



VOLUNTEERS OF LEGAL SERVICE

IMPACT REPORT

FY24



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A Message From Our Executive Director

To the VOLS Community,

Throughout VOLS' 40th year serving New York City, we have reflected on decades of our work: the vision of our founders, the lifespan of our projects, the numbers served, and the volunteers who have powered our mission. We have been engaging with the community to identify what has made VOLS' free civil legal services so impactful and how we can build on that success in the next chapter of our journey. The answer lies in our distinctive approach, established in 1984 and refined since: **at VOLS, it's always been about more than just a case.**

Gathering courage to reach out to a lawyer can be daunting. VOLS knows that a client's challenge is not simply a legal puzzle to solve. VOLS approaches every client as a person. We know they are part of an intergenerational community and that these communities come together to make up the fabric of our vibrant city. This is why we prioritize returning phone calls and emails on a timely basis, taking clients' questions seriously, making connections to other VOLS' projects, and providing our legal services where clients live, work, and gather, and in languages they understand. Whether meeting with a VOLS team member or trained pro bono attorney, our goal is to provide not just legal information and a strategy for moving forward – though those certainly matter – but also relief, a restoration of dignity, and hope for moving forward. No one should feel like a number at VOLS.

For our legal volunteers, too, the VOLS experience is more than a case. We empower our pro bono partners with comprehensive training, not only in the legal subject matter but in the nuances of working effectively with the populations we serve. From there, we provide continuous mentorship and support throughout a pro bono engagement. Our thorough intake process means volunteers can hit the ground running with confidence. Our well-organized clinics ensure pro bono attorneys can focus on delivering results. We offer guidance and resources – in person, by phone, through carefully developed legal materials – to set everyone up for success.

For our dedicated staff and our Board – each a leader in their field, most with full pro bono dockets of their own – the work has always been about more than a case. It is about the person in front of us, their family, and the city we all call home. That's why in our last fiscal year, VOLS continued to innovate our programs, expand our initiatives, deepen partnerships, and sharpen expertise to address the problems facing New Yorkers with limited resources. We invite you to check out our timeline showing forty years of VOLS' work and read on about how we have kicked off the next chapter. There is more to do. Motivated by our clients, energized by our volunteers, and bolstered by our supporters, we are meeting the call.

With gratitude,



Abja Midha, Executive Director

1984-1994

Founding Firms

Cahill Gordon & Reindel
Carter, Ledyard & Milburn
Cleary, Gottlieb, Steen & Hamilton
Cravath, Swaine & Moore
Davis Polk & Wardwell
Debevoise & Plimpton
Dewey, Ballantine, Bushby, Palmer & Wood
Fried, Frank, Harris, Shriver & Jacobson
Hughes Hubbard & Reed
Kaye, Scholar, Fierman, Hays & Handler
Kramer, Levin, Nessen, Kamin & Frankel
Lord, Day & Lord
Milbank, Tweed, Hadley & McCloy
Mudge Rose Guthrie & Ferndon
Patterson, Belknap, Webb & Tyler
Paul, Weiss, Rifkind, Wharton & Garrison
Phillips, Nizer, Benjamin, Krim & Ballon
Proskauer Rose Goetz & Mendelsohn
Rogers & Wells
Rosenman Colin Freund Lewis & Cohen
Shea & Gould
Shearman & Sterling
Simpson Thacher & Bartlett
Skadden, Arps, Slate, Meagher & Flom
Squadron, Ellenoff, Pleasant & Lehrer
Sullivan & Cromwell
Webster & Sheffield
White & Case
Willkie, Farr & Gallagher
Winthrop, Stimson, Putnam & Roberts
Eighteen corporations joined them including, MetLife, Pfizer, and AT&T



William "Bill" Dean
VOLS Executive
Director, 1987-2012

1984

Volunteers of Legal Service, Inc. incorporates

VOLS was formed in 1984 in the wake of federal spending cuts to legal services. Louis A. Craco, then-President of the Association of the Bar of the City of New York, and a partner at Willkie, Farr & Gallagher, called on private bar leaders to bridge the widening access to justice gap through pro bona. He worked with former Secretary of State and partner at Simpson Thacher & Bartlett, Cyrus R. Vance, who agreed to chair VOLS and to spearhead the recruiting effort among firms, and Richard Lombard, General Counsel of Exxon, who solicited a similar commitment from the largest corporations headquartered in NYC. Attorney and advocate Joel Lieberman became VOLS' first Executive Director.

In its initial phase, VOLS matched pro bono attorneys to provide civil legal services for people with HIV/AIDS, New Yorkers facing housing challenges, children with education and family law needs, and others with limited resources.

1989

VOLS Legalization Support Project created to assist undocumented immigrants.

1990

VOLS AIDS Project, which began in 1988, expands to eight hospitals and two clinics.

1991

VOLS Elderly Project forms.

1994

VOLS celebrates its 10-year anniversary.



1995-2010

VOLS Incarcerated Mothers Law Project launches.

1995



1999

VOLS Microenterprise Project forms.

VOLS marks 15 years of service.



VOLS mobilizes pro bono to provide benefits and trusts and estates legal services to the families of victims of the September 11 terrorist attacks.

