



# LSA ANNUAL REPORT 2020

## DEAR LSA FRIENDS AND SUPPORTERS

The 2020 Legal Services Alabama (LSA) Annual Report is dedicated to the LSA Staff who individually and collectively demonstrated great resilience in arising to meet our clients' legal needs that were exacerbated by the COVID-19 pandemic.

In March 2020, LSA issued a directive that all LSA offices would be closed to the public due to COVID-19. That directive was to ensure the health and safety of both our workforce and the clients whom we serve. While our offices were closed to the public, the entire LSA staff immediately began assisting clients remotely.

The pandemic has presented each of us many challenges. The greatest challenge for LSA is to provide legal assistance to the 1.4 million Alabamians who have been adversely impacted by COVID-19 and need our help.

We are proud to report that LSA rose to that challenge. To meet our clients' needs, LSA had to become more strategic about making sure we continued to work together and remained available to our clients. LSA created "Call Center+" in which staff rotated slots to meet the increase in client demand for service. In 2020, the Call Center handled over 78,000 calls and, on March 30th, set a record of over 1,000 calls. As a result, LSA handled over 12,000 cases in 2020—our highest number of cases in five years.

Despite COVID-19, LSA continued to virtually recruit, onboard, and train new staff. As a result, LSA is now the 10th largest law firm in Alabama with 63 attorneys, 5 paralegals, and 32 admins for a staff of 100.

To assist us in increasing staff to meet the client demand, LSA received a one-time grant from the Legal Services Corporation (LSC) which enabled the recruitment of six recent law school graduates to serve as the inaugural class of John Lewis Legal Fellows with each assigned to an LSA office for one year.

In October, LSA held its first virtual Justice, Fairness & Hope Awards Reception and presented the first John Lewis Hope Award to the family of the late Congressman. The proceeds of the event are to endow the John Lewis Legal Fellowship program at LSA.

LSA believes the John Lewis Legal Fellowship exemplifies our commitment to being part of the change that includes full inclusion, equality, and justice for all. We believe that advancing equality and inclusion are fundamental to the success of Alabama and the nation.

This commitment cannot be accomplished without the support of our donors, funders, and pro bono volunteers. LSA wishes to thank the many individuals and organizations who generously helped us in a challenging year.

The business of the LSA law firm is to provide quality advocacy for our clients. Going into 2021, our main takeaway at LSA is pride. We at LSA are proud of our staff, and we are proud of what we have accomplished despite this pandemic. We will continue to work to ensure that everyone in Alabama is entitled to equal protection with Justice, Fairness, and Hope for all.



Thank you.

A handwritten signature in black ink that reads "Guy E. Lescault". The signature is written in a cursive, slightly slanted style.

Guy E. Lescault  
Executive Director



**The pandemic has presented each of us many challenges. The greatest challenge for LSA is to provide legal assistance to the 1.4 million Alabamians who have been adversely impacted by COVID-19 and need our help.**





**At LSA, we have always believed that the two defining characteristics of a successful legal aid attorney are optimism and tenacity. We need optimism that the future (and the lives of our clients) will be better to keep us motivated. We need tenacity to keep fighting when things get hard, and that future seems a long way off. In 2020, we added a third virtue to that formula—flexibility.**



## ADVOCACY REPORT

Practicing public interest law is not easy during the best of times. In some ways, though, I think it may have prepared LSA better than others for this pandemic. Here in Alabama, our optimism is challenged on a regular basis and advocates develop tenacity quickly if they are going to succeed. Although I am not sure we knew it, we have always had to be flexible to deal with the various issues we face.

To meet our clients' needs, LSA had to pivot a lot—getting signatures virtually, attending court from home, and handling IT issues for our clients. We strategized and determined how best to operate while ensuring that we were readily accessible to our clients. Despite that, LSA did manage to help people with 12,000 cases in 2020, which is our highest number of cases in over five years.



**Michael Forton**  
*Director of Advocacy*

Although 2020 presented some historic challenges, LSA continued to adapt to meet our clients' needs and provide them with service. During the pandemic, some of our staff worked fully remotely; others came into the office but socially distanced; and many relied on a combination of the two. Life during the pandemic has been a series of quarantines, school openings and closings, and prognostications about eviction moratoriums, unemployment extensions, and other changes to the law.

Although LSA's offices closed to the public for walk-ins to protect both clients and staff, clients were offered online or phone intakes and met with lawyers by appointment. One thing that did not change—LSA was ready and available to help our clients whenever they need us.

# COVID QUARANTINE INCREASES DOMESTIC VIOLENCE TO OVER 1,000 CASES

by Johnna Jackson,  
Communications Coordinator

While the COVID-19 pandemic was an unexpected experience, it brought along challenges that many could anticipate. Closing businesses would create a loss of income which would then lead to financial insecurity. We knew with rising financial insecurity our communities would struggle to pay utilities, medical care, and rent. As we eventually watched our neighbors face eviction and struggle against homelessness, it seemed that being quarantined inside a home was the safest place most of us could be—but, a home is only as safe as the people inside it.

*LSA quickly learned that what felt like the best-case scenario for many families during the pandemic would ultimately be the most traumatic for those experiencing domestic violence before our shared crisis began.*

Incidents of intimate partner violence skyrocketed during 2020. The need to sequester behind closed doors created more opportunities than ever for abuse in isolation. The United Nations has even referred to this increase in domestic violence as a “shadow pandemic” within a pandemic.

LSA Staff Attorney Jim Smith notes that abusive partners adapted quickly to the changing times, using the fear and confusion of the pandemic to their advantage.

“They withheld insurance cards, threatened to cancel health insurance, and prevented access to needed medical services and information,” says Smith. “They controlled the deposit of EIP rebates and unemployment compensation benefits and used the uncertainty of the pandemic to rationalize and escalate their isolation tactics and tighten their control over every aspect of their victims’ lives.”

In 2020, LSA closed over 1,000 cases that involved intimate partner violence. Courts remained largely closed to self-represented litigants and judges were unwilling to remove perpetrators from the home during lockdown. Domestic violence programs faced staffing shortages and their shelter capacities shrank under the burden of social distancing. “Domestic violence victims literally had nowhere to go and no way to get there,” according to Smith.

LSA clients were at an exceptional risk. People experiencing both poverty and abuse have limited options when attempting to flee their abusers. When adding in the challenges of the pandemic and fear of a new unknown, staying with an abusive partner can feel like the safer option.

“Through financial abuse, batterers can effectively leave their victims marooned in a desert of poverty without any effective means or avenue of escape,” says Smith.

