







EXECUTIVE MESSAGE

Dear Friends,

No one could have anticipated what was awaiting us in 2020. It was a year like no other.

First, a world-wide pandemic, with nearly 400,000 deaths in America alone, which drove our economy virtually overnight into a severe recession, throwing millions of people out of work, and leaving millions of families, especially low income families, at immediate risk of eviction and homelessness.

Second, in the midst of that pandemic, our society was rocked to its core by the killing of George Floyd in May, leading to a renewed focus upon the structural and systemic racism that continues to plague communities of color, especially our Black communities, as the enduring and shameful legacy of slavery.

Third, as the summer progressed, our service area, and indeed the entire West Coast, once again suffered a series of destructive wildfires, causing significant loss of life and property, and creating dangerously poor air quality for a significant period over much of this part of the country.

Finally, all of these events unfolded in the context of the most divisive political climate and presidential election in our recent history, which overshadowed and exacerbated the crises already flowing from the pandemic, the economic collapse, and the renewed racial tensions in our society.

We are incredibly proud of how LSNC responded to these unprecedented challenges. Beginning last March, when we were forced to close our offices to staff and the public, we immediately transitioned to a completely remote system which allowed us to continue the delivery of critical legal services to our clients and communities, using sophisticated technology enabling our staff to work safely from their homes. In 2020, despite all the challenges presented by the pandemic, LSNC closed 10,679 cases for individuals and families.

With respect to the significant issues of systemic racism

that were sparked last summer, LSNC drew upon its leadership experience as one of the first legal aid programs in the country, more than fifteen years ago, to recognize and train its staff on issues of implicit bias and the intersection of race and poverty. Building on that foundation, LSNC created a series of five twohour sessions, attended (remotely) by all advocates, which described the history of institutional racism against our Black communities in the areas of housing, health, education, and employment/ public benefits, and then explored opportunities for our staff to identify and challenge issues of structural inequity on behalf of those communities in their service areas.

As we move forward in 2021, and as our society (and LSNC) finally can begin to glimpse some light at the end of this long and difficult tunnel, we are so grateful for the dedication and resilience of our staff, board and volunteers, who never wavered in their commitment to LSNC's mission, to our clients, and to our communities.

Very truly yours,

Executive Director

Kevin R. Johnson Board President "Despite all the challenges presented by the pandemic, LSNC closed 10,679 cases for individuals and families."

ABOUT Us

Our Mission

The mission of Legal Services of Northern California is to provide quality legal services to empower the poor to identify and defeat the causes and effects of poverty within our community, efficiently utilizing all available resources.

Our Work

For more than 64 years, Legal Services of Northern California (LSNC) has been fighting for the civil rights of our clients. LSNC is the strong voice that continues to speak out on behalf of low income people in our communities, even as the state and local "safety nets" for the poor continue to crumble.

Most of the local offices that make up LSNC began as offshoots of a volunteer program or a special grant project. The oldest program began in Sacramento County in 1956. For a many years the Sacramento, Auburn, Woodland, Solano, Chico, Redding, and Eureka/Ukiah offices were independent organizations created solely to benefit the lowincome residents in their particular communities. Today, all these disparate legal aid programs are integrated into a single organization. As part of a unified organization, each field office is stronger and together they serve low-income families, individuals, and seniors in 23 Northern California counties.









BOARD OF DIRECTORS

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Cheryl Carl, California State Bar

Robert Joehnck*, California State Bar

Becky Nylander, Placer Independent Resource Center

Annette Smith, Placer Independent Resource Center

*Deceased, June 5, 2021.



"The founding principles of our government include inalienable rights and equal treatment under law. We are still far from those being the uniform practices of our society. So we need to vigilantly and vigorously advocate for those principles in practice wherever we find inequality and injustice."

