

Impact Report 2023

A group of four diverse people are seated at a table in a meeting or workshop. In the foreground, a woman with dark curly hair, wearing a grey sweater, is smiling and looking towards the right. Behind her, a woman wearing a black hijab and a white shirt is also smiling. To the right, a man with glasses and a grey sweater is smiling. In the bottom left foreground, the back of a man's head and shoulders are visible as he looks towards the group. They are all holding pens and looking at papers or notebooks on the table. The background is slightly blurred, showing a window with natural light.

We envision a world in which everyone is **EMPOWERED TO EXERCISE THEIR LEGAL RIGHTS** on issues affecting their safety, home, family and livelihood. Our programs **BRING FREE, SAFE, HIGH-QUALITY LEGAL HELP TO MILLIONS** of people and enable legal and social justice organizations to grow their impact.

Letter from the Leadership Team

Dear Friends and Supporters,

We are pleased to present Pro Bono Net's 2023 Impact Report, showcasing a year of impact and innovation. In a world where access to legal assistance can profoundly shape lives, our mission to bring free, safe, high-quality legal help to millions has never been more vital. Over the past year, our digital programs and partnerships reached more than nine million people with critical legal resources, supported thousands of advocates and volunteers in reaching and representing those in need, and equipped legal and social justice organizations across the US with tools to more effectively address pressing civil justice needs within their local communities. From helping domestic violence survivors obtain protection to enabling low-wage workers to combat wage theft, the report spotlights our tangible efforts, with your support, to make justice more attainable and equitable for millions.

The breadth and depth of our impact are a testament to the power of collaboration, technology and imagination in scaling bold new solutions to our nation's civil justice crisis. Amidst the buzz surrounding AI's advancements, the report also underlines our commitment to being an anchor for developing not-for-profit, sustainable and safe digital legal solutions for those most in need.

We are so grateful to our supporters, partners, board, and dedicated team, whose collective efforts propel our impact. Thank you for being a part of our mission and for your continued support on the journey ahead.

Mark O'Brien, Liz Keith, Rodrigo Camarena and the Leadership Team

In a world where access to legal assistance can profoundly shape lives, our mission to bring free, safe, high-quality legal help to millions has never been more vital.



Mark O'Brien,
Executive Director



Liz Keith,
Chief Partnership Officer



Rodrigo Camarena,
Director, Justicia Lab



Mission Statement

We create scalable and sustainable technology solutions and partnerships that bring free, safe, high-quality legal help to millions of people.

The Challenge

Every day in this country, thousands of people face loss and adversity in critical areas of their lives because legal help is unavailable or unaffordable.

Our Mission

Pro Bono Net creates scalable and sustainable technology solutions and partnerships that bring free, safe, high-quality legal help to millions of people.

Our Digital Tools and Programs

- > **Enable** individuals to directly access the power of the law
- > **Empower** advocates and volunteers to more effectively reach and represent those in need
- > **Equip** legal, social justice and community organizations with tools and resources to grow their impact

Our Vision

We envision a world in which everyone is empowered to exercise their legal rights on issues affecting their safety, home, family and livelihood.

Decades Working for Justice

We are the country's leading access to justice innovator with a 25-year history of impact.

Who We Serve

Each year, more than **50 million Americans** experience a civil legal issue impacting their safety, family, home, or livelihood. Three in five people — and **92% of low-income individuals** — are unable to afford or access the legal help they need. Our programs make justice more attainable and equitable for:

- **Families** living paycheck to paycheck, struggling to remain housed
- **Domestic violence survivors** seeking protection from an abuser
- **Low-wage workers** facing medical, car or student loan debt
- **Immigrant families** trying to understand their rights in a complex, fragmented and shifting legal system
- **Older adults living on fixed incomes** confronting problems accessing vital health insurance or public benefits
- **Parents** navigating high-stakes child custody and support issues on their own
- **Transgender individuals** seeking a name or gender marker change to conform with their gender identity
- **Victims of crime** such as identity theft or elder abuse
- **Undocumented workers** fighting back against wage theft
- **Veterans** unjustly denied essential healthcare and benefits
- **Survivors of wildfires, hurricanes, floods** and other climate-driven emergencies

Who We Partner With

Our partners include more than 100 nonprofit legal aid organizations, pro bono programs, immigrant rights groups, courts, government agencies, and community-based organizations across the U.S. We work together to help people navigate the legal system and to make that system fairer for everyone.

