

2020  
REPORT



@LEGALLINKCA

LEGALLINK.ORG



# IMPACT REPORT

PROVIDING LEGAL FIRST AID TO THE FRONTLINES

# EXPANDING THE LEGAL ECOSYSTEM

## OUR MISSION + PURPOSE

Families experiencing poverty are inadequately supported by our justice system, which is severely under-resourced and inherently complex. Nearly 9 out of 10 families do not get the legal help they need. These unaddressed legal issues act as barriers to health, economic, and housing stability. As a result, many people do not access existing legal protections and trust in the legal system is low.

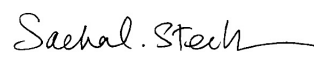
Legal Link provides an innovative solution. Evidence shows that justice problems do not always require lawyers' assistance. In many instances, people need a trusted helper with knowledge of legal rules, procedures, and resources. With a mission to remove legal barriers that prolong poverty by adding critically needed capacity to the legal ecosystem, we partner with community-based agencies to support their direct service staff to act as legal navigators for the families they serve.

Our model relies on strong, collaborative community partnerships. By embedding legal navigation support in community-based settings, we are creating and supporting a new - yet sustainable - frontline of legal navigators who help to surface unmet legal needs, identify legal issues, and access legal protections.

The devastating impacts of COVID-19 have magnified and exacerbated legal needs across the country - including housing instability, food insecurity, and increased rates of domestic and intimate partner violence. With an anticipated tidal wave of evictions in the coming months (approximately 1.5 million eviction filings are projected in California alone), access to legal protections is more critical than ever. The pandemic has also amplified the urgent need to bring accurate, concise, and timely legal information directly to affected communities. Legal Link-trained navigators take significant personal risks and work tirelessly to continue to serve their clients in the face

of COVID-19. We recognize and strive to support the important role these navigators play in our legal ecosystem.

To date, we have provided 3,400+ legal consultations and trained 700+ navigators from more than 50 trusted community organizations throughout the Bay Area. Much work lies ahead, but we are heartened by all that our team and network of navigators have accomplished over the past year in the face of unprecedented challenges. Thank you for joining us in this work.



Sacha Steinberger  
Founder &  
Co-Executive Director



Kate Richardson  
Co-Executive Director

# 95%

of Legal Link-  
trained navigators  
report an increase  
in legal capability

# 2020 YEAR IN REVIEW

**1900+**

families reached



**377**

free legal consults provided  
to navigators and their clients



**450+**

active members in  
navigator network



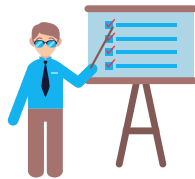
**189**

navigators trained



**14**

trainings with 24 partner  
organizations participating



**95%**

of trained navigators report an  
increase in their legal capability



**3,464**

all time total  
legal consults

**728**

all time navigators  
trained

# PROGRAM HIGHLIGHTS

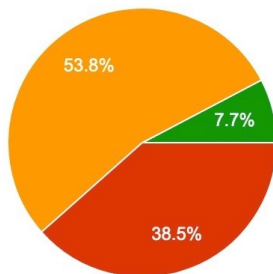
## LEGAL FIRST AID TRAINING PROGRAM EXPANSION

We trained new partners in our signature Legal First Aid curriculum across the social services, health, and faith-based sectors, including the San Francisco Community Clinic Consortium, the Fremont Family Resource Center, and the Interfaith Movement for Human Integrity.

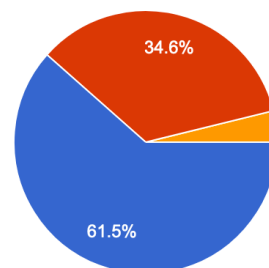
## COMMUNITY NAVIGATOR FELLOWSHIP PROGRAM LAUNCH

In the fall of 2020, we launched our inaugural class of Community Navigator Fellows. Our one-year Fellowship trains and supports frontline staff at partner organizations to become fluent in community-based legal navigation, and includes in-depth training, skill-building, and one-on-one case review with Legal Link attorneys.

