



FINDING
**Strength in
Community**

2020 ANNUAL REPORT



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Dear Supporters

FROM OUR DIRECTOR

When GBLS closed its office doors on March 16, 2020, we had no idea what the coming weeks and months would bring. Our staff and advocates gathered their files and went home to begin the critical task of figuring out how to keep serving our clients – and even more community members in need – from kitchen tables and front porches.

An emergency that was predicted to be only two to three weeks has stretched on well over a year now, as the dual crises of the COVID-19 pandemic and its economic and social fallout continue to have ramifications for all of us.

Consider this a report on the state of GBLS and our community in the wake of the COVID-19 pandemic. The statistics and figures herein represent a year that gripped us all. Yet many of the stories that will come out of this period still remain to be told. From the thousands of workers abruptly without paychecks, who struggled to access the unemployment payments they needed to put food on the tables, to essential immigrant workers unfairly threatened with detention and deportation, to the families who still fear eviction from the relative safety of their homes. Not to mention the

millions of lives lost to the Coronavirus, a long-overdue national reckoning on racism, political insurgency and turmoil, and all of the usual joys and tragedies that occur in our daily lives.

In some ways, 2020 was a “good” year for GBLS. Exhausting – yes. Stressful – absolutely. Overwhelming – at times. But our staff banded together to serve almost 12,500 individual clients last year. We made significant contributions to legislation and policies that affected hundreds of thousands of people’s ability to remain housed, access medical care, receive equitable education, maintain income and resources, and more. We enlisted partners and pro bono volunteers from throughout our region to help us with the singular vision of making sure that people were okay and that justice prevailed. We also received a tremendous amount of support from our generous donor

community, our longtime funding partners, and our colleagues in the field. We supported each other.

One may be inclined to get discouraged in the face of everything that has happened in the past year and a half. But, even in times like these, I have hope. For instance, the fact that you are reading these words. The fact that Greater Boston Legal Services is still here, fighting the good fight, gives me hope. This is not GBLS’ first global pandemic, nor our first recession, nor our first civil rights movement. We have been here, and we will continue to be here, and we are lucky to be doing this work with partners like you. Thank you for your support and solidarity. We will get through this, together.



Jacquelynne J. Bowman
Executive Director

2020 by the Numbers

GBLS CASES



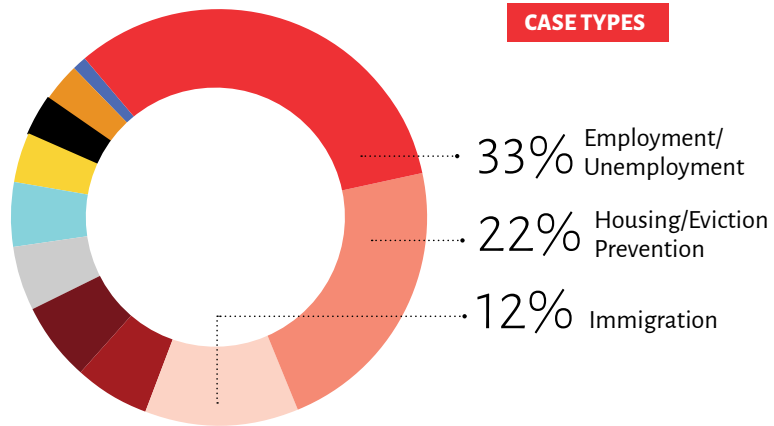
14,468

TOTAL CASES

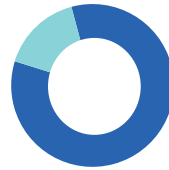
12,479

CLIENTS & FAMILIES ASSISTED

CASE TYPES



CLIENT DEMOGRAPHICS



84%
PEOPLE OF COLOR



64% Female-identified

36% Male-identified



21% ELDERS
(60+ YEARS OLD)



26% LIMITED
ENGLISH PROFICIENT



GBLS AT A GLANCE

History

Greater Boston Legal Services was formed in 1900 as the Boston Legal Aid Society, the third oldest civil legal aid organization in the United States. Today, GBLS is the largest legal aid provider in the Commonwealth of Massachusetts, serving Boston and the 31 surrounding cities and towns, plus an additional 15 municipalities through our elder law work.

Mission

GBLS' mission is to provide free civil legal aid to help individuals and families who are living in poverty to achieve justice and meet their basic needs, such as food, security, safety, and adequate shelter. GBLS helps vulnerable individuals and families retain affordable housing, gain protection from domestic violence, obtain subsistence income for food and necessities, access health care, seek immigration relief, and recover earned wages.

Services

GBLS serves clients and community members through individual representation, impact advocacy, community legal education, and outreach, working closely with a wide network of organizational partners to seek justice, stability, and fairness for everyone in our community.

GBLS is one of few legal aid organizations in the state with the experience and ability to lobby for needed changes in the policies and laws that affect our clients and community.

Collaborative relationships with community partners, legislators, government agency representatives, organizers, and others allow us to leverage GBLS' legal expertise to make the biggest possible impact.

2020 Impact Advocacy Highlights

In 2020, GBLS focused largely on the catastrophic impacts of the pandemic, and prioritized working with clients to help them endure related economic, household, and personal hardships. GBLS' attorneys and advocates frequently work closely with community partners, client groups, and other advocates to leverage GBLS' poverty law expertise to achieve significant positive outcomes. In 2020, GBLS' impact advocacy included:

EDUCATION

GBLS' School to Prison Pipeline Intervention Project's advocacy for safe in-person learning for students who needed it resulted in Boston Public Schools agreeing to allow every student who cannot access remote learning because of a disability, homelessness, foster care placement, or English Language Learner status to attend in-person learning four days/week beginning February 1, 2021.

EMPLOYMENT

GBLS' CORI and Re-entry Project joined a program called CultivatED in partnership with Roxbury Community College and cannabis companies to train people with CORIs to work in the cannabis trade. GBLS helps participants to seal records so they are not barred from working in the industry due to a past CORI.

In collaboration with Vietnamese American Initiative for Development (VietAID), **GBLS' Asian Outreach Project** extensively supported nail salon workers during the COVID-19 pandemic through direct services, including helping over 500 workers apply for unemployment benefits and resolve issues with their claims, and digital outreach.

GBLS and VietAid launched a nail salon workers' Facebook group to serve as a platform through which workers can easily access pertinent legal information and begin building a base with workers across the state. GBLS has also been collaborating with a national network of nail salon advocates as part of a broad movement for worker justice in the industry.

