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OUR MISSION

Greater Boston Legal Services' (GBLS') mission is to provide free civil legal aid to help individuals and families 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. **GBLS** accomplishes these goals through both individual representation and impact advocacy, working closely with a wide network of community partners. GBLS' philosophy is that justice should be for all people, not just those with the financial means to pay.

LETTER TO OUR SUPPORTERS

We the People

reater Boston Legal Services' greatest strength is our people. From our inspiring clients who demonstrate true grit and perseverance in the face of adversity, to our expert advocates who fight for justice daily; from the supporters who make our work possible, to our dedicated Board of Directors; from the pro bono volunteers who enhance our ability to serve the community, to our partners in the field, GBLS is about its people.

The preamble of the United States Constitution starts out with "We the People", a demonstration of the power of a shared vision to create and ensure a just society.

We the People of the United States, in Order to form a more perfect Union, establish Justice, insure domestic Tranquility, provide for the common defence, promote the general Welfare, and secure the Blessings of Liberty to ourselves and our Posterity, do ordain and establish this Constitution for the United States of America.

This country's values are grounded in the ideals set forth in the Constitution; ideals of justice, liberty, and civil rights. GBLS operates largely under those same ideals – a vision for fairness and civil justice, freedom from the burdens of poverty, and equal access to opportunities and resources. And we are only able to do so because of our people.

As you read this 2018 Annual Report, which catalogs GBLS' accomplishments this past year, please join us in acknowledging some of the many people who helped make those achievements possible. It is because of our hard-working staff, our generous donors and volunteers, our committed Board and Corporation, our allies, our clients, our community, YOU, that we are able to do this work, to promote the general welfare of everyone in our community, and to establish justice for all.

Jacquelynne J. Bowman

Executive Director

John F. Donohue Board President

Weller Constine

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2018 Advocacy Highlights

CRIMINAL JUSTICE REFORM

Years of advocacy by GBLS and partner organizations led to Governor Baker signing S2371, An Act Relative to Criminal Justice Reform, into law in April 2018. This bill will enable countless people to return to work, move out of poverty, and better support their families.

PAID FAMILY MEDICAL LEAVE

GBLS was one of four organizations tasked with reaching a compromise on paid family medical leave (PFML) as part of the Legislature's so-called "grand bargain" on PFML, the minimum wage, and the sales tax holiday. Years of effort on multiple fronts led to the Governor signing into law H4640, An Act relative to minimum wage, paid family medical leave and the sales tax holiday, in June 2018. This ground-breaking legislation will provide job-protected leave with progressive, partial wage replacement for over three million Massachusetts workers who need extended time off from work to attend to their own serious health conditions, to bond with a new child, or to care for a seriously-ill family member.

TAX RELIEF

Innocent spouses will now get tax relief in Massachusetts thanks to advocacy during 2018 by GBLS' Low-Income Taxpayer Clinic (LITC) and a coalition of other organizations and the Legislature's support, leading to Governor Baker signing into law An Act Providing for Equitable Relief from Liability for Joint Filers of Tax Returns in January 2019. The law provides expanded tax relief for many spouses, including domestic violence survivors.

PERMANENT RESIDENCE

GBLS' Immigration Unit, in conjunction with other legal services providers and pro bono attorneys, was successful in getting the legislature to adopt a state law which gives children a way to obtain permanent residence as "special immigrant juveniles" under the U.S. Immigration and Nationality Act.

EDUCATION

In November 2018, GBLS reached a settlement with Boston Public Schools (BPS) in which BPS agreed to 1) end unlawful suspensions of kindergartners, first, and second graders; 2) to

10k

PEOPLE ACROSS DTA RECEIVED ACCOMMODATIONS

+3M

WILL RECEIVE JOB-PROTECTED LEAVE

216

STATE PUBLIC HOUSING
UNITS ARE BEING REBUILT IN
CLARENDON HILL. SOMERVILLE

suspend third, fourth, and fifth graders only for very serious offenses, e.g., assaulting staff members; and 3) agreed to design, in collaboration with community groups, professional development trainings for all educational staff to increase the use of non-exclusionary, alternative discipline and emphasize the impact of exclusionary discipline, particularly on students of color and students with disabilities.

