

MEET OUR LEADERSHIP



DEBRA HOUSE, ESQ. EXECUTIVE DIRECTOR

Advancing Justice. Strengthening Communities.

These two phrases embody the core values of LAET. As we celebrate our 60th anniversary, I find myself reflecting on the past fondly, while looking ahead with hope.

Reflection:

Decade after decade, year after year, and day after day, the residents of East Tennessee have received legal support crucial to stability, even in the face of seemingly insurmountable barriers. This report on just our 2024 activities alone is a testament to the work and unwavering commitment of our staff, board, partners, volunteers, funders, lawmakers, and clients. When I look at these names, numbers, and stories, I am filled with pride and gratitude. Through intense and relentless collaboration, our agency has reached this momentous milestone.

Looking Ahead:

Despite past success, however, daunting challenges lay ahead. Sustaining our work in the face of uncertainties, particularly future funding, will require us to work together more than ever. Your neighbors, your community, and the residents of East Tennessee depend upon LAET. We must find ways to overcome these obstacles, but we need your help.

How You Can Make a Difference:

- · Partner with us through our Pro Bono Program.
- Stay informed by signing up for our newsletters and reviewing upcoming clinics on our website.
- Follow us on social media to stay updated and spread the word.
- Commit to monthly financial support to sustain our vital services.
- Sponsor and attend our fall pro bono and anniversary events to show your support in person.

It has been an honor to serve East Tennessee for 60 years. We are in awe of the resilience of our community members and the strength they have shown while taking steps to change their lives for the better. This achievement is not the result of one person but of decades of collective dedication by teams of people united by a single, unwavering mission: to serve some of the region's most vulnerable populations. Together, we can provide even greater care and support in the days and years to come.

MEET OUR LEADERSHIP



AARON CHAPMAN, ESQ. 2024 BOARD PRESIDENT

Sixty years is a monumental milestone for any organization, let alone a law firm envisioning a 26-county region where justice is a community value, and no one faces a legal problem alone. But, as any traveler knows, milestones aren't final stopping points. As we pass our 60th anniversary, let's reflect on our experience, while remembering that we are still on a greater journey to ensure that our most vulnerable populations have high-quality access to justice for years to come.

On the day I wrote this introduction, my toddler decided to attend school in her favorite costume - Wonder Woman. I was thrilled. To me, Wonder Woman is a universal symbol of bravery in the face of adversity, strength from an underestimated source, and empowerment. I look at my daughter and hope I am raising a real-life Wonder Woman resilient enough to thrive in any environment.

LAET is currently celebrating 60 years of service, and I'm struck by the resiliency of the board and staff, the bravery of those we serve, and the resulting empowerment for eastern Tennessee. Generous funders, donors, volunteers, partner agencies, and other law firms assist LAET in maximizing the impact of its work in housing, family justice, health care, and income. This powerful combination of effort behind the scenes and on the front lines ensures a position of new-found power within the client which almost always means the preservation of dignity and voice, and, at times, the actual difference between life and death. Whether funder or volunteer, staff member or client, these are MY neighbors. These are YOUR neighbors. This is increased stability for OUR eastern Tennessee.

As President of LAET's Board of Directors, I hope you will review our work in 2024 and seek out ways to become involved, volunteer, attend events, and support our mission. Join me in being part of what drives LAET through this anniversary year and beyond.



CHRISTINA MAGRANS-TILLERY, ESO. 2025 BOARD PRESIDENT



This annual report is dedicated to the loving memory of Melissa Boyd: Paralegal, Advocate, Mother, and Fighter

It is with heavy hearts we remember Melissa Boyd, a paralegal and unforgettable presence at LAET.

Melissa devoted her career to serving some of the most vulnerable members of our community. Working under the Senior Law Alliance grant and the Knox County Elder Trust grant, she dedicated herself to ensuring that older adults across East Tennessee received the legal help and dignity they deserved. Her work spanned counties and courthouses, living rooms, and hospital beds. Wherever her clients were, whether they were recovering from strokes, fighting cancer, or navigating the early stages of cognitive decline, Melissa went to them, bringing her expertise and empathy to every encounter.

