

PHILADELPHIA VIP 2020 ANNUAL REPORT

advancing social equity through
volunteerism



OUR MISSION

Philadelphia VIP leverages the powerful resources of the community to provide quality volunteer legal services and ensure access to justice for low-income Philadelphians.

Philadelphia VIP has a 40-year history as the only legal aid organization in Philadelphia dedicated to securing pro bono legal assistance for low-income individuals, families, businesses, and nonprofits.

Too often, a person's ability to achieve a fair and just outcome in a legal matter depends not on the merits of the case, but on the ability to pay for a lawyer — a civil justice gap that offends our fundamental sense of fairness.

VIP exists to help remedy this injustice. Created within the Philadelphia Bar Association in 1981, VIP has earned a reputation as the city's "hub of pro bono." VIP recruits, trains, and supports thousands of professionals who provide pro bono legal services to VIP's low-income clients.

VIP volunteers represent individuals, small businesses, and nonprofits on civil legal matters in four priority areas: preventing homelessness, supporting family stability, preserving income, and promoting community economic development. Examples of each are highlighted in this report.

VIP's ultimate vision is saying "yes!" and providing pro bono legal representation to all eligible clients. Please join us in this work.

DEAR VIP COMMUNITY:

We are proud to share with you Philadelphia VIP's 2020 Annual Report. Despite the pain and uncertainty that marked the past year, we are confident you will find cause for cheer and inspiration in these pages.

As we reflect on the events of 2020 and what they meant for VIP's mission, we feel profound gratitude and deep admiration for the generosity of our volunteers, donors, and community partners. Your selfless dedication to VIP's work has served as a critical reminder of the importance of volunteerism and the power of our community.

Alongside the encouraging program data in this report, you will see stories highlighting the resilience of the clients and volunteers that form our community. As our clients suffered through income loss, social unrest, and the specter of the virus, our volunteers responded with compassion and diligence, all while facing considerable hardships of their own.

We happily report that in spite of numerous logistical challenges including court and business closures, VIP staff and volunteers not only sustained service delivery at levels comparable to prior years; they also developed new service models to respond to pandemic-related needs. Examples include:

- Expanding VIP's custody advice program to serve pro se litigants seeking advice after the closure of the Family Court Help Center

- Offering rolling one-hour virtual consultations to small businesses and nonprofits in need of legal advice
- Hosting a suite of online substantive trainings for volunteers
- Providing free estate planning services to frontline healthcare workers

Although the COVID-19 pandemic brought innumerable changes to our lives, one thing has not changed: our neighbors living in poverty need legal help. Individuals and families still face threats to their housing, income, and family stability. Small businesses and nonprofits still need business law services to operate with security. With your help, VIP must continue answering this call.

As we celebrate VIP's fortieth anniversary, we can take inspiration from the triumphs of the past year and look ahead to the work still to come. Thank you for helping VIP expand access to justice.



Rida Haq
Executive Director



Lee S. Zimmerman
Board President

2020 AT A GLANCE

The year 2020, upended by a global pandemic and national social unrest, put our city's ingenuity and resolve to the test. In the face of these challenges, VIP reaffirmed its commitment to empowering Philadelphians in need.

In Philadelphia, where one in four people live in poverty, the COVID-19 pandemic exacted a brutal toll on those already struggling to get by. In addition to the grave risk of severe illness or death from COVID-19, our neighbors living in poverty had to confront the social and economic impacts of the pandemic. Critical legal issues threatening small businesses, family composition, housing security, and income stability took on new levels of severity.

