

C L S A C C
Annual Report



P R O M O T I N G
A C C E S S
F O R A L L

JULY 1, 2003 TO JUNE 30, 2004



COMMUNITY
LEGAL
SERVICES
AND
COUNSELING
CENTER

formerly Cambridgeport Problem Center

MISSION STATEMENT

Community Legal Services And Counseling Center provides free civil legal aid and affordable psychological counseling to low-income people. Our services combat the effects of poverty and violence by helping clients and their children meet basic human needs for safety, income, health and housing. CLSACC draws on the expertise of dedicated volunteer professionals to provide direct services to our community's most vulnerable members.

Serving: Arlington, Belmont, Boston, Brookline, Cambridge, Chelsea, Everett, Medford, Somerville, and Watertown.

ONE WEST STREET • CAMBRIDGE, MA 02139
617-661-1010
FAX 617-661-3289
www.clsacc.org

Dear Friends,

As CLSACC embarks on its 35th year, the nation is again at war and the economy is faltering, just as it was when Community Legal Services And Counseling Center was founded in 1970. In spite of these uncertain times we are still here to affirm our commitment to promoting equal access for all. And we thank you for sharing that commitment. It has been a fruitful 34 years, yet much remains to be done. We ask you to stay with us ~ together, we can continue to provide quality legal aid and counseling services to those in need.

There is nothing commonplace about the work that goes on at CLSACC. Every day, we encounter clients whose faces betray their anxiety, despair, pain, and fear. Within the walls of this agency, we are hard at work delivering exceptional legal and mental health counseling services. With the assistance of CLSACC staff and volunteers ~ and through our clients' own hard work ~ these same faces come to reflect hope, determination, understanding, satisfaction and appreciation.

Over the past year, CLSACC continued to feel the effects of public funding cuts and increased costs. Yet owing to the efforts of an exceptional group of attorneys, counselors, social workers, paralegals, students, and support staff, working together toward a shared vision, we accomplished more than ever. The following pages highlight those accomplishments, none of which would have been possible without the support of our community partners.

Thanks to the generous support of the donors and volunteers recognized in this report, we were able to ensure that the loss of resources did not affect the integrity of our work. A record-breaking year of donations from many individuals enabled CLSACC to recover from a projected major deficit.

We continue to be moved by CLSACC's staff and volunteers, whose diligence and compassion is unequalled. They choose to make a difference by helping to improve the lives of our clients, both now and in the future. Their contributions make it possible for CLSACC to serve the more than 1,000 people who turn to us for help each year.

Of course, CLSACC has always embodied the ideals of hope and service to others. Sustained by the expertise of our volunteers, the faith and determination of our clients, and the generosity of our supporters, we will continue to uphold our tradition of providing hope and justice for all as we begin our 35th year of service to our community.

We thank you all, and hope you will continue to support us at this critical time.

Mark D. Smith

Leslee Klein



MARK SMITH, PRESIDENT
BOARD OF DIRECTORS

LESLEE KLEIN
EXECUTIVE DIRECTOR

PROGRAM DESCRIPTION

CLSACC's Legal Program provides free civil legal assistance to clients whose incomes are at or below 125% of the federal poverty level (\$23,563 for a family of four). CLSACC handles cases in the areas of family law and domestic violence, housing and homelessness prevention, disability benefits, and immigration and refugee rights. Responding to community needs, CLSACC's services focus on the most urgent problems confronting our clients: domestic violence, lack of affordable housing, and inadequate medical and financial security.

The Center provides services ranging from advice to representation in complex litigation. CLSACC's legal work also includes training and education, collaboration with community partners, writing and distributing publications, and work on public policy and reform issues which affect the lives of many people in our community.

The legal services at CLSACC are provided by a dedicated corps of volunteer attorneys, law students, paralegals and translators, and by the Center's legal director, housing/disability benefits attorney, immigration attorney, and intake paralegal.

CLSACC clients are encouraged to take an active role in their legal cases. Our attorneys help clients make informed decisions. We believe that clients who learn about their legal rights gain confidence, learn to advocate for themselves, and increase their capacity to take control of their lives.

