ABOUT PHILADELPHIA VIP

Philadelphia VIP has a 39-year history as the only legal aid organization in Philadelphia dedicated to securing pro bono legal assistance for low-income individuals, families, businesses, and nonprofits.

Too often, a person's ability to achieve a fair and just outcome in a legal matter depends not on the merits of the case, but on the ability to pay for a lawyer — a civil justice gap that offends our fundamental sense of fairness.

VIP exists to help remedy this injustice. Created within the Philadelphia Bar Association in 1981, VIP has earned a reputation as the city's “hub of pro bono.” VIP recruits, trains, and supports thousands of professionals who provide pro bono legal services to VIP’s low-income clients.

VIP volunteers represent individuals, small businesses, and nonprofits on civil legal matters in four priority areas — preventing homelessness, supporting family stability, preserving income, and promoting community economic development. Examples of each are highlighted in this report.

VIP's ultimate vision is saying “yes!” and providing pro bono legal representation to all eligible clients. Please join us in this work.

OUR MISSION

Philadelphia VIP leverages the powerful resources of the community to provide quality volunteer legal services and ensure access to justice for low-income Philadelphians.
DEAR COLLEAGUES:

We are delighted to share Philadelphia VIP’s 2019 Annual Report with you, our friends and partners.

This past year was a banner one for VIP – all thanks to your service and support! Highlights from the year include:

- For the first time in VIP’s history, placing over 1,000 cases with volunteer attorneys in a single year. This total includes 865 full-representation cases – a 15% increase compared to 2018.

- Launching a new, proactive estate planning initiative to support inter-generational wealth transfers and preserve long-term residents’ ownership of real estate in low-income communities. Aiming to dramatically increase the number of low-income homeowners served, we’re using an innovative service delivery model that enlists both attorney and non-attorney volunteers to assist with these cases.

- Debuting a revamped website (phillyvip.org), with new tools and resources for volunteers, clients, and donors.

Getting beyond the numbers, the case narratives in the following pages show the profound impact that pro bono service with VIP has for our clients and volunteers alike.

Even as we celebrate these accomplishments, we are confronted by the fact that tens of thousands of low-income Philadelphians continue to face critical legal problems without the benefit of an attorney. This reality underscores the urgency of our goal to say "yes!" to every eligible client seeking assistance and match each with a volunteer attorney.

Stalwart supporters like you are essential to reaching that goal and, thereby, helping to prevent homelessness, preserve income, stabilize families, and support community economic development. We are dedicated to being responsible stewards of the investments of time, talent, and treasure you are making in our work. Please visit our website (phillyvip.org/our-impact/reports-and-financials) for our complete audited financial statements and our Form 990s.

Thank you for helping VIP expand access to justice. We are humbled by and grateful for your support.

Alex F. Braden
Board President

Sophie Bryan
Executive Director
2019 AT A GLANCE

Thanks to VIP's terrific volunteers, donors, and clients, 2019 was a record-breaking and extraordinary year in expanding access to justice.

For the first time in VIP history, our team placed more than 1,000 cases in a single year. Additionally, we placed more full-representation cases with volunteer attorneys than during any year in VIP history.

We leveraged more than 15,281 hours of direct legal services provided by our volunteers, and significantly increased volunteer engagement.

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<thead>
<tr>
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<th>2018</th>
<th>2019</th>
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<tr>
<td>New Volunteers</td>
<td>181</td>
<td>271</td>
</tr>
<tr>
<td>Total Volunteers</td>
<td>1,335</td>
<td>1,617</td>
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OPEN CASES BY PRIORITY AREA

- Preventing Homelessness
- Supporting Family Stability
- Preserving Income
- Promoting Community and Economic Development
In December 2019, VIP launched a new website with innovative, dynamic new features and increased capacity. Thanks to a generous donor who made the re-design possible, our team is able to better showcase who we are, what we do, and how we can help.

The new site provides an improved experience for mobile and desktop users, including better navigation options and easier form completion for visitors.