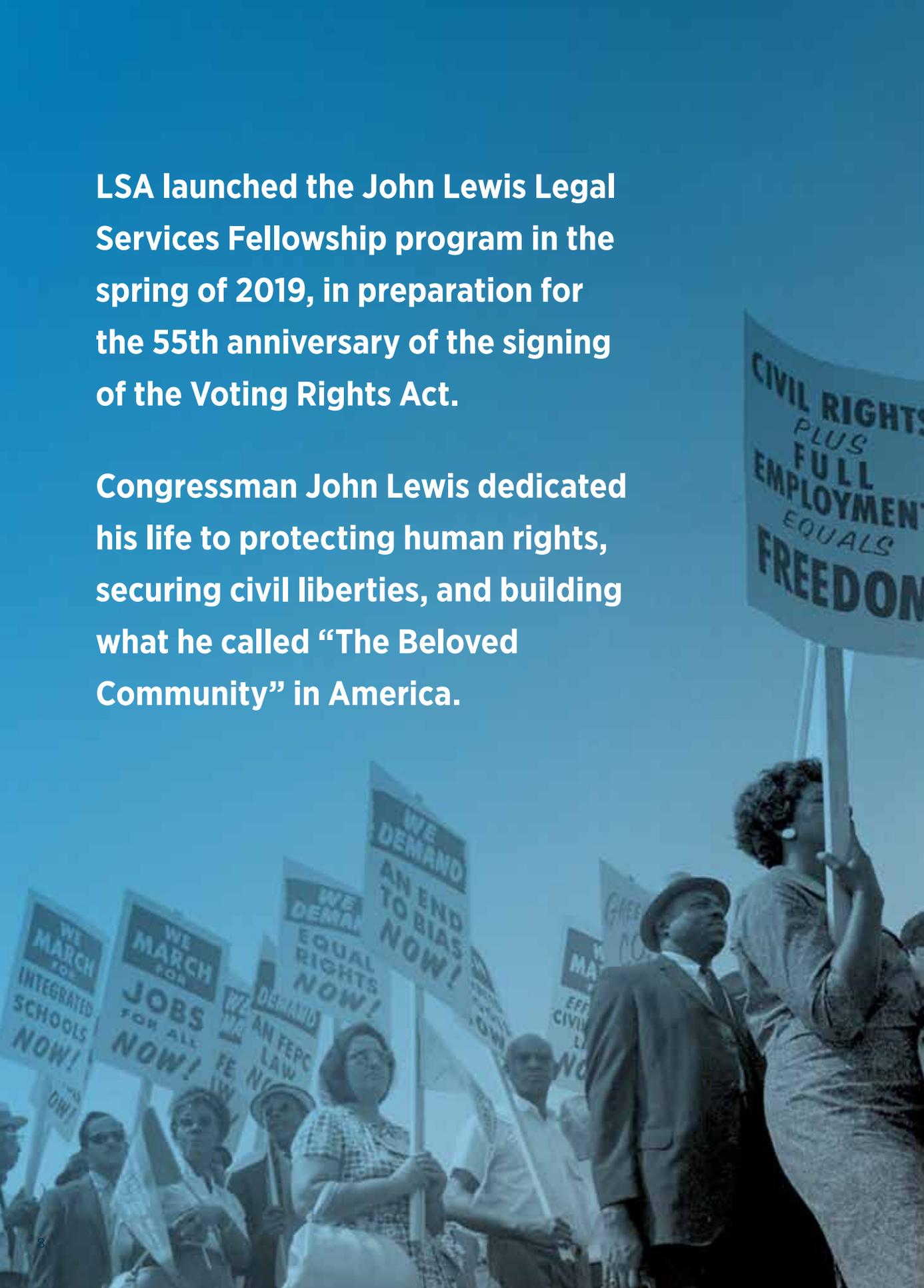
*The LSA Call Center became a lifeline to Alabamians experiencing domestic violence. Despite closed courts, our attorneys answered the call to action—electronically filing complaints and facilitating client participation in virtual hearings.*

Without LSA, our clients would have faced the insurmountable task of finding safety on their own—weighing the risks of homelessness against physical harm. “The National Coalition Against Domestic Violence (NCADV) reports that 72 percent of all murder/suicides involve an intimate partner, with 94 percent of these victims being women.” The divorces and protection from abuse orders our attorneys secured for these at-risk clients were immediate matters of life and death.

“In the end, through persistence and the innovative use of technology, LSA’s attorneys and staff were able to help our clients navigate the perilous waters to obtain the relief they needed—to find a safe harbor in the pandemic storm,” says Smith.

LSA launched the John Lewis Legal Services Fellowship program in the spring of 2019, in preparation for the 55th anniversary of the signing of the Voting Rights Act.

Congressman John Lewis dedicated his life to protecting human rights, securing civil liberties, and building what he called “The Beloved Community” in America.



**Tamara Imam**  
Huntsville Office



**Ford King**  
Montgomery Office



**Valerie Mims**  
Selma Office



**Victoria Shoots**  
Mobile Office



**Frederick Spight**  
Birmingham Office



**Kari Todd**  
Huntsville Office

## MEET THE 2020 FELLOWS



The goal of the John Lewis Legal Services Fellowship Program is to train recent law graduates who have an interest in rural economic justice for a career in public interest and social justice law to provide social, economic, and legal change while working on legal issues that will improve the quality of life for low-income individuals.

Learn more about the John Lewis Legal Services Fellowship and the 2020 Fellows at

[LegalservicesAlabama.org](https://LegalservicesAlabama.org)

# Eviction Cases Soar By 70%

by Robert Rygiel, Grant Writer

News broadcasts were alarming throughout March 2020. Coronavirus, symptoms, COVID-19, quarantine, lockdown, high risk—these words became staples in everyday speech. We woke up and wondered if we could still taste and smell, two senses generally lost with a COVID-19 infection. But symptoms were not the only thing we worried about. We also saw constant reports about unemployment, job loss, business closings, and layoffs.

After a short period of panic, state and federal governments determined that something—anything—must be done to ensure that people could survive and remain in their homes even with no income or prospect of income. State and federal governments created moratoriums against evictions and foreclosures. Alabama Governor, Kay Ivey, established an eviction ban that ran from April 3, 2020 to June 1, 2020 and the Centers for Disease Control (CDC) established a subsequent ban that began on September 4, 2020, which has continued in 2021.

Between the expiration of the state’s eviction moratorium and the beginning of the CDC’s moratorium, eight to 10 evictions were being conducted per day in Jefferson County alone. There were also another 425 pending evictions

in the county. Jefferson, Mobile, Madison, and Montgomery Counties experienced a 50 percent increase in eviction filings from May to June after the eviction moratorium expired on June 1. Eviction cases rose statewide by 70 percent in June 2020 compared to June 2019. Unsympathetic landlords were, essentially, waiting for the moratorium to end so that they could remove tenants in droves.

The atmosphere in Alabama was bleak in 2020. As late as December of last year, the Census Bureau found that 28.7 percent of adult renters in the state had “no or slight confidence in their ability to make next month’s rent payment.” Also in that month, 11.3 percent of adult renters in the state “either missed last month’s housing payment or [had] little to no confidence that they can pay next month’s housing payment.” With a lasting pandemic, exhausted unemployment benefits, and employment shortages, people were uncertain about next month’s living situation. Evictions were certain, though, and continued despite the CDC moratorium.

