# probono.net
*bringing the power of the law to all*

Every day in this country, thousands are at risk of losing their family, home or livelihood because they can't access legal assistance. Our programs bring free, safe, high-quality legal help to millions and enable legal and social justice organizations to grow their impact.

ANNUAL REPORT 2022

# *Letter from Our Leadership Team*

Dear Friends,

Every year, millions of people confront life-changing legal needs without adequate help. Our nation's two-tiered civil justice system—one for people who can afford legal help, and one for those who can't—is one of the most consequential places where income inequality and persistent poverty play out on a daily basis, as people with limited financial means fight eviction notices, seek safety from an abuser, appeal denials of safety net benefits and resolve difficult family law issues heightened by economic stress. This "justice gap" reinforces systemic barriers to justice and opportunity, particularly for people of color, immigrants and low wealth communities.

In 2022, your support helped Pro Bono Net create inroads to a more just future by doing what we do best: **creating scalable, sustainable digital tools and partnerships that bring free, safe, high-quality legal help to millions of people**. In this report, we share examples of that impact and some of the heartfelt messages we receive every day from our users, letting us know what our services mean to them. You'll also hear from advocates and pro bono volunteers who use our digital tools to reach and represent more people in need.

Last year, your support also helped us **advocate for and advance broader systems change** to make the law more equitable and accessible for all. Our January 2023 Fast Company op-ed outlines how bold new investments in not-for-profit digital infrastructure and community justice partnerships can broaden access to justice in America. Our groundbreaking wage theft tool, ¡Reclamo!, launched last fall, not only helps low-wage immigrant workers and advocates recover stolen wages; it also harnesses data we can use together to fight for stronger enforcement of workplace justice laws and policies.

As we approach our 25th anniversary in 2024, we are more committed than ever to delivering on the promise of technology as an equalizing force in justice movements, and to ensuring that the needs, experiences and well-being of vulnerable communities are prioritized in its use.

Our heartfelt gratitude for being a part of our mission. Please reach out if you're interested in learning more. We look forward to continuing our work together to achieve a just future for all.

Mark O'Brien
*Executive Director*

Liz Keith
*Director, State and National Programs*

Rodrigo Camarena
*Director, Justicia Lab*

Tim Baran
*Program Director, New York Justice Initiatives*



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New York Justice Initiatives

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01-10-23 | WORLD CHANGING IDEAS

## 3 tangible ways to ensure low-income Americans get the legal help they need

For communities of color, immigrants, rural communities, and those living below the poverty line, the justice gap is simply the status quo. Here's how to fix it.

BY LIZ KEITH AND RODRIGO CAMARENA
6 MINUTE READ

## Mission Statement

**Pro Bono Net creates innovative and sustainable digital solutions that bring the power of the law to all. From connecting attorneys to those most in need, to creating legal tools to help individuals advocate for themselves, we make the law work for the many and not the few.**

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## *Our Mission*

Pro Bono Net creates innovative and sustainable digital solutions that bring the power of the law to all. From connecting attorneys to those most in need, to creating legal tools to help individuals advocate for themselves, we make the law work for the many and not the few.

### Our digital tools and programs:

> Enable the public to directly access the power of the law

> Empower legal advocates and volunteers to more effectively reach and represent those in need

> Equip legal and social justice organizations with tools and resources to grow their impact

### Our Vision

We envision a world in which everyone has equitable access to the law and 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 nonprofit access-to-justice accelerator, with a 25-year history of innovation and impact.

*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.

*Who We Serve*

Each year, more than **55 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

> **Seniors on fixed incomes** trying to resolve destabilizing financial issues after the loss of a loved one

> **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

# Our 2022 Impact at a Glance

## 8 million+

people reached through online legal rights resources, self-advocacy tools and referrals to free and low-cost legal help in their community

## 825,000+

free legal forms packages generated to empower self-advocacy—including more than 63,000 forms to help survivors of domestic violence to obtain safety, stability and justice

## 9,000+

people served through real-time LiveHelp assistance, connecting them with trusted information, services and support to resolve pressing legal issues

## 3,000+

naturalization applications completed to put immigrants on a path to citizenship, saving an estimated $3.3 million in fees

## 2,800+

new pro bono volunteers and legal advocates empowered with resources, training and support to more effectively reach and represent those in need
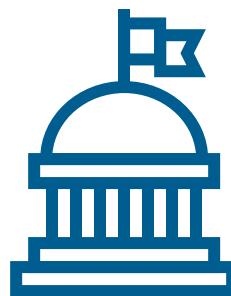
## 300+

legal nonprofits, social justice organizations, courts and community partners across the US equipped with digital tools to amplify their impact

## National Justice Programs

Pro Bono Net's National Justice Programs incubate, scale and manage innovative online programs that help people navigate the legal system and make that system fairer for everyone. In addition to directly serving more than eight million people in need each year, our national programs are used by hundreds of nonprofit legal aid organizations, pro bono programs, social justice initiatives and law firms across the US to broaden their impact.