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AFFORDABLE HOUSING

GBLS, the MA Alliance of HUD Tenants, City of Boston, Boston Housing Authority, LIHC Investment Group, and U.S. Dept. of Housing and Urban Development reached an agreement in November 2018 to protect affordable housing in the South End. The deal preserves the affordability of over 170 rental homes at Concord Houses for at least the next forty years, a win for current and future tenants, the city, and the owner, that GBLS hopes will serve as a model for future preservation efforts.

PUBLIC HOUSING

GBLS represented Clarendon
Residents United, residents of the
state public housing development
Clarendon Hill in Somerville, in
negotiations with the Somerville
Housing Authority, Somerville
Community Corporation,
Preservation of Affordable
Housing, and a private developer
in a relocation agreement to
facilitate the rebuilding onsite of
216 state public housing units,
about 50 moderate-income, and
about 300 market-rate units.

ELDER AFFAIRS

GBLS, in collaboration with other MA legal services programs, Volunteer Lawyers Project, and MA Executive Office of Elder Affairs (EOEA), was successful in re-establishing the statewide Senior Legal Helpline to serve elders with intake, advice, and referral to services.

ACCESSIBILITY

GBLS' disability access work has prompted hospitals to acquire much-needed accessible equipment, such as exam tables that lower to allow access and scales that work for people who use wheelchairs. GBLS and the Disability Law Center are working on behalf of MassHealth members and three independent living centers to challenge MassHealth to require their large network of providers to have accessible medical equipment.

TRANSITIONAL ASSISTANCE

In June 2018 alone, 10,000 people across all Department of Transitional Assistance (DTA) programs and offices were receiving reasonable accommodations, in contrast to only 200 people over the entire 10-year period prior to the GBLS' federal civil rights lawsuit *Harper v. DTA*, which was settled in 2013.

LANGUAGE ACCESS

GBLS secured improved Limited English Proficient (LEP) policies at the Cambridge Housing Authority (CHA). Following GBLS' advocacy on behalf of tenants, the CHA agreed to translate vital documents into three languages.

→ A young resident of Somerville's Clarendon Hill state public housing development at a Somerville City Council meeting.

Photo courtesy of Somerville Community Corporation

TENANTS RIGHTS

Due to GBLS' advocacy efforts when a client was moved into his elderly parents' Boston Housing Authority (BHA) household in order to be their caregiver, BHA agreed to revise its policy when remaining members of tenant households can qualify to be the tenant to take over the apartment (Residual Tenancy Policy).

TRANSPORTATION

An Attorney Fellow launched the Rider's Transportation Access Group (R-TAG), which will work with the Massachusetts Bay Transportation Authority to offer input on policies and procedures affecting seniors and people with disabilities.

WORKER'S RIGHTS

GBLS worked with the Lynn Worker Center (LWC) and a coalition to draft the Lynn Wage Theft Ordinance, which was adopted unanimously by the Lynn City Council.



Direct Services



n 2018, GBLS provided expert legal assistance to thousands of families and individuals through over 10,000 cases handled. One of GBLS' greatest strengths is the legal expertise of our staff. As nationally recognized leaders in poverty law, GBLS' attorneys and paralegals use their deep knowledge of the civil legal system to right wrongs and prevent injustices in our community and throughout the Commonwealth.

GBLS' direct services to clients range from issues of economic justice, including protecting the rights of low-wage workers, the Low-Income Taxpayer Clinic, employment discrimination, subsistence benefits, unfair debt collection and predatory lending practices, and preventing financial abuse; to household stability through the preservation of affordable housing, keeping families in their homes, obtaining emergency shelter for families, and protecting tenants' rights; from preserving safety through domestic violence-related family law, elder abuse prevention, and giving survivors of persecution and violence, including unaccompanied children, a viable avenue to legal immigration status and citizenship; to ensuring that our most vulnerable neighbors - including elders, people with disabilities, and families with

children – have access to needed health care, transit, education, and employment opportunities.

It is through these individual cases that GBLS' advocates educate and empower our 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. Our clients are the heart of GBLS' work, and their cases provide the foundation for broader impact work that allows us help even more people in our community and beyond.

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.

Legal Community Giving

he 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)

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LAW FIRM FELLOWSHIPS

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

Finnegan, Henderson, Farabow, Garrett & Dunner, LLP

Goodwin Procter

King & Spalding

Ropes & Gray

WilmerHale

SUMMER FELLOWSHIP

Pierce Davis & Perritano LLP, in honor of Joel F. Pierce

CY PRES AND OTHER AWARDS

We wish to acknowledge the following law firms who facilitated the award of class action lawsuit residuals received by GBLS in 2018.