Melissa wasn't just a colleague. She was a mentor, a guide, and a safety net. I still remember when I first started as a staff attorney. Nervous and uncertain, I found immediate support in Melissa. She came in with documents, legal texts, and calming words. She didn't have to, but that's who she was. She even sat in on my earliest meetings with clients to ensure everything ran smoothly. Her reassurance helped me find my footing, and I know I wasn't the only new attorney she supported that way.

In a place where many paralegals were limited by policy or time, Melissa stood out. She took the initiative to learn how to be an advocate in Social Security cases; not just preparing paperwork but arguing and thinking deeply about legal strategy. I still remember she would often talk through cases with me, focused on protecting our clients' only source of income. Her passion and concern were never about the case file. It was for the person the file represented.

Melissa didn't just care for clients, she cared for her coworkers, like family. One of our attorneys related to me how, while still a clerk, Melissa spent most of a Friday night helping them replace the alternator in their car, even offering to buy the alternator for them. Another related when they were uncomfortable driving to work on a snow day, she was the first one there, in the early morning, to pick them up.

Melissa also brought her heart to client home visits. After her first battle with cancer, she developed a unique and profound empathy for clients who were ill. I saw her gently hold the hands of clients undergoing chemotherapy, cry with them, and simply sit in silence when that was what they needed most. She knew suffering, but it didn't harden her, it only deepened her compassion.

Outside of work, Melissa was a joyful, quirky lover of animals. Every weekend I could expect a photo update of her many dogs, birds, and even her spiders. Melissa was like a modern-day Snow White. Her backyard was a sanctuary for all of East Tennessee's wildlife, and her love for animals extended to even the smallest of creatures. She once nurtured a spider in her office window, offering it water in a bottle cap and feeding it gnats. Most people would not have even noticed the spider or simply disposed of it. However, this was not who she was. She loved all animals, even spiders. She owned several tarantulas, which she could distinguish by leg characteristics and what she claimed were their personalities.

Above all, Melissa was a mother; and a proud one. She often spoke of her children, Evelyn and Peyton. Her eyes would light up when she talked about them, even in their teenage years, which many know is a hard thing to do. Her pride in them was beyond measure.

But what I remember most about Melissa is that she was a fighter. She battled cancer not once, but twice. The first time required surgery, grueling rounds of chemo and radiation, and even surviving sepsis. She emerged with strength and humor above all else. When the cancer returned, she fought it with every tool she could find, conventional and unconventional. She tried everything from fasting to mushroom therapy to drinking a gallon of carrot juice a day (which only turned her slightly orange). She never gave up...not on herself, not on her clients, not on her friends.

Melissa fought for what mattered. She fought for justice, for dignity, for the voiceless — and she did it all with a quiet determination, a deep well of compassion, and a heart that never stopped giving. We miss her deeply. The world — and especially East Tennessee — is a little dimmer without her. But those of us who were lucky enough to know her carry her spirit forward. In every home visit, every case, every moment of unexpected kindness.

Jackson Cain, Esq.

THE IMPACT

East Tennessee residents:

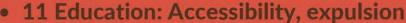
14,814 clients and family members impacted, including:

- 1,533 older adults (defined as 60+ by the Older Americans Act)
- 1,221 victims of domestic violence
- 6,465 children



Cases by type:

- 2,624 Housing: Public housing, landlord/tenant, property rights, accessibility
- 2,303 Family: Adoption, guardianship, conservatorship, custody, visitation, divorces, annulments, separation, domestic abuse, name change, and other supports
- 983 Misc: Advance directives, power of attorney, torts (harm or loss to another person or their property), wills, estate planning, and the like
- 762 Consumer Finance: Bankruptcy, debtor relief, collections, contracts, warranties, predatory lending, benefits, unfair and deceptive sales and practices, etc.
- 381 Income: Benefits, unemployment compensation, benefits for veterans
- 280 Juvenile: Emancipation, conservatorship, minor guardian, neglected, abuse
- · 488 Individual Rights: Civil, disability, and expungement
- 147 Health: Home and community-based care, long-term healthcare facilities, Medicaid, Medicare, state and local health benefits
- 36 Employment: Rights, discrimination, wage claims, and taxes







East Tennessee economics:

In 2024, free services provided by LAET had a total economic impact of \$183,234,568 on the East Tennessee community.