## LawHelp

LawHelp, our network of statewide legal information portals in 20 states, helps people without lawyers understand their rights, make informed decisions, and connect to free and low-cost help in their local community. In 2022, more than 25,000 people a day used the LawHelp network's resources to find solutions and assistance for pressing issues such as family safety, housing stability, unemployment, food insecurity, recovery from climate-driven disasters and more. Last year, we completed a full user experience redesign of the LawHelp platform and LawHelp.org, the national gateway to nonprofit legal aid resources in the US, to help people more quickly find and use legal rights resources and referrals.

LawHelp user feedback:

"I AM GRATEFUL TO FIND YOUR WEBSITE. IT WAS FAIRLY EASY FOR ME TO FOLLOW, AS I AM 82 AND TECHNOLOGY HAS LEFT ME IN ITS DUST." — PALawHelp.org user

# LawHelp Interactive

LawHelp Interactive (LHI) is one of the most effective interventions operating at scale in the US today, making the civil justice system more accessible, usable and responsive to the needs of people 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 2022, LHI completed more than 825,000 legal forms packages for people experiencing issues such as domestic violence, eviction, the death of a loved one, loss of public benefits or medical debt.

LHI is also used by nonprofit legal advocates and pro bono volunteers to help people address complex legal problems. In New York State, LHI enables trained advocates at more than 150 organizations spanning every county to help survivors of intimate partner violence create and remotely file an order of protection—an essential step toward obtaining safety and justice. In 2022, LHI created more than 11,000 protective orders for survivors across the state.
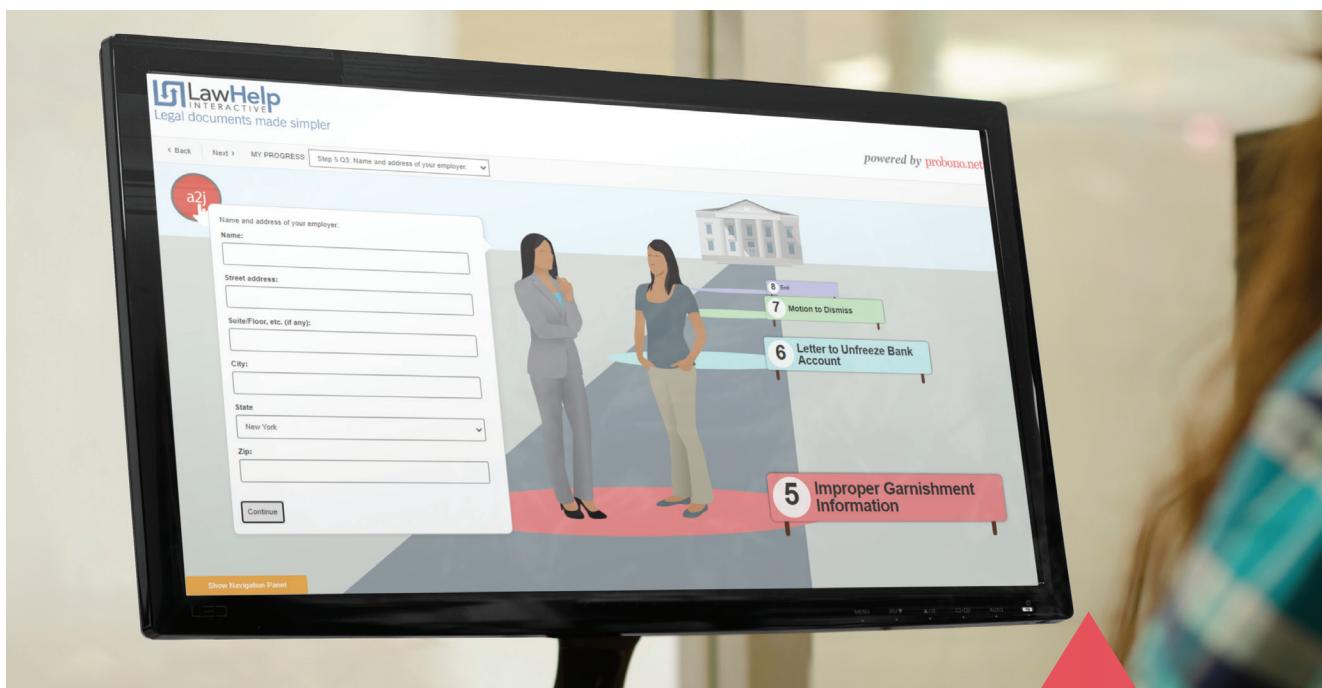


