



from the executive director

Dear Friends and Supporters of VLN,

Everyone has been affected by the economic downturn. All of us at VLN want to thank you for your ongoing support and let you know how we are making good use of your contributions.

In 2008/09 we faced a budget deficit head-on and refocused our services to critical needs. At the same time, we saw growing numbers of people in housing, credit or family crisis. With your generous commitment of financial support,

This past year we finalized our new five-year strategic plan. The plan's cornerstone is to set priorities to protect basic human needs, specifically shelter, sustenance, safety and child custody.

time and talent, we provided more services than ever last year.

At a practical level, here is how the new plan has helped reframe our work. VLN began the year with a projected \$120,000 deficit. We ended our fiscal year with a balanced budget. We accomplished this through expanded fundraising efforts, staff attrition, increased office efficiencies and focusing our work on our key goals.

Today, with over 700 active volunteers, VLN is one of the nation's most respected volunteer-based nonprofit providers of legal services.

We have reduced the number of hours staff spends on phone intake, freeing time up for the vital work of linking clients to volunteers. We have eliminated some services deemed less pressing or provided elsewhere.

We added a bankruptcy legal clinic, expanded Línea Legal Latina and increased the number of brief service and full-representation cases.

... we provided more services than ever last year.

In 2008, we also moved to new offices in expanded space next to HCBA. Another big change this year was that former Executive Director Brad Thorsen stepped down. I was honored to be offered (and accepted) this position. Martha Delaney provides invaluable support as Assistant Executive Director. We look forward to working with you in the future.

Thank you again for your help in making a positive difference in the lives of our clients.

Most appreciatively,

Suzanne Pontinen

from the chair

My term as board chair was an amazing experience in team leadership. I have never before had the privilege of working on a team where all the players pulled their own weight and added so much unique value. The "team" consisted of Volunteer Lawyers Network's amazing staff and board. The "game" was figuring out how to pull VLN through one of its most challenging years.

The game involved a set of five important goals:

- 1) Leverage Board Connections: The board was encouraged to think about unique ways of connecting VLN with resources. Staff prepared a thoughtful wish list, then presented highlights at each board meeting. As a result VLN received much needed office equipment and professional services.
- 2) Create and Implement New Strategic Plan: Vice Chair Jon Bye led an amazing committee of volunteers in putting together VLN's strategic plan and even provided measures to ensure it doesn't collect dust!
- 3) Expand and Diversify Donor Base: This aggressive goal was incredibly important to the near and long-term economic health of VLN. Sue Pontinen and Martha Delaney worked hard to expand and sharpen their fundraising skills. Working with a fundraising consultant VLN developed working relationships and models essential to our future growth.
- 4) Launch Emeritus Committee: Another important effort we faced was the task of creating a large annual fundraiser for VLN. This resulted in the establishment of our Benefactors' Board comprised of devoted long-time supporters and lead by VLN's 30-year board and volunteer veteran, Tom Tinkham. This hard working group sprung into action, inaugurating VLN's Annual Pro Bono Picnic in September 2009.
- 5) Formalize Board Best Practices: VLN's bylaws were amended to reflect some important goals, including meeting attendance, meaningful board diversity, officer duties, and board training.

We are all proud to have accomplished so much together in one "short" year. Our board, and in particular our executive committee, held many extra meetings, participated in special conference calls, and truly stepped up to the plate to make things happen for VLN. Sue Pontinen and Martha Delaney accepted new roles with the organization and, together with all the amazing staff, have pulled us through this challenging time. Now that we feel we are on solid footing again, it will be wonderful to see what the next season brings!

Alysia Zens

2008-2009 Board Chair



continuing the vision

In June 2009, the Board of Directors approved a new strategic plan and mission to guide VLN's work for the next five years. During the preceding months, the hard-working Strategic Planning Committee met regularly to discuss how best to provide

Our mission is to promote access to justice and the administration of justice by providing legal services to low-income people primarily in Hennepin County through volunteer lawyers.

high quality legal services to low-income persons and promote measurable, positive client outcomes. In assessing VLN's strengths and challenges and the community's needs, the Committee consulted with board members, executive officers of the HCBA, pro bono coordinators. other legal services providers, judicial officers, fundraising consultants, and VLN staff.

The resulting Strategic Plan focuses our resources on ensuring basic human needs. We continue

our commitment to full representation services while emphasizing the provision of brief legal services at our legal clinics. To support the ongoing strength of VLN as an organization, the plan updates VLN's governance documents to include best practices for effective and efficient governance, and also sets forth objectives for attracting and retaining quality staff. Finally, to ensure that VLN maintains its direction, the Executive Director will work closely with the Board Secretary to further implement VLN's vision.

Thank you to the Stragetic Planning Committee for all its dedication and hard work.

