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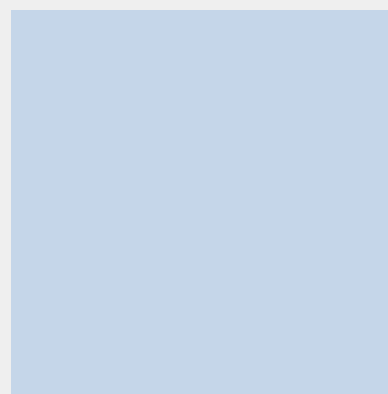
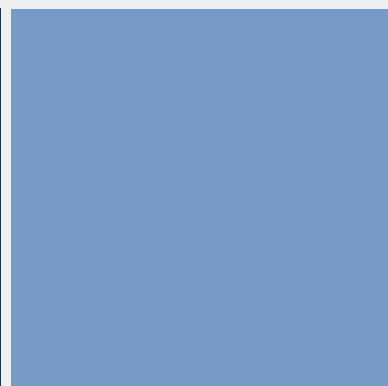
Staff Attorney

Sol Maria Huamani

Paralegal

Danella Z. Morales

Online Clinic Zoom Coordinator



Our Year In Review

Timpanogos Legal Center's History of Growth

Our team spent a considerable amount of time in 2023 looking back to where Timpanogos Legal Center began as we worked together to create a strategic plan for where we're going. What began as a two-person team serving only Utah County in 2010 has grown to a twelve-person team serving Utahns statewide through a suite of services carefully built to serve self-represented parties. Over the next five years, we have plans to expand our capacity even further. While our services help to address the Access to Justice gap in Utah, there is still much to do.

Our Dramatic Increase in Services Provided

In 2023, we served 7,927 clients with the help of our volunteers and community partners. This is an increase of 21% from 2022, and an increase of 86% from 2019, the year before the pandemic. The shutdowns during the pandemic drove increasing numbers of clients to our virtual services, and the requests for help have only increased since.

Supporting Utahns by Using Virtual Programs

Our hotline continues to be indispensable to Utahns who can't afford an attorney and who need guidance, advice, and referrals. We saw our largest call volume this year, with an increasing number of low-income Utahns and those in need of help in housing disputes reaching out to our team. Our online clinic continues to fill up every week, and we are working to expand our team of volunteer attorneys in order to serve the growing number of requests for appointments.

Challenges to Overcome

While we experienced many successes this year, 2023 was not without its challenges. Some funders have shifted their charitable giving priorities, and federal victim assistance funding has decreased dramatically, and we've been told to expect even larger cuts to come. We have shifted resources to respond to the most critical needs. We are working with our Board and Staff to develop new ways to streamline our services, recruit volunteers, and solicit funding for our programs.

Lifting Lives Through the Law

Despite the challenges, we are excitedly looking forward to 2024. We take our motto, "Lifting Lives Through the Law," very seriously. Everything we do is in an attempt to make things better for our clients who are leaving violent relationships, trying to navigate divorce or custody cases without representation, or trying to deal with difficult housing issues. We are enthusiastic about implementing our strategic plan, which will give us the ability to better assist the increasing number of Utahns who must represent themselves in court.

Susan Griffith

Executive Director

Legal Advice Clinics

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

Client Story

Our staff has supported Aliya in her highly contested divorce case. She had the following to say of the services she's received:

"I cannot say enough about the weekly clinic. **The kindness and professionalism I have been treated with at such a scary and vulnerable time for me was both reassuring and life changing.** I have been fighting a legal battle for almost two years and was out of funds and depleted emotionally. They have helped guide me in a way to both aid in the specifics of my situation but also renew some faith in the legal system in general. There are so many people who are in need of their services, and they fill such a gap and give hope to us! I brought a paralegal friend with me to one of the clinics. She was in tears and said this is what she wanted to do one day. I pray in gratitude for their services daily."