## LAWHELP INTERACTIVE'S DIVERSE USER COMMUNITY

LHI's national user base is diverse and has diverse needs, as seen in our annual end end-user survey. In 2022, approximately 50% of LHI's end-users were low-income, 41% resided in rural regions, 31% were 55 years old or older, and 10% were 65 or older. One-third of all LHI users had income less than $12,000 per year, and less than 15% had income exceeding $60,000. 55% identified as White, 20% Black, 14% Latino or Hispanic, 3% Asian and 3% multiracial. LHI is designed to meet the needs of all these user communities and has received exceptional feedback from our end-users and partners. 94% of all users would use LHI forms again, and 92% would recommend them to a friend or family member.

"Thank you for this I have never done anything like this and it's been a very harrowing ordeal. Your forms made it helpful and I'm grateful for this system." — LHI child custody and visitation forms user

"This form has helped my church to help people hurt by domestic violence. We pull this up online and they fill it out. Crying, but they fill it out feeling empowered and relieved to get protection." — Community-based organization using LHI

"Happy to help others who also need their name changed, whether for gender or other reasons." — LHI name change forms user and donor

"Free, accessible forms. In 60 days, I'll be expunged. Thank you." — LHI expungement forms user

"Thank you for the help in settling my husband's very small estate. I know others appreciate it, as I do, this valuable service." — LHI probate forms user
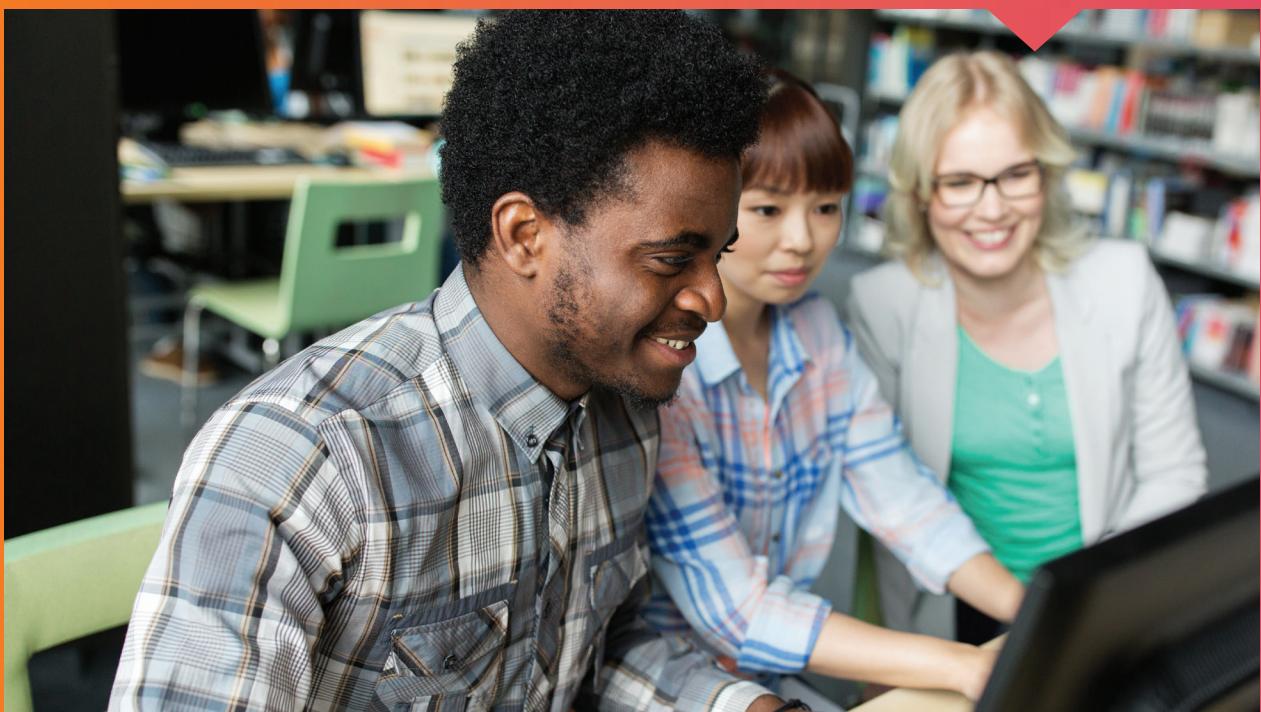
## Probono.net