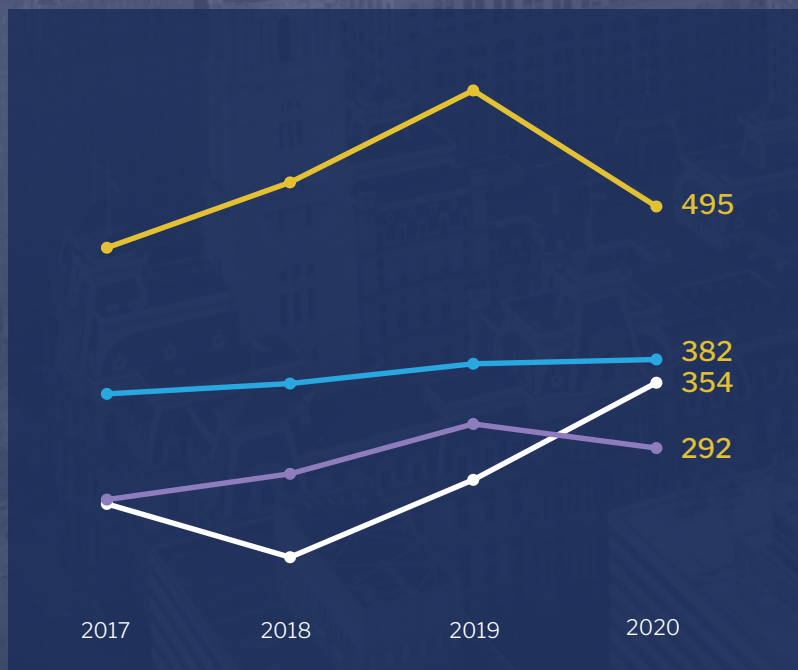
These challenges gave VIP's mission of expanding access to justice a greater urgency in 2020 than in recent years.

14,960 legal hours

1,669 volunteers

319 individual donors

64 organizational donors



Active Cases by Priority Area

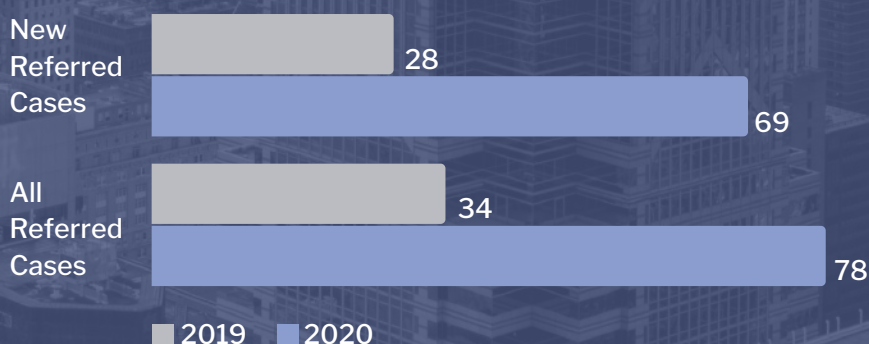
- Preventing Homelessness
- Supporting Family Stability
- Promoting Community and Economic Development
- Preserving Income

SUCCESSES IN 2020

When the city imposed a stay-at-home order in March 2020, Philadelphia's bustling spirit quieted as parents, children, and their loved ones began working and attending school from home. Even as the demand for legal representation in the family law sector grew, the Help Center at Family Court closed, and VIP quickly shifted gears in order to meet the ever-changing needs of its community.

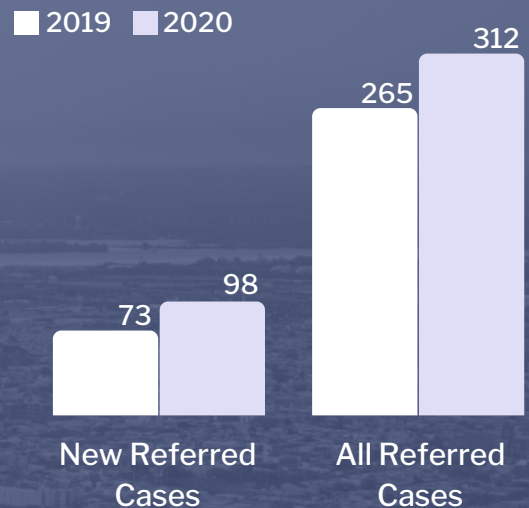
Originally reserved for clients who had upcoming court dates but who did not qualify for full representation, VIP's custody advice program expanded its scope. Thanks to our tremendous panel of family law volunteers, we began serving pro se litigants who needed advice on navigating custody situations while the Court was closed. By year's end, VIP had doubled its service in this area compared to that in 2019.

Custody Advice Program



Our New Executive Director

In December of 2020, Rida Haq was named the next Executive Director of Philadelphia VIP. Rida brings to her role a wealth of experience, strong vision for the future of VIP, and deep familiarity with Philadelphia's legal services landscape and the communities that VIP serves. We look forward to the heights to which Rida will lead VIP.