2001

VOLS Children's Project launches its medical-legal partnership model.

2008

VOLS creates Unemployment Insurance Advocacy Project in response to the 2008 financial crisis.

VOLS Immigration Project launches.

2009

VOLS milestone 25th anniversary celebration.



2010

VOLS Microenterprise Project selected for recognition by Mayor Bloomberg and the City of New York as part of its Neighborhood Achievement Awards.

VOLS Pro Bono Forum newsletter publicizes and encourages volunteer legal services efforts throughout the city.



2011 - 2020

2012

Law firms taking the VOLS pro bono pledge exceed one million hours for fourth year in a row.



VOLS launches Hurricane Sandy Relief Initiative.



2016

VOLS Children's Project expands hospital program and includes school-based partnerships.

VOLS Immigration Project produces "4 Stories for New York" documentary.



2019

VOLS hosts Community Recognition Event.

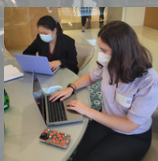
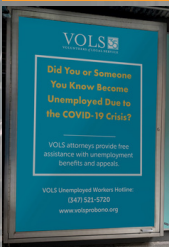
VOLS launches Veterans Initiative, beginning a population-based approach to serving older adults.



2020

VOLS Frontline and Healthcare Workers Initiative created to provide free life planning services to workers during COVID-19 pandemic.

VOLS Unemployed Workers Project is re-established to address pandemic-related unemployment levels.



VOLS anniversary is celebrated virtually.



2021 - 2024

2021

Elderly Project changes its name to VOLS Senior Law Project.

First annual VOLS Pro Bono Dean's List Awards celebrate the memory of William J. Dean by recognizing exceptional pro bono volunteers.

La Extensión Comunitaria para Adultos Mayores launches to provide culturally competent legal services to Latine/Spanish-speaking New Yorkers.

VOLS Pro Bono Advocates Council forms.

2022

VOLS Incarcerated Mothers Law Project returns to full operations post pandemic restrictions and, in 2023, expands to serve mothers in Bedford Hills Correctional Facility.



VOLS Unemployed Workers Project expands to become VOLS Benefits Law Project.

2023

VOLS holds first in-person New York, Together Gala.



Inaugural VOLS Pro Bono Partners Convening.

VOLS establishes the VOLS Gender-Justice Fund, seeded by the Charles Lawrence Keith and Clara Miller Foundation.

VOLS launches legal services partnership with New York City Small Business Service's Black Entrepreneurs NYC.

2024

By 2024, VOLS works with more than 80 law firms and companies and 150 community-based organizations. Our six programs provide free civil legal services to older adults, veterans, incarcerated mothers, small business owners, individuals seeking public benefits, immigrant youth, and children and their families.



By The Numbers In Our Last Fiscal Year



1,800

active **pro bono** volunteers
in our network

\$17+ MILLION



pro bono hours benefiting clients

22



**VOLS in-house
team**



27,000+

pro bono hours provided through
partnerships with **83 law firms & corporations**

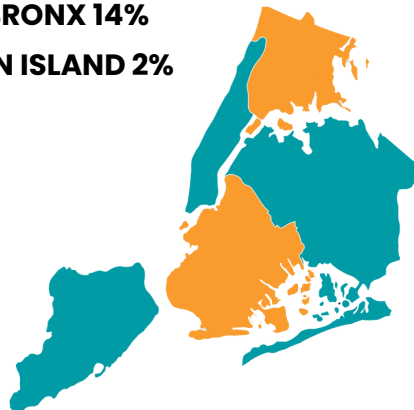
6,400



New Yorkers benefited from
VOLS' free civil legal services

OUR CLIENTS FY24

MANHATTAN 43%
BROOKLYN 23%
QUEENS 18%
THE BRONX 14%
STATEN ISLAND 2%



74% OF VOLS CLIENTS
IDENTIFIED AS BIPOC

67% OF VOLS CLIENTS IDENTIFIED
AS FEMALE, NONBINARY,
GENDER NON-CONFORMING,
OR TRANSGENDER



More than a Case: The VOLS Model

The VOLS Model begins by identifying pressing civil legal issues affecting New Yorkers. We structure our programs, staff, and pro bono resources around these needs. Our approach is continually refined through feedback and guidance from the communities we serve, ensuring our efforts effectively address our clients' civil legal challenges.

We are a Pro Bono First Organization – every VOLS' project and initiative is designed to maximize support for our clients by incorporating pro bono volunteers from private law firms and companies. **That's how one VOLS' attorney becomes many.** We can take more cases, serve more New Yorkers, and tap into more resources for our clients than we could through our nonprofit staff alone.

Pro Bono First

VOLS works with 83 law firms and companies. We connect and support an active network of 1,800 pro bono volunteers who take cases, make community legal education presentations, and help develop up-to-date materials.



Our Team



VOLS' team provides direct civil legal services and recruits, trains, & mentors pro bono volunteers. The team provides accessible community legal education and training.

Community Partnerships

VOLS works with schools, hospitals, older-adult centers, community-based organizations, and New York City and State government officials to support our clients. We collaborate on community legal education, identifying emerging legal trends and identify community members in need of support.



