

We continue to listen



We value our community's feedback. In 2023, we once again surveyed our clients about their experience with us. They overwhelmingly praised the quality of our legal services, 91% said they are eager to recommend us to others in their circles.

"We arrive to this great country to be free...the team supports us to make this possible."

They also shared opportunities for us to do better. We are grateful for their support and are committed to improvement. See how we're working on that below.

They asked for...

The team to grow

We couldn't agree more! We're working hard to raise enough funds to hire more staff.



Evening hours

Beginning July 2024, we extended our hours until 8 pm every Wednesday to accommodate anyone who is not available during our normal hours.



More case updates

We will discuss the timeline for case updates each time we speak, and we encourage clients to ask us too.



Chances to be in community

Fall 2024, we will launch a community bulletin to share updates and opportunities to connect our clients with one another and other immigrant led organizations.



Additional resources

Starting fall 2024, we will add one new resource to our website's Knowledge Center every month and will share it with clients through our community bulletin.



Thank you

Deepest thanks to every one of our clients who made this assessment possible. We would also like to thank Listen4Good and the Virginia G. Piper Charitable Trust for supporting our culture of feedback. If you have any questions or comments, contact us at info@planphx.org.