Visit the site to check out these other new features:

- **Find Your Pro Bono Match**: A tool designed to match volunteers with case types that fit their schedule and legal experience
- **A Blog** featuring client stories, volunteer spotlights, and more
- **A simple, web-based application** for nonprofit and small business clients
- **A filterable, user-friendly event registration page**
When an acquaintance offered to sell James Williams a beautiful stone house on a corner lot in Germantown, James knew he had found the perfect family home.

In August 2016, James signed a “rent-to-own” agreement, under which his monthly rent payments would count as installments towards purchasing the home. James made a down payment of nearly half the purchase price and also made almost $20,000 worth of repairs to the property, which were to be credited toward the purchase price.

A year later, the record owner of the house died. James repeatedly tried to speak with the owner’s daughter, hoping she would honor his agreement with her father, but she was unresponsive and, eventually, hostile. This spurred James to seek help from Community Legal Services (CLS), which discovered an unpaid mortgage on the property. Because the mortgage company would not work with James until he was the record owner, CLS referred him to Philadelphia VIP for help obtaining title to the home.

VIP concluded that James needed to file a quiet title action and enlisted two experienced lawyers to represent him. Bob Tintner and Nate Buchter, of Fox Rothschild LLP, aimed to negotiate with the record owner’s daughter, or convince her to assume legal responsibility for her father’s estate. (Without a representative for the estate, the volunteers would be unable to petition the courts to establish James as the rightful owner of the property.)

Soon after the team started working on James’ case, the prior owner’s mortgage holder started foreclosure proceedings against the property.

Preventing Homelessness

Research shows that lack of stable housing has wide-ranging detrimental impacts, including on education, employment, health, and family composition. In 2019, VIP drastically increased service delivery to those facing housing loss.

378 cases referred
1,797 individuals impacted

<table>
<thead>
<tr>
<th>CASE TRENDS</th>
<th>2018</th>
<th>2019</th>
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<tbody>
<tr>
<td>Homeownership</td>
<td>140</td>
<td>181</td>
</tr>
<tr>
<td>Landlord-Tenant</td>
<td>162</td>
<td>180</td>
</tr>
<tr>
<td>Foreclosure</td>
<td>28</td>
<td>17</td>
</tr>
</tbody>
</table>

When an acquaintance offered to sell James Williams a beautiful stone house on a corner lot in Germantown, James knew he had found the perfect family home.

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Soon after the team started working on James’ case, the prior owner’s mortgage holder started foreclosure proceedings against the property.
VIP sprang into action, enlisting another volunteer, John Macoretta of Spector Roseman & Kudroff, to defend against the foreclosure. John petitioned for James to be allowed to intervene in the foreclosure case and to move it to Philadelphia’s Mortgage Foreclosure Diversion Program. Thereafter, John represented James in negotiations with the mortgage holder.

James says of his attorneys: “They were three people that really cared about what they were doing... it was a network that communicated, a real team effort.”

While John worked to stave off foreclosure, the quiet title team discovered the daughter had assumed responsibility for the estate and was seeking a court order to eject James from the property. While defending James against the ejectment, the volunteer attorneys fought back – filing counterclaims, seeking discovery, and moving for sanctions. Their tenacious advocacy paid off: a favorable court decision allowed James to take title to his home.

James remembers how comfortable his volunteer attorneys made him feel during this time of uncertainty.

“Every time I went to each lawyer’s law firm, it was always a warm reception. It was like a big hug, like ‘we’ve got you.’ That was the best embrace you can get from someone. It [made me] feel like they were really trying to help [me] out.”

A year and a half after he sought help from VIP, a deed was finally recorded in James’ name, enabling him to make an affordable payment agreement with the mortgage holder. VIP then opened an estate planning case for James so he could leave his home to his children, avoiding a “tangled title” in future generations. With VIP’s help, James went from facing the loss of his home to securing it for his children and grandchildren for decades to come.