“

The VOLS' team was excellent. They walked us through what to expect, made sure we were prepared to answer our client's questions, and provided us with samples and assistance to help our client. The VOLS' teams' generous assistance and advice ensured that we felt comfortable on this project.

– **Asher Rivner, Senior Counsel, O'Melveny & Meyers LLP, VOLS Senior Law Project Volunteer**

More than a Case: A New Yorker

JAVP, Client, VOLS Immigration Project

When JAVP was just 11 years old, he bravely testified before a family court judge about the abandonment and neglect he faced from his father while his mother sought full custody. Although he was eligible for a Special Findings Order that would enable him to apply for Special Immigrant Juvenile Status (SIJS), JAVP didn't have the legal support needed to navigate the process. Fast forward nine years, and JAVP returned to court with VOLS by his side. He shared his experiences regarding his father's absence and requested that the court appoint his mother as his guardian. With our assistance, he successfully obtained the necessary court orders to apply for SIJS. Now an aspiring biochemist focused on a research career, JAVP can concentrate on his education and future goals. We are proud to support him as he moves forward on this important path.

Ezekiel Woods Client, VOLS Microenterprise Project

VOLS MEP client Ezekiel Woods is the owner and chef of Brighteye and Shilling, a catering business specializing in authentic Caribbean cuisine and custom cakes for weddings, special events and celebrations. A passionate cook from a young age, Ezekiel gained professional experience as a pastry chef before starting his dream business in Brooklyn. VOLS MEP provided critical support in forming the business, so Ezekiel could focus on building his incredible menu: Curry Goat, Beef Oxtail, and Fish Cakes are only some of what he has to offer.



CB, Client, VOLS Senior Law Project

CB is an older veteran referred to VOLS by SAGE, a community-based organization supporting LGBTQIA+ older adults in New York City and around the country. CB wanted to prepare his end-of-life planning documents to ensure that his daughter could assist him with his banking and government benefits. VOLS promptly reached out to CB to begin the process of executing his Will, Power of Attorney, Health Care Proxy, Living Will, and Control of Remains form. Our team provided support at every step, staying in close contact and following up diligently, especially when CB needed to attend to family matters during the process. Once his initial documents were complete, CB contacted VOLS again. This time he wanted to re-execute his Power of Attorney to empower his daughter to act on his behalf regarding Medicaid. We arranged an office visit as soon as possible to facilitate this update. VOLS' assistance was crucial in ensuring that CB's wishes would be honored by his chosen caregiver, alleviating some of the uncertainties he faced about his future.

“

I am a Legally Blind Senior, which meant [VOLS' team] read out loud to me and explained the Will, POA, Living Will, Health Care Proxy, Agent to Control Disposition of Remains Form, and other documents. They never faltered or lost steam. In fact, they seemed very happy to do it. I can't begin to thank them enough... And of course, not to forget all of the work put in at the beginning. Organizing all of this, from emails to phone interviews. Very efficient and professional.

- Client, VOLS Senior Law Project



VOLS Senior Law Project

VOLS SLP empowers older adults to ensure their wishes are clear in the event of their incapacity or death, identify their chosen decision-makers for medical and financial affairs, identify what those decisions look like, and plan posthumous care for themselves and their property. Our program has targeted support for communities of veteran, women, LGBTQIA+, Latine/Spanish-speaking, and Chinese American older New Yorkers.

An older New Yorker, AD took great pride in his job in the post office, eventually retiring with a pension. AD had been born deaf and mute. As he aged, AD experienced declining vision, eventually becoming blind. At that point he felt it was too difficult for him to manage administrative tasks related to his fixed income and reached out to VOLS SLP for help. Our team was ready! VOLS' pro bono team secured a hand-sign interpreter and promptly helped AD execute a Power of Attorney and a Control of Remains form. Now, his adult children can help him maintain economic stability by managing his pension and other financial administrative tasks.



Having your documents in place provides benefits for older New Yorkers. It promotes control over their final years, and increased quality of life, supporting housing, medical, property, and basic needs.

VOLS SLP's community partners are integral participants in serving our clients, hosting legal clinics, community legal education, making referrals and more:



Bay Ridge Senior Center, BRC Senior Center, Breaking Ground, Brooklyn Public Library, Carter Burden Network, Catholic Charities, Central Harlem Senior Citizens' Centers, Inc., Chinese-American Planning Council, Community Access, Cooper Square Committee, Encore Community Services, Entertainment Community Fund, Greenwich House, Goddard-Riverside Older Adults Center, Hamilton-Madison House, Harlem Advocates for Seniors, Henry Street Settlement, Hudson Guild Adult Services, JASA, Lennox Hill Neighborhood House, LiveOnNY, Lifeforce in Later Years, MJHS, Neighborhood SHOPP, New York State Department of Veterans Services, New York Public Library, NYC Department of Veterans Services, NY Connects.



OATS, Osborne, Penn South Program for Seniors, Project Find, PSS, R.A.I.N. Senior Center, RiseBoro, Riverstone Senior Life Services, SAGE, SelfHelp, Selis Manor, Service Program for Older People, Services Now for Adult Persons, Senior Planet, St. George's Society, Stanley Isaacs Senior Center, Stonewall Community Development Corp., Sunnyside Community Services, Inc., Trinity Church Wall Street, United Jewish Council of the East Side, University Settlement, Visions, Visiting Nurse Services of New York, VillageCare, Washington Heights Inwood Council on Aging, West Side Federation for Senior & Supportive Housing, Inc, YWCA of Brooklyn.

