

2019
Community
Report

The Power of
Connections



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Step Up to Justice’s belief in the power of connections stems from our confidence that we can do more together than we could ever do alone. This principle is deeply engrained in our Step Up to Justice mission and culture. Connections open doors and provide access to essential services. Connections link us to those with a shared vision. Most important, Step Up to Justice believes that connections unite us and help us meet the critical legal needs of our community.

SU2J is lifting our
neighbors out of poverty
and changing the national
conversation about
access to justice.

– Tucson Mayor Jonathan Rothschild

Letter From the Executive Director and the Board President

3 years ago, driven by a bold idea and the desire to fill the justice gap, a small group of access to justice warriors set out to transform the landscape of civil legal services in Pima County. That bold idea? To create a free-standing, privately funded, pro bono law center that would meet the civil legal needs of low-income individuals and families, the most vulnerable and marginalized in our community. Built on a volunteer model and supported by cutting-edge technology and a small-but-mighty staff, Step Up to Justice (SU2J) launched in January of 2017. Today, thanks to the grit and wisdom of a dedicated board, the support of community partners and the generosity of our donors, SU2J has grown into an organization that changes lives every day. Since opening our doors, SU2J's cadre of 200 volunteers have assisted 3,386 low-income Pima County residents, increasing free civil legal services in our community by a remarkable 25%. In a relatively short time, these volunteers have donated nearly \$3.5 million dollars in pro bono legal services.

The act of hope that is now SU2J could not have happened without your support. To those of you who were early adopters, thank you. Having you in our corner early on gave us the necessary confidence and energy to grow by leaps and bounds. To the many who joined us along the way, thank you. Thank you for your belief in SU2J and for your support of our mission. You are engaged in legacy work. And, for those new to SU2J, please join us. We encourage you to become involved and help lift your neighbors out of poverty. We invite you to volunteer, donate and spread the word. We invite you to Step Up to Justice!

Michele Mirto, Executive Director

Stacy Butler, Board President



Michele Mirto



Stacy Butler

The SU2J Difference

SU2J's founders believed that free civil legal services for low-income families could be expanded. But expansion required a new non-profit, created to operate outside the restrictions of federal funding to serve clients who were not otherwise eligible for traditional legal aid, or were excluded by legal conflicts of interest.

The founders believed that a free-standing pro bono center, in which financial resources supported only infrastructure while all legal services were donated by volunteer attorneys, would have the greatest social impact. And they were right! After three years, SU2J is boldly paving the way with new solutions:

- We're a privately funded non-profit. With no state or federal funding, we can serve all low-income residents who need our help.
- We provide a continuum of services. From up-stream workshops to educate clients before they have a legal problem, to clinics in our office and in local courthouses, to direct representation for complex cases. We provide legal services where and when our clients need them.
- We're investing in cutting edge technology to broaden our reach.
- We're efficient. With a budget of under \$330,000, SU2J delivered over \$1,500,000 in legal services in 2019 to help 1,323 low income residents of Pima County access critical legal services. Our cost per case is \$192 – 34% below the national average cost of traditional legal aid organizations.
- We've built partnerships with 200 volunteer attorneys, the U of Arizona's James E. Rogers College of Law, state and federal courts, and 22 other social service providers. With these partnerships, we collaborate, educate, advocate, and help clients understand their legal rights and responsibilities before issues arise.
- We're committed to quality. We listen, we respect, and we lift-up every client, volunteer, and partner. And, together, we navigate and break down barriers for clients in a complicated legal system.

A Few of Our Accomplishments Since Opening

3,386
clients served

1,126
clinics held

over
\$3.5M
in free legal
assistance
provided

The Need/Services

SU2J has increased access to free civil legal services for low-income individuals and families Pima County by 25% at a cost that is 34% less than traditional legal aid services.

Milestones and Impact

Applicants Served

810

2017

1,253

2018

1,323

2019

Client Clinics Held

170

2017

445

2018

600

2019

Volunteer Attorneys

139

2017

174

2018

200

2019

Our Vision

- > Serve 4,000 clients per year by 2023
- > Deliver \$4 million in free civil legal services to our low-income community annually
- > Lead the nation for innovative pro bono service delivery

A Client Story

In 2017, Denise was excited to buy a home. She was living in a mobile home park and decided to purchase a repossessed mobile home from the park. Denise paid a park representative in cash for the home and asked for a written receipt as proof of purchase. The park representative hand wrote a brief note on a scrap piece of paper and promised to deliver the title later. But she never did and after a year of attempts, Denise came to Step Up to Justice for help. The park representative who originally sold the trailer to Denise was nowhere to be found and the mobile home park refused to give Denise the title to her home unless she signed a 3-year lease for lot space in their park. Kay Nelson, a Step Up to Justice volunteer attorney, accepted Denise's case for individual representation. Over the next six months, Kay dedicated 45 hours to assisting Denise, sending demand letters and making phone calls. With Kay's help, the mobile home park finally released the title to Denise. Thanks to Kay's dedication and the help of Step Up to Justice, Denise was finally able to enjoy the feeling of being a home owner.