In 2019, VIP’s housing team launched its Tenant Defense Team (TDT), a one-of-a-kind project wherein individual volunteers and law firms pledge to take a fixed number of landlord-tenant cases per month.

Through these commitments, VIP expects to significantly increase its eviction defense capacity.

Thank you to VIP’s first TDT partner, Greenberg Traurig, LLP. We are deeply grateful for your leadership in expanding access to justice!
Family structures serve as powerful ladders to opportunity, and hold communities together.

Philadelphia VIP works hard to ensure that families have access to justice in stable and nurturing homes.

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<thead>
<tr>
<th>CASE TRENDS</th>
<th>2018</th>
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<tbody>
<tr>
<td>Divorce</td>
<td>40</td>
<td>75</td>
</tr>
<tr>
<td>Guardianship</td>
<td>34</td>
<td>46</td>
</tr>
<tr>
<td>Custody</td>
<td>81</td>
<td>70</td>
</tr>
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</table>

218 cases referred

1,194 individuals impacted

In late 2019, VIP partnered with Duane Morris LLP to pilot a new service delivery model for divorce representation.

Adapting a prior service model, VIP invited eligible clients to meet volunteers, discuss case details, and draft complaints on-site. Clients left these sessions one step closer to obtaining a divorce decree, while volunteers were empowered and eager to continue representing their clients.

The success of this event inspires VIP to continue designing innovative models for service delivery.
"I WAS RUNNING FOR MY LIFE."

That's how Selena Collins (a pseudonym) describes her years-long fight for independence and safety from her son's abusive father. Since 2013, Selena has spent hundreds of hours in court and administrative offices fighting for herself and her son, Andreas (a pseudonym). For most of that time, she had no advocate but herself. When she came to Philadelphia VIP in 2019, she and her volunteer attorney achieved a victory that testifies to the life-changing power of pro bono service.

In late 2018, during brief, biweekly visits with his father in New Jersey, Andreas began to suffer abuse that disrupted all aspects of his life. The abuse led to behavioral issues and bullying at school; in turn, the father hit Andreas harder “to toughen him up,” Selena says. He used household objects as weapons and left scars, but when Selena appealed to the Department of Human Services (DHS), jurisdictional issues sidelined her case. “I felt trapped,” she says. “I started filing everything I could, everywhere I could.”

When the father attacked Andreas at his school in Philadelphia, DHS began working with Selena, and a caseworker connected her to VIP. She wept when she learned she might qualify for a free lawyer. “At that point, I would have skipped paying rent to hire an attorney. I refused to let him turn my son into a victim.”

Representation mattered to Selena because, despite her years of tireless self-advocacy in the courts, she had never obtained a satisfactory court order. “All my life, people have judged me by what they see. In court with my abuser, my voice shook, I didn't feel confident, and I think the judges saw me as a hothead trying to take a man's son away,” she says.

After VIP paired Selena with Richard Coble, an attorney at van der Veen, O'Neill, Hartshorn & Levin, her outlook brightened. “He was like a shield,” she says. In June 2019, the pair arrived in court seeking Protection from Abuse (PFA) orders for Selena and Andreas. But the father failed to appear.

Richard knew a postponement would endanger all he and Selena had worked to achieve. He stressed the urgency of the case to the judge, and won the right to present his argument. The judge agreed to grant a PFA order for Selena, but Richard knew that wasn’t enough. He convinced the judge of the need to bar the father from contact with Andreas as well. With Richard's help, both mother and son received final orders protecting them from their abuser. Since the hearing, life has improved for Selena and Andreas.

"I've never had more peace than I have now... We still have issues. We still have to pay bills. But we're not looking over our shoulders anymore."

When the rush of victory subsided, Richard and Selena both felt the experience had changed them. Richard called the case (his first through VIP) “rewarding” and “an eye-opener” to the power of giving back. Selena, for her part, calls the result “nothing short of a miracle.”
Early in May 2018, Rosalia Santiago opened the door to her home and was served a complaint from Citizens Bank. She learned that she, along with her granddaughter, was being sued for $61,000. On the front page, in all caps, she read, “TAKE THIS PAPER TO YOUR LAWYER AT ONCE.”

