



**2024**

# Annual Report

**Lifting Lives  
Through the Law—  
*Today and Every Day***



*\*\*Client stories are shared with permission and details have been changed to ensure confidentiality*

*Lifting Lives Through the Law* is the TLC motto.

# Lifting lives is our passion.

Timpanogos Legal Center empowers self-represented Utahns to realize safety and stability by providing legal support in family law, abuse, and housing matters.

We are passionate about helping people find a way out of their bad situations, to a place where they are safe and stable.



We seek to **lift the lives of Utahns** throughout the state who are unable to access traditional, paid legal services. After receiving services from Timpanogos Legal Center, we hope our clients experience positive changes in their lives, such as:

- Having hope where little existed
- Improving their outlook on life
- Seeing a clear vision for their future
- Accessing community resources to help them lift and change their life
- Reduced stress and tension

# Letter from the Executive Director

**Our Motto is “Lifting Lives Through the Law.”** We take seriously the charge to change lives for the better through the legal work we perform. 2024 marked TLC’s fourteenth year of providing free legal services to people who must represent themselves in court. This year was spent implementing our strategic plan, coordinating with community partners to increase access and efficiency, and delivering critical legal services statewide. I want to share some of our notable accomplishments.

## **Increasing Services**

The stories and statistics in this report illustrate the ways TLC makes a meaningful difference in the lives of our clients. In 2024, the number of services we provided grew by 13% from the previous year. We continue to see the need expand and are committed to meeting it.

## **Ensuring Our Services Make a Difference**

By adopting survey techniques shared by the Utah Office for Victims of Crime, we reworked our client feedback survey to better capture TLC’s impact on the client’s case and their life. This higher-quality feedback helps us improve our services. ***We don’t just want a 5-star rating; we want to know that what we did for the client made a difference.***

## **Updating Our Infrastructure**

TLC is now paperless! Our new data system eliminates the need for clients to provide lengthy paperwork at every visit, significantly reduces the time we spend on reporting, and increases the overall efficiency of our programs. We added computers and tablets at clinic sites and upgraded our hotline system—now with better routing, bilingual support, and helpful call data.

## **Incredible Volunteers**

We are inspired by the dedication of our volunteers and community partners. Your support is integral to the services we provide. I want to give a special shout-out to our volunteers who come faithfully to our clinics, and to those who respond to last-minute calls for help when the night is getting late and there are more clients needing help. Your work changes lives.

## **A Heartfelt Thank You to Funders**

In 35 years of working in the nonprofit sector and clinical settings, I’ve never seen the types of challenges that we are facing today in securing funding. We are especially grateful to the private individuals and foundations that are stepping up in response to federal funding uncertainty. We are grateful for every dollar donated and remain committed to maximizing the use of every penny given to TLC.

## **Moving Forward**

We are proud of the progress we made in 2024 and remain aware of the work that awaits us. The challenges are real, but so is our impact—made possible because of our staff and supporters. Thank you for standing with us as we continue to provide meaningful access to the legal system, find innovative ways to serve Utahns, and support clients in securing safety and stability.

*Susan Griffith*

# Our Team

## Board of Directors



**Richard Sheffield**  
President  
Partner at Fillmore Spencer



**Jill Jaspersen**  
Vice President  
Faculty at Utah Valley University



**Liisa Hancock**  
Secretary  
Partner at Jeffs & Jeffs



**Michael Isom**  
Board Member  
Senior Business Operations at Adobe



**Dayle Elieson**  
Board Member  
Faculty at Brigham Young University Law



**Danielle Dallas**  
Board Member  
Attorney, J. Reuben Clark Law Society



**Keenan Carroll**  
Ex Officio Board Member  
Utah Legal Services

Our work wouldn't be possible without the dedication of our incredible staff, board members, and volunteers. Thanks to their generosity, expertise, and compassion, we are able to serve more Utahns in need each year.

We are deeply grateful for their invaluable contributions to advancing access to justice.