Partner Impact Statement

We are so grateful for Timpanogos Legal Center coming to our facility to help our clients with their legal needs. Our clients are in the midst of probably one of the most traumatic experiences in their lives and it is so helpful and comforting to have TLC come to the shelter and literally meet them where they are at. **Our clients' worries and fears are made lighter** because of Susan and her team of lawyers who are willing to give their services to those in need. TLC is a valuable resource in our community. Their impact has made a true difference for those they serve.

Laurie Loader

Shelter Director at The Refuge Utah



220

consultations held
at regional clinics

10

regional clinic
locations in 2023

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 their needs.

In 2023, 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, with New Hope Crisis Center
- Ogden, with YCC
- Layton, with Safe Harbor Crisis Center
- Salt Lake City, with YWCA
- Salt Lake County, with South Valley Services
- Tooele, with Pathways SVS
- Utah County, with The Refuge
- Moab, with Seekhaven and Moab Valley Multicultural Center
- Cedar City, with Canyon Creek Services
- St. George, with victim advocates from local law enforcement agencies

2,378

consultations held
at weekly clinics

1,295

victims of crime

1,083

low-income Utahns

Weekly Clinics

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 reach beyond Provo and enable clients statewide to have timely access to services.



Legal Advice Hotline

When navigating the legal system, it's important to have access to timely and accurate legal advice. For Utahns who can't afford an attorney, our hotline fills that gap. Our staff attorneys provide legal advice, explanation of procedural rules, and referrals to other resources in the caller's community.

Client Feedback

"You did your good deed for the day."

"You are the best help I've found."

"You have been a world of help in understanding getting guardianship of my grandkids."

"TLC is always there for me and always so helpful."

"Your team is so amazing, so, so helpful. I really appreciate your advice."

"Thank you so much. I appreciate your help more than you know."

5,147

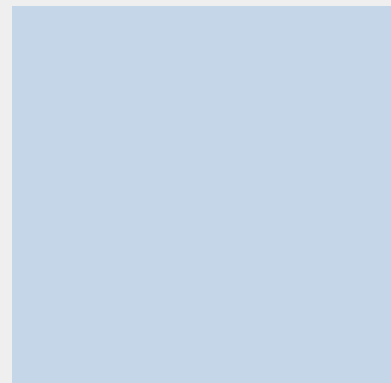
hotline calls, texts,
and emails

5,300+

referrals to local
programs &
support services

25%

increase in number
of call from 2022



Document Clinic

Our staff attorneys and volunteer attorneys, paralegals, and law students 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 only relevant facts and exhibits, it is easier for them to prevail on their claims.

182

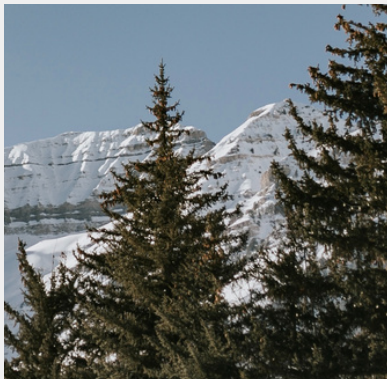
clients assisted

589

documents drafted,
reviewed, or
coached

Client Story

Cassandra waited years to file a motion to enforce because she was so overwhelmed by the process. She stopped and began the process many times. A law student volunteer spent over 30 hours drafting a motion to enforce and sifting through and organizing voluminous exhibits from years of violations that totaling over \$100,000 of money owed to her. A TLC staff attorney also helped her with an emergency motion to set aside, as the opposing party filed an unsigned stipulation that resulted in a ruling that paused ORS collections on her case. She explained that TLC **“helped me so much and most importantly, empowered me to advocate for what’s right for my five sons.”**



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. We cut out the need for the client to find an attorney, wait for an appointment, and again detail their trauma. Most clients served by this program would have had no legal advice in making their request without this program. 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 their separation from their abuser.