HEALTH

GBLS spearheaded advocacy for a moratorium on MassHealth benefits terminations during the pandemic,

ensuring that no one will be removed from MassHealth through the end of 2021.

GBLS successfully advocated, along with client group Massachusetts Advocates for Nursing Home Reform and other elder and disability rights advocates, for the Commonwealth of Massachusetts to stop forcibly transferring nursing home residents during the pandemic in light of the high risk to the residents.

HOUSING

GBLS worked with community partners to successfully advocate for a statewide moratorium on evictions and temporary closure of the Eastern Housing Court to close through October 2020. The Boston Housing Authority also agreed to halt all non-emergency evictions until the COVID-19 emergency was over.

GBLS worked with Somerville and Arlington officials to ensure that various homeless prevention funds for rental arrears and stipends are targeted to the most vulnerable populations and that the application process is as easy as possible given the many constraints under COVID. And, as a member of the advisory board for the City of Somerville's Office of Housing Stability, GBLS assisted in designing a Section 8 landlord incentive program to help stabilize tenants in Somerville.

During 2020, **GBLS** along with a coalition of housing advocacy and community groups advocated for passage of the City of Boston's Linkage/Inclusionary Development home rule petition, leading to the petition passing in January 2021. It gives significantly more authority to the City to raise linkage rates, increase the stock of commercial housing to which it applies, etc. For residential housing, for the first time it provides statutory authority for Boston's Inclusionary Development (ID) program, explicitly references fair housing goals, creates a key new role for the Boston City Council in the development of the new ID program, and will allow for the development of a much-improved inclusionary development program that will hopefully lead to deeper affordability and increased percentages for ID units.

GBLS worked with City Life/Vida Urbana to help keep a Mattapan housing development affordable, working with the Morton Village Tenants Association to prevent a significant rent increase planned by the new owner that tenants feared they could not afford and would lead to their displacement. In September 2020, representing the tenant association, the **GBLS'** attorneys negotiated a new lease agreement that is fair and equitable.

IMMIGRATION

GBLS worked with other advocacy organizations to successfully petition the U.S. District Courts of Massachusetts and New Hampshire to obtain the release of immigrant clients

detained under dangerous conditions during the pandemic.

GBLS immigration attorneys brought litigation on behalf of a client in a Fifth Circuit case resulting in a precedent decision, setting forth the standard for determining a Motion to Reopen proceedings based upon changed country conditions.

PUBLIC GUARDIANSHIP

GBLS, as part of the Massachusetts Guardianship Policy Institute coalition, established a non-profit Public Guardian Services program to provide public guardians to a limited number of cases to indigent and vulnerable residents of Suffolk and Plymouth counties.

UNEMPLOYMENT BENEFITS

GBLS drafted and successfully lobbied for new Dept. of Unemployment Assistance (DUA) policies resulting in positive changes to: ensure eligibility for regular unemployment benefits (UI) where claimants are out of work because of lack of school, child care, or adult care due to COVID; allow claimants to decline offers of work because of risk of COVID exposure to claimant, child, family or household; waive work search requirements given lack of suitable work opportunities during COVID; and ensure eligibility during temporary absence from work due to COVID.

GBLS conducted successful administrative advocacy to: correct the DUA's application of Pandemic Unemployment

Assistance (PUA), overturning thousands of denials and accessing PUA for college and high school students who lost part-time jobs due to COVID; correct erroneous implementation of the federal Extended Benefits program; correct agency practices to address problems with fraudulent claims which, in the process, have created hurdles for legitimate claimants; and improve the processing of non-citizen claims, through calling attention to the backlog of work authorization approvals, as well as erroneous denials.

GBLS worked with state legislators to draft legislation to provide relief to residents who initially did not qualify for the federal Lost Wages Assistance program, increasing the weekly benefit amount for everyone to \$100/week for six weeks to access an extra federal \$300/week under the program. Governor Baker signed the bill into law in October 2020. This helped 82,000 claimants to receive over \$1 million in "catch up" payments and an extra \$24 million in federal UI payments.

GBLS helped redraft legislation to allow the use of the total unemployment rate (TUR) to trigger federal Extended Benefits (EB), so that when TUR is 8% or higher, the maximum number of UI EB weeks increases from 13 to 20, and PUA claimants receive a maximum of 46 instead of 39 weeks. This brought in at least \$350 million in federal funds.



On behalf of client the Union of Minority Neighborhoods (UMN), **GBLS** drafted, testified in support of, and secured an amendment to the bond bill funding the overhaul of the DUA Online system to create an Advisory Council that includes a diverse constituency including a **GBLS** attorney, UMN, La Colaborativa, and a Disability Rights advocate. In August 2020, Governor Baker signed into law the Bond Bill with **GBLS'** language pertaining to the system overhaul, and the Advisory Council has been hard at work.

GBLS drafted and successfully lobbied for legislation that, effective Dec. 15, 2022, 18 months after the lifting of the Governor's emergency order, lifts the cap limiting dependency allowances to 50% of a worker's UI check. This cap has a disparate impact on low-wage families.

VOTING RIGHTS AND LANGUAGE ACCESS

GBLS' Asian Outreach Project (AOP) worked with community-based groups like the Greater Malden Asian American Community

Coalition to advocate for the city of Malden to increase voting access for Chinese-speaking and other limited English proficient residents, and to comply with (and expand upon) Section 203 the Voting Rights Act (VRA). AOP worked with a coalition of community groups to hold several meetings with the Malden Mayor and Elections Department as well as conduct outreach to better understand voters' needs during the pandemic and in anticipation of the November 2020 election. Because of

these efforts, the city agreed to hire a Chinese-speaking elections department worker, persuade the Secretary of State to provide transliterated names of all candidates, drastically increase the number of bilingual poll workers, provide fully-translated signage at all polling sites, and create an outreach program directed toward Chinese-speaking voters. AOP also engaged community groups about how best to expand efforts in other VRA Section 203-covered jurisdictions, like Quincy and Lowell. GBLS and Asian Pacific Islanders Civic Action Network also created the Bilingual Voting Rights Report Card to turn complicated legal requirements into basic steps for voters to understand.

WELFARE

GBLS' systemic advocacy with the Dept. of Transitional Assistance influenced changes in policy and procedures for applicants and recipients during the COVID crisis, such as establishing online applications for cash benefits and implementing flexible verification requirements, including accepting self-declarations when other options are not feasible or safe.