Jim Wright LSNC Board Member

OFFICE LOCATIONS



OFFICES

LSNC Executive Office 517 12th Street Sacramento, CA 95814 916-551-2150

Sacramento County Office 515 12th Street Sacramento, CA 95814 916-551-2150

Solano County Office 1810 Capitol Street Vallejo, CA 94590 707-643-0054

Yolo County Office 619 North Street Woodland, CA 95695 530-662-1065 Ukiah Regional Office 421 North Oak Street, Ukiah, CA 95482 877-529-7700 Serving Lake and Mendocino counties.

Butte Regional Office 541 Normal Avenue Chico, CA 95928 530-345-9491 Serving Butte, Colusa, Glenn, and Plumas counties.

Shasta Regional Office 1370 West Street, Redding, CA 96001 530-241-3565 Serving Lassen, Modoc, Shasta, Siskiyou, and Tehama counties. Mother Lode Regional Office 190 Reamer Street Auburn, CA 95603 530-823-7560 Serving Amador, Calaveras, El Dorado, Nevada, Placer, and Sierra counties.

Redwood Regional Office 123 Third Street, Eureka, CA 95501 707-445-0866 Serving Del Norte, Humboldt, and Trinity counties.

SPECIAL PROJECTS

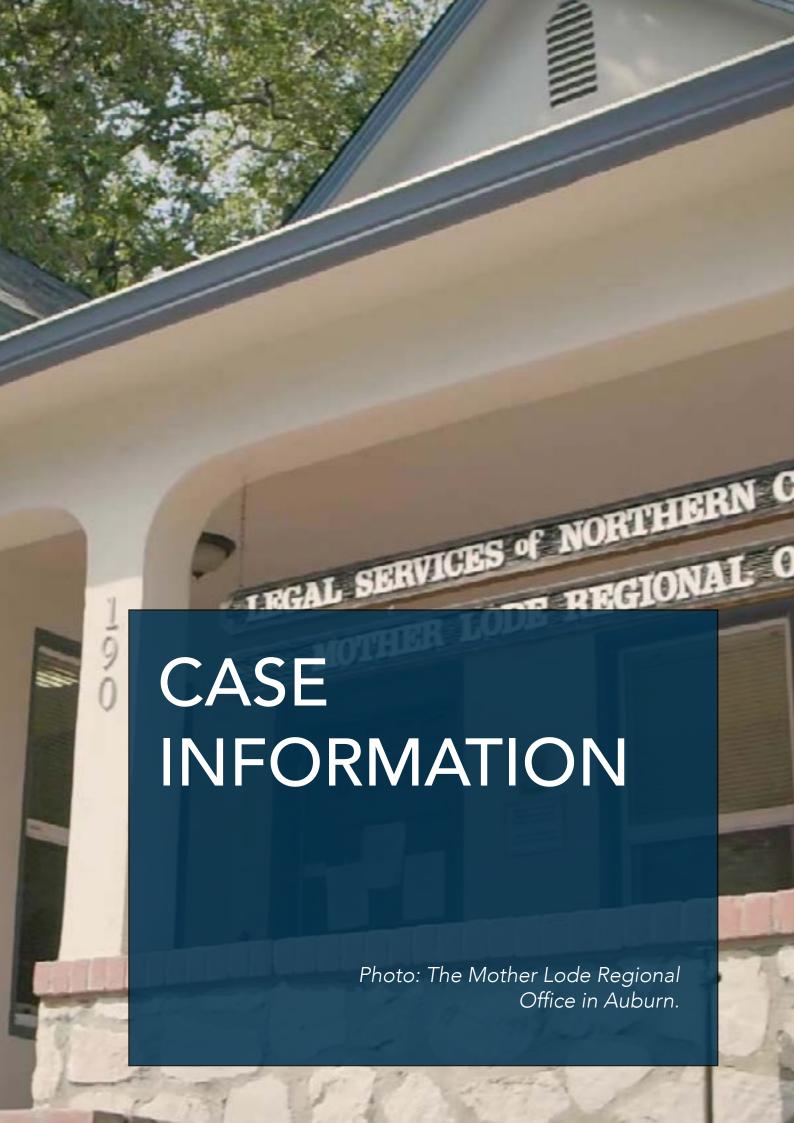
Senior Legal Hotline 505 12th Street, Sacramento, CA 95814 800-222-1753

