

# ACTION.



# JUSTICE.



# HOPE.



## 2022 ANNUAL REPORT

Moving Forward for Clients



Dear Friends,

Since 1956, Legal Services of Eastern Missouri has committed to providing quality legal assistance to low-income individuals and families. Through these years, we have gained invaluable knowledge and insights from those we serve. Clients who sought support from Legal Services shared their experiences, their challenges and their stories with us. In partnership with our clients, we have become a stronger and more empowered organization.

The lessons we learned along the way helped create a path forward as we continue to move towards a future with equal justice for all in our community. A future that will ensure:

- A family can stay safely housed
- Those in need of assistance have support in navigating public benefits systems
- Students get the educational supports they need to receive a quality education
- A survivor of domestic violence feels safe and secure
- A senior citizen can access affordable healthcare
- Our community can trust that Legal Services of Eastern Missouri will remain vigilant as we meet the needs of those we serve

In alignment with our strategic plan, we have strengthened our approach to our mission, serving more than 37,000 in the 21 counties where we provide our services. Our team took on new challenges, such as ensuring that Medicaid expansion in Missouri was implemented properly by the state, creating systemic change to improve care for medically fragile children, and providing client-centered solutions to those in need of our services. The work we do directly impacts our community, improving the quality of life for all who call this region home.

We are grateful to all of you, our network of supporters, who see value in our mission on behalf of those we serve. Our work is possible in partnership with our donors, our team, and – most importantly – our clients. Together, we can continue towards a future of **Action**, **Justice**, and **Hope**.

Gratefully,

Daniel K. Glazier  
Executive Director & General Counsel

Hon. T. Bennett “Ben” Burkemper, Jr.  
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## Our Mission

Legal Services of Eastern Missouri advances justice through legal representation, education and supportive services. We partner with the community to improve lives, promote fairness and create opportunities for those in need.

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# New Initiatives in 2022



## Helping Homeless Youth

During the 2020-2021 school year alone, 32,674 students were estimated to be experiencing some form of homelessness in Missouri.

To address the growing problem of youth homelessness in the region, Legal Services partnered with volunteers from law firm Baker McKenzie and Enterprise Holdings to publish the

## Supporting Stable Housing Through Eviction Defense

As pandemic-related rental assistance programs began to dwindle, Legal Services of Eastern Missouri joined forces with other Missouri legal aid programs to tackle the growing eviction crisis.

Legal Services is the recipient of a two-year grant from the U.S. Department of Housing and Urban Development (HUD) to support holistic eviction defense work across the state. Project

partners include Legal Aid of Western Missouri, Legal Services of Mid-Missouri, Legal Services of Southern Missouri, and the Metropolitan St. Louis Equal Housing and Opportunity Council (EHOC).

Funding from HUD has expanded the legal aid programs' capacity to meet the needs of low-income tenants at-risk of eviction in the City of St. Louis and 113 other Missouri counties. Housing advocates provide free legal



## Providing Flood Relief

In late July 2022 the greater St. Louis region experienced record-breaking rainfall, which caused severe flash flooding in many areas, forcing residents to flee their homes and face catastrophic losses.

With St. Louis City and County support, and FEMA emergency response, many people were able to relocate immediately, but the need for legal advice – to help with claims for loss of property and to advocate for renters' rights – was both urgent and widespread.



Missouri Homeless Youth Handbook. This online resource is designed to equip young people and their advocates with accessible information about their legal rights and resources.

The digital handbook covers a variety of topics of critical interest to youth experiencing housing

instability, including accessing public benefits, obtaining an education, addressing domestic and dating violence, and issues impacting the LGBTQ+ community.



consultation, advice, and representation while social workers offer housing stabilization case management services.

In addition, Legal Services and project partners are innovating a Pro Se, or self-help, web-based tool ([www.motenanthelp.org](http://www.motenanthelp.org)) that will assist tenants who have been sued by their landlords to generate documents needed to defend themselves in eviction cases.



Legal Services stepped up to partner with FEMA, the St. Louis Emergency Management Office, and other community partners, to provide both immediate and long-term support for families in need. We assisted clients affected by the flooding to provide representation in housing cases involving landlord tenant matters, especially for tenants who faced uninhabitable living conditions.

In partnership with the Missouri Bar Disaster Hotline and the Bar Association of Metropolitan St. Louis' volunteer support services, Legal Services' staff provided legal resources and referrals to community support services while working to address the ongoing needs of the community.