Small Business and Nonprofit Cases

VIP also increased service to small business and nonprofit clients via its Community Economic Development Initiative. Battling a sharp decline in the economy and subsequent rise in need for assistance, VIP served every eligible small business and nonprofit client who requested aid.



PREVENTING HOMELESSNESS

Loss of income, illness, and death related to the COVID-19 pandemic rocked the city's already unstable housing landscape. The efforts of VIP volunteers in preserving homeownership and housing stability continued to play a steady role in preventing homelessness in Philadelphia in 2020.

700 cases referred

1,316 individuals impacted

511 children impacted

Michael Schwartz was living with his mother and aunt in their family home when a series of misfortunes changed his life forever. After Michael's aunt and mother passed away in 2012, his entire family agreed he should keep the home. However, his aunt had died intestate, leaving her half of the house in limbo.

With his family's support, Michael began probating the estate, but the process was suddenly and tragically pushed to a back burner when he was injured in a tractor-trailer accident that left him permanently disabled. Michael worked with injury lawyers to recover damages from the accident, but while he recuperated, he fell behind on his mortgage. He quickly settled the tort claim so he could use the settlement to avoid a short sale. This allowed Michael to stay in the home, but still didn't give him a legal ownership. Eventually, his lawyers referred him to VIP to pick up the probate process

Navigating Municipal Court During a Pandemic

In 2020, VIP hosted a series of Virtual Practice Spotlights featuring an ongoing discussion about representing clients in Philadelphia's Municipal Court during the pandemic. With court operating procedures continuously changing, the VIP team and guest speakers from partner organizations provided a space for volunteers to discuss filing and hearing processes, different types of lead claims, and current case law, as well as information on City Council's Emergency Housing Protection Act.



where he left off.

With VIP's help, Michael successfully fought an outstanding lien of over \$100,000, and in early 2020, volunteer attorney Diane Zilka took the case. "I felt some hesitation. This was my first probate case – in a pandemic, no less – and probate has a reputation for being arcane," Diane says. "But I strive to take cases where VIP's clients need the most help, and I knew I could count on the support of VIP's staff."

Diane made easy work of the process, recording the new deed just a few months later. In October 2020, Michael was granted clear and legal title to the home where he had lived for so many years. Even today, Michael says there are "no words to express how grateful and appreciative I am. I have a home to live in and I own it. I tell everyone I know. Diane and the VIP staff have hearts of gold. They actually care."



PRESERVING INCOME

Philadelphia is the poorest large city in the nation: one in four residents, including one in three children, live in poverty. Many more Philadelphians struggle with economic insecurity, which the pandemic has only exacerbated.

VIP's legal services in its Preserving Income priority area empower clients to preserve their household income in the face of legal threats. In 2020, these services had a profound and potentially life-saving impact as clients worked to overcome inequities in social determinants of health due to poverty, such as access to healthcare.

495

cases referred

922

individuals impacted

Adapting to Community Needs

While many operations across the city slowed during the pandemic, VIP volunteers stood unwavering in their commitment to help Philadelphians create essential estate planning documents. One particular challenge was providing clients with access to notary services, which were in short supply throughout 2020 and could not be provided virtually due to state law.

Thanks to VIP partners, Jenkins Law Library and Berner Klaw & Watson LLP, our team was able to offer in-person notary services to clients with estate planning cases. With volunteer service and in-kind support from these crucial partners, VIP served nearly the same number of estate planning clients in 2020 as in the year prior. Together, we are proud to continue preserving the intergenerational transfer of wealth in communities across Philadelphia.

Surviving an auto accident is stressful in its own right. But when another motorist ran a stop sign and struck Charlotte Turner's car, Charlotte quickly found her injuries were the least of her worries.

Charlotte was uninsured at the time of the accident, and one of her passengers filed a lawsuit that threatened her income and home – everything she had.

“It was such a dark time. The stress kept me up at night.”

VIP worked quickly to match Charlotte with Meghan Henry, a volunteer attorney from Morgan & Akins, PLLC. Despite the challenges of the pandemic, Meghan guided Charlotte through the court process and put her fears to rest. “Representing Charlotte was a pleasure,” Meghan says. “I am so happy and proud of the result we got.”