Capital Pro Bono 1860 Howe Ave #130, Sacramento, CA 95825 916-551-2102

Health Insurance Counseling & Advocacy Program (HICAP) 505 12th Street, Sacramento, CA 95814 916-376-8915 Information and counseling services for Medicare beneficiaries. Tommy Clinkenbeard Legal Clinic at Loaves & Fishes 401 12th Street, Sacramento, CA 95811 916-446-0368 Protecting the civil rights of the homeless. A collaboration with Loaves and Fishes.

Expanded Access Project (EAP) 517 12th Street, Sacramento, CA 95814 916-551-2194 After-hours legal assistance Western States Pension Assistance Program 505 12th Street, Sacramento, CA 95814 866-413-4911 Free pension counseling to anyone, regardless of age or income, who live(d) or work(ed) in Arizona, California, Hawaii, and/or Nevada.





CASE PRIORITIES



Housing Preservation



Economic Stability



Health Care





Vulnerable Populations

Support for Families



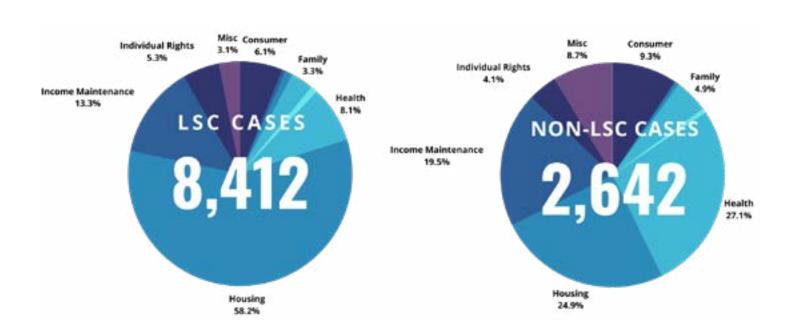
Family Safety



Education

CASE STATISTICS

	LSC Funded	Non-LSC Cases	2020 Total
Consumer	489	245	734
Education	44	7	51
Employment	88	13	101
Family	262	128	390
Juvenile	77	18	95
Health	655	714	1,369
Housing	4,685	655	5,340
Income Maintenance	1,074	513	1,587
Individual Rights	426	109	535
Misc	248	229	477
LSNC Total	8,048	2,631	10,679
Capitol Pro Bono	364	11	375
TOTAL CASES	8,412	2,642	11,054







ECONOMIC STABILITY

In 2020, LSNC continued to achieve great results for clients in local and statewide public benefits advocacy. One example includes advocacy about various aspects of the new welfare department computer system, CalSAWS, intended to ensure that the new system operates to safeguard the rights of benefit recipients.

LSNC advocates represented clients in administrative hearings for a variety of public benefit programs, including CalWORKs, CalFresh, In-Home Supportive Services (IHSS), and Supplemental Security Income (SSI), winning decisions that enabled our clients to get and keep the subsistence benefits they rely upon. Advocates also participated extensively in state program workgroups that proactively identify and resolve issues that arise in

1,500+ Public Benefits cases in 2020

benefit programs, avoiding the need for time-consuming appeals and litigation. Additionally, LSNC negotiated changes in county and state policies in several areas including CalWORKs overpayments, CalFresh overissuances, Welfare-to-Work issues related to COVID-19, and expedited CalFresh. Overall, LSNC provided assistance in more than 1,500 cases involving non-health public benefits in 2020.