# Executive Leadership Team



**Susan Griffith**  
Executive Director



**Brooke Robinson**  
Staff Attorney,  
Programs Director



**Kristen Olsen**  
Policies and  
Compliance Director



**Julene Curtis**  
Executive Assistant,  
Victim Advocate



**Hayley Cousin**  
Staff Attorney,  
Grants Director



**Lani Harris**  
Staff Attorney,  
Administrative Director



**Kristen Kellems**  
Staff Attorney



**Joni McDougal**  
Staff Attorney,  
Survey Coordinator



**Fabiana Wells**  
Staff Attorney,  
Pro Bono Coordinator



**Patricia Zippi**  
Staff Attorney



**Michelle Lesue**  
Staff Attorney



**Tatiana Christensen**  
Staff Attorney,  
Document Clinic Lead



**Sheila Menendez**  
Legal Assistant



**Danella Zuzunaga**  
Online Clinic Zoom  
Coordinator



**Corttany Brooks**  
Staff Attorney,  
Regional Clinics Lead,  
CLE Corodinator



**Rachel Ekman**  
Development Director

# Who Do We Serve?

We assist Utahns who are representing themselves in family law, housing, and protective order cases. Our team helps our clients understand their legal rights and responsibilities, their options for moving forward, and how to participate in the legal system. Approximately two-thirds of our clients are victims of abuse or stalking, and the remaining one-third of our clients are living within 200% of the federal poverty level. Our clients are located all throughout Utah, from Logan to St. George.

## Our Year In Numbers

**+12.94%**

increase in clients  
served compared  
to 2023



**2,358** Clients Served at Weekly Clinics  
(In-Person and Online)



**285** Clients Served at Regional Clinics

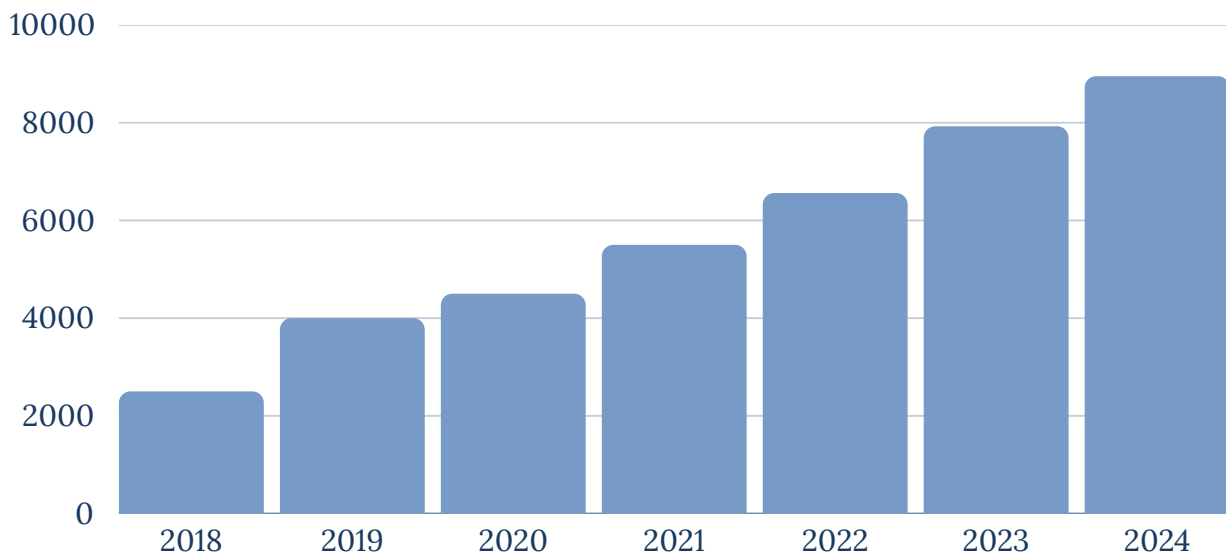


**6,116** Hotline Calls



**2,275** Volunteer Hours Donated

## Clients Served Each Year



# Legal Advice Hotline

When navigating the legal system, **it's important to have access to timely and accurate legal advice**, especially when facing tight deadlines. For Utahns who don't have access to an attorney, our hotline provides critical support. Our staff attorneys provide legal advice, explanation of procedural rules, safety planning, and referrals to other resources in the caller's community during brief phone conversations.

