hours a day, seven days a week.”

HIGHLIGHTS OF THE ONLINE APPLICATION PROCESS:

- Provides access to LASP applications 24 hours per day, 7 days a week.
- Decreases the time Helpline callers wait on the phone.
- Allows Helpline staff to spend more time focusing on the case, because the client already has entered their demographic information.
- Offers links to other landing pages such as PALawHELP.org, if the potential client doesn’t meet eligibility requirements.

2017-18
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Zandra Rawlins-Adens

Zandra Rawlins-Adens, Online Intake
cases, LASP helps clients address habitability issues and violations of tenant rights. The regional landlord-tenant attorney makes it possible to take more cases before a Magisterial District Judge, providing clients with extended representation – and thus a more level playing field when they face a landlord’s attorney in court.

REGIONAL MORTGAGE FORECLOSURE ASSISTANCE

Following the 2008 recession, a number of programs were created to help homeowners facing foreclosure. Funding for those programs has now diminished or ended, and many lenders are less interested in providing loan modifications. However, foreclosures continue, often as the result of medical debt or the death of a family member. LASP’s regional advocates work in all four counties to help homeowners obtain the best results possible. Sometimes, homes can be saved. If not, LASP advocates facilitate a softer landing for clients by negotiating with the bank, usually gaining clients more time in their homes. “Giving up on them would be like giving up on our most vulnerable,” said Dave Jonas, Regional Mortgage Foreclosure Attorney.

“Clients seem thrilled that we can help them,” said Nicole McCoy, Mortgage Foreclosure Paralegal. “They’re already in a horrible position. We’re not saving their home, but making the process smoother and easier.” The first step often is to reassure clients who’ve just received a foreclosure notice that it doesn’t mean they have to move out immediately, or that a sheriff’s sale will happen the next day. “An 88-year-old was afraid police would arrest her when she went out to get her mail,” McCoy recalled, noting, “We get them some time so they’re not rushed into making bad decisions” about their next move. LASP advocates can negotiate a cash for keys settlement with the lender, allowing a client to receive funds that soften the transition in their specific situation, for packing, moving, or a security deposit for an apartment. Jonas said, “It’s a good feeling – and a very real benefit – to get them enough cash to put a deposit down, not disrupt schooling for children, to give them a little control of the timeline.”

EPIC PILOT PROGRAM: EVICTION PREVENTION IN MONTGOMERY COUNTY

Participating in collaborations and pilot programs is another way LASP addresses the region’s very pressing housing problems. With a goal of serving renters at the time they’re facing eviction and BEFORE they become homeless, the Eviction Prevention & Intervention Coalition (EPIC) pilot program launched in Judge Margaret A. Hunsicker’s Magisterial District Court, in Norristown, Montgomery County in January 2018. LASP is one of multiple partners in EPIC, which was inspired in part by the

Matthew Desmond’s Pulitzer prize-winning book, Evicted, and his subsequent creation of the Eviction Lab at Princeton, have shone a national spotlight on landlord-tenant issues and poverty. Housing issues – not only evictions for renters, but also mortgage foreclosures for homeowners – profoundly affect low-income residents in LASP’s service area.

Two 2017-18 grants from the Pennsylvania IOLTA Board (Interest on Lawyers Trust Accounts) funded an additional regional home ownership preservation attorney and paralegal, and a regional attorney to handle landlord-tenant cases. Through the grants, LASP increased the capacity to offer clients extended representation when they receive a foreclosure or an eviction notice. This approach continues in 2018-19, again thanks to IOLTA funding.

LASP also assists clients with tangled titles, tax sales, unfair charges on mortgages, predatory lending, and mobile home ownership issues. In landlord-tenant

Through EPIC, tenants receive legal, financial and social services together on the day scheduled for their eviction hearings. Your Way Home of Montgomery County (YWH), the lead agency, noted in its 2017-18 EPIC Impact Report that 38 of 50 (76 percent of) clients had positive outcomes. “We cannot overestimate how important the legal support has been,” said Kayleigh Silver, YWH Program Manager, at a December 2018 forum addressing homelessness in Montgomery County.