Granted, drastically less people were evicted during the state and CDC moratoriums than in previous years. From the beginning of the

moratoriums to December 31, 2020, 65 percent fewer eviction cases were filed compared to a “normal” year (which translates into roughly 1.55 million fewer eviction cases). It should still be noted that the CDC’s order states in relevant part, “a landlord, owner of a residential property, or another person with a legal right to pursue eviction or possessory action, shall not evict any covered person from any residential property in any jurisdiction.” Unfortunately, “shall not” is not strong enough for a determined landlord and, as mentioned, evictions have continued during the eviction moratorium.

Throughout its history, LSA has fought against wrongful evictions—and evictions during a moratorium are nothing but wrongful. Clients have reached out to LSA over the last 14 months asking attorneys to help keep them in their homes. However, Holly Ray, Huntsville Managing Attorney, says that lawmakers and government officials have fought for clients to remain in their homes. Ray, who has 15 years of experience in landlord/tenant law, added, “We’ve never seen such a massive tidal wave of change in any area of the law in so short a period, with two federal moratoriums and a state moratorium each carrying their own requirements and protocol for applicability.” The moratoriums and swift changes in the law have certainly been welcome and necessary. Without them, there would have likely been more evictions than ever based on the high unemployment rates and inconsistent public benefits.

LSA has used additional resources to prevent evictions over the last year. LSA applied for and secured Community Development Block Grant (CDBG) funding through city governments in Birmingham, Jefferson County, Tuscaloosa, Mobile City and Mobile County along with funding from the Alabama Department of Economic and Community Affairs (ADECA).

CDBG grants have allowed LSA to hire more housing attorneys that work to prevent homelessness in their service areas. The grants in some areas also allow LSA to pay a client’s rent through a rental reimbursement.

Millions became unemployed within days and weeks, and endless unemployment filings clogged states’ online networks, preventing filers from getting public benefits. We were transported as closely back to Black Tuesday as possible, and it felt as if we were facing a second Great Depression. Job loss naturally led to financial dread and looking for new jobs. The fundamental problem at the time—much like the Great Depression—was that there were no new jobs to be had. This, of course, led to an inability to pay bills and an inability to essentially live.

The prospect of homelessness became too real of an issue for so many. Fortunately, the state and federal governments recognized this. Although Alabama’s moratorium against evictions was brief, it did delay and/or prevent thousands of evictions, which allowed vulnerable Alabamian’s time to create contingency plans, secure alternative housing, or simply save for a month of rent. LSA also recognized and addressed the urgency, knowing that there was limited time to prevent mass homelessness. While moratoriums were in place, homelessness in the nation rose by 2.2 percent. That figure could be much higher had the moratoriums against evictions not been in place and organizations such as LSA not been given additional resources to fight against illegal evictions during the pandemic.

“

**We must stay safe and serve our clients.**

”

School Closures

Quarantine

Death

Vaccines

Side effects

Pandemic

Masks

Shuts downs

Social distancing

Sanitizers

Worry

*Throughout 2020, these thoughts and many more were at the forefront of the minds of LSA staff.*



All members of LSA endured, suffered and persevered through the pandemic along with the rest of the country and the world. The personal loss of friends and relatives left its mark on all of us. LSA staff experienced the same fears as everyone else. In this environment, simply “carrying on,” much less moving forward, was challenging. Adding to these very personal losses was the increased crush of cases. Often, it felt impossible to hear one more sad story.

Yet, LSA Staff and volunteers are caring people and such folk are sensitive to the distress around us. In these situations, LSA pulls together as a team and energizes to provide legal services to our clients amid the pandemic. While we have always managed large numbers of cases, 2020 presented us more challenges than ever before. We learned that nothing would be “business as usual,” and we had to use all our means to get the best outcome we could for our clients. Each of our eight offices and Statewide Call Center rose to the challenges of 2020 and continued to provide high quality legal services despite the crisis.



## Eviction Anniston Office



**David Webster**  
Managing Attorney

We have seen and provided amazingly creative and ingenious legal solutions for our clients. We are very much first responders in many crisis situations and like to think of the work we do as “Legal ER.” One example of our Legal ER work occurred late one afternoon when we received notification of an eviction case in which judgment had been taken, the writ of restitution issued, and the sheriff was coming to execute it the next day. The tenant was a cancer patient. We sent it to our staff attorney with a note that we did not know if there was anything that could be done at this late hour. He immediately went to the client’s home, prepared a motion based on the CDC COVID-19 Eviction Stay, and sent a text to the judge in the case. A stay was granted, and the eviction was halted. This is but one of the many examples of our Legal ER work.

## Domestic Violence Birmingham Office



**Farah Majid**  
Managing Attorney

In 2020, the Birmingham office’s former Managing Attorney and 30-year LSA veteran, Barbara Lockett, retired. We also experienced the loss of our 40-year Administrative Assistant Janice Moore. Despite these losses and the unique challenges COVID-19 presented, the Birmingham Office strove to serve the growing needs of our clients, especially with the increase in domestic violence cases. We represented a domestic violence victim whose ex-husband threatened to run his car into her home, with their children and the client’s mother inside. He called her incessantly and even threatened to kill the police officers involved in the case. With LSA’s assistance, this client was able to get a three-year protection order that kept her abusive ex-husband from contacting and harassing her and her minor children.

## First Responders Statewide Call Center



**James Chipley**  
Managing Attorney

During 2020, the Call Center was fundamental to the operation of LSA by serving as “First Responders.” Our staff showed that LSA can continue to function despite the most onerous of conditions. We handled hundreds of calls per day at times and rose to the unique challenges posed by both Alabamians in need and getting this information to our field offices. In one instance, the Call Center assisted a client file a timely answer to avoid a default and in another, we assisted a client in getting an improper eviction dismissed in court with our attorneys’ advice. Our center opened 2,367 online cases, referred 6,797 cases to the local offices, and created 9,489 cases—all while operating during the pandemic. We provided 80% of the total intake

for the field offices and our team of Call Center Advocates closed 2,477 cases on advice benefiting the people of Alabama. We expanded ourselves in never-before-seen ways to meet this unique set of challenges and are proud we could serve the people who need us most during this time of crisis.