PROTECTING WOMEN AND CHILDREN FROM ABUSE



As the Chairman of the Cambridge License Commission, Cambridge native **Benjamin Barnes** came to CLSACC "looking to give, but received in return." Benjamin began volunteering in CLSACC's Family Law Unit as a self described novice but he learned quickly because he says, "Legal Director Ellen Wilbur can make even the complicated seem doable." He appreciates that each case is "more than helping the individual – there is a circle of people who are influenced." One of Benjamin's most memorable cases involved working with a network of agencies across the country to help his client and her young children flee an abusive situation and resettle in a safe new home. Benjamin believes "the top notch professionalism and commitment of everyone at CLSACC sets it apart" and he credits his time at CLSACC with helping him "appreciate my blessings - I am a better lawyer and a better person for the time I've spent at CLSACC."

ESCAPING POLITICAL PERSECUTION



In 2001, Kettly fled Haiti and came to the U.S. Kettly had been repeatedly threatened and attacked for not supporting the Lavalas party. Armed Lavalas members had stormed into her home in the middle of the night and brutally attacked her in front of her children, ages 6 and 9. They threatened to kill her if she did not support the party. That very night, Kettly took her children and went into hiding. Several days later, when she returned home to pick up some clothes and documents, Kettly saw a mob burning a woman to death. A member of the mob, who was one of the men who had attacked her, stopped and threatened her again. Pointing to her burning neighbor, he said the same thing would happen to her if she did not support the Lavalas. Kettly ran all the way to her hiding place. She moved her children to a safe house and fled Haiti. Kettly told U.S. airport officials that she was requesting political asylum. She found CLSACC's number on the Immigration Court's referral list. With CLSACC's help, Kettly's asylum application was granted in February, 2004. She has filed petitions for her children, and is waiting for them to join her.

PROGRAM REPORT

COMMITTED AND INNOVATIVE LEGAL SERVICES FOR INDIVIDUALS AND FAMILIES

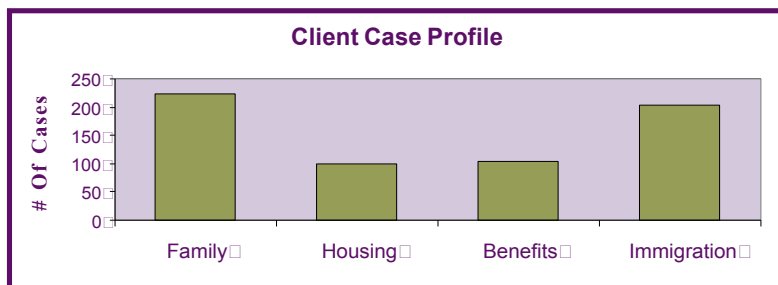
CLSACC's Legal Program, including three staff attorneys, part-time intake paralegal and **45 dedicated volunteers** handled **625 cases**. Together with 10 law students, 5 paralegals and 5 interpreters these **volunteers donated over 4,920 hours of service**.

WHAT CLIENTS SAY ABOUT CLSACC

"Thanks to CLSACC, a 30 day eviction notice turned into six months of time and a settlement. Especially thanks to an excellent attorney, **John Froio, Esq.** If not for his help I could very well have become homeless. Thank You."

"Being able to participate in my case made me feel empowered. It gave me the confidence to know that I would be okay. Thank you so much **Ellen Wilbur** for giving me my life back."

"Thank you **Valerie Fisk** for everything that you have done for me and my family. Sincerely, I never got service like this before. We came from another country and didn't know where to start, with your help we can be part of this new society."



A COMMITMENT TO JUSTICE



Shortly after volunteer attorney **David Bander** decided to start his own firm, he saw a CLSACC posting in Lawyers Weekly advertising the need for volunteer attorneys. Interested in getting some experience and exposure to a different area of the law, David began volunteering in CLSACC's Disability Benefits Units. That was fourteen years ago and according to David, "I am sure it will be another fourteen. Many people in our community need help and CLSACC provides me with the opportunity to offer assistance." David was most affected by a client who, after years of trying to live with his disability, had succumbed to alcohol abuse. "Throughout his case we talked about his drinking. Once we secured the benefits he'd long been denied, he decided to start counseling and after two years he reunited with his parents and has since gotten married."