VOLS Benefits Law Project



Having an attorney's support for public benefits issues is often the difference between acceptances and denials.

VOLS BLP helps New Yorkers with limited resources more equitably access essential public benefits: Unemployment Insurance (UI), Senior Citizen Rent Increase Exemption (SCRIE)/ Disability Rent Increase Exemption (DRIE), Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI). Our team assesses clients for eligibility, helps clients apply for benefits as well as renew and recertify existing benefits, and appeals denials.

Access to technology, language barriers, complexity, and social stigma can deter individuals from accessing public benefits. We help address these issues and work with community-based organizations to share information about these critical programs.



TG received UI benefits after leaving her job at a major healthcare network in New York. She had just had a newborn and was unable to afford childcare with the long hours and 10-hour shifts. A year later, the Department of Labor told her she had been “overpaid” because she was looking for part-time work instead of full-time work, which was a requirement to receive these benefits. VOLS stepped in to help TG challenge this decision. Our legal team explained that TG was actually looking for full-time work, but had thought looking for 35-40 hours a week was considered part-time as her previous job required over 60 hours a week. With VOLS’ support, TG didn’t have to pay back the \$11,000. This new mother was able to move forward without added financial strain.

VOLS BLP community partners are vital collaborators in our work, hosting community legal education presentations, workshops, and clinics, and providing community members with guidance on how to access our services.

Last year we worked with Breaking Ground, Chhaya CDC, DSI International, Garden of Hope, Hamilton-Madison House, Heights & Hills, Jahajee Sisters, La Colmena, Nido de Esperanza, Mixteca, Sakhi, Voces Latinas, University Settlement, St. Nick’s Alliance, Entertainment Community Fund, Hudson Guild, NYC Department of Finance (DOF), NYC Housing Preservation and Development (HPD), and the New York Public Library.



VOLS Immigration Project

VOLS IP supports immigrant youth and their families seeking safety and opportunity in the United States. We provide comprehensive eligibility screenings, pro se application assistance, brief legal advice, and/or full representation on a range of immigration legal matters, including humanitarian relief (asylum, Special Immigrant Juvenile Status (SIJS), Temporary Protected Status (TPS), U/T nonimmigrant status, VAWA relief, DACA renewals), work authorization, and removal defense.

This year saw an increase in new arrivals to New York City. Our dynamic model is designed to evolve alongside the changing needs of our community, ensuring that we're always ready to meet them head-on. We partnered with Trinity Wall Street to provide screening clinics at Trinity Commons for newly arrived families residing at a local shelter.

The young people who come to us often are navigating trauma, cultural and language barriers, fears of deportation, family and job responsibilities, lack of housing, and questions about eligibility. Through our direct legal services, community education presentations, training sessions, and clinics, we provide crucial assistance in addressing both emerging and recurring immigration law issues.

VOLS' client KT is a teenager who qualifies for SIJS, a protection designed for immigrant youth who have faced abuse, abandonment, or neglect by a parent, creating a pathway to lawful permanent residency. VOLS assisted KT in securing the necessary orders from Family Court, allowing her to file her application for SIJS. Once granted, SIJS will open doors for KT, making her eligible for a work permit and a social security number. This year KT is in the 11th grade and considering her plans after high school graduation. With a social security number, she can apply for college financial aid—an option that was previously out of reach. We wish KT a fantastic 11th grade year!



Our partners trust us and refer their students and families in need of support.

School partners: Brooklyn College Immigrant Student Success Center, City-As-School High School, John Jay College Immigrant Student Success Center, High School of World Cultures, Internationals Network for Public Schools, Manhattan Comprehensive Night and Day High School, Multicultural High School, Queens Satellite High School, P.S. 188, William E. Macaulay Honors Program at CUNY.

Community Partners: Ali Forney Community Center, Chinese-American Planning Council, Community Healthcare Network, Flanbwayan Haitian Literacy Project, ImmSchools, Kaplan Education Fund, Lower East Side Family Union, Mixteca, New York State Youth Leadership Council, Riseboro, Trinity Commons.

VOLS Incarcerated Mothers Law Project



We work closely with nonprofit organizations Hour Children and Osborne Association to reach and support our clients and their families.

VOLS IMLP grew significantly this year to meet the demand for our services in a post-pandemic world. Our team provided high-quality, free family law services to incarcerated mothers and parents who cannot otherwise access information on their rights, including to visitation, contact, custody, foster care/adoption placements, and childcare arrangements. With our incredible pro bono partners, the team traveled monthly to Bedford Hills Correctional Facility or Taconic Correctional Facility to meet with these mothers and provided telephonic advice to mothers at Albion Correctional Facility and Rikers Island's Rose M. Singer Center. With the partnership of pro bono at Fried Frank, VOLS IMLP expanded services to assist incarcerated mothers with their uncontested divorces – within a few months there was already a waiting list.

