It goes without saying that last year presented many challenges to all of us, especially to our low-income client community. Many of our clients faced extreme hurdles, including keeping a job, paying rent and utilities, and unfortunately, having fewer opportunities to be heard in court. These challenges also pushed SMRLS to think outside of the box and create innovative solutions to help our clients.

The Minnesota Legal Services Coalition received $3.5 million in federal CARES Act money through the state of Minnesota in late 2020. As a part of the Reach Justice initiative, SMRLS planned a series of efforts that leverage technology and emergency staffing to help protect Minnesotans’ basic civil and human rights.

For example, many of our clients have limited resources to participate in virtual court proceedings. To meet this challenge, SMRLS planned for virtual courtrooms in our Rochester, Mankato, and St. Paul offices to allow our clients and attorneys to safely be present in the same space during remote hearings. These virtual courtrooms provide microphones, better lighting, plexiglass, facemasks, and the ability to share documents in a meaningful and safe way during the hearings. Additionally, SMRLS and its Legal Services Coalition partners came together with more than 250 community partners to plan for civil legal aid kiosks in libraries, courts, and other convenient places state-wide for our clients to receive legal assistance.

Similarly, transportation has long been a barrier for many of our clients. In an attempt to increase access and education for our clients throughout the state, SMRLS planned to purchase and outfit vehicles to serve as a virtual, mobile law offices. Four vehicles are currently being outfitted to be a fully operational remote law office in all four corners of the state. This initiative will roll out in 2021.

If you’re interested in volunteering for SMRLS, it’s now easier than ever to get started. In partnership with ProBono Matters, our website lists available volunteer opportunities that are easily searchable by case type and location. Visit smrls.org/volunteer to check out open cases relevant to your experience and interest.

Finally, we would like to offer our sincerest gratitude to everyone who supported our Social Justice Uncorked fundraiser last December. This virtual event raised $151,200 to fund our free civil legal services that thousands of low-income individuals rely on each year. This event would not have been a success without you.

Thank you for your continued support of SMRLS during this difficult time. Your support is critical to providing our essential services.

Jessie R Nicholson, Esq
Chief Executive Officer

Brett Olander, Esq
President, Board of Directors
Mission

SMRLS mission is: To provide a full range of high quality legal services to low-income persons and eligible client groups in civil matters, in a respectful manner which enables clients to (1) enforce their legal rights; (2) obtain effective access to the courts, administrative agencies and forums which constitute our system of justice; (3) maintain freedom from hunger, homelessness, sickness and abuse; (4) empower persons and assure equal opportunity, thus, helping people to help themselves and become economically self-reliant, to the extent their individual abilities and circumstances permit.

SMRLS, through a diverse, respectful and fair working environment, and legal assistance and community education activities, promotes and respects the dignity of low-income persons and seeks new and effective solutions to the critical and common legal problems of low-income persons which arise in a broad community context.

St. Paul Central Office
central@smrls.org

Administrative Office
St. Paul, MN 55101
smrls.administration@smrls.org

Shakopee Office
shakopee@smrls.org

Winona Office
winona@smrls.org

Worthington Office
worthington@smrls.org

Mankato Office
mankato@smrls.org

Agricultural Worker Project - St. Paul
awp@smrls.org

Agricultural Worker Project - Moorhead
awp@smrls.org

Albert Lea Office
albertlea@smrls.org

Education Law Project
St. Paul, MN 55104

Immigration – St. Paul
immigration@smrls.org

Immigration – Rochester
citizenship.rochester@smrls.org

Rochester Office
rochester@smrls.org
In 2019, SMRLS partnered with Wilder Research to conduct a needs assessment of the legal problems people in their service area are currently experiencing. The purpose of this study is to assist SMRLS in establishing priority areas for the coming years and gather information from low-income community members about how SMRLS should allocate resources.

The 2019-2020 study replicated a similar study done in 2015 and consisted of: an analysis of U.S. Census Bureau data of the 33 county service area, a paper survey with responses from 132 clients (both prior clients and those deemed ineligible for services), nine focus groups with community members, and an online survey with responses from 197 stakeholders who have worked with SMRLS.

Half a million people could benefit from SMRLS legal services.

The top 10 legal issues that potential clients said they experienced are related to housing, consumer issues, and public benefits. Eight of 10 are the same as in 2015; however, several public benefit issues ranked higher this year.

