



**Family  
Legal Care**

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# **BI-ANNUAL REPORT**

**2023-2024**

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# OUR MISSION & VISION

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Family Legal Care's mission is to increase access to justice in New York State Family Court. We combine legal guidance, easy-to-access technology, and compassionate support to help unrepresented parents and caregivers self-advocate on critical family law issues, while working on reform that improves the system for everyone.

We envision a world in which justice in New York State Family Court is attainable for everyone, fully and equitably—no matter who they are, where they live, or their economic status—because all families deserve the opportunity to create stability, security, and emotional well-being.





Every year, hundreds of thousands of parents and caregivers turn to New York Family Court to handle issues integral to the well-being of their children and families, including child support, custody and visitation, paternity/parentage, guardianship, and domestic violence.

**Family Legal Care is here to help.**

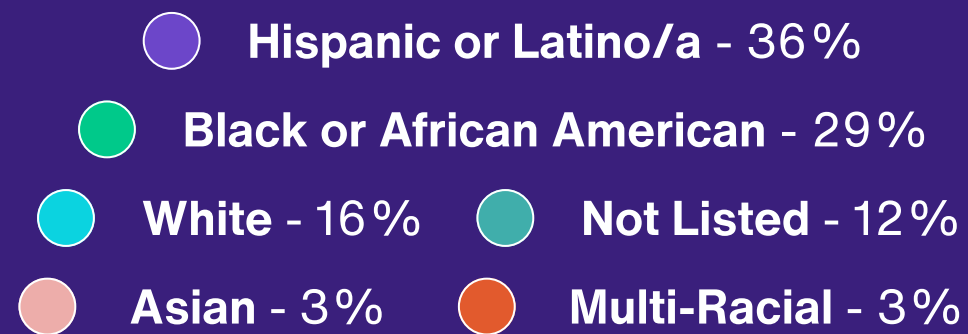
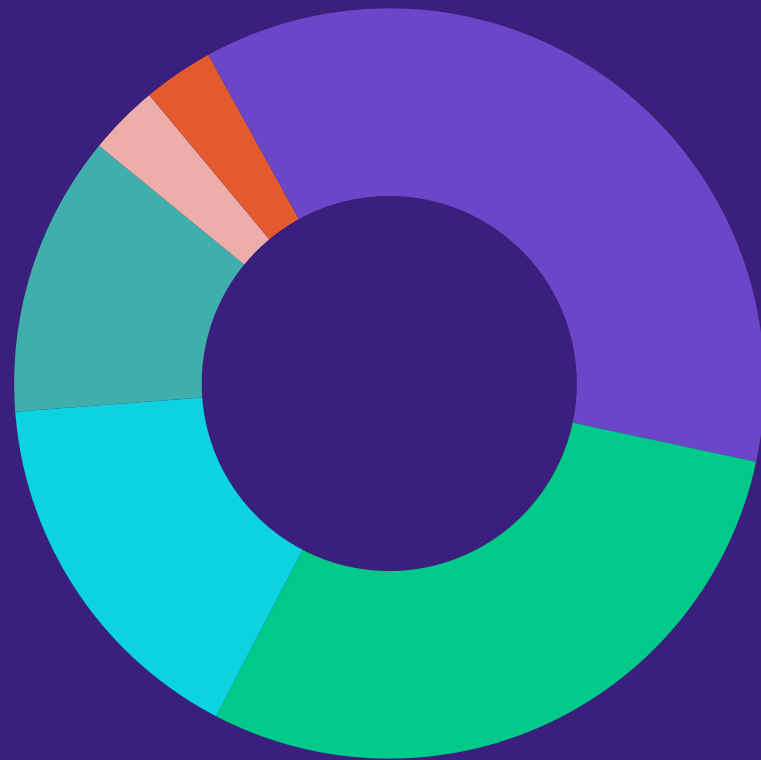