SECURING EMERGENCY PUBLIC HOUSING

As a victim of domestic violence, Lisa knew she would one day have to leave her husband and her apartment. Scared, she tried setting up a plan that would give her somewhere safe to go. She applied for emergency housing through the Cambridge Housing Authority (CHA). But just as her physical and psychological torment intensified, Lisa received notice that her application for emergency housing was denied. The CHA wrote that she did not meet their criteria for emergency status – she was not homeless or facing imminent eviction. That same week, Lisa's husband threatened her with a knife and she was forced to flee her apartment. She started sleeping on a bench outside the local donut shop. Lisa came to CLSACC for help with an appeal. CLSACC's housing attorney took her case, and argued before the CHA's conference panel that the domestic violence which Lisa had endured amounted to an eviction, entitling her to emergency housing. The panel agreed, and reversed the first decision. Lisa moved into public housing one month later, rather than waiting up to six years on the non-emergency list. She called CLSACC to say thank you, and added that her new apartment is "the most beautiful place she has ever lived."

Wishing to remain anonymous, Lisa asked that we not use her picture in this report.

FOCUSING ON OUR FUTURE

Chief among CLSACC’s achievements this past year was the completion of a Strategic Plan. After thorough analysis of the agency’s services and operations, members of the Planning Committee, with input from CLSACC’s board, staff, volunteers and other major stakeholders, authored a carefully considered and clear plan that maps a course for CLSACC’s future. Through this process, CLSACC identified three overarching goals:

- **PROGRAM GOALS:** Extend and refine services to clients through program development, integration and evaluation
- **HUMAN RESOURCES GOALS:** Build the esprit de corps of CLSACC, promote diversity and encourage professional development and mutual support
- **INFRASTRUCTURE GOALS:** Fortify CLSACC with stepped up fundraising, improved space and up to date technology

The new Strategic Plan, which was unanimously adopted by the Board of Directors in June, also articulates strategic objectives related to financial resources, diversity, technology and outcome measurement.

One key program objective is to develop a more formal model for comprehensive interdisciplinary services and to offer this model for use by other legal aid and community agencies. Often, CLSACC’s legal clients have a limited capacity to work with their attorneys, share necessary information, sort out their choices, and maximize the long term benefits of the resolution of their legal problems. Research and experience confirm that the involvement of social workers and psychologists can increase a client’s chances of a successful resolution of their legal problems. By further integrating the legal and counseling programs, CLSACC will improve short and long-term outcomes for our clients.

“MLAC was impressed by CLSACC’s Strategic Plan, both the process and the outcome. CLSACC’s interdisciplinary model is addressing the needs of an increasing number of clients who present with emotional and/or psychiatric issues. Since many other programs experience similar issues, this model could and should be replicated by other legal services programs.”

Massachusetts Legal Assistance Corporation
March 2004 Monitoring Report

CLSACC is uniquely qualified to develop an interdisciplinary model that bridges the inherent differences between the legal and counseling professions. The on-site presence of mental health professionals ~ who have a relationship with CLSACC’s attorneys ~ encourages interdisciplinary consultation on client-related issues.

The Board, staff and volunteers are confident that CLSACC has the commitment and energy to implement this Plan. CLSACC is grateful for the ongoing support of The Sun Hill Foundation, which has provided funding throughout the strategic planning process. CLSACC is also pleased to acknowledge a generous grant by The Frank Reed & Margaret Jane Peters Memorial Fund, Fleet National Bank, a Bank of America Company, Trustee.

STRATEGIC PLANNING COMMITTEE

Mark Smith, President, Board of Directors
William Hodgetts, Member, Board of Directors
Leslee Klein, Executive Director
Paul Goldmuntz, Clinical Director
Ellen Wilbur, Legal Director

PROGRAM DESCRIPTION

CLSACC's Counseling Program offers counseling to low-income people who have difficulty gaining access to counseling services. CLSACC believes that access to mental health services should be available to all who need it, regardless of economic circumstances. However, mental health resources are limited in our community, and the availability of committed and competent professional counseling for people with and without insurance is restricted. CLSACC fills critical gaps in services for our clients.

The Center serves people who are in great distress. Our clients come to us to work on overcoming the effects of violence, sexual abuse and incest, battering, loss of work, poverty, chronic shame, social isolation, depression, anxiety, and drug and alcohol abuse. CLSACC provides weekly short and long-term counseling for individuals, couples, and groups. Our services help clients build confidence and develop the power and skills they require to determine and pursue personal goals and basic needs.

We encourage client choice and control in the identification and pursuit of goals. This includes client participation in the decision about the duration of the counseling relationship. The Center's approach is collaborative, seeking to build upon and maximize client strengths. We believe that the relationship counselors form with their clients is fundamental to the healing process.