# Service Statistics



**94%**  
of clients live at  
or below 200%  
of the federal  
poverty level



**76%**  
of clients  
were women



**59%**  
of clients  
were BIPOC



**50%**  
of those served  
were children



**28%**  
of cases involved  
domestic violence

**37,000** people served in 2022

**16,700** requests for help received

**9,700** people served through direct client work

**28,000** more people assisted through community education, outreach, court helpdesk and referrals

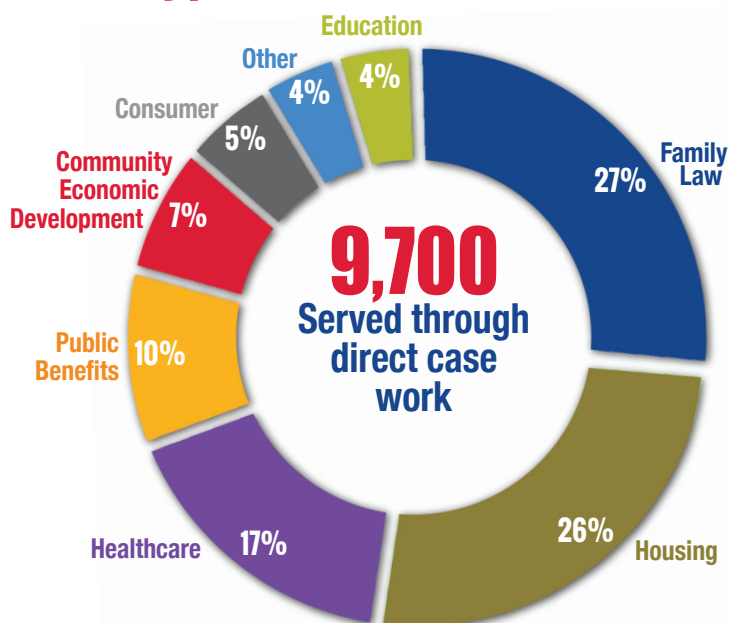
**97%** success rate on full case work

**\$12.3 Million** in monetary benefits gains for clients

## The Justice Gap

Nationwide, about 92% of low-income people do not get the legal aid they need.

## Types of Issue Solved





*Mary Holmes is one of thousands of Missourians who were denied access to SNAP benefits.*

## Fighting for Access to Food Assistance

In January and February of 2022 Mary Holmes spent hours in a phone queue as she waited to complete an interview to reapply for the Supplemental Nutritional Assistance Program (SNAP). Unable to connect with a call center representative, Mary lost access to benefits for months.

Mary, a 57 year old woman with disabilities, was one of thousands of Missourians who were unable to renew or apply for food stamps during the COVID-19 pandemic, when the state experienced unprecedented job loss and hunger.

In response to these issues, Legal Services sued the state in March of 2022 for unlawfully and systemically depriving eligible SNAP applicants of their benefits. Reliance on a centralized, “dysfunctional” call center was a prime factor in many losing access to assistance, the suit said. Partners in the suit include the National Center for Law and Economic Justice and Stinson LLP. Empower Missouri joined Mary and another applicant as plaintiffs.

“I have COPD and cancer, and it’s hard for me to get around,” said Mary, who has no car and no internet service. “One morning I called all day, starting at 7:30 am, and eventually ran out of my phone minutes. I had to start all over the next day.” Mary repeated this process over seven days. She says she once began as caller number 800 in line — only to be informed that the center was closing as her turn neared.

According to the lawsuit, when the call center reached capacity, calls were automatically “deflected” (terminated), cutting off applicants who waited hours for interviews. Data from three months in 2021 showed that more than half of SNAP applications were rejected due to failure to complete an interview.

The suit also alleges that applicants with disabilities were routinely denied the reasonable accommodations required by law.

Mary was able to get her benefits reinstated when the lawsuit was filed. However, Legal Services and partners continue to litigate to fix an application system plagued by long wait times, dropped calls and limited in-person availability.

Says Kate Holley, Public Benefits Program Director, “For our clients and for all Missourians who need SNAP, we need a system that works. The Department of Social Services’ call center continues to have long wait times. We fight for food access so that no Missourians go hungry.”



## Pro Bono in Action:



### Amy Rebecca Johnson

Amy Rebecca Johnson, an attorney with Paule, Camazine & Blumenthal, PC in Clayton, has been a volunteer with Legal Services for more than 12 years. In recognition of her work, she was awarded the F. Wm. McCalpin Pro Bono Award at the 2022 For The Common Good Awards.

As an experienced family law attorney, Amy Rebecca provides vital pro bono services for clients of Legal Services' Lasting Solutions Family Law Program. She represents survivors of domestic violence, who otherwise would not have access to an attorney. The expertise and dedication she provides to these clients is not just invaluable, but often life-saving, helping clients and their families transition from abusive situations to safety and recovery.