It was a nightmare scenario.

As a 69-year-old woman experiencing severe health issues whose sole source of income was Supplemental Security Income, Ms. Santiago could not afford to hire an attorney. She was a responsible spender who dedicated a significant portion of her monthly income to paying her mortgage; she panicked at the possibility of losing her home.

More than ten years earlier, Ms. Santiago was asked to co-sign a student loan for her granddaughter to attend college. Having good credit and being assured by her daughter that she would not be responsible for the loan, Ms. Santiago agreed. After a few years, however, the loan had accumulated thousands of dollars in interest; Ms. Santiago’s granddaughter was unable to finish school and could not make the necessary payments. An attempt to help her family now threatened Ms. Santiago’s security and her home. It was “so hard for me,” Ms. Santiago recounts. “[My granddaughter] wanted to study; she didn’t know she would have to pay like that. If she did, she would never have done it.”

By the time Ms. Santiago’s case arrived at Philadelphia VIP, there was a 20-day deadline fast-approaching. For people unacquainted with the legal system, these seemingly arbitrary deadlines can result in default judgments of thousands of dollars. Fortunately, the case manager at VIP was able to get a 60-day extension, and quickly found pro bono representation for Ms. Santiago.
Brennan Torregrossa at GlaxoSmithKline teamed up with Kevin Kerns and Jonathan Ciriello from law firm Cozen O'Connor to take on the case. Immediately, the volunteer attorney team formulated a defense strategy with Ms. Santiago and the help of a VIP interpreter. Beyond identifying the legal deficiencies in the complaint, the volunteer attorneys came to understand the case’s extraordinarily high stakes for their client.

“I felt more pressure for a good result for Ms. Santiago than other clients,” Brennan recalls. “It felt like so much was on the line for her.”

Their unwavering defense of Ms. Santiago began in July 2018 and lasted more than a year. The volunteer attorneys filed preliminary objections four separate times to challenge the bank’s case. With each objection, Citizens Bank rebutted with an amended complaint. The team knew the bank was hoping for a quick and inexpensive judgment, and Jon noted that the dynamic changed “when it was clear we would vigorously defend the case.” After six months, the court sustained several of their objections and the VIP volunteers entered into settlement negotiations with opposing counsel. Finally, in July 2019, the team filed a motion to discontinue, which was granted. The case against Ms. Santiago was finally over, with no money judgment against her and her home secure.

When asked about the outcome of her case, Ms. Santiago said she “cried tears of happiness and pain.” The threat of losing her home plagued her with chronic fear and stress. The team was able to lift that burden from Ms. Santiago. Brennan, Jon, and Kevin used their legal skills to make a tangible, positive impact in someone's life.

“Thank you to the lawyers and to God,” Ms. Santiago says today, sitting comfortably in her home. “Now I can continue forward.”
PROMOTING COMMUNITY ECONOMIC DEVELOPMENT

LawWorks is Philadelphia VIP’s community economic development initiative. We provide legal assistance to small businesses and nonprofits to help promote the expansion of opportunity, fiscal empowerment, and community sustainability.

LawWorks is designed to strengthen two integral components of Philadelphia’s economy. Small businesses account for a significant share of Philadelphia’s commercial activity and are vital to the city’s neighborhoods. Nonprofit organizations provide essential resources to vulnerable populations and promote community well-being.

231 cases referred (topic areas above)

In July 2019, VIP hosted a Nonprofit Legal Assessment Clinic at the Free Library’s Central Branch. A wide array of organizations took part, ranging from a local youth sports league to a group of community healthcare providers.

VIP matched the 20 attending nonprofit leaders with 30 volunteer attorneys who provided on-the-spot legal advice about filing for tax-exempt status, revising bylaws, and registering trademarks.