The feeling is mutual. “Meghan was like an angel,” Charlotte says. “Without her, the stress would have given me a heart attack.

She understood how hard this was, and her professionalism and care amazed me.”



Meghan and Charlotte spent months working toward a resolution. Thanks to their efforts and VIP's support, the plaintiffs dismissed the case and Charlotte recovered her peace of mind: “I'm not worried anymore.”

SUPPORTING FAMILY STABILITY



Pandemic-related complications, from court shutdowns to job losses to increased familial tension, added extra uncertainty to the lives of our neighbors seeking representation in Family Court. When the Family Court and the Custody Help Center closed, VIP's volunteers stepped in and offered pre-filing advice to clients seeking assistance with custody issues.

1,178 individuals impacted

522 cases referred

TRAPPED IN MARRIAGE.

That's how Harvard's Access to Justice Lab summed up the predicament of divorce-seekers in Philadelphia who cannot afford an attorney. The process is so complex for laypeople that few Philadelphians obtain a divorce decree without legal representation. For people like Tracey Kimble, Philadelphia VIP offers a way out.

Tracey suffers from multiple sclerosis, and when her health took a turn for the worse several years ago, so did her marriage.

Tracey needed help getting around, and, eventually, began using a wheelchair. However, instead of supporting her, Tracey's husband said her health challenges were too much to handle. "I was going through hell," she says, recalling one instance during which she fell and spent hours trying to stand up while her husband ignored her.

Luckily, Tracey was able to move out, but

without the help of a lawyer, she could not divorce her husband. When she came to Philadelphia VIP, staff sprung into action and matched Tracey with volunteer Dolores Bojazi. Immediately, the pair began the process of legally releasing Tracey from marriage.

"Ms. Bojazi was the best. She kept me informed, she told me what I needed to do, and I couldn't have asked for it to be easier," Tracey says. "She called me on Valentine's Day 2020 to tell me my divorce was final. That was the best Valentine's Day ever."

Untold numbers of Philadelphians remain trapped in marriage because they cannot afford a divorce attorney. But as Harvard's 2018 study stated, VIP and its volunteers offer a solution that is "effective, spectacularly so." Tracey concurs:

"I want to thank VIP. I'm happy now, and I'm not looking back."

A Volunteer's Perspective

As a family lawyer, I witnessed countless Philadelphia families attempt to navigate the complexities of the court system alone in 2020, including closures and rescheduling. For those facing custody matters, challenges brought on by the pandemic were particularly troubling; in addition to quarantining, these clients had to address who was in their child's "bubble," whether their child attended school, and whether they could support remote learning.

Being able to support my clients through closures and rescheduling, and offering fresh perspective on legal issues, was incredibly important to both me and my clients. I am glad that in 2020, a year filled with extreme uncertainty, I could help in a small way.

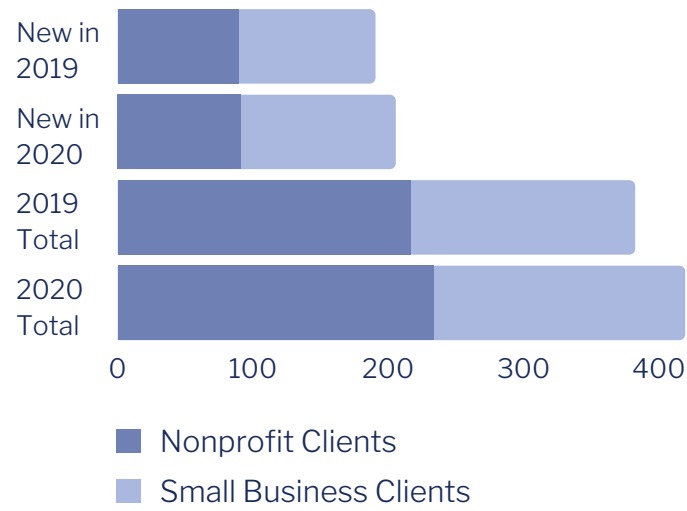
-Megan Watson, VIP Board Vice President and Volunteer