Our Values

We are committed to building products, services and a justice system that works for everyone. We work to eliminate systemic barriers for people living on low incomes, communities of color, immigrants and rural communities.

We seek to understand and respond to the needs of those who have been marginalized or excluded from a legal system that has the power to decide if they can stay in their home, maintain their income, keep their child or retain agency over basic rights.

We strive to build diversity in our workplace that reflects the communities we serve. Supporting inclusion allows us to continually expand a shared vision of an equitable justice system and ensure that client, staff and partner voices have an opportunity to be heard, engaged and valued.

Visit probono.net to learn more about our commitment to diversity, equity and inclusion in our workplace and the communities we serve.

9.9 million



people reached through online legal rights resources, self-advocacy support, and referrals to free and low-cost legal help

45,000

advocates and volunteers mobilized through resources, training and support



1,100

legal nonprofits, courts and community organizations across the US equipped with digital tools to grow their impact

Civil Justice Program Impact

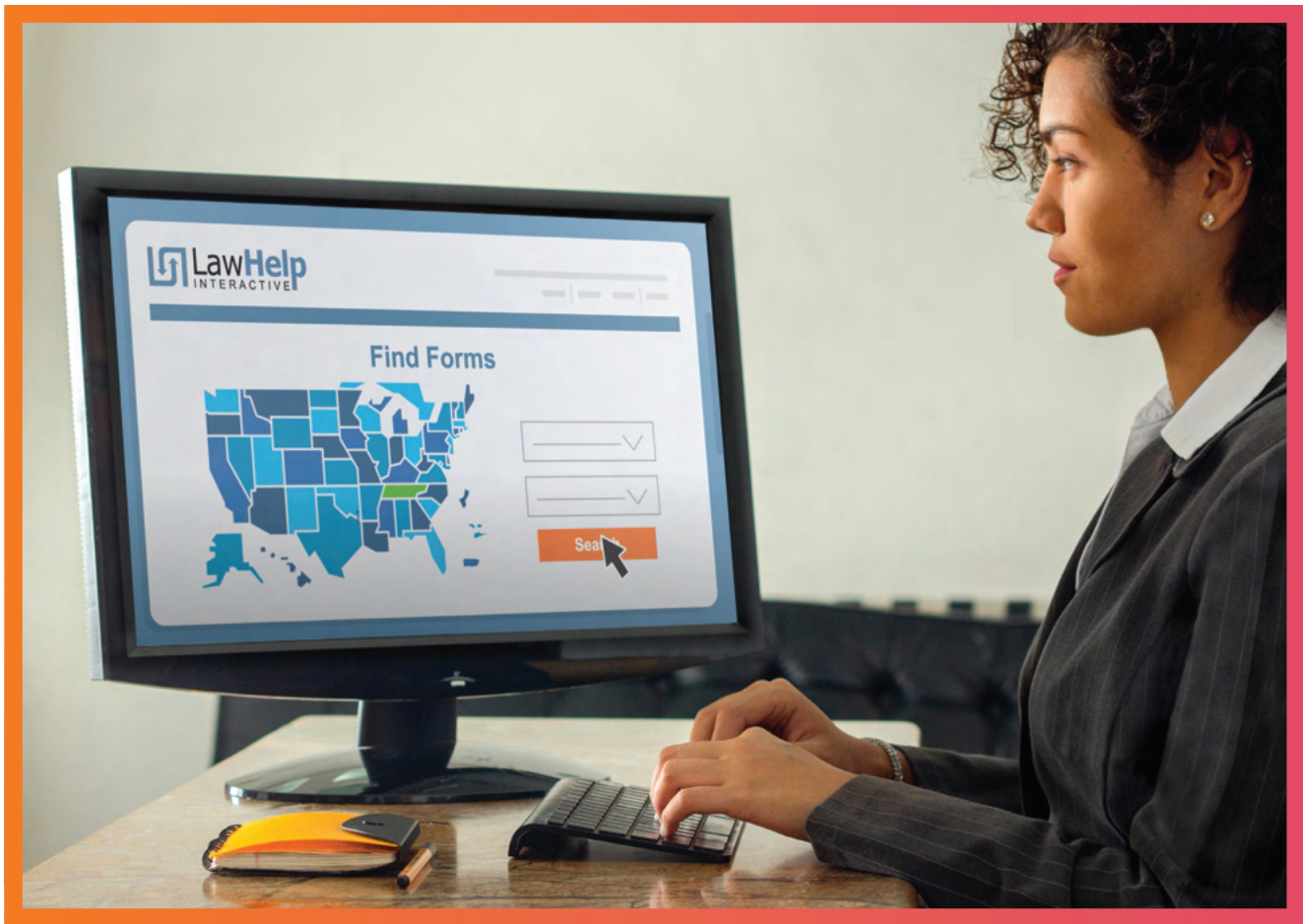
LawHelp.org

LawHelp.org, our network of statewide legal information portals in 17 states, helps people without lawyers understand their rights, make informed decisions, and connect with free and low-cost help in their local community. In 2023, **nearly 25,000 people a day** used the LawHelp network's resources to find solutions and assistance for pressing issues including family safety, housing stability, unemployment, food insecurity and recovery from climate-driven disasters.

LawHelp Interactive

LawHelp Interactive (LHI), our self-help platform for creating legal documents, is one of the most effective access-to-justice interventions operating at scale in the US today, making the civil justice system more accessible to those without lawyers. Each year, LHI helps more than a million low-income and economically vulnerable individuals create free and accurate court forms and self-advocacy letters simply and easily, an essential step in being able to exercise, voice and defend their rights. In 2023, **LHI completed more than 1,060,000 free forms packages** for people experiencing issues such as domestic violence, eviction, the death of a loved one, loss of public benefits or medical debt.





LAWHELP INTERACTIVE PARTNER FEEDBACK:

“We use LHI forms daily in our clinics, held between San Bernardino and Riverside. Depending on the client’s stage in the litigation process, we employ various aspects of the tool. From initial consultations and fee waivers to discovery responses and evidence requests, LHI forms play a crucial role in streamlining our workflows. These tools have not only facilitated efficiency but also allowed us to provide more time and attention to our clients.”

