Justice for All





2019 ANNUAL REPORT

Georgia Legal Services Program is a nonprofit corporation whose Mission is to provide civil legal services for persons with low incomes, creating equal access to justice and opportunities out of poverty.

Clients must have monthly incomes of up to 200% of the federal poverty level, which is \$4,292 monthly for a family of four, and \$2,082 monthly for an individual in 2019. A majority of clients have incomes that are much less.

Dear Friends.



Rick Rufolo Executive Director

As I write my first letter for the Annual Report, I'm extremely proud to have joined the Georgia Legal Services Program team of dedicated legal professionals who are committed to providing access to justice and opportunities out of poverty. Throughout 2019, GLSP provided stable living environments by representing clients facing evictions; helped families secure public benefits and put food on their tables, and; assisted wage earners in protecting their income from unscrupulous employers. As a result of our hard work, GLSP and its legal professionals handled significantly more cases than we had in previous years, closing 10,778 cases in 2019, a 24% increase over 2018!

I began my tenure as Executive Director by hitting the road and visiting our 11 offices around Georgia. During my 2,100 mile trek across the state, I was able to meet our amazing team, clients and GLSP donors who are committed to our mission. I saw firsthand the type of work GLSP is doing to support thousands of Georgians, who without GLSP's representation, would be denied access to justice.

The compelling stories of our clients' hardships, survival and victories on the following pages are real stories of real people with critical problems that are often made worse because of the lack of income or resources available. We are proud of the outcomes we achieved for clients in 2019. Whether developing advocacy strategies that helped a homeless student enroll in school, enlisting the support of federal agencies to combat race-based harassment in a housing unit, or fighting for migrant farmworkers who were trafficked, GLSP solved problems for our clients. After all, problem solving is at the core of what we do.

In closing, I am humbled to lead this great organization and thankful for the support of the GLSP team, our Board and our many friends who continue to support GLSP. It is your commitment that makes GLSP Strong!

Many Thanks

Rick Rufolo



- Dr. Martin Luther King, Jr.

6/19/1968 - Washington, D.C.:

Coretta Scott King, Jr., widow of the slain civil rights leader, Dr. Martin Luther King, Jr., addresses the "Solidarity Day" rally of the Poor People's Campaign from the steps of the Lincoln Memorial. She told the nearly 50,000 persons gathered that "racism, poverty, and war" had combined to make matters worse for poor black and white alike."

The Georgia Legal Services Program

began to take shape in 1968 against a backdrop of a tumultuous era of social and racial unrest in the country. On April 4, 1968, civil rights leader, Dr. Martin Luther King Jr., was assassinated in Memphis. A few younger lawyers from the State Bar of Georgia began studying the "disproportion between the need for legal services by those who cannot afford them and the present supply of legal services available to them." They found that lawyers tend to concentrate in urban areas, whereas many of Georgia's poor lived in rural areas where legal help was less available. At the August 23, 1968 meeting of the Board of Governors (BOG) of the State Bar of Georgia, the Younger Lawyers Section obtained permission from the BOG to prepare an application for funding of a legal services program. In 1970, the U.S. Census Bureau reported Georgia's total population was 4,587,930, and that 60% of Georgians resided in urban areas, whereas 40% of Georgians resided in rural areas. In 1971, the Younger Lawyers Section incorporated the Georgia Legal Services Program "to provide legal services to indigent persons to the fullest extent possible." For 49 years, GLSP has offered free legal services to Georgians with low incomes who reside outside metro Atlanta in 154 of the state's 159 counties. In 2019, Georgia's population was 10,617,423, and 1,804,346 people, or 17% of Georgians resided in rural areas (https://www.ruralhealthinfo.org/states/georgia).

State Bar of Georgia Young Lawyers Who Were Instrumental in the Creation of Georgia Legal Services Program, Inc.

Hulett H. "Bucky" Askew Leah F. Chanin

Hon. H. Sol Clark *

A. Gus Cleveland *

A.James Elliott

David Gambrell

Phil Heiner *

R. William Ide III

Frank Jones*

Bettye H. Kehrer

L. Martelle Layfield *

Elizabeth E. Neely *

Matthew Patton

Alan F. Rothschild *

J. Ben Shapiro Jr.

Robert L. Steed *

Hon. Irwin W. Stolz Jr.

