

# D.C. Bar Pro Bono Center 2017-2018 Annual Report



A large, mature cherry blossom tree stands on a sandy beach, its branches heavily laden with light pink and white flowers. The tree's trunk is thick and gnarled, with roots spreading across the sand. In the background, across a body of water, the Washington Monument is visible against a clear blue sky. The scene is bathed in the warm, golden light of late afternoon or early morning.

Transforming lives  
for 40 years

# Table of Contents

Message from the Executive Director and Pro Bono Committee Chair	2
About the D.C. Bar Pro Bono Center	4
Serving the Community for 40 Years	5
Providing a Legal Safety Net	8
Client Profile: The Most Meaningful Victory So Far	10
Empowering D.C. Residents in Need	13
Tackling the Affordable Housing Crisis	16
Supporting the Broader Community	18
Client Profile: A Brighter Future	23
Mobilizing Pro Bono Volunteers	26
Financial Summary	28
D.C. Bar Pro Bono Center Leadership	29
D.C. Bar Pro Bono Center Staff	30
Participating Firms & Organizations	31
Pro Bono Center Donors	33

# To Our Partners in the Fight for Equal Access to Justice



Amy L. Bess and Rebecca K. Troth

# Message from the Executive Director and Pro Bono Committee Chair

As we celebrate the D.C. Bar Pro Bono Center's 40th anniversary, we want to thank all of you who have made this work possible. Your contributions of time and money over the last four decades have allowed us to serve hundreds of thousands of our neighbors who could not afford legal help. Our ability to provide legal representation has transformed the lives of families facing eviction, individuals with disabilities unable to work, parents at risk of losing their children, and others whose legal rights would have gone unprotected without a lawyer standing up for them.

This report demonstrates all that your support allowed us to accomplish over the last year. The Pro Bono Center continues to be the largest provider of pro bono legal assistance in the District of Columbia, touching more than 20,000 lives in fiscal year 2018. This legal assistance takes many forms, reflecting our ability to adapt to the needs of the community we serve. For individuals and families with legal problems, the Pro Bono Center offers Advice & Referral Clinics in disadvantaged neighborhoods, Resource Centers for pro se litigants in Superior Court, and full representation through our Bankruptcy Clinic and the Advocacy & Justice Clinic that we host twice a month. To augment our in-person services, we provide legal information online through LawHelp.org/DC, and on the phone via our Legal Information Help Line.

The Pro Bono Center also provides legal assistance through our Nonprofit and Small Business Legal Assistance Programs to the nonprofit organizations and small businesses upon which residents in low-income neighborhoods rely for vital services and economic sustenance. As the owner of one small business explained, the Pro Bono Center is always there to help small business owners understand and resolve a variety of legal issues, whether they involve employment and human resources, corporate structuring, or contract negotiation and resolution.

Through these and other programs, the Pro Bono Center, together with our dedicated law firm, federal government agency, and corporate partners and volunteers, transform lives. We work day in and day out to meet the needs of individuals, families, nonprofits, and small businesses in our community with no resources to pay for critical legal help. With your continued support, we will narrow the access to justice gap until the gap has been breached and the rights of the most vulnerable among us are secure.

With gratitude for your continuing support,



**Rebecca K. Troth**  
Executive Director  
D.C. Bar Pro Bono Center



**Amy L. Bess**  
Chair  
Pro Bono Committee

# About the D.C. Bar Pro Bono Center

## History and Mission

In 1976, recognizing the critical need in the District of Columbia for accessible legal services, the D.C. Bar established the Office of Public Interest Activities (OPIA) to help legal services agencies deliver assistance to the District's poorest residents. In 1978, the Bar went a step further and established a separate Lawyer Referral and Information Service (LRIS) to refer callers to legal services providers, pro bono attorneys, and attorneys participating in fee-generating referral service.

As the needs of low-income D.C. residents changed and expanded, so did the Bar's public service efforts. The LRIS and OPIA (renamed Office of Public Service Activities in 1979) combined and was later renamed the D.C. Bar Public Service Activities Corporation, then the D.C. Bar Pro Bono Program, and finally the D.C. Bar Pro Bono Center.

Today, the D.C. Bar Pro Bono Center, an independent nonprofit organization funded entirely by voluntary contributions, is the largest provider of pro bono legal help in the District. Our principal mission is to identify the gaps in the legal services delivery system and address them with programs and services delivered by pro bono attorneys. Each year, we serve approximately 20,000 individuals, nonprofit organizations, and small businesses through our award-winning legal clinics, resource centers, and other programs.

Together, one client at a time, we transform lives.

## Programs and Special Initiatives

The Pro Bono Center executes its mission through the following core programs and special initiatives:

- Advocacy & Justice Clinic
- Advice & Referral Clinic
- Bankruptcy Clinic
- Consumer Law Resource Center
- Family Law Task Force
- Housing Right to Counsel Project
- Immigration Legal Advice & Referral Clinic
- Landlord Tenant Resource Center
- LawHelp.org/DC and Probono.net/dc
- Legal Information Help Line
- Nonprofit Legal Assistance Program
- Outreach Initiative
- Pro Bono Partnership
- Pro Bono Training
- Probate Resource Center
- Small Business Legal Assistance Program

# Serving the Community for 40 Years



This year marks the 40th anniversary of the founding of the D.C. Bar Pro Bono Center.

Forty years ago, we began as lawyers and advocates determined to serve our District neighbors who could not afford a lawyer.

Over more than four decades, we've leveraged our small, expert staff and dedicated attorney volunteers to serve more than half a million D.C. residents.

Now more than ever, our work is critical to preserving the rights of low-income tenants, parents seeking to preserve their families, immigrants at risk of deportation, people in need of vital public benefits, and other vulnerable D.C. residents.

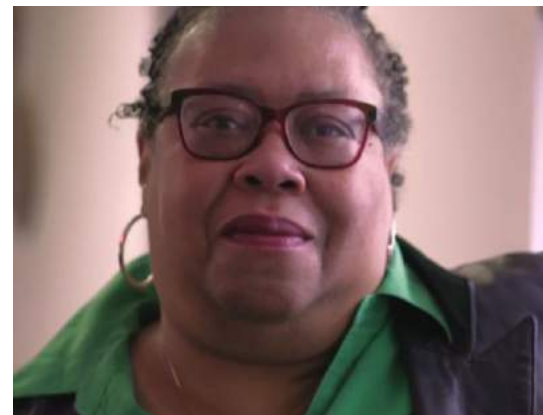
With your generous support, we will continue to transform the lives of District residents.



Pro Bono Center client DC Brau



Pro Bono Center client Zeke's Coffee of DC



Pro Bono Center client Hyacinth's Place







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# OUR WORK IN ACTION

Throughout its history, the D.C. Bar Pro Bono Center has aspired to transform the lives of District residents by providing pro bono legal information, advice, and representation.

At a time of unprecedented uncertainty for individuals living in poverty and other vulnerable people, our commitment to meeting the legal needs of low-income residents remains the same.