GBLS' advocacy with the Dept. of Early Education and Care (EEC) influenced COVID-crisis policies for

clients who had subsidized child care and are now out of work, with virtually all child care providers shut down. For example, GBLS pressed EEC to set a policy allowing clients with subsidies to retain the right to access them in the future when return to work becomes possible and providers are available, even if the parent declines an available job due to safety considerations. EEC adopted this policy. GBLS worked alongside a wide range of allies to get the Legislature to cover all parent fees in 2021, and in addition brought litigation that resulted in a new fee scale, made permanent in June 2021, that lowers costs to parents by \$53 million each year.

Other policies advocated for by GBLS and adopted by EEC included easier reauthorizations at the required 12-month intervals, fewer cumbersome documentation requirements, and removing penalties for absences by children enrolled with a childcare provider.

Direct Services

IN THE MIDST OF CRISIS, GBLS provided urgently-needed civil legal assistance to almost 12,500 individuals and families in 2020. Through nearly 14,500 cases handled for clients last year, GBLS' attorneys and paralegals used their poverty law expertise and decades of experience, as well as grit and determination, to ensure that our most vulnerable community members were able to stay safely housed, access important resources and services, and provide for their families.

GBLS' direct services to clients range from issues of economic justice, including an overwhelming number of Unemployment Insurance claims in 2020, urgently-needed subsistence benefits, the Low-Income Taxpayer Clinic – a vital lifeline for many to be able to access stimulus payments, unfair debt collection and predatory

lending practices, CORI sealing and expungement, and preventing financial abuse; to household stability through eviction prevention,

the preservation of affordable housing, obtaining emergency shelter for families, and protecting tenants' rights; from preserving safety through domestic violence-related family law, and giving survivors of persecution and violence, including unaccompanied children, a viable avenue to legal immigration status and

Civil legal aid has a significant role to play in the long road to racial justice and equality.

citizenship; to ensuring that our neighbors who are most vulnerable to exploitation and injustice – including elders, people with disabilities, people with limited English proficiency, and families with children – have access to needed health care, food and financial resources, transit, and education.

In 2020, GBLS also turned a critical eye towards the social and racial justice needs of our community. Several of GBLS' practice groups have always had

a racial justice focus to their work, and the long overdue racial reckoning of 2020 inspired GBLS' staff and leadership to take a more deliberate approach to breaking down the pillars of structural racism. From working to resolve unjust policies, practices, and laws that disproportionately affect people of color, to empowering and supporting underrepresented community members to lead the changes they want to see through community lawyering, civil legal aid has a significant role to play in the long road to racial justice and equality.

Through GBLS' direct service work, our advocates educate and empower clients, teaching people about the rights and responsibilities afforded to them by law and ensuring that they have the resources they need to meet their basic needs. By serving thousands of clients each year, GBLS helps mothers care for their children, keeps elders in safe and stable housing, and enables people to go to work and provide for their families. And our direct service work allows us to create broader change – laying the foundation for impact work that allows us help even more people in our community and beyond.



Legal Community Support

The Greater Boston legal community demonstrates a special commitment to GBLs and ensuring equal access to civil justice for all. Every year, generous individual attorneys, law firms, and corporate legal departments demonstrate the extent to which they respect and value the legal assistance that GBLs provides to impoverished members of our community by investing in our work. Their support is provided in a variety of ways—including the annual Law Firm Drive, Associates Fund Drive, Corporate Fund Drive, In-House Counsel Drive, legal fellowships, and more. We are grateful for their support.

LAW FIRM DRIVE

LEADERSHIP LEAGUE

(\$850 or more per Boston attorney)

Choate, Hall & Stewart LLP
Goodwin Procter LLP
Goulston & Storrs PC
McNeill Baur PLLC
Ropes & Gray LLP
Skadden, Arps, Slate, Meagher & Flom LLP and Affiliates
Sugarman & Sugarman, P.C.
Wilmer Cutler Pickering Hale and Dorr LLP

PACESETTER LEAGUE

(\$700 - \$849 per Boston attorney)

Englander & Chicoine PC.
Nixon Peabody LLP
Sullivan & Worcester LLP

REGINALD HEBER SMITH LEAGUE

(\$550 - \$699 per Boston attorney)

Fish & Richardson
Foley Hoag LLP
Hemenway & Barnes LLP

PRESIDENT'S LEAGUE

(\$400 - \$549 per Boston attorney)

Kimball Brousseau LLP
Meehan, Boyle, Black & Bogdanow, P.C.
Morgan, Lewis & Bockius LLP
Nutter McClennen & Fish LLP
Potomac Law Group
Robinson+Cole LLP

SUPPORTER LEAGUE

(\$250 - \$399 per Boston attorney)

Brown Rudnick LLP
Hogan Lovells
Klein Hornig LLP
Landay Leblang Stern
Locke Lord LLP

Messing, Rudavsky & Weliky, P.C.
Nolan Sheehan Patten
Orrick
Proskauer Rose LLP
Rackemann, Sawyer & Brewster

FRIENDS LEAGUE

(up to \$249 per Boston attorney)

Adler, Cohen, Harvey, Wakeman Guekguezian, LLP
Arent Fox
Barclay Damon
Barton Gilman LLP
Bernkopf Goodman LLP
Burns & Levinson LLP
Casner & Edwards, LLP
Cetrulo LLP
Conn Kavanaugh Rosenthal Peisch & Ford, LLP
Dain, Torpy, Le Ray, Wiest & Garner, P.C.
Davis, Malm & D'Agostine, P.C.
Dechert LLP
DLA Piper LLP (US)
Faber Daeufer & Itrato
Gilmore Rees & Carlson
Hamilton, Brook, Smith & Reynolds, P.C.
Hartley Michon Robb Hannon LLP
Healy, Fiske, Richmond & Matthew, LLP
Hirsch Roberts Weinstein LLP
Jones Day
Kotin, Crabtree & Strong, LLP
Krems, Jackowitz & Carman, LLP
Krokidas & Bluestein LLP

Laredo & Smith LLP
Latham & Watkins, LLP
Lawson & Weitzen, LLP
Lichten & Liss-Riordan, P.C.
Melick & Porter, LLP
Mintz, Levin, Cohn, Ferris, Glovsky and Popeo, P.C.
Morrison & Foerster
Morse, Barnes-Brown & Pendleton, PC
Petruccelly Norris & Minsch, P.C.
Robins Kaplan LLP
Rom Law PC.
Ruberto, Israel & Weiner
Segal Roitman, LLP
Seyfarth Shaw LLP
Sidley Austin
Sugarman, Rogers, Barshak & Cohen, P.C.
Swartz & Swartz, P.C.
Tarlow, Breed, Hart & Rodgers, P.C.
Troutman Pepper
The Wagner Law Group
Wilson Sonsini Goodrich & Rosati
Wolf, Greenfield & Sacks, P.C.
Womble Bond Dickinson

LAW FIRM FELLOWSHIPS

The following firms provided funding to support the salaries of GBLs attorneys.