**Family Legal Care**  
Justice for All. One Family at a Time.

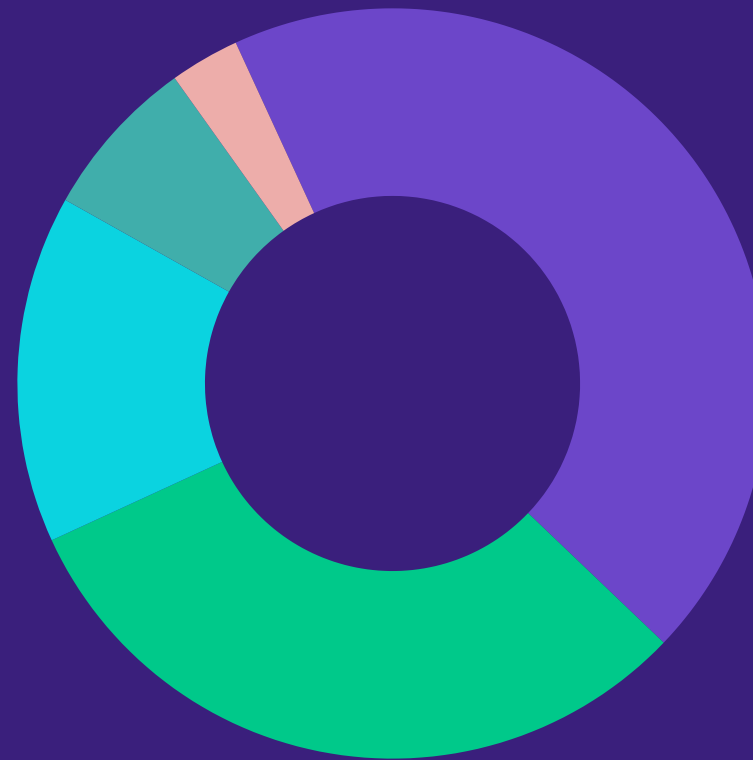


# WHO WE SERVE

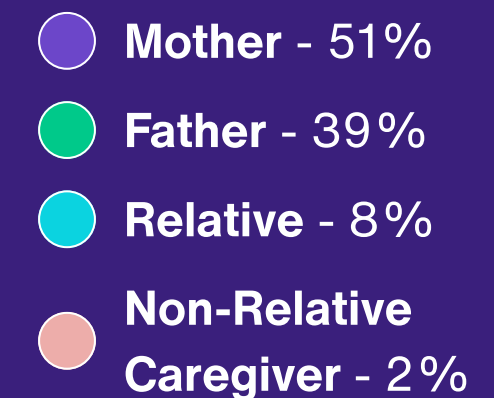
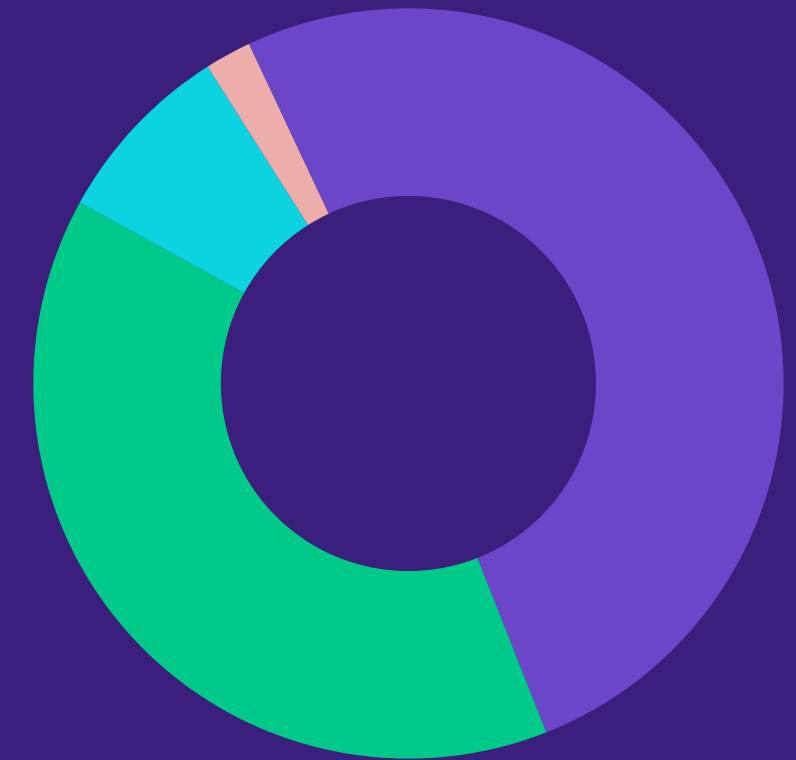
## Race/Ethnicity