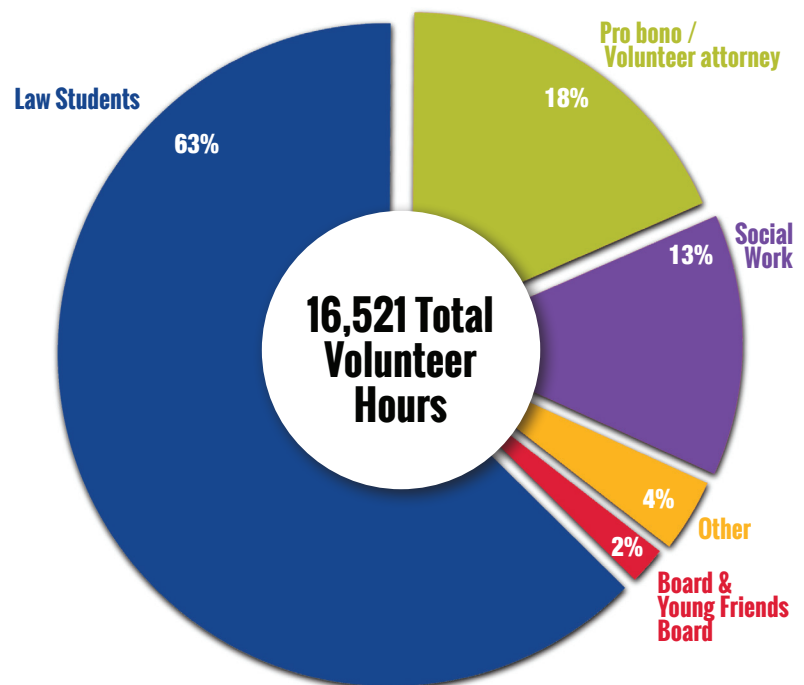
As her firm's pro bono partner, Amy Rebecca leads by example - she takes on a steady stream of cases and also mentors others at her firm to engage in pro bono with Legal Services.

"I think pro bono service is vitally important for our St. Louis community. Making sure everyone has access to the justice system and is able to utilize the knowledge of an attorney is really important" she says. "Providing pro bono service through Legal Services opens up doorways for people who might not otherwise have access to justice," she added.

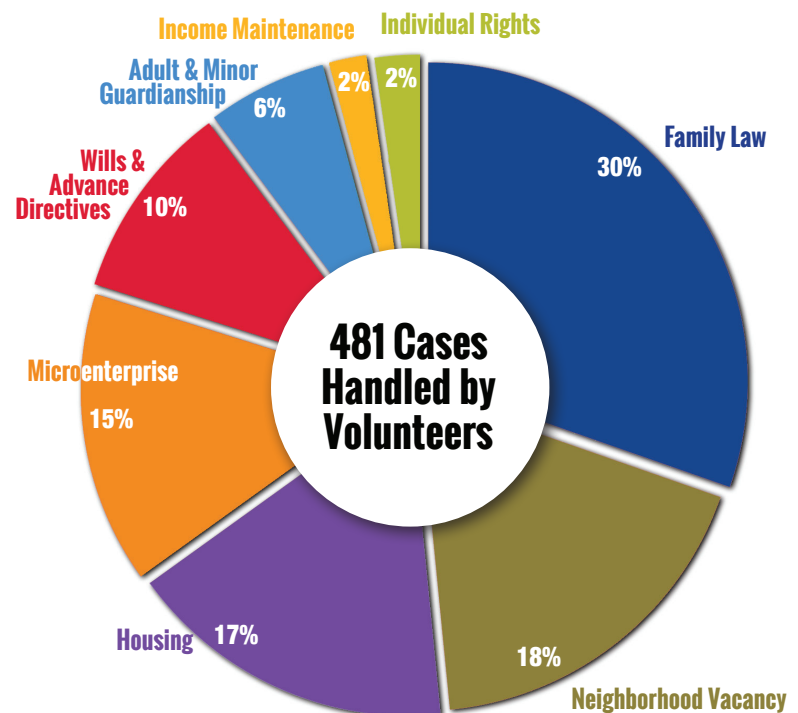
Learn more about pro bono opportunities at Legal Services today:



## VOLUNTEER SUPPORT BY THE NUMBERS



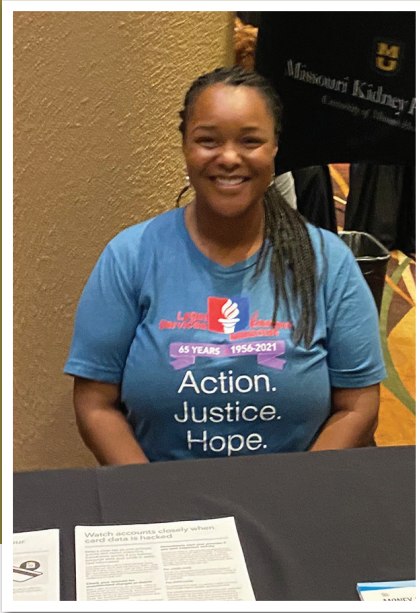
## Types of Issues Solved Through Pro Bono Work



**44** New Volunteer Attorneys in 2022

Value of Volunteer Services: **\$998,842**

# Justice in Action: Serving our Communities



## In our neighborhoods

Legal Services meets clients where they live, work and in their home communities to provide easy access to information, legal clinics, and training for our community partners.