Helping Luz with CalWORKs

Need-based public benefit programs like CalWORKs do not approve applicants who have valuable assets they can use for self-support, but when an asset either has little value or cannot be converted to cash, that asset will not make an applicant ineligible. LSNC helped Luz* when the county charged her with a CalWORKs overpayment because she owned property she was unable to sell. Luz owned a

house in Mexico, but could not sell it. When Luz realized she had to report the house to the county as property, even though it had no value to her, and made the report, the county charged Luz with welfare fraud, alleging she had hidden a valuable asset. She faced possible deportation from the United States. LSNC represented Luz at a hearing and argued that her house in Mexico should not be counted as a resource for purposes of eligibility because she would have to travel to Mexico to sell it, and it was not possible for her to do that. Because LSNC won the hearing, the criminal prosecution was dismissed and Luz was no longer threatened with deportation.

Housing Preservation

The COVID-19 pandemic has disproportionately harmed lower income renters, who were already in a precarious position because of California's high rents and affordable housing crisis. Before the pandemic, studies estimated that at least 1 in 5 lower income renters paid more than half of their monthly income in rent.

These renters are also the Californians most likely to have lost their jobs and suffered income loss during the pandemic.

Housing cases in 2020

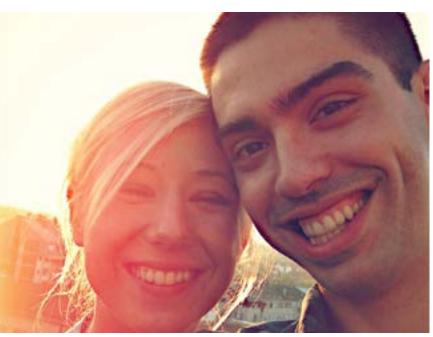
5,340

As California renters have struggled to maintain their housing during the COVID-19 pandemic, temporary tenant protections lawmakers have enacted and changed. The law, already confusing, has becime more complex. LSNC

responded to the COVID-19 pandemic's housing crisis by aggressively enforcing tenant protections through representation of tenants in the eviction court process and by expanding efforts to educate tenants on their rights and the ever-changing COVID-19 protections through videos, written materials, and "Know Your Rights" clinics.

Protecting Tenants During a Pandemic

LSNC attorneys are in court frequently throughout LSNC's 23-county service area to defend evictions and keep clients in safe housing through this pandemic. We have helped dozens of tenants assert their rights under the temporary COVID-19 Tenant Relief Act, which prohibits landlords from evicting tenants who cannot pay rent due to COVID-19 so long as the tenant provides a declaration stating they cannot pay full rent and pays 25% of rent due. In just one example, the Butte County office represented a couple that lost income due to the COVID-19 pandemic. They immediately told their landlord they



could not pay by providing a letter explaining their situation, and doing their best to comply with the requirement to provide a declaration. Their landlord filed an eviction case against the couple because they used an incorrect declaration form, even though the landlord did not dispute the couple had

notified him they could not pay because of COVID-19. LSNC attorneys represented the couple in a court hearing, and the judge dismissed the eviction case, finding the couple had properly informed the landlord and they were protected under the COVID-19 law.

HEALTHCARE ACCESS

LSNC advocates opened 1,362 new health cases for clients in 2020. These cases involved a broad range of health insurance systems, including Medi-Cal, Denti-Cal, Medicare, Covered California, and private employer insurance, as well as a broad range of issues, such as program eligibility and termination, Advance Premium Tax Credit reconciliation, denials of medically necessary care, medical debt, and access to services problems.

1,362
Health cases in 2020

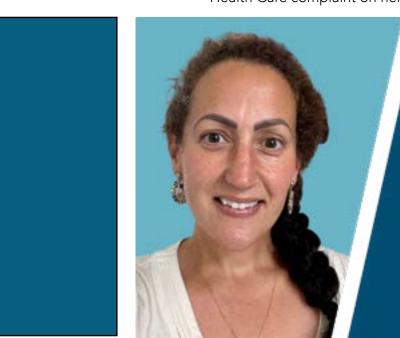
A Client's Mental Health

LSNC assisted Angie*, a healthcare consumer in her fifties in southern California with a medical bill issue. She experienced a mental health emergency and was transported to the hospital via ambulance. The following day, she was transported from the hospital to a mental health facility via ambulance. Angie's Covered California plan covered the ambulance trip to the hospital, but denied coverage for the ride to the mental health



facility. She filed an internal appeal with her health plan, but received an unfavorable decision. LSNC filed a Department of Managed Health Care complaint on her

behalf and the health plan subsequently agreed to cover the bill.