## Income



## Relationship to Child

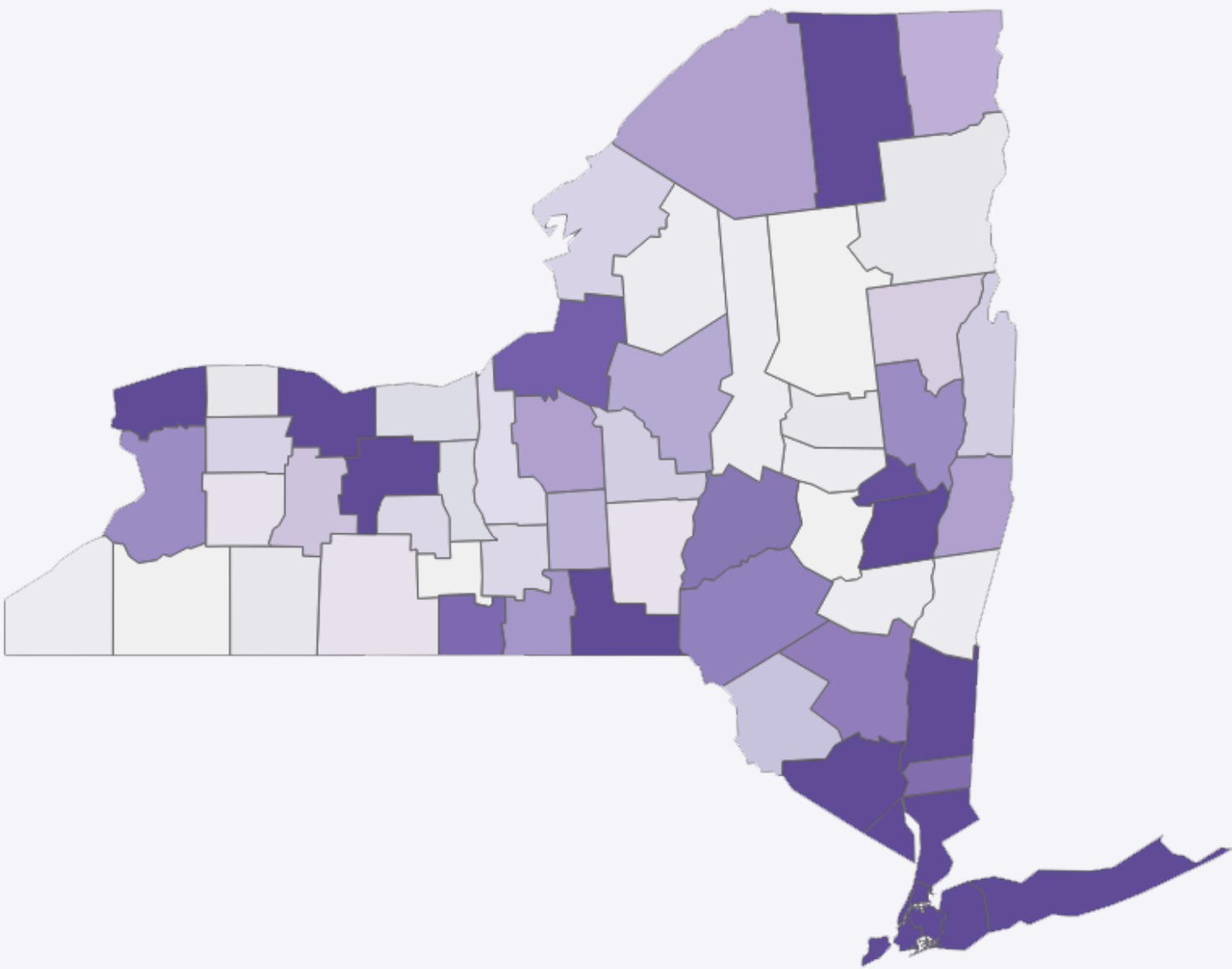
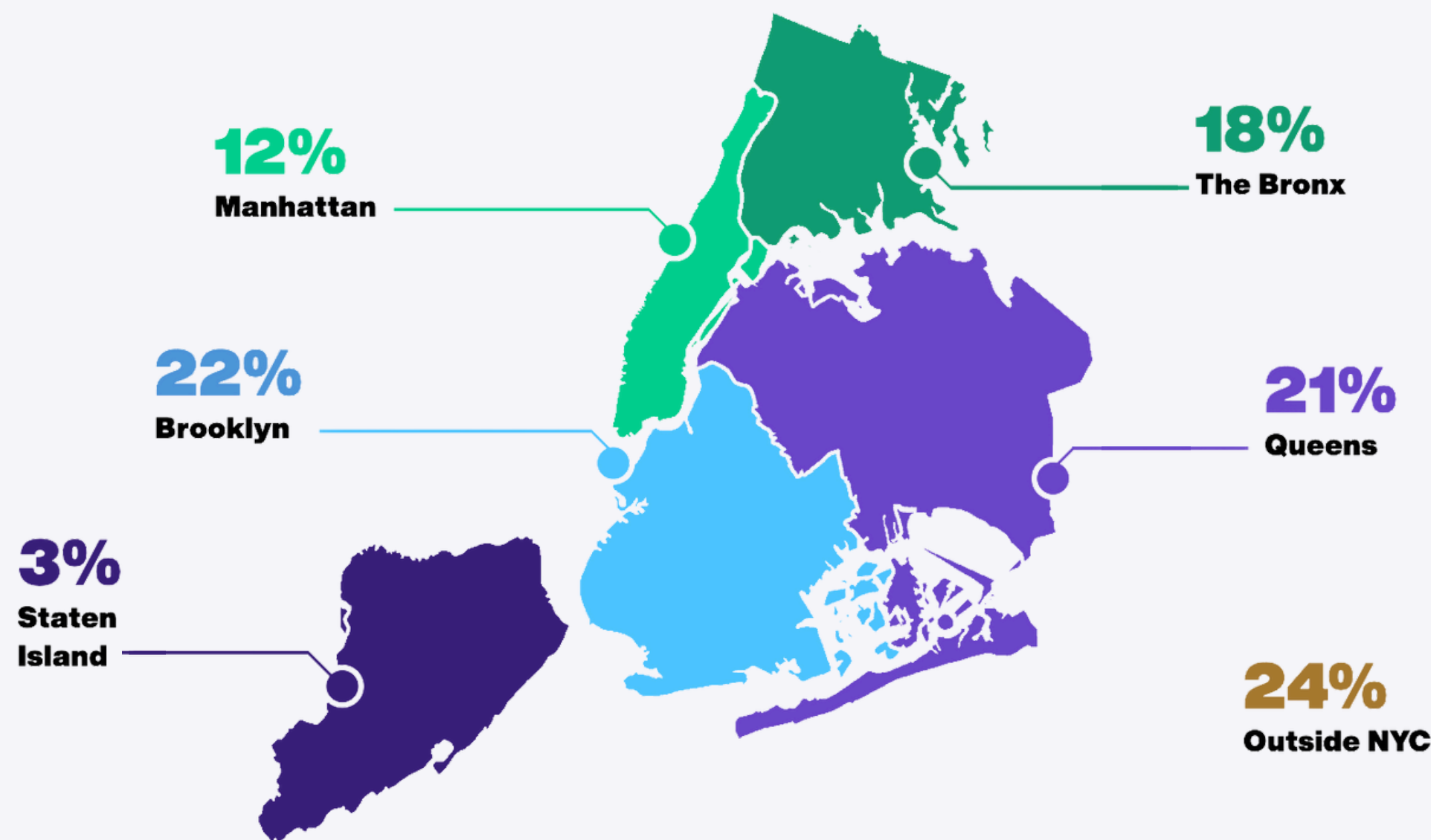