Robert H. Walling *
Lloyd Whitaker

* Deceased

Since GLSP's incorporation in 1971, more than one million Georgians who reside in our service region of 154 counties have been provided legal services from our lawyers, paralegals, and pro bono attorneys.

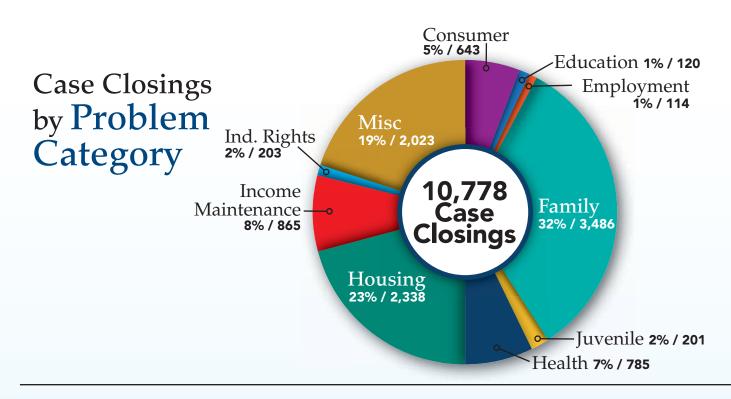
93,971 incoming calls were received in 2019.

GLSP's Statewide Intake and Client Access Unit is the first important step in our service delivery system for clients. A group of dedicated intake specialists and receptionists from across GLSP's 10 offices responded to 93,971 incoming calls from across the state in 2019. We determine if callers reside within our service region, and if their legal problems fall within our case priorities to: maintain economic stability, achieve access to health care, preserve the home, support families, and serve populations with special vulnerabilities.

We assist in determining callers' income eligibility for services, which are provided free-of-charge to clients. Completed intakes are referred to the appropriate GLSP office for case acceptance. Other callers who do not meet our eligibility requirements, or who do not reside in GLSP's service region are referred to other resources for help, including social services organizations, or pro bono attorneys. Every case that is opened is entered into our web-based case management system, Legal Server, from which we are able to produce a variety of case reports and other data reports to help us quantitatively measure the impact of our work, and to share with funders the accomplishments we achieve for clients.

"We use **SERVICE** as the customer-centered model for incoming calls during our intake and screening process, so that we are providing the best possible responses to callers' questions. The acronym *SERVICE* has important meaning to us and impacts positively on the outcomes we achieve for callers."

- Tina Battle, Director, Statewide Intake and Client Access Unit



Case Closings by GLSP Regional Offices

GLSP Regional Offices	9,150 Cases
Counsel & Advice Client Calls	780 Cases
Private Attorney Involvement	732 Cases
Farmworker Rights Division	116
GRAND TOTAL	10,778 Cases

REGIONAL OFFICE	COUNTIES	CASE CLOSINGS		
Macon	23	1,565		
Savannah	11	1,194		
Augusta	13	1,094		
Gainesville/Athens	27	1,014		
Brunswick/Waycross	14	1,005		
Piedmont	15	1,003		
Dalton	6	805		
Columbus	14	763		
Albany/Valdosta	31	707		
TOTALS	154	9,150		

We believe the value of our advocacy can at best be told from the stories and testimonials we share of the people we serve, who want what we all want, a decent quality of life!

SAARC SAARC ONBOARD TRAVEL JOURNA

Case stories in this Report are featured with permission by our clients and advocates. We respond to requests for case stories from our major funder, the Legal Services Corporation, local newspapers throughout our service region, other funders, the national press, law journals, and more. We share case stories to educate our audiences about our clients' hardships; their critical needs for legal services; and the difference our supporters make in fighting for justice, fairness, and opportunities out of poverty for them. We collect Client Satisfaction Surveys at case closings. Clients provide feedback about our services, our attorneys, and in what areas we need to improve.

"I want to express my thanks for your professionalism and your patience in helping me with this matter. I felt very comfortable speaking to you, and immediately after doing so, I was convinced you had my best interest at heart. My entire experience with Georgia Legal Services was fantastic. It is comforting to know that there are people willing to help."

- G.S., GLSP Client

Three African-American women with disabilities contacted GLSP with their complaints of

several incidents of race-based harassment by Caucasian tenants in their housing community for seniors and people with disabilities. They described how the property's management did not take their complaints seriously. They wanted legal help to stop the racial harassment. Under the federal Fair Housing Act, a landlord can be held liable for tenant-on-tenant race-based harassment when the landlord has a duty to the victim to take prompt action to correct and end a discriminatory housing practice, the landlord knew or should have known of the discriminatory conduct, and the landlord failed to take prompt action to correct and end a discriminatory housing practice.