We will continue to provide a legal safety net, empower D.C. residents in need, tackle the affordable housing crisis, support our broader community, and mobilize pro bono volunteers to maximize our impact and address critical legal needs.

# Providing a Legal Safety Net



Advocacy & Justice Clinic Managing Attorney Vanessa Batters-Thompson provides orientation to attorney volunteers

Thousands of people across the District of Columbia regularly face the threat of losing their homes, custody of their children, or access to life-sustaining public benefits without a lawyer.

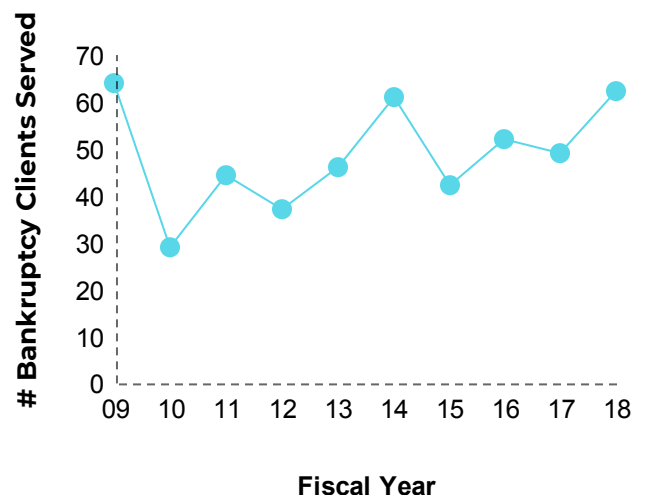
Through our Advocacy & Justice Clinic, Bankruptcy Clinic, Advice & Referral Clinic, and Immigration Legal Advice & Referral Clinic, the Pro Bono Center helps individuals and families in critical need of legal advice and representation. These clinics serve as safety nets for the entire legal services community.

## Advocacy & Justice Clinic

For 25 years, we have recruited, trained, and supported pro bono lawyers to handle cases in family, housing, public benefits, consumer, health care access, and personal injury defense matters through our Advocacy & Justice Clinic. We provide training and assign an expert mentor for each case, ensuring that attorney volunteers are fully prepared to provide their clients the highest quality assistance. In FY18, with support from 22 law firms and many federal government agencies, the Pro Bono Center's flagship clinic provided full representation to **311 clients**.

## Bankruptcy Clinic

Since 1995, our Bankruptcy Clinic has helped individuals pursuing bankruptcy petitions overcome crushing debt and emerge with a clean financial slate. The Pro Bono Center matches individuals seeking to file Chapter 7 bankruptcy with pro bono attorneys for full representation. We train the volunteer attorneys and pair each one with an expert mentor. In FY18, our Bankruptcy Clinic placed **62 clients** with a pro bono lawyer for full representation. To support our volunteer clinic attorneys, the Pro Bono Center presented two new webinars on "Bankruptcy FAQs" and "Bankruptcy and Ethics."



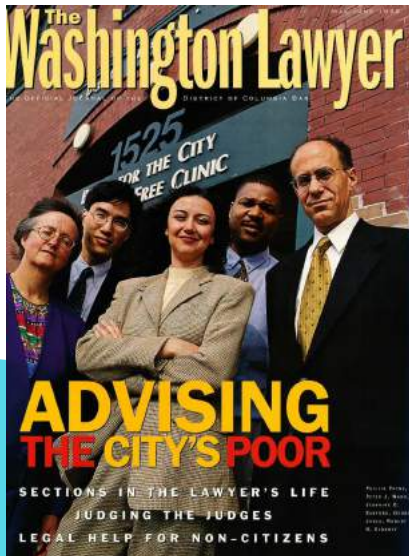
## Advice & Referral Clinic

Recognizing that individuals often require only brief services to solve their legal problems, the Pro Bono Center operates the Advice & Referral Clinic in the Shaw and Anacostia neighborhoods on the second Saturday of each month. The Advice & Referral Clinic is often the first point of entry into the legal services delivery system in D.C., serving individuals with any civil legal matter governed by D.C. or federal law. Volunteer attorneys meet with individuals one-on-one to answer their legal questions and help them access other legal resources on a variety of matters, including bankruptcy/debt collection, consumer, employment, family, health, housing, personal injury, probate, public benefits, and tax issues. In FY18, our Advice & Referral Clinic served **1,428 clients**.

Eligible individuals who require more than brief services are referred to the Pro Bono Center's full representation clinics or another legal services provider able to help them.

## Immigration Legal Advice & Referral Clinic

At a time of increased uncertainty for immigrants in the United States, the Pro Bono Center is committed to protecting immigrants' rights. Our quarterly Immigration Legal Advice & Referral Clinic at Carlos Rosario International Public Charter School in Columbia Heights is dedicated to making comprehensive immigration consultations accessible to D.C., Virginia, and Maryland residents, regardless of their status. Individuals attending the clinic meet with an attorney to discuss civil legal issues governed by U.S. immigration law. Bilingual volunteer attorneys and interpreters help clients who speak a wide variety of languages, including Amharic, French, Mandarin Chinese, and Spanish. For eligible clients who require more than brief services, volunteers make referrals to other legal services providers. In FY18, the Immigration Legal Advice & Referral Clinic served **155 clients**, the second highest number of clients served in its history.



**1993**  
Law Firm Pro Bono Clinic (renamed the Advocacy & Justice Clinic in 2008) launched

**1997**  
Advice & Referral Clinic begins at Bread for the City in Shaw

**2004**  
Spanish Language Legal Advice & Referral Clinic (renamed the Immigration Legal Advice & Referral Clinic in 2011) launched

**1994**  
Bankruptcy Clinic launched



# The Most Meaningful



Serge Agbre, Nina Armah, Rodney J. Miles, and Bernie Archbold

# Victory So Far

**F**or six months starting in September 2017, Rodney J. Miles and his family – his wife and young son – despaired about the state of their recently-rented one-bedroom apartment in Southeast D.C. Although Rodney paid over \$1,000 in rent each month, his apartment was plagued by numerous housing code violations. A roach infestation, mice infestation, holes in the floorboards, and lack of heat or hot water for three months were just some of the many violations Rodney and his family faced on a daily basis. “I knew that I had rights, and I knew that the apartment was not supposed to look like that,” says Rodney.

He tried notifying his landlord about these housing code violations in person, and his landlord initially agreed to address at least the rat infestation. But the landlord’s solution – to stuff the holes in some of the floorboards and enclosed porch – did not actually fix the problem. Conditions in the apartment continued to worsen, and Washington Gas, a public utility company, flagged the apartment over its lack of heat or hot water. Rodney knew that his home was uninhabitable, and since his landlord did not make a serious effort to repair the unit’s housing code violations, he felt that the only thing he could do was withhold rent in the hope that that would result in repairs. Instead, his landlord filed a suit to evict Rodney and his family for non-payment of rent.