Community outreach and partnerships with other agencies help to educate members of the public about their legal rights, and how to access a wide range of available community resources. Our Community Outreach plays a vital role in expanding access to justice for individuals, families, and communities.

102



**Community Presentations  
hosted by Legal Services**

101



**Participation in other  
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**Legal Training Sessions  
for Service Providers**

# Accessing Justice in our Rural Communities

## Urban, Suburban, and Rural! Legal Services provides free legal the support of regional offices in Hannibal and Union, MO.

Nearly 10 million Americans residing in rural areas have family incomes below 125% of the poverty line. Yet, providing high-quality legal services to people with low incomes in rural and remote areas poses persistent challenges, including that legal aid programs have broader coverage areas and fewer staff compared to urban programs.

Legal Services' Hannibal and Union regional offices house two close-knit teams that together have provided decades of service. Having offices in these locations demonstrates



Hannibal Office Staff: Tessa Oilar, Jeff Miller & Debbie Long

**The Hannibal Regional Office**, which consists of Managing Attorney Jeff Miller, Managing Attorney T. Peter Danielsons, Rural Social Work Advocate/ Attorney Kimberly Finnegan, Attorney Tessa Oilar, and Paralegal Debbie Long, faced a variety of court challenges in 2022. Some circuits held in-person hearings while others continued virtual court or a hybrid schedule. Because the schedule varied from month to month, keeping client hearings on track was both a priority and a challenge. Long worked closely with clients to help them to keep their appointments.

Late in 2022, the Social Security Administration office in Hannibal reopened for in-person disability hearings after a three-year delay. Managing Attorney Jeff Miller wasted no time helping clients who were struggling to survive while their benefits were wrongly suspended or denied. As a result of his work, some clients had benefits immediately reinstated, and three individuals were able to receive retroactive payments ranging from \$9,000 to more than \$16,000.

In another success story, the team worked collectively to support Amanda\*, a client whose story and resilience impacted everyone in the Hannibal office. Amanda had been experiencing homelessness and was seeking a more stable living situation. She initially sought refuge from the streets in a relationship, only to find she had traded one unsafe situation for another when her partner became abusive. Amanda eventually was referred to the Legal Services' Hannibal Office, where staff helped her obtain an order of protection, assisted her to get a divorce, and supported her on a new path to independence.



# aid in 21 counties of eastern Missouri, and we achieve that with

that Legal Services is committed to expanding access to justice and reducing barriers to legal representation in every corner of every county we serve.

While the regional offices provide many of the same core services as our main offices in St. Louis, the delivery method differs. Jeff Miller, Managing Attorney in the Hannibal office, says, “Working across all issue areas allows us to be generalists. We have knowledge and experience in all our program areas, and working together as a team we can create a plan of action that best supports the needs of our clients.”



Union Office Staff: Rhonda Campbell, Jon Althausen & Laura Williams-Roberts

The Union Regional Office worked diligently in 2022 as the number and types of cases increased. The office saw a significant increase in housing cases – double the number of housing cases they handled pre-pandemic. The team also noted that the number of family and consumer law cases increased.

“We work to partner as a team, in addition to partnering with managing attorneys in the St. Louis office who can lend their expertise to our casework,” says Jon Althausen, Managing Attorney in the Union regional office. “While we are in different locations, we all understand we are working towards the same goal—to provide quality legal service to those who are most in need,” he adds.

Social Worker Kimberly Finnegan assisted Union clients with State Assistance for Housing Relief (SAFHR) applications, obtaining approximately \$67,000 in rental and utility assistance for them in 2022. The ability to obtain rental assistance and represent clients in court has dramatically increased

Legal Services’ ability to keep clients housed and to avoid negative judgments. This has been a team effort involving Senior Paralegal Rhonda Campbell, Senior Staff Attorney Laura Williams-Roberts, and Managing Attorney Jon Althausen.