For Denise, a volunteer attorney made the difference between achieving rightful possession of her home or succumbing to a predatory and unscrupulous business owner. While this case took more time than most, the story highlights the vulnerability of many SU2J clients. Without an attorney's advice and advocacy, Denise and others like her have little success navigating a complicated legal system. We applaud Kay's tenacity and congratulate Denise on her new home!

Community Partner

Sheronda Jordan, EMERGE! Center

Sheronda Jordan has served as Program Manager for Community Based Services at EMERGE! Center Against Domestic Abuse for four years. Sheronda has a long history of advocacy, first as a volunteer, and later becoming staff Forensic Examiner Coordinator with the Southern Arizona Center Against Sexual Assault. She coordinated with first responders, medical personnel, all Pima County law enforcement jurisdictions, Pima County Attorney's offices, and civil legal providers – all to support survivors of sexual and domestic abuse and their families.



Sheronda Jordan

Perspectives

Kristy Clairmont, SU2J Attorney Volunteer

Kristy Clairmont is a family law attorney who has volunteered with Step Up to Justice since 2017. She received her degree from UA's James E Rogers College of Law and now practices exclusively in the area of family law. Whenever possible, Kristy works with clients to avoid litigation, explaining that "I am always interested in efficient, alternative approaches to resolving claims." When SU2J opened its doors, Kristy was quick to volunteer at its court and office clinics, helping self-represented litigants complete the necessary forms to move their case forward.



Kristy Clairmont

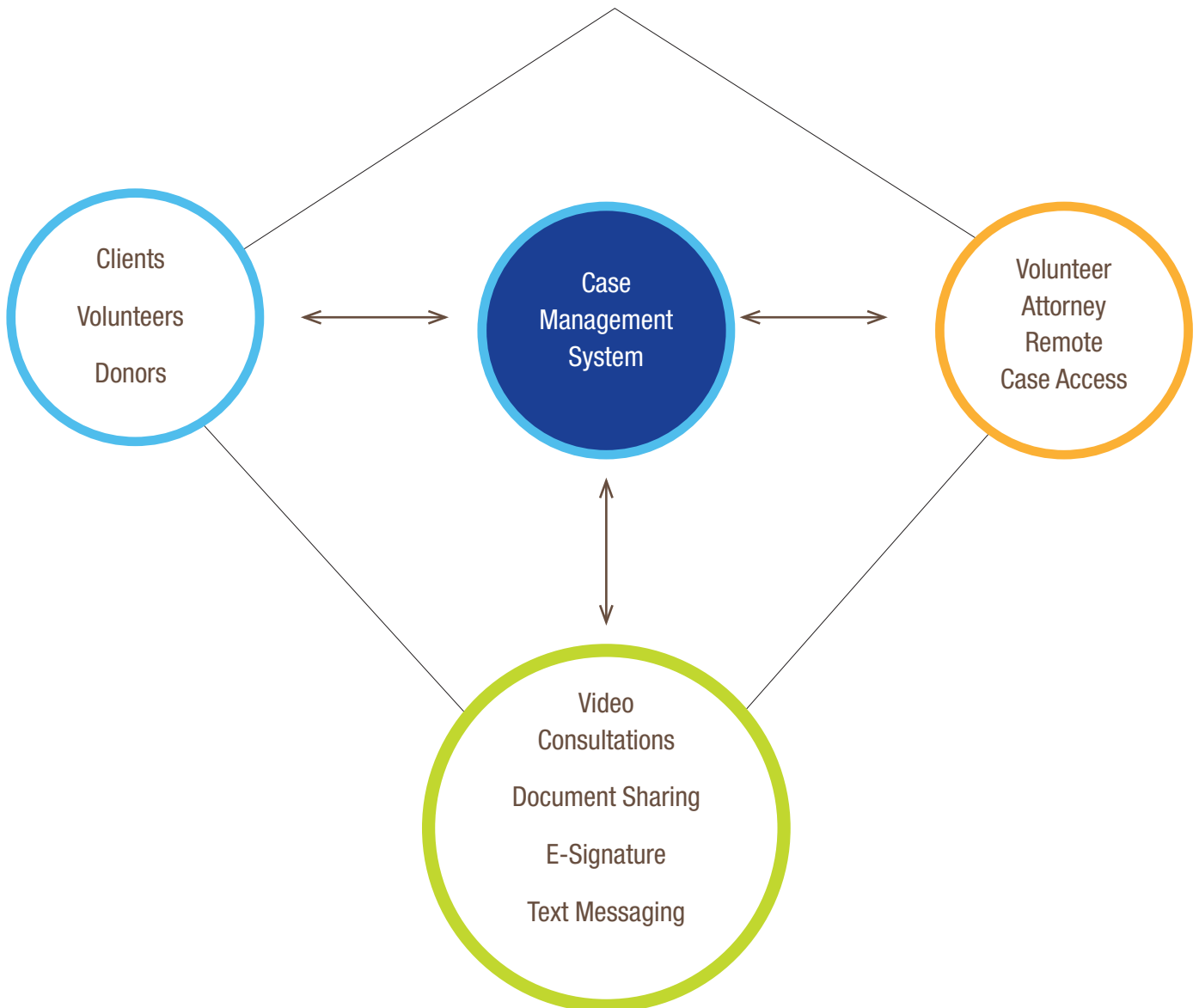
Kristy highlights some distinct advantages for attorneys who volunteer with SU2J. "You are so well-supported, working with clients who are well-screened and who understand the limits of our role. At SU2J, I'm working with a team to find the best solutions for each client, helping self-represented litigants succeed in this complicated process. This exposure to diverse cases and client issues has made me a better lawyer for my own clients. I get to be their legal coach, empowering clients to help themselves, helping them to explain their situation and their needs in court." Recently, Kristy assisted a client who spoke only Spanish, and was also deaf and illiterate. The client was under threat from an abusive husband, and the husband's residency in Mexico presented unique service challenges. Together with her translator, Kristy helped the client navigate the court process and successfully file for divorce. Kristy encourages other attorneys to contribute their time and expertise to SU2J clients: "I know that we are all very busy but, volunteering at SU2J is truly the fastest four hours of my month. SU2J is so well-organized, so seamless, and at the end of the day, so worthwhile. I strongly suggest that any attorney who is interested in volunteering give their time to SU2J."