VOLS is the only program in New York State that provides a full range of family law support at these facilities. Our work is vital to helping combat some of the harmful impacts of incarceration on mothers, children, and families.

BW first met with the VOLS Incarcerated Mothers Law Project because she was fearful and concerned for her child. She didn't know where her child was living, if he was enrolled in school, or if he and his guardian had permanent and stable housing. She could not stop thinking about him and wondering if he was okay. VOLS reviewed BW's case with her and joined forces with community partner Hour Children. Over the next few weeks, our team was able to locate her son and confirm that he was enrolled in and attending school. BW believed there was an Order of Protection in place preventing contact. Our team got to work by first requesting and obtaining all relevant family court orders. We discovered that, in fact, there was no Order of Protection, and that an Order of Visitation had been issued allowing BW regular telephonic contact with her child along with school and medical updates by the father. After unsuccessful attempts at contacting the father to resolve the issue, our team filed an enforcement petition and a modification petition in family court. With the court's intervention, the father began complying with the visitation order.



VOLS IMLP is inspired by our clients and proud to provide mothers with support so they can access justice and produce better outcomes for themselves and their children.

VOLS Microenterprise Project

VOLS MEP provides free transactional legal services to new and existing small business owners that have limited resources and come from underserved communities. Despite great need, there is a lack of affordable legal resources for small businesses in New York City. In fact, a lawyer is one of the most expensive aspects of business formation and continuation. For many of our clients, the costs associated with this process are unattainable. Through our work, clients no longer need to worry about legal fees and are able to get access to the services that help them launch their businesses and avoid crisis. Our team provides free legal support on transactional matters including advice on legal entity selection and formation, creating and maintaining governance documents, drafting and evaluating contracts, reviewing compliance with employment laws, and protecting intellectual property. VOLS MEP also prioritizes community outreach and education for small business owners. Throughout the year, VOLS MEP also holds several community education workshops and clinics and provides up-to-date information on emergent issues.



VOLS MEP partners with over 25 community-based organizations to increase access to free legal services and education. Our partners currently include: Bedford Stuyvesant Restoration Corporation – Brooklyn, Black Chamber of Commerce of New York City, BE NYC, Brooklyn Chamber of Commerce, Brooklyn Small Business Development Center, Evergreen, Fedcap, Harlem Business Alliance, Local Development Corporation of East New York, Bronx Small Business Development Center, Columbia University – Harlem Small Business Development Center, Manhattan Small Business Development Center, NYC Business Solutions – Upper Manhattan, NYC Business Solutions Washington Heights, Chhaya Community Development Center, NYC Business Solutions – Queens, Queens-LaGuardia Small Business Development Center, NYC Business Solutions – Staten Island, Business Outreach Center Network, Progress Playbook, Small Business Legal Relief Alliance, Hot Bread Kitchen, Eterra Kitchen, and CAMBA.



This past fiscal year we launched a partnership with the NYC Department of Small Business Services' Black Entrepreneurs NYC initiative to make legal services more accessible.

JL was one of over 140 NYC small business owners that VOLS connected with at the NYC Small Business Services Expo. A former medical assistant, JL suffered from an accident that put her out of work for almost two years. During this time, she found her passion: baking. Once able to work again, JL decided to build the business of her dreams. She acquired her food handler's license and came to VOLS interested in forming a legal entity. VOLS and the pro bono team have supported JL in forming her company - filing the necessary documents, drafting the operating agreement, and taking other transactional steps she needs to take to protect and get her business off on the right foot.

VOLS Children's Project

Through VOLS Children's Project, pro bono attorneys work closely with VOLS' team to help families address legal problems that may impact a child's health, education, and security. These often include housing, education or immigration law matters – and our volunteers work with VOLS' team members to tackle difficult issues for families going through some of their toughest times with their children.



VOLS Children's Project uniquely matches pro bono partner firms with a specific schools and hospitals in New York City to provide on-site support

At one downtown school, VOLS supports our pro bono partners at Kramer Levin Naftalis & Frankel LLP in providing individual legal services to students and their families through regularly scheduled on-site legal clinics. MG and her young children fled their home in South America to seek asylum in the United States. In her home country, MG had experienced physical and mental abuse from her partner and the family also faced discrimination in accessing healthcare and education based on a medical condition. With VOLS' support, the pro bono team worked diligently to guide this family through a removal hearing and asylum application. We are thrilled to share that this month the New York City Immigration Court granted humanitarian asylum to this resilient family. The family is now living safely in New York City.



Dean's List honoree Brian Budnick, Associate at Cravath Swaine & Moore, exemplifies the values and work of this project. Over the past four years, Brian has been the main advocate for a critically ill and severely disabled child receiving life-saving medical treatment at New York–Presbyterian Morgan Stanley Children's Hospital. Embracing the Project's holistic approach, Brian worked tirelessly to address the family's immigration legal needs and secure critical housing. We are proud to have Brian's support of this important program for children and families.