PROMOTING COMMUNITY ECONOMIC DEVELOPMENT

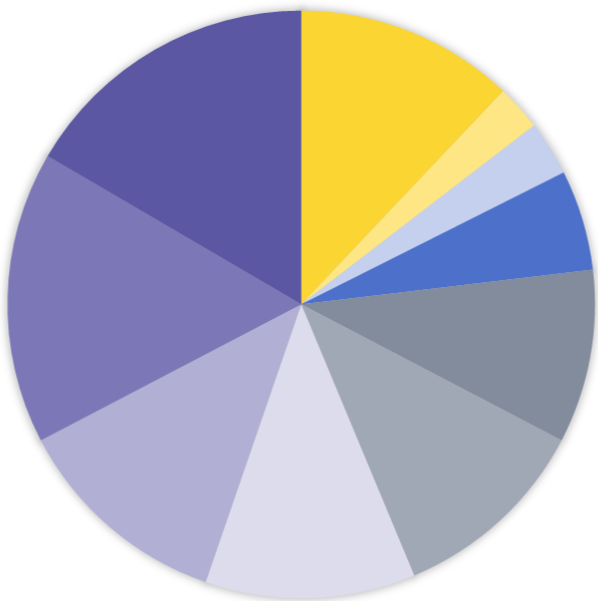
VIP’s Community Economic Development Initiative provides legal assistance to small businesses and nonprofits to promote the expansion of opportunity, financial empowerment, and community sustainability.

In 2020, the COVID-19 crisis and its economic fallout disproportionately impacted small businesses. Small business owners with limited financial means already face barriers to success, including difficulty obtaining loans and accessing relief programs. VIP volunteers helped alleviate the new challenges confronting these clients in the wake of shutdowns and restrictions.

Referred Cases



419 cases referred



Legal Matters

- Incorporation
- General Counsel
- Leases
- Contracts
- Intellectual Property
- Corporate Governance Issues
- Tax
- Choice of Entity
- Employment
- Other (Zoning, Licenses, Loans, etc.)

Germantown Residents for Economic Alternatives Together (GREAT) brings together Germantown residents interested in cooperative ownership, resource- and skill-sharing, and active citizenship. Because so many Philadelphians live in economic precarity, as soon as COVID-19 hit, GREAT's leadership knew the pandemic would create new obstacles – from business shutdowns to quarantine to school closings – that would threaten the stability of Germantown homes, families, and small enterprises. GREAT responded quickly by establishing a mutual aid fund (MAF) to reduce the financial hardships brought on by COVID-19.

When GREAT came to VIP for advice on administering the MAF, VIP was also scanning the new environment and adapting its practices to meet the evolving needs of clients. In response to office closures, VIP suspended its semiannual in-person clinics for nonprofits and replaced them with a new one-hour virtual consultation model. GREAT was one of the first

clients to take advantage of this model.

During the consultation, volunteer attorneys Michele Perlstein and Mark Aurand provided a personalized assessment focused on grant compliance for the MAF, which is exactly what GREAT organizer Lindsay Stolkey was looking for: “We had a great experience with our VIP volunteers. They were very knowledgeable and experienced, while also being approachable and easy to communicate with. The conversation gave us the assurance we needed to stay true to our mission and our values around social justice: providing aid to folks in our neighborhood at a greater risk of being displaced from their homes and community.”

This new consultation model offers more flexible scheduling for volunteers and clients alike, and allows nonprofits like GREAT to benefit from a rapid response to keep themselves and their neighborhoods on the path to greatness.



Learn more about GREAT's mutual aid work: www.greatgtown.org/mutual-aid

THE WORK AHEAD

While our accomplishments in 2020 mark incredible strides in closing the civil justice gap, your fellow Philadelphians continue to need support.