Finnegan, Henderson, Farabow, Garrett & Dunner, LLP
King and Spalding LLP
Goodwin Procter LLP
Ropes & Gray LLP
Wilmer Cutler Pickering Hale and Dorr LLP

CY PRES AWARDS AND OTHER AWARDS

We wish to acknowledge the following law firms who facilitated the award of class action lawsuit residuals received by GBLs in 2020.

Bailey & Glasser
Fair Work PC
Fisher & Phillips LLP
Lichten Liss-Riordan PC



Corporate Fund Drive

In 2020, Boston-area corporations gave nearly \$240,000 to support access to justice for GBLs clients. Thank you to the participating companies for their generosity.

- Analog Devices, Inc.
- Arbella Insurance Foundation
- Beacon Hill Legal
- Biogen, Inc.
- Boston Globe
- Citrix Systems, Inc.
- Copyright Clearance Center, Inc.
- Eastern Bank Corp.
- Fidelity Investments/FMR LLC
- Fiduciary Trust Company
- Floyd Advisory
- Hologic
- Ipsen
- Liberty Mutual Insurance
- LPL Financial Holdings Inc.
- MilliporeSigma
- Primark Corp.
- Raytheon Company
- Safety Insurance Group, Inc.
- State Street Bank and Trust Company
- TripAdvisor

“Thank you for your guidance, support and encouragement to continue fighting even when I don’t have a breath in me anymore. I will always be grateful to GBLs.”

- GBLs CLIENT



In-House Counsel Drive

Attorneys from the following corporate legal departments participated in the 2020 In-House Counsel Drive.

- BrightSphere • Brown Brothers Harriman • Eaton Vance • Fidelity Investments/FMR LLC
- Fiduciary Trust Company • GMO • Harvard Management Company, Inc. • Liberty Mutual Insurance
- Loomis Sayles • MFS Investment Management • State Street Bank and Trust Company

IN-HOUSE COUNSEL DRIVE DONORS

Employer matches included in giving level where applicable.

\$2,500 and above

- Anonymous
- Michael & Berry Cappucci
- Jonathan Chiel
- William Coffey
- Krista D’Alaia
- Nati Davidi
- Jonathan Davis
- Ramon Herrera
- Nancy Keating
- Richelle Kennedy
- Scott Kirwin
- Christopher Sloan
- Valerie Tipping

\$1,000 – \$2,499

- Anonymous (2)
- Ira Bieler
- David Carter
- James Haines
- Colleen Hankins
- Katherine Johnson
- Daniel Karnovsky
- James Kelleher
- Jean Loewenberg
- Ron Oppenheim
- Meg Rehrauer
- Meaghan Sanders & Galen Lewis
- Stacey Schmidt

\$500 – \$999

- Anonymous
- Mark Belanger
- Thomas Bridge
- Lori Doyle Place

- Pamela Egleston
- Jody Forchheimer
- Julie Gann
- Abigail Hemani
- John McGinty
- Joel Nolan
- Susan Pereira
- Karla Portocarrero
- Thomas Provost

\$250 – \$499

- Anonymous (2)
- Russell Aborn
- Maria Damico
- Scott Friedman
- Courtney Gribbon
- Denise Hilger
- Mirela Izmirlis
- Diana Lo
- Dennis Maher
- Lawrence McNally Jr.
- Rebecca Radford

Up to \$249

- Anonymous (2)
- John Basile
- Daniel Bennett
- Megan Bunting
- Jacquelyn Burke
- Douglas Charton
- Jill Damon
- Tidiane Digne
- Eleanor Evans
- Russell Gregg
- Elizabeth Kinsman
- Samantha McCafferty
- Lawrence McNally
- Kevin O’Brien
- Gregory Pottle
- Susan Roberts
- Jay Wilcoxson
- Tengfei Wu
- Phil Zachos

Pro Bono Partnerships

SPOTLIGHT STORY

When the COVID-19 pandemic shut offices and businesses in March 2020, calls poured in from GBLS' community partners: "We need help — people in our community can't access unemployment insurance." Faced with record job losses due to the shutdown, applications for Unemployment Insurance (UI) from thousands of workers overwhelmed the system. Massachusetts' Department of Unemployment Assistance (DUA) website had long been difficult to navigate and effectively inaccessible for workers without a computer or computer literacy, and only available in English. When applications shot up, those flaws became impossible to ignore.

In response, GBLS got to work. Within weeks of the start of the pandemic, GBLS launched a virtual UI Claims clinic, connecting advocates with workers to help them file and troubleshoot their claims. Volunteers from the legal community responded to the call for assistance, and soon GBLS advocates partnered with law firms, including Anderson & Kreiger, Ropes & Gray, and Goulston & Storrs, clinical programs, law students, and individual attorneys, all with the goal of helping workers apply for the critical benefits they needed.

CHRISTINE is one of those workers. Originally from Cambodia, she is a survivor of domestic violence and a single mother of two. Christine's primary language is Khmer. In March 2020, she was laid off by the family who employed her as a personal care attendant. Because the UI

With an advocate's help, Christine submitted the information needed to process her claim.

Online application was only in English, Christine struggled to compile and submit the information required to assess her claim, and she couldn't get through to the DUA by phone.

By the time Christine was connected to GBLS' UI Claims clinic, she had gone weeks without pay, uncertain of the status of her application. With an advocate's help, Christine submitted the information needed to process her claim. But DUA disqualified Christine from regular UI because she had voluntarily left a previous job. She had had reason to quit: due to pain in her hand, she was unable to operate the heavy machinery needed to perform the work.