— Nicholas Villa, Consumer Practice Group Director, Inland Counties Legal Services

“As a paralegal with extensive experience in leveraging LHI forms, I can attest to their immense impact. The tools have enabled our support staff, including myself, to efficiently handle increasing caseloads, ensuring that we can provide effective legal services to a larger number of clients.”

— Erica Illingworth, Paralegal, Inland Counties Legal Services

LawHelp Interactive: Powering Justice for Survivors

In the US today, one in three women, one in four men, and nearly half of LGBTQ+ people will experience intimate partner violence in their lifetime. A survivor's ability to access and complete an order of protection is an essential step towards obtaining safety and justice.

In 2023, LHI completed more than 68,896 free legal document packages for survivors across the US seeking

an order of protection. In New York State, the LHI-powered Family Offense Petition Program enables trained advocates at more than 150 organizations spanning every county to help survivors create and remotely file an order of protection. In 2023, we served more than 9,400 survivors across the state through this program.

“[LawHelp Interactive] factors into our entire order of protection protocol, or rather our protocol has been built around this service. As an agency, it is often put to use multiple times a day, every week.”

— LawHelp Interactive partner serving DV survivors

“I was excited and felt stronger [after using LHI]. I hope it works for anyone who wants to be finally free from domestic violence. And don't have a lot of income.”

— LHI order of protection forms user

“This will change my life for the better. Can't thank you enough.”

— LHI order of protection forms user



LawHelpNY | AyudaLegalNY.org

LawHelpNY | AyudaLegalNY.org is the leading consumer legal information and referral resource for low-income New Yorkers. Last year, LawHelpNY provided nearly half a million New Yorkers with plain-language legal rights resources and referrals to trusted service providers to help protect their housing, safety, public benefits, families and more. Through LiveHelp, our real-time online chat hotline, we recruited and trained **more than 100 law student volunteers who collectively helped over 7,000 people** access legal rights resources, self-help forms and referral services to understand their options and take the next step. As one volunteer reported, “I found the experience incredibly rewarding. It felt amazing being able to truly help people even through something as seemingly simple as providing them with helpful legal information.”



