July 9, 2026

Sarah Blodgett, Esq. - Executive Director
New Hampshire Bar Foundation
2 Pillsbury Street, Suite 300
Concord, NH 03301

Dear Sarah,

Enclosed, please find our FY2026 IOLTA Grant Program final report for the award given to 603 Legal Aid, which includes a narrative and the following attachments:

A. 603 Legal Aid Statistical Summary
B. 603 Legal Aid Financial Statement for IOLTA Grant Revenue/Expenditures
C. 603 Legal Aid 2025 Audited Financial Statement
D. 603 Legal Aid Intake Process Review (from UNH School of Business)
E. UNH School of Business Final Report
F. 603 Legal Aid Priorities Statement
G. Community Partners and Referral Sources
H. 603 Legal Aid Partnership with Shaheen & Gordon
I. 603 Legal Aid Name Change Press Release in NH Business Review
J. 603 Legal Aid Brochure

Thank you to the New Hampshire Bar Foundation, including the IOLTA Committee, for your continued partnership and support. The IOLTA Grant provides us with crucial funding needed to provide direct legal services to thousands of New Hampshire's low-income residents in need to civil legal services.

Sincerely,

Ariel Clemmer

Ariel Clemmer, JD – Executive Director
aclemmer@603legalaid.org
(603) 584-4141

FY2026 IOLTA Grant Final Report

June 1, 2025 – May 31, 2026

Executive Director, Ariel R. Clemmer, Esq. | aclemmer@603legalaid.org
93 N State Street, Suite 200, Concord, NH 03301
(603) 224-3333 | www.603legalaid.org

Grant Award Amount: $848,400

Description of Purpose

Introduction

603 Legal Aid (603LA) is New Hampshire (NH)'s frontline civil legal services organization. In addition to providing best-in-class civil legal assistance to low-income NH residents (those at or below 125% of the federal poverty level and up to 200% in limited circumstances) through our in-house advocates or pro bono volunteers, 603LA is home to NH's statewide centralized intake system for civil legal services.

When an individual reaches out to 603LA for support, they are assessed for eligibility. Depending on their needs and means, and regardless of whether they qualify for services through 603LA, they are connected to the best resources available. The pathway forward is generally one of these four primary services:

1. Legal advice and limited services provided by a 603LA in-house staff attorney or paralegal.
2. Placement with a pro bono volunteer attorney for direct representation.
3. Referral to New Hampshire Legal Assistance (NHLA) for direct representation.
4. Referral to another trusted legal and/or social service provider.

Under this model of service, through compassionate advocacy, education, and pro bono representation, 603LA plays a critical role in reducing barriers to justice for Granite Staters.

FY2026 Goals

Key goals for fiscal year 2026 (July 2025-June 2026), included:

- Fully staffing our Intake Department,
- Hiring an attorney supervisor of Intake,
- Fully staffing and stabilizing an expanded Legal Department, and
- Maintaining a robust pro bono program, including the Domestic Violence Emergency (DOVE) Project and the LGBTQ+ name change initiative.

Evaluation of Project

Fully Staffing our Intake Department/Hiring an Attorney Supervisor of Intake

603LA is NH's intake hub for individuals in need of civil legal advice and counsel. Our team of Intake Specialists fields phone intakes during call center hours, processes online intakes daily, and handles in-person intakes on a rotating schedule.

Over the last year (June 2025-May 2026), 603 Legal Aid processed 7,089 intakes.

As shared in our interim report, 603LA's Intake Department continues to operate with three full-time intake specialists and a supervisor (Director of Special Programs). Currently, online intake is available 24/7 on our website (603legalaid.org) and our call center is open for phone intakes during select days and times.

603LA's call center is open Monday-Wednesday from 9:00AM-12:30PM. Individuals calling between 9:00AM-11:30AM can request a callback. Individuals calling after 11:30AM are required to stay on the line until their call is answered. Currently, to work through the queue of callbacks and individuals actively on hold, our team of intake specialists are processing phone intakes until roughly 2:00PM on the days the call center is open.

Over the last year, 603LA has engaged key staff and stakeholders in meaningful conversations around our intake process, mapped the entire system, and identified areas for improvement. Feedback from staff and stakeholders revealed that intake specialists are spending a large portion of their time fielding calls from individuals who are ineligible for our services – most commonly due to residency, income, and case type. In addition, the influx in online intakes combined with the amount of time it takes to process an online intake and the need for a fully staffed call center has resulted in a large backlog of online cases waiting to be reviewed.

Building on these conversations, in April 2026, 603LA partnered with the University of New Hampshire Paul School of Business and Economics and the NH Small Business Development Center to conduct a Business Process Review (BPR) of our intake system (see Attachments E and F).

Findings from the BPR mirrored what we had heard from staff and stakeholders:

- Average call wait times are currently ~ 50 minutes,

- Call abandonment rates are currently 63% (note: abandonment rate calculations include callers who selected a callback option rather than waiting on hold and therefore overstate true call abandonment),
- Current processing time for online applications is 5.8 days, and
- Backlog in cases exceeds 200 during busy periods.

Based on these findings and our own internal conversations, 603LA has begun exploring options for implementing a pre-screening process for both online and phone intakes, allowing us to redirect individuals who are ineligible for services through 603LA or one of our partners to other resources.

603LA is soliciting grant funding from LSC to complete a more advanced BPA that will