Bailey & Glasser, LLP

Berman Tabacco

Forrest, LaMothe, Mazow, McCullough, Yasi & Yasi, PC

Law Office of Nicholas F. Ortiz, PC



66 I know the difference GBLS makes. It fights for the underdog and with the underdog, side by side. It levels the playing field."

- MAYOR MARTY WALSH, CITY OF BOSTON

2018 BY THE NUMBERS 27% Housing 17% Immigration 10% Income Maintenance 4% Social Security/SSI • 1% Education 7% CORI and Re-Entry <1% Individual Rights*</p> < 1% Juvenile</p> **CLIENTS ASSISTED TOTAL CASES** 33% 32% 21% 11% Asian/Pacific Islander **1%** Multiracial 1%

Corporate Fund Drive

Analog Devices, Inc.

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Safety Insurance Company, Inc.

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Update Legal

In-House Counsel Drive

Attorneys from the following corporate legal departments participated in the 2018 In-House Counsel Drive.

Anonymous Anonymous The Belgrade Group Biogen BrightSphere Eaton Vance Fidelity Investments

Fiduciary Trust Company GMO Harvard Management Company, Inc. Liberty Mutual Insurance

MFS Investment Management State Street Bank and Trust Company

IN-HOUSE COUNSEL DRIVE DONORS

Employer matches included in giving level where applicable.

\$2,500+

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Mariana Contreras

*In-House Counsel Drive Steering Committee Members and Captains

Pro Bono Partnerships

SPOTLIGHT STORY

or several years, lawyers from Proskauer
Rose LLP have partnered with attorneys
from Greater Boston Legal Services' Children's
Disability Project to help children and their
families appeal wrongful denials of disability benefits. For
GBLS' young clients, the financial support received through
disability benefits allows them to meet their health and
welfare needs and thrive in their schools and communities.

Recently, Proskauer's pro bono attorneys appealed a denial of SSI (Supplemental Security Income) benefits for GBLS' client Jameel*, a fourteen year-old boy who suffers from diabetes, depression, and ADHD. Jameel's father was violent and abusive, and was opposed to any mental health treatment or academic supports for Jameel. Despite resistance from Jameel's father, Jameel's mother pursued treatment for her son because she knew it was essential to his well-being.

Eventually, Jameel's parents divorced, but years of an abusive marriage left Jameel's mother feeling hopeless for herself and for Jameel. She struggled to manage Jameel's diabetes and to secure the educational accommodations his disabilities require. After Jameel's claim for benefits was denied, Jameel's mother was determined to ensure he had the help he needed, and came to GBLS. A team of pro bono attorneys from Proskauer took on Jameel's case.

To prepare Jameel and his mother for the hearing, the team from Proskauer had to consider the many complicating factors in their lives: the impact of long-term domestic violence; Jameel's serious physical and mental health limitations — which made it difficult for him to participate in his case; and shame about seeking benefits. Jameel's advocates worked tirelessly with the family to gather evidence, draft a compelling brief, and thoroughly prepare Jameel and his mother for the hearing.

The team's hard work paid off. The victory resulted in Jameel obtaining the disability benefits that will ensure that he receives the support he needs to thrive in school and beyond.

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 2018, and to their 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

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Sullivan & Worcester LLP

Wilmer Cutler Pickering Hale and Dorr LLP

Wolf, Greenfield & Sacks PC



Associates Fund Drive

PARTICIPATING FIRMS

GBLS is grateful to the following firms, whose associates raised over \$500,000 to support free civil legal assistance for survivors of domestic violence. Thank you!

Anderson & Kreiger LLP*

Barrett & Singal*

Brown Rudnick LLP

Burns & Levinson LLP*

Casner & Edwards, LLP*

Choate, Hall & Stewart LLP*

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The 2018 Associates Fund Drive raised more than \$500,000 from over 1,500 donors to provide civil legal aid to survivors of domestic violence.

