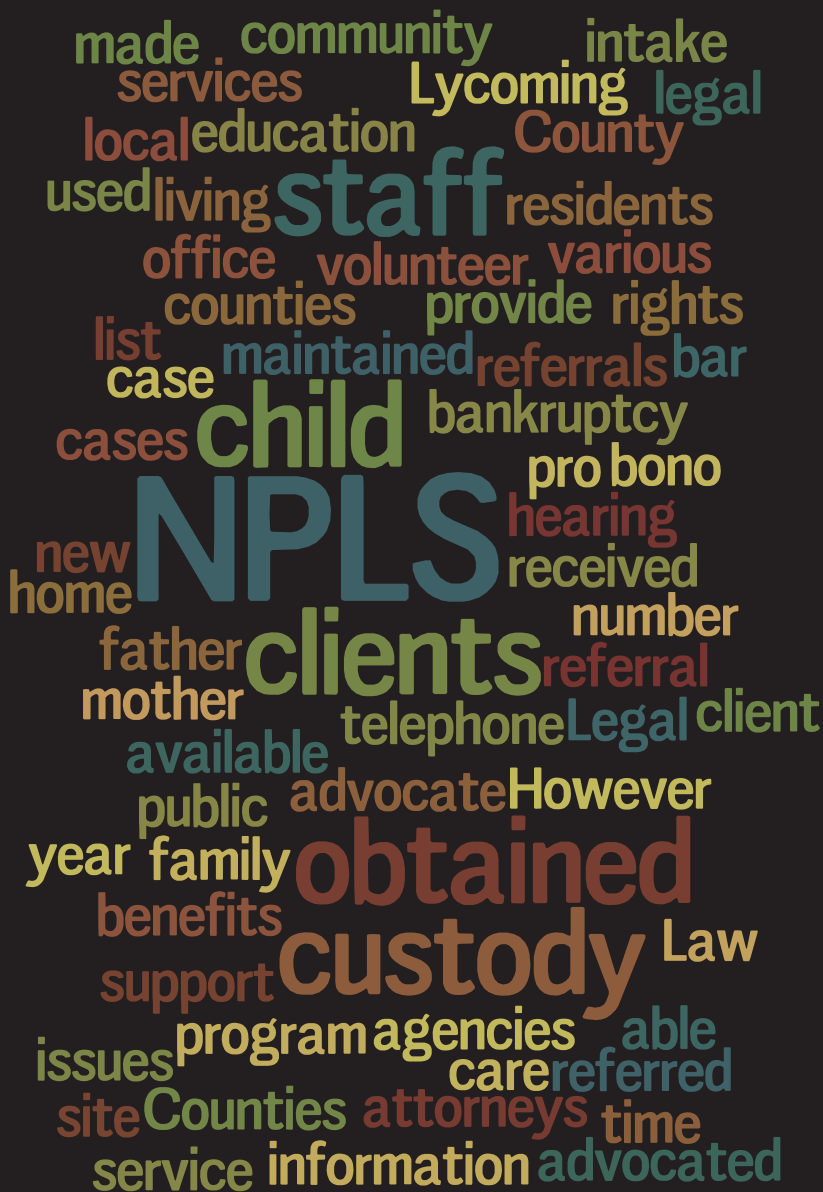


North Penn Legal Services

2010-2011 Annual Report



Our mission is to provide civil legal representation to low-income people and ensure equal access to justice for all.

*Legal Advocates For
Low-income Families*



NORTH PENN LEGAL SERVICES

What We Do

As a regional provider of free civil legal aid, NPLS helps low-income people in 20 Pennsylvania counties. A not-for-profit organization, NPLS understands the problems and issues affecting low-income people. NPLS works to protect the poor by providing access to the justice system. Services include individual representation, information and advice, community legal education, and support for those clients who take direct responsibility for handling some or all aspects of their legal problem.



The mission of North Penn Legal Services (NPLS) is to provide civil legal representation to low-income people and ensure equal access to justice for all.



A Letter From The Board President and Executive Director

At North Penn Legal Services (NPLS) we pride ourselves on the ability to offer our clients something that was previously out of reach—Access to Justice. As an ally, NPLS supplies low-income people with the necessary tools to prevent or resolve legal issues. By providing our clients with services such as individual representation, information and advice, community legal education and “pro se” support, the staff at NPLS does its best to bring the legal system within reach

This year NPLS has achieved enormous accomplishments amidst a slew of economic struggles. The current economic climate threw many roadblocks in our way, but thanks to stimulus funding programs, we were able to maintain level services and, in fact, focus on some priority areas of need for our clients. In fact, NPLS provided help to 19,431 clients, which resulted in 9,084 closed cases.