Children's Project Partners:

The Children's Hospital at Montefiore | Cravath, Swaine & Moore LLP

Morgan Stanley Children's Hospital New York–Presbyterian | Cravath, Swaine & Moore LLP

Dream Charter School | Skadden, Arps, Slate, Meagher & Flom LLP

Public School 188/Middle School 188 | Kramer Levin Naftalis & Frankel LLP

More than a Case: Pro Bono Leadership

VOLS Pro Bono Partners Convening

The VOLS Pro Bono Partners Convening has become an annual opportunity for productive thought partnership among New York City’s pro bono leaders. Our 2024 Convening did not disappoint! VOLS gathered law firms, corporations, and legal services organizations for a series of small group conversations on engaging transactional attorneys in pro bono. As a group, we also explored the impact of recent changes in the law on transactional pro bono. Participants leave with tangible ideas for powering their pro bono programs and working better, together.



“

Every VOLS team member I have worked with has been super helpful and respectful of my time. VOLS does a great job of providing you with all the information and resources you need to assist your clients seamlessly and successfully. The VOLS clinics in particular are very well organized; because VOLS does such a great job at handling client intake and coordinating, you can focus all of your time on attending to your clients’ legal needs. – **Jared Greenfield, Associate, DLA Piper LLP, VOLS Microenterprise Project volunteer**

My pro bono work has been among the most meaningful aspects of my career as a lawyer so far. It’s such a privilege to support people through the challenges they face, and I am inspired by their resilience and perseverance every day. – **Isabelle Glimcher, Debevoise & Plimpton LLP, VOLS Senior Law Project volunteer and VOLS PBAC Member**

The VOLS’ legal team has been an invaluable resource for me. They always make themselves available to assist despite having a heavy workload themselves. They provided me with the information and input I needed throughout my first asylum case. It was truly a team effort. – **Sean J. Cassidy, Associate, Kramer Levin Naftalis, VOLS Immigration Project volunteer**

Pro bono work empowers you to make a real difference in someone’s life and the community. With VOLS by your side, you will receive ongoing mentorship and training, ensuring you are supported every step of the way. It is a fantastic opportunity to develop new skills, enhance problem-solving skills, and expand your professional network. Plus, you’ll find immense personal fulfillment in giving back. Pro bono work strengthens the community by ensuring access to justice for all. – **Erika Syzmanski, Pro Bono Coordinator, Skadden, Arps, Slate, Meagher & Flom LLP**

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Pro Bono Powered

2024 VOLS Pro Bono Dean's List

VOLS Pro Bono Dean's List celebrates the memory of William J. Dean, VOLS' former Executive Director of 25 years, by recognizing hardworking and dedicated individuals who have made a tremendous impact in helping VOLS' clients. This year's list:

Brian M. Budnick, Practice Area Attorney, Corporate, **Cravath, Swaine & Moore LLP**

Sean J. Cassidy, Associate, & **Brian E. Hilburn**, Associate, **Kramer Levin Naftalis & Frankel LLP**

Isabelle Glimcher, Associate, **Debevoise & Plimpton LLP**

Jared Greenfield, Associate, **DLA Piper LLP**

Claire James, Partner, **Freshfields**

Yuliana Kletsun, Legal Counsel, **Bloomberg**

Jennifer Minervini, Pro Bono Supervisor, & **Erika Szymanski**, Pro Bono Supervisor, **Skadden, Arps, Slate, Meagher & Flom LLP**

Jennifer Rabbino, Associate, **Cadwalader, Wickersham & Taft LLP**

Peter C. Rosenberg, Associate, **Fried, Frank, Harris, Shriver & Jacobson LLP**

VOLS PBAC Summer Picnic

Central Park provided the classic NYC venue for our now annual VOLS Pro Bono Advocates Council (PBAC) Summer Picnic. VOLS PBAC members, Associates, and Summer Associates caught up with our team to chat about pro bono and play competitive lawn games while raising funds for the free civil legal services work we do collectively for New Yorkers. VOLS Microenterprise Project client Island Pops supplied their delicious artisanal ice pops for the happy crowd. Thank you to our Picnic's sponsors: Akin Gump Strauss Hauer & Feld LLP, Cadwalader, Wickersham & Taft LLP, Cravath, Swaine & Moore LLP, Davis Polk & Wardwell LLP, Fried, Frank, Harris, Shriver & Jacobson LLP, and Latham & Watkins LLP.



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Pro bono work has had a drastic impact on my legal career both expanding my view of the world and my legal expertise more broadly. I have had outstanding opportunities to represent or assist the most deserving individuals I have ever met, seen different perspectives on the world around me, become a more educated and involved citizen, and had the opportunity to make a difference in my own community. - **Peter C. Rosenberg, Associate, Fried, Frank, Harris, Shriver & Jacobson LLP, VOLS Benefits Law Project volunteer and VOLS PBAC member**

Events at VOLS

VOLS New York, Together 2024 Gala

The VOLS community came together on April 16, 2024, for *Celebrating 40 years: VOLS New York, Together 2024 Gala*. Against the beautiful NYC skyline we celebrated VOLS' legacy and looked toward the next chapter of our work. We also raised significant funds to support VOLS' programs for New Yorkers. We are grateful to our honorees Wells Fargo, accepted by Ellen Patterson, Senior Executive Vice President and General Counsel; Founding Firm & Visionary Sponsor Cravath, Swaine & Moore LLP; and Karen Artz Ash, Partner, Katten Muchin Rosenman LLP, VOLS Board member and immediate past Chair, and our event Co-Chairs, David Ash, Asia Archey Riddick, and Antony Ryan. VOLS' community makes it possible to provide free civil legal services to New Yorkers with limited resources and offer a supportive pro bono program that increases our impact. Thank you to our sponsors and all who provided financial support for VOLS' milestone event!