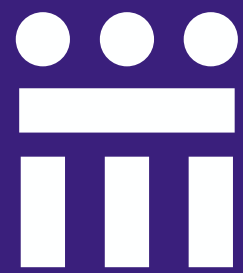
# WHERE WE SERVE

We are here, ensuring access to justice for people in cities, towns, and rural communities across New York State.

In 2024, Family Legal Care received calls regarding cases in all 62 counties in New York State, and conducted legal consultations for cases in 52 counties.







**Family  
Legal Care**



To hear our clients speak about their experiences in their own words, scan the QR code or visit [familylegalcare.org/stories](https://familylegalcare.org/stories)

“Thank you for your help. Family Legal Care is a remarkable organization and you can't imagine how helpful you are, and what a relief that you provide these services.”

– Mother, Manhattan

“Thank you so much for the information you are providing me, you have given me more clarity on what to take to my next hearing. Information is vital and you make it so clear!”

– Father, Suffolk County

# Our Impact in 2024



**15,834**

Helpline Calls,  
Emails and Chats



**2,896**

Legal  
Consultations



**5,027**

Legal Information and  
Tech Hub Visitors



**530**

Clients Served by our  
Pro Bono Program



**2,404**

Uses of our  
Family Law Navigator



**1,593**

Guided Court Forms  
Completed



**193,764**

Views of our  
Legal Resource Guides



**2,271**

Views of our  
Webinars



**28,615**  
Families Served



# Family Legal Care's Digital Resources

Family Legal Care addressed gaps in the Family Court's online resources by providing free, user-friendly tools to help litigants easily access family law information and navigate the court system on their own.