Around Northeastern Pennsylvania, the conversation about NPLS has provided nothing but affirmative feedback. In the news, some recent articles written demonstrate our efforts. For example, some headlines have read: “Pro Bono Helps Sustain Legal Aid for Low-Income Clients,” “No Foes for Higher Fees for Legal Aid Layers,” and “Court Tosses Debt Collector’s Suit.” By spreading the work of NPLS through news outlets, we have been able to increase awareness and a better understanding of our services.

NPLS became part of a statewide legal aid system victory this year when the Legislative Budget and Finance Committee released positive results of a statewide audit designed to review the performance of the Access to Justice Act. This act is also commonly known as the “filing fee bill.” Some money from every civil filing goes to an account maintained by the IOLTA Board and is then distributed to legal aid programs based on the poverty population it serves. The Pa Legal Aid Network administers the distribution of funds to the individual programs and monitors program performance. These funds have been critical to sustaining legal aid services in the state, especially since interest rates, a major source of funding, dropped significantly. Supreme Court Chief Justice Ronald J. Castille praised the results of the audit by commending the PA Legal Aid Network for its work. Roughly 24% of state funds received by the legal services programs result from the Access to Justice Act.

NPLS continues to increase Access to Justice by helping clients to help themselves. We empower our client population by providing them with the knowledge they need to handle some aspect of their legal problem on their own. One such example of direct client support is the distribution of a Family Law Handbook which is a comprehensive book on almost all family law issues our clients face. It is on our website and on palawhelp.org, so that it benefits clients throughout the state. We also support clients through outreach such as television and providing information to other providers that serve the same client population that we do. For example, Pete Macky, Esquire Managing Attorney of NPLS’s Sunbury office, participated on the American Law Journal television show and spoke about Social Security Disability, while our Bethlehem staff put on a fair housing workshop to housing providers that focused on identifying and confronting discrimination in the rental and home sales market.

A new project supported by our Wilkes-Barre office focuses on representation of children during dependency proceedings. This work, while undertaken in our Scranton and Towanda offices, is new for Luzerne County. Under contract with the County, NPLS hired two new attorneys to provide comprehensive Guardian Ad Litem services. Another new project involved a partnership with the PA Health Law Project to provide outreach to Pennsylvanians about health care coverage and services.

There are several reasons why we maintain a creative and flexible outreach program. The first is that by increasing awareness of services through these different methods, NPLS has been able to reach a greater number of people to let them know help is available. Second, when we train other private or government social service agencies, we are able to develop more outlets for the information to get to clients. Finally, as we face a very uncertain state and federal funding future, we need to create methods where clients can help themselves in the event that we have to cut back on our individual representation. As the only non-profit legal service for low-income people in Northeastern Pennsylvania, NPLS believes that with knowledge comes the power to effectively access justice.



Walter Ray Vernon, Jr.,
Board President



Victoria A. Coyle,
Executive Director

Client Victories / Areas of Legal Help

Preserving Your Home:

"I think I was unlawfully evicted from my apartment and I don't know what to do," a visibly distraught man said as he entered one of the offices of NPLS. During his initial interview, the man confided in one of NPLS's paralegals that he was depressed and overweight as a result of losing his job. Through an hour-long consultation, the NPLS advocate not only provided the client with legal services but also acted as a social worker—a role the staff often plays.

Ultimately, the NPLS advocate provided the client with five different and significant results—NPLS delayed his eviction, found him another place to live, improved his mental health through a referral, provided him with resume writing and other job retaining skills, and referred him to another agency that helped him learn how to maintain a healthy weight. According to the client, NPLS' involvement helped him to feel good about himself which in turn motivated him to get a part-time job.

Populations with Special Vulnerabilities:

Bob was a hardworking man. He spent 30+ years employed as a truck driver until he developed a severe stomach problem. A faulty corrective surgery left Bob with more physical problems, pain, medical bills, and required countless other surgeries. Though he tried to work through his illness, he was ultimately let go from his job.

Bob persevered and enrolled in courses in the hopes of finding a new career to support himself and his family. However, that endeavor was unsuccessful—he had no money to start his own business and his health had declined to the point where he was unable to work. Running out of options and on the verge of losing his home, Bob was left destitute.