Post-clinic, nearly one-third of attending organizations received ongoing pro bono representation through VIP.
If you find yourself wandering around Queen Village in search of a warm bowl of Japanese noodle soup, locals know to point you toward a small spot on south Third Street, Neighborhood Ramen. In late 2018, partners Lindsay Steigerwald and Jesse Pryor were able to transform their series of informal dinner parties into a burgeoning restaurant, thanks to a stellar team of volunteer attorneys from Philadelphia VIP.

Getting started was challenging. Although Lindsay and Jesse had success hosting dinner parties and pop-up events around the city, it was difficult to formalize their business. After finding an ideal space for what would become Neighborhood Ramen, Jesse recalls the difficulty they faced in obtaining financing: “We would go into banks and say ‘Hey, we want a business loan,’ and they would just kind of laugh at us.” Lindsay tried to prepare the necessary paperwork to file incorporation documents, but it was overwhelming. The pair sought help from the Women’s Business Enterprise Center, which pointed them to VIP’s small business and nonprofit program, LawWorks.

In July 2018, VIP matched Lindsay and Jesse with four attorneys from Blank Rome LLP. Associate Matt Kaslow, assisted by partner Louis Rappaport, worked swiftly to incorporate Neighborhood Ramen as a limited liability company. About working with Matt, Lindsay said: “[H]e answered our calls anytime we had a question...we really felt like he was taking the time to understand what we wanted for our business.”

Meanwhile, associate Brian O’Neil and partner Barry Friedman began reviewing the draft commercial lease, a process that quickly evolved into a negotiation. Although friends in the industry had advised Lindsay and Jesse that they didn’t need a lawyer to enter into a lease, Brian discovered that the terms in the draft lease did not match those Lindsay and Jesse had discussed with the landlord (the landlord had reused a lease signed by a different client), identifying 80-plus needed corrections. As Jesse recalls: “That’s when you’re aware that you should probably not have done that by yourself.”

After several rounds of negotiations with the landlord’s lawyers, Brian presented a final lease for Lindsay and Jesse to sign in October 2018, with other legal work concluding in 2019. For a pair of restauranteurs with limited resources, Lindsay says, “It was nice that we had the ability to stand up for ourselves and not back down.”

In the year since, Neighborhood Ramen has enjoyed much success, racking up accolades such as Best Ramen 2019 from Philadelphia Magazine, and a two bell review from Craig LaBan at the Philadelphia Inquirer. For their one-year anniversary, Lindsay and Jesse collaborated with Philly’s favorite restauranteur (and Jesse’s old boss), Michael Solomonov, on a limited edition ramen bowl inspired by the Yeminite soup served at Zahav. “We just keep trying to make the best ramen we can,” Lindsay shares.

For other aspiring restaurant owners in Philadelphia, Lindsay and Jesse suggest formulating a business plan, researching the market, and utilizing available resources, especially those that are low-cost or free.

As the only legal services agency with a comprehensive pro bono program for assisting small businesses and nonprofits, VIP’s appetite for access to justice is insatiable. But when hungry for ramen, we know just where to go!
As Philadelphia remains the poorest large city in the country, the need for free legal assistance with critical issues – housing, income, and family – grows.

It is VIP’s overarching goal to say “yes!” to 100% of eligible clients seeking legal aid. At present, our team is forced to turn away more than 4 out of 10 eligible clients.

There are more than 14,000 attorneys in Philadelphia, close to 1,400 of whom worked on a VIP case last year.

VIP's proven model of inspiring and supporting pro bono service requires resources. We rely entirely on contributed funds to support our mission of expanding access to justice.

It costs VIP approximately $750 to support each attorney matched to an individual client’s case.

This leverages close to $4,000 worth of donated legal services on an average case.

GIVE NOW
Thank you to the terrific donors who supported VIP’s mission of expanding access to justice in 2019.

VIP raised $123,305 as part of its end-of-year (EOY) individual donor campaign, significantly exceeding the amount raised in 2018.