As part of the coalition, LASP provides legal training for pro bono attorneys and social services staff. Montgomery Bar Association recruits and coordinates the pro bono attorneys, with a LASP attorney accessible by phone if a pro bono attorney has questions. In addition to Your Way Home, Montgomery Bar Foundation, and the Montgomery County Courts, other key partners include the Montgomery County Office of Housing & Community Development, HealthSpark Foundation, The Montgomery County Foundation, and the Pottstown Cluster of Religious Communities.

The Eviction Prevention & Intervention Coalition launched in Judge Margaret Hunsicker’s courtroom in Montgomery County Jan. 9, 2018. In its first six months, the pilot project had a 76% success rate.

SAFE HOUSING
In Delaware County, Ms. W,* a mom of 6, challenged her landlord over an unsafe home. When she withheld rent in an effort to force him to make repairs, he filed court papers to evict her. In court, she explained her case, but lost anyway. She paid her rent to avoid becoming homeless.

She came to LASP. The LASP attorney negotiated with her landlord, who made promised repairs. Ms. W and her children got to retain their apartment with the confidence that their home was a safer space.

Housing for a hurricane victim
Losing his home and everything he owned to Hurricane Maria was hard on Mr. G,* who’s in his 60s, wheelchair-bound, and has other medical problems. After the hurricane, he and his daughter came to Philadelphia hoping to stabilize their lives.

After a hotel stay, Mr. G and his daughter got a one-time Federal Emergency Management Agency (FEMA) grant for their first month’s rent and security deposit. They found an affordable first-floor, two-bedroom apartment that Mr. G could access in his wheelchair. When they gave the landlord their deposit, they signed a lease.

The day before they were scheduled to move in, the landlord told Mr. G that the first-floor apartment had been rented to someone else. The only other available apartment was a second-floor efficiency. There was no elevator in the building. The landlord said they had to take this apartment and refused to return their money.

With their hotel stay ending soon, Mr. G and his daughter would be homeless unless they could pay the upfront costs for another apartment. They needed their deposit back right away.

After a private attorney said he couldn’t help, Mr. G called LASP, who contacted the landlord. The LASP attorney reminded the landlord of the content of the agreement. She told him LASP would take legal action to enforce the agreement unless Mr. G’s deposit was returned promptly.

The landlord returned the money. Mr. G and his daughter found a different apartment and are now settled. 

LEGAL AID CHANGES LIVES
With the support of many generous donors, law firms, bar associations, pro bono volunteers, community partner agencies and friends, LASP is able to give low-income people the legal representation they need to protect their families, their homes and their livelihoods. During 2017-18, your help and support changed lives. THANKS TO YOU, many families are in better situations today.

*Name has been changed, but the story is real.
2017-18 at a glance

9,943 adults and 8,843 children helped in 2017-2018

20% of clients were 60 and older

75% of clients were women

45% of clients were members of a racial or ethnic minority

Free Legal Help

Legal Aid of Southeastern PA provides free civil legal services for low-income residents of Bucks, Chester, Delaware and Montgomery counties.

For free help, call the toll-free Helpline to speak with an attorney or paralegal:

**LASP Helpline**
(Centralized helpline for general legal issues in Bucks, Chester, Delaware & Montgomery counties)
877.429.5994
Mon-Fri, 9 am - 1 pm (Se habla español)

To apply online:
http://lasp.org/apply-here

**Delaware County**
Protection from Abuse Helpline
855.879.3100
Mon-Fri, 8:30 am - 4:30 pm
Callers can leave a message outside of these hours.

**Montgomery County**
Protection from Abuse Helpline
855.980.6924
Mon-Fri, 8:30 am - 4:30 pm
Callers can leave a message outside of these hours.

The Protection from Abuse Helplines provide legal advice and assistance in filing for a Protection from Abuse (PFA) order.

PLAN honors Bucks Co. Legal Assistant Randi Riefner with 2018 Excellence Award

In honoring Randi Riefner with a Pennsylvania Legal Aid Network 2018 Excellence Award, PLAN noted: “Over the past 25 years, she has amassed an impressive network of private attorneys to represent clients pro bono in matters involving child custody, Protection from Abuse, bankruptcy, and wills. She plays a vital role in connecting vulnerable clients to skilled pro bono attorneys. She serves as the assistant to LASP’s Pro Bono Coordinator and also as a Legal Assistant. In that role, she helps with the preparation and filing of Chapter 7 and Chapter 13 bankruptcy petitions, often traveling the county to meet with clients to review their paperwork and assist in preparing pro se appeals from district court to the Court of Common Pleas.”