Unsure of what to do, he turned to NPLS for help. Our advocates assisted Bob in receiving Social Security disability benefits. With that, he was able to obtain food stamps, income from Medicare for his on-going condition, and keep his family intact by preserving his home.



Support for Families:

A prior custody order gave Mary guardianship of her daughter while granting the children's father custody of their son, Michael. Michael desperately wanted to live with his mother, but his father was strongly against it. Suffering from depression, Michael tried to commit suicide twice—once at home and once at school. He claimed his father didn't understand him, let alone talk to him. Fearing for her son's life and well being, Mary fought to obtain custody of Michael. With the help of NPLS, Mary was awarded primary custody of both children.

Safety:

Janet's eight year old daughter, Sarah, claimed her stepfather (Janet's husband) sexually assaulted her. Although Janet's husband was not Sarah's father, the two shared a three year old son. Janet immediately filed a criminal complaint with the state police. Children and Youth investigated the claims and issued a report in favor of the child.

Janet's husband continually denied the allegations and wanted to acquire visitation/custody of their son. Horrified, Janet turned to NPLS where one of our advocates assisted Janet in filing a Protection from Abuse (PFA) order on behalf of the two children. NPLS' advocate was also able to make sure that a temporary PFA stayed in place while police investigated the case. After more than two months, criminal charges were finally brought against Janet's husband for indecent assault, aggravated indecent assault, corruption of minors and endangering the welfare of the children. Janet was able to maintain custody of both children and the husband's visitation was denied.

Economic Stability:

Evanna first contacted NPLS because she was being sued by a credit card company for the amount of \$1,654.71. An attorney at NPLS quickly realized that there was a statute of limitation that should prevent the creditor from collecting from Evanna because the claim was stale. After contacting the bank's attorney, the bank agreed to discontinue the case with prejudice, meaning that it would not file a claim again later.





Thank

I want to thank you from the bottom of my heart for every thing you did for us. We can't thank you enough, you've helped put a family back together again! We hope the rest of the year is good to you, enjoy the upcoming holidays!

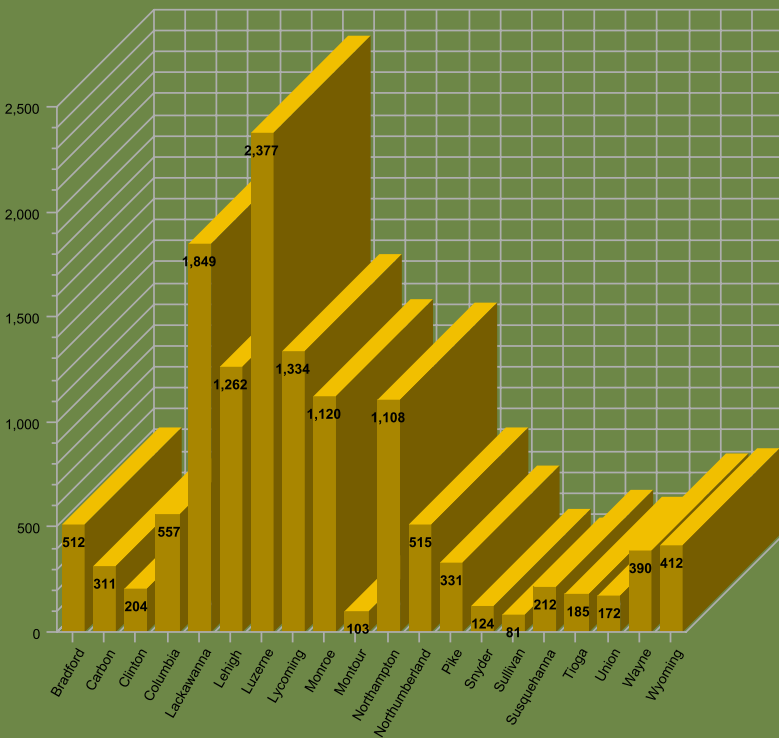
Thank you again!
Diane, Mike and Sarah

Thank you for all you are doing for Dominick and George.

You are going the extra mile!
Glad someone is!