Together, we are making a difference in the lives of thousands of Philadelphians.
RECOGNIZING EXCELLENCE

Each month, VIP honors a dedicated volunteer who provided outstanding pro bono legal or professional services to VIP clients. We applaud our 2019 Volunteers of the Month for expanding access to justice. Thank you and congratulations!

<table>
<thead>
<tr>
<th>MELISSA MAZUR</th>
<th>ASSOCIATE</th>
<th>Kaufman, Coren &amp; Ress, P.C.</th>
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<tr>
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<td>GERMAIN DEMARTINIS</td>
<td>ASSOCIATE</td>
<td>Cozen O’Connor</td>
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<td>LISA ZOLNA</td>
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<td>DIANA SISUM</td>
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<td>SARAH KATZ</td>
<td>ASSOCIATE CLINICAL PROFESSOR OF LAW</td>
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<td>STEPHANIE SEARLES VOGEL</td>
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<td>PARTNER</td>
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<tr>
<td>PATRICK DEVINE</td>
<td>ASSOCIATE</td>
<td>White and Williams LLP</td>
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In September 2019, VIP and its supporters gathered in City Hall's ornate ceremonial rooms for VIP's Annual Awards Ceremony.

We honored the volunteers who made especially notable contributions over the past year and celebrated our shared commitment to expanding access to justice through pro bono service.

The full list of award winners (in blue) and finalists is here.

Justice William J. Brennan Jr. Awards
Solo Practitioner
Robert J. Stern
Maureen M. Farrell
Dafan Zhang

Small Firm
Langer, Grogan & Diver, P.C.
Kaufman, Coren & Ress, P.C.
Stoner Law Offices, LLC

Amicus Award
First American Title Insurance Company
Land Services of PA
The Legal Intelligencer
Jonathan Pyle

Traillblazing Partner Award
Van der Veen, O’Neill, Hartshorn & Levin
Greenberg Traurig, LLP
Berger Montague, P.C.

MVP of VIP Award
Marrirose Reoch
Phylicia A. McFaddin
Diane Zilka

Pro Bono Impact Award
Ann M. Funge
Akbar Hossain
Matthew L. Rosin

Medium/Large Firm
Schnader Harrison Segal & Lewis, LLP
Drinker Biddle & Reath, LLP
Stradley Ronon Stevens & Young, LLP

Corporation
Chubb
Hewlett-Packard Enterprise
Vanguard Goup, Inc.
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  Board Treasurer
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- **Harvey Hurdle***
- **Lauren McKenna***
- **Anita Santos***
- **Hon. A. Michael Snyder***
THANK YOU

Philadelphia VIP is deeply grateful to our 1,000-plus volunteers. You are fierce advocates for your clients; help transform lives and create opportunity for our fellow Philadelphians; and expand access to justice. We honor your pro bono service.

Andrew Albergo
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Alexander Barth
Amy Bashore
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Annelise Gress
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Andrea Lloyd
Adrienne Logan
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In the 39 years since, VIP has worked closely with our partners at the Bar Association to expand access to justice in Philadelphia.

VIP’s Staff Team and Board of Directors are proud to help advance the Bar Association’s mission of “promoting justice, professional excellence and respect for the rule of law” and, by doing so, “fostering understanding of, involvement in and access to the justice system.”

We salute the Bar Association on its significant accomplishments in 2019, including:

- Winning the American Bar Association’s Harrison Tweed Award – which recognizes extraordinary achievements of bar associations to help provide access to justice for individuals experiencing poverty – making it the first bar association in the country to be a five-time winner of this award!
- Its leadership role, including through its Civil Gideon and Access to Justice Task Force, in the passage of legislation by Philadelphia City Council creating a right to counsel for eligible low-income Philadelphia tenants who are facing eviction.
- Welcoming new Executive Director Harvey Hurdle.

We thank the Bar Association for its strong partnership and invaluable support, and look forward to ongoing collaboration in the years to come!