## Client Story

*"A client called our hotline feeling overwhelmed and stressed. She needed help understanding custody and protective orders. Her former partner had been abusive. Despite his abuse, the judge granted him a temporary protective order that gave him temporary custody of their young child, who had always lived with her.*

*We provided her with protective order and family law advice, helped her prepare for the upcoming hearing, and connected her with additional resources. She told me, 'These 26 minutes have been more successful than all of my other efforts.'*

*She has since reached out several times, and we continue to support her through this difficult process."*

*-Brooke Robinson, Hotline Lead*

**6,116**

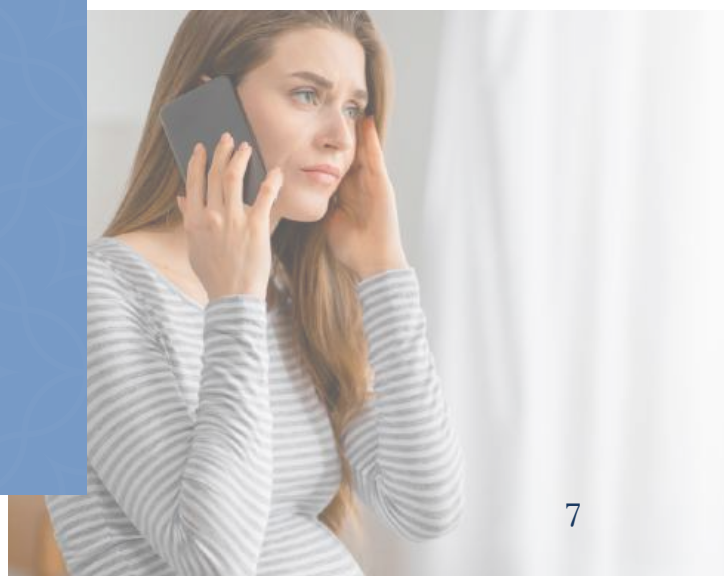
hotline calls

**7,640**

referrals to local programs & support services

**18.83%**

increase in number of calls from 2023



# Legal Advice Clinics

Our legal advice clinics give clients an opportunity to **sit down with an attorney and have a comprehensive conversation about their unique situation.** The attorney and client work together to create a clear plan for the client to follow to reach their goals, whether that's securing legal protection against an abuser, modifying a custody order to better protect the best interests of their children, or finalizing a divorce that's dragged on. Clients are able to return to our clinics throughout their case to continue receiving direction.

Our attorneys know each case is unique, and they take the time needed to ensure clients understand their options and the steps they need to take to be successful.



## Weekly Clinic

Timpanogos Legal Center's roots are in Utah County's Family Justice Center, where our attorneys and volunteers can be found every Tuesday evening serving the community. In 2020 we established a concurrent online clinic so we could extend our weekly reach beyond Utah County and enable clients statewide to have timely access to services.