Maria

Closed Cases by County





Thank you

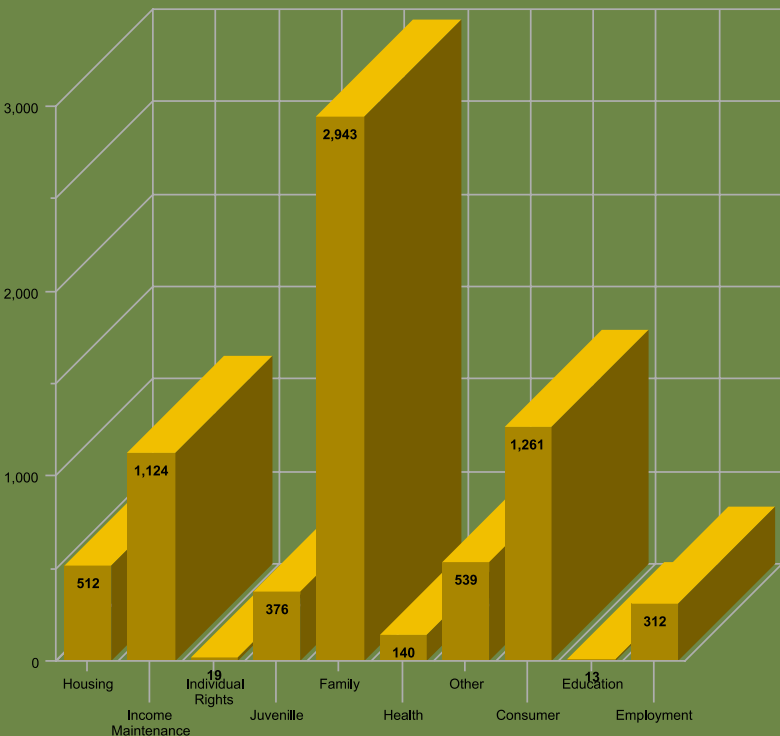
Thanks for sharing your expertise with my problem during my brief, unannounced visit recently. Your help eased the stress I was experiencing preparing for the hearing. Everything went well.

Thanks,
Lori

I so very kindly appreciated your trying to help me with your time and effort and kindness.

Take good care of yourself.
God bless you! Thank you.
Sincerely,
Cindy

Closed Cases by Major Case Types



Financial Position

YEAR ENDED JUNE 30, 2009 (with comparative totals for the year ended June 30, 2008)

ASSETS	<u>2011</u>	<u>2010</u>
Cash and cash equivalents	\$700,438	\$625,683
Client escrow funds	11,391	1,350
Accounts receivable		
PLAN	375,276	703,783
Other	266,960	156,072
Prepaid expenses	105,113	90,449
Property and equipment - net	295,381	298,973
	<u>\$1,754,559</u>	<u>\$1,876,360</u>

LIABILITIES AND NET ASSETS

Accounts payable and accrued expenses	\$177,385	\$376,130
Accrued compensated absences	117,247	113,591
Client trust deposits	11,391	1,350
	<u>306,023</u>	<u>491,017</u>
Net assets		
Unrestricted	738,360	808,702
Temporarily restricted	710,176	576,587
	<u>1,448,536</u>	<u>1,385,289</u>
Total liabilities and net assets	<u>\$1,754,559</u>	<u>\$1,876,360</u>

STATEMENT OF CASH FLOWS

Cash flows from operating activities		
Change in net assets	\$63,247	\$362,161
Adjustments to reconcile change in net assets to net cash and cash equivalents provided by (used in) operating activities		
Depreciation and amortization	68,071	50,836
(Increase) decrease in		
Account receivable	217,619	(203,421)
Prepaid expenses	(14,614)	(45)
Increase (decrease) in:		
Accounts payable and accrued expenses	(198,745)	167,455
Accrued compensated absences	3,656	(3,859)
Refundable advances	-	(342,687)
	<u>139,234</u>	<u>38,158</u>
Cash flows from investing activities		
Purchases of equipment	(64,479)	(268,473)
	<u>(64,479)</u>	<u>(268,473)</u>
Net cash and cash equivalents (used in) investing activities		
	<u>(64,479)</u>	<u>(268,473)</u>
Net increase (decrease) in cash and cash equivalents	74,755	(230,315)
Cash and cash equivalents		
Beginning of year	625,683	855,998
End of year	<u>\$700,438</u>	<u>\$625,683</u>