Additionally, every dollar donated to LAET creates \$14.83 in local impact. This number comes from a 2015 study titled, "The Economic Impact of Civil Legal Aid Organizations in Tennessee: Civil Justice for Low-Income People **Produces Ripple Effects That** Benefit Every Segment of the Community," which shows a return on investment of \$11.21. Adjusted for inflation, that new dollar amount is \$14.83.

THE 1. East Tent PROBLEMS

1. East Tennessee residents lack the resources to pay for their own legal advice and/or representation

- 2. Access can be difficult due to the rural nature of much of the region
 - 3. Children, adults aged 60+, and those

experiencing domestic violence issues require specialized attention

HOW DOES LAET HELP?

LAET is funded through federal, state, and local sources and is charged with serving those who fall within a certain range of the Federal Income Poverty Guidelines.

LAET staff, pro bono volunteers, and local partners hold dozens of clinics throughout the year in the very communities we serve, thereby greatly reducing the barrier of transportation and access.

For those experiencing domestic violence situations, income guidelines are waived by the federal government, allowing LAET to take action. LAET also collaborates with all area family justice centers to ensure help is immediate and takes place in a safe environment. In parts of our region, income guidelines are also waived for older adults (60+), so matters such as wills, powers of attorney, and other end-of-life issues can be addressed. Additionally, issues surrounding scams and exploitation of older adults can be managed.

Who LAET represents:

Below are the basic demographics for East Tennessee citizens served by the programs of LAET:

GENDER:

Female: 73%Male: 26%

• Unknown: 1%*

*some clients choose not to answer

RACE/ETHNICITY:

• White: 61%

• Black: 22%

• Other: 13%

• Hispanic: 3.1%

Native American: 0.5%

 Asian/Pacific Islander: 0.4%



Dezarae

LAET was incredibly helpful in explaining the process!

I knew exactly what to expect - the court session, what the presiding judge would

do, and how things would proceed. Legal Aid of East Tennessee made it so easy, and it was much more effective and faster than if I had tried to handle things myself!



Hillary

After years of addiction, I found God and regained control of my life and custody of my children.

Someone who used to have a say in our lives wasn't happy I cut ties, for, in sobriety, I saw who she truly was. Her goal was to have the court grant visitation, but visitation with her only

gave my child behavioral issues and hateful ideas of me. All glory to God I found Emily, a LAET lawyer who truly cared about my case. She went above and beyond in EVERY way shape and form. God sent a literal ANGEL to represent me at my day in court. I can never thank her enough for helping keep my family together. Thanks to Emily, I am free of that unkind person, and my children and I get to live a life in peace. I can't imagine what would have happened, if I had not had her by my side. LAET was an absolute gift from God.



Sylvia

My words cannot express my deepest gratitude to you wonderful and selfless individuals who have been tireless knights ready to tackle the mind-numbing nightmare of "Pay \$1,787 today, or your eviction will be filed today" posted on my door, the first and only notice of new raised rent with only two hours left for office hours.

From Chicago originally, the dream I had for many years to live in my mother's beloved Tennessee city became a nightmare – and on my 80th birthday. In my entire life, I never lived "above my means." I was raised to stay within my budget. When the apartment complex in which I live was purchased by a company in Texas, the rent began to rise, as maintenance upkeep fell far short. When yet another corporation from Texas took ownership, the apartments, which were falling in on themselves, were deemed high–end deluxe units, and, with their claim of Fair Market Value, the rent rose to an exorbitant amount.



Having worked two jobs to keep myself safe as a widow upon losing my full-time job, the property manager from the first Texas company signed me up for CAC Rental Assistance, which I never knew about. Tragically, when the second Texas corporation took possession, they did not accept CAC and posted my eviction.