This new legal issue only exacerbated Rodney’s vulnerable situation: his apartment was uninhabitable, his landlord claimed he owed thousands of dollars in back rent, and Rodney and his family also didn’t have anywhere to go if evicted from their home before they had enough time to search for alternate living arrangements. “Sometimes, something beats nothing,” Rodney explains about the disastrous consequences he and his family would have faced if evicted. He decided to fight the eviction order in Landlord Tenant Court.

In February 2018, Rodney attended his first hearing in the Landlord and Tenant Branch of D.C. Superior Court alone. “I had never been in court before,” he says. “I was asked during my initial hearing if I wanted to do a resolution, but I knew that wasn’t the way to go. I didn’t want to agree to a resolution without speaking to a lawyer first because I didn’t think that I should owe my landlord that much money based on the condition my apartment was in.” To make matters worse, Rodney was unemployed

at the time and had no way of paying the back rent his landlord claimed he owed without some form of abatement. He briefly held hope when a local nonprofit agreed to help him make payments on the back rent, but that hope was short-lived: When representatives from the charity saw the state of the apartment, they explained that they could only help make payments on habitable units. Rodney would have to seek a remedy to his eviction order in court.

Over 34,000 eviction cases are filed annually in Landlord Tenant Court in the District. And like 90-95% of tenants that appear in Landlord and Tenant Court, Rodney was unrepresented by an attorney during his initial hearing. But that first experience made it clear to him that he needed to find legal help before his next hearing in March 2018. “I knew it was important to speak with a lawyer first,” Rodney says. “Someone at the courthouse explained to me that I needed to file paperwork, and she recommended that I attend the D.C. Bar Pro Bono Center’s Landlord Tenant Resource Center for help with my case.” Attorney volunteers at the Pro Bono Center’s Landlord Tenant Resource Center helped Rodney prepare pleadings for his case and determined that his case could be referred to the Pro Bono Center’s Advocacy & Justice Clinic for full representation. After Pro Bono Center staff conducted intake and evaluated the case, Advocacy & Justice Clinic Managing Attorney Vanessa Batters-Thompson placed Rodney’s case with attorney volunteers from Morgan, Lewis & Bockius LLP.



"We first got involved with the Pro Bono Center's Advocacy & Justice Clinic during a clinic training held at our office," says Bernie Archbold, an associate in Morgan Lewis' antitrust practice. Bernie, along with Serge Agbre, an associate in the firm's energy practice, and Paul M. Bessette, a partner also in the firm's energy practice, took on Rodney's case for full representation. Nina Armah, an intellectual property paralegal at Morgan Lewis, also joined their team and provided substantial support to the attorneys.

"We received the case pretty shortly before an answer was required," explains Bernie, "and based on the lack of specificity in the landlord's complaint, we wanted to make sure that Mr. Miles and his family could stay in their unit until they could find new accommodations and also that they didn't come out of this arrangement owing their landlord more than \$5,000 for an apartment that was uninhabitable." The attorney volunteers met with Rodney to go over his case and kept in constant contact with their client via phone, text, and emails.

Rodney provided them with photos of the housing code violations in his apartment, but the attorney volunteers felt it was important to also conduct a unit visit. "It was really eye-opening and disheartening to see that [Mr. Miles'] landlord would maintain these conditions and expect someone to submit rent for them when [the landlord] is obviously very lax in his upkeep of the unit," says Nina. "It absolutely surprised me to see the housing code violations," agrees Bernie. "The apartment was – and to the best of our knowledge still is – in a pretty horrendous state. Nobody should be living in it."

The unit visit further fueled the team's determination to ensure a favorable outcome for Rodney and his family. "Throughout the process, we tried to exert pressure on the landlord and take advantage of the legal openings available to us to get an initial settlement agreement, which we were ultimately able to do," says Bernie. After a mediation session, the attorney volunteers secured a very favorable settlement that allowed Mr. Miles and his family to stay in their unit for three months, giving the family enough time to find appropriate housing. All outstanding debt owed prior to April 11, 2018 -- \$5,460 – was forgiven; the landlord was given a deadline to complete all repairs to the unit; and Rodney's only commitment was to make the three remaining Protective Order payments of \$500 between May and July, at which time the Protective Order fund would be evenly split between him and his landlord. Importantly, the attorney volunteers' efforts made it possible for Rodney and his family to move to their current safe and clean home.

What makes this great outcome even more incredible? This was the first pro bono case that Bernie, Serge, and Nina had worked on. "This [was] my first pro bono

experience, and it was a really great one," says Bernie. "Pro bono service is a pretty strong part of [Morgan Lewis'] culture. There is a deeply-rooted commitment to contributing to the community we're a part of, so it's just one of the things that I knew I needed to do shortly after joining the firm." Landlord Tenant Court was also a new experience for the group. "This was my first experience going to a hearing at Landlord Tenant Court, and our experience was very positive," says Serge. "The judges we saw were very receptive to the plight of tenants and even helped us with the mediation session that ultimately got us to the settlement agreement that we entered into."

The support they received from the Pro Bono Center's Advocacy & Justice Clinic also proved critical to their success. "Our Advocacy & Justice Clinic mentor, Shaina Hagen (a housing staff attorney at Neighborhood Legal Services Program), was fantastic," says Serge. "She provided us with samples and other things that really cut down our research time and made it a lot easier to support Mr. Miles. There were many issues that Bernie and I came across [during this case] that we hadn't had prior experience with, so just having another person there to advise us and point us in the right direction was crucial. We got this case less than a week before an answer was required, so with the guidance that Shaina provided, we were able to go through and pick out half a dozen or so violations to the housing code and really put in a strong first filing for Mr. Miles. I don't think that we would have been nearly as successful without her advice."

Bernie agrees that the Advocacy & Justice Clinic's resources made a real difference in their first pro bono case and underlined the difficulty that unrepresented tenants face. "It's been a really great opportunity to make a meaningful impact in Mr. Miles' life," he says. "For Mr. Miles to go through and do what would have been required to put together an effective defense on his own would have been a huge task. With the help of our Advocacy & Justice Clinic mentor, we were able to quickly find the information we needed to compel the landlord to abide by his legal obligations and get a settlement that saved Mr. Miles thousands of dollars. In my practice, there are not a bunch of really big wins that you feel you contributed to on a daily basis, but the time that we spent on behalf of Mr. Miles, for me, has been the highlight of my first year as an attorney. It has been the most meaningful victory so far."

Rodney was just as happy with the attorney volunteers' first foray into pro bono service. "I was more than happy with the help that my attorneys provided," he shares. "It worked out better than I ever could have hoped. When other tenants at the courthouse saw me walk in with my group of attorneys, they asked me 'How did you get [multiple] lawyers?' We definitely made an impression! And they did an excellent job for me. I am also happy with where I am living now. Everything worked out."

# Empowering D.C. Residents in Need

The Pro Bono Center's services have evolved as the community's needs have changed and as we have adapted to meet those changes.

We have learned that we can meet the legal needs of many people without providing a lawyer for full representation, given the right tools. Our court-based resource centers, telephone help line, and online services equip many with the means to deal successfully with their legal problems. Those who find they still need a lawyer have a better sense of their legal issue, which helps us determine the services they need.