Alison Slagowitz, a housing attorney and Equal Justice Works Housing Fellow, investigated and compiled a report over several months showing pattern and practice tenant-on-tenant race-based harassment at this property, which she presented to a civil rights attorney at the U.S. Department of Justice (DOJ). Slagowitz continued to investigate the matter in tandem with the DOJ. A few months after the property's management was served with a notice of investigation from the DOJ, Slagowitz compiled a comprehensive case report and legal brief for the Department of Housing and Urban Development (HUD) and submitted housing civil rights complaints along with the report. HUD initiated an investigation and the conciliation process to settle the matter without further investigation by HUD. Armed with the report, HUD worked with GLSP to obtain an \$80,000 settlement for the matter from the property's management. Each of the three clients received \$20,000. The extra \$20,000 was set for a victim's fund for other residents affected by the hostile environment at the property. Two of the clients were able to relocate. We issued a press release on the case to help spread the word to tenants and landlords about the issues in the case.

"This is a very meaningful result both for our clients and the community. The amount of damages for each client could produce a real change in their lives to help bring them out of poverty. This result will be a wake-up call to those landlords who do not know they can be held liable for tenant-on-tenant harassment."

Alison Slagowitz,
 Equal Justice Works (EJW)
 Fellow/Housing Attorney



Mr. James Becker has disabilities and is

raising two children on his own. He contacted GLSP for help in getting long overdue repairs done on a mobile home he was renting. The monthly rent absorbed 84% of Mr. Becker's monthly income of \$771. The landlord failed to make the needed repairs and informed Mr. Becker that he and his two children would be evicted if he did not handle the repairs himself. Elliott Gillooly, a staff attorney, researched the property on the tax assessor's website and contacted probate court. Gillooly discovered Mr. Becker's landlord was not the owner of the mobile home, instead, his deceased brother owned the home. Gillooly contacted the executor of the estate who offered to deed the property to Mr. Becker. Gillooly contacted a private attorney to handle the quitclaim deed for Mr. Becker at a cost of \$200, which Mr. Becker agreed to pay. Mr. Becker owns the mobile home, and his neighbors helped him to make the needed repairs.

"It makes me feel really good to have helped my client become a homeowner. My client has two children to raise, and now they are free and clear to enjoy their home without being harassed by an unscrupulous landlord." – Elliott Gillooly, Staff Attorney

In addition to preventing evictions, other goals of GLSP's Eviction Prevention Project are to address substandard housing conditions, recognize housing discrimination, assist tenants seeking reasonable accommodations and equal rights under the Fair Housing Act. The project attorneys also respond to wrongful conduct by landlords, such as self-help evictions, wrongfully withheld security deposits, and the use of evictions to enforce land sale contracts.

"We are seeing critical outcomes from our advocacy in reducing the serious problem of evictions in Georgia and their destabilizing impact on families and communities, such as homelessness, loss of personal property, and disruption in education and employment."

Susan Reif, EPP Director

We represented 13 guest workers from Mexico who were trafficked

into the United States through the federal government's H-2A guest worker program, to work in pine straw harvesting in 2018. The guest workers were recruited through false promises. They were defrauded out of hundreds of dollars in recruitment fees, and were coerced to work for little or no pay. They were subjected to inhumane living conditions. Soli Mercado Spencer, a senior staff attorney, represented the farmworkers in federal court with their claims under the Fair Labor Standards Act (FLSA); the Trafficking Victims Protection Reauthorization Act; and Georgia contract and tort laws. The farmworkers sought their unpaid wages, statutory liquidated damages, general and special damages, punitive damages, emotional distress damages, damages that arose from the employer's breaches of contract, pre and post judgment interest, costs, and reasonable attorneys' fees. We obtained a judgment against the employer with damages for our clients of nearly \$300,000.

This compelling case was featured in an NBC news story, "Lured to America – Then Trapped."

https://www.nbcnews.com/specials/h2a-visa-program-for-farmworkers-surging-under-trump-and-labor-violations/index.html

https://www.nbcnews.com/video/lured-to-the-u-s-and-trapped-without-pay-under-the-h-2a-visa-program-88417861680



"This case was impactful in many ways. We gave these human trafficking survivors and their families a pathway to recovery and justice. We alerted various law enforcement agencies, including the U.S. Department of Labor, and the U.S. Department of Homeland Security of the employer's criminal actions. This is the first civil trafficking case that we have found in the Southern District of Georgia with a judgment that has a public order.