From this experience, Sheronda understands the role of community partnerships. "We simply cannot work in a silo. Our ability to come together is vital to our survival. These partnerships increase our capacity to meet the needs, especially for individuals who are already marginalized in our society." Today, Sheronda refers EMERGE! participants to Step Up to Justice (SU2J) for civil legal assistance in family law, housing, and other concerns. She was initially attracted to SU2J's ability to serve those who could not receive legal services elsewhere. "We always knew there were service gaps, and SU2J offered a creative, grass roots opportunity to fill these unmet needs." Sheronda also praises the compassionate assistance SU2J provides to EMERGE! participants. "I know when we refer to SU2J the participant will be treated with dignity." Sheronda says, "If there is an individual who wants to know how they can help – there is something for everyone; we cannot do it on our own."

Improving Access Through Technology

We've invested in technology to broaden our reach, using a web-based case management system that:

- Allows us to manage clients, volunteers, and donors in the same system
- Provides the ability to conduct face-to-face video consultations and share web-based documents with clients who can't travel to meet with a volunteer attorney, and
- Allows volunteer attorneys to access their assigned cases from their own offices



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Amanda Rutherford

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Intake Specialist

Board Work Groups

Sustainability: As a privately funded non-profit, SU2J is always careful to balance its essential mission-driven services with an equally critical need for ongoing fundraising and development activities. To ensure best fiscal and operational practices, our Board has established four work groups to help support our every growing donor and volunteer base.

- **Finance and Compliance:** Assists with organizational planning and oversees operational revenues and expenditures.
- **Philanthropy:** Identifies funding resources, manages donor relations, develops corporate sponsorships, and executes grant and fundraising opportunities year-round.
- **Communications:** Oversees publicity and social media and connects SU2J to strategic partners locally and regionally, including the legal community and social service organizations.
- **Technology:** Builds relationships with technology providers and funders, so that SU2J can leverage efficient, state-of-the-art database case management technology (LegalServer) and web-based applications that enable secure client-attorney communications and document sharing.



*L to R: Matthew Caylor, Melissa Spiller-Shiner,
Briana Hoyos, Michele Mirto, Gracie Rodarte,
Amanda Rutherford, Nate Whithorne*

Stewardship/Financials

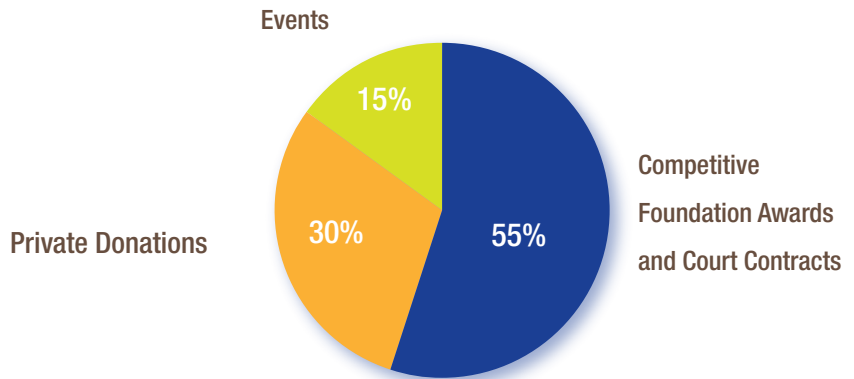
2019 Funding Sources

Annual Budgets

2017 \$229,480.00

2018 \$245,353.00

2019 \$330,000.00



Doing More With Less

As a privately funded non-profit, SU2J is always careful to balance its essential mission-driven services with an equally critical need for ongoing fundraising and development activities.