## Medical Debt Collection Dothan Office



**Tracie Melvin**  
Managing Attorney

The COVID-19 pandemic brought media attention to medical debt collection practices. In February 2020, LSA was contacted by CBS Morning News regarding medical debt with Flowers Hospital in Dothan. After meeting CBS, Dothan staff learned that a local resident had a default judgment entered against her in the amount of \$36,991.99 for an emergency appendectomy. Although she had attempted to pay the bill as best she could and work out a payment arrangement with the hospital, she was still sued. LSA advocates sprang into action and filed an application to set aside the default judgment. Within an hour of LSA filing the motion to set aside the default judgment, it was granted. Advocates then answered and presented affirmative defenses, including the fact that the client was being charged nearly six times the average amount accepted by hospitals for the same procedure. Less than a week later, Flowers Hospital offered settlement in the form of a consent judgment

for the full amount of \$36,991.99, but considering the judgment satisfied for the amount of \$5,000 with payments being made of \$150 per month. The hospital also agreed to deduct the amount that Roberts had already paid on the bill—making her total amount due \$3,645. In the meantime, an anonymous donor contacted LSA offering to satisfy the entirety of the debt. LSA inquired if Flowers Hospital would accept \$3,645 as final satisfaction of the debt and then dismiss its suit with prejudice. Flowers Hospital immediately agreed.

### THE LSA STATEWIDE CALL CENTER

PROVIDED **80%**  
OF THE TOTAL INTAKE  
FOR LOCAL OFFICES

**9,489**  
CASES CREATED

**6,797**  
CLIENTS REFERRED  
TO LOCAL OFFICES

## Utility Shutoff Huntsville Office



**Holly Ray**  
*Managing Attorney*

Prior to 2020, eviction law in Alabama was stagnant because of the adoption of the Uniform Residential Landlord-Tenant Act in 2006. Due to the pandemic, we saw, in short succession, three major moratoriums take effect—sometimes with conflicting results. The Huntsville Office prevented homelessness through court advocacy for 93 families in our service area in 2020. Over 200 additional households were provided advice or limited assistance about completing forms to access tenant protections or rental assistance. In one case, a landlord decided to terminate a client's utility service after learning they could not legally evict them. Actions like these are an illegal constructive eviction under Alabama law, and after our LSA staff attorney contacted the landlord, power was restored to the property within two hours.

## Wage Garnishment Mobile Office



**Ann Brown**  
*Managing Attorney*

Financial security was another prime concern for many throughout 2020. A wage garnishment can be concerning enough, but during such a time of instability, its effects are even worse. Mobile represented a client in two account collection actions—one case was facing default judgment while the other was in active garnishment status. The client was a victim of identity theft. We successfully had the default judgment set aside, and the garnishment, and underlying judgment for the garnishment, dismissed. The client, a father to eight children, earned low wages and lived wherever he could find a place—primarily with friends and family. Without LSA's help, the client would have faced over \$10,000 in account collections judgment and related costs.

## Low Income Tax Clinic Montgomery Office



**Andriette Rowell**  
*Managing Attorney*

This past year was a very difficult one, especially for those who were facing economic uncertainty. Our attorneys worked tirelessly to fight for tenants' rights to retain their homes and enforce their rights under the federal CDC Eviction Moratorium. We successfully helped clients maintain their housing and coordinated with other agencies to assist clients with receiving rent payment assistance. We also helped clients protect their income from creditors who were attempting to garnish their paychecks even in a pandemic. Additionally, our tax advocate represented a client who was in danger of having to repay her entire 2017 income tax return plus interest and penalties. The advocate successfully challenged the IRS case against our client. At the conclusion of evidentiary proceedings, counsel for the IRS conceded the case and it was found our client did not have a tax liability for 2017.

## Health Care Selma Office



**Elizabeth Hollie**  
*Managing Attorney*

The week before the COVID-19 shutdown, the LSA Selma Office partnered with Rural Health to participate in the 55th Annual Anniversary of Bloody Sunday—one of the largest city-wide events of the past several years to happen in Selma. LSA set up tents to hand out information on our services, while Rural Health offered health services in the adjacent tents. Attendees received health screenings while collecting legal pamphlets and informational sheets related to evictions, debt collection, garnishments, foreclosures, and divorces. Attorneys were on-hand to answer general questions and give more detailed insight into LSA's services. Administrative assistants and paralegals were on hand to schedule in-person appointments with attorneys for more in-depth consultations. We received hundreds of visitors from various cities in Alabama to our table requesting information. As a result of this initiative, LSA's Rural Economic Improvement Project (REIP) has continued to provide information on COVID-19 testing and vaccination sites.

IN 2020

**\$17.26 m**  
IN OUTCOMES FOR CLIENTS

**287** CLIENTS PROVIDED  
PROTECTIVE COURT ORDERS

**12,128** TOTAL  
CASES CLOSED BY LSA IN 2020

**540** CLIENTS  
PROTECTED  
FROM WAGE GARNISHMENTS

## Eviction Moratorium Tuscaloosa Office

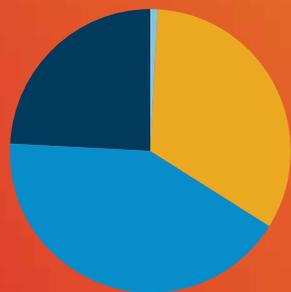
LSA has always managed large numbers of housing cases, but 2020 presented us more than ever before. Many of the housing cases ended up in court. Due to the eviction moratorium, many landlords suffered a loss in revenue making it difficult for them to show a lot of compassion toward our clients. Even after the federal eviction moratorium was enacted, landlords still employed many methods to get the clients out of their homes. One strategy was to directly contest the validity of the CDC declaration. We took extra measure to make sure the clients understood what they were attesting to and what the CDC declaration required. Once in court, the opposing lawyer would ask about every single cent the client received and how it was spent. We were able to successfully defend



**Willie Mays Jones**  
*Managing Attorney*

most of the attacks on the validity of the eviction moratorium. The key was to take the requirements literally and advise the client to pay what they could to the landlord in good faith. We also advised them to seek out agencies for rental assistance and to keep track of any income to show how it was spent. We are still fighting this battle for many others.

## POPULATION SERVED



- 1% under 18 years old
- 33% 18-35 years old
- 42% 36-59 years old
- 24% 60+ years old

Asian	0.3%
Black	59.2%
Hispanic	1.6%
Native American	0.2%
Other	4.2%
White	34.5%

## 771 VETERANS SERVED

Men	22%
Women	78%

**In 2018**, LSA received a three-year grant from the Alabama Civil Justice Foundation (ACJF) to fund the Rural Economic Improvement Project (REIP), aimed at improving the delivery of legal services to rural counties throughout Alabama. In June 2020, Farah Majid transitioned to Managing Attorney in Birmingham and Laurie McFalls stepped in as the new REIP attorney. In 2020, like everything else, REIP had to change directions and adapt to help rural Alabamians adjust to the changes brought by the pandemic. In the first half of the year, Farah continued work distributing the legal information guide which was developed in 2019. Farah was chosen to present to Alabama Public Library Service's Annual Meeting, which was unfortunately canceled due to COVID-19. We anticipate presenting on this topic at the 2021 annual meeting. This will help local libraries to provide information to people in rural counties who may not be able to access a lawyer. Additionally, with the help of ACJF, we were able to print 250 copies of the guide to distribute across the state.

