

JOURNEYS in JUSTICE





Letter from our Executive Director

As we reflect on CARPLS' remarkable journey over the past 31 years, one aspect is clear: the ability of our staff to connect with and truly assist our clients lies at the heart of our success.

CARPLS' objective is to empower clients to advocate for themselves and receive the best resources possible for their specific situation. That has been the CARPLS mission from the very start and remains today.

Our attorneys and paralegals, many of whom have been with CARPLS for decades, are the lifeblood of our organization. Their compassion, intelligence, and patience shine through as they provide free legal advice to thousands of clients each year – an effort aided by how our organization has leveraged technology to increase access and foster collaboration across the legal aid network.

CARPLS' unique blend of technology, staff expertise, and infrastructure has enabled us to not only connect a staggering number of individuals to legal assistance, but also position ourselves as a central hub for groundbreaking programs driving real change in the lives of Illinoisans.

A prime example of this is our role in the **Cook County Legal Aid for Housing and Debt (CCLAHD)** program, detailed later in this report. As Cook County faced an unprecedented housing crisis following the COVID pandemic, CARPLS was the natural choice to lead a hotline that would serve as the first point of contact for residents facing housing or debt issues.

It takes a sophisticated, well-oiled machine to handle the 87,523 services we provided last year (a record number). CARPLS, in providing services for those up to 350% above the poverty level, **handles a number of callers that is unparalleled in the legal aid world.**



Everything we've discussed is in the service of CARPLS' ultimate mission: **EQUAL ACCESS TO JUSTICE FOR ALL**. This goal would be impossible without the support of our staff, board members, donors, and partners who share our passion for this mission.

The future is bright, and we're excited to continue this journey with you.



Allen C. Schwartz

CARPLS by the Numbers

(July 1, 2023, through June 30, 2024)



87,523 legal consultations provided,
a new record for CARPLS!



50% of new clients have never spoken to an
attorney prior to calling



85¢ of every dollar raised goes directly into
client services



94% of clients would recommend
CARPLS to a friend



13 Practice Areas



40 Legal Aid Partners



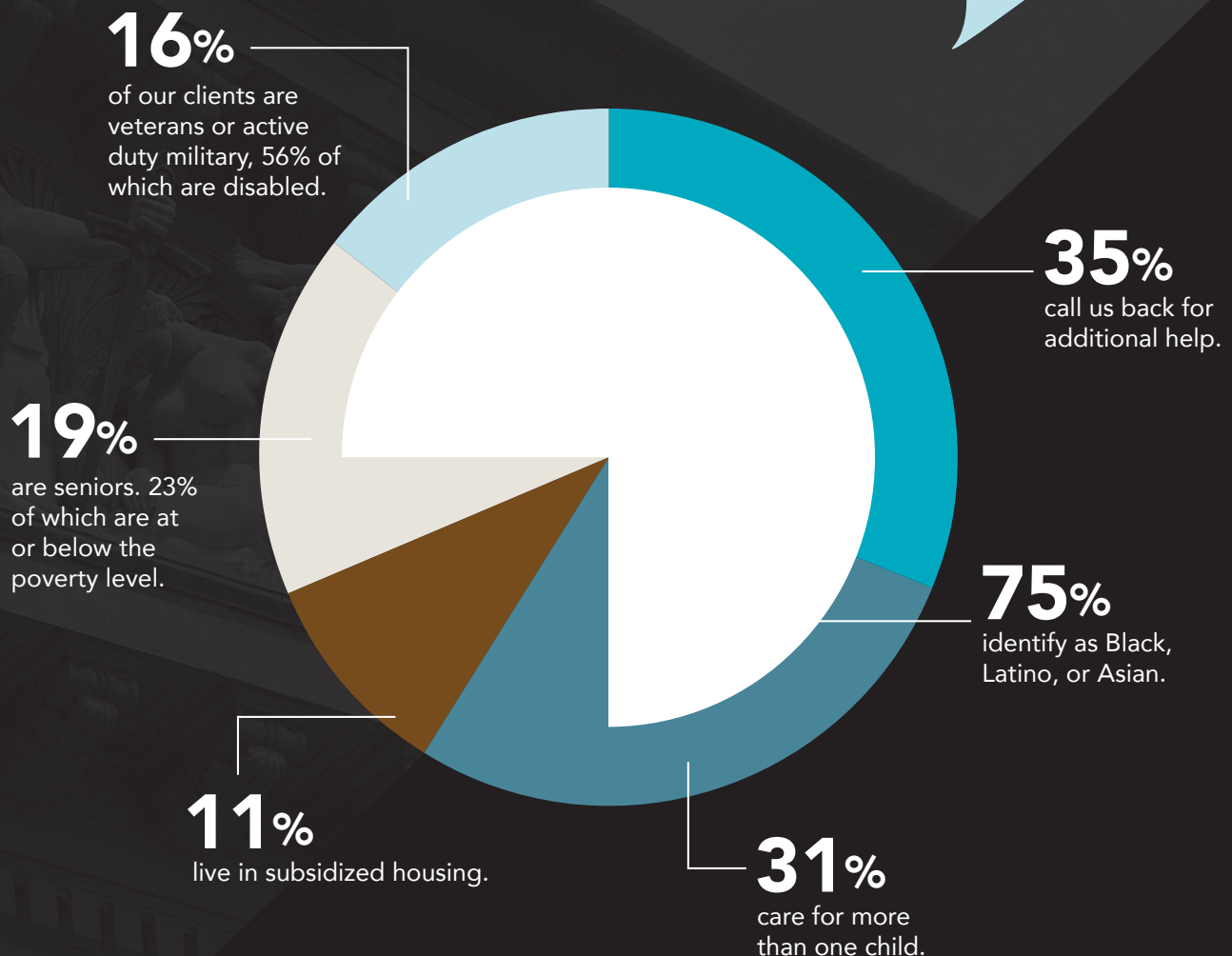
100 Social Service Providers partnered
with CARPLS