## Resource Centers

Since 2004, the D.C. Bar Pro Bono Center has worked closely with the District of Columbia Superior Court to give individuals the opportunity to meet with a volunteer attorney just steps away from the courtrooms where their cases will be heard. Year after year, our resource centers help guide more than five thousand individuals through the legal process.

### Landlord Tenant Resource Center

The dire need for pro bono legal services in the District is vividly apparent in D.C.'s Landlord and Tenant Branch, where 95% of landlords are represented by counsel, while more than 90% of tenants routinely appear pro se. The Pro Bono Center's Landlord Tenant Resource Center, our largest in-court program, addresses this imbalance by empowering pro se litigants with legal information and assistance before they must appear in court. The resource center is staffed each weekday by pro bono lawyers from 17 participating law firms and supervised by a Pro Bono Center attorney. Volunteers help unrepresented tenants and landlords understand court proceedings, prepare pro se pleadings, obtain continuances, and offer information on how to present their cases in court. Volunteers also provide information on social services and financial resources, including emergency rental assistance. Individuals with more complex matters may be referred to our Advocacy & Justice Clinic for full representation. In FY18, we served **4,221 customers** at our Landlord Tenant Resource Center.



Rebecca J. Michael, Arnold & Porter

"The volunteer work at the Landlord Tenant Resource Center helps transform the lives of its customers."

- Rebecca J. Michael

## Consumer Law Resource Center

Every Wednesday morning, volunteer attorneys from three law firms equip D.C. residents with critical information about their legal rights and obligations in consumer law matters at our Consumer Law Resource Center, which is also based at D.C. Superior Court. This resource center provides legal information to individuals with consumer-related issues including debt collection, predatory lending matters, and violations of the Consumer Protection Procedures Act. Volunteers and staff refer individuals who need full representation to the Pro Bono Center's Advocacy & Justice Clinic or another legal services provider. In FY18, the Consumer Law Resource Center served **447 customers**.

"I've seen many Consumer Law Resource Center volunteers become pro bono converts, having thoroughly enjoyed their volunteer experience."

- Ted Howard

GOING  
THE DISTANCE  
*to Narrow the Justice Gap*



Ted Howard, Wiley Rein

## Probate Resource Center

Probate is one of the more difficult areas of the law for people to understand, especially while grieving for a lost loved one. Our Probate Resource Center provides needed information and help to unrepresented parties on estate administration issues. Every Tuesday afternoon, volunteer attorneys and a Pro Bono Center lawyer help customers understand the probate process, prepare legal documents, explain how property should be distributed to beneficiaries, and assist with the transfer of property to beneficiaries. In FY18, the Probate Resource Center served **656 customers**.

**2004**  
Landlord Tenant  
Resource Center  
opens

**2006**  
Probate Resource  
Center opens

**2008**  
Consumer Law  
Resource Center  
opens



## LawHelp.org/DC

Because the first stop for many people with a legal problem is the internet, since 2005 the Pro Bono Center has operated LawHelp.org/DC, providing plain language resources, articles, automated pro se pleadings, and referral information to benefit the public. Visitors can find materials on legal topics such as consumer, employment, family, housing, immigration, military and veterans benefits, probate and estate planning, public benefits and taxation. A Spanish-language companion site includes many of the same self-help materials, and some resources are also translated into Amharic, French, Korean, and Mandarin Chinese.

On LawHelp.org/DC/CED, nonprofits and small businesses can find information about the basics of tax compliance, employment law, intellectual property, and other legal topics. There are webinars available on demand, as well as a calendar of upcoming clinics and trainings.

In FY18, more than 120 resources were posted, translated, edited, reformatted, or linked on the website. Pro Bono Center staff reorganized and redesigned the resources for nonprofits and small businesses to auto-populate related information to help visitors more easily navigate the site and find the help they need. Additionally, traffic to the website increased by almost 30%, from 62,507 to **80,970 page views per month**.

The Pro Bono Center operates LawHelp.org/DC, a web resource that provides the public critical legal information on a variety of topics.



## Legal Information Help Line

The Pro Bono Center operates a telephone Legal Information Help Line where callers seeking legal help can access information on consumer, employment, domestic violence, family, housing, and public benefits law. The Help Line also provides information about the courts, working with attorneys, and how to obtain free legal assistance. Help Line information is currently recorded in English, Spanish, French, and Amharic. Callers can also leave a message and the Pro Bono Center will return the call. In FY18, the Pro Bono Center assisted **12,918 callers**.

**1993**  
Legal Information  
Help Line launched

**2005**  
LawHelp.org/DC  
launched

# Tackling the Affordable Housing Crisis



One of the most urgent challenges facing low-income District residents is the lack of safe, decent, and affordable housing.

## Housing Right to Counsel Project

Recognizing the need for affordable housing, in 2013, the Pro Bono Center and the D.C. Access to Justice Commission convened a coalition to form the D.C. Right to Housing Initiative, which aims to alleviate the affordable housing crisis. In 2015, the Pro Bono Center, Bread for the City, the Legal Aid Society of the District of Columbia, and Legal Counsel for the Elderly formed the D.C. Housing Right to Counsel Project, a critical component of the Initiative. The Project's mission is to dramatically increase legal representation for subsidized housing tenants who, if evicted, are most likely to become homeless. We recruit, train, and mentor pro bono lawyers to represent tenants in their eviction cases.

Our efforts are paying off. Right to Counsel Project analysis has demonstrated that represented tenants are significantly more likely to resolve their cases with a settlement agreement or dismissal and avoid the entry of judgment, and they are less likely to be evicted.

Housing Right to Counsel Project partners include fourteen law firms that agree to represent subsidized tenants. This past year, the federal government joined the Project.

In connection with the Project, the Center co-organized the second annual Right to Counsel Celebration Breakfast recognizing our law firm partners. Our Housing Initiative Attorney also attended the first national Housing Right to Counsel Convening where lawyers from various jurisdictions gathered to discuss strategies to secure a right to counsel in housing cases. Finally, the Pro Bono Center helped draft and posted relevant legal resources related to the Project on [probono.net/dc](http://probono.net/dc), the website for pro bono lawyers that the Center hosts and manages. In FY18, the Pro Bono Center mentored **27 eviction cases for full representation** with pro bono attorneys through the Project.

## New Attorney of the Day and Housing Legal Assistant for Eviction Defense

With new and generous support from the Council of the District of Columbia and the D.C. Bar Foundation this past year, the Pro Bono Center created additional staff positions to expand our housing law work, including a paralegal dedicated to serving customers at the Landlord Tenant Resource Center and an attorney to provide same-day representation to in-court tenants facing eviction. In addition to the information and resources we provide daily to pro se litigants at the Landlord Tenant Resource Center, income-eligible tenants will benefit from having counsel immediately able to advocate for them in court, represent them in negotiations with landlords, and provide legal advice on how best to address their legal situations. Most tenants will be referred for full representation, but our new Attorney of the Day also will allow the Pro Bono Center to represent clients who are waiting for placement through our Advocacy & Justice Clinic.