With the pandemic, we had to rethink our strategies of delivery. Due to COVID-19, many of our legal clinics were canceled. However, we used this opportunity to create the Call Center+ system, where LSA attorneys were able to assist in cases throughout the state. The REIP program closed 185 cases in 2020. We were also able to increase our social media presence during the pandemic. With rapidly changing laws, there was a lot of confusion about COVID-19 legal information. Farah created COVID-19 related social media posts, which reached over 250,000 people. We also used this opportunity to train private lawyers by offering CLEs on these issues so that they could also assist rural clients.

In 2021, REIP will continue to expand with more outreach, cases, and innovative ways to serve rural populations.

# RURAL ECONOMIC IMPROVEMENT PROJECT



**Laurie McFalls**  
*REIP manager*

# DEVELOPMENT REPORT



**Felecia Pettway**  
Director of Development

## 2020 COMMUNICATIONS & DEVELOPMENT HIGHLIGHTS

### Social Media

1m+ people reached  
Highest post engagement 256k

### News Media

LSA attorneys featured in 17 stories in 6 months

### Development

48 Grant Applications  
\$2m+ in rental reimbursement funding

As the country shut down during the COVID-19 crisis, LSA experienced an increased demand for services including an influx of calls from individuals needing emergency protection orders due to domestic violence incidences, assistance with representation due to eviction filings, assistance with unemployment and SNAP benefits claims, and other issues relating to the COVID-19 virus' disastrous economic effects. For those that live paycheck-to-paycheck, recuperating the cost of disasters can be a difficult and devastating journey, which is why funding for LSA to ensure that civil legal services for low-income residents had to remain a priority throughout the pandemic.

In a year where fundraising events were canceled and development would seemingly take a backseat to more pressing needs given the uncertainty of the virus, we made the necessary adjustments to ensure our organization would not encounter financial setbacks during these challenging times. Development pivoted by sharpening our pencils and buckling down to increase grant applications. We channeled our creativity to host a virtual version of the Justice, Fairness, & Hope Awards Reception. We also increased our digital footprint as we hosted two Days of Giving and increased communication visibility.

Despite statewide shutdowns, moderate- to low-income residents still had to find a way to feed themselves, and pay rent or mortgages, even if they were unable to return to their workplaces. Maintaining and establishing new and existing programs that addressed the needs of our clients became even more critical since Alabama remains one of only two states that provides no appropriation for civil legal aid.

LSA utilized TV, radio, newspapers, and social media to discuss LSA services and COVID-19

matters. LSA staff appeared on talk shows and radio interviews. The LSA board, staff, and its supporters contributed newspaper and op-ed articles. LSA continued to regularly post on social media information on the various changes to laws impacting our clients. As a result, LSA received over 250,000 hits on Facebook in one day.



Congresswoman Terri Sewell was awarded the 2020 Thomas H. Wells, Jr. Justice Award in appreciation of her work supporting the low-income citizens of Alabama.



Former United States Representative John R. Lewis U. S. House of Representatives, 5th Congressional District of Georgia, was posthumously awarded the 2020 John Lewis Hope Award.



Attorney Mary Margaret Bailey was awarded the 2020 Fairness Award for her work with pro bono clients.

# INFORMATION TECHNOLOGY REPORT



**Christopher Jones**  
*IT Director*

It cannot be understated that 2020 presented unique technology challenges for the firm. However, due to the changes implemented in 2019, LSA's Information Technology (IT) Department rose to meet those challenges. LSA was able to quickly pivot to remote work when the COVID-19 pandemic started. Additionally, the 2019 move to a cloud-based phone system allowed LSA to expand intake at a vital time when more people were seeking LSA's services.

Throughout 2020, LSA's IT Department continued increasing the ability of staff to work remotely, with a focus on cloud-based resources. We worked with other firm leaders, such as Nell Brimmer, Managing Attorney for Client Access, to develop an easy online registration form for private attorneys who want to volunteer their time. The department's collaboration was not limited to internal partners, however. LSA's IT Department also worked with a partner organization to build a platform to automatically receive referrals for people needing legal assistance.

For 2021, the IT Department will be working on additional projects that will increase the firm's ability to directly reach and serve clients, such as a complete overhaul of the self-help legal site, a new and easier online application for clients, and building out further Call Center enhancements.

The IT Director could not be prouder of the work that the IT Department has accomplished in 2020 and the 2021 plans for increased client access.

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**One of the biggest achievements in 2020 was the collaboration with LSA's Resource Development Department for a successful Technology Initiative Grant. This funding is for Alabama's first court document automation platform. This multi-year grant is focused on turning complicated court forms into easy-to-use interviews that will ask clients questions and automatically build ready-to-file court documents.**



**On behalf of the LSA board, staff and clients, thank you to our grantors, sponsors, donors, supporters, and volunteers who have joined us in our effort to provide equal access to justice for all Alabamians.**

## **Greetings to all of you who believe in and support the vital mission of Legal Services Alabama!**

I am truly honored to serve as president of the LSA board. For those who do not know me, I am an attorney from Huntsville. I previously served as vice president of the LSA board, and before that, I was president of the Madison County volunteer lawyer program. I was honored to receive the award as State Volunteer of the Year in 2019 from the five volunteer lawyer programs in Alabama.



**Taze Shepard III**  
*LSA Board President*

This is an exciting time at Legal Services Alabama!

Again, greetings from the LSA board, staff and clients to everyone who supports the efforts of LSA to extend legal aid to the most vulnerable in our state.

And a special “thank you” to our grantors, partners, and volunteers who join with LSA to provide equal access to justice for all Alabamians.

If I can leave just one thought with you, always remember:  
“The best way to find yourself is to lose yourself in the service of others.”  
— Mahatma Gandhi

## **Non-LSC Grant Revenue**



**GRANTORS**

Administration for Community Living

ADECA/VOCA/One Place

Alabama Civil Justice Foundation

Alabama Department of Economic and Community Affairs

Alabama Law Foundation

Amazon Smile

American Bar Association

Blue Cross and Blue Shield

Borchard Foundation Center on Law & Aging (Borchard Fellow)

Central Alabama Aging Consortium

Central United Way on Aging

City of Birmingham

City of Huntsville

City of Mobile

City of Mobile CDBG

East Alabama Regional AAA

Hancock Whitney

HUD West Tennessee

Jefferson County Commission CDBG

Legal Services Corporation

Low Income Tax Clinic

LSC COVID19

Mobile Bar Foundation

Mobile County CDBG

River Region United Way

Southern Poverty Law Center

State of Alabama COVID

Tuscaloosa City CDBG

**SPONSORS**

Beasley Allen Law Firm

Blue Cross and Blue Shield

Protective Life Foundation

**DONORS**

Allenstein & Allenstein

Amazon Smile

Bettis & Associates

Coca-Cola

Copeland Franco

Cunningham Bounds

Lightfoot, Franklin, and White, LLC

Voya

Williamson & Williamson

**SUPPORTERS**

Myron Allenstein

John Amari

Nicki Arnold-Swindle

Jason Bailey

LaVeeda Battle

Kathryn L Bettis

Kate Griffith Bilke

Barbara Brewster

Henry Brewster

Holle Briskman

JR Brooks

William Broome

Ann Brown

Katie Campbell

Kay Cole

Yelanda Collins Tanner

Elizabeth Croes

Paris Dauphin

Kristin Derosa

Mitch Dobbs

Richard Dorman

Michael Forton

Samuel Franklin

Molly French

Barry Friedman

Barbara Frye

Eugenia Gabriel

Lawrence Gardella

Ellen Gettenberg

Mia Gettenberg

Dorothy Graham

Leon Hampton

Debbie Hansen

Lyn Heffernan

Thomas Howell Heflin Jr.