Our Clients

We cover over 2,000 different legal topics, from adoption to zoning, and primarily address civil legal needs for housing, family, and consumer law.

A Note from CARPLS

CARPLS works hard to understand how clients feel after speaking with us. To that end, we send client satisfaction surveys after each consultation. In Fiscal Year 2024, we received 3,317 survey responses, a large majority of which were positive. Throughout this report, you will see excerpts from these responses in this speech bubble graphic. We hope these client replies showcase the talent of our staff, the feedback of those we serve, and the very real impact of your support.



Our Programs and Projects

For Cook County Residents



CARPLS Hotline

Our experienced attorneys and partners are here to offer solutions, often resolving issues in a single call.



CARPLS Advice Desks

The Desks are designed to provide information and legal advice to the many pro se litigants facing legal problems in Cook County.



Cook County Legal Aid for Housing & Debt Hotline

Through this Cook County program, CARPLS helps people with evictions, foreclosures, and unresolved debt issues and connects them with services that level the playing field, including mediation and settlement.

“

I cannot express my gratitude in words—there are none! I have called [CARPLS] several times for help and everyone there is patient and so knowledgeable and above all, comforting. I am so much more at ease after speaking with [their] wonderful attorneys.”

“

The CARPLS attorney helped me over the phone for an hour reviewing [the] documentation I sent him while on the call. He clearly explained the law and my legal options so thoroughly. He was so polite, professional, and patient with me. I'm so thankful.”

For All Illinoisans



Illinois Armed Forces Legal Aid Network (IL-AFLAN)

CARPLS attorneys counsel veterans, military personnel, and their families on civil legal issues statewide and connect them with further legal services with our 20+ partners around the state.



New Leaf Illinois

CARPLS works with 18 partners around the state to help people start the process of clearing cannabis arrests and convictions.



COVID H.E.L.P.

COVID H.E.L.P. provides free legal information, 24/7, to Illinoisans on housing issues such as eviction, debt, bankruptcy, foreclosure, guardianship, unemployment, and other issues that started during the pandemic.