VLN's Strategic Plan may be viewed online at www.volunteerlawyersnetwork.org

vln staff



Suzanne Pontinen Executive Director Bill Dooley

Case Placement Coordinator

Martha Delaney

Greg Rachwal*

Assistant Executive Director

Case Placement Coordinator

Sharon Boodoo Director of Administration Bill Chang Case Placement Coordinator

Nancy Nguyen

Molly Irwin

Administrative Coordinator

Intake Specialist

Tom Walsh Resource Attorney Tricia Bogle Intake Specialist

Christy Szitta Resource Attorney Diana Villella Larson* Linea Legal Latina Manager

Anne Hoyt Taff VISTA Attorney Kristopher Hagan

Glen Drew

Linea Legal Latina Administrator

Heidi Huber Clinics Coordinator Volunteer Liaison Case Placement Coordinator CPC Data Manager

> Milca Dominguez de Corral* Línea Legal Latina Administrator

"Not Pictured



volunteer of the year

For Peter Goss, it started fresh out of law school in 1995. His growing interest in housing law led to a training course taught by Larry McDonough and a passion to

provide legal counsel to lowincome tenants that has lasted to this day.

In addition to the foundation of knowledge Larry provided in the course, Peter described him as "just an incredible person", someone who "motivated me and inspired me to **get** involved and stay

Clients are dealing with tremendous burdens, tremendous stress, very little money, and the devastating prospect of being out on the street.

involved". Branching out into a new area of law can be intimidating, and Peter really appreciated not only the education, but also the encouragement that Larry gave him. "His whole attitude about it was 'look, you can do this', even if this isn't your normal practice. You can help make a big difference in people's lives".

When low-income tenants face eviction, the impact of experienced legal counsel cannot be overstated. Clients are "dealing with tremendous burdens, tremendous stress, very little money, and the devastating prospect of being out on the street". These extreme circumstances can be overwhelming, especially for clients forced to represent themselves because of financial hardships. Volunteers are able to meet with clients face to face, hear their stories and help guide them through the legal process step by step. For Peter, meeting their needs is its own reward. "I've never had more grateful clients than people that I've represented in housing disputes".

In addition to his own pro bono work, Peter has also become a mentor to young associates. His willingness to brainstorm and help them navigate through difficult landlord/tenant

cases helps smooth their transition into housing law, and his encouragement to new volunteers is indispensable. We

...help make a big difference in people's lives.

are proud to recognize his commitment to service, and honor his volunteer achievements.

distinguished service award

Ask Patrick Burns why he's spent more than 25 years working to expand access to justice, and he'll tell you with a chuckle: "You know, the danger of having your voice heard is that people actually then put you to work!" Talk with him a bit more, and you'll realize that

...a leader in providing pro bono services, an organization that people will look to for how things ought to be done.

it's his passion for the work that has kept Patrick invested in VLN for every one of those years.

For Patrick, the motivation comes from knowing that for "some people out there, there is no justice, from their perspective. They just don't see it. They think they're shut out. And you try to

help them understand that they do have a shot at being heard."

As a volunteer with VLN right after graduation from law school, Patrick was able to do exactly that. In one memorable case, a man being denied supervised visits with his young daughter was not only granted custody, but was also cleared of charges of abuse. "That was one where the facts really cried out for a reversal. If that had been ignored I don't know what would have happened to that young girl, but it would not have been good."

In addition to this early pro bono work, Patrick has been a Constant source of leadership here at VLN, offering advice and guidance to the organization throughout the years. "It's really evolved into a very impressive organization and one that I think has become a leader in providing pro bono services. It's an organization that people will look to for how things ought to be done." While there are many legal services and nonprofit organizations doing excellent work in Minnesota, Patrick feels that:

> "VLN's scope is quite a bit broader than many others. They are the ... safety net for anybody who falls through the cracks. You can go to VLN, and they will be able to help."



Areas of Law

Administrative

Bankruptcy

Civil

Criminal Expungement

Debtor/Creditor

Employment

Family (Adoption, Custody, Marital Dissolution)

Immigration

Landlord/Tenant

Real Estate

Unemployment Compensation



SAVING TESSA from homelessness

Tessa (not her real name) had lived in her duplex for nearly fifty years. After her husband died, and the tenant moved out, she began having trouble making the mortgage payments. Just as her home was headed for foreclosure, scam artists offered her a so-called mortgage refinancing agreement.

However, the agreement she signed didn't refinance her home but put all her equity into an "escrow" fund under the control of one of the scammers. Almost immediately, the scammers pocketed a third of the equity. They then sold Tessa's property (without her knowledge) to extract the remaining equity. At the same time, the scammers collected an additional \$12,100 in fraudulent "mortgage" payments from her. By the time Tessa learned the truth, she had lost her home and nearly \$160,000 in equity.