**2,358**

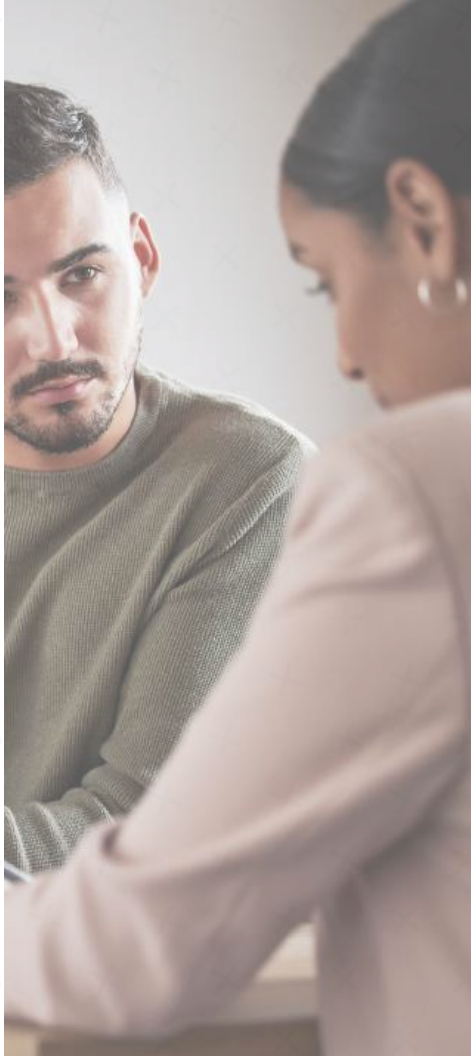
consultations held  
at weekly clinics

**1,304**

victims of crime

**1,054**

low-income Utahns



## Partner Impact Statement

*“Snow College appreciates the invaluable legal services provided by the Timpanogos Legal Center (TLC) to our student body. As our students face new responsibilities, TLC offers essential support and guidance, empowering them to navigate their unique circumstances effectively. Without the assistance of TLC, many of our students would struggle to find the necessary legal help.*

*We are truly grateful for their unwavering commitment to the well-being of our students.”*

*- Mike Daniels, Dean of Students, Ombudsman,  
CARE Team Chairman, Snow College*

## Client Testimonial

*"I cannot express how much Timpanogos Legal Center has changed my life. If I had a million dollars to donate, I would give it all to TLC without question. **Their team is not only incredibly knowledgeable about legal processes but also kind, empathetic, and hardworking—offering free services to those who cannot afford counsel.***

*I had been trying to heal from domestic and sexual violence through therapy, journaling, and affirmations, but **it wasn't until TLC helped me navigate the legal system that I truly regained my power.** When I could no longer afford an attorney, opposing counsel pressured me to accept an unfair custody stipulation... I was overwhelmed, terrified, and unsure how to fight back.*

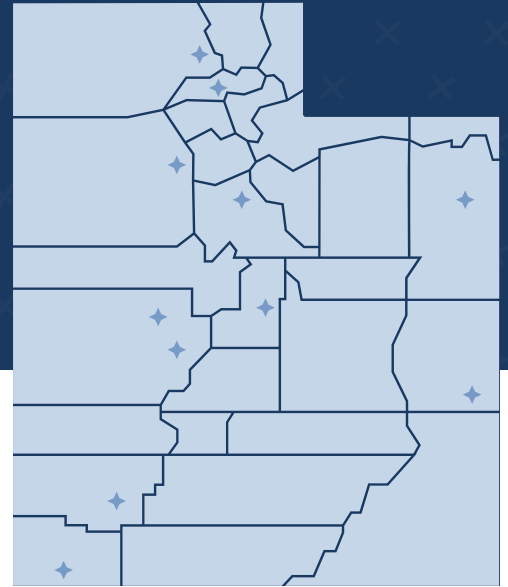
*TLC helped me refine my legal arguments, transform my emotions into a strong, clear case, and advocate for my rights. Because of their guidance, I prevailed in court and was able to protect my child's well-being. More than that, they gave me back the voice and autonomy I had lost in the legal process. I will never be able to thank this incredible team enough!"*

# Regional Clinics

While we are all Utahns, we recognize that **each area of the state has its own character and unique needs**. We collaborate with community partners throughout the state to hold in-person clinics that are tailored to fit local needs.

In 2024, we were able to serve the following areas in partnership with the listed agencies, who generously donate space and support for the clinics:

- Brigham City: New Hope Crisis Center
- Ogden: YCC Family Crisis Center
- Tooele: Pathways Domestic Violence Shelter
- Orem: The Refuge
- Vernal: Friends Against Family Violence
- Ephraim: New Horizon Crisis Center
- Delta: New Horizon Crisis Center
- Fillmore: New Horizon Crisis Center
- Moab: Seekhaven Family Crisis
- Cedar City: Canyon Creek Services
- St. George: St. George Library



**285**

consultations held  
at regional clinics

**11**

regional clinic  
locations in 2024



# Document Clinic

Our staff and volunteers draft family law documents for eligible clients. If there isn't enough time to draft a document, we are able to coach clients on how to draft the document themselves or review a document they have drafted themselves. **When clients file pleadings and motions citing relevant law and including relevant facts and exhibits, they are more likely to prevail on their claims.**