## Understanding Your Rights Seminars for Landlords

To help ensure that landlords understand their rights and comply with the law, especially when proceeding with eviction, we partner with the D.C. Department of Consumer and Regulatory Affairs' (DCRA) Small Business Resource Center to offer bi-monthly informational sessions to small landlords renting residential property in the District. These sessions provide a general overview of D.C. landlord tenant law with a focus on the eviction process and DCRA's requirements for licensing and registration. In FY18, **70 landlords attended 8 seminars** led by our Housing Managing Attorney.



"On any given day, the courtroom is packed with tenants who are being sued by their landlords and at risk of eviction."

- Zachary Best,  
Hogan Lovells US LLP  
Housing Right to Counsel Project  
attorney volunteer

**2013**  
D.C. Right to Housing  
Initiative launched

**2015**  
Housing Right to  
Counsel Pilot Project  
begins

**2017**  
Understanding Your  
Rights Seminars for  
Landlords begin

# Supporting the Broader Community



Volunteers for Casey Trees, a Pro Bono Center nonprofit client, plant trees at St. Paul's Rock Creek Cemetery

Photo courtesy of Casey Trees

Our work is not limited to helping individuals with legal concerns – we also support the greater District of Columbia community by serving community-based nonprofits and small businesses.

The Pro Bono Center's Nonprofit & Small Business Legal Assistance Programs provide legal information, representation, and training to nonprofits and small businesses that provide critical services to low-income residents and strengthen the economic life of District neighborhoods. Additionally, we participate in many community-wide efforts to increase access to justice for individuals living in poverty.

## Nonprofit Legal Assistance Program

The Pro Bono Center's Nonprofit Legal Assistance Program (NLAP) matches community-based nonprofits with pro bono legal counsel, allowing organizations to devote more of their scarce financial resources to carrying out their missions. Pro bono legal services enable nonprofits to strengthen, grow, and sustain their programs. Volunteers help organizations obtain tax-exempt status and counsel on matters such as employment law, real estate, corporate governance, contract review, and intellectual property. In FY18, we matched a **record-breaking 72 nonprofits** with pro bono counsel.

In addition to matching nonprofits with counsel, our nonprofit legal clinics help executives and managers gain a basic understanding of complex legal topics and how they apply to their organizations. Nonprofits provide their existing contracts or policies in advance

and review the documents in one-on-one meetings with volunteer attorneys. In FY18, we served **84 nonprofits** through our nonprofit legal clinics covering bylaws, intellectual property, insurance, and governance policies, as well as a special clinic on governance for nonprofits engaged in affordable housing and homeless services.

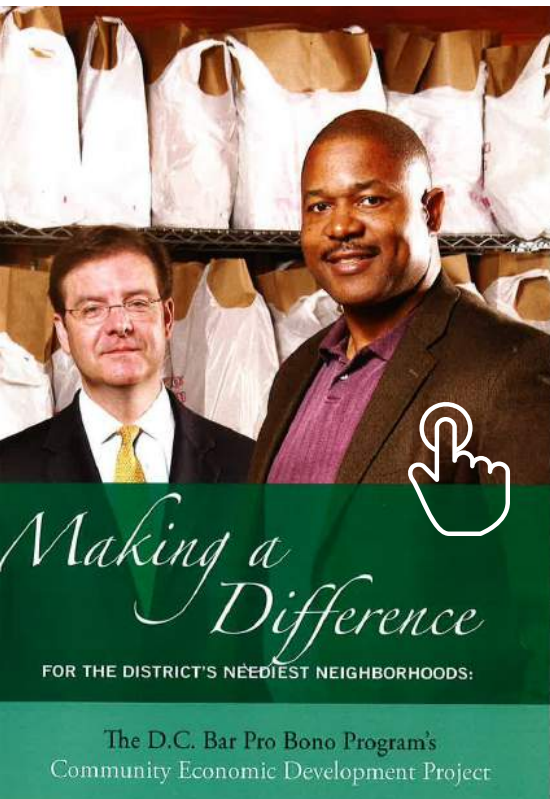
The NLAP also offers in-person and webinar trainings for nonprofit managers and staff on topics essential to the successful operation of their nonprofits. Experts explain the legal requirements and best practices of governance, employment law, risk management, and other topics in a classroom setting. In FY18, we trained **1,330 nonprofit managers and staff**.

To educate an even wider audience of nonprofits on common legal issues, the Pro Bono Center expanded our popular series of nonprofit podcasts. Podcasts developed and produced in FY18 include:

- The Future is Now: Strategic Planning for Your Nonprofit
- Safe Spaces: A Podcast about Maintaining a Safe Work Place
- Mirror, Mirror on the Wall: A Conversation about Performance Evaluations



Attorney volunteers meet with nonprofit directors at the Pro Bono Center's Nonprofit Governance Policies Legal Clinic.



Former DLA Piper LLP partner David Krohn and George A. Jones, chief executive officer of Bread for the City.

**2011**  
Nonprofit webinars launched

**2017**  
Nonprofit podcasts begin

**1998**  
Community Economic Development Project (renamed Nonprofit & Small Business Legal Assistance Programs in 2015) launched

**2006**  
First nonprofit trainings offered

**2013**  
LawHelp.org/DC/CED launched



Mess Hall founder Al Goldberg and Darryl Maxwell, Assistant Director, Nonprofit & Small Business Legal Assistance Programs

## Small Business Legal Assistance Program

Small business owners often have limited financial resources to devote to legal issues. To address this need, since 2005, the Pro Bono Center's Small Business Legal Assistance Program (SBLAP) has offered the Small Business Brief Advice Legal Clinic. Held each month in a different D.C. neighborhood, the clinic provides business owners the opportunity to meet one-on-one with an attorney to discuss their legal concerns. In addition, a staff member holds monthly office hours at the D. C. Department of Consumer and Regulatory Affairs where small business owners can meet with a Pro Bono Center attorney for legal help and information. In FY18, we served **427 small business owners**.

"Entrepreneurs struggle with the nuances of the law and regulations. We try to make the issue less dense for them."

- Darryl Maxwell,  
Assistant Director, Nonprofit & Small  
Business Legal Assistance Programs



## PRO BONO CENTER + MESS HALL = A THRIVING FOOD COMMUNITY

By William Roberts

When Al Goldberg approached the D.C. Bar Pro Bono Center for some legal advice, his now thriving community kitchen Mess Hall in the Edgewood neighborhood of Northeast Washington was just a nascent idea.

After 14 years in corporate catering, Goldberg and a couple of partners had intended to open their own catering business. They had a Small Business Administration loan in hand. But for two years, every effort to lease kitchen space fell through. Goldberg's partners gave up and he was forced to rethink the concept.

"I was getting calls all the time from these food truck operators saying, 'We need a kitchen to produce our food. Can you share your catering kitchen?' I thought, Well, gosh, why not? It was a no-brainer for the kitchen space."