"I was initially drawn to LSNC because of its vocal commitment to community lawyering and advocacy... It is threaded through all parts of LSNC's regional offices, advocacy priorities, and our relationships with clients and community partners."

Shah'ada S. LSNC Senior Project Coordinator

Capitol Pro Bono Opens its Doors

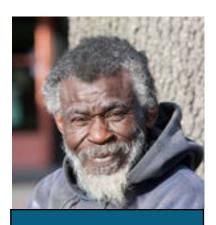
Voluntary Legal Services Program Develops a New Brand

2020 has been a monumental year for the former Voluntary Legal Services Program of Northern California (VLSP)! After 39 years of operation as VLSP, our sister pro bono organization has renamed and rebranded itself as Capital Pro Bono (CPB). CPB's staff found when doing client outreach events that potential clients were familiar with the concept of a pro bono attorney, but did not quite understand what voluntary legal services meant. Capital Pro Bono's new name also gives clients a better idea of where---the Sacramento region--the volunteer-based organization is located.

Capital Pro Bono also has new offices on Howe Avenue in the Arden-Arcade area of Sacramento. This is one of the areas of Sacramento where a significant percentage of CPB's clients reside. CPB's new suite is large enough to allow for greater social distancing during the COVID-19 pandemic. A new website at www. capitalprobono.org has launched.

On September 1, longtime Managing Attorney Vicki Jacobs stepped down and CPB's new Managing Attorney is Heather Tiffee. Heather has been with VLSP/CPB since her first year of law school at UC Davis in 2001, and is excited to be in her new role. Vicki will remain with CPB part-time as a Supervising Attorney, primarily working on outreach and development. Capital Pro Bono continues to offer assistance with employment, debt/bankruptcy, family, probate, guardianship and conservatorship, estate planning and probate issues. CPB is adapting its service model to meet the safety needs and concerns of volunteers and clients. Please feel free to contact Capital Pro Bono at info@capitalprobono.org.

SPECIAL PROJECTS



Jack's Ambulance Ride

In 2019, the medical staff at Jack's* skilled nursing facility called for an ambulance because he was experiencing signs of a stroke and urgently needed care. Jack uses a wheelchair for mobility and could not be transported safely except in an ambulance. While Jack was hospitalized for treatment, the ambulance noted only superficial issues for the transport. Jack's family contacted HICAP to challenge Medicare's determination that the transport was not medically necessary. HICAP advocates filed appeals and represented Jack at an administrative law judge hearing. The judge determined that the ambulance transport was medically necessary and thus covered by Medicare.

Health Insurance Counseling and Advocacy Project

LSNC's Health Insurance Counseling and Advocacy Project (HICAP) serves nine counties and counseled more than 3,300 Medicare beneficiaries during 2020. HICAP's 40 highly trained volunteers and nine staff members provided advice on issues ranging from prescription drug plan selections to ambulance bill payment denials, providing services locally at senior centers and other service providers in our clients' neighborhoods. Once the pandemic forced closures at these community sites, HICAP converted to an all phone and virtual counseling model. In 2020, HICAP's work resulted in savings of \$2,078,420 to Medicare beneficiaries.

Shriver Project

In collaboration with Yolo County and the Yolo County Superior Court, LSNC has operated a Housing Court Pilot Project with Sargent Shriver Civil Counsel Act funding since February 2012. The project provides full representation and a range of unbundled legal services to eligible litigants in unlawful detainer (eviction) cases. The project also offers self-help assistance and mediation.

