

### Delivered life transforming legal services to thousands

Provided legal assistance to **5262 Chicagoans** – an 8% increase over FY08 despite a recession year

Served fully **93%** of those who came to us for help.

Maintained **year-round** intake appointments in all program areas and at four locations across the city.

### Extended passionate advocacy to those who needed our help

#### Housing Law:

Prevented homelessness and forced relocation by representing **120** clients and families facing the loss of their dwelling. Protected \$360,000 in yearly housing subsidy benefits for CGLA clients.

#### Expungement/Sealing/Clemency:

Served **4531 individuals** at the Expungement Help Desk, 39% of whom qualified to have their record cleared on the day they were served by our attorneys. 81% of all Help Desk clients are seeking to clear their records in order to find employment

#### Volunteer Program:

Facilitated the work of 455 volunteers who provided **11,522 hours** of pro bono service. Increased the involvement of pro bono attorneys by 46%. Received in-kind pro bono services valued at \$664,918.

#### Client Support Services:

Increased the number of clients offered holistic care, providing 123 clients integrated legal and social work services, a **78% increase** over FY08. Established a new Client Emergency Fund to provide financial help to CGLA clients and others with critical food and shelter needs.

#### Policy Impact:

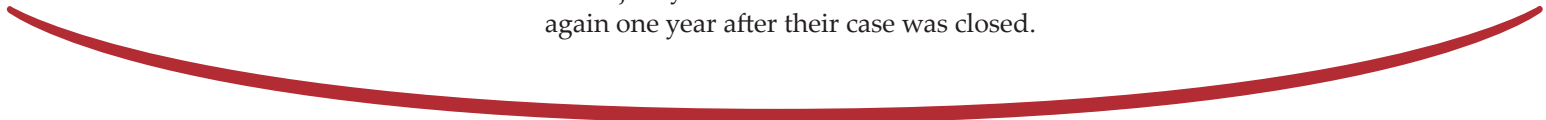
Advocated within Governor Quinn's administration to prioritize clearing the 2600 clemency backlog left behind by Blagojevich. Quinn publicly called this a "top priority" and began making decisions, with one CGLA client pardoned (to date). Participated in the rewrite of the expungement and sealing statute. Instrumental in compelling the State Police to begin complying with thousands of court orders to expunge or seal. Provided expert testimony at legislative hearings in Springfield.

#### Family Law:

Made families safer and more secure by representing **218** clients facing unstable circumstances at home. 68% of family law clients report increased family stability since their case was closed.

#### Criminal Defense:

Grew representation by 20% in FY09, representing **157 clients** against criminal charges, focusing our services on first-time offenders, juveniles, those suffering from mental illness and the unjustly accused. 85% of clients had not been arrested again one year after their case was closed.



CGLA's capacity to serve grew in FY09 through increased presence and community impact.

### accessibility

Purchased, designed, built and moved in to a new fully-accessible office. The \$2,000,000 project was completed on-time and under budget.

### education

Conducted community education and outreach in dozens of venues around Chicago.

### leadership

Hired Legal Director in response to significant agency growth, funded in full by The Lawyers Trust Fund.

### communication

Launched a redesigned website with the assistance of a \$40,000 service grant from the Taproot Foundation. In the first month, visitors to *volunteer page* increased 537% and *donate now page* increased 220%.

### awareness

Featured in 14 media stories, including an Op-Ed piece in the *Chicago Sun-Times*, *National Public Radio*, *Chicago Tribune*, *Inside Counsel*, *Chicago Daily Law Bulletin*, and *Chicago Lawyer*.

### outreach

Launched a second satellite intake site at Salem Baptist Church in Roseland utilized by 141 potential clients. Our location at St. Sabina Church in Auburn/Gresham was utilized by 186 potential clients.

### planning

Completed a five-year strategic planning process with five priorities to shape future growth.

## Weathered the severe economic recession of 2008-2009

Relied on relatively strong cash reserves at the beginning of FY08 to maintain pre-downturn client service and staffing levels. Through an intensive 30 day campaign, raised \$180,000 in new funding for FY10 to ensure existing levels of service in response to soaring client need.