The Pro Bono Center offers in-person and webinar trainings on topics essential to the successful operation of small businesses. Our annual employment law training includes information on hiring and firing employees, employment discrimination, employee benefits, and other topics to help companies comply with the law. In FY18, the Pro Bono Center trained **650 small business owners and staff**.



## DO PRO BONO WORK: *Sound Advice That Still Resonates*

By Shavon Smith

Throughout one's legal career you will get advice aplenty: Take this bar, work in Big Law, don't work in Big Law, go into this practice area, don't practice in this city. The list goes on. But there is one piece of advice I have heard in every stage of my career from lawyers of all stripes: do pro bono work. Even as I transitioned from being a Big Law associate to a solo practitioner, the encouragement to do pro bono work has remained the best advice of my career. Participating in the D.C. Bar Pro Bono Center's many clinics has allowed me to learn new practice areas, meet new people, and serve members of the community where I live and work.

Like many other lawyers, I worked as a summer associate at a law firm while in law school. The experience was informative; I do not think I heard anyone utter the words "pro bono" the entire summer, and I definitely did not see partners at that firm encourage it. I didn't yet know much about the practice of law at the time, but I did realize that working in an environment where lawyers did not attempt to give back to their community would not be ideal for me. Luckily, my next two early career experiences proved that legal practice and pro bono service can go hand in hand.

After law school, I clerked at the D.C. Court of Appeals and the D.C. Superior Court. My new boss and mentor, now-Chief Judge Anna Blackburne-Rigsby, had a very different view of pro bono work. She often advised me that I would find true fulfillment from my legal career if I coupled my routine work with pro bono work, a commitment to service, and community involvement. Her words

owners reach their goals. Currently, I work as a solo practitioner serving as counsel to small business owners. Working as a solo practitioner, it is more challenging to find time to do pro bono. Without the structure and administration of a big law firm, it can become easy to forego engaging in pro bono service. But despite these challenges, the good advice that I received at the start of my career to do pro bono work still applies today.

The business owners that I counsel decided to create something new for many of the same reasons that I did, including a desire to help others. Naturally, then, pro bono service has remained an integral part of my life. In fact, doing pro bono work has proven to be even more important to my career as a solo practitioner. When I started my practice, working with small business owners was new to me. But my experience regularly volunteering with the Pro Bono Center's Small Business Brief Advice Legal Clinic has allowed me to learn about this unfamiliar area of the law and have a greater understanding of my clients and their most pressing issues. At the clinic, I have had the opportunity to counsel everything from new start-ups to family-owned businesses whose budgets aren't quite big enough for legal services, and the kinds of questions I field can range from the best choice of entity to intellectual property concerns, to potential problems with business partners or investors. I especially enjoy this clinic because in addition to providing legal service, I get to speak with business owners about their strategy, growth, and passion for their work—all the things that inspired me to work with small business owners in my own practice.

Pro bono work also allows me to learn new areas of the law and have exposure to events and people I may not otherwise encounter, which is important because it is very easy to become isolated as a solo. Although I do not have a background in bankruptcy law, I was able to attend an intensive, two-day training on bankruptcy offered by the Pro Bono Center, and then volunteer with the Center's Bankruptcy Clinic. Through that clinic, I have now mentored two

"I enjoy volunteering with the Pro Bono Center's Small Business Brief Advice Legal Clinic because in addition to providing legal service, I get to speak with business owners about their strategy, growth, and passion for their work – all the things that inspired me to work with small business owners in my own practice."

- Shavon J. Smith,  
SJS Law Firm, PLLC

**1999**  
CED Project  
holds first small  
business clinic

**2004**  
Small Business Legal  
Assistance Program  
begins (as part of CED  
Project)

## Outreach Initiative

As part of our 5-year strategic plan, the Pro Bono Center launched an outreach initiative to increase public awareness of the services and resources that we offer. Over the past year, we presented on our services to community organizations that included the Central American Resource Center (CARECEN), Edgewood Brookland Collaborative, and the Ward 7 Family Services, Legal Services and Policies Stakeholder Group. Additionally, we partnered with the D.C. Department of Employment Service's Aspire to Entrepreneurship program, which supports D.C. residents who are on probation, parole, or reentering the community after a period of incarceration. We provided information on small business resources and trainings and awarded two scholarships for Aspire program participants to enroll in our eight-part course, "How the Law Impacts Your Small Business: A Business Law Trainings Series for Small Business Owners."

To address the Task Force's goal of improving custody home studies, Pro Bono Center staff convened a working group to develop guidelines for a new Office of Custody Assessments with the D.C. Family Court. As a result of this effort, in FY18, the Court hired two social workers and an investigator to staff the office. Home studies and brief focused assessments can now be completed throughout the District and in parts of Maryland and Virginia free of charge to litigants.

The Pro Bono Center continued to offer extensive support and training for volunteer attorneys within Family Court. We hosted two trainings in support of the Family Court's volunteer-based programs, the Family Court Volunteer Attorney Negotiator Program and the Family Court Self-Help Center. A Pro Bono Center staff member additionally presented a webinar on ethical issues for pro bono attorneys handling family law matters with unrepresented opposing parties.

## Family Law Task Force

In 2009, the D.C. Bar Board of Governors created the Family Law Task Force to develop recommendations to expand access to justice and improve the administration of justice in the Domestic Relations and Paternity and Child Support Branches of Family Court. Center staff participated on the Task Force and have continued to play a leading role since its recommendations were issued in 2013.

To support the Family Law Task Force's goal of improving resources for parties appearing pro se in Family Court, we undertook an initiative with the D.C. Superior Court and Pro Bono Net to develop online interactive pleadings on the Court's website.



Family Court Self-Help Center training hosted by the Pro Bono Center.

**2009**

Family Law Task Force launched



### Self-Help Center Opens at D.C. Superior Court

By Valerie Despres

Maneuvering through the Family Court at DC Superior Court can be a daunting task - especially for those individuals without an attorney. Because approximately 70% of litigants in family law matters go forward without legal counsel, the DC Bar Pro Bono Program, the DC Bar Family Law Section, the Women's Bar Association and Foundation, and the firm of Steptoe & Johnson LLP collaborated with the DC Family Court to create the Family Court Self-Help Center Pilot Project.

Staffed entirely by volunteers and designed to serve as a central source of information, the Center



Family Court Self-Help Center Pilot Project

implemented through a two phase Pilot Project. Phase I commenced November 2002 with volunteers and services available two half-days per week by referral only. Phase II began in April 2003 when the Family Court provided a suite of offices, which allowed the Center to double hours of operation to four half-days per week on a walk-in basis. To date, the Center has served over 1,000 customers, most of whom are working poor who do not qualify for free legal aid. Phase III of the Self-Help Center Pilot Project is expected to begin in spring 2004, with plans to hire a director and a staff attorney. Until

**2015**

Outreach Initiative begins as part of the Pro Bono Center's strategic assessment process



# A Brighter Future



Homer Sellers, Jesse Witherspoon, Natasha Freeman, Michael Smith, Antoinette Parker, Benjamin Wells



## with Mike Smith

President and CEO, Smith & Sons, LLC

Mike Smith is the President and CEO of Smith & Sons, LLC, an infrastructure construction business that specializes in site utility, security solutions, and facilities maintenance in the District. A long-time participant in the D.C. Bar Pro Bono Center's Small Business Legal Assistance Program clinics and trainings, Smith explains why pro bono legal help is essential to small business owners like him.