The Excellence Award recognizes individuals and groups who “have demonstrated excellence in their efforts to increase the availability of legal aid and raise the quality of civil legal services for low income people and victims of domestic violence in Pennsylvania.” Honorees increased access to civil legal aid, demonstrated excellence in advocacy, leadership, and/or innovation in service delivery.
"I’m at peace in my house"

“My two young children are the loves of my life,” Phoebe* told attorneys at a Continuing Legal Education (CLE) Family Law meeting in 2018. Encouraged by a Women’s Center of Montgomery County advocate to share her story of overcoming domestic violence and, as a former LASP client, of obtaining a full Protection from Abuse (PFA) order and moving on with her life, Phoebe was eager to “pay it forward” and let others know that they’re not alone and that resources are available to help. She also shared her story in an interview at LASP.

Phoebe was with her children’s father for 11 years, on and off for the last three. “Life together was pretty good until he started to heavily use drugs. This is when the fighting began,” she said. At first, she thought the abuse was normal, and only occasional. But as the drug abuse escalated, she recalled, “It continued to get worse and my children have witnessed all of it.” She was pushed and shoved into walls, called names in front of the children, and stolen from. “At my house there were holes punched into 60 percent of the walls. Every door at some point was kicked in and had to be re-hinged. I’ve replaced broken furniture and smashed TVs.”

When the fighting worsened, she got scared and began to call the police – a total of more than 30 times – and was encouraged to file for a PFA. Phoebe withdrew her first PFA petition because she believed the father when he said that the abuse would stop and that he had received treatment in rehab. But after a short time, things worsened.

Still, she struggled with her decision to file, and she withdrew PFA petitions twice more before going through with the petition on the fourth try, after the Women’s Center of Montgomery County connected her with LASP. Her LASP attorney worked with her to build a strong case, gathering photos of bruises and abusive text messages to use as evidence. Represented by LASP Staff Attorney Karen Vogel, Phoebe obtained a full three-year PFA in 2018. “It’s never just black and white, and I didn’t want to hurt someone even though he was hurting me,” Phoebe said.

LASP Staff Attorney Beverly Boyle noted, “Studies show that on average, a domestic violence victim may leave or attempt to leave the relationship seven times before she leaves the abuser for good.”

Once the final PFA was granted, Phoebe stated, “I was glad that I did it. Legal Aid was very supportive through the whole situation.” Since obtaining her PFA, she gained sole legal and physical custody of her children and was awarded child support. She has moved with her children to a protected, secret location. “It’s a huge weight off my shoulders,” she said. “I’m at peace in my house.”

Phoebe applied for the Pennsylvania Victim Compensation Assistance Program (VCAP) for moving expenses and repayment for time lost at her job, and has attended Al-Anon weekly for about a year. “It helps me with how to be strong and how to continue on with everything,” she said. Phoebe currently works about 65 hours a week to support her family. “It’s been rough,” she acknowledged. She suffers from post-traumatic stress disorder (PTSD), and noises can set her off. “It’s hard to trust again. I’m working through all of that.”

She wants others to know that they’re not alone and that there are resources to help.

“You should reach out and use them. I definitely would not have been able to afford legal help,” she said. One of her children loved the childcare offered through the courthouse enough to ask “When can I go back?” But childcare spots must be reserved in advance of court hearings, something she wants others to know. She also noted that the Women’s Center attended her court hearings, and her advocate there still checks in with her and offers the opportunity to join a domestic violence support group.

“It can happen to anyone, rich, poor, black, white,” Phoebe said.

*Name has been changed, but the story is real.

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In 2017-18, LASP handled 8,773 cases benefiting 18,786 clients and their families.
**Statement of Financial Position: July 1, 2017 to June 30, 2018**

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<td>Other Funding Sources</td>
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<td>Total Expenses**</td>
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<td><strong>Total Funding</strong></td>
<td><strong>$5,420,549</strong></td>
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**Total Expenses** $5,029,358

* Figures based on audited financial statement for FY2018

** In addition to the board designated reserve for capital improvements, continuation of services (operational), and undesignated net assets, some funding sources allow for carryover of balances into the next fiscal year. That carryover consists of temporarily restricted and unrestricted net assets.