## Legal Resource Guides

In the past two years, we have grown our directory of Legal Resource Guides, which now has over 60 guides available in nine languages. We also released seven of our most accessed LRGs in braille, audio, and large print formats—continuing our commitment to making legal information accessible to everyone, including those with disabilities or learning differences.

## Legal Information and Tech Hubs

We provide legal information to walk-in visitors to NYC's busiest courthouses at our Legal Information Hubs. In addition to legal information, litigants affected by the digital divide can visit our Brooklyn, Queens, and Bronx Tech Hubs for technical assistance accessing the hybrid court system.



## Digital Justice Initiative

In addition to expanding our Guided Court Forms and Family Law Navigator, we launched the exciting third phase of our Digital Justice Initiative: our bilingual Family Law Explained digital shorts, which explain complex family law topics in short, easy to understand videos with fun, approachable animation.

Click here to learn more about our digital tools:

[familylegalcare.org/digital-justice-initiative](https://familylegalcare.org/digital-justice-initiative)







# ANNUAL GALA

Thanks to our amazing community of supporters like you, our 2024 annual gala surpassed its goal raising over \$750,000 – funding that is vital to providing unrepresented litigants the tools they need to confidently represent themselves in court and create better futures for their families.



# Family Legal Care is proud to be launching a Legacy Society.

We envision a world in which justice in New York State Family Court is attainable for everyone, fully and equitably—no matter who they are, where they live, or their economic status—because all families deserve the opportunity to create stability, security, and emotional well-being.

We know our dedicated supporters and advocates share that vision. **Leaving a gift to Family Legal Care in your will or living trust is an opportunity to communicate your values and dreams for the kind of society we all hope to pass on to future generations.**

**Joining the Family Legal Care Legacy Society is simple.** No immediate donation is necessary. Establish any of the following estate plan gifts, and you will qualify for membership:



**Name Family Legal Care in your will or living trust**



**Designate Family Legal Care as a beneficiary of your retirement account or other financial account**



**Make a gift to Family Legal Care from your IRA account (for age 70 ½ and older)**



**Make Family Legal Care the beneficiary of your life insurance policy**

For more information about joining the Family Legal Care Legacy Society, visit [familylegalcare.org/legacy](https://familylegalcare.org/legacy) or contact [development@familylegalcare.org](mailto:development@familylegalcare.org).





# ADVOCACY

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Our work brings us unique insight into the issues parents and caregivers face in Family Court. We have developed a policy and advocacy program to lift up their voices to bring reforms that improve the system for everyone. Over the past year, we:



**Created our first-ever full-time Advocacy and Policy position to centralize our efforts**



**Met with court officials, including the Chief Judge, to brainstorm potential solutions to common barriers pro se litigants face and discuss reforms to a variety of family law issues**



**Developed a partnership with the Judicial Training Institute, conducting two trainings on child support and the experiences of pro se litigants in Court**



**Educated elected officials by hosting them in Family Court**

# FINANCIALS

With top ratings from Candid (formerly Guide Star) and Charity Navigator and accreditation from the Better Business Bureau, Family Legal Care meets the highest standards of fiscal management, accountability, and transparency from the most trusted independent review organizations.