 Solimar (Soli) Mercado-Spencer, Senior Staff Attorney, Farmworker Rights Division

Kevin and Sam are brothers who were kicked out of a Georgia rural county school system in violation of federal law, because they were homeless and could not prove residency.

in violation of federal law, because they were homeless and could not prove residency. Sam was a high school senior and Kevin was receiving special education services under an Individualized Education Plan (IEP). For approximately one month, the school refused to reenroll the brothers or provide educational services. GLSP attorneys filed for a preliminary injunction in federal court under the federal Homeless Assistance Act. This federal law requires immediate school enrollment for homeless children and youth. The court granted the injunction, and Kevin and Sam were allowed back in school. Since then, Sam has been accepted to college in Massachusetts and Kevin has made progress toward his IEP goals. Their mother started a new job, which allows her to obtain permanent housing for her family. This case highlights the failure of this school district and others across the state to follow or inform parents of the McKinney-Vento appeal process, including keeping children in their home school pending a final decision on homelessness.

Richard is a high school student who's hoping to be the first in his family to graduate. But, his own mother put those aspirations at risk by charging bills in his name and refusing to pay. Richard made the difficult decision to move away from his mother and live with a family in another county who offered to help him. Richard was eager to start his senior year at his new high school, but at registration the school refused his enrollment forms. Richard's host family attempted to find an attorney who could assist him, and that search led them to the Georgia Legal Services Program. Tomieka Daniel, a managing attorney, contacted the high school about its registration violations, and requested the school classify Richard as a homeless student. Because of this GLSP lawyer's quick action, the school enrolled Richard in time for the first week of classes.

"Education is the key to breaking perpetual cycles of poverty. I do this work because every child in Georgia, regardless of race, disability, or class status, deserves the fundamental tools needed to reach their full potential."

- Eugene Choi, Supervising Attorney

Ms. Barbara Jones was severely abused by her husband throughout their marriage. His record of violent attacks against her included putting a gun up to her face; choking her; grabbing her by the neck; shoving her; pushing her into walls; putting knives up to her throat; berating her constantly; and putting dents in her car. Sally Haskins, a managing attorney, assisted Ms. Jones to obtain a 12-month Family Violence Protective Order, which her husband violated. He was arrested and charged with stalking. He was convicted of stalking and served 60 days in jail. Haskins filed a divorce complaint at Ms. Jones's request. In very limited cases we file divorces when the client requests. The court granted the divorce on grounds of cruel treatment and entered a permanent restraining order. When considering visitation, the court made a specific finding of family violence and took into consideration the safety of the victim parent and child and awarded the abuser no visitation. Ms. Jones was awarded child support and gained a new life free from violence.

"I have represented victims of family violence for a long time. This case represents the second time, of the family violence cases I have handled, that the court has made a specific finding of family violence pursuant to OCGA Section 19-9-3 and ordered no visitation. This result is extremely unusual. Most of the time, the court will simply take the position that now that the parties are divorced, the danger for the child is no longer present. Ms. Jones is free to live her life with her children without any interference from her former abusive husband. Her children no longer have to live in fear. Hopefully, the cycle of violence can be broken with the next generation."

— Sally Haskins, Managing Attorney

Mr. Michael Gray contacted GLSP when he received a notice from the Social Security Administration (SSA) informing him that his Supplemental Security Income (SSI) benefits were being terminated. Mr. Gray's SSI benefits were his only source of income for his household of four. The notice from SSA reported Mr. Gray owned a trailer, and that he had transferred real estate valued at \$130,000 for less than fair market value. In addition, SSA alleged Mr. Gray owed an overpayment for several months. Adrienne Friedman, a senior staff attorney, found that Mr. Gray's name had been entered as a co-signer by mistake on real estate purchased by his mother-in-law, not knowing his name remained on the title to the trailer attached to the property. To correct the error, Mr. Gray signed the property over to his mother-in-law. Friedman represented Mr. Gray at the SSA conference to reinstate his SSI benefits. Friedman found there was no equity in the land due to the mortgage and only half of the value of the trailer should be attributed to Mr. Gray as a joint owner. SSA concluded that Mr. Gray was never ineligible for benefits and should not be penalized for the transfer of property. Mr. Gray was awarded \$2,446 in a back payment of SSI, and he was reinstated to receive monthly benefits. Mr. Gray was also reinstated to receive Medicaid for his medical care.