**193**

clients served



## Client Testimonial

Spanish Original:

*“Aprecio el trabajo que el Centro Legal Timpanogos realiza para ayudar a la comunidad y brindar apoyo a personas como yo.*”

*Mi experiencia con sus servicios ha sido positiva, y valoro la asistencia que me proporcionaron en la Clínica de preparación de documentos y la clínica en persona en Provo. Su apoyo ha sido de gran ayuda en mi situación, y agradezco el tiempo y la dedicación de su equipo.*

*Gracias nuevamente por su trabajo y compromiso con la comunidad.”*

English Translation:

*“I appreciate the work that Timpanogos Legal Center does to help the community and provide support to people like me.*”

*My experience with your services has been positive, and I appreciate the assistance you provided me at the Document Preparation Clinic and the in-person Clinic in Provo. Your support has been a great help in my situation, and I appreciate your team's time and dedication.*

*Thank you again for your work and commitment to the community.”*

# Certified Advocate Partners Program

Our staff attorneys train and oversee victim advocates at community-based and government agencies throughout Utah, giving them the tools to provide legal services to victims of abuse seeking civil protective orders and stalking injunctions. When comparing the outcomes of cases where a CAPP advocate provided legal assistance to data provided by the Utah State Courts, **clients who receive legal services from a CAPP advocate are roughly twice as likely to receive an order than the statewide average.** This statewide average includes cases where an attorney was involved. Most clients served by this program would have had no legal advice in making their request. Without proper legal advice, protective order requests often fail, leaving clients without the protection they are legally afforded under the law, which can set back their recovery and separation from their abuser.

148

clients served by 16 advocates

71%

of clients lived in rural areas

84

clients helped with protective orders or stalking injunctions

## Advocate Testimonial

*I work at a young agency in a rural part of the state, where free legal resources are scarce. Having the CAPP training in my wheelhouse has been both impactful and important. It allows me to provide informed, up-to-date information to community partners about who we serve, what we do, and how we can help our shared clients. It also enables me to support clients during their court experience with confidence and authority—something that local judges recognize and respect.*

***This certification has strengthened both my role within my agency and my agency's standing in the community.*** I have often hesitated in my work, worried about crossing the line between legal information and legal advice. This certification has completely alleviated that concern by providing me with legal protections and direct access to attorneys who are always willing to clarify information. I look forward to a future where experts in the domestic and family violence field have the necessary certifications to provide even more legal support to the most vulnerable members of our communities."

# Volunteers

TLC promotes ways for attorneys and law students to provide meaningful pro bono work, without it interfering with their home, work, or school obligations. Because of the hours donated by our many volunteers, we are able to help many more people, and our donors' dollars are maximized. TLC staff members provide mentoring, training, and resources like handouts and a manual of updated Utah Law for our volunteers. This ongoing support allows our volunteers to feel confident and empowered in assisting our clients.

## Staff Testimonial

*“Our volunteers are the heart of our mission. Their dedication and generosity allow us to serve more people in need, providing hope and critical legal guidance during challenging times. We are deeply grateful for their time, expertise, and compassion—each of them plays a vital role in making a real difference in the lives of Utahns.”*

*- Fabiana Wells, Pro Bono Coordinator*

**2,275**

hours donated by  
volunteers

**1,573**

attorney hours

**702**

law student hours

**\$410,878\***

value of volunteer  
time donated in 2024

*\*Volunteer time value estimate based on attorney time at \$250/hour and law student time at \$25/hour*



# Continuing Legal Education (CLE)

As part of our goal to mentor volunteers and law students, we provide Continuing Legal Education Courses throughout the year on topics relevant to our areas of practice. We provide CLEs at no cost, and encourage attendees to support our mission by donating their time or money.