1. Finding affordable housing
2. Evicted or been threatened with eviction
3. Difficulty applying for public benefits for any reason*
4. Utilities shut off or threatened with a shutoff
5. Landlord is not making repairs
6. Targeted by harassing bill collection practices
7. Problems borrowing money for making a large purchase
8. Threatened with losing subsidized or Section 8 housing*
9. Homelessness
10. Denied or terminated from cash assistance or food support
Clients Served in 2020

Total number of people in households served 20,126

From a volunteer: “Volunteering for SMRLS during the pandemic, I've faced the challenge of advocacy at a distance. The normal practices of meeting a client at the start of a case, sitting in the mediation room or the courtroom with them, and being there with them in both tough and fulfilling moments, just have not been possible. Instead, my pre-court consultations over the phone or videocall have taken on preeminent importance, exploring the nuances of clients' plans, positions, and circumstances. Building trusting relationships clients, assuring them of case progress, and responding to client concerns remains the core of my pro bono and Judicare advocacy. It's been a longer and often financially more difficult journey to reaching the end of a case.”
Many of our clients have limited resources to participate in virtual court proceedings. To meet this challenge, SMRLS built virtual courtrooms in our Rochester, Mankato, and St. Paul offices to allow our clients and attorneys to safely be present in the same space during remote hearings. These virtual courtrooms provide microphones, better lighting, plexiglass, facemasks, and the ability to share documents in a meaningful and safe way during the hearings. We've already seen improved client representation, and we have three more virtual courtrooms on the way.

“I have used the virtual courtroom for an administrative hearing in a case involving two clients. With two cameras and microphones it was seamless in taking both of their testimony for the hearing,” SMRLS attorney Tuz Xiong said.
# 2020 Financials

## Statement of Financial Position

Year ended December 31, 2020

<table>
<thead>
<tr>
<th>Assets</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>$4,280,706</td>
<td>$2,308,182</td>
</tr>
<tr>
<td>Certificates of deposit</td>
<td>2,100,000</td>
<td>2,100,000</td>
</tr>
<tr>
<td>Client escrow funds</td>
<td>1,302</td>
<td>1,167</td>
</tr>
<tr>
<td>Grants and contracts receivable</td>
<td>810,520</td>
<td>1,792,813</td>
</tr>
<tr>
<td>Pledges receivable</td>
<td>108,442</td>
<td>2,403,453</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>53,534</td>
<td>100,250</td>
</tr>
<tr>
<td>Other receivable</td>
<td>23,289</td>
<td>-</td>
</tr>
<tr>
<td>Investments</td>
<td>14,515</td>
<td>13,787</td>
</tr>
<tr>
<td><strong>Total current assets</strong></td>
<td>7,392,388</td>
<td>8,719,652</td>
</tr>
<tr>
<td><strong>Property and Equipment</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Furniture, fixtures and equipment</td>
<td>308,472</td>
<td>275,255</td>
</tr>
<tr>
<td>Leasehold improvements</td>
<td>223,695</td>
<td>223,695</td>
</tr>
<tr>
<td>Vehicle</td>
<td>90,832</td>
<td>-</td>
</tr>
<tr>
<td>Law library</td>
<td>382,385</td>
<td>382,385</td>
</tr>
<tr>
<td><strong>Less accumulated depreciation</strong></td>
<td>(885,032)</td>
<td>(881,335)</td>
</tr>
<tr>
<td><strong>Net property and equipment</strong></td>
<td>120,352</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td>$7,512,640</td>
<td>$8,719,652</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Liabilities and Net Assets</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts payable</td>
<td>$272,145</td>
<td>$455,210</td>
</tr>
<tr>
<td>Client trust deposits</td>
<td>1,302</td>
<td>1,167</td>
</tr>
<tr>
<td>Accrued expenses</td>
<td>954,102</td>
<td>899,393</td>
</tr>
<tr>
<td>Deferred revenue</td>
<td>42,316</td>
<td>16,052</td>
</tr>
<tr>
<td><strong>Total current liabilities</strong></td>
<td>1,269,865</td>
<td>1,371,822</td>
</tr>
<tr>
<td><strong>Net Assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Without donor restrictions</td>
<td>2,081,687</td>
<td>1,097,889</td>
</tr>
<tr>
<td>Without donor restrictions - board designated</td>
<td>3,403,687</td>
<td>3,463,667</td>
</tr>
<tr>
<td><strong>Total without donor restrictions</strong></td>
<td>5,565,554</td>
<td>4,581,756</td>
</tr>
<tr>
<td>With donor restrictions</td>
<td>677,221</td>
<td>2,766,074</td>
</tr>
<tr>
<td><strong>Total net assets</strong></td>
<td>6,242,775</td>
<td>7,347,830</td>
</tr>
<tr>
<td><strong>Total liabilities and net assets</strong></td>
<td>$7,512,640</td>
<td>$8,719,652</td>
</tr>
</tbody>
</table>
## 2020 Financials