In addition to housing cases, Laura Williams-Roberts has assisted about 38 clients with orders of protection. The Union office also continues to obtain child guardianships for non-parent caregivers through funding from the Franklin County Community Resource Board (FCCRB), obtaining 14 guardianships in 2022.

The Hannibal and Union offices enable us to deliver on our mission in every area of the 21 counties we serve. We are committed to all communities because they are OUR communities. Our promise of **Action. Justice. Hope.** exists for all, no matter where they live.

# Events in the Community

## For the Common Good Awards

Held on August 26, 2022, this lunch event honored the work of our volunteers and community partners, whose service and dedication helped deliver access to justice for our clients and community.



*This years awardees included (L to R): L. Pinky Hunter (Presenter), Dan Glazier (Executive Director), Abdul-Kaba Abdullah for Park Central Development, Amy Rebecca Johnson, Lucy McCalpin (Presenter), Sasha Riedisser, Maria Perron, Gerry Ortals (Presenter), Annie Foncannon for Franklin County Community Resource Board, Shana Poole-Jones, Cyndi Newsome (Presenter), John Munich for Stinson, Tony Messenger, Michael Martinich-Sauter, Lowell Pearson, Chuck Hatfield, Alixandra Cossette and Joel Ferber (Presenter). Not pictured are Mo State Senator Holly Thompson Rehder & Mo State Rep. Lane Roberts.*

## Justice Speaks with Manny Medrano

The fourth annual Justice Speaks dinner, with a special keynote address by trial attorney, Emmy Award winning journalist and former Supreme Court correspondent, Manny Medrano, was held on November 5, 2022. This annual conversation about challenges to access to justice underscores our mission to bring equity and fairness to the St. Louis Community.



*We extend our gratitude to all who supported both of these events, with special thanks to our sponsors: Armstrong Teasdale LLP; Association of Corporate Counsel - St. Louis; Brown & James, P.C.; Bryan Cave Leighton Paisner; Burger Law; Carmody MacDonald, P.C.; Emerson; Husch Blackwell; Lewis Rice; Missouri Lawyers Media; Newman Bronson & Wallis; Polsinelli PC; Sandberg Phoenix; Spencer Fane LLP; St. Louis Public Radio; Stinson; The Bar Plan Mutual Insurance Co.; The Simon Law Firm, P.C; and Thompson Coburn LLP.*





# Services

## Individual Rights

### Consumer Law

Represents clients with creditor/debtor problems, victims of deceptive business practices or predatory lending and student loan defaults.

### Education Justice

Provides information about students' rights and advocates for students facing unfair discipline.

### Public Benefits

Helps with applications and appeals for public benefit programs, including Medicaid, TANF, food stamps and Social Security.

### Senior Law

Represents clients 60 years of age or older with a range of services.

## Communities

### Community Economic Development - Microenterprise

Provides legal assistance and education for low-income entrepreneurs and community nonprofits.

### Neighborhood Advocacy

Community development services addressing blighted and vacant housing in St. Louis City neighborhoods.

### Housing Law

Assists with landlord/tenant issues, eviction, utilities, and other housing problems.

### Immigration Law

Assists immigrants with residency and citizenship and serves victims of human trafficking.

### Special Projects

Providing legal assistance to people living with HIV/AIDS in the St. Louis metro area, with funding from the St. Louis City's Ryan White HIV/AIDS Treatment Act funding.

### Volunteer Lawyers

Provides pro bono opportunities for attorneys and law firms to help clients.

## Health

### Access to Health Coverage

Connecting Kids to Coverage helps uninsured children and families enroll in health insurance plans.

### Advocates for Family Health

Helps pregnant women and families with children with Medicaid managed care.

### Legal Advocacy for Adults with Mental Illness

Assists adults with serious mental illness with a variety of legal matters.

## Families

### Children's Legal Alliance

Provides advocacy for children with special education needs and homeless children.

### Parental Justice

Representing parents in dependency cases for the reunification of families in St. Louis County Family Court. *(Located in the St. Louis County Court Building)*

### Lasting Solutions Family Law

Helps survivors of domestic violence and their families achieve safety and stability.

### Youth and Family Advocacy

Serves homeless and vulnerable youth and families in St. Louis County and City.

## Regional Offices

### Hannibal Office

Provides a full range of legal services to qualified low-income residents in thirteen Northeast Missouri counties *(Adair, Clark, Knox, Lewis, Lincoln, Macon, Marion, Monroe, Pike, Ralls, Schuyler, Scotland, Shelby)*.

### Union Office

Provides a full range of legal services to qualified low-income residents in five Missouri counties *(Franklin, Lincoln, Montgomery, Warren and Washington)*.