Before the pandemic, GBLS would have explored the merits of appealing Christine's disqualification. But time was of the essence — Christine could not afford diapers and formula for her infant. Fortunately, her advocate determined that Christine was eligible for relief under the Pandemic Unemployment Assistance (PUA), and helped Christine successfully apply for those benefits.

The virtual UI Claims clinic was a new approach for GBLS. Usually, GBLS' employment attorneys represent clients at a later stage in the unemployment process, after a worker is denied benefits and appeals the decision at a UI hearing. But, the influx of extra advocates and volunteers enabled GBLS to help clients much more quickly. For Christine and thousands of workers like her, making a successful claim for the benefits she so desperately needed would have been impossible without help from an advocate.

In 2020, GBLS responded to the COVID-19 pandemic quickly and effectively, helping over 4,000 workers claim unemployment, troubleshoot applications, obtain back benefits, and access the expanded benefits authorized by Congress. GBLS thanks the many pro bono partners, firms, law schools, and individuals who partnered with us to make it possible for workers like Christine to access this lifeline.



Pro Bono Partnerships

PRO BONO PARTNERS

We are grateful to the following law firms and in-house legal departments who provided pro bono services to GBLS and our clients in 2020, and to the many individual attorneys who dedicated their time and energy to ensuring civil justice for all.

- Anderson & Kreiger LLP
- Brown Rudnick LLP
- Citizens Bank
- DLA Piper
- Duane Morris LLP
- Fidelity Investments
- Floyd Advisory
- Foley Hoag LLP
- Goodwin Procter LLP
- Goulston & Storrs PC
- Hemenway & Barnes LLP
- Jones Day
- Liberty Mutual Group
- Mintz Levin Cohn Ferris Glovsky and Popeo PC
- Morgan, Lewis & Bockius LLP
- Nixon Peabody LLP
- Nutter McLennen & Fish LLP
- People's United Bank
- Pillsbury Winthrop Shaw
- Proskauer Rose LLP
- Ropes & Gray LLP
- Santander Bank
- Skadden, Arps, Slate, Meagher & Flom LLP
- Sullivan & Worcester LLP
- Thomson Reuters
- Wilmer Cutler Pickering Hale and Dorr LLP
- Wolf, Greenfield & Sacks PC

PRO BONO AWARDS

GBLS' annual Pro Bono Celebration celebrates and acknowledges the contributions of our dedicated pro bono partners, and recognizes the firms, companies, and individual volunteers whose pro bono work is crucial to ensuring access to justice for all.

The Pro Bono Champion Awards recognize firms and companies that made an outstanding contribution to GBLS pro bono projects in 2020. The 2020 Pro Bono Champions Award recognized:

Anderson & Kreiger LLP for their pro bono partnership on the CORI Sealing & Expungement Clinic and Unemployment Insurance Claims Clinic.

Sullivan & Worcester LLP for their commitment to the CORI Sealing & Expungement Clinic.

The Pro Bono Hero Awards recognize outstanding pro bono contributions from individual volunteers in 2020. The 2020 Pro Bono Champions Hero Awards recognized:

Sam Dinning for his commitment to the CORI Sealing & Expungement Clinic and the Unemployment Insurance Claims Clinic.

Charley Glerum for his commitment to the Consumer Rights Unit Fair Debt Collection Lawyer for a Day.

Jill Grossberg for her commitment to the Consumer Rights Unit Fair Debt Collection Lawyer for a Day.

Cal Lee for his work on the Unemployment Insurance Claims Clinic.

Marian Tse for her work on the Unemployment Insurance Claims Clinic.

Special thanks to Ropes & Gray LLP and Wilmer Cutler Pickering Hale and Dorr LLP for partnering on impact litigation cases with GBLS in 2020.



2020 Financial Statements

INCOME

Massachusetts Legal Assistance Corporation	6,801,615
Law Firms and Attorneys	3,197,742
Cy Pres Awards	290,630
Foundations/Corporations	1,887,072
Government Grants	2,581,799
Individual Contributions	1,182,651
United Way of Massachusetts Bay and Merrimack Valley	70,477
Miscellaneous	2,043,128
Total income before donated services	18,055,084
Volunteer Services	3,030,404
TOTAL INCOME	21,085,488

EXPENSES

Salary and Benefits Subtotal	14,316,122
Non-Personnel:	
Occupancy	434,908
Equipment and Supplies	541,685
Contract Services	688,373
Library and Litigation Expenses	284,002
Transfer to Capital	281,297
Miscellaneous	250,402
Non-Personnel Subtotal	2,480,667
Total expenses before donated services	16,796,789
Volunteer services	3,030,404
TOTAL EXPENSES	19,827,193
Change in net assets	1,258,295
CUMULATIVE NET ASSETS	14,041,635

Associates Fund Drive

PARTICIPATING FIRMS

GBLS is grateful to the following law firms, which supported their associates in raising over \$540,000 to support free legal assistance for survivors of domestic violence. Thank you!

- | | |
|---|--|
| Anderson & Kreiger LLP* | K&L Gates* |
| Brown Rudnick LLP | Krokidas & Bluestein LLP* |
| Burns & Levinson LLP* | Lando & Anastasi, LLP* |
| Casner & Edwards, LLP* | Locke Lord LLP* |
| Choate, Hall & Stewart LLP* | McCarter & English, LLP* |
| Conn Kavanaugh Rosenthal Peisch & Ford, LLP* | McDermott, Will & Emery* |
| Cooley LLP* | Mintz, Levin, Cohn, Ferris, Glovsky and Popeo, PC* |
| Davis, Malm & D'Agostine, PC* | Morgan, Lewis & Bockius LLP |
| Day Pitney LLP* | Nixon Peabody LLP |
| DLA Piper LLP (US)* | Nutter McClennen & Fish LLP* |
| Finnegan, Henderson, Farabow, Garrett & Dunner, LLP | Orrick |
| Fish & Richardson* | Peabody & Arnold LLP* |
| Foley & Lardner LLP* | Proskauer Rose LLP |
| Foley Hoag LLP* | Robinson+Cole LLP* |
| Goodwin Procter LLP* | Ropes & Gray LLP |
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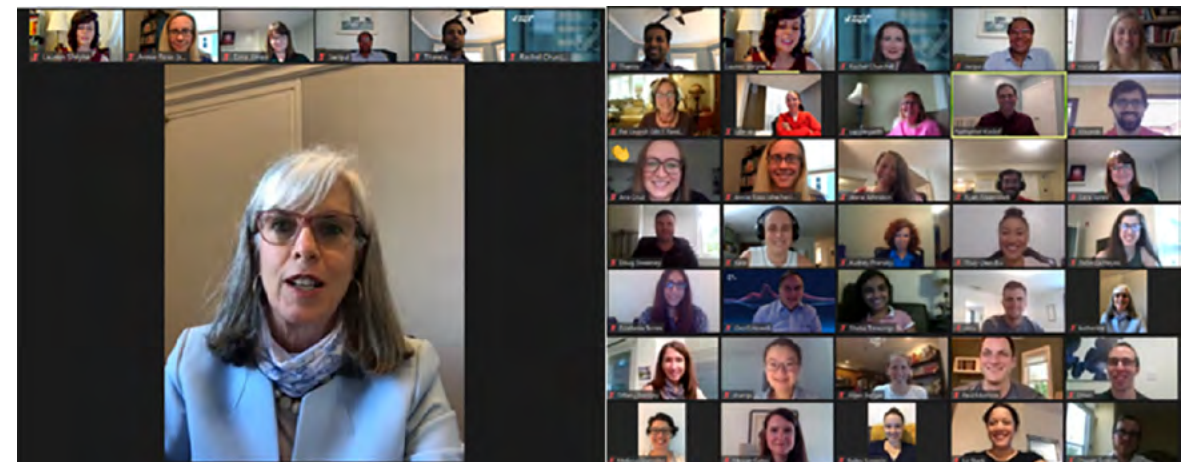
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Stephen H. Oleskey