LIVEHELP USER FEEDBACK:

“I just have to say thank you for offering LiveHelp. Most places are closed, and just the fact that I was able to receive some live help at this time gives me great hope. Thank you.”

— LiveHelp user

“Thank u for the free help. This gave me hope I can get my issue resolved. This is a great service that you’re providing to our city.”

— LiveHelp user

probono.net

probono.net, our national online network for pro bono and legal aid advocates, has more than 80,000 registered members. The network promotes collaboration and makes it easier for pro bono attorneys to reach and represent those in need, saving them time and connecting them with opportunities, training, mentors and practice resources. In 2023, we mobilized and supported **more than 40,000 legal aid advocates and volunteers** through this network. Our team directly trained more than 3,200 advocates and volunteers on cutting-edge immigrant rights, climate disaster response and technology topics.

“It means the world to us to have thoughtful, smart and committed allies!”

— Angela Lovitt, Deputy Director of Legal Aid Society of Hawaii, a partner on a PBN training tailored to attorneys assisting Maui wildfire survivors



Remote Legal Connect

Remote Legal Connect allows legal services providers and pro bono initiatives to rapidly build and manage a remote legal support program to increase access to legal assistance for communities in need, regardless of location. By enabling organizations to enroll, manage and link volunteers with remotely located clients for advice, counsel and document preparation, the platform bridged barriers that prevented people from getting help. In 2023, Remote Legal Connect mobilized more than 500 legal advocates to assist rural and remote clients on issues such as child custody, name changes, consumer protection and housing stability.

The Legal Risk Detector

The Legal Risk Detector is a web-based legal health “check-up” tool designed for use by eldercare professionals. By combining high-tech technology with high-touch human support, the Risk Detector enables medical personnel, social workers and other allied professionals to screen at-risk older adults for legal needs and immediately refer them to legal services. The Risk Detector is used in seven states and a special version has been created for use in disaster response. In 2023, we **trained more than 250 professionals using the Risk Detector and supported more than 1,600 legal screenings** for older adults on issues such as consumer debt, housing insecurity and access to public benefits.



RISK DETECTOR PARTNER FEEDBACK

“They’ve [PBN] been great at everything in our partnership, they speak about the tool in a way that I think people understand, and they have the perspective of other states. All of that feedback has been great.”

— Risk Detector partner

“The Risk Detector is working how we want it to, getting people I’m sure we wouldn’t have otherwise. That’s what we signed up for: to reach people who weren’t getting help, who needed the help, who were too scared to contact anyone for the help, and they are in better shape than they were before.”

— Risk Detector partner

Immigrant Justice Program Impact

Justicia Lab

Justicia Lab is Pro Bono Net's immigrant justice technology lab, and a nonprofit legal tech initiative whose mission is to transform immigrant justice through collaboration, creativity and technology. We work hand-in-hand with immigrants and their advocates to identify common challenges and incubate scalable digital tools to help immigrants navigate our immigration system, find workplace justice and more. Justicia Lab has developed more than a dozen immigrant justice legal tools to scale and support the work of advocates and bridge the justice gap, helping more than 500,000 people find critical immigration information and relief.

Citizenshipworks

Citizenshipworks, our easy-to-use online tool that makes applying for citizenship easy and accessible to all, has helped more than 60,000 individuals understand the naturalization process, apply for citizenship and access help through a network of 200 partners. In 2023, more than **4,000 naturalization applications** were generated through Citizenshipworks, and more than 8,000 people used Citizenshipworks to screen for eligibility to become US citizens and begin the naturalization process.

CITIZENSHIPWORKS FEEDBACK:

“By empowering eligible applicants to fill out as much of the form as they can, Citizenshipworks allows legal representatives to focus on the critical step of legal review and thus building more capacity in the immigrant integration field.”

— Laura Vasquez, Senior Program Manager, UnidosUS



¡Reclamo!