Eviction Help Illinois

Eviction Help Illinois is a state-funded network of nonprofits providing free legal aid, mediation services, and other resources in response to the eviction crisis.

Leading the Journey to Justice: CARPLS' Role in Cook County's Legal Aid for Housing and Debt

As the COVID moratorium on evictions and debt collections was set to expire, our city and state braced for an avalanche of housing and debt-related lawsuits. Overwhelmed courts threatened paralysis as people on all sides struggled to seek justice.

In response, Cook County, the City of Chicago, the Chicago Bar Foundation, and the Chicago Bar Association devised a program to help stem the flood of eviction and debt cases by working to resolve disputes before they went to trial - a centralized resource where all Cook County residents, regardless of income, could access free legal aid, referrals, and mediation services.

Only one organization had the capacity, infrastructure, and proven track record to manage such a program: CARPLS.

Named the Cook County Legal Aid for Housing and Debt/Early Resolution Program, or CCLAHD/ERP, it has done exactly what it was created to do since launching in 2021.

Individuals facing issues of housing or debt are directed to CARPLS' hotline for assistance. They then receive free legal consultations with trained attorneys from CARPLS or our partner legal aid agencies. **CARPLS serves as the operation's nerve center.** We manage the hotline and coordinate case information so that seamless legal support can occur across the network. If a case is not settled before trial, an attorney supports the client in how to represent themselves in court.

CCLAHD/ERP has proven so successful that it now serves as a model nationwide. The White House has touted the program as one of the "top eviction prevention innovations" in the country, and over 75,000 people have been

served by CCLAHD/ERP as of June 2024. Clients served include tenants and landlords, debtors and creditors. **It strikes at the core of CARPLS' main belief: that justice must be accessible to all.**

The success of CCLAHD/ERP is driven not only by CARPLS' paralegals and attorneys, but also by a network of seven partner legal aid agencies. This program could also not be possible without further collaboration with the Cook County Court, Center for Conflict Resolution, and governmental rental assistance programs.

There's more work to be done, but with programs like CCLAHD/ERP setting the standard, the path forward shows promise.



In 2024, the Chicago Bar Foundation issued an impact report featuring astonishing statistics on the efficacy of CCLAHD/ERP, especially in its support for Black and Hispanic communities. These figures are included below.

Cook County
LEGAL AID
 for Housing and Debt



Helping you resolve eviction, foreclosure, debt, and tax deed issues.

82%

of tenants receiving
ERP services are
Black or Hispanic

78%

of small landlords
receiving ERP services
are Black or Hispanic

74%

of consumer debt
ERP participants are
Black or Hispanic

70%

of people receiving legal
assistance are confident
they can reach their goals

More than
75,000
 people served

Default court-ordered
evictions down to about

20%

compared to 40-60% default
rates typical elsewhere
in the country

95%

of people receiving legal
assistance are satisfied or very
satisfied with services provided

7,300+

fewer cases placed with
sheriff for eviction since
the start of the program

“

The [CCLAHD] attorneys are empathetic, and they listen [in order] to understand your unique situation. Then they explain the legal ramifications in laymen's terms so that you can make a decision about next steps. I feel so much better and have less fear and anxiety about the process after speaking with them. ”

Getting cases resolved before trial, by giving people access to attorneys and financial resources, is a win-win not just for defendants, but for everyone involved in this process.

– Melissa Wemstrom,
Director of Operations
at CARPLS

Thank You to Our Donors!

July 1, 2023, through June 30, 2024

\$100,000+

Chicago Bar Foundation
Illinois Equal Justice Foundation
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\$25,000—99,999

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“

This service is priceless. Without it, I would be completely guessing and simply lost in this legal process. ”

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Leslie Wallin



(Starting 4th from left) Supervising Attorney Bernard Okitipi, Staff Attorney Geneva Brown, Paralegal Patricia Reynoso, Supervising Attorney Josh Niewoehner, Paralegal Tarish Morris, and Staff Attorney Mary Flynn proudly represented CARPLS alongside our New Leaf partners at the 2024 Bud Billiken Parade!