*The state has pledged to address service barriers that limit care options for kids with medically complex conditions.*

*Now service coordinators will be required to reach out to providers, refer families to additional services and supports, and document barriers and steps taken to remove these barriers at quarterly visits.*

*The goal is for children to gain access to in-home nursing as an alternative to institutional care.*

# Improving Care for Medically Fragile Kids

## Taking steps to expand access to healthcare for those in need

In September 2022, Legal Services of Eastern Missouri and the National Health Law Program (NHeLP) reached a settlement with the Missouri Department of Social Services to improve the availability of in-home nursing and care coordination services for Medicaid-enrolled children with medically complex conditions. As a result, in the future, children will get improved access to the care and services they need at home and avoid stays in hospitals and other institutions.

Legal Services, along with NHeLP, filed the case *S.J. v. Tidball* in 2020 on behalf of nine children with medically complex conditions and the Caring for Complex Kids Coalition. Plaintiffs argued that the Americans with Disabilities Act and the Medicaid Act require Missouri's Medicaid program to make approved in-home nursing services available to children with complex conditions.

After more than two years of litigation, the parties reached a settlement agreement, under which the State must take steps to expand access to in-home nursing services. These steps include improving case management, addressing service barriers, revising policies to promote greater flexibility and access to services for families, monitoring and tracking data, implementing recent increases in reimbursement rates for home nursing services, and evaluating the need for additional rate increases.

Perhaps most importantly, the settlement requires the parties to continue working together, along with a wide variety of stakeholders, to improve the availability of private duty nursing services in Missouri.

A nationwide nursing shortage and other challenges mean that big change won't happen overnight. However, Plaintiffs expect this settlement will inspire creative solutions to address gaps in home nursing coverage that cause extra stress and hardships for families requiring these medically necessary services.

"While this settlement does not solve every issue facing these children and families, we think we have an excellent agreement that increases accountability and commits both sides to continue working together to meet the needs of Missouri's children," said Joel Ferber, Director of Advocacy for Legal Services.

Legal Services of Eastern Missouri is able to provide its critical services to our community through generous investment from individuals, foundations, grantmakers, law firms and corporations. The following reflects cumulative gifts of more than \$250 from January 1, 2022 to December 31, 2022. Thank you to every donor who provided support and helped further our promise of **ACTION. JUSTICE. HOPE.**

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Mr. Joe Whittington  
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# Honor Memorials

## In Honor Of

### Michael Barolak

Ms. Meegan McMillan

### Earlene Bolton & Liz Larsen

Simply Strategy LLC

### CLE Speakers, February 2022

USA&M Midwest, Inc.

### Joel Ferber

Mrs. Mary H. Quigley &

Mr. Richard B. Kuhns

Missouri Foundation For Health

### Eli Goldstein

Mr. & Mrs. Brett Goldstein

### Katherine Ingersoll &

#### Will Nickerson

Ms. Katharine Alvord

### Claire Jenets & Tucker Ruwitch

Mr. John Fox Arnold &

Ms. Ann Ruwitch

### Chancellor Andrew Martin

Washington University Women's  
Club

### Adam Norberg

Mr. & Mrs. Peter Norberg

### Maria Perron

Mr. and Mrs. Nicholas Vitale

### Suzanne Scheve

Voytas Law LLC

### Robert & Tatjana Schwendinger

Mr. Roger van der Horst

### The Cast of Legally Blonde the Musical

The Muny

### Karen Tokarz, on her Birthday

Hon. Audrey G. Fleissig &

Mr. Bruce Fleissig

## In Memory Of

### Nina Balsam

Hon. & Mrs. T. Bennett Burkemper, Jr.

Ms. Sheryl Rose

Ms. Michelle Schiller-Baker &

Mr. Alan Baker

Ms. Jeane Vogel & Mr. Steve Sorkin

### Hon. John R. Essner

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### Thomas and Jane Flannery

Mr. Michael J. Flannery

### Father of Mr. & Mrs. Robert Grief

Mrs. Arleen Shostak

### Dolly Hawn

Mrs. Arleen Shostak

### Rachelle Kraines Harris

Mr. & Mrs. David Levy

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Mrs. Arleen Shostak

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Mrs. Betty Springfield

Ms. Karen Warren

### Kathryn Katie" Wood"

Judge Rachel L. Bringer Shepherd &

Mr. Bobby R. Shepherd

Thanks to you, **ACTION. JUSTICE. HOPE.** is possible!