The counseling services at CLSACC are provided by dedicated volunteer mental health professionals and graduate students, and by the Center's Clinical Director.

Note: Some names and identifying details in the stories have been changed to protect client confidentiality and privacy.

VOLUNTEER'S INTERDISCIPLINARY PERSPECTIVE

Boston College's dual degree Social Work and Law School student **Claire Donohue** and CLSACC were a perfect match. Claire's understanding of the legal difficulties facing many clients enabled her to take focused approaches to counseling. For Claire, a highlight of volunteering was the people involved with the program - clients and staff. "I was blown away by how capable, strong and brave the clients at CLSACC are." Claire recalls watching one of her first clients move beyond short-term goals, like securing affordable housing, to more long-term goals. "My client began to think about who she wanted to be, and what she wanted to accomplish in the future." Claire describes her experience at CLSACC as "entirely unique." According to Claire, "CLSACC's counseling volunteers are here because they love what they do and who they are doing it for. CLSACC counselors are fantastic people who treat you as a colleague, even as you are learning the skills and gaining the courage to call yourself a counselor."



ESCAPING ISOLATION

On her 39th birthday, Evelyn resolved to try to find her way out of the black hole she'd inhabited since she first learned how to say her name. Severe childhood trauma, caused by incest, had left her unable to work, unable to make friends, and a prisoner in her mother's apartment. With no money and no health insurance, Evelyn couldn't make any real progress. Then she found a volunteer counselor at CLSACC. For three years, twice a week, Evelyn came to CLSACC and met with her counselor in the safety of one of the Center's counseling rooms. Evelyn enjoyed the first fruit of her counseling when she realized that "my therapist has brought me to the point where I'm ready to work." She found a job, and has plans to move into an apartment with a friend from work and leave her mother's apartment behind. Most importantly, Evelyn has discovered the confidence to become a part of the world around her. As she put it: "CLSACC's counseling program has given me an unexpected chance at a new life. I learned to be me, in therapy."

PROGRAM REPORT

CLIENT-GUIDED COUNSELING SERVICES FOR INDIVIDUALS, FAMILIES AND GROUPS

40 devoted volunteer counselors, supervisors, students, and the Center's Clinical Director provided services to **432 people.** There were **3,122 visits** to the Center this year. **Volunteers donated 6,800 hours** of service to CLSACC clients.

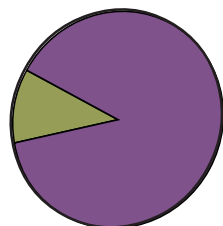
WHAT CLIENTS SAY ABOUT CLSACC

"CLSACC Counseling/psychotherapy has turned my life around (in a very positive way). It provided excellent therapy at a time when I had no insurance and no income and has continued to do so as I've regained employment."

"The reduced cost is important to me since I am disabled. Having a volunteer professional is also critical - because I am reassured that the therapist is not there for money - but for me."

"I was hesitant in starting therapy, but had attempted suicide. My therapist has helped me to gain some perspective and know I am not alone in this world."

Paid staff provided 11% of CLSACC's counseling services

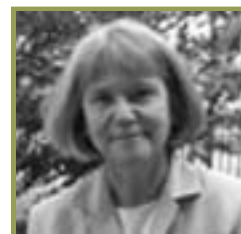


Volunteers donated 89% of CLSACC's counseling services

COUNSELING OFFERS A NEW BEGINNING

Charles, 35, had worked in a video store for seven years. He had a few work friends, but was close to no one. He had no contact with his family. Over time, he had stopped going out, except for work. One day, Charles called in sick, and stayed in bed all day. He called in sick the next day, and the next. Then he stopped calling. He was fired. When a friend called, Charles said he was "fine," and that he wanted to be alone. His friend knew of CLSACC and suggested Charles call. A few weeks later, Charles went for a walk, and ended up at CLSACC. He spoke with Clinical Director Paul Goldmuntz, who made an appointment for him to meet with a volunteer counselor. Charles had no insurance, but could pay a small fee from his savings. A month after beginning counseling, Charles got his job back. Six months later, Charles admitted that not only had he been depressed and suicidal, but that he was gay. With his counselor, Charles explored the pressures, including an abusive father and years of school bullying, that had nearly taken his life. Now, Charles is in a stable relationship with a man, and is out to his family. His parents have refused to talk to him, but his two sisters are in touch, and he visits with their families. Charles is deeply grateful to CLSACC. "You helped turn my life around - I no longer feel alone in the world."