Staff Attorneys

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Aaron Baker

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Yolanda Martinez

Grisel Valentin

Tarish Morris

Patricia Reynoso

Our staff at the 2024 Golden Gavel Celebration



Paralegal Grisela Valentin



Former Co-op Intern Amelia Morrison, Supervising Attorney Leslie Wallin, Staff Attorney Claudia Silva-Hernandez, Supervising Attorney Ashlee Highland, Director of Operations Melissa Wemstrom, Staff Attorney Aleida Lozano Netzel, Office Manager Lori Morrison, Staff Attorney Christy Chapman, Former Legal Intern Courtney Lee, and Staff Attorney Sandra Lovstrand



Staff Attorney Aleida Lozano Netzel, Supervising Attorney Josh Niewoehner, and Director of Operations Melissa Wemstrom



Paralegals Kenny Bahena, Nancy Chaidez, Grisela Valentin, and Yolanda Martinez

“

The attorneys at CARPLS were amazing. They called me daily for follow up and explained the entire case step by step. I felt hopeless and helpless prior to their assistance...and I am truly grateful for the support I received. ”

Our Board

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CARPLS recognizes Mike Pace for his leadership as Board President from FY23–FY24, as well as the contributions of Bill Cleaver, Bryan Locke, Kathleen Sweitzer (FY23–FY24 Treasurer), and David Williams (FY24 Chair, Development Committee). We welcome Bill, Bryan, Kathleen, and David to the Advisory Board in 2025.

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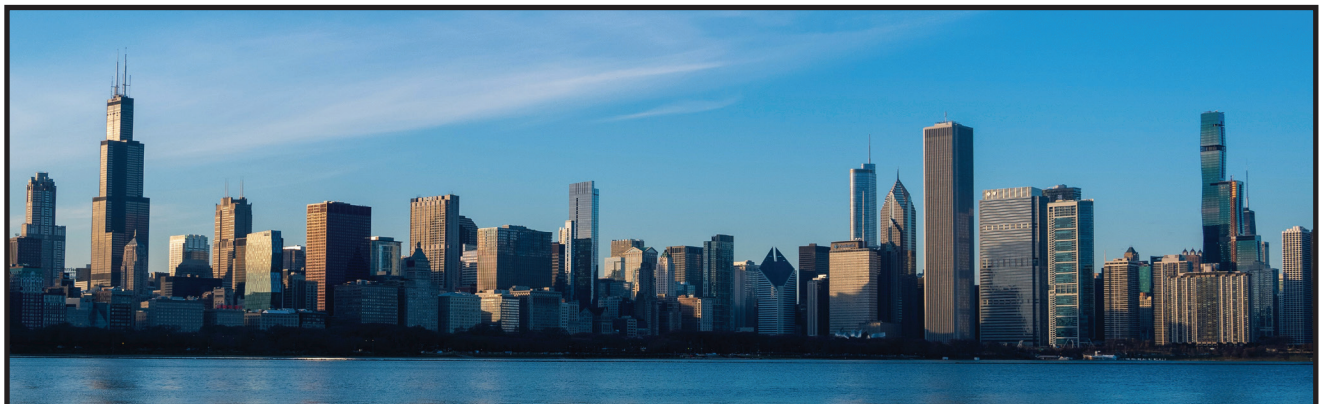
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Financials

Ways to Invest in CARPLS

There are many ways you can invest in CARPLS' mission, from sponsoring an event, spreading the word, donating, or being a volunteer. In whichever way you choose to partner with us, your investment has a positive, life-changing impact on our clients, our justice system, and our community at large.

Donate

With unprecedented need for our services, CARPLS relies on the generosity of individual and corporate donors to make our work possible, in addition to the traditional legal aid and government funding we receive.

Leave a Legacy

Your planned gift, such as a charitable bequest from your estate to CARPLS, would ensure that clients in need have direct access to legal advice for generations to come. A charitable bequest can be added to your will or living trust in as little as one sentence.