VLN lawyers doggedly pursued the scammers and took the case to trial. They saved Tessa from homelessness and recovered a significant portion of her equity. She now has her own apartment and money to pay her rent for years to follow.

Fighting Fraud - Helping Ali with his Unemployment Claim

When Ali's employer laid him off for lack of work, they wanted to avoid paying unemployment compensation (UC). They asked Ali, whose English is limited, to sign a document that he had voluntarily quit his position. Ali refused and filed for UC.

However, for no reason he could understand, Ali was told that the state had denied his claim. Why? The employer had submitted a signed statement saying that Ali voluntarily ended his employment! Ali came to a VLN walk-in legal clinic seeking help.

The attorney immediately saw that it was not Ali's signature on the form. The attorney also saw that Ali had accidentally completed the wrong online form when trying to request a reconsideration. With the help of a trained clinic assistant who found phone numbers and legal resources, the attorney sent a fax to the state explaining the error. The state reopened Ali's file. The attorney also wrote a letter to the judge on Ali's behalf stating the issues and referencing the evidence. Ali was finally able to get a fair hearing on his claim.

Volunteer Lawyers Network was established in 1966 by 28 lawyers who believed that everyone deserves access to competent legal representation – regardless of economic or social standing.

11 VLN Annual Report 2008-2009 Connecting Clients in Need with Volunteer Lawyers 12



staff perspective

Clients visiting one of the many VLN community clinics often need assistance with a wide variety of legal issues. This broad range of need means volunteer attorneys may encounter

legal problems that are not their principal area of law. However, with the assistance and guidance of Resource Attorneys like

Tom Walsh, volunteer attorneys are

...there's always a need for more volunteers.

equipped with real support, training and tools to effectively navigate new areas.

Tom Walsh is the Resource Attorney specializing in family and bankruptcy law, VLN's two areas of greatest need. Volunteers are well acquainted with Tom and his down to earth mentoring style. He attentively answers questions, provides useful resources, organizes relevant trainings and CLEs, develops new and expanded services and provides timely support to volunteers, clinics and VLN staff.

Tom joined VLN in 2005 with the AmeriCorps' Pro Bono Legal Corps program working to engage volunteers in providing legal services to low income and disadvantaged communities. Tom's AmeriCorps project provided a natural transition into his current role as a Resource Attorney, Deeply rooted in the belief that VLN clients should receive the same level of service as paying clients, he organizes and manages a comprehensive array of resources focused on building volunteer confidence in accepting family law and bankruptcy cases and fitting pro bono clients into their practice.

To keep his skills sharp, Tom also maintains a small caseload. Reflecting, he recalls a particular

case involving a grandmother who needed help ensuring that the child custody rights she had fought for in Illinois would be enforced in Minnesota. Her granddaughter had been living in squalor with an untreated rash on her scalp. Tom's client was able to give her granddaughter a loving and safe home; however, she lived in fear that the child's mother would come and take the child and there would be nothing she could do about it. Tom made sure

VLN is the last resort for many people who would get no services but for the existence of VLN and its network of pro bono attorneys.

the Illinois order was registered in Minnesota and obtained a court order to enforce it. Tom remembers, "You could almost see a burden lifted off her shoulders when she received the order" adding, "many times even a relatively simple case is not approachable by someone on their own, without the help of an attorney."

VLN is fortunate to have many of the best family and bankruptcy attorneys already volunteering, though Tom still has his work cut out for him recruiting new volunteers to meet the challenges of the ever increasing need in these areas. "There's always a need for more volunteers," says Tom. When we find them, Tom Walsh will make sure they have everything they need to help clients receive the access to justice they deserve.

línea legal latina

Línea Legal Latina (LLL) is a VLN program serving the legal needs of the low-income Spanish-speaking people of Minnesota. Since it first began serving the Latino community

Bilingual volunteer attorneys and phone intake workers allow us to expand our services and voice in the Latino community.

in 2005, LLL has continued to grow and expand. None of this would have been possible without the continuous support of our collaborators, our community partners, and especially our dedicated volunteers.

Celebrating its third anniversary in 2008 included expanding the client line, adding a Thursday evening clinic, establishing a monthly Pro Se Family Law Workshop, and engaging in new outreach opportunities to raise awareness of the legal resources available to the Latino community.