**Pro Bono Center:** Tell us about your small business, Smith & Sons, LLC.



**Mike Smith:** Smith & Sons, LLC began in 1984 as Smith & Sons, created by my father, Pastor Raymond A. Smith, and my brother Craig and me. Pastor Ray, as my father was affectionately known, wanted to answer the call that the late Mayor Marion Barry made to the citizens of Washington, D.C. to remove the boards from the windows and doors of vacant houses and create homes for those that needed them. Smith & Sons purchased U.S. Department of Housing and Urban Development-foreclosed properties, renovated them, and leased apartments to low- and moderate-income residents in Wards 7 and 8.



**Pro Bono Center:** Why did your father decide to make Smith & Sons a family-owned business?



**Mike Smith:** My great grandfather, Henry Smith, escaped from slavery at the age of twelve and later sold ice from a horse-drawn wagon in the streets of D.C. My Aunt Lillian C. Smith bought and leased real estate on Capitol Hill at the tender age of twenty years and is now believed to have been the first female African American millionaire on Capitol Hill – perhaps even in D.C. Coming from a family with thirteen hardworking and entrepreneurial siblings, it was not a stretch for my father to want to continue this spirit through his immediate family.



**Pro Bono Center:** How did you first hear about the D.C. Bar Pro Bono Center?



**Mike Smith:** As a Certified Business Enterprise (CBE), our company is apprised of all the resources in the District that can help support small businesses. It was through the certifying agency for CBEs, the Department of Small and Local Business Development, that I became aware of the D.C. Bar Pro Bono Center's extensive resources for small businesses like mine.



Smith & Sons, LLC employees start their monthly staff meeting at the Anacostia Neighborhood Library with a brief prayer.



**Pro Bono Center:** How has the Pro Bono Center's Small Business Legal Assistance Program (SBLAP) helped you?



**Mike Smith:** Over the years, our company has found the Pro Bono Center's legal resources extremely helpful. As a small business owner, I am always in need of critical legal advice, which is often expensive. Because of this, I look forward to notices of upcoming workshops and small business clinics from Darryl Maxwell (Assistant Director for the Pro Bono Center's Nonprofit & Small Business Legal Assistance Programs).

I have attended many of the SBLAP's Small Business Brief Advice Legal Clinics, where entrepreneurs typically meet with attorney volunteers to get clarity and advice about a legal issue impacting their small business. Not only do small business owners like me gain a better understanding of the issue at hand but, quite often, our issues can be resolved at the clinic with the help of expert transactional law attorneys. Even if additional help is needed, the clinic gives entrepreneurs a more defined sense of the correct legal assistance required outside the clinic, which saves us a lot of money. The Small Business Brief Advice Legal Clinics have helped me better understand and resolve legal issues related to human resources, corporate structuring, and contract resolution.

I also attended the SBLAP's 8-Part Business Law Training Series for Small Business Owners a number of years ago. It was pretty intense and not for the faint of heart! Business is replete with landmines, and this comprehensive training, I believe, was designed to bring awareness to small business owners of all the things that could go wrong if a company is not judicious about its activities and structure.

Smith & Sons, LLC employees discuss expansion plans at a staff meeting.

"There is no chance at a bright future for any business if it does not have good legal advice at hand. The Pro Bono Center's [Small Business Legal Assistance Program] provides that."



**Pro Bono Center:** Would you recommend the Small Business Legal Assistance Program to other small business owners?



**Mike Smith:** Yes, yes, and yes! There is no chance at a bright future for any business if it does not have good legal advice at hand. The Pro Bono Center's SBLAP provides that.

It is said that you can't appreciate what you have at home until you go to other cities. I am very proud to be a business owner in Washington, D.C. because after talking with other business owners across the country, I learned that they do not enjoy the resource opportunities that we have here. The D.C. Bar Pro Bono Center is a major factor in that mix.





# Mobilizing Pro Bono Volunteers

Attorneys attend a Pro Bono Center training session

Last year, the Pro Bono Center mobilized more than 1,500 dedicated volunteers to serve approximately 20,000 individuals, nonprofits, and small businesses.

We equip our volunteers with training, mentoring, a network in which to exchange ideas about pro bono practices, and unlimited access to online materials that help them provide high quality service to their clients.

## Pro Bono Training

Volunteers come to the Pro Bono Center with varying levels of expertise. To ensure that our volunteers feel comfortable and competent and to ensure quality pro bono service, we offer training sessions in a variety of areas including asylum, bankruptcy, family law, landlord and tenant, and public benefits. We recruit expert practitioners to train volunteers in those areas of the law in which low-income D.C. residents most need help. Following each training session, we connect participants with volunteer opportunities with our own clinics and resource centers, as well as with other legal services providers. We also sponsor an annual public benefits law training series for legal services lawyers, case managers, and client advocates.

In FY18, our **21 training events** prepared **609 volunteer attorneys** for pro bono service. The Pro Bono Center recorded four trainings to make the sessions even more accessible to interested attorneys, and we also presented our first cross-discipline webinar, “Protecting Temporary Protected Status Beneficiaries and Your Business,” an innovative collaboration between our Immigration Legal Advice & Referral Clinic and Small Business Legal Assistance Program attorneys.

**1984**  
Pro Bono Training  
Program begins

## Probono.net/dc

The Pro Bono Center hosts and administers the Washington, D.C. regional site of the Probono.net platform, [probono.net/dc](http://probono.net/dc), for pro bono and legal services attorneys. We provide substantive and procedural legal information in six local practice areas: bankruptcy, consumer law, family law, housing, projects and clinics, and public benefits. Membership is free and provides access to training materials, model pleadings and briefs, applicable news items, relevant events, training videos, manuals, and recorded seminars.

In FY18, we worked with Pro Bono Net to roll out a comprehensive redesign focused on usability and accessibility across all six practice areas. The Pro Bono Center also worked with the D.C. Consortium of Legal Services Providers and the Federal Government Pro Bono Program to update their websites. Additionally, we are in the process of implementing “News” and “Projects” features that will allow members of the legal services community to post important updates and highlight initiatives seeking pro bono volunteers. The website hosted **9,893 memberships** from pro bono attorneys – an approximate 24% increase in membership over the previous year.

Attorneys attend the Pro Bono Center's annual Pro Bono Partnership luncheon at Sidley Austin LLP.