VOLUNTEER OFFERS COUNSELING TO COUPLES



When **Susan Strang** came to CLSACC after eight years as Director of Social Work at Cambridge Hospital, she told Clinical Director Paul Goldmuntz that she wanted to work with couples. From her service on CLSACC's Board of Directors in the early 1990s, Susan knew CLSACC was an agency in the area where volunteer clinicians could work with low-income and uninsured people to provide the vital services they cannot always get elsewhere. "CLSACC maintains high clinical standards. Because it operates apart from the system of health insurance the clinical work is more clearly aligned with the true needs of the client." Since returning to CLSACC, Susan has been inspired by the motivation of her clients, men and women from countries and cultures all over the world. They are each at a different stage in their relationship and they bring with them a range of issues they wish to address. Susan credits her success with clients to her "ability to listen and carve out with each couple meaningful areas for change in their relationship."

DR. BRENNER AWARD

DR. JOSEPH H. BRENNER AWARD

For his inspired and unflagging stewardship through twenty years, CLSACC is proud and pleased to honor the Director of our Mental Health Counseling Program, **Dr. Paul Goldmuntz**, with the Dr. Joseph H. Brenner Award.



Paul Goldmuntz has been at CLSACC since 1983, and has 24 years of experience as a mental health professional. He has expertise in adult psychotherapy, affect theory, cross-cultural dilemmas, trauma, substance abuse, work related problems, couples' treatment, and personality disorders.

In a world where comprehensive, client-centered mental health services are increasingly being restricted by managed care, and drug treatment of symptoms without insight into cause, Dr. Goldmuntz's approach, at once inclusive, scientific and humane, promotes and preserves the promise of what mental health care can, and should, be. As Paul himself says, "our purpose is to operate a clinic that serves people and their needs."

CLSACC's mental health program is unique both because its focus is on low income, uninsured clients, and because it allows clinicians to treat clients in a supportive environment, for as long as it takes. **Under Paul's direction, the program has successfully served over 8,000 people who wouldn't otherwise have been able to get access to the services they needed.**

When Paul was announced as the incoming Clinical Director of what was then Cambridgeport Problem Center, the hiring committee wrote, "What excites us most about Paul is that his truly humanistic and very practical orientation will preserve the distinctive quality of our clinical program. Furthermore, being a true believer in CPC, and very bright, and enormously perceptive, he will bring some fresh vision for our continued development."

These early assessments still ring true today. Paul has been and continues to be supremely effective in motivating and managing volunteer mental health professionals. Over 250 clinical volunteers have contributed services and taken part in mental health training at CLSACC over the past 20 years. Paul has also successfully brought new dimensions to the clinical program by establishing CLSACC's highly regarded Psychotherapy Training Program for students and

2004 HONOREE

trainees and creating a Trauma Evaluation Program for volunteers who wish to conduct psychological assessments in immigration cases.

Dr. Goldmuntz's colleagues are unreserved in their praise:

"Paul embodies the characteristics of a good therapist. He is fully engaged; critical, yet passionate; and above all tireless in his commitment to the health and well being of those who put their trust in him." **Claire Donohue**

"I have known Paul for 14 years, and during that time, I have particularly appreciated his willingness to tell an apt personal story to illuminate a clinical situation, with his familiar wry smile. I deeply appreciate the gifts of trust and confidence in my work which Paul gave me during my eight years at CLSACC, gifts which he continues to give to all of you." **Lionel Joseph**

"When I refer an asylum seeker in need of a psychological evaluation and/or treatment, I am always confident that Paul thoroughly understands the needs of the client, the client's attorney and the individual strengths of the CLSACC clinician chosen for the evaluation. Paul's high standards and expectations for quality care provide me with complete confidence with every request I have for CLSACC's services. I am honored to have Paul as a colleague and a friend. Congratulations on this well-deserved award, Paul!" **Marguerita Reczycki**



The Dr. Joseph H. Brenner Award is presented each year to an outstanding individual or organization to honor the founder of CLSACC for his vision that volunteer professionals can provide critical services to people with low incomes.