# 2022 Financial Statement

## Revenue

Government Grants	\$42,905,665*
Foundation Grants	\$ 1,655,341
Contributions	\$ 1,103,597
Donated Services	\$ 998,842
Events	\$ 139,550
Other	\$ 91,132

Total: \$46,894,127

\*Includes a one-time payment of \$36,577,033 of statutory tort award fees

## Expenses

Program Expenses	\$10,380,234
Administration	\$ 1,425,609
Fundraising	\$ 321,975

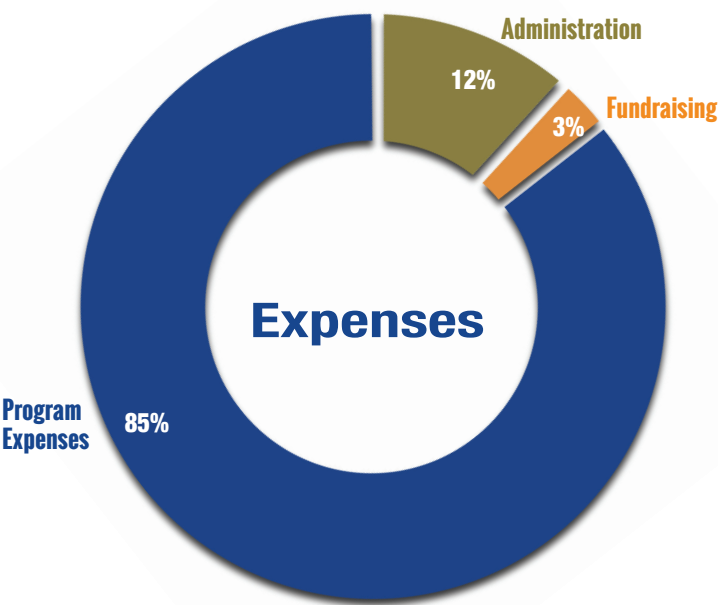
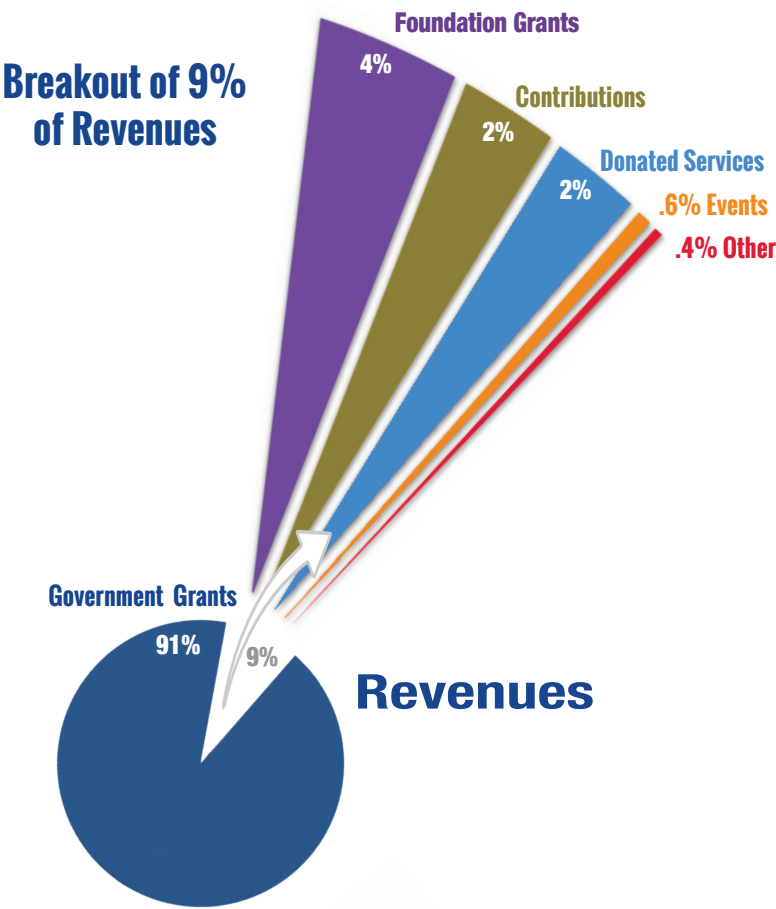
Total: \$12,127,818

## Balance Sheet Information

Total Net Assets as per year end

2021	2022
\$14,760,424	\$49,526,733

Legal Services of Eastern Missouri is a grantee of the federal Legal Service Corporation (LSC) and complies with all LSC conditions and prohibitions in the acceptance of funds. Legal Services of Eastern Missouri's 2022 independent auditors report is available at [www.lsem.org/about/financial-and-tax-info/](http://www.lsem.org/about/financial-and-tax-info/).