During this same period, the number of clients served has greatly increased. With the support of volunteer attorneys, paralegals and law students, LLL served 1,272 clients in 2008-2009 - more than double the previous year! This tremendous growth highlights not only

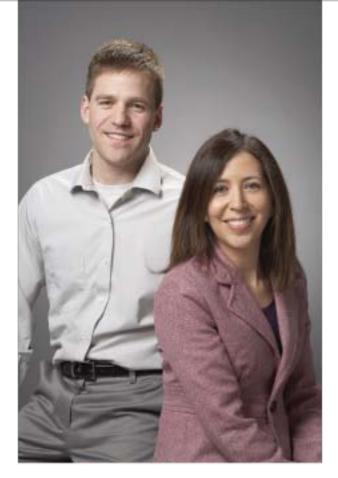
the dedication of volunteers, but also the need to continuously recruit new attorneys to meet the large demand for legal services in the Spanish-speaking community.

Recently LLL has expanded its coordinated legal services for Spanish-speaking individuals to a statewide level, reaching clients not only in Hennepin and Ramsey counties, but also in Dakota, Anoka, Scott, and others. While most of LLL's clients do reside in the metropolitan

LLL hopes to see continued growth in outreach to small outstate hispanic communities. area, counties with small Hispanic communities may not have developed extensive community resources, making LLL even more valuable to their residents.

LLL outreach events include the Cinco de Mayo Festival in West St. Paul, the Festival de la Calle Lake in Minneapolis, and the "Know Your Rights Seminar" with

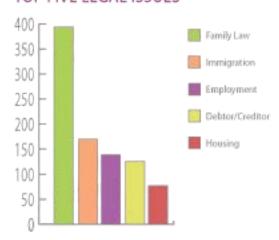
We owe a great deal of gratitude to our volunteers who have supported LLL since its inception.



According to Suzanne Tresnak. "There are so many steps in the legal process, and it's very complex even for a person who speaks English. LLL really holds their hand and makes their lives a lot easier. It is so rewarding for me to see their relief, as they leave our office with peace of mind."

pictured: Kristopher Hagan LLL Administrator Suzanne Tresnak LLL Manager

TOP FIVE LEGAL ISSUES



LLL provided telephone advice to over 700 clients.

2008 -2009

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Central Minnesota Legal Services Hennepin County Bar Association Lawyers Trust Account Board LegalCORPS Legal Services Advisory Committee MN State Bar Association Greater Twin Cities United Way U.S. District Court

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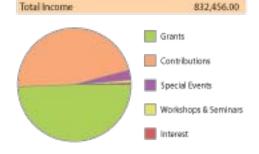
financial report july 1, 2008 - june 30, 2009

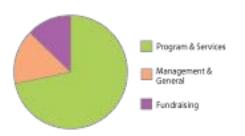
2008 - 2009 Audited Financial Statement

INCOME 413,393.00 Grants Contributions 385,101.00 Special Events 22,736.00 Workshops & Seminars 8,212.00 Interest 3,014.00

Program & Services	598,720.00
Management & General	129,057.00
Fundraising	106,130.00
Total Expenses	833,907.00

EXPENSES





balance sheet iune 30, 2009

ASSETS Cash & Cash Equivalents 134,849.00 Accounts Receivables 128,678.00 Prepaid Expenses 5,608.00 Net Property & Equipment 75,416,00 Other Assets 4,568.00

349,119.00

Payroll Liabilities	41,639.00
Accounts Payable	842.00
Net Assets	306,638.00
Total Liabilities & Net Assets	349,119.00

LIABILITIES AND NET ASSETS.

Charten Council MEETS STANDARDS ENTERNOLOGY.

Total Assets

Thank you to our many contributors, sponsors, generously given to assist in the continued work

Susan Gallagher

David Galle Kathleen Geker

Joe Generaux. David Gilchrist

Roy Ginsburg

Karla Glueb Jane Godfrey

year at a glance

Volunteer Lawyers Network's pro bono volunteers assisted more than 6,000 clients during 2008 -2009 with a variety of legal issues including:

- Garnishment as creditors become more aggressive, claiming income and assets protected by law.
- Default judgments that are at an all time high often without debtor notification or representation.
- · Medical debt that is rising sharply due to layoffs and lack of insurance.
- Domestic violence is always a problem but on the rise in these turbulent economic times.
- Child custody issues as this period of instability and stress threatens child safety and care,

organized 4,977 one-on-one service clinic consultations in housing, family, youth, and consumer law, and provided telephone legal advice to 1,423 clients.*

> *TOP AREAS OF LAW (in descending order)

Consumer Family Housing Immigration Employment

*TOP COUNTIES SERVED (in descending order)

> Hennepin Ramsey Dakota Anoka

TOTAL SERVICES PROVIDED

Advice: 5,881 Brief Services: 873

Full Rep: 340

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We need to focus the vast resources of the private bar to address the huge injustices in our community...

VLN makes that possible.

> Volunteer Lawyers Network extends its Warmest gratitude and appreciation to John Mowers and Unleashed

A special thank you to contributing writer David DiPasquale

*includes LLL services

^{*} Denotes Executive Committee Member