¡Reclamo! is the most comprehensive digital tool developed to date to combat wage theft of immigrant workers in the United States. Developed in partnership with workplace justice advocates, ¡Reclamo! allows workers to remotely and independently identify their risk of wage theft, initiate the wage recovery process and identify opportunities for workplace organizing. Since its 2022 pilot launch in

New York, ¡Reclamo! has been used to file **1.5 million dollars** in wage theft claims on behalf of workers. In 2023, it was featured in the *MIT Technology Review*, NPR's Marketplace, Fast Company, and Next City, among other outlets. ¡Reclamo! is the winner for the Worker's Lab Innovation Fund and J.M. Kaplan Innovation Prize.

¡RECLAMO! IN THE MEDIA:

“By building an independent, nonprofit, digital legal tool for advocates to share and use together, we’re really leveling the playing field for folks that are typically used to technology being used against them.”

— Rodrigo Camarena, Director of Pro Bono Net's Justicia Lab, on NPR's Marketplace

immi

immi™, is a Webby Award-winning free online tool to help immigrants in the US easily screen for options, find legal assistance and protect their future. So far, **more than 200,000 immigrants** have used immi to find information on topics like family-based petitions, asylum, U visas, SIJS and others. Studies suggest that over 1.5 million undocumented immigrants in the US may have existing immigration relief that they are not aware of. Immi empowers undocumented immigrants to discover potential avenues for relief. In 2024, Justicia Lab was selected to Google.org's GenAI accelerator program for social impact organizations, and is building the next generation of immi using best practices in Generative AI and machine learning.

Immigration Advocates Network

Immigration Advocates Network (IAN), a program of Justicia Lab, Pro Bono Net's immigrant justice incubator, is a community of **more than 11,000 lawyers, paralegals, students and not-for-profit organizations** committed to immigrant justice. IAN harnesses the power of technology and collaboration to provide nonprofit and pro bono immigration law practitioners with free online training resources, practice resources and access to experts on issues such as refugee/asylum advocacy, working with immigrant children and working with clients in detention.