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### Institutional, Government & Business Donors

**Law Associations, Bar Foundations & Law-related Organizations**
- Bucks County Bar Association
- Charitable Foundation of the Bucks County Bar Association
- Chester County Bar Association
- Chester County Bar Foundation
- Chester County Paralegal Association
- Delaware County Bar Association
- Delaware County Bar Foundation
- Eastern District of Pennsylvania Bankruptcy Conference
- Doris J. Freed American Inn of Court
- Montgomery Bar Association
- Montgomery Bar Foundation

**Government Grants & Contracts**
- Bucks County Area Agency on Aging
- Bucks County Children & Youth Social Services Agency
- Chester County Dept. of Aging Services
- Chester County Dept. of Community Development
- Delaware County Office of Housing & Community Development
- Delaware County Offices of Services to the Aging Legal Services Corporation (LSA)

**Montgomery County**
- Montgomery County Dept. of Housing & Community Development
- Montgomery County Office of Aging & Adult Services
- Montgomery County Office of Children & Youth
- Pennsylvania Commission on Crime & Delinquency
- Pennsylvania Interest on Lawyer Trust Accounts (IOLTA)
- Pennsylvania Legal Aid Network (PLAN)

**Charitable Foundations & Trusts**
- American College of Bankruptcy Foundation
- Bucks County Foundation
- Chester County Fund for Women and Girls
- Chester County Fund for Women and Girls – Girls Advisory Board
- First Hospital Foundation
- The Genuardi Family Foundation
- HealthSpark Foundation
- Independence Foundation
- Patricia Kind Family Foundation
- Merck Company Foundation
- Montgomery County Foundation
- The Pew Charitable Trusts
- Phoenixville Community Health Foundation

**Collaborative Grants**
- Bucks County PCCD/VOCA Grant
  (Collaboration with A Woman's Place)
- Bucks County STOP Grant
  (Collaboration with NOVA & A Woman's Place)
- Pottstown Health & Wellness Foundation
  (Collaboration with VNA Community Services)

**Business, Service Groups, Congregations & Others**
- Anonymous
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- Innovative Timing Systems, LLC
- KeyBank
- Land Services USA
- Santander Bank N.A.
- Siemens Caring Hands Giving Campaign
- Transitional Strategies, Inc.
- United Way of Chester County
- United Way of Midland County
- Univeest National Bank & Trust
- TD Bank Foundation

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Every effort has been made to ensure the accuracy of this report for the fiscal year July 1, 2017 to June 30, 2018. To offer feedback or to report an error, please contact Director of Development Ann Tydeman-Solomon at asolomon@lasp.org or 610.275.5400 x123.

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**Gifts in Memory & Gifts in Honor**

The Honorable Carolyn T. Carluccio in honor of Roslynne Bertin

Rochelle Grossman in honor of Catherine Voit

Michael F. Rogers & family in honor of Hon. William Carpenter

Stephen G. Stanton in honor of Timothy Franklin Stanton

Carolyn Zack in honor of Kim Denise Morton

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**Cy Pres Donation**

LASP benefited from a cy pres donation thanks to Berger Montague. We very much appreciate this support.
Thank you for Standing for Justice in 2017-18!

Champion for Justice $5,000 & above
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Gordon Daniels
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Darrell & Julia DeMoss
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Anonymous (5)
Anonymous (5)
Anonymous (5)

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Kevin S. Anderson
Mary E. Bak
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Lamb McErlane, PC

Friend of Justice Gifts to $249
Anonymous (5)
Anonymous (5)
Anonymous (5)

Thank you for your support of the Foundation’s mission to further the cause of justice in Pennsylvania by promoting the rule of law, protecting the rights of all, and ensuring equal access to justice for all.

Sincerely,
The Pennsylvania Bar Foundation Team
46K for LASP
2018 Legal Aid Golf Classic nets $46K

THANKS to the Montgomery Bar Association, Montgomery Bar Foundation, sponsors, golfers and supporters of the 2018 Legal Aid Golf Classic! The June 22 event raised a net total of $46,000, including matching funds from the Montgomery Bar Association, toward LASP’s mission. In the past decade alone, the Legal Aid Golf Classic has raised $368,000 on behalf of LASP. LASP is deeply grateful to the Montgomery Bar Association and Montgomery Bar Foundation’s long-term commitment to increasing access to justice.