With great concern for humanity, as if we were their own family, LAET paralegals and attorneys filled the void. Without

LAET to serve as our Great Pyrenees guard dogs, the wolves will tear us apart. At age 80, with the "seven-year eviction curse on my head,

it was my "Death Sentence." I am old enough to remember many "cycles" of community since 1945, having been born 52 days before WW II ended, and I am thankful LAET knows what community means and cares for others. They were able to negotiate the property accepting rental assistance, obtain extra time for me to move, and keep an eviction off of my record.

PRO BONO

2024 PRO BONO PROGRAM IN REVIEW

776

Number of pro bono cases

166

Number of pro bono attorneys

50+

Number of clinics offered

167

Number of hours donated by law students

1,396

Number of hours donated by law students and attorneys combined

over \$414,020

Dollar value to the 26-county region

"Working with conservatorship clients has been a fulfilling partnership. Husch Blackwell shares LAET's dedication to our community and helping those needing legal services financially out of their reach. [Director of Pro Bono] Mary Frances DeVoe and [Pro Bono Project Paralegal Jeanne Carmichael are passionate and dedicated to ensuring clients are served, and I am happy to assist by providing litigation services to these conservatorship clients. Our community is very fortunate to have LAET providing the resources needed to keep families and communities strong."

> Jenni Smith, Attorney Husch Blackwell



PRO BONO

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EVICTION PREVENTION KNOXVILLE

EVICTION PREVENTION PROGRAM

4450 WALKER BLVD, SUITE C KNOXVILLE, TN 37917 865 371-8730 WWW.LAET.ORG

FROM NOV. 1, 2023, THROUGH DEC. 31, 2024, THE EVICTION PREVENTION PROGRAM (EPP):

577	HOUSING CASES OF ALL TYPES
486	CASES INVOLVING EVICTION
338	EVICTION CASES RESOLVED OR ADJUDICATED
308	RESOLVED EVICTION CASES WHERE JUDGMENT WAS PREVENTED
91%	PERCENTAGE OF RESOLVED EVICTION CASES WHERE JUDGMENT WAS PREVENTED
275	CHILDREN IN HOUSEHOLDS WHERE JUDGMENT WAS PREVENTED

ECONOMIC BENEFITS TO THE COMMUNITY:

- REDUCED OR ELIMINATED EDUCATION, JUVENILE JUSTICE, AND CHILD WELFARE COSTS ASSOCIATED WITH CHILDREN EXPERIENCING HOMELESSNESS OR HOUSING INSTABILITY
- REDUCED OR ELIMINATED IMPACT OF EVICTION ON TENANTS' CREDIT SCORES AND ABILITY TO RENT ELSEWHERE
- REDUCED BURDEN ON COUNTY COURTS DUE TO FEWER NUMBER OF EVICTION CASES
- REDUCED COSTS RELATED TO FAMILY, NEIGHBORHOOD, AND COMMUNITY INSTABILITY
- REDUCED HOMELESSNESS, RESULTING IN REDUCED COSTS AND RISKS OF LAW ENFORCEMENT OR INCARCERATION INVOLVEMENT FOR HOMELESS PERSONS
- INCREASED EVICTION CASE DISMISSALS, IMPROVED EVICTION OUTCOMES, LOWER JUDGMENT AMOUNTS, AND INCREASED TIME IN THE HOME TO ALLOW ACQUISITION OF NEW HOUSING

OTHER HOUSING ISSUES HANDLED:

IILLEGAL LOCKOUTS, REPAIRS AND MAINTENANCE, REASONABLE ACCOMMODATIONS FOR THE DISABLED, DOMESTIC VIOLENCE, FAIR HOUSING AND DISCRIMINATION, AND UTILITY CUTOFFS

PARTNERS:

KNOX COUNTY, THE COMMUNITY MEDIATION CENTER, KNOXVILLE'S COMMUNITY ACTION COMMITTEE, THE KNOXVILLE AREA URBAN LEAGUE, COMPASSION COALITION, CENTRO HISPANO DE EAST TENNESSEE, C.O.N.N.E.C.T. MINISTRIES, STATEWIDE ORGANZING FOR COMMUNITY EMPOWERMENT, AND THE APPALACHIAN JUSTICE RESEARCH CENTER

EVICTION PREVENTION CHATTANOOGA

EVICTION PREVENTION INITIATIVE

100 WEST MARTIN LUTHER KING JR BLVD, SUITE 402 CHATTANOOGA, TN 37402 423.710.9432 LAET.ORG RENT423.COM

FROM OCT. 1, 2023, THROUGH DEC. 31, 2024, THE EVICTION PREVENTION INITIATIVE (EPI):

672	HOUSEHOLDS REPRESENTED (COMPRISED OF 1,401 INDIVIDUALS OF WHICH 682 WERE ADULTS AND 719 WERE CHILDREN)
445	AVOIDED EVICTION JUDGMENTS
183	HOUSEHOLDS BENEFITED WITH IMPROVED LEGAL OUTCOMES
100	HOUSEHOLDS ASSISTED BY SOCIAL WORKERS
\$\$\$	FEDERAL FUNDS DISBURSED: \$1,551,107
\$\$\$	LOCAL FUNDS DISBURSED: \$131,146

ECONOMIC BENEFITS TO THE COMMUNITY:

- REDUCED OR ELIMINATED EDUCATION, JUVENILE JUSTICE, AND CHILD WELFARE COSTS ASSOCIATED WITH CHILDREN EXPERIENCING HOMELESSNESS OR HOUSING INSTABILITY
- REDUCED OR ELIMINATED IMPACT OF EVICTION ON TENANTS' CREDIT SCORES AND ABILITY TO RENT ELSEWHERE
- REDUCED BURDEN ON COURTS DUE TO FEWER NUMBER OF EVICTION CASES
- REDUCED COSTS RELATED TO FAMILY, NEIGHBORHOOD, AND COMMUNITY INSTABILITY
- REDUCED HOMELESSNESS, RESULTING IN REDUCED COSTS AND RISKS OF LAW ENFORCEMENT OR INCARCERATION INVOLVEMENT FOR HOMELESS PERSONS
- INCREASED EVICTION CASE DISMISSALS, IMPROVED EVICTION OUTCOMES, LOWER JUDGMENT AMOUNTS, AND INCREASED TIME IN THE HOME TO ALLOW ACQUISITION OF NEW HOUSING

PARTNERS:

THE CITY OF CHATTANOOGA, THE COMMUNITY FOUNDATION OF GREATER CHATTANOOGA, THE CHATTANOOGA REGIONAL HOMELESS COALITION, AND HABITAT FOR HUMANITY OF THE GREATER CHATTANOOGA AREA

LAET's Mental Health Legal Partnerships pair attorneys with medical professionals to address the legal issues standing in the way of achieving good health outcomes. Often, there exist underlying legal issues which may have an impact on a patient's health, issues an attorney is best suited to address.