STATEMENT OF ACTIVITIES

	Unrestricted	Temporarily Restricted	Total 2011	Total 2010
Revenues and other support				
Contracts and grants	\$5,901,223	\$61,589	\$5,962,812	\$6,088,188
Contributions				
In-kind	196,329	-	196,329	217,497
Other	45,700	-	45,700	38,830
DAP equitable payments	93,304	-	93,304	94,346
Interest income	2,636	-	2,636	3,232
Other income	2,281	-	2,281	1,740
Net assets released from restrictions	<u>(72,000)</u>	<u>72,000</u>	<u>-</u>	<u>-</u>
Total revenues and other support	<u>\$6,169,473</u>	<u>133,589</u>	<u>6,303,062</u>	<u>6,443,833</u>
Expenses				
Program services	5,443,433	--	5,443,433	5,118,404
Management and general	736,139	--	736,139	904,129
Fundraising	<u>60,243</u>	<u>--</u>	<u>60,243</u>	<u>59,139</u>
Total expenses	<u>6,239,815</u>	<u>--</u>	<u>6,239,815</u>	<u>6,081,672</u>
Change in net assets	(70,342)	133,589	63,247	362,161
Net assets - beginning	<u>808,702</u>	<u>576,587</u>	<u>1,385,289</u>	<u>1,023,128</u>
Net assets - ending	<u><u>\$738,360</u></u>	<u><u>\$710,176</u></u>	<u><u>\$1,448,536</u></u>	<u><u>\$1,385,289</u></u>

STATEMENT OF FUNCTIONAL EXPENSES

	Program Services	Management and General	Fundraising	Total 2011	Total 2010
Salaries	\$ 3,054,703	\$ 477,408	\$ 38,391	\$ 3,570,502	\$3,519,657
Fringe benefits	1,207,872	123,230	15,394	1,346,496	1,165,488
Consultants and contractors	161,915	32,234	-	194,149	181,986
Travel	48,018	19,443	-	67,461	59,360
Space costs	418,929	16,797	-	435,726	386,830
Consumable supplies	64,694	8,842	-	73,536	94,655
Equipment rental and maintenance	25,022	4,755	-	29,777	39,763
Other	402,748	44,891	6,458	454,097	371,137
Depreciation and amortization	<u>59,532</u>	<u>8,539</u>	<u>-</u>	<u>68,071</u>	<u>50,836</u>
Total expenses	<u><u>\$5,443,433</u></u>	<u><u>\$736,139</u></u>	<u><u>\$60,243</u></u>	<u><u>\$6,239,815</u></u>	<u><u>\$6,081,672</u></u>

Getting Results:

North Penn Legal Services Outcomes for 2010-11 Program Year

- Handled **13,467** cases. The most significant increases were in employment, housing, and juvenile cases.
- Closed **9,084** cases, in which we provided direct services that helped nearly **19,431** people:
 - Litigated **2,642** cases in court, and **628** in administrative tribunals.
 - Enhanced our clients' economic security by obtaining awards totaling **\$2.1 million**, primarily in disability cases, plus **\$300,156** in monthly benefits, and relieving clients of **\$5.87 million** in debt through bankruptcy, litigation defense and negotiation.
 - Obtained **659** Protection From Abuse Orders and **600** custody and visitation orders.
 - Provided counsel and advice or limited action to **5,464** clients.
- Turned away **26,659** applicants, most of whom were financially eligible for services.
- In an attempt to reach eligible applicants we were otherwise unable to serve, we developed self-help materials, distributed **3,276** informational pamphlets and conducted outreach events to **2,368** people. Materials were also made available on our website and the website itself received **116,187** page views.

adv
outreach social worker commu
Victim's Resource Corporat
educational information Legal Serv
housing Women's Resource Ce
Interest On Lawyers Trust Acco
Pennsylvania Legal Aid Network emp
representation friend Family
family safety
resource

County Offices

Luzerne County

Wilkes-Barre
570.825.8567

Carbon County

Jim Thorpe
877.515.7628

Monroe/Pike Counties

Stroudsburg
800.532.8282 | 570.424.5338

Lehigh/Northampton Counties

Bethlehem
610.317.8757

Lackawanna County

Scranton
800.982.4387 | 570.983.3075

Wyoming/Sullivan Counties

Tunkhannock
877.515.7738

Bradford County

Towanda
877.515.7732

Wayne County

Honesdale
877.515.7465

Lycoming/Clinton Counties

Williamsport
800.326.7436 | 570.323.8741

Columbia/Montour Counties

Bloomsburg
570.784.8760

Northumberland/Snyder/Union Counties

Sunbury
570.286.5687

Tioga County

Mansfield
877.515.7643

Advocacy stability Center
Community employment Career Link
Salvation Army United Way
Services client satisfaction
Center law
Mentor self-help
Power economic
Promise advice
Support handbook defender
HotDocs success

The Power of Pro Bono

Total number of attorneys who provided case services

Total number of cases accepted by pro bono attorneys

Total number of open pro bono cases pending

Total number of hours of services provided

Estimated expenditures on pro bono training, coordination and oversight

Dollar value of services provided (valued at \$150.00/hr.)