David W. Rosenberg

Robert A. Sable & Sloan K. Sable

Richard W. Southgate*

John B. Ward* & Joseph F. Miglorie

Stephen S. Young

*deceased



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Department of Public Health
Department of Revenue
Office of the Taxpayer Advocate
Massachusetts Office for Victim Assistance (MOVA)
Office of the Attorney General

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City of Malden
City of Revere
City of Somerville
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U.S. Department of Justice
Office of Violence Against Women (OVW)
U.S. Department of the Treasury
Internal Revenue Service

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Asian American Resources Workshop (AARW)
Asian Task Force Against Domestic Violence (ATASK)
Boston Center for Independent Living
Boston College Legal Services LAB
Boston University School of Social Work
Boston Tenant Coalition (BTC)
Brazilian Women's Group
Brazilian Worker Center
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Hebrew Senior Life
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Immigrant Worker Center Collaborative

Justice At Work

Massachusetts Access to Justice Commission

Massachusetts Alliance of HUD Tenants

Massachusetts Coalition for the Homeless

MassCOSH

Massachusetts Immigrant and Refugee Advocacy (MIRA)

Massachusetts Law Reform Institute (MLRI)

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Massachusetts Senior Action Coalition

Matahari Women Workers' Center

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Minuteman Senior Services

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Prisoner's Legal Services

Project Hope

REACH Beyond Domestic Violence

Rosie's Place
Somerville Cambridge Elder Services
Somerville Homeless Coalition
South Coastal County Legal Services
Archie Southgate Scholarship Fund
South Shore Elder Services
United Way of Massachusetts Bay and Merrimack Valley
Urban Edge
Viet-AID

EASTERN REGION PARTNERS

DeNovo
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Volunteer Lawyers Project of the Boston Bar Association

SCHOOL PROGRAMS

Fellows and students assisted GBLS' clients and staff through programs sponsored by the following school partners.

Albany Law School
Boston College Law School
Boston University School of Law
Case Western Reserve University School of Law
Georgetown University Law Center
Harvard Law School
New England Law | Boston
New York University School of Law
Northeastern University School of Law
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University of Maine School of Law
University of Massachusetts School of Law
University of Pennsylvania School of Law

University of San Francisco School of Law
Washington and Lee University School of Law
Washington University School of Law
Western New England School of Law
Yale Law School

Thank you to the additional community-based groups and social service organizations with whom GBLS partners, which are too numerous to list here. We appreciate your hard work on behalf of our mutual clients. The collaborative work we do with partners to remedy critical community needs makes a significant impact in the lives of many. We look forward to continuing to work with you to find effective solutions and approaches to addressing emerging issues in the communities we serve.



Massachusetts
Legal
Assistance
Corporation

Staff & Volunteers

STAFF

Carolina Africano	Deborah Filler	Roseanne Kiggundu [^]
Yanick Aldin	Brian Flynn [◇]	Linda Lank
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Manisha Bhatt	Linda Garcia	Anne Mackin
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Kristen Bor-Zale [*]	Anne Georges	Emilia Maluf [^]
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Lisa Bradley	Laurel Goldstein	Sandra Manzanares
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Andrea Carrillo	Perlerla González	Donna McCormick
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Haley Eagon [*]	Adam Hoole	Benjamin Pannell
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Mithra Fernandes-Kan	Ariella Katz [^]	Andrea Quintanar [^]
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 Yolanda Rivera
 Jane Rocamora
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 Alexa Rosenbloom
 Heather Ross
 Constance Rossetti[◇]
 Blanca Ruiz
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 Quinten Steenhuis
 Nathanael Szyman
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 Natasha Vedananda[^]

Rosa-Elena Villanueva[^]
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 John Willshire Carrera
 Tara Wilson^{*}
 Deena Zakim
 Evelyn Zheng^{*}
 Barbara Zimbel
 Keira Zirngibl^{*}

VOLUNTEERS

We are grateful to the following individuals who provided administrative or other services during the year.

Nekesha Anthony
 Lisbeth Britz
 Jon-Yin Chong
 Joanne Daniels-Finegold
 Julia Fissore-Leary
 Thomas Gilbert
 Anne Hoffman
 Simon Klein
 Robert Lannon
 Sarah Michaud
 Wellington Mtshali
 Sharon Obeng
 William Rosenfeld
 Maureen Serio
 Barbara Sullivan
 Luella Wong

VOLUNTEER ATTORNEYS

The following individuals, in addition to many law students, volunteered substantial commitments of time in 2020 to GBLs and its clients. Their contributions are valued at over \$3,000,000 in in-kind services to GBLs in 2020. We are also very grateful to the many pro bono attorneys, too numerous to list here, who handled GBLs cases at their firms, participated in legal clinics, or provided research or other legal support.