Dr. Joseph H. Brenner

PREVIOUS HONOREES INCLUDE:

- 2003 • MIRA Coalition
- 2002 • Transition House
- 2001 • Solutions At Work and founder Macy DeLong
- 2000 • Jeffrey L. Wolf, CLSACC's Former Legal Director
- 1999 • John J. Curtin, Jr., Bingham McCutchen LLP
- 1998 • Representatives Paul C. Demakis and Anne M. Paulsen

The heart of CLSACC remains the dedication of our volunteer lawyers and counselors. They made a significant contribution to the well-being of over 1,000 clients. Without any financial remuneration, the volunteers at CLSACC perform a valuable and vital service to the community. They give their time and energy generously, and their contribution goes a long way toward making the community a better place to live. CLSACC's Board of Directors and staff acknowledge the commitment of the following people who volunteered between July 1, 2003 to June 30, 2004.

LEGAL VOLUNTEERS

CLSACC's volunteer attorneys work in private firms of all sizes or on their own; some work in the public sector. This year 45 attorneys and 20 translators, law students and paralegals volunteered:

ATTORNEYS

Lynne Allen
Richard Ames
David Bander
Steven Bander
Benjamin Barnes
Anthony Boczenowski
Hodges Brown
Lee Brown
Suzanne Bunszel
Andrew Cornell
Sherley Cruz
Genevieve Fajardo
Milton Fatt
Daniel Finn
Mary Alana Gleason
Gaby Gross
Holliday Heine
Brenda Howze
Richard Kanoff
Kimberly Kelly
Debbie Kerzner
Catherine Kliger

Joy Lee
Michael Litwinka
Kathryn Lorah Farrell
Patricia Mazur
Alicia McNeil
Tandi Mkwayi-Tulloch
Eleanor Newhoff
Dennis O'Malley
Dominic Paratore
Jeff Ross
Carol Russell
Janis Sallinger
Leslie Sammon
Clay Shafton
Barbara Siegel
Lisa Smith
Kelly Sullivan
Edward Surette
Robert Trant
Michelle Vakili
Lisa Weinberg
Jeff Wolf
Phil Whitehead

LAW STUDENTS & OTHER VOLUNTEERS

Patricia Ballard
Bryan Bertram
Janet Choi
Donna Davis
Claire Donohue
Mary Duane
Fabiola Flores
Marina Gaglias
Florence Jacobs
Erica Johanson
Josefina Lantz
Laura Luyten
Jim Margolis
Eva Millona
Madeline Moreno
Heidi Morcos
Rachel Salazar
Ari Shapiro
Emily Tedone
Jim Wood

COUNSELING VOLUNTEERS

Counseling services are provided by volunteer mental health professionals, each of whom donates between 4 and 8 hours per week. Senior clinicians volunteer one or two hours each week as supervisors. Some belong to the Counseling Steering Committee. They are licensed psychologists, social workers, and mental health professionals with established practices in the public and private sectors. During the course of the year, the following 40 mental health professionals volunteered their time and talents:

COUNSELORS

Marjorie Altman
Peter Ashe
Amy Bamforth
Dora Blake
Natalie Bloch
Margaret Carley
Kathryn Coletta

Howard Harris
Ruth Housman
Susie Kaim
Sara Levine
Caryn Mushlin
Martha Older
Susan Parker

Katherine Portnow
Patricia Regan
Shirley Reiss
Susan Strang
Toni Strassler
Penny Tyson
Judith Ullman

COUNSELING SUPERVISORS

Vera Spohr Cohen
Charlotte Diamond
Debra Filiurin
Howard Harris
Ruth Housman

John Hubbell
Patricia Hunt
Lionel Joseph
Linda Miller
Fusako Page

Caroline Strout
Penny Tyson
Ros Winsor
Holly Zeeb

INTERNS

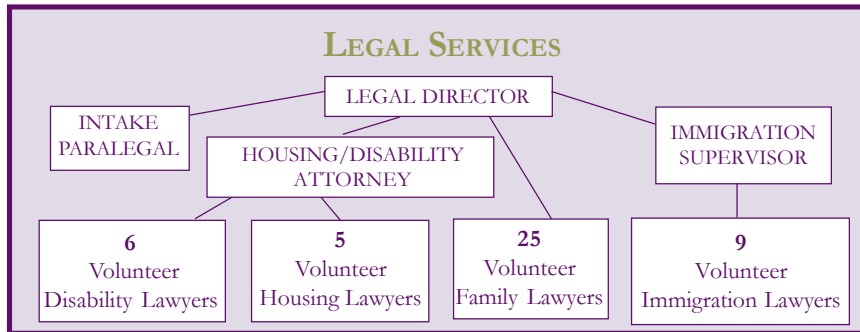
Geraldine Brehm
Claire Donohue
Dolores Follin