Pro Bono Volunteers

Attorneys accepting Pro Bono referrals 7/1/2010-6/30/2011

Nancy Gaspar Aaroe	Michael F. Corriere	Allan B. Goodman	Jeffrey Loomis
John Aciukewicz	Robert Cronin	Anthony Grieco	Alyssa A. Lopiano-Reilly
Rita Alexyn	Richard Cruz	Stuart Hall	Christian Lovecchio
Kassandra P. Aristide	Robert M. Davison	T. Max Hall	Norman Lubin
John M. Ashcraft III	Deborah Jean DeNardo	Melody Hanisak-Protasio	Robert Lugg
Geoff Ayers	Michael C. Deschler	Paul J. Harak	Hilary M. Mack
David M. Backenstoe	Jane Detra Davenport	Kevin Hardy	Thomas Marshall
Warren Baldys	Michelle DeWald	Melinda A. Harrigan	David Martino
Carol Baltimore	John Dewitsky	Gary Harris	Donald Martino
Deborah Barr	Christina Dinges	Craig Harris	Nicholas Masington III
Patrick Barrett	Michael Dinges	Thomas L. Heimbach	Daniel Mathers
Brandie Belanger	Jeffrey Dohrmann	Dawn Herb	Susan A. Maza
Dean C. Berg	Jennifer Dougherty	Brad Hillman	Joy McCoy
Joseph C. Bernstein	William Doutt	Fred Holland	Richard McCoy
Donald Blackwell	Robert Elion	Richard M. Hughes III	Joel McDermott
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James L. Bobeck	Meghan Engleman Young	Dave Irwin	Frank Miceli
David Bogaczyk	Douglas Engleman	Christopher Jones	Sasha Miller
John Boileau	Amy Ershler	Christian Kalas	Jeff Mitchell
Christie Bower	Peter Facey	Tiffani Kase	Mildred A. Molino
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Jonathan Butterfield	Chrystyna M. Fenchen-Hawrylak	William Knecht	Nicholas Noel, III
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Mark Combi	Scott Gardner	Jose Legaspi	Andrew Phillips
Larry Coploff	Matt Golden	Todd Leta	Lisa Pierotti
Jodi Cordner		David Lindsay	John Pietrovito
Joseph A. Corpora III			Mark Primrose

196

268

148

1,320

\$141,625

\$198,084

James Pruyne	John Smay
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	John Zurich

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AIDSNET

American Recovery Reinvestment Act

Bradford County Dependency

Bradford/Sullivan/Susquehanna/Tioga Counties Area Agency on Aging

Interest on Lawyers Trust Account

Lackawanna County Juvenile Justice

Legal Services Corporation

Legal Services Corporation Technology Initiative Grant

Lehigh County Area Agency on Aging

Lehigh County Community Development Block Grant

Luzerne County Guardian Ad Litem Grant

Luzerne/Wyoming Counties Area Agency on Aging

Monroe County Area Agency on Aging

Northampton County Area Agency on Aging

Northampton County Community Development Block Grant

OVW Recovery Act Transitional Housing Assistance Grant "A Safe Place Project"

Pennsylvania Legal Aid Network

Pike County Area Agency on Aging

United Way of Greater Hazleton

United Way of Wyoming Valley

Victim's Resource Center

Women's Resource Center

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Emmanuel S. Ghormoz	Matthew E. Turowski, Esq.	

Volunteers and Interns

Thank you to the volunteers and interns who helped low-income families with their civil legal needs from July 1, 2010 through June 30, 2011.

Carol A. Anderson	Marissa Henrie	Janet Schulze
Maura Armezzani	Joshua D. Leaver	Gerry D. Scott
Brian Bayne	Melyssa Lindsey	Anaila Shakur
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1-877-9-LEGAL-0 (1-877-953-4250)
northpennlegal.org

*Legal Advocates For
Low-income Families*



NORTH PENN LEGAL SERVICES

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