SU2J receives no federal, state, or IOLTA funds.

4

Full Time Employees + 3 Part Time Employees

\$330,000 Operating Budget

\$1,500,000 in Services Delivered

Services provided to 1,323 low-income residents

\$192 Cost per Case

34% Less than average cost per case for traditional legal aid



Partnerships

Since January 2017, SU2J has increased access to justice for low-income residents in Pima County by connecting attorneys, courts, social service providers, and the University of Arizona. Our partners include:

• Arizona Children’s Association – Kinship Adoption Resource & Education Program • Arizona Foundation for Legal Services and Education • Arizona Center for Disability Law • Arizona Department of Economic Security • Arizona’s Pro Bono Network • Emerge! Center Against Domestic Abuse • Family Housing Resources Cares • Gospel Rescue Mission • Justice for our Neighbors • Consulate of Mexico • Pima Council on Aging • Pima County Attorney’s Office • Pima County Bar Association • Pima County Housing Office • Pima County Superior Court • Southern Arizona Legal Aid, Inc. • Southwest Fair Housing • State Bar of Arizona • United States District Court – District of Arizona • University of Arizona James E. Rogers College of Law

Awards, Contracts, & Honors

Beyond strong commitment and support from Southern Arizona’s judicial branches and legal community, SU2J has already been recognized nationally, regionally, and locally for its innovative approaches to bridging the justice gap for low-income individuals and families in Pima County:

- 2017 winner University of Arizona McGuire Center for Entrepreneurship Social Impact Competition
- 2017 United States District Court Pro Bono Service Award
- 2017 American Academy of Matrimonial Lawyers (AAML) grant (first in Arizona history)
- 2017 Marshall Foundation award for Minor Guardianship Assistance Project, to help next-of-kin secure guardianship for children when parents cannot care for them
- 2018 national finalist for American College of Trial Lawyers Emil Gumpert Award
- 2018 Arizona Bar Foundation award to fund Housing Outreach Mentorship & Education (HOME) on-site court program
- 2018 University of Arizona James E Rogers College of Law award to mentor HOME Law Fellow
- 2018 American College of Bankruptcy Foundation grant, to assist low-income families with Chapter 7 bankruptcy
- 2018 winner of the EMERGE! “Answering the Call” award for exceptional service to victims of domestic violence
- 2018 winner of the Meyer & Libby Marmis Humanitarian Award for significant & lasting contributions to human welfare and social reform in southern Arizona
- 2018 Finalist, Tucson Metro Chamber of Commerce Copper Cactus awards for Best Non Profit
- 2018 Michele Mirto, SU2J ED, named one of American Bar Association’s 10 “Legal Rebels”
- 2019-2020 (2 yr) Agnese Nelms Haury Social Justice grant (with University of Arizona’s James E Rogers College of Law) to fund Renter Education for Neighborhoods & Tenants (RENT) outreach project to combat eviction in Tucson’s low-income neighborhoods
- 2019 Arizona Bar Foundation Innovation award
- 2019 American College of Trial Lawyers award to support Family Law Outreach and Technology (FLOAT) Fellow
- 2019-2020 Women’s Foundation of Southern Arizona grantee
- 2019 Women’s Foundation of Southern Arizona Founder’s Award
- 2019 Community Foundation of Southern Arizona “Catchafire” licensee for social media & marketing
- 2019 Arizona Initiative for Public Service Law award to fund HOME Program and Fellow
- 2019 Social Venture Partners Fast Pitch finalist
- 2019 Bigglesworth Family Foundation award for Innovative Technology

Thank You to The Volunteers, Donors and Supporters Who Make SU2J Possible

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We are forever thankful for our amazing network of volunteers, donors, and partners.
If you are interested in helping us help our community, we have ideas!

Donate

We rely on donations for a large portion
of our annual budget.

Volunteer Ask us how.

Partner With Us

So many possibilities.

A decorative graphic consisting of several thin black lines that intersect at two points. The upper intersection point is marked with a yellow circle, and the lower intersection point is marked with an orange circle. The lines extend across the page, creating a geometric pattern.

Please contact us at mmirto@stepuptojustice.org



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