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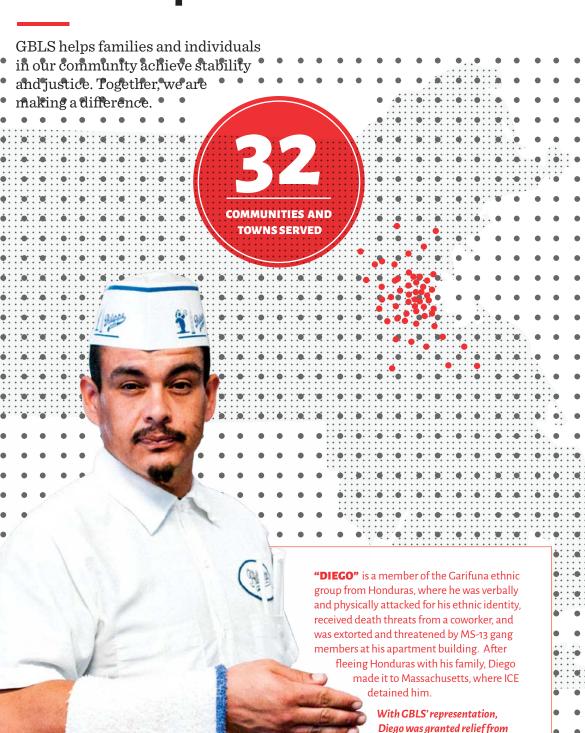
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Thank you to the many contributors to the Associates Fund Drive who donated up to \$249. Please see www.gbls.org for a full list of our donors.

GBLS' Impact



deportation and released from detention to rebuild a life with his wife

and children.

ALDEN



After "Alden" was diagnosed with a rare disease that impacted his vision and afflicted him with chronic pain, he became unable to work and fell behind on his student loans and credit card bills. GBLS' debt collection Attorney for the Day program in the Chelsea District Court got three cases brought against Alden by debt buyers dismissed, saving Alden thousands of dollars. GBLS then got Alden's student loans out of default and he went back to school to obtain qualifications in a field he could work in despite his illness; he also began receiving federal aid.

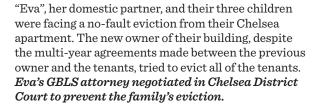
PAT



"Pat", a 65-year-old African American woman, was terminally ill and undergoing chemotherapy for cancer. She came to GBLS when her monthly SSI benefits, her only source of income, were terminated due to her having too much money in a life insurance policy. Pat was unable to pay bills or afford medication and was on the verge of eviction. GBLS helped Pat transfer her assets to an irrevocable burial plan and get her muchneeded benefits reinstated.

Pat was unable to pay bills or afford medication and was on the verge of eviction. GBLS helped her get her benefits reinstated.

EVA







KATIE

"Katie," the mother of a 2-year-old and an 11-year-old, started receiving notices accusing her of not telling the Dept. of Transitional Assistance (DTA) when she began to receive unemployment insurance benefits, and claiming she had to repay \$938 in TAFDC and \$1,094 in Food Stamps.

GBLS identified multiple problems with DTA's claims and represented Katie at an administrative hearing, getting the alleged overpayment amount reduced to \$447, then successfully advocating to DTA to waive that amount so that Katie can continue to provide for her children.

NOTE: All names have been changed to protect client privacy.

Commemorative Gifts

Commemorative gifts were made in honor of:

Charlotte I. Armour by Anne Armour

Anne Ross and Lizzi Cantin's wedding by Norma Finkelstein and by Janice Bardetta

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one also

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While we make every effort to include all of our donors in this report, if we have inadvertently omitted any gifts, please accept our sincere apologies. Please contact Ana Cruz, Director of Development, at (617) 603-1565 or acruz@gbls.org with any corrections or queries.



2018 Financial Statements

INCOME	2018	2017
Massachusetts Legal Assistance Corporation	6,005,480	5,524,854
Law Firms and Attorneys	3,356,832	3,804,483
Cy Pres and Other Similar Awards	185,995	101,607
Foundations/Corporations	1,710,623	1,991,370
Government Grants	2,412,376	2,150,070
Individual Contributions	1,036,038	1,108,219
United Way of Massachusetts Bay and Merrimack Valley	198,977	355,094
Miscellaneous	1,412,193	878,236
Total income before donated services	16,318,514	15,913,933
Volunteer Services	5,403,941	6,805,385
TOTAL INCOME	21,722,455	22,719,318

EXPENSES	2018	2017
Salary and Benefits Subtotal	12,424,767	12,659,521
Non-Personnel:		
Occupancy	468,908	456,874
Equipment and Supplies	518,228	484,285
Contract Services	657,987	404,230
Library and Litigation Expenses	205,809	213,790
Transfer to Capital	866,152	118,909
Miscellaneous	346,512	780,418
Non-Personnel Subtotal	3,063,596	2,458,506
Total expenses before donated services	15,488,363	15,118,027
Volunteer services	5,403,941	6,805,385
Total expenses	20,892,304	21,923,412
Change in net assets	830,151	795,906
CUMULATIVE OPERATING NET ASSETS	7,805,977	6,975,826

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

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groups and social service organizations with whom GBLS partners, and 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.