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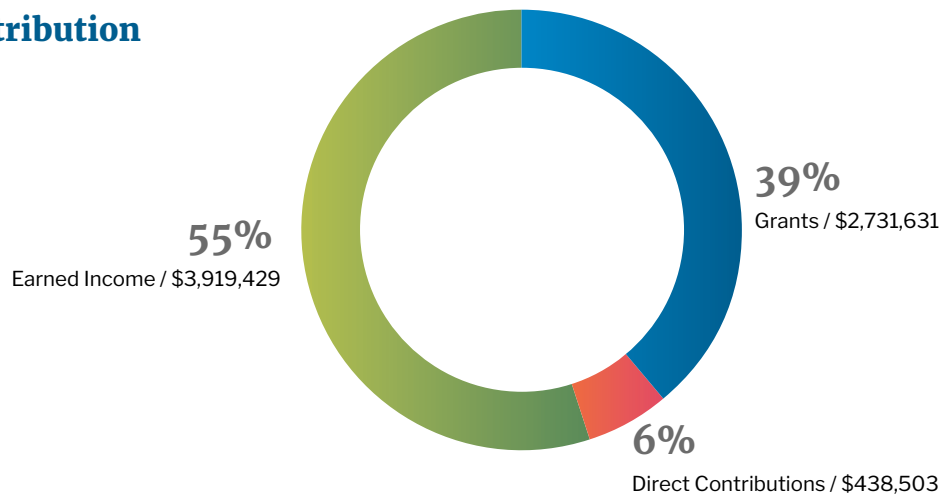
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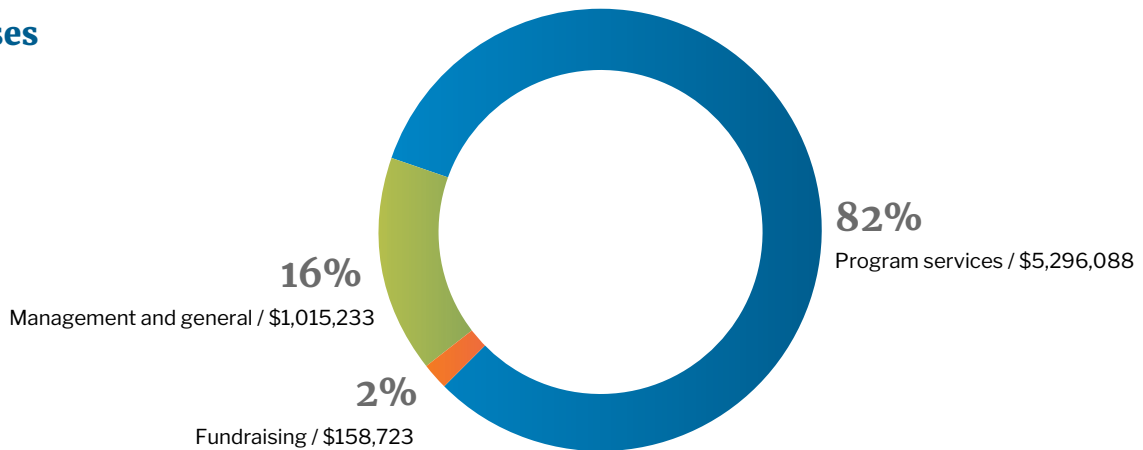
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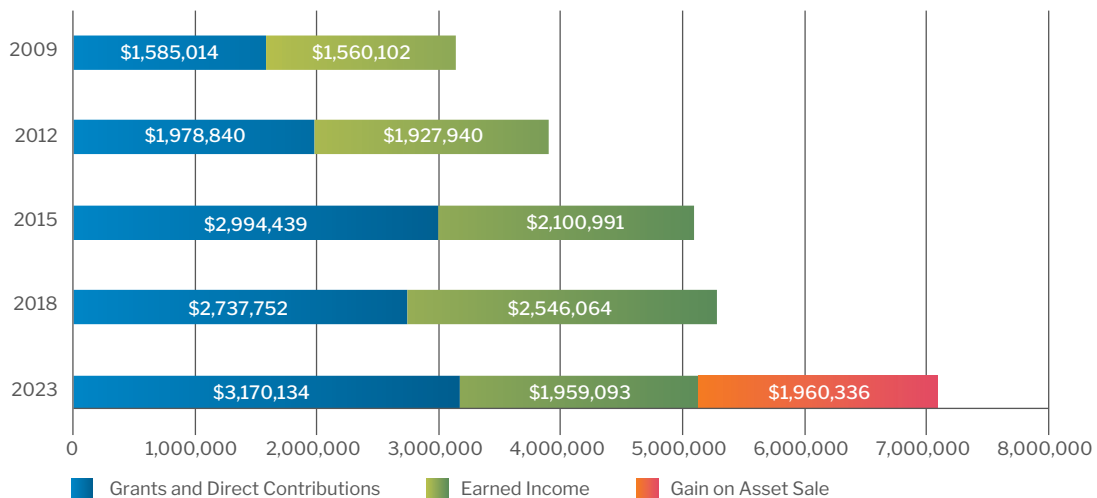
Income Distribution



Expenses



Revenue Composition



Statement of Activities

For the year ended December 31, 2023.

	Without Donor Restrictions	With Donor Restrictions	Total
Support and Revenue			
Program fees	\$1,131,998		\$1,131,998
Product subscription fees	\$816,234		\$816,234
Contributions	\$612,503	\$232,000	\$844,503
Government grants	\$1,377,100		\$1,377,100
In-kind contributions	\$948,531		\$948,531
Gain on asset sale	\$1,960,336		\$1,960,336
Interest and other income	\$10,861		\$10,861
Net assets released from restriction	\$1,239,491	(\$1,239,491)	-
Total support and revenue	\$8,097,054	(\$1,007,491)	\$7,089,563
Expenses			
Program services	\$5,296,088		\$5,296,088
Management and general	\$1,015,233		\$1,015,233
Fundraising	\$158,723		\$158,723
Total expenses	\$6,470,044	\$0	\$6,470,044
Net assets			
Beginning	\$(171,679)	\$1,259,966	\$1,088,287
Change in net assets	\$1,627,010	(\$1,007,491)	\$619,519
Ending	\$1,455,331	\$252,475	\$1,707,806

Thank you to our talented and tenacious team, working to bring the tools of justice to where they're needed most.



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bringing the power of the law to all



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