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Montgomery Bar Association President
Mary C. Pugh, Esq.
and Montgomery Bar Foundation Treasurer
Michael F. Rogers, Esq.
present a check for $46,000 to LASP Executive Director Shawn Boehringer (pictured at right). Photo courtesy of Montgomery Bar Association.
ENCORE! FUNDRAISER
Oct. 18, 2017!

Thank you to the Chester County Paralegal Association (CCPA) for organizing the 2017 Encore Fundraiser at Uptown! Knauer Performing Arts Center, West Chester Oct. 18. Proceeds benefited LASP and CCPA.

Event Sponsors
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For information about pro bono volunteering, please contact Deputy Director for Advocacy Kesha James, Esq. at 610.275.5400 x131 or kjames@lasp.org.

THANK YOU to the 2017-18 Pro Bono Volunteers

Thanks to board members, attorneys, paralegals and students for donating more than 4,150 hours of pro bono time from July 1, 2017 – June 30, 2018. You directly expanded access to justice for low-income and vulnerable people in Bucks, Chester, Delaware and Montgomery counties.

PA Bar Foundation recognizes LASP board member John McKenna for pro bono service

On May 10, 2018, the Pennsylvania Bar Foundation honored longtime LASP board member John F. McKenna with the Louis J. Goffman Award for pro bono service. The award recognizes Mr. McKenna’s individual service to Chester County’s most vulnerable and his ability to bring others together to help make a difference in the lives of those who need legal representation.

His dedication to pro bono work began while working as a psychiatric social worker for the Defender Association of Philadelphia from 1973-1985. After graduating from law school, John became involved in the Chester County Bar Association (CCBA) and joined the LASP Board of Directors three years into LASP’s existence.

He promoted pro bono volunteerism within the bar on behalf of LASP clients. In 2004, he created the Access to Justice Program. John chairs the CCBA Pro Bono Committee, a post he has held for more than 10 years. Attorney McKenna and his firm MacElree Harvey, Ltd. have sponsored the Trial Run 5K fundraising event since its inception in 2005, providing financial support, traffic direction and encouragement to the runners.

William Gallagher honored for dedicated service to LASP as 2016-18 Board of Directors President

The LASP Board of Directors recognized William J. Gallagher, Esq. Dec. 12, 2018 for outstanding and dedicated service to LASP during his tenure as President of the Board from April 27, 2016 to June 27, 2018. Judith A. Algeo, Esq., 2018-20 President of the Board, presented the award.

To see a complete list of generous bono volunteers, visit http://lasp.org/news/publications. You can help keep LASP’s services strong by making a donation at https://donatenow.networkforgood.org/LASP.

Legal Aid of Southeastern Pennsylvania is very grateful for all contributions supporting our work.
Braving light drizzle, 42 runners of all ages took to beautiful Struble Trail, Downingtown, June 23, 2018 for the 14th annual Trial Run 5K! The race raised $17,325 to support LASP. Winner of the men’s division was Paul Springer at 18:55, followed by Nick Geigle in second place at 18:56. In the women’s division, Kari Springer took first at 19:36 and Jennifer Pierce, LASP Doylestown Managing Attorney, was second at 21:05. Twelve runners were in the 19-&-under age group, and seven were in the 60-&-over group!

LASP thanks the Chester County Bar Association’s Pro Bono Committee, all sponsors, runners and families who attended! Since its start in 2005, the Trial Run has raised more than $234,000 for civil legal aid, directly helping low-income and vulnerable residents receive access to justice.

**Event Sponsor**
$3,500 & above
MacElree Harvey, Ltd.

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$1,500-$2,499
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Gawthrop Greenwood, PC
John McKenna, Esq.
Unruh, Turner, Burke & Frees

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$1,000-$1,499
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Chester County Paralegal Association
D’Amico Law, PC
Elizabeth Wood Fritsch, Esq.
Univest Bank & Trust Co.
Catherine Voit, Esq.
Wetzel Gagliardi Fetter & Lavin LLC

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