Ted Hosp

David Hughes

Sandra Kendall

Tim Kingston

Kristy Kirkland

Nancy Kopko

Stephen Last

Guy Lescault

Farah Majid

Sylvia Mason

Sue McInnish

Tom McLeod

Julian & Leslie McPhillips

Betty Middlebrooks

Kathleen Miller

Phil Mitchell

Gary Moore

Jane Murray

Mary Oakley

Dauphin Paris

Calli Patterson

David Peeler

Felecia Pettway

Robin Phillips

Mary Pons

Pamola Powell

Corey Rateau

Bennie Richardson II

David Roberson

Collin Rust

Lisa Sandusky

Gail Sauer

Yvonne Saxon

Taze T Shepard

Vanessa Shoots

Saintess Sims

Alexander M Smith

Carol Ann Smith

Henry Strickland

Lucy Tufts

Samantha Valenzuela

Abigail Van Alstyne

David Webster

Virginia Wrong

Kathleen Zimmerman

# 2020 LSA BOARD OF DIRECTORS

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Tazewell Shepard III, *Huntsville*

**VICE PRESIDENT**

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**SECRETARY**

William H. Broome, *Anniston*

**TREASURER**

Rev. Bennie L. Richardson II, *Loxley*



**Sylvia Mason**

*Executive Assistant & Board of Directors Liaison*

**BOARD MEMBERS**

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# HOME OFFICE PROGRESS

**In January 2020**, LSA purchased a building located at 428 South Perry Street, Montgomery, Alabama. The new location will honor LSA's commitment to racial and social justice by providing client access to transportation, local courts, and a state-of-the-art technological call center. LSA's Montgomery Regional Office, Central Administrative Office, and Statewide Call Center will all be housed at the new downtown Montgomery location.

After LSC funding, an additional \$1.2 million is needed to complete the project. For more information about this project and how to contribute, please contact Felecia Pettway at [fpettway@alsp.org](mailto:fpettway@alsp.org).



## 2020 SUPPORT RECEIVED

- \$75,000** Grant from the GoodUse Foundation of Atlanta to support an energy efficient building
- \$50,000** Donation from the Beasley Allen Law Firm
- \$15,000** Grant from the Protective Life Foundation
- \$12,000** Gifts and pledges from individuals



# PRO BONO REPORT

During 2020, LSA's Client Access and Pro Bono Department worked throughout the state with our partners to ensure that the disaster of the pandemic did not turn into an irreparable catastrophe. We found our neighbors and communities struggling to maintain secure housing, economic stability, and facing difficult family changes. Hardships caused or exacerbated by COVID-19 hit low-income communities especially hard. Our Partners for Justice (attorneys who take matters for a reduced fee) and our Volunteer Lawyers Program subgrantees continued to provide services and assist clients, and we are thankful for their dedication and hard work.

In a myriad of ways, client access and pro bono grew under the necessity of inventing new service delivery modes and updating strategies to incorporate flexibility in our responses. For example, LSA created a Remote Student Legal Corps for Summer 2020, welcoming in 14 law students from four law schools to assist us in representing clients impacted by COVID-19. The students handled over 250 cases, projects, and related matters, and were invaluable in supporting client access during a time of adversity.

LSA also welcomed eight total fellows this year: our six John Lewis Fellows participated in an intentionally designed curriculum centering the intersection of poverty law and racial justice and then were supported to create fellowship projects to meet the needs of the communities they work with; our Borchard Fellow focused on research and direct services for heirs property matters and elder legal issues; and our Schweitzer Fellow assisted in creating the foundation and framework for a remote Medical-Legal Partnership with Rural Health Medical Program, Inc. out of Selma. Each of these fellows increased the reach of LSA through innovating

service delivery and creating intentional access. LSA was also awarded an exciting LSC Technology Innovation Grant to create the first document automation project in Alabama, which will allow clients to complete complicated legal forms independently with ease.

We also updated the free LSA monthly CLE offerings, including hosting a COVID-19 series aimed at demystifying the continually updating landscape of assistance programs and supports. Additional CLEs provided an overview of HIV law in Alabama, specifics on the Right to Counsel movement in eviction defense, a panel on increasing effective advocacy for LGBTQ clients, and an introduction to trauma-informed lawyering among many other contemporary topics in legal education for Alabama attorneys.

For our fellows and staff, LSA created a John Lewis Fellowship Speaker Series to highlight legal practitioners and advocates who work to further social and racial justice. We were honored to hear from all of the presenters, especially those who knew the late Congressman Lewis personally and were able to share how his courageous spirit touched their lives and their work.

## Partners for Justice

*50 attorneys assisted us by providing legal representation in over 250 matters*

### ATTORNEYS

Barbara Rogers  
 Barry A. Friedman  
 Benton H. Persons  
 Brenda Drendel Hetri  
 Charles H. Sims  
 Cody W. Foote  
 Creola Ruffin  
 Donald D. Doerr  
 Fernando Morgan  
 Frances Hoit Hoiling  
 Herman D. Padgett  
 Ishmael Jaffree  
 Jason P. Bailey  
 John C. Brutkiewicz  
 Lanice L. Turrens  
 Lewis W. Carter  
 Lisa C. Robinson  
 Mary Jane Oakley  
 Peggy R. Nikolakis  
 Rebecca G. Brooks  
 Rhonda Kinard  
 Roderick B. Perdue  
 Tamera S. Driskill  
 Thomas Glidewell  
 Vanessa Arnold Shoot  
 Vanessa Diane Rudolph

### BUSINESSES

A. Cooper Law Firm  
 Barge Law Firm  
 Danford Law Firm  
 Bettis & Associates  
 Danford Law Firm  
 Bond, Bates, Sykstus Law Firm  
 Carlisle & Carlisle, LLC  
 Clenney & Palmer  
 Cooper & Cooper Law Firm, LLC  
 Curry Law Firm, LLC  
 Danford Law Firm, LLC  
 Hilyer Law Firm  
 J. Tony Glenn Law Firm  
 Knowles & Sullivan Law Firm  
 Millwood Law Firm  
 Nancy Kirby Law Office  
 O'Mailia Law, LLC  
 S. P. Scott Allums P.C.  
 Sperling & Moore Law Firm  
 Tacara Sabir Law Firm  
 Williams & Keahey Law Firm