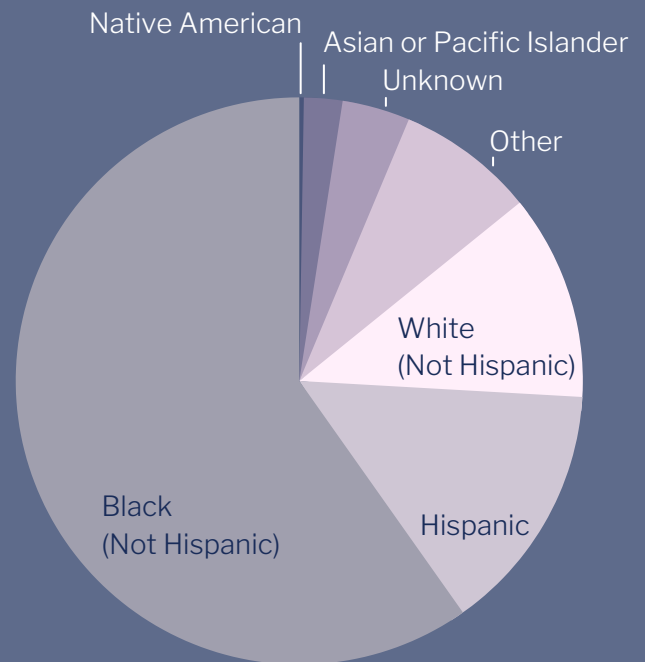
VIP's daily work focuses on fighting poverty—a systemic injustice that disproportionately impacts people of color. The clients who turn to us for help have little recourse against a system that routinely denies access to fundamental human needs. They face economic disparity that makes them particularly vulnerable to threats to housing, family stability, and income.

We urge you to make a commitment to systemic change – lift up your neighbors and help them access economic stability.

When you support VIP, you help a family avoid eviction, a mother facing debt collectors negotiate an affordable payment plan, or a small business owner get the legal security to pursue their life's dream.

VIP is the last stop on our clients' journey for legal help. Each of you has the power to give them a voice in a justice system that they could not otherwise access.

Join us in working toward a just and equitable Philadelphia.



Individual client demographics

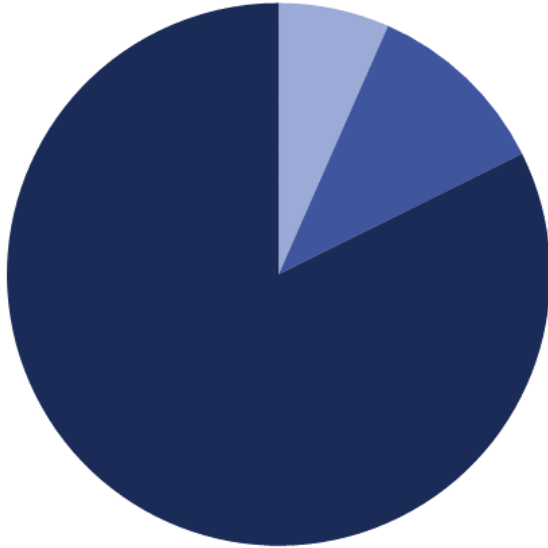
66% decrease in volunteering

A recent study by Fidelity Charitable found that volunteerism has plummeted in light of the COVID-19 crisis. 66% of volunteers have decreased the amount of time they volunteer or stopped entirely.

Every day, our team is forced to turn away 4 out of 10 clients. Help us serve all Philadelphians facing critical legal issues.



FINANCIAL OVERVIEW



Expenses | \$1,536,732

- Program Services
- Management and General
- Fundraising

An Access to Justice Hero

In 2020, Stewart J. Eisenberg, a staunch VIP supporter and former Board member, made a three-year financial commitment to support VIP's mission during the COVID-19 crisis and beyond.

Thanks to his exciting match challenge, Stewart helped VIP raise **\$63,618** from generous donors, old and new. Thank you, Stewart, for championing VIP's mission at a time of great need.



Eisenberg, Rothweiler, Winkler, Eisenberg & Jeck, P.C.

Revenue | \$1,884,691

- Grants/Foundations
- Government Grants/Contracts
- Individuals
- Law Firms
- Corporations
- Tangled Title Fund (pass-through to grantees)