Our probono.net platform supports more than 20 national and statewide justice networks, and thousands of pro bono volunteers and nonprofit legal advocates working collaboratively to tackle pressing justice issues, including probono.net/la, legalaidprobono.org, vetsprobono.org, and advocatesfordisasterjustice.org and more. In 2022, we partnered with leading legal aid organizations and pro bono partners to launch new probono.net-powered pro bono and advocacy resources centered on immigrants' rights, legal help for veterans, assistance for survivors of climate-driven disasters, and justice-impacted individuals and families. More than 2,800 pro bono lawyers, legal aid advocates, law students and others joined our network to connect to pro bono opportunities, trainings, and practice resources to more effectively reach and represent those in need.

## Remote Legal Connect

Our Remote Legal Connect platform enables legal services providers, pro bono initiatives, courts, and community partners to rapidly build and manage a remote legal support program to increase access to legal assistance for communities in need. By linking volunteering lawyers with rural and underserved pro se litigants for virtual consultations, counsel and legal document preparation, Remote Legal Connect bridges barriers that prevent people from getting help and can dramatically expand the help available. In 2022, Remote Legal Connect powered remote advocacy initiatives in five regions, training and engaging hundreds of volunteers to help more than 600 low-income clients navigate and resolve complex issues related to child custody, visitation, name changes, consumer protection, housing stability and more. As one client stated, "It was so easy, I felt like the attorney was in my house!"

## Legal Risk Detector

The Legal Risk Detector is a web-based legal health "checkup" 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 isolated, homebound or disabled older adults for legal needs and easily refer them to a partnering legal services program for issues impacting their well-being and economic security. In addition to developing the Risk Detector, our team provides training and consulting for local partners to build Risk Detector-powered issue-spotting and referral collaborations. In 2022, the Risk Detector expanded to six states and facilitated more than 1,200 legal screenings for issues such as financial exploitation, housing instability and access to public benefits and healthcare.

## Pro Bono Manager

Pro Bono Manager is a unique social enterprise web application launched in 2007 as a double bottom-line venture that helps sustain Pro Bono Net's core nonprofit mission and improves the overall pro bono ecosystem. This secure, cloud-hosted application helps law firms facilitate opportunity matching and pro bono engagement, monitor matters, identify risks and generate reports to inform decision-making on pro bono operations. In 2022, Pro Bono Manager allowed pro bono teams at 15 leading firms across the US to more efficiently manage, promote and grow their pro bono program—and ultimately do more good.

## RISK DETECTOR IMPACT HIGHLIGHT

In 2022, we launched a new Risk Detector partnership with the Nebraska Department of Health and Human Services, Legal Aid of Nebraska and a network of Area Agencies on Aging. During the pilot, the oldest individual screened and referred to Legal Aid of Nebraska was 98 years old. Most older adults screened used either a landline or a cell phone that was not a smart phone, and the average monthly household income was $1,304. The most common issues were consumer matters, housing and assistance with advance directives.