## Volunteer Lawyer Program

<b>ALABAMA STATE BAR VLP</b>	<b>290</b> clients
<b>BIRMINGHAM VLP</b>	<b>1,477</b> clients
<b>MADISON COUNTY VLP</b>	<b>356</b> clients
<b>MONTGOMERY COUNTY VLP</b>	<b>156</b> clients
<b>SOUTH ALABAMA VLP</b>	<b>234</b> clients

*LSA provides grants to each of the VLPs in order to increase their capacity to serve LSA eligible clients. These numbers reflect those clients.*

# OPERATIONS REPORT



**Debra Hansen**  
Director of Operations

Although COVID-19 changed how LSA staff worked, it did not prevent us from representing clients and assuring staff safety. Our staff stood strong and quickly morphed into remote workers. The new reality of a pandemic made us take everyday tasks and modify them into the virtual environment. Virtual trainings, onboarding, staff meetings, and pop-up instruction videos became the new norm.

We conducted our first virtual statewide conference using Event Mobi. Staff and volunteers had the opportunity to be trained by a variety of speakers from across the US. We learned new visions of LSC from Ron Flagg; Ethics with Judge John England; Support on the Front Line from Attorney Gwendolyn Kennedy; Characteristics of a Successful Organization with Nicole Pinkham; How to Keep Cool in the Fray with Dr. Sara Jacobs; How to Maintain Our Mental Health presented by Dr. Eliza Belle; Tech tips from our IT staff; and Introduction to Diversity & Inclusion with Cathy Harris.

We celebrated staff, volunteers, and partners. LSA's statewide conference committee worked hard to provide a comprehensive agenda. Our staff, pro bono lawyers, volunteers, and board gathered from all over the state to join in training, participate in virtual interaction, and enjoy recognition.

*We also honored our staff who continue to serve our clients and LSA.*

## *Five Years of Service*

Catherine DeJournette

Shevetta Hollinghead

Desiree Jones

## *Fifteen Years of Service*

Pamela Jackson

Tracie Melvin

Charlotte Tipton

David Webster

## *Thirty Years of Service*

Pam Barnes

### **We held a special presentation to Dorothy Graham for 42 years of service.**

Our staff grew in 2020 and were welcomed at our New Employee Orientations. LSA Operations Administrator Takenya Rogers became an expert in virtually onboarding new staff.

As of December 2020, LSA had a total staff of 100 which included 57 attorneys, 5 paralegals, 6 John Lewis Fellows, and 31 support staff.