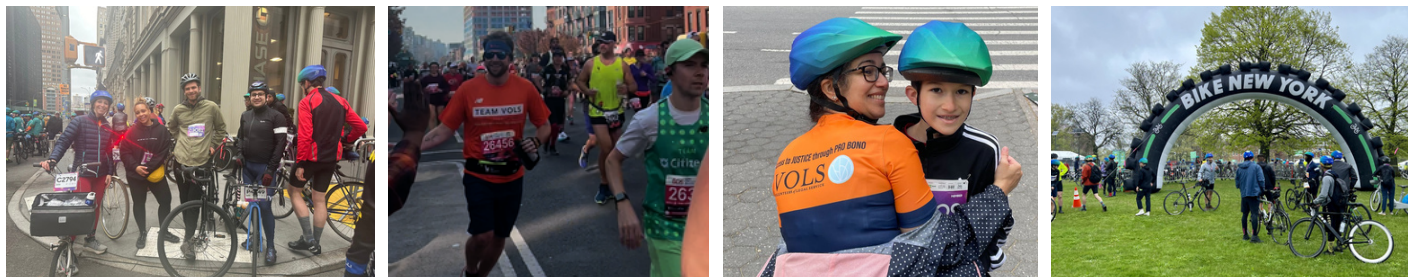
VOLS Athletes Powered Our Giving This Year

TCS NYC Marathon 2023

VOLS was an Official Charity Partner of the November 2023 TCS New York City Marathon. Team VOLS included amazing and dedicated staff, pro bonos, and friends who ran triumphantly to help close the access to justice gap for New Yorkers in need of civil legal services. Every mile crossed in New York City raised funds for our neighbors who call these streets home.

TD 2024 Five Boro Bike Tour

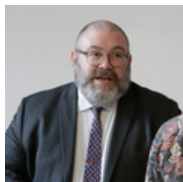
VOLS rode as an Official Charity Partner in the TD Five Boro Bike Tour for the first time last May. VOLS Senior Law Project Director Elisa Tustain – and family! – rode with dedicated pro bono attorneys and supporters on 40 miles of car-free streets through all five boroughs. The team raised significant funds for VOLS' free civil legal services for New Yorkers with limited resources.



Who We Are Leadership Team



Abja Midha
Executive Director



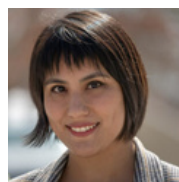
Peter Kempner
Legal Director



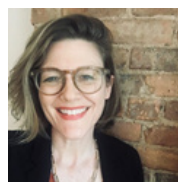
Amy Bonderoff
Director,
Development &
Communications



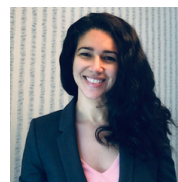
Keighly Rector
Director,
Immigration Project



Andrea Tan
Director,
Microenterprise
Project

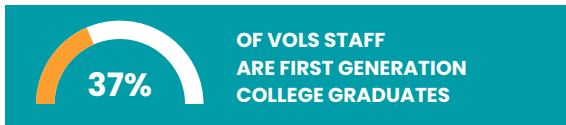
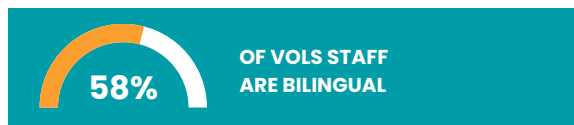


Stephanie Taylor
Director, Incarcerated
Mothers Law Project

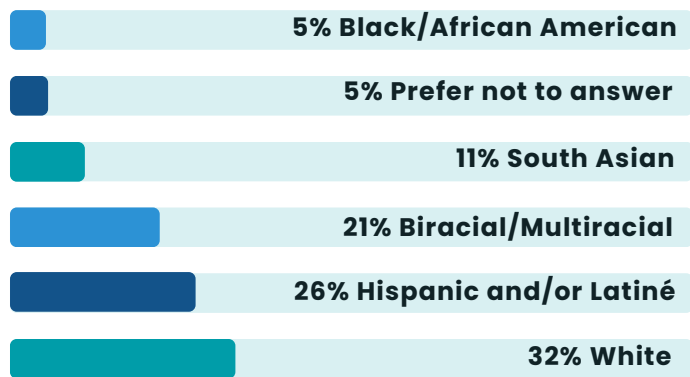


Elisa Tustian
Director, Senior Law
Project

Staff Demographic Survey: FY24

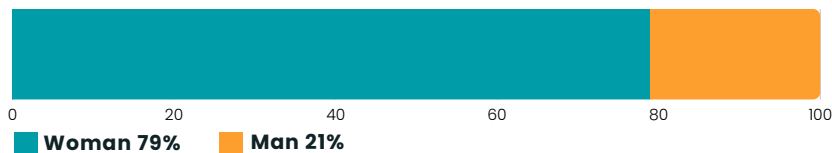


Racial/Ethnic Identity



0 50 100
*respondents were able to select all that applied when reporting racial/ethnic identity