Thank you to the many

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VOLUNTEERS

We are grateful to the following individuals who provided administrative or other services during the year. Sonia Andujar Lisbeth Britz Sean Campbell Pamela Chamberlain Joanne Daniels-Finegold Harrison Fitch Abigail Geier

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VOLUNTEER ATTORNEYS

The following individuals, in addition to many law students, volunteered substantial commitments of time in 2018 to GBLS and its clients. Their contributions are valued at over \$5,400,000 in in-kind services to GBLS in 2018. 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.

Michael Altman Richard Bauer Rhonda Berkower Vali Buland Jeanne Charn Susan Chimene Casey Christo Judi Diamond Ellen Gabriel Charley Glerum

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The GBLS Corporation is comprised of members of the community – including lawyers, 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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Awards and Honors

RICHARD (DICK) BAUER, a volunteer attorney in the Housing Unit after serving as a GBLS Staff Attorney and Senior Attorney for nearly 30 years, received a Massachusetts Bar Association Access to Justice Lifetime Achievement Award. Among other roles, Dick is an Access to Justice Fellow who volunteers on a variety of housing cases with both GBLS and the National Consumer Law Center, where he is Of Counsel and the Project Supervisor for the HomeCorps Legal Services Program.

VENTURA DENNIS, CORI & Re-Entry Project Attorney, received the Reginald Heber Smith Award at GBLS' 2018 Annual Meeting. The award is presented 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.

TARAMATTIE DOUCETTE, Elder, Health, and Disability Unit Senior Attorney, received a 2018 Boston Center for Independent Living (BCIL) Marie Feltin Award. This award honors individuals who exemplify the pioneering spirit of the late Dr. Marie Feltin, a tireless advocate for disabled and chronically-ill patients. BCIL described Taramattie as a "most deserving recipient."

JOHN KENNETH FELTER, DONALD LEKA, and RICHARD MARKS, Partner at WS Development, received Board President's Awards at GBLS' 2018 Annual Meeting. The award is presented for outstanding leadership in service to GBLS and its Board of Directors. Both individuals were long-serving GBLS Board members.

BETHANY LI, Asian Outreach/Employment Law Unit Senior Attorney, received a National Asian Pacific American Bar Association (NAPABA) 2018 Best under 40 award. The annual award recognizes "talented individuals in the Asian Pacific American legal community who have achieved prominence and distinction in their respective fields."

CHELSEA LOUGHRAN, Shareholder at WolfGreenfield and GBLS Board Member, was named one of the 2018 Best Lawyers in America by Best Lawyers, the oldest peer review publication in the legal profession. Chelsea was also named one of the 2018 "Top Women of Law" by Massachusetts Lawyers Weekly.

ANNE MACKIN, Immigration Unit Senior Attorney, and YOLANDA RIVERA, Elder, Health and Disability Unit Administrative Secretary/Legal Assistant, received Dow-Gardiner-Landrum Awards at GBLS' 2018 Annual Meeting. The award was established in 1985 by the Board of Directors in memory of three board members: Harry Dow, Bob Gardiner, and Lily Landrum. 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.

JENNIFER CAPASSO MENDONÇA, Public Finance Partner at Locke Lord and GBLS Board Member, was named a 2018 Rising Star by The Bond Buyer, a national trade newspaper that covers the municipal bond industry. The honorees "demonstrated leadership skills, collaboration, innovation and creativity in approaching their jobs and have made positive contributions to the community."

BARBARA SULLIVAN, Consumer Rights Unit volunteer, received a Richard W. "Archie" Southgate Volunteer Award at GBLS' 2018 Annual Meeting. This award is made annually to honor an outstanding volunteer at GBLS.

ALBERT ZABIN, a long-time GBLS Employment Law Unit volunteer attorney following his retirement from private practice, received a Massachusetts Bar Foundation President's Award for his leading support of MBF and extensive probono work.

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