Although local and state jurisdictions enacted eviction protection measures to prevent mass evictions of tenants during the pandemic, the Shriver Project staff handled 228 eviction cases in 2020.

Senior Legal Hotline

In 2020, LSNC provided legal aid to more than 4,300 older adult (ages 60+) households. Our staff conducted client interviews primarily via telephone, email, and video conferencing technology, as LSNC pivoted to a remote service delivery model in response to the COVID-19 pandemic. For limited English proficient clients, LSNC uses language interpretation services to communicate with clients for intake and throughout the life of the case. Advocates worked on cases involving preservation of housing, consumer law, estate planning, income maintenance, and elder abuse. LSNC also provided community legal education--through remote clinics--to hundreds of seniors throughout Northern California.

Expanded Access Project

To better reach those who cannot access LSNC services during regular business hours, the Expanded Access Project (EAP) offers nightly evening intake and expanded clinic services. EAP strives to reach those who have barriers to accessing services—such as work, school, or disabilities—during LSNC's traditional client intake hours.

In 2020, 232 individuals were served through 24 clinics. Our Clean Slate clinic served 113 individuals at the beginning of 2020. Our clean slate clinics abruptly halted due to the COVID-19 pandemic. At the end of 2020, we developed a system to assist people to obtain RAP sheets and receive assistance despite our on going inability to host in-person events.

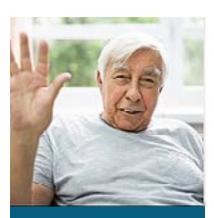
Western States Pension Assistance Project

Since 2007, LSNC's pension project has recovered more than \$32 million in retirement benefits for our clients - over \$2.5 million in 2020 alone. Project staff and volunteers provide critical legal advice and assistance to hundreds of clients each year, many of whom were unable to resolve matters on their own, or find other legal assistance. The pension project prevents senior poverty by ensuring the availability, access and accuracy of hard-earned retirement benefits for employees, retirees, and surviving spouses.

"I support LSNC because I know that LSNC is an effective force for equality and justice for the poor and vulnerable throughout Northern California."

Mary Du Bose LSNC Board Member





LGBTQ+ Pensions

A retiree in his eighties contacted us after his pension plan said his samesex spouse was ineligible for survivor benefits. The client has been in a relationship with his spouse for more than 40 years and they sought domestic partnership and marriage when both became available. Our client retired in the early 1990s, before California recognized same-sex relationships under law. The plan previously provided a window for affected retirees to update their election option, and our client ensured his spouse would be eligible for survivor benefits. The plan confirmed the beneficiary for years, and then unexpectedly reversed their decision, saying the client should have inquired about naming his partner at the time of retirement, and didn't, so he lost the opportunity. A LSNC attorney spent nearly two years engaged in three levels of review with the public pension plan. Despite two denials, the attorney persisted, arguing that the law was misinterpreted, and otherwise unfair. The plan ultimately agreed, so the client's spouse will be eligible for a valuable monthly survivor benefit. The couple gained invaluable peace of mind, and the non-wage earner spouse will be financially secure.

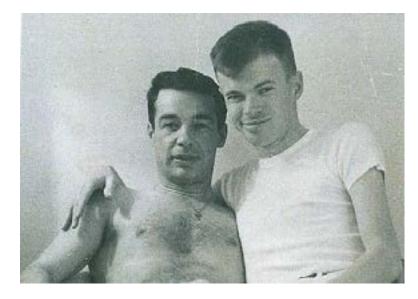
CIVIL RIGHTS

Survivor Benefits After 46 Years

In June 2020, after years of persistence and advocacy, LSNC won a significant victory in federal court expanding LGBTQ rights. LSNC's client, Harold, and his late husband Lowell met in 1961. They lived as a couple for more than 45 years and shared a marriage commitment ceremony, but were unable to legally marry until 2008. Unfortunately, Lowell passed away a few weeks after they were able to lawfully marry. Harold applied for and was denied Social Security survivor's benefits because the couple's marriage did not meet Social Security's nine-month durational requirement. LSNC's Ukiah office represented Harold through the administrative appeals process and subsequent litigation in federal district court. LSNC attorneys argued that Harold and Lowell would have met the requirement but for California's law prohibiting same sex marriage prior to (and then subsequent to) 2008; and that Social Security's reliance on an unconstitutional barrier was itself a violation of Harold's constitutional rights. The federal district court ruled in Harold's favor.