### "I KNOW HOW TO IDENTIFY LEGAL ISSUES THAT MY CLIENTS FACE"



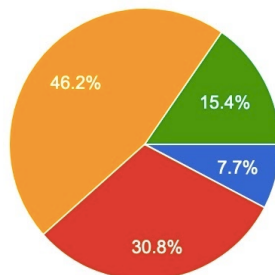
*pre-2020 training*



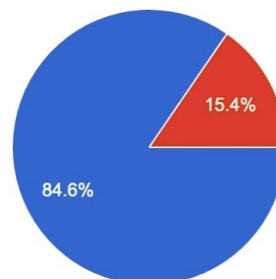
*post-2020 training*

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

### "I KNOW HOW TO CONNECT CLIENTS TO RELEVANT LEGAL RESOURCES AND REFERRALS"



*pre-2020 training*



*post-2020 training*

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

# COVID-19 RESPONSE

*This year, the pandemic inflamed the inequities embedded in our justice system and brought the value of trusted, community-based helpers into sharper focus. Our mission continues to guide our work, and we remain focused on bringing key legal updates and information directly to frontline providers in a timely, trustworthy, and usable way to ensure that families impacted by COVID-19 receive the help they need.*

*While the pandemic has forced us to change how we deliver services, it has also created new opportunities to maximize our impact. To this end, we translated our training curriculum to a virtual setting, added an introductory training to expand the reach of our online tools, created COVID-specific resources, and increased the frequency of our newsletters to highlight key steps navigators can take to support their clients.*

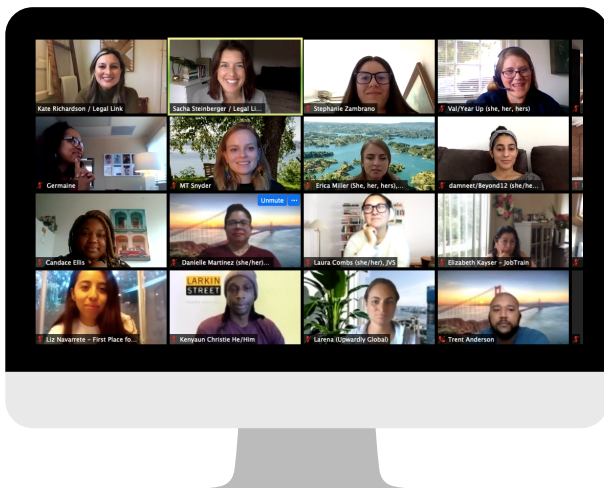
## COVID-19 NAVIGATOR RESOURCES:

We created and curated various COVID-19 resources. We also rebranded our monthly newsletter, the Navigator, and published it with more frequency, with a focus on clarifying the rapidly changing legal landscape. In total, we distributed 19 newsletters in 2020 containing key, actionable tools and resources for our navigator network to use with their clients.



## The NAVIGATOR

Legal Link's tips and tools for advocates on the frontlines



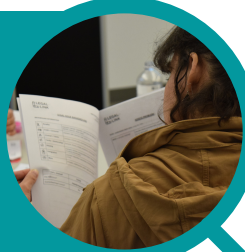
## LEGAL NAVIGATION 101:

Based on partner demand, we developed a new one-hour training that introduces community partners to the concept of legal navigation, presents an overview of basic legal system concepts, and familiarizes them with Legal Link's online tools and resources.

# NAVIGATOR TESTIMONIALS

"One of the best virtual trainings I've attended!! The information is super helpful and easily digestible. Thank you [for] creating this amazing resource!"

*2020 Legal Link Trained Navigator*



The structure and framework of the legal services world are so helpful - more so than legalese, it teaches us the lay of the land and how to approach it. Easily one of the best trainings I've been to."

*2020 Legal Link Trained Navigator*



"The [legal] frameworks were amazing and I will incorporate them regularly into my coaching. They're very clear and easy to understand."

*2020 Legal Link Trained Navigator*



"After I identified my client's legal issue, I reached out to Legal Link. With their help, I was able to support my client through the process. Together, we got an appointment at an immigration legal clinic and collected the necessary paperwork in advance. My client was able to file her asylum paperwork on a very tight deadline. Legal Link's support was crucial for this case."

***Betty Espinoza, Client Care Coordinator,  
Homeless Prenatal Program***

# THANK YOU TO OUR SUPPORTERS

WE ARE GRATEFUL TO THE BROADER LEGAL LINK COMMUNITY FOR SUPPORTING OUR WORK

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