### Statement of Activities

Year ended December 31, 2020

<table>
<thead>
<tr>
<th></th>
<th>Without Donor Restrictions</th>
<th>With Donor Restrictions</th>
<th>Total</th>
<th>2019 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Support and Revenue</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grants and contracts</td>
<td>$8,555,684</td>
<td>$8,763,185</td>
<td>$9,693,644</td>
<td></td>
</tr>
<tr>
<td>Other support</td>
<td>1,071,389</td>
<td>1,589,963</td>
<td>1,718,224</td>
<td></td>
</tr>
<tr>
<td>In-kind contributions</td>
<td>646,819</td>
<td>646,819</td>
<td>834,239</td>
<td></td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>37,448</td>
<td>37,448</td>
<td>58,343</td>
<td></td>
</tr>
<tr>
<td>Investment income</td>
<td>15,354</td>
<td>15,354</td>
<td>37,481</td>
<td></td>
</tr>
<tr>
<td>Net assets released from restrictions</td>
<td>$2,814,958</td>
<td>($2,814,958)</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total support and revenue</strong></td>
<td><strong>13,141,652</strong></td>
<td><strong>(2,088,853)</strong></td>
<td><strong>11,052,799</strong></td>
<td><strong>12,341,931</strong></td>
</tr>
<tr>
<td><strong>Expenses</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Program services</td>
<td>10,172,606</td>
<td>-</td>
<td>10,212,136</td>
<td></td>
</tr>
<tr>
<td>Supporting services:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Management and general</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fundraising</td>
<td>1,673,724</td>
<td>1,673,724</td>
<td>1,344,145</td>
<td></td>
</tr>
<tr>
<td></td>
<td>311,524</td>
<td>311,524</td>
<td>306,870</td>
<td></td>
</tr>
<tr>
<td><strong>Total expenses</strong></td>
<td>12,157,854</td>
<td>-</td>
<td>12,157,854</td>
<td>11,865,151</td>
</tr>
<tr>
<td>Change in net assets</td>
<td>983,798</td>
<td>(2,088,853)</td>
<td>(1,105,055)</td>
<td>476,780</td>
</tr>
<tr>
<td><strong>Net Assets, Beginning</strong></td>
<td><strong>4,581,756</strong></td>
<td><strong>2,766,074</strong></td>
<td><strong>7,347,830</strong></td>
<td><strong>6,871,050</strong></td>
</tr>
<tr>
<td><strong>Net Assets, Ending</strong></td>
<td><strong>5,565,554</strong></td>
<td><strong>677,221</strong></td>
<td><strong>6,242,775</strong></td>
<td><strong>7,347,830</strong></td>
</tr>
</tbody>
</table>
### 2020 Financials