Richard Bauer
 Rhonda Berkower
 Vali Buland
 Jeanne Charn
 Judi Diamond
 John Harrington
 Guenter Hiort
 Christopher Hynes
 Michael Kan
 Harvey Kaplan
 Mason Kort
 R. Hardin Matthews
 Christina Moore
 Hieu Nguyen
 Richard Rafferty
 Robert Sable
 Gregory Santos
 Howard Silverman
 Jane Smith
 Alessandra Suuberg
 Constance Vecchione
 Mary Wixted
 Shерelle Wu
 Albert Zabin



Awards and Honors

JACQUELYNNE BOWMAN, GBLs' Executive Director, became a Massachusetts Bar Foundation Life Fellow in 2020 (and was honored at the MBF's 2021 Annual Meeting in March). An individual becomes a Life Fellow when they complete their Society of Fellows pledge to the Foundation. The MBF Society of Fellows is a membership organization of Massachusetts attorneys and judges who are committed to giving back to the profession and supporting legal services.

TARAMATTIE DOUCETTE, Elder, Health and Disability Senior Attorney and director of GBLs' Children's Disability Project, was invited by the national Social Security Advisory Board to be an expert participant in their Roundtable: Reexamining Long-Standing SSI Dedicated Account Challenges. This honor represents the culmination of years of advocacy by Taramattie to allow families in need to access funds that have been set aside for their children with disabilities.

BRIAN FLYNN, the late and much-missed Managing Attorney of GBLs' Asian Outreach/Employment Law

Unit, was awarded the National Employment Law Project (NELP) Jerry Hildebrand Unemployment Insurance Champion Award. NELP wrote in their award announcement, "Over his career at GBLs, Brian has consistently provided jobless workers in Massachusetts with zealous advocacy and the highest caliber of legal representation. NELP's decision to award Brian the Jerry Hildebrand Unemployment Insurance Champion Award is based on a demonstrated record of legal achievement that has advanced the development of substantive UI law and due process protections for unemployed workers, while providing advocacy models to be replicated by UI lawyers around the country... While Brian's tireless advocacy has advanced development of unemployment insurance law in Massachusetts and the nation, it is his personal qualities that have left an indelible impression on the legal services community, the hundreds of workers he has represented and the wider national network of UI advocates. Having mentored countless young lawyers, Brian has always remained approachable and

generous in committing his time to educating not only GBLs staff, but also legislators, policymakers, and the general public... Brian has coupled a strong sense of humor with a passion for securing justice for low-wage and jobless workers who need someone to stand for them. Brian's enthusiasm for the law and commitment to the cause of worker justice are two big reasons that NELP has consistently enlisted Brian's expertise in crafting UI advocacy strategies over the years. And they are at the heart of our decision to name Brian Flynn this year's recipient of NELP's Jerry Hildebrand Unemployment Insurance Champion Award."

“Over his career at GBLs, Brian has consistently provided jobless workers in Massachusetts with zealous advocacy and the highest caliber of legal representation.”

DANIELLE JOHNSON and **LATICIA WALKER-SIMPSON**, Housing Law Unit Staff Attorneys, were selected as Boston Bar Association 2020-2021 Public Interest Leadership Program (PILP) Fellows. "The Public Interest Leadership Program (PILP) promotes civic engagement and public service by advancing the leadership role of lawyers in service to their community, their profession, and the Commonwealth. This selective program attracts a diverse group of talented, motivated attorneys who have graduated law school within the last ten years and demonstrated a commitment to pro bono and public service."

Danielle was also honored with the Reginald Heber Smith Award at GBLs' 2020 Annual Meeting. The Reginald Heber Smith Award is an award for building community within and outside GBLs, innovation and excellence in legal work, and for bringing a fresh perspective to GBLs' legal advocacy as an advocate for justice with fewer than ten years of experience.

BRIAN KIWANUKA, Elder, Health and Disability Unit Staff Attorney, was awarded the Massachusetts Bar Association's Access to Justice Rising Star Award. Brian was informed of this honor in 2020, however due to the pandemic the MBA Access to Justice Awards Celebration was postponed to 2021. One of

his award nominators said about Brian, "It is with great enthusiasm that I recommend Attorney Brian Kiwanuka for the MBA's Access to Justice "Rising Star" Award. I firmly believe that Mr. Kiwanuka's intelligence, passion and exceptional commitment to the plight of immigrants and low-income people make him an ideal candidate for this Award... In 2017, Mr. Kiwanuka joined Greater Boston Legal Services (GBLS) as a staff attorney in the Elder, Health and Disability Unit. In his two and a half years at GBLs, Mr. Kiwanuka has developed expertise in a wide range of areas including: children's Supplemental Security Income (SSI) cases, adult SSI and Social Security Disability Income (SSDI) cases, and Medicare and nursing home reform. Mr. Kiwanuka applies his passion and desire for his clients' victory to every case he encounters."

PATRICIA LEVESH, Family Law Unit Managing Attorney and **DONNA MCCORMICK**, Elder, Health and Disability Senior Attorney, were honored with Dow-Gardiner-Landrum Awards at GBLs' 2020 Annual Meeting. The Dow-Gardiner-Landrum Award was established in 1985 by the Board of Directors in memory of three late board members: Harry Dow, the first Asian attorney admitted to the Massachusetts Bar, who was extremely active on GBLs' board and the boards of various

community and social services agencies; Bob Gardiner, who was an attorney with significant involvement with community agencies, especially GBLs; and Lily Landrum, a community activist and long-time client-eligible member of GBLs' board. The board created the award to honor staff and board members who demonstrate the same long-term commitment to ensuring that poor people have access to justice as was apparent in the lives of these three board members.

WILLIAM ("BILL") ROSENFELD, GBLs volunteer in the Low-Income Taxpayer Clinic, was awarded the Richard W. "Archie" Southgate Volunteer Award at GBLs' Annual Meeting. This award was established in 1998 to honor "Archie" Southgate, former Managing Partner of Ropes & Gray, who upon retirement from Ropes & Gray volunteered for three years as a staff attorney in GBLs' Employment Law Unit and helped to establish the Senior Lawyer Volunteer Program which today is one of his many legacies at GBLs. This award is made annually to honor an outstanding volunteer at GBLs.

In Memoriam

We are saddened to note the loss of three special members of our GBLS community in 2020.



ROBERT BURDICK

Bob Burdick led the Boston University School of Law Civil Litigation and Justice Program for more than 40 years. The clinic — housed at GBLS — provides services for clients and training for generations of civil aid attorneys. In 2020, Bob posthumously received a Champion of Justice award from GBLS for his years of dedicated service to GBLS and the BU Law Clinic. He is remembered for his warmth and his many contributions to the field of civil justice in Massachusetts.