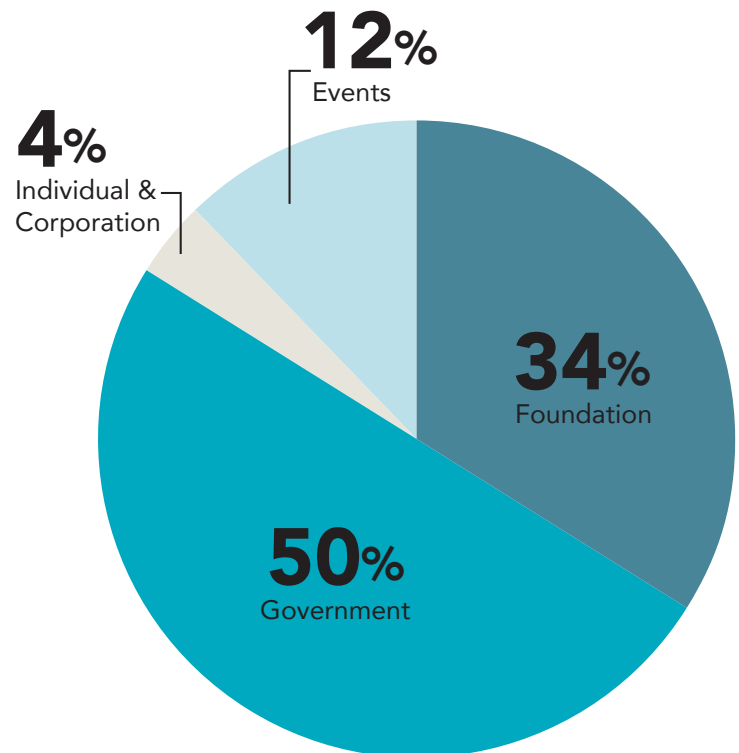
Other Ways to Partner with CARPLS

- Sponsor an event
- Sponsor a program
- Become a CARPLS volunteer attorney
- Make referrals to CARPLS' services

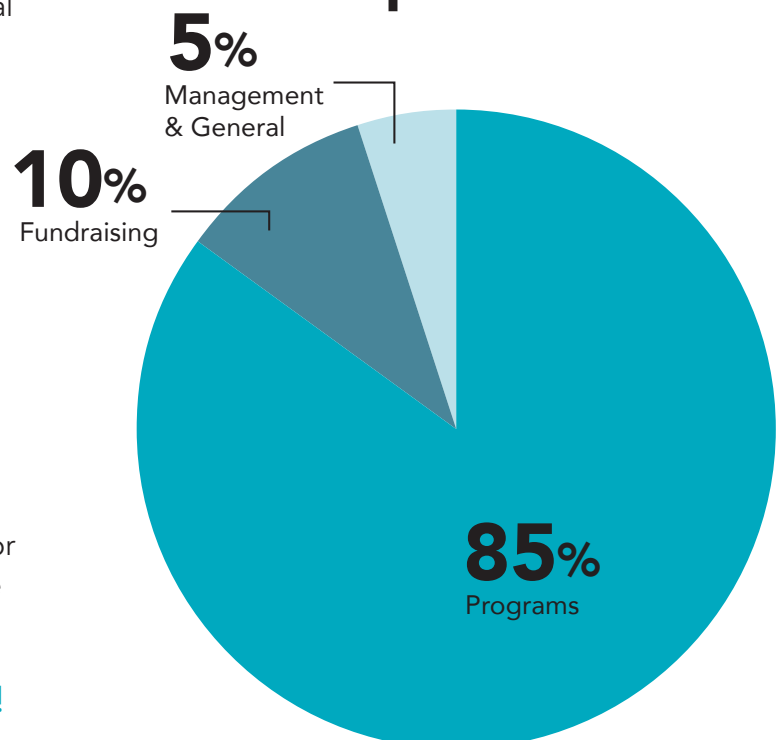
If you are interested in donating to CARPLS or learning more about our organization, please contact Matt Marino at mmarino@carpls.org.

Your support is greatly appreciated!

Revenue



Expenses



These figures are unaudited. Fully audited financials will be available at carpls.org/financials once completed.



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