Jeanne Gilcrest
Anna Lyssiotou
Jay Morrison

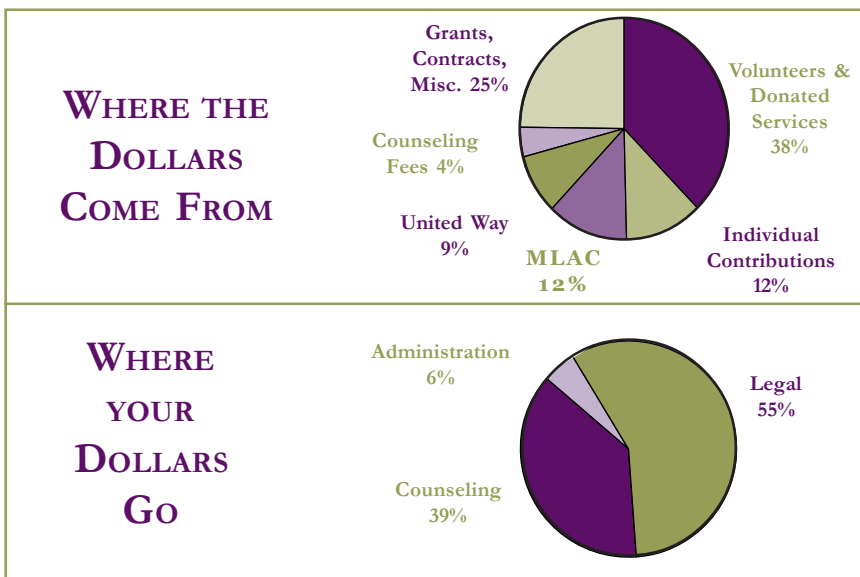
Joseph Rodriguez
Richard Trousdell

CLINICAL CONSULTATION SERVICES

Shirley Reiss



CLSACC's
 Volunteers donated
11,720
 hours of invaluable
 services this year



FINANCIAL STATEMENT

July 1, 2003 to June 30, 2004

REVENUE AND SUPPORT	2004	2003
Massachusetts Legal Assistance Corp.	126,707	128,985
United Way of Massachusetts Bay	87,750	92,641
Other Foundations & Contracts	188,438	226,986
Government Grants	45,500	50,182
Friends of CLSACC, Board of Directors & Other Contributions	121,238	101,681
Client Counseling Fees	43,293	42,441
Investment and Miscellaneous Income	15,949	19,255
TOTAL REVENUE BEFORE DONATED SERVICES, FACILITIES & EQUIPMENT	628,875	662,171
Donated Services, Facilities & Equipment	378,789	359,637
TOTAL REVENUE & SUPPORT	1,007,664	1,021,808
EXPENSES		
Salaries	401,920	398,844
Fringe Benefits	125,383	111,977
Professional and Consulting Services	35,560	39,581
TOTAL PERSONNEL BEFORE VOLUNTEER SERVICES	562,863	550,402
Volunteer Lawyers & Counselors	328,492	301,495
TOTAL PERSONNEL	891,355	851,897
Contract Services	23,832	34,914
Office & Related Expenses	27,123	31,684
Library, Training & Travel	13,190	14,479
Other Direct Program Expenses	12,778	11,654
Transfer to Capital	1,594	10,907
TOTAL NON-PERSONNEL BEFORE OTHER DONATED SERVICES, FACILITIES & EQUIPMENT	78,517	103,638
Other Donated Services, Facilities & Equipment	50,297	58,142
TOTAL EXPENSES	1,020,169	1,013,677
EXCESS/DEFICIENCY OF REVENUE	(12,505)	8,131

Note: These figures are derived from CLSACC's unaudited financial statements.

CLSACC gratefully acknowledges supporters whose contributions helped make our services possible.