GERALD WALL

Jerry Wall devoted his career to legal services and to GBLS' clients. He started in 1974 at the Boston Legal Aid Society, and developed expertise in many areas of the law, including benefits, housing, family law, Social Security, nursing home issues, and immigration. For many years, Jerry worked in both the Elder Law Unit and the Immigration Unit until he joined the Immigration Unit full time several years ago, even serving as the manager of the unit for a period.

Jerry was known and appreciated for finding hope in cases that others sometimes failed to see. He left no stone unturned in trying to make the strongest case possible for his clients over his 46-year career with GBLS. In 2008, Jerry was recognized for his dedication and dogged advocacy as the recipient of GBLS' Dow-Gardiner-Landrum award. He will be greatly missed.



BRIAN FLYNN

Brian was a cherished friend and colleague to all at GBLS — and especially to his clients. Brian was the Managing Attorney of the GBLS Asian Outreach/Employment Law Unit, and as a mentor to many and friend to all, Brian was affectionately known as the “mayor of GBLS” for his compassionate and effective leadership.

In 1996, Brian joined our Cambridge office, Cambridge and Somerville Legal Services, and eventually joined GBLS' employment law team. Brian was passionate about providing justice for unemployed and low-wage workers, particularly for people with language access issues. He became an expert on unemployment insurance, representing individual clients while also working

on broader advocacy and systemic reform.

As dedicated as Brian was to helping those in need, he was equally passionate about sharing his knowledge with others. He was generous with his time, always available to answer questions and offer advice.

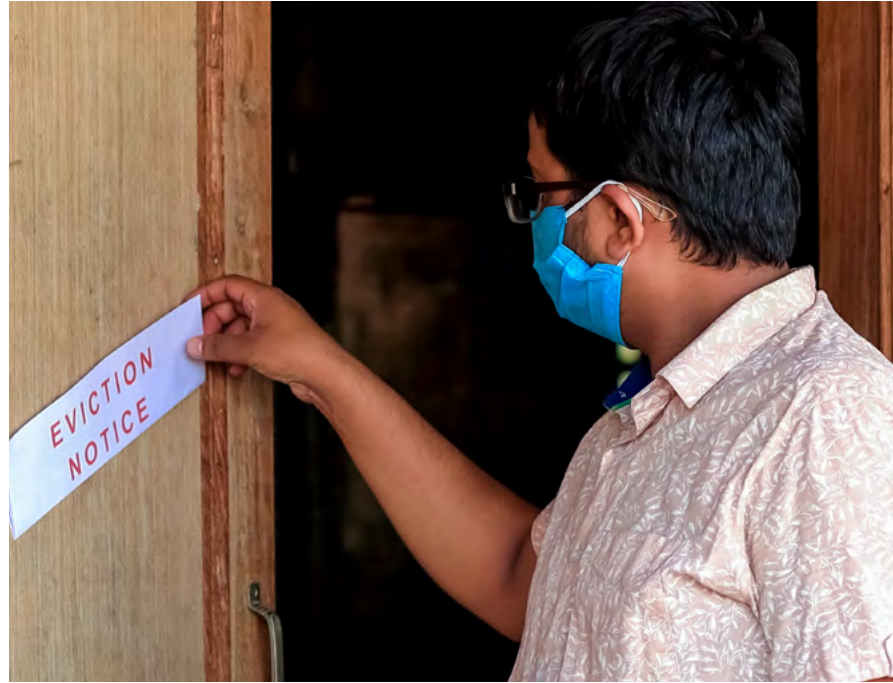
Brian's expertise and dedication were appreciated beyond GBLS and the Boston community. In 2020, just prior to his passing, Brian received the Jerry Hildebrand Unemployment Insurance Champion Award from the National Employment Law Project in recognition of his outstanding work.

Brian's legacy is reflected in the lives of all those he helped and in the work his colleagues will carry forward. We will miss him.

Brian was passionate about providing justice for unemployed and low-wage workers, particularly for people with language access issues.

COVID EVICTION LEGAL HELP PROJECT STAFF 2020-2021

Isabel Aguerrido
Frandy Boyer
Borey Chea
Grace Choi
Alexandra Coons
Caitlin Creamer
Leah Durst
Kathleen Elliott
Cherise Everett
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Debora Han
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Anaudi Hernandez Ponce
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Quang Luu
Serena Madar
Allison Piper
Natasha Placide
Devin Race
Henock Rodriguez
Deborah Roher
Dimitris Skuret
Devon Thompson
Debra Wilmer



COVID Eviction Legal Help Project (CELHP)

In October 2020, the statewide pandemic eviction moratorium expired, threatening the housing stability of countless households in the Greater Boston. In response, the Kraft Family/Patriots Player Fund, the Liberty Mutual Foundation, and others rallied to provide funds to GBLS to address the increased emergency need for legal assistance for tenants.

The Commonwealth also responded to the impending crisis, launching a statewide COVID-19 Eviction Legal Help Project (CELHP) to coordinate legal service organizations to provide free legal assistance to tenants in COVID-related eviction cases.

As a recipient of CELHP funding, GBLS brought on a special cohort of temporary housing advocates to help address the crisis, including **10 new attorneys, 11 paralegals, and 3 intake workers** dedicated to helping tenants stay stably housed. This community effort has been vital in preventing homelessness and housing insecurity in the midst of the pandemic.

Corporation Members

GBLS' Corporation is comprised of members of the community – including attorneys, clients, and interested citizens – who are elected to five-year terms. These individuals serve GBLS by electing the Board of Directors and Officers of the Corporation and by conducting any required business.

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Richard M. Bluestein
Bernard J. Bonn
John E. Bowman
Gregory E. Bulger
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Joseph F. Miglorie
John T. Montgomery
Joseph E. Mullaney
Robert J. Nagle

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Rory P. Pheiffer
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As of December 31, 2020.

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Greater Boston Legal Services (GBLS) provides free legal assistance and representation on civil issues to thousands of residents of the City of Boston and 31 surrounding cities and towns. When they have nowhere else to turn, low-income families and individuals, elders, and people with disabilities look to GBLS for help to secure the most basic necessities of life.

Main Office

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800-323-3205 (TOLL-FREE)

Cambridge/Somerville Office

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