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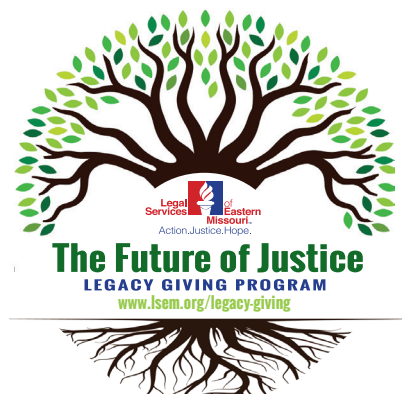
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## Leave a Legacy

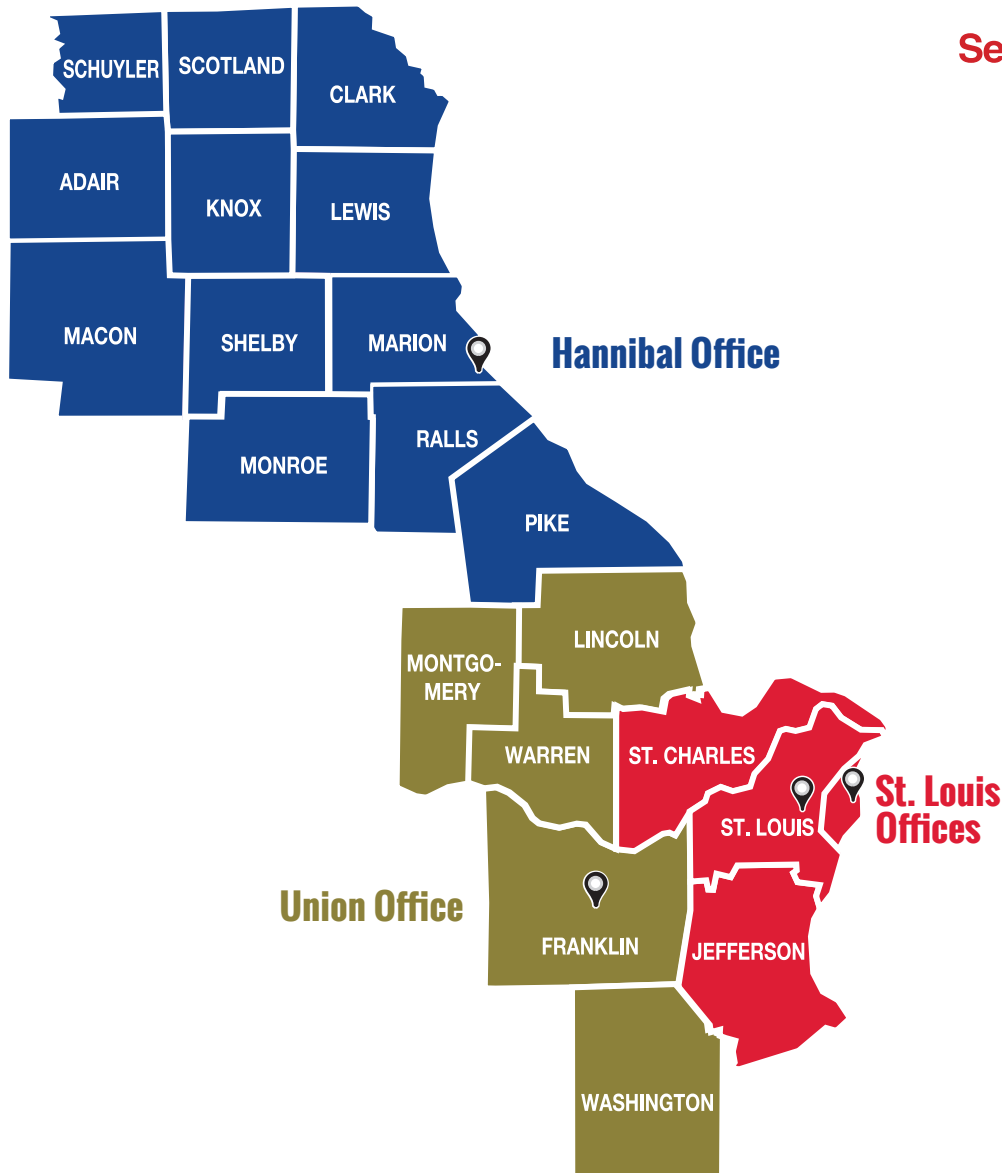
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314.534.4200

### Neighborhood Advocacy

2700 N. 14th Street  
St. Louis, MO 63106  
314.256.8778

### Parental Justice Program

105 S. Central, Ste. 555  
Clayton, MO 63105  
314.536.4200

### Hannibal Office

801 Broadway  
PO Box 1276  
Hannibal, MO 63401  
573.248.1111

### Union Office

20 S. Church Street, Ste. C  
Union, MO 63084  
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**Action. Justice. Hope.**

We act for others. We are a voice for justice. Our actions provide hope to those we serve.



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