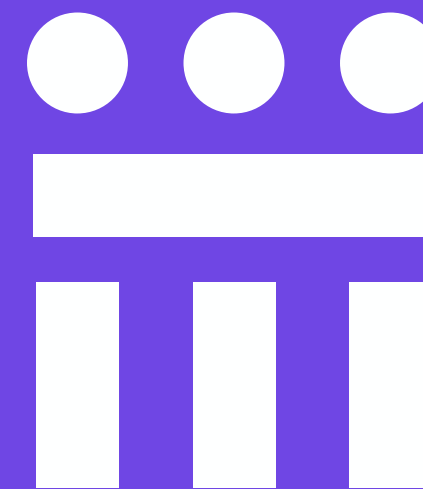
Platinum  
Transparency  
2025

**Candid.**

Charity  
Navigator



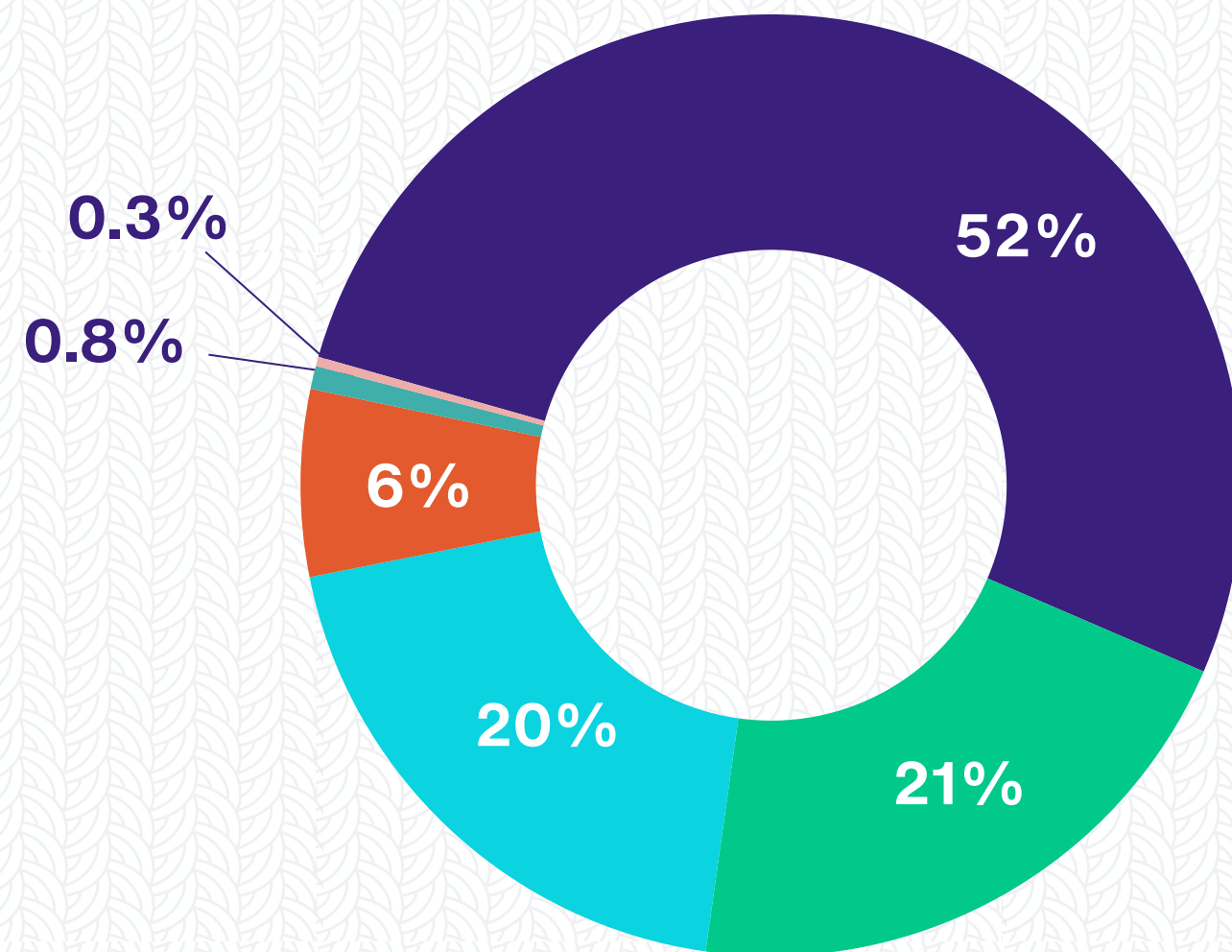
✦ FOUR-STAR ✦





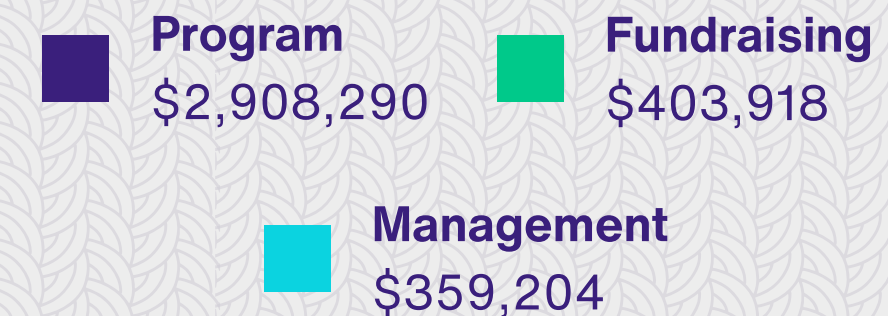
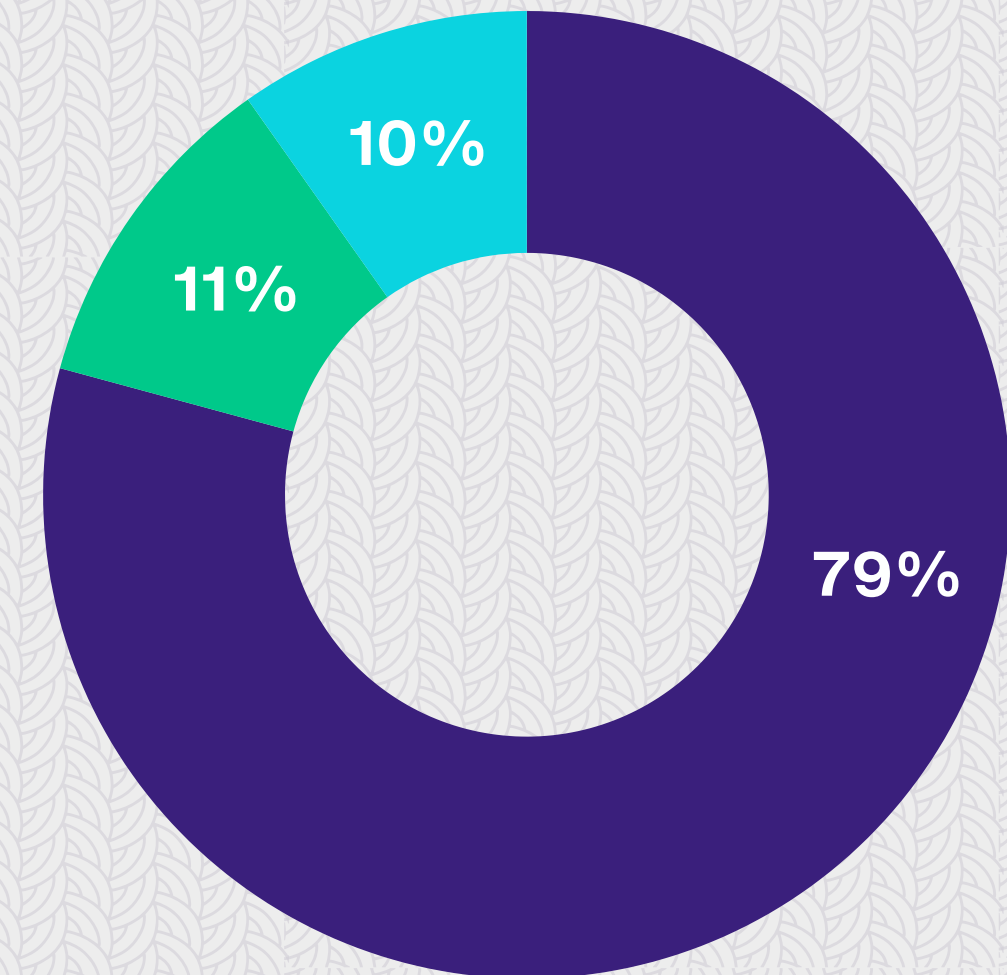
# Revenue

\$3,492,226



# Expenditures

\$3,671,412



*The variance between revenue and expenditures is due to the fact that Family Legal Care's Board of Directors approved a planned deficit budget to invest existing net assets (derived from surpluses in prior fiscal years) into the growth of our organization.*



# OUR DONORS

Fiscal Year 2024 (10/1/23-9/30/24)

Thank you for supporting equal access to justice for New York families. Your partnership and generosity are a driving force behind our continued success.



\$100,000+

Anonymous  
The Clark Foundation  
IOLA Fund of the State of New York  
Mayor's Office of Criminal Justice  
New York City Council  
New York State Unified Court System  
Judiciary Civil Legal Services Fund

\$50,000 - \$99,999

Leslie Abbey and Stephen Dietz  
The Ford Foundation Good Neighbor Committee  
The Travelers Companies, Inc.

\$25,000 – \$49,999

Diane and Arthur Abbey  
Bloomberg  
Debra and Kenneth Caplan  
Greenberg Traurig, LLP  
The Janey Fund  
Mary J. Hutchins Foundation  
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New York State Division of Criminal Justice Services  
Proskauer  
The Rona Jaffe Foundation

Rose M. Badgeley Charitable Trust  
Robert Schiffer and Jessica Bingham Dean  
Lisa and Lloyd Zeiderman

\$10,000 – \$24,999

Adakin Capital, LLC  
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Filomen M. D'Agostino Foundation  
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FurtherJustice Foundation  
George Hecht  
The Hyde and Watson Foundation

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PJT Partners Holdings  
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Troutman Pepper Locke  
Verizon  
Susan Warren  
Westchester Community Foundation  
Lois and Barbara Whitman  
Eugene Keilin and Joanne Witty