In 2019, GLSP closed 2,049 cases under its statewide domestic violence grant and secured \$1,035,787 for domestic violence clients, to give them new lives away from the abuse and opportunities out of poverty.

Federal Supplemental Security Income (SSI) is a source of needs-based income for the elderly or people with disabilities, including many of our clients. Recipients can own very limited assets or other resources.

Financial Resources

NET ASSETS - BEGINNING of YEAR \$4,084,101

2019 INCOME	_	
Legal Services Corporation	\$	8,908,103
Older Americans Act Contracts	\$	1,147,990
Judicial Council of Georgia	\$	1,764,790
State Bar of Georgia Campaign for Georgia Legal Services Program	\$	561,074
Georgia Bar Foundation	\$	1,888,951
Department of Justice	\$	266,715
State Bar of Georgia Pro Bono Project	\$	212,216
Criminal Justice Coordinating Council	\$	478,613
Equal Justice Works	\$	257,075
Cy Pres	\$	198,967
Other	\$	812,099
TOTAL	\$	16,496,593



NET ASSETS - END of YEAR \$ 4,967,364

\$883,263 Increase in Net Assets

"And Justice for All" State Bar Campaign for the Georgia Legal Services Program, Inc.®

A Salute to our Donors! Thank you for your generous contributions of \$150 or more to the "And Justice for All" State Bar Campaign for the Georgia Legal Services Program from 4/1/19 – 3/31/20. Thank you for your generosity!

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GLSP Service Regions



1971	1976	1981	1990	1996	2001	2003
Georgia Legal Services Program incorporated by members of the Younger Lawyers Section of the State Bar of Georgia.	Georgia Clients Council is founded to serve as an advisory group to Georgia Legal Services.	Georgia Legal Services and the State Bar of Georgia establish the Pro Bono Project.	Phyllis J. Holmen becomes the fourth executive director.	Georgia Legal Services Foundation is established with a \$1 million cy pres award by U.S. District Judge Marvin Shoob from the remainder funds of a national class action.	Georgia Legal Services launches capital campaign in Macon and successfully raises funds to purchase the historic Eagles Building for its Macon Office.	Central Office of Georgia Legal Services relocates to the new State Bar Center.
2007	2008	2009	2010	2011	2012	2013
Georgia Legal Services opens a field office in Athens-Clarke County due to the dire need for more and better legal services for the low-income community in that area.	Georgia Legal Services expands use of technology to improve services to clients.	Georgia Legal Services launches a Latino Outreach & Education initiative to address the impact of the economic downturn on civil legal problems of low-income Latinos outside metro Atlanta.	Georgia Legal Services is named beneficiary of the signature fundraiser of the Young Lawyers Division (YLD) of the State Bar of Georgia.	Georgia Legal Services launches "Champions of Justice" to honor lawyers and community activists for advancing GLSP's mission, their contributions to justice for all, and support of GLSP.	Georgia Legal Services Executive Director Phyllis Holmen is one of six legal services directors to participate in a White House forum to examine the state of legal aid nationwide. GLSP is awarded	GABWA's (Georgia Association of Black Women Attorneys) Zenith Award for Service to the Community at GABWA's Founders' Awards Gala & Auction.
2014	2015	2016	2017	2018	2019	
GLSP is the national recipient of the 2014 American Bar Association's prestigious Hodson Award.	GLSP is awarded the Commitment to Equality Award from the State Bar of Georgia Committee to Promote Inclusion in the Profession for supporting diversity in the legal profession & service to diverse communities.	GLSP completed a strategic planning process in February, 2016, to develop strategies and goals to strengthen GLSP as a statewide law firm.	GLSP Executive Director Phyllis Holmen officially announced her retirement to the board of directors after 43 years of exemplary public service, including 28 years as GLSP's executive director.	GLSP's 4th biennial Champions of Justice Recognition Event was held at the State Bar Center on January 25 in honor of GLSP Executive Director Phyllis J. Holmen's retirement from public service.	GLSP hires UPS legal executive Rick Rufolo as its new executive director, succeeding its longtime executive director Phyllis J. Holmen.	