# LSA 2020 TEAM

## Executive Team

Guy Lescault  
*Executive Director*

Sylvia Mason  
*Executive Assistant*

Michael Forton  
*Director of Advocacy*

Debra Hansen  
*Director of Operations*

David Roberson  
*Controller*

Felecia Pettway  
*Director of Development*

Christopher Jones  
*IT Director*

## Central Office

Nell Brimmer  
*Managing Attorney of Client Access*

Maxwell Brown  
*IT Systems Administrator*

Christine Davis  
*Grants Manager*

Desiree Jones  
*Accounts Specialist*

Dorothy Graham  
*Development Coordinator*

Johnna Jackson  
*Communications Coordinator*

Latresha Nelson  
*Accounts Specialist*

TaKenya Rogers  
*Operations Administrator*

**Anniston Office**  
David Webster  
*Managing Attorney*

Christopher McCary  
*Staff Attorney*

Enga Sturns\*  
*Administrative Assistant*

Wilson Webb  
*Staff Attorney*

## Birmingham Office

Barbara Luckett  
*Managing Attorney*

Farah Majid  
*Managing Attorney*

Rae Bolton  
*Staff Attorney*

Chundra Finn  
*Administrative Assistant*

Sarah Hughes  
*Staff Attorney*

Kendra Johnson  
*Staff Attorney*

Michael Letson  
*Staff Attorney*

Jonathan Mok  
*Staff Attorney*

Janice E. Moore  
*Administrative Assistant*

Lisa Overton  
*Staff Attorney*

Frederick Spight  
*John Lewis Fellow*

Faye Doss Suggs  
*Staff Attorney*

Louise Tharaud Brasher  
*Staff Attorney*

Patricia Trabanino  
*Administrative Assistant*

LeKira Wright  
*Staff Attorney*

Laura Yetter\*  
*Staff Attorney*

## Call Center

James Chipley  
*Managing Attorney*

Arianna Boyd  
*Intake Specialist*

Dayna Burnett  
*Staff Attorney*

Lisa Cooper  
*Intake Specialist*

Catherine DeJournette  
*Intake Specialist*

Pamela Flynn  
*Administrative Assistant*

Austin Gaines  
*Paralegal*

Amy Knight  
*Intake Specialist*

Lydia Mann  
*Intake Specialist*

Stanley Moorhouse  
*Staff Attorney*

Brittany Naugher  
*Intake Screener*

Adriene Parks  
*Intake Specialist*

Doris Pincheon  
*Intake Specialist*

**Dothan Office**  
Tracie Melvin  
*Managing Attorney*

Rachelle Greczyn\*  
*Staff Attorney*

Kristy Kirkland  
*Staff Attorney*

Angela Newton  
*Administrative Assistant*

James Rich  
*Staff Attorney*

**Huntsville Office**  
Holly Ray  
*Managing Attorney*

Cydney Barnes  
*Staff Attorney*

Meteasa C. Henderson  
*Staff Attorney*

Tamara Imam  
*John Lewis Fellow*

Pamela Jackson  
*Lead Attorney*

Christine Lewis  
*Administrative Assistant*

Laurie Synco McFalls\*  
*Staff Attorney*

Thomas Phelps  
*Staff Attorney*

## One Place of the Shoals Family Justice Center

Tyler Brannon  
*Staff Attorney*

**Mobile Office**  
Ann Brown  
*Managing Attorney*

Charlotte Tipton  
*Lead Attorney*

Sherry Carroll-Rudolph  
*Administrative Assistant*

JoRosalyn Edwards  
*Paralegal*

Marisa Green  
*Paralegal*

Tamara Harold\*  
*Administrative Assistant*

Valynda Jerome-Williams  
*Staff Attorney*

Tim Kingston  
*Staff Attorney*

Spencer Phillips  
*Staff Attorney*

Gregory Ramos  
*Staff Attorney*

Rachele Reis  
*Staff Attorney*

Norman Roman  
*Staff Attorney*

Victoria Shoots  
*John Lewis Fellow*

## Montgomery Office

Stephanie Blackburn  
*Managing Attorney*

Andriette Rowell  
*Lead Attorney*

Kevin Boston  
*Staff Attorney*

Joyce Hall  
*Administrative Assistant*

Shevetta Hollinghead  
*Administrative Assistant*

Lee Jordan  
*Staff Attorney*

Ford King  
*John Lewis Fellow*

Maceo Kirkland  
*Staff Attorney*

Melissa Gowan  
*Staff Attorney*

Perry Myer  
*Staff Attorney*

LaKeshia Parks  
*Staff Attorney*

Donna Prashad  
*Staff Attorney*

Nannie Reed  
*Staff Attorney*

Charles Turnipseed  
*Staff Attorney*

## One Place Family Justice Center

Kintisha Matthews  
*Staff Attorney*

Jim Smith  
*Staff Attorney*

**Selma Office**  
Elizabeth Hollie  
*Managing Attorney*

Lori Frasure  
*Staff Attorney*

Stephanie Haywood  
*Administrative Assistant*

Kameisha Logan  
*Staff Attorney*

Valerie Mims  
*John Lewis Fellow*

Donavon McGuire  
*Staff Attorney*

Iris Portis\*  
*Paralegal*

**Tuscaloosa Office**  
Willie Mays Jones  
*Managing Attorney*

Pam Barnes\*  
*Administrative Assistant*

William Breland  
*Borchard Fellow*

Ricky T. Chambless  
*Staff Attorney*

Gabriel DeMoske  
*Staff Attorney*

Kari Todd  
*John Lewis Fellow*

\*LSA Communication Liaisons

# 2020 FINANCIAL REPORT



**David Roberson**  
Controller

Change at LSA was already taking place before the COVID-19 outbreak and mandatory closures. Prior enhancements led to a fast implementation to contend with COVID-19's challenges. LSA not only met the challenges but thrived. We served more clients and met more needs in 2020 than in each year over the past five years. There were a few major factors that led to this success.

Technology implementation and the capacity for remote work was a huge factor in LSA's success in 2020. For the previous two years, LSA worked on a technology road map that built the foundation for remote work and made it possible to deliver services to our clients while offices were closed to the public. LSA made it a priority strategically and financially to invest in its technology and to develop systems that enabled LSA to respond with a strong remote work capacity.

A COVID-19 response and remote workplan was swiftly implemented that included increased staffing to deliver urgent services, an enhanced call center model for client intake, communication tools to enhance collaborations, kiosks for attorneys and clients to attend court virtually, and technology provided to LSA staff serving the clients and supporting our programs.

The new technology was supported by an inflow from major funders like Legal Services Corporation (LSC) and helped LSA finalize its move to remote work. Special funding provided laptops, equipment, and more online services for staff to conduct their work and serve clients. Another contributing factor in technology was the Finance Department's move to a cloud-based financial accounting system. LSA spent the prior year developing the new accounting system and bringing it online as part of the strategic plan. This improvement in the Finance Department made it possible to work remotely when the

offices were closed, and the Finance and Resource Development departments were able to continue financial administration and maintain grant compliance and reporting for its funders.

In addition to technology, LSA received more financial support to address the needs of clients impacted by COVID-19. With this support, LSA was able to increase the capacity of its statewide call center through staffing, bring in private attorneys to assist with client needs, and launch the first class of John Lewis Fellows at LSA. LSA was only able to respond as effectively as it did in 2020 to the pandemic because of the support from funders and community partners.

A critical component to the pandemic response and LSA's success was COVID-19 Homelessness Prevention led by local community programs, which helped LSA clients facing eviction by providing legal services and rental assistance keeping clients in their homes. LSA thanks its funders for their quick response to address these needs. Though 2020 was a difficult year for all of us, LSA was able to persevere and provide more resources to serve clients in Alabama thanks to the dedicated attorneys and staff at LSA, funders, partners, and strategic planning by leadership and the LSA Board of Directors.

*Thank you for your  
support of LSA!*

*Covid-19 Staffing*

**\$563,062**

*Covid-19 Technology*

**\$77,619**

*Homelessness Prevention Aid*

*Starting November 2020*

**\$85,212**

*Total Covid-19 Funding*

**\$1,106,076**

*Covid-19 Awards*

**City of Mobile Community  
Development Block Grant CARES**

**\$1,506,431**

**Legal Services Corporation  
COVID-19 and Telework**

**\$880,493**

**Hancock Whitney Bank**

**\$40,000**

**City of Tuscaloosa Community  
Development Block Grant COVID**

**\$40,000**

**Alabama Department of Economic  
and Community Affairs CARES**

**\$11,797**

# FINANCIAL SNAPSHOT

## EXPENSES BY LINE ITEM

Direct Services & Support Staff	\$6,302,327
8 Office Locations	\$788,894
Client Services	\$621,775
Technology & Equipment	\$502,992
Training and Travel	\$159,875
Library, License, Insurance, Supplies & Other	\$261,080
Professional Fees & Contracts	\$148,170

## REVENUE

Grant Revenue	\$9,627,560
Contributions	\$103,283
Other Revenue	\$167,106

**TOTAL REVENUE \$9,897,949**

## EXPENDITURES

Personnel	\$6,302,327
Operations	\$2,723,752

**TOTAL EXPENDITURES \$9,026,079**

Change in Net Assets \$871,870

## ASSETS

Cash & Receivables	\$2,243,533
Investments	\$1,105,436
Prepaid Expenses	\$100,810
Property and Equipment	\$1,370,159

**TOTAL ASSETS \$4,819,938**

## LIABILITIES

Accounts Payable	\$688,732
Client Trust	\$16,906
Other	\$3,980

**TOTAL LIABILITIES \$709,618**

**TOTAL NET ASSETS \$4,110,320**

**DONATED SERVICES \$1,734,973**

## Legal Services Alabama Central Office

P.O. Box 20787  
Montgomery, AL 36120

**Centralized Intake Hotline**  
866 456 4995

**Spanish Hotline**  
888 835 3505

## LSA Local Offices

### Anniston Office

P.O. Box 5431  
Glencoe, AL 35905  
**256 399 2548**

### Mobile Office

104 Saint Francis Street, Suite 700  
Mobile, AL 36602  
**251 433 6560**

### Birmingham Office

1820 7th Ave., North, Suite 200  
Birmingham, AL 35203  
**205 328 3540**

### Montgomery Office

2567 Fairlane Drive, Suite 200  
Montgomery, AL 36116  
**334 832 4570**

### Dothan Office

224 West Main Street  
Dothan, AL 36301  
**334 793 7932**

### Selma Office

801 Alabama Avenue, Suite 250  
Selma, AL 36701  
**334 872 1355**

### Huntsville Office

610 Airport Road SW, Suite 200  
Huntsville, AL 35802  
**256 536 9645**

### Tuscaloosa Office

2315 9th Street, Suite 3A  
Tuscaloosa, AL 35401  
**205 758 7503**



JUSTICE FAIRNESS HOPE

# Legal Services Alabama

[www.legalservicesalabama.org](http://www.legalservicesalabama.org)