Gender Identity



Languages Spoken by VOLS Staff

French, Hindi, Mandarin, Sinhala, Spanish

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*Former Chair

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Assistant General Counsel, Financial Lines Insurance, AIG

Annie Xie

Commercial Counsel, Cengage Group

Diane Xu

Associate, Patterson Belknap Webb & Tyler LLP

Jeff Xu

Associate, Morrison & Foerster LLP

Kevin Zhen

Partnering Law Firms & Companies

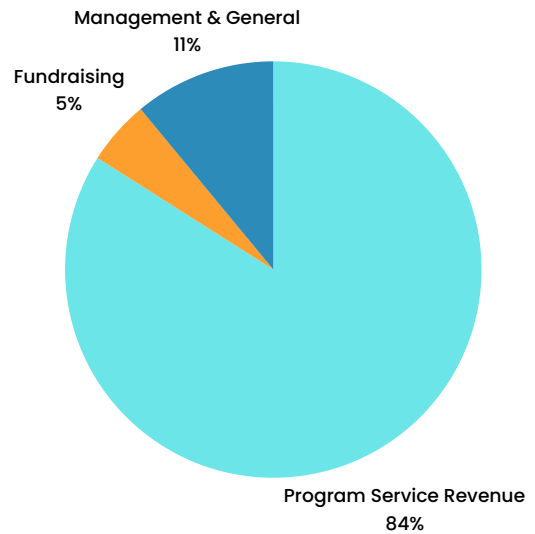
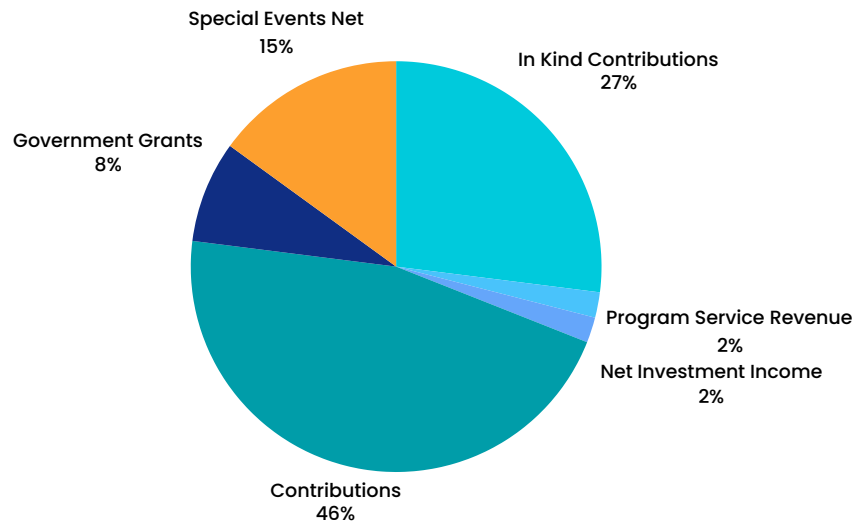
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Akin Gump Strauss Hauer & Feld LLP
Alston & Bird LLP
American Express
AIG
ArentFox Schiff LLP
Arnold & Porter Kaye Scholer LLP
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Cahill Gordon & Reindel
Chapman & Cutler LLP
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Milbank, Tweed, Hadley & McCloy LLP
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Schulte Roth & Zabel LLP
Seyfarth Shaw LLP
Sheppard Mullin
Sidley Austin LLP
Simpson Thacher & Bartlett LLP
Skadden, Arps, Slate, Meagher & Flom LLP
Societe Generale
Stroock & Stroock & Lavan LLP
Sullivan & Cromwell LLP
Thomson Reuters
Weil, Gotshal & Manges LLP
Wells Fargo
Willkie Farr & Gallagher LLP
Wilmer Cutler Pickering Hale and Dorr LLP
Winston & Strawn LLP

Financial Information

REVENUE	FY23-24
Contributions	\$2,544,986
Government Grants	\$413,807
Special Events Net	\$812,461
In Kind Contributions	\$1,490,962
Program Services	\$107,500
Net Investment Income	\$135,337
Total Revenue	\$5,505,053
EXPENSES	
Microenterprise	\$1,424,149
Immigration	\$551,965
Senior Law	\$1,052,717
Benefits Law	\$363,966
Other Projects	\$222,487
Programs Services	\$3,615,284
Management & General	\$489,466
Fundraising	\$234,309
Total Expenses	\$4,339,059



Source: FY24 Audited Financial Statement

About Volunteers of Legal Service

Volunteers of Legal Service (VOLS) **helps New Yorkers access justice** for their civil legal challenges. Through direct services, community partnerships, and our robust pro bono program, our six legal projects support older adults, veterans, small business owners, individuals seeking public benefits, immigrant young people, incarcerated mothers, children and their families through legal advice, representation, and education. We reach underserved communities in New York City inclusive of age, race, gender and LGBTQIA+ identity, ability, veteran and immigration status. VOLS' programs rely on trusted partnerships with 150 community-based organizations and pro bono volunteers from New York City's largest law firms and companies.

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