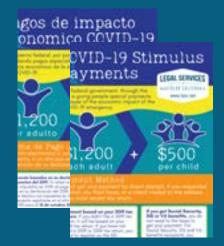


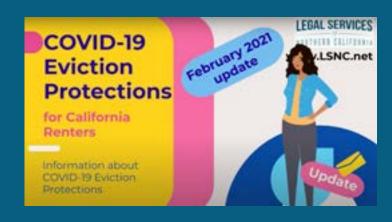














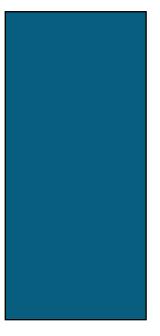


FINANCIAL INFORMATION

Photo: The Redwood Regional Office in Eureka.

STATEMENT OF FINANCIAL POSITION

	 2020	2019
<u>ASSETS</u>		
Cash	\$ 541,303	\$ 530,580
Grants & contracts	 679,840	622,204
Other receivables	 17,215	22,862
Prepaid expenses & deposits	 211,001	321,914
Investments	 2,999,457	1,976,264
Property & equipment	 1,990,241	1,957,716
TOTAL ASSETS	 6,439,057	\$ 5,431,540
LIABILITIES & NET ASSETS		
LIABILITIES		
Accounts payable	 66,633	\$ 116,458
Accrued liabilities	 721,691	671,729
Note payable	 _	351,649
Deferred revenues - LSC	 831,977	
Deferred revenues	 1,317,712	1,174,632
TOTAL LIABILITIES	 2,938,013	2,314,468
NET ASSETS		
Without donor restrictions	 2,174,712	1,804,430
With donor restrictions	1,326,332	1,312,642
TOTAL NET ASSETS	 3,501,044	3,117,072
TOTAL LIABILITIES & NET ASSETS	\$ 6,439,057	\$ 5,431,540



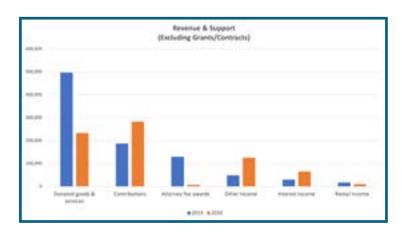


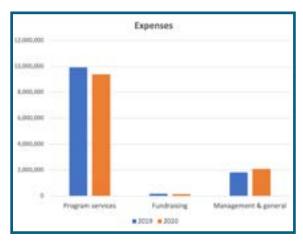
"While a student at UCLA School of Law, I told the public interest advisor I hoped to move back to my hometown (Sacramento) and do really effective public interest work with a high quality firm. I asked her where I should apply. Without missing a beat, she said Legal Services of Northern California. She was right."

Julie Aguilar Rogado, Deputy Director

ACTIVITIES REPORT

	2020	2019
REVENUE AND SUPPORT	 	
Grants & contracts	\$ 11,129,398	\$ 10,784,124
Donated goods & services	233,016	497,150
Contributions	 282,721	187,768
Attorney fee awards	 7,350	129,713
Other income	125,333	49,085
Interest income	65,001	29,829
Rental income	10,106	17,325
TOTAL REVENUE & SUPPORT	\$ 11,852,925	\$ 11,694,994
EXPENSES		
Program services	\$ 9,385,363	\$ 9,915,831
Fundraising	 151,418	174,844
Management & general	2,087,934	1,821,886
TOTAL EXPENSES	\$ 11,624,715	\$ 11,912,561









IN GRATITUDE



Photo: (From left): Nanette Aubut & Jenni Gomez share smiles at the 2020 Valentine Run/Walk.