**2002**  
Probono.net/dc launched, spearheaded by the Pro Bono Center's Technology Initiative Working Group

## Pro Bono Partnership

The Pro Bono Center coordinates the Pro Bono Partnership, a network of **103 law firms** and **4 federal government agencies** committed to providing pro bono legal services in Washington. As part of this work, we maintain a listserv and host quarterly luncheons to facilitate communication among members, highlight emerging pro bono needs, help members exchange ideas about pro bono management practices, and strengthen connections to D.C. legal services providers.

In FY18, the Pro Bono Partnership presented events on the importance of pro bono public benefits representation, the significant role of attorney volunteers and the need for full representation, and the transformative work of the Pro Bono Center's Nonprofit and Small Business Legal Assistance Programs.



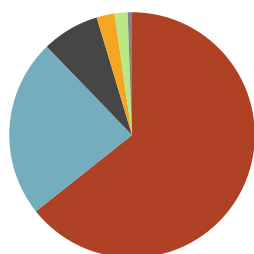
**2007**  
Pro Bono Partnership membership grows to 100 organizations

# Financial Summary

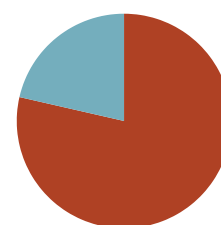
The Pro Bono Center is a nonprofit tax-exempt organization principally supported by the voluntary contributions of D.C. Bar members. No Bar dues are used to support the work of the Pro Bono Center.

Revenue	2017-2018 (Unaudited)	2016-2017 (Audited)
Gifts and Contributions	\$2,996,037	\$3,067,588
Training and Admissions	\$79,375	\$76,035
Publications Sales	\$375	\$50
Miscellaneous	\$4,991	\$44
<b>Revenue From Operations</b>	<b>\$3,080,778</b>	<b>\$3,143,717</b>
Fund Transfers	\$19,000	\$22,000
Long Term Investment Gain/Loss	\$253,730	\$299,668
	<b>\$272,730</b>	<b>\$321,668</b>
<b>Total Revenue</b>	<b>\$3,353,508</b>	<b>\$3,465,385</b>
<b>Expenses</b>		
Total Operating Expenses	\$3,067,161	\$2,904,022
<b>Change in Net Assets</b>	<b>\$286,347</b>	<b>\$561,363</b>

## 2017-2018 Revenue



## 2017-18 Expenses



- D.C. Bar Members (64.31%)
- Law Firms, Corporations (23.47%)
- Interest (7.57%)
- Registrations, Admissions (2.37%)
- Foundations (1.71%)
- D.C. Bar Sections (0.57%)

- Programs & Services (78.58%)
- Admin & Fundraising (21.42%)

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Erica Creaven  
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Reece Flexner  
Staff Attorney

Adrian Gottshall  
Managing Attorney

Alicia Lee  
Attorney of the Day - Eviction Defense

Gabriella Lewis-White  
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Kathy Lugo  
Project Coordinator

Nakia Matthews  
Managing Attorney

Darryl Maxwell  
Assistant Director (Nonprofit & Small Business  
Legal Assistance Programs)

Jennie Netburn  
Housing Initiative Attorney

Lauren Paley  
Program Specialist

Jason Qu  
Managing Attorney

Brian Rohal  
Attorney of the Day - Eviction Defense

Connie Sinclair  
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Brenda Thomas  
Lead Administrative Assistant

Ruth Verdin  
Program Specialist



# Participating Firms & Organizations

The Pro Bono Center would like to thank the following firms, agencies, and organizations, and their volunteer attorneys, for participating in our service delivery programs.

*Please note that volunteers employed by federal agencies do so in their individual capacity.*

## Advocacy & Justice Clinic

### Platinum

Akin Gump Strauss Hauer & Feld LLP  
Finnegan, Henderson, Farabow, Garrett & Dunner LLP  
Sidley Austin LLP  
U.S. Department of Justice  
Wiley Rein LLP

### Gold

Foley & Lardner LLP  
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Williams & Connolly LLP

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Eversheds Sutherland (US) LLP  
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Blank Rome LLP  
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Capital Area Muslim Bar Association  
Consumer Financial Protection Bureau  
D.C. Bar Board of Governors  
D.C. Bar Leadership Academy  
D.C. Bar Pro Bono Committee  
District of Columbia Access to Justice Commission  
Employment Law Community, D.C. Bar  
Estates, Trusts and Probate Law Community, D.C. Bar  
Exelon Corporation  
Family Law Community, D.C. Bar  
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Pillsbury Winthrop Shaw Pittman LLP  
Postal Regulatory Commission  
Sidley Austin LLP  
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Taxation Community, D.C. Bar  
Tort Law Community, D.C. Bar  
Trial Lawyers Association of Metropolitan Washington, DC  
U.S. Agency for International Development  
U.S. Air Force  
U.S. Commodity Futures Trading Commission  
U.S. Department of Agriculture  
U.S. Department of Energy  
U.S. Department of Homeland Security  
U.S. Department of Housing and Urban Development  
U.S. Department of Justice  
U.S. Department of Justice, Antitrust Division  
U.S. Department of Labor  
U.S. Department of State  
U.S. Department of the Interior  
U.S. Department of Transportation  
U.S. Department of Veteran Affairs  
U.S. Environmental Protection Agency  
U.S. Food and Drug Administration  
U.S. Office of Special Counsel  
U.S. Securities and Exchange Commission  
U.S. Small Business Administration  
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Capital Area Immigrants' Rights (CAIR) Coalition  
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Nelson Mulins Riley & Scarborough LLP  
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Skadden, Arps, Slate, Meagher & Flom LLP  
Venable LLP  
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Bank of America  
Blank Rome LLP  
Booz Allen Hamilton Inc.  
Boston University  
Brookings Institute  
BSA - The Software Alliance  
Capital One  
Capitol Hill Legal  
Caplin & Drysdale, Chartered  
Carfax, Inc.  
Catholic University Columbus School of Law  
Cleary Gottlieb Steen & Hamilton LLP  
Covington & Burling LLP  
Crowell & Moring LLP  
David A. Clarke School of Law at UDC  
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Davis & Harman LLP  
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Dechert LLP  
District of Columbia Department of Health - Office of General Counsel  
District of Columbia Superior Court  
DixonHall, PLLC  
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Equal Justice Works  
Ernst & Young LLP  
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Federal Aviation Administration  
Federal Deposit Insurance Corporation  
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Keel Point, LLC  
Kelley Drye & Warren LLP  
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Knowledge Advantage Inc.  
Latham & Watkins LLP  
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Powers Pyles Sutter and Verville PC  
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Tresquire Legal Services  
U.S. Department of Homeland Security  
U.S. Department of the Interior  
U.S. Department of Justice  
U.S. Department of Transportation  
U.S. Department of Veteran Affairs/Board of Veteran Appeals  
U.S. Postal Service  
U.S. Small Business Administration  
U.S. Social Security Administration  
Ullico Inc.  
University of New South Wales  
Urban Energy Garden  
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WilmerHale LLP  
World Bank

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Entergy Services, Inc.  
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The Pro Bono Center acknowledges the generous individuals and organizations that supported our work in 2018:

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Sidley Austin LLP

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