#### Statement of Functional Expenses

Year ended December 31, 2020

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Program Services</th>
<th>Management and General</th>
<th>Fundraising</th>
<th>Total 2020</th>
<th>Total 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Donated services</td>
<td>$646,976</td>
<td>$646,976</td>
<td>$646,976</td>
<td>$646,976</td>
<td>$834,229</td>
</tr>
<tr>
<td>Lawyers</td>
<td>4,008,374</td>
<td>155,921</td>
<td>103,947</td>
<td>4,268,242</td>
<td>4,193,967</td>
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<tr>
<td>Paralegals</td>
<td>716,042</td>
<td>-</td>
<td>15</td>
<td>716,057</td>
<td>745,951</td>
</tr>
<tr>
<td>Other staff</td>
<td>1,060,203</td>
<td>587,796</td>
<td>-</td>
<td>1,647,998</td>
<td>1,731,606</td>
</tr>
<tr>
<td>Employee benefits and taxes</td>
<td>1,985,154</td>
<td>245,426</td>
<td>142,176</td>
<td>2,368,704</td>
<td>2,150,357</td>
</tr>
<tr>
<td><strong>Total personnel</strong></td>
<td><strong>8,436,699</strong></td>
<td><strong>989,142</strong></td>
<td><strong>246,140</strong></td>
<td><strong>9,665,981</strong></td>
<td><strong>9,636,190</strong></td>
</tr>
<tr>
<td>Non Personnel</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contract labor</td>
<td>12,266</td>
<td>283,343</td>
<td>3,506</td>
<td>299,117</td>
<td>113,615</td>
</tr>
<tr>
<td>Rent and space</td>
<td>576,636</td>
<td>64,643</td>
<td>31,634</td>
<td>674,913</td>
<td>562,010</td>
</tr>
<tr>
<td>Travel and mileage</td>
<td>28,871</td>
<td>1,260</td>
<td>3,128</td>
<td>33,259</td>
<td>111,092</td>
</tr>
<tr>
<td>Training, dues and subscriptions</td>
<td>89,560</td>
<td>10,780</td>
<td>3,493</td>
<td>103,833</td>
<td>106,768</td>
</tr>
<tr>
<td>Phone, office and postage</td>
<td>246,209</td>
<td>24,273</td>
<td>2,810</td>
<td>273,289</td>
<td>344,866</td>
</tr>
<tr>
<td>Equipment, copier and software</td>
<td>168,901</td>
<td>8,234</td>
<td>1,483</td>
<td>178,618</td>
<td>119,416</td>
</tr>
<tr>
<td>Events</td>
<td>-</td>
<td>-</td>
<td>19,043</td>
<td>19,043</td>
<td>77,271</td>
</tr>
<tr>
<td>Litigation, interpreter and legal research</td>
<td>124,099</td>
<td>441</td>
<td>-</td>
<td>124,540</td>
<td>159,216</td>
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<tr>
<td>Administrative fees and expenses</td>
<td>27,808</td>
<td>120,882</td>
<td>280</td>
<td>148,970</td>
<td>122,692</td>
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<tr>
<td>Depreciation</td>
<td>-</td>
<td>3,697</td>
<td>-</td>
<td>3,697</td>
<td>36,070</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>13,459</td>
<td>167,029</td>
<td>-</td>
<td>180,488</td>
<td>2,177</td>
</tr>
<tr>
<td>Contracts</td>
<td>116,892</td>
<td>-</td>
<td>-</td>
<td>116,892</td>
<td>134,113</td>
</tr>
<tr>
<td>Coalition support</td>
<td>265,406</td>
<td>-</td>
<td>-</td>
<td>265,406</td>
<td>274,305</td>
</tr>
<tr>
<td>County and other support</td>
<td>65,790</td>
<td>-</td>
<td>-</td>
<td>65,790</td>
<td>65,045</td>
</tr>
<tr>
<td><strong>Total non-personnel</strong></td>
<td><strong>1,741,907</strong></td>
<td><strong>684,582</strong></td>
<td><strong>65,384</strong></td>
<td><strong>2,491,873</strong></td>
<td><strong>2,229,961</strong></td>
</tr>
<tr>
<td><strong>Total expenses</strong></td>
<td><strong>$10,172,606</strong></td>
<td><strong>$1,673,724</strong></td>
<td><strong>$311,534</strong></td>
<td><strong>$12,157,854</strong></td>
<td><strong>$11,665,151</strong></td>
</tr>
<tr>
<td><strong>Percentage of total expenses</strong></td>
<td><strong>63.7%</strong></td>
<td><strong>15.7%</strong></td>
<td><strong>2.6%</strong></td>
<td><strong>100.0%</strong></td>
<td></td>
</tr>
</tbody>
</table>
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Erica Kairis
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Thomas Krause
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The Foundation of the Federal Bar Association
Terry L. Wade
Blue Cross and Blue Shield of Minnesota Foundation
Tilton Dunn Gross, P.L.L.P.
Nilan Johnson Lewis, PA
Meagher & Geer, P.L.L.P.
Jessica Johnson
Hinshaw & Culbertson, L.L.P.

Diamond $1,000-$2,499
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