Dear Friends,

Thank you for supporting Legal Services of Northern California by sharing your time, talent, and treasure.

Equal justice under the law means that everyone facing a civil legal problem should receive the legal information and help they need. Through your generosity, our advocates and volunteers were able to assist low-income individuals and families identify and obtain the benefits they need to overcome the COVID-19 crisis. We hope you will continue to support our invaluable work as we respond and recover from the pandemic.

Thank you so much for your support in 2020!

Sincerely,

Nanette Aubut

Development Director

Jenni Gomez Pro Bono Manager

GRANTORS

Thank you to our many grantors who, through their generosity and support, continue to make our work possible.

AARP

Area 1 Agency on Aging

Area 2 Agency on Aging

Area 26 Agency on Aging

Area 28 Agency on Aging

Area 3 Agency on Aging

Area 4 Agency on Aging

Blue Shield

CA Dept. of Housing and Community

Development

CA Dept. of Managed Healthcare

California Community Foundation

California State Bar

CARES Act Funding

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City of Woodland

County of Butte, Fair Housing

County of Mendocino

County of Solano

County of Yolo, Health and Human Services

Covered California

Empower Yolo

Equal Access Partnership

Fair Housing of Marin

Judicial Council of California

Legal Services Corporation

Placer Community Foundation

Placer County Disability

Sacramento Housing & Redevelopment Agency

Solano/Contra Costa Ombudsman

Superior Court of California, County of Calaveras

Superior Court of California, County of El Dorado

Superior Court of California, County of Placer

Superior Court of California, County of Solano

Superior Court of California, County of Nevada

The California Endowment

US Administration on Aging

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Yolo County Housing Authority

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Medina McKelvey LLP

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Rita Mize

Dr. Jeanny Park

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Rosella Shapiro

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Yolo County Resolution Center

Advocates of Justice \$500 to \$999

Honorable Otis C. Benning and Willa Benning

Amelia Burroughs

Cohen Defense Group

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Kathleen Deeringer

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Jay I. Dyer

Orrick Herrington & Sutcliffe LLP

Perkins Coie LLP

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Alan Brownstein and Elizabeth

Brownstein

Kathleen Bryson, Atty-at-Law

Lesli M. Caldwell Houston

Deborah B. Caplan

Susan Carey

Christine Carringer

Cavaletto Vineyard Estate

Bruce Chang

Ellen Chapman

Curt L. Child

I am grateful to work for LSNC because of its dedicated, brilliant, and supportive staff that works so hard to make positive impacts on our clients' lives.

> Ryan Willett Staff Attorney



Marci Coglianese

Norah Cook

Thomas D. Cumpston and

Kristine Kiehne

John F. Davis and Christine

Davis

Jay J. Defuria

David W. Dratman

Susan Eaton

Robert Effinger

Matthew Eisenbrandt

Ginny Ellis and Robert Ellis

Alicia Emanuel

Estate of Joseph Harris

Candace Fall and Steven Fall

David Feniger

Charmaine Ferraz

M. Jeffrey Fine and Robin Fine

Claire Ford

David M. Fox

Albert Franklin

Deborah Franklin and Douglas

Mitten

Lura Franzella

Larry Furst and Nu Usaha

Jeffrey Galvin and Terri Clark

Garcia Government Affairs

Leora Gershenzon

Jon Givner

Mark Gorton and Susan Nellis

Timothy Griffiths

Ash Haddad and Jenni Gomez

Lauren Hansen

Patti Harmon

Miles Harrris

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"I do believe so firmly, and within my soul that everybody has the right to have access to our legal system. This is really the last stop for many of our clients."

> Donna Komure-Toyama Pro Bono Attorney

















































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