Advocate Testimonial

“CAPP has been a beacon of hope for survivors in our area, where access to legal representation is often hindered by various challenges. Thanks to CAPP, I've been able to serve over 60 survivors, securing vital orders of protection that provided safety and support during their time of need. I am immensely grateful for the certification provided by Timpanogos Legal Center, which has enabled me to make a tangible difference in the lives of those I serve. It significantly impacts the lives of survivors by **providing invaluable access to legal advice that would have otherwise been unattainable**. Through CAPP, survivors have found essential support and guidance, empowering them to navigate legal complexities and secure the assistance they deserve.

“CAPP has been instrumental in my professional growth. It has provided me with invaluable insights into the legal system and highlighted the critical need for legal resources, particularly in rural areas like ours. I've expanded my knowledge and understanding, empowering me to better advocate for survivors.”

Haley Mackelprang

Survivor Services Director at Canyon Creek Services,
Cedar City

137

clients served by 10
advocates

85%

of clients lived in
rural areas



92%

of clients who
requested an order
got an *ex parte* order

Volunteers

We strive to develop and promote opportunities for legal professionals to provide *pro bono* work in meaningful ways. Volunteers provide critical support to our legal advice clinic and document clinic programs, expanding the number of Utahns we're able to serve each year. Our staff provides mentorship, resources, and ongoing support so our volunteers feel confident and empowered.

2,142

hours donated by
volunteers

767

attorney hours

1,375

law student hours

Volunteer Testimonials

"I love volunteering with Timpanogos Legal Center. Once a month I get to spend my evening helping people who are looking for advice and direction. **I spend the evening giving, giving, and giving, and yet I leave feeling full.** I love having the opportunity to use my knowledge of the legal system to help people who otherwise would not have access to an attorney. Just last month I had a client who sent me a thank you note that said, "Without your help, me and my daughter would most likely still be with my abusive ex. Thank you for helping us get out of that terrible situation and into a much better place."

Bryan Baron, Attorney Volunteer

"As a student, Timpanogos Legal Center provided me **the best practical experience, mentoring, and appreciation of what the underserved are going through.** Now that I'm volunteering as an attorney, I have a chance to repay that mentoring, make a difference for the underserved, and maintain the legal skills that are most likely to be called upon by someone in their time of need."

Victor Moxley, Attorney Volunteer

"Volunteering at the weekly clinic is **always one of the best parts of my week.** I enjoy engaging with members of the community to help them move forward with the legal challenges they are facing."

McKenna Melander, Student Volunteer

\$194,730

value of volunteer
time donated in 2023

Continuing Legal Education

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. These CLEs are offered at no cost with the hope that attendees will choose to volunteer with TLC or provide a monetary donation.

2023 Courses

- **What Attorneys Should Know About Brain Injuries in Domestic Violence Cases**, presented by Dr. Tricia Merkley (BYU), Dr. Carrie Esopenko (Mount Sinai), Dr. David Date (BYU and Brown), and Susan Griffith (TLC)
- **Community Resources for Survivors of Domestic Violence**, presented by the TLC Staff
- **Understanding Procedural Rules in Family Law Cases**, presented by Michelle Lesue (TLC)
- **Immigration Law for Family Law Practitioners**, presented by Michael Thornock and Daniel Black (Stowell Crayk)
- **The Impact of Pro Bono Work, Why We Should Do It, and How to Get Involved**, presented by BreAnn Wilkes (Homeland Security), Nancy Van Slooten (attorney), Kate Conyers (Conyers Nix), Brandon Merrill (Utah Homicide Survivors), and Susan Griffith (TLC)
- **Bankruptcy and Divorce: Helping Clients get a 2-for-1 Fresh Start, Planning Opportunities and Pitfalls of Bankruptcy During Divorce**, presented by Dane Hines (Budget Bankruptcy Utah)
- **Public Benefits for Utah Family Law Practitioners**, presented by Patti Abbott (Utah Legal Services)

662

attendees at CLEs

712.5

units of CLE credit awarded

Our Funders

We don't charge clients for services. 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 are indebted to our funders for their generous contributions to our mission.



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



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