"What has me surprised and has stuck with me are the amount of my clients who are actually in need and feel like they have nowhere to turn. Their excitement for this program was shocking." – Area Agency on Aging case worker in Nebraska

"The easiest part was telling the clients about the Risk Detector and what may come of it. Even the clients that were not at risk were joyful for the ones who will be able to use this type of service." – Area Agency on Aging case worker in Nebraska

# 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 makes applying for citizenship easy and accessible to all. Through our network of more than 200 nonprofit and local partners across the US, we've helped community-based organizations, libraries and government partners provide naturalization services across the country. In 2022, more than 150,000 users visited the Citizenshipworks website to screen for eligibility to become US Citizens, complete the naturalization application or find resources in our multilingual learning center. In 2022, we partnered with the New York State Office of New Americans (ONA) to launch a New York State Citizenship Portal to bring naturalization services directly to New Yorkers, bridge the digital divide, and increase access to legal assistance through in-person and virtual consultations. With the launch of this partnership, New Yorkers can now access free and trustworthy assistance with their citizenship application online and from the comfort of their home.
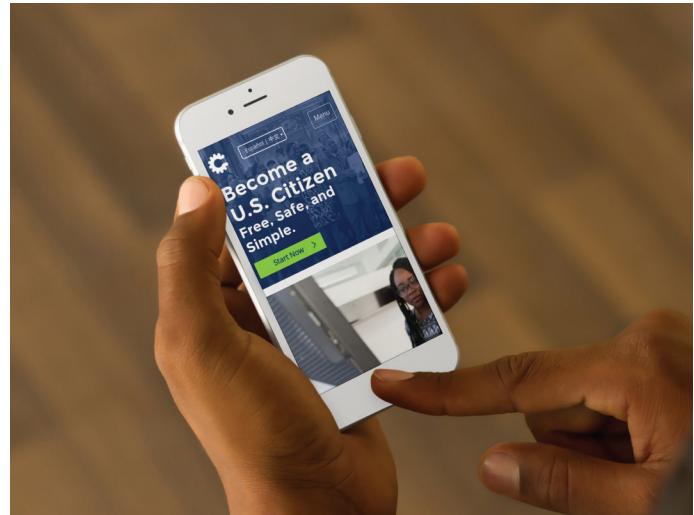
**Citizenshipworks user feedback**

"You were very professional in this process. At all times, you showed kindness and gentleness. Very clear and prompt help with my entire application, during and after mailing it. I am very grateful." –Juana V (CW user working with our partner Dominicanos USA)

"I am very satisfied with your customer service! And I am fully supportive of your mission. I flaked, but you kept me in the loop, ensuring that your organization will have a part in my citizenship effort." –Aschiller (DIY user)

"Great service ! I just became aware of the site. If I had known sooner, maybe I would've had my citizenship by now. But I'm glad and thankful for this site." –Fernando S

# Immigration Advocates Network

The Immigration Advocates Network (IAN) 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. In 2022, IAN resources, podcasts and webinars were accessed by more than 100,000 users.

## ¡Reclamo!

Wage theft is a national epidemic, with losses to workers estimated at $50 billion annually nationwide. An estimated 2.1 million New Yorkers are victims of wage theft each year, placing New York 4th in the nation when it comes to the highest prevalence of wage theft amongst low-wage workers.

¡Reclamo!, our digital tool to combat wage theft, launched in the fall of 2022 in collaboration with lead partner Make the Road New York and helped file more than $1 million dollars in wage theft claims on behalf of workers in 2022. Using a mobile-responsive, plain-language screening tool and interview, advocates can automatically complete the New York State Department of Labor form, submit a demand letter to an employer and more.

¡Reclamo!, which is now being expanded to new regions, is a direct extension of Pro Bono Net's work focused on legal empowerment: helping all Americans to better understand, claim and fulfill their rights under the law, developing digital strategies that seek to shift power and agency to those most impacted by injustices, and scaling legal support through community justice partners.

# New York Justice Initiatives

Anchored by LawHelpNY, Pro Bono Net's New York Justice Initiatives (NYJI) works to bring the power of the law to all New Yorkers. In addition to LawHelpNY, NYJI programs include Crime Victims Legal Help, Tenant Help NY, LiveHelp online chat and the NY Pro Bono Portal. In an era when millions of New Yorkers seek out information, assistance and services online, we are the only legal support organization in New York State where people can get help statewide, 24/7/365.

# LawHelpNY

LawHelpNY is the hub of New York Justice Initiatives. For more than 21 years, LawHelpNY, powered by Pro Bono Net and supported by an Advisory Committee of legal aid leaders across New York State, has served New York's most under-resourced communities, both urban and rural, by providing information and tools to access free legal help, online forms and information covering more than 10 topics and more than 100 issues. In 2022, we launched a re-designed LawHelpNY website informed by user research, community feedback and usability testing centered on the needs of low-income and historically marginalized New Yorkers. In 2022, almost half a million people used LawHelpNY, viewing more than 1.7 million pages, including more than 43,000 self-help legal forms and more than 217,000 legal aid referral listings, providing New Yorkers with vital legal rights information to help protect their housing, safety, public benefits, families and more.