RECOGNIZING EXCELLENCE

2020 VOLUNTEERS OF THE MONTH

Sarah Egoville | Staff Attorney

Toll Public Interest Center
University of Pennsylvania Carey Law School

Lise Fisher | Attorney

Fisher Family Law, LLC

Jared Bayer | Associate

Cozen O'Connor

Scott Leventhal

Retired from West Pharmaceutical Services

Sierra Applegate | Associate

Kleinbard LLC

Rob Sachs | Partner

Shrager & Sachs

Dana Aoyama | Representative

Au Pair in America

Nicholas Maxymuik | Senior Attorney

Morgan & Akins, PLLC

Richard Coble | Attorney

van der Veen, O'Neill, Hartshorn & Levin

2020 AWARD FINALISTS

Justice William J. Brennan, Jr. Awards

Solo Practitioner

Corpora LLC*
The Law Office of Matthew S. Hagarty
The Mays Law Firm LLC

Small Firm

Berner Klaw & Watson LLP*
Rocco Law
van der Veen, O'Neill, Hartshorn & Levin

Medium or Large Firm

Ballard Spahr LLP*
Duane Morris LLP
Holland & Knight LLP

Corporation

Cigna
City of Philadelphia Law Department*
TE Connectivity

Trailblazing Partner Award

Blank Rome LLP
Greenberg Traurig, LLP*
Morgan & Akins, PLLC

MVP of VIP Award

Sierra Applegate, Esq.*
Daniel J. Devlin, Esq.
Roderick L. Foxworth, Jr., Esq.

Pro Bono Impact Award

Sarah R. Katz, Esq.*

*Award Winners

STAFF

Communications & Development Associate

Amy Young

Data & Analytics Manager

Michael Schwemmer

Director of Operations

Karna Laubenstein

Executive Director

Sophie Bryan*

Rida Haq

Family Law Staff Attorney

Todd Nothstein

Foster Flowers & Ziomek Fellow

Elias Pardo

Homeownership Staff Attorney

P. Michael Jones

Landlord-Tenant Initiative Outreach Coordinator AmeriCorps Vista

Hannah Long*

Elizabeth Glenski

Landlord Tenant Staff Attorney

Elizabeth Tarloski*

Managing Attorney

Kelly J. Gastley

Nonprofit & Small Business Coordinator

Ivelisse Cruz

Pro Bono Case Manager

Annie Mrazik*

Zipporah Ridley*

Dhara Shah*

Taylor De La Pena

Monica Guest

Program Assistant

Donna Hendrickson

Program Manager

Joseph Durkin

Supervising Attorney

Lauren Ascher*

Denise Lynch

Lindsay Schoonmaker

Tangled Title Initiative Outreach Coordinator AmeriCorps Vista

Joshua Jordan*

Keren Kabambi

Volunteer Engagement

Coordinator AmeriCorps Vista

Gregory Ely

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*VIP Alumni

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Louise Bowes Marencik
Theresa Boyce
Melissa Boyd Freeman
Brian Boyle
Linsey Bozzelli

Philadelphia VIP is deeply grateful to our 1,000-plus volunteers. You are fierce advocates for your clients; you help transform lives and create opportunity for our fellow Philadelphians; and you expand access to justice. We honor your pro bono service.

Alex Braden
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Shamus Brennan
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Heidi Crikelair
Michaela Cronin
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Olivia Cypher
Matthew Cyr
Harris Dainoff
Judy Dale
Lauren D'Alessandro
Elizabeth Dalton
Jane Dalton
Joshua Damm
Natalie D'Amora
Anthony D'Angelo
Kayci Danielle Petenko
Nathalie Danier
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Dominique Lamae
Davidson Dove
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Kenneth Davis
Kristen Davis
Lauren Davis
Steven Davis
Timothy Davis
Cary Davis-Leizerowski
Dishon Dawson
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Dominic De Simone
Mark Deal
David Dearden

THANK YOU

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Philadelphia VIP was created in 1981 as a collaboration between the Philadelphia Bar Association, the private bar, and the public interest legal community to address the rapidly widening justice gap between the civil legal needs of Philadelphia's low-income residents and the availability of affordable presentation.

In the 40 years since, VIP has worked closely with our partners at the Bar Association to expand access to justice in Philadelphia. VIP's Staff Team and Board of Directors are proud to help advance the Bar Association's mission of "promoting justice, professional excellence and respect for the rule of law" and, by doing so, "fostering understanding of, involvement in and access to the justice system."

We salute the Bar Association on its significant accomplishments in 2020, including:

- Quickly pivoting to offering all programming online during the pandemic;
- Providing crucial support as the courts and law firms adapted to COVID-19 guidelines; and
- Supporting the city's eviction diversion programs to help tenants stay in their homes.

We thank the Bar Association for its strong partnership and invaluable support, and look forward to ongoing collaboration in the years to come!



1500 Walnut Street
Suite 400
Philadelphia, PA 19102

P (215) 523-9550
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