## 2024 Courses

- **Dividing Property, Retirement Assets and Debts in a Divorce** presented by Ali Barker (Pro Say Legal Solutions)
- **Divorce and Custody Mediations** presented by Natalie Threlkeld (Agree-Able Mediations)
- **The Tension Between Client Confidentiality and the Mandatory Reporting of Child Abuse and Vulnerable Adult Abuse** presented by Alissa Leon (Orem City), Leslie Francis (University of Utah), and Diane Akiyama (Utah Office of Professional Conduct)
- **Professionalism and Civility in Family Law Cases** presented by Joanna Saggers (Utah Third District Court) and Marian Ito (Fourth District Court)
- **How to Handle Clients in a Trauma-Informed Manner** presented by Susan Griffith (Timpanogos Legal Center), Brandon Merrill (Utah Homicide Survivors), and Heidi Nestel (Utah Crime Victims Legal Clinic)
- **Om's Law** presented by Susan Griffith (Timpanogos Legal Center)
- **The Impacts of Technology on Confidentiality** presented by Diane Akiyama (Utah Office of Professional Conduct)

*"As a bar-licensed attorney for over a decade, as well as an experienced teacher and former owner of a trade school for over fifteen years, I find that the quality of both the presentation and the information shared in the CLEs put on by Timpanogos Legal Center to be consistently head and shoulders above that of virtually all other CLEs I have ever attended."*

*-Micah Scholes, CLE Attendee*

# 395

attendees at CLEs

# 679

units of CLE credit awarded

# Our Funders

Timpanogos Legal Center relies on generous grants and donations to fund our legal services as we work to close the access to justice gap and lift lives through the law. **We don't charge clients for services.** We are indebted to our funders for their generous contributions to our mission.

Utah Office for Victims of Crime,  
Victims of Crime Act Funding

Utah Department of Health  
and Human Services,  
Family Violence Prevention  
and Services Act Funding

Sorenson Legacy Foundation

Adobe Employee  
Community Fund

George S. and Dolores  
Doré Eccles Foundation

Walmart Store #3789 (Ogden)

Medallion Bank

Utah Office for Victims of Crime,  
Utah Victim Services Program  
Funding

Utah Bar Foundation

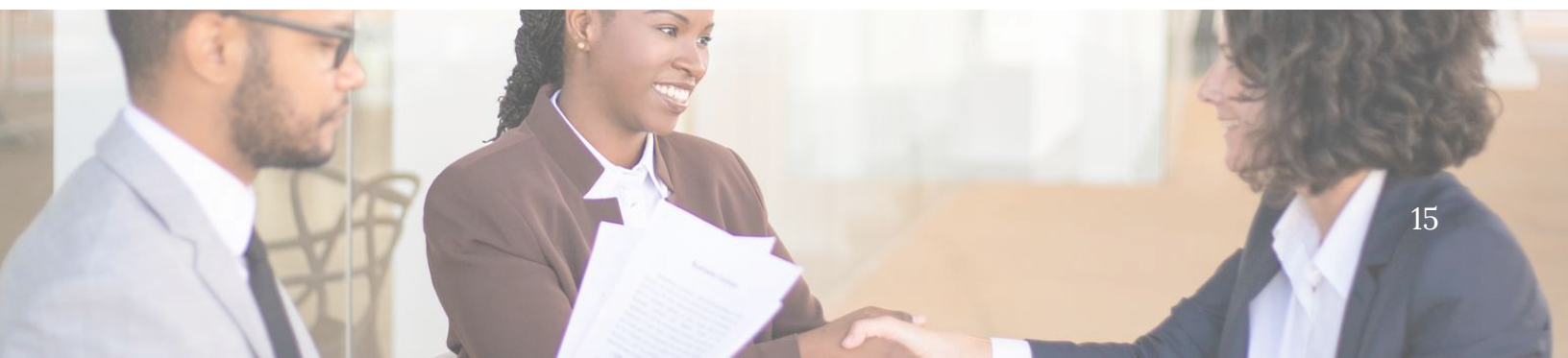
Joseph & Kathleen Sorenson  
Legacy Foundation

And Justice for All

Walter Lewis Foundation

Larry H. & Gail Miller  
Family Foundation

Mountainland Association  
of Governments, Community  
Development Block Grant





Legal Hotline:  
(801) 649-8895

Development Director:  
(801) 609-5565



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[www.timplegal.org](http://www.timplegal.org)