LawHelpNY user feedback:

> "Thank you 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

Navigating the legal system without the assistance of an attorney can be overwhelming and confusing. LiveHelp, LawHelpNY's real-time online chat, is available in English and Spanish, and connects website visitors to plain-language legal information and referral resources to help them understand their options and find additional help. Trained volunteers staff LiveHelp from 9 AM to 9 PM on weekdays, to assist everyone, including those in rural areas, people who are homebound and other vulnerable communities. In 2022, we recruited and trained 113 LiveHelp volunteers from 30 law schools, who collectively helped more than 9,000 visitors to LawHelpNY, CourtHelp and CrimeVictimsHelpNY. org in accessing legal rights resources, self-help forms and referral services.

A 79-year-old stroke survivor contacted LiveHelp for assistance with her dental care. She had paid out of pocket for a new set of teeth, but needed adjustments, and her dentist was not responding to her requests—she felt she had been cheated. The LiveHelp volunteer put her in touch with legal assistance and also with a nonprofit that helps older adults with consumer issues. She was proud of herself for using our chat services—at the end of the chat, she said, "I did it!"

LiveHelp can be especially helpful to people in crisis who have multiple legal needs. Recently, a survivor of domestic violence contacted LiveHelp for assistance finding out if they were legally divorced from their abusive spouse. They also had an issue with their landlord that needed resolving to ensure they could stay in their home. Their feedback at the end of the chat was, "Omg i can hug u!"

Story from a LiveHelp volunteer

"One of the biggest things that has stuck with me is just the people that come to the site are really appreciative of the work that the site is doing. ...And to be a small part of that has been just really affirming of all the kinds of things I hope to do after law school as well." — LiveHelp Volunteer Operator

## TenantHelpNY

TenantHelpNY.org provides New York tenants outside New York City with clear, easily accessible guidance on their legal rights and the legal assistance available if they are facing an eviction as a result of the COVID-19 pandemic. It was developed with six leading legal aid organizations and with support from the New York State Office of the Attorney General. In 2022, we expanded TenantHelpNY's content and self-help forms to address emerging needs, developed a guided interview to allow users to complete a letter requesting a stay in their eviction case if they have applied to the Emergency Rental Assistance Program (ERAP), and launched LiveHelp chat to help at-risk tenants more easily find vital information and services.

## Crime Victims Legal Network (CVLN)

New York Crime Victims Legal Help, a partnership of Pro Bono Net, NYS Office of Victim Services, Empire Justice Center and SUNY Albany Center for Human Services Research, connects crime victims with information about their legal rights and free civil legal assistance to help them navigate issues related to their family, housing, finances, employment or immigration status. In 2022, more than 18,000 people used crimevictimshelpny.org, a 76 percent increase from the prior year.

Plain-language translations of CVLN's Victim Compensation Guide were completed in Spanish, Bengali, Burmese, Chinese and Arabic. Launched at the end of 2021, the Compensation Claim Navigator, our tool to help victims find out if they're eligible for compensation, saw significant usage with more than 750 interviews. Combined, these resources help ensure that eligible crime victims are successful in submitting their applications for crime victim compensation, which can provide critical relief for medical and mental healthcare costs, lost income, and repairing or replacing damaged or lost property.

## New York Pro Bono Initiatives

Probono.net/ny offers a range of tools that support and facilitate the work of pro bono volunteers. Pro bono attorneys use probono.net/ny's seven practice areas to find volunteer opportunities, training materials, a calendar of local training events and other support services that make it easier to get involved. These tools also increase the capacity of legal services providers to train and recruit volunteers, circulate available cases and communicate with their volunteers. In 2022, the New York Pro Bono Opportunities Guide, our interactive directory with more than 100 organizations listing pro bono opportunities, was accessed more than 10,000 times.

Pro Bono Net's staff also serves as trainers in webinars and events focusing on the effective use of technology to expand access to assistance, a critical and evolving topic in an era defined by the COVID-19 pandemic. In 2022, our trainings reached more than 1,000 pro bono attorneys and pro bono program managers in New York and other states.

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*Thank you to our dedicated, creative and collaborative team working to bring the tools of justice to where they're needed most.*



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