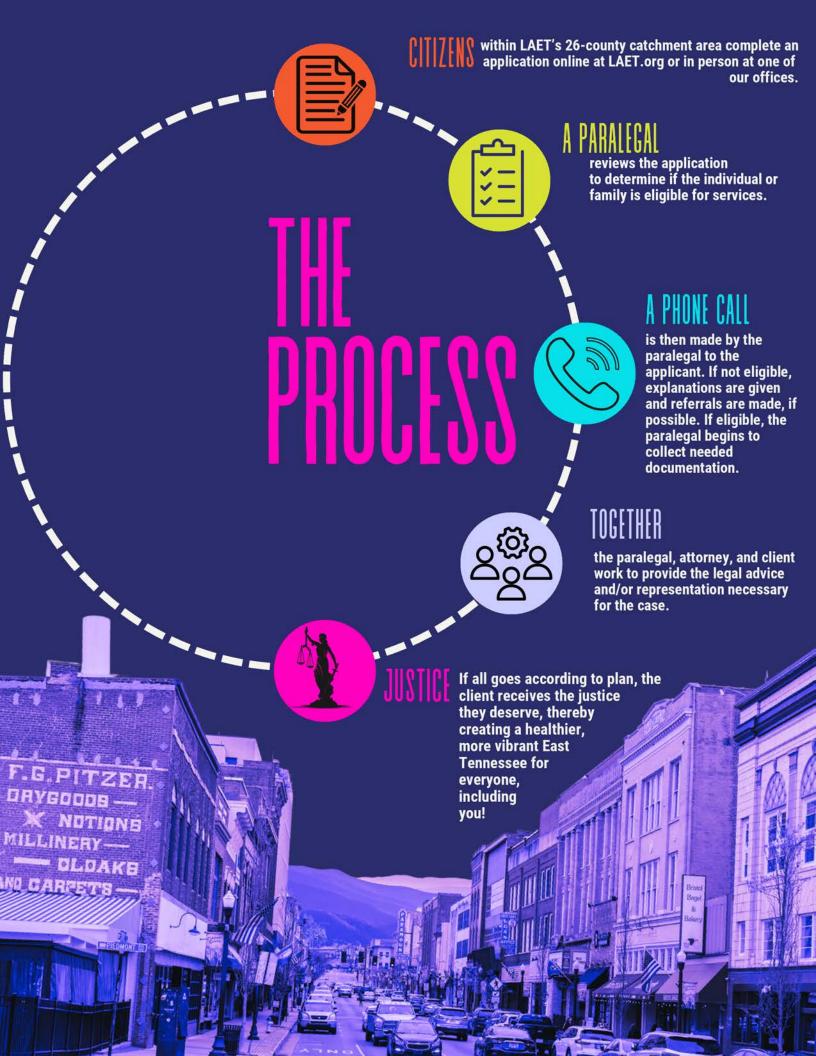


LAET is proud to partner with these mental health organizations to better serve the residents of East Tennessee.











WHAT YOUR MONTHLY DONATIONS CAN DO:

DONATION LEVEL

BENEFITS

LEGACY DONOR (\$1,000 monthly)

equals a day at a theme park for you and your family or... allows LAET to see a case involving families with small children through from start to finish

TRAILBLAZER (\$500 monthly)

equals lodging for a weekend getaway for you or... allows LAET to see a domestic violence case through from start to finish

CATALYST (\$250 monthly)

equals tickets to a sporting event, show, or concert for you or... provides legal representation on a housing case from start to finish

INVESTOR (\$100 monthly)

equals a weekend outing for you or... provides legal assistance to a survivor of Hurricane Helene

PIONEER (\$60 monthly)

equals a date night at the movies for you or...
provides essential legal documents for an older adult
Help us celebrate 60 years of service!

ADVOCATE (\$25 monthly)

equals a deluxe automatic car wash for you or... provides legal help for a veteran suffering from PTSD

ALLY (\$10 monthly) equals a drive-through breakfast for you or... provides protective planning for a victim of domestic violence

FRIEND (\$5 monthly)

equals a morning coffee for you or... provides housing advocacy for one person



Platinum Gavel: \$5,000+

Robert Adamcik Chambliss Bahner & Stophel Kramer Rayson LLP Husch Blackwell Sanders LLP

Gold Gavel: \$2,500 - \$4,999

First Horizon Bank McKee Foods Corporation Miller & Martin PLLC

Silver Gavel: \$1,000 - \$2,499

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JUSTIGE PARTNERS



Hamilton County Family
Justice Center

5705 Uptain Road Chattanooga, TN 37411



The Family Justice Center of Sullivan County

> 313 Foothills Drive Blountville, TN 37617

A family justice center is a community-wide collaboration of public and private agencies in a centralized location which serves victims of family violence, sexual assault, and elder abuse.

Source: TN.gov



Knoxville Family Justice Center

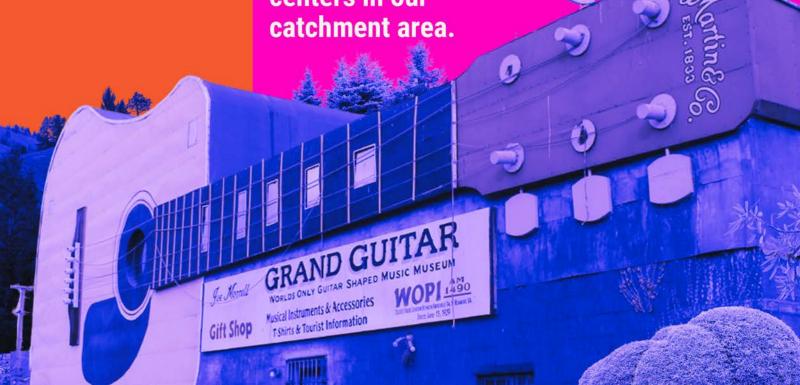
400 Harriet Tubman Street Knoxville, TN 37915



Johnson City/Washington
County Family Justice Center

196 Montgomery Street Suite 10 Johnson City, TN 37604

LAET provides services to survivors of domestic violence, sexual assault, and human trafficking through our collaborative efforts with the four regional family justice centers in our



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LA ET ABOUT US

Since 1965, Legal Aid of East Tennessee has worked to build stronger communities and improve lives, by providing high-quality legal services free of charge to qualifying individuals.

Each year, we serve thousands of your neighbors and help them access vital legal guidance. Yet, there exist thousands more requiring assistance. With an estimated 300,000 eligible individuals within our 26-county catchment area, LAET knows the need is great.

Like many of the legal services programs across the United States charged with advocating for the most vulnerable and underserved, LAET receives funding from the Legal Services Corporation, a federal agency. Thanks to the Legal Services Corporation, 40+ key funding sources, and community support from local bar associations and community members, LAET continues to provide assistance to victims of domestic violence, older adults, families, children, veterans, and those who are economically challenged.



LAET is a 501(c)(3) not-for-profit, tax-exempt agency (Federal Tax I.D. 58-9132803) and does not provide goods or services as a whole or partial consideration for any contributions made. LAET is funded in part by the Legal Services Corporation. As a condition of the funding it receives from LSC, LAET is restricted from engaging in certain activities in all of its legal work, including work supported by other funding sources. LAET may not expend any funds for any activity prohibited by the Legal Services Corporation Act, 42 U.S.C. et seq. or by Public Law 104-134. Public Law 104-134 504(d) requires notice of these restrictions be given to all funders of programs funded by the LSC. For a copy of these laws or for any other information or clarifications, you may contact LAET.

Across 26 counties, Legal Aid of East Tennessee provides civil legal representation free of charge for those who represent some of the region's most vulnerable.

ABOUT US

Strengthening communities and changing lives through high-quality legal services

MISSION











Locations and Coverage:

Knoxville

607 West Summit Hill Drive, SW Knoxville, TN 37902 (865) 637-0484 Knox, Loudon, and Sevier counties

The Knoxville Eviction Prevention Program

is located within the Knoxville office.

Chattanooga

100 West Martin Luther King, Jr. Boulevard Suite 402 Chattanooga, TN 37402 (423) 756-4013 Bledsoe, Hamilton, Marion, Rhea, and Sequatchie counties

The Chattanooga Eviction Prevention

Initiative is located within the Chattanooga office.

Cleveland

270 North Ocoee Street Cleveland, TN 37311 (423) 303-2266 Bradley, Meigs, McMinn, Monroe, and Polk counties

Maryville

307 Ellis Avenue Maryville, TN 37804 (865) 981-1818 Blount County

Morristown

1001 West 2nd North Street Morristown, TN 37814 (423) 587-4850 Cocke, Grainger, Greene, Hamblen, and Jefferson counties

Johnson City

311 West Walnut Street Johnson City, TN 37604 (423) 928-8311 Carter, Hancock, Hawkins, Johnson, Sullivan, Unicoi, Washington counties

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