“ That one hour resulted in many hours of empowerment and justice being restored. Your help has been a ripple in the waters of our lives, ever constant and growing. - Mother, Westchester ”



## \$5,000 - \$9,999

Diane Archer and Stephen Presser  
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Olivia and John Farr  
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Rita Zimmer

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Daughters of the American Revolution  
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Zachary and Brittany Klinger  
Ramie Kulkarni  
Tammy Kumin  
Kate Lear  
Julie, Andrew and Michelle Levine  
Susan and Arthur Lindenauer  
Marvin Lowenthal

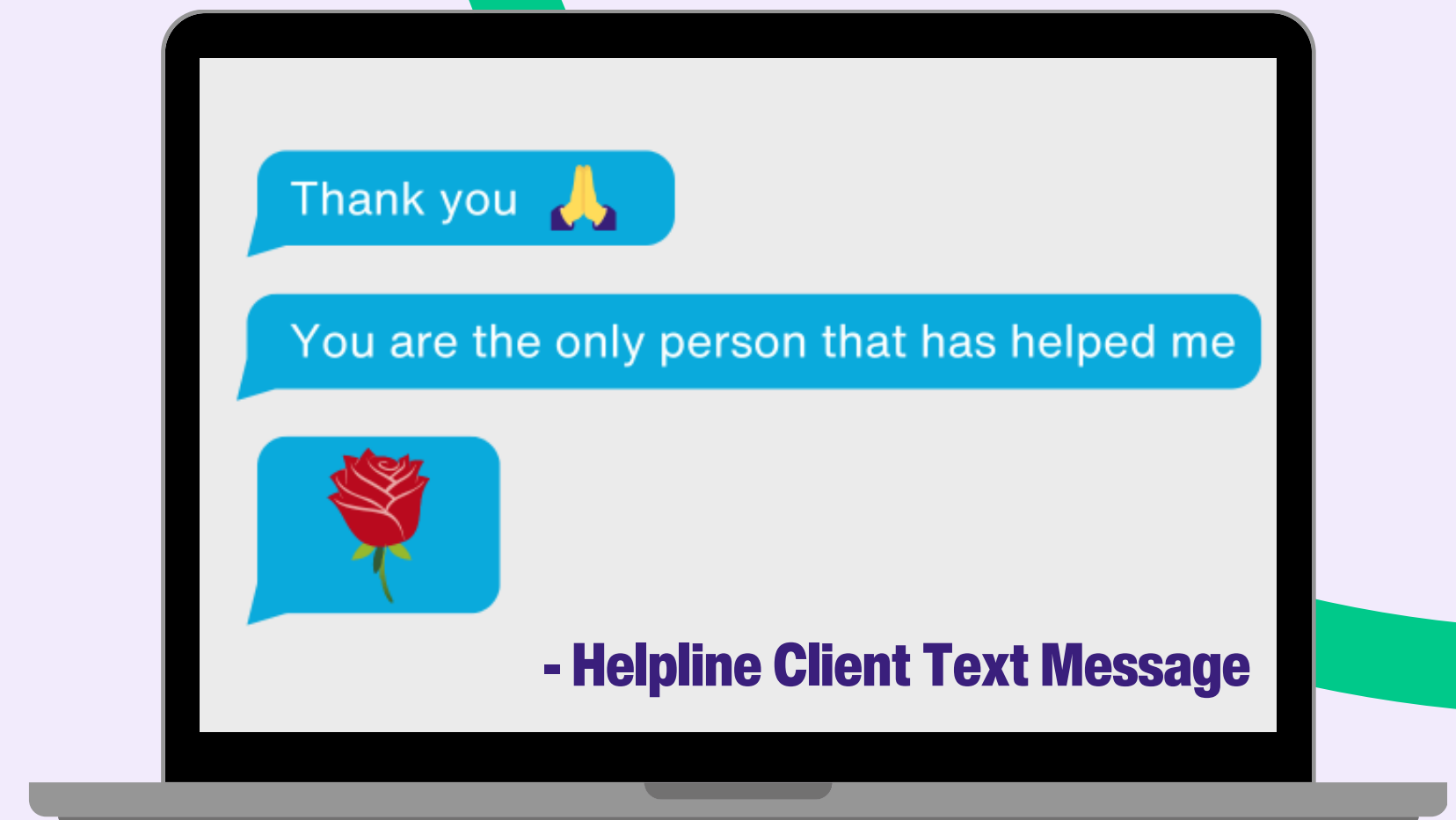
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## \$250 - \$499

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**Family Legal Care**

Justice for All. One Family at a Time.