PRO BONO & IN KIND SUPPORT

- Anonymous
- American Business Telephone
- Jaime Fatas Cabeza
- Juan Calero
- John Callahan
- Cambridge Brands Candy
- Gabrielle Correia
- Victoria Gonzalez
- Massachusetts Bar Association
- Massachusetts Continuing Legal Education, Inc.
- Hilary Mitchell, MBC Graphics
- Patrick Pegg
- Gary Pomerantz,
Wingate Financial Group, Inc.
- Royal East Restaurant
- Conrad Squires
- The Middle East Restaurant
- Testa, Hurwitz & Thibeault, LLP
- Penny Tyson
- Wausau Paper
- Whole Foods Market

LAW FIRM SUPPORT
(\$1,000 and over)

- Mintz Levin Cohn Ferris Glovsky and Popeo PC
- Palmer & Dodge LLP
(\$250 and over)
- Krokidas & Bluestein
- McCue & Lee LLP

AFFILIATED INSTITUTIONS & AGENCIES

- Boston College Law School & School of Social Work
- The Fielding Institute
- Greater Boston Legal Services
- Harvard Program in Refugee Trauma
- Joseph Smith Health Center
- Legal Advocacy & Resource Center
- Simmons College, Graduate School of Social Work
- Cambridge Youth Build / Just-A-Start

PUBLIC SUPPORT

- Massachusetts Legal Assistance Corporation
- United Way of Massachusetts Bay
- City of Cambridge

FOUNDATIONS & CORPORATIONS

- Anonymous
- The Abrams Family Charitable Trust
- The Annenberg Foundation *in honor of Jeffrey Wolf*
- The Barrington Foundation, Inc.
- Biogen Idec, Inc.
- Boston Bar Foundation
- Boston College Club
- Boston Evening Clinic Foundation
- Boston Private Bank & Trust Company
- Bowne of Boston
- Building #19 Foundation
- Cambridge Community Foundation
- Citizens Bank Foundation
- Clipper Ship Foundation, Inc.
- Charles & Sara Goldberg Charitable Trust
- The Cogan Family Foundation
- Fidelity Foundation
- Maurice & Nancy Lazarus Fund
- Massachusetts Bar Foundation
- George H. & Jane A. Mifflin Memorial Fund
- Sun Hill Foundation
- The Stratford Foundation
- Verizon Foundation

CORPORATE MATCHING GIFTS

- Elsevier Science
- FM Global Foundation
- Mead Witter Foundation
- USG Foundation
- Verizon Foudnation

CLSACC offers its grateful acknowledgement to those who gave generously during our Annual Fund Drive which ended June 30, 2004. Your donation of nearly \$100,000 is an investment in a stronger program and a stronger community, and is a resounding affirmation of your continued commitment to “promoting access for all”. On behalf of the Board, staff, volunteers and our clients, we thank you.

If you would like to make a gift to CLSACC, please contact
Leslee Klein, Executive Director,
One West Street, Cambridge, MA 02139 (617) 661-1010
Your contribution is fully tax-deductible and deeply appreciated.

Board of Directors

- Mark Smith, President
- D. Peter Brennan, Treasurer
- April English, Clerk
- Anne Marie Cook
- Carla Elder
- Martin Fantozzi
- Daniel Heffernan
- William Hodgetts
- Dawn Joseph
- Hugo Kamy
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STAFF AND CONSULTANTS

Leslee Klein	Executive Director
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Paul Goldmuntz	Clinical Director
Valerie Fisk	Immigration Supervisor
John Froio	Assistant Legal Director
	Housing & Disability Attorney
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Melissa Murray	Management Assistant
Rebeca Santana	Legal Intake Worker
Karen Francis	Evening Receptionist
Justine Donovan	Evening Receptionist
Adrian C. Touw	Accounting Services



From left to right, back row: Valerie Fisk, John Froio, Paul Goldmuntz, Melissa Murray. Front row: Rebeca Santana, Leslee Klein, Ellen Wilbur, Maria Garcia. Not pictured: Justine Donovan, Karen Francis, Adrian Touw.

Founded as Cambridgeport Problem Center in 1970, Community Legal Services And Counseling Center (CLSACC) provides free civil legal assistance and affordable mental health counseling to people with low incomes throughout the Cambridge and Greater Boston areas.

CLSACC has always been an organization of volunteer professionals. Since our inception, we have been sustained by the commitment and dedication of volunteer lawyers and mental health professionals. Today, CLSACC is the only volunteer-based agency of its kind in the area, combining legal assistance with mental health counseling. Our unique interdisciplinary approach has enabled CLSACC to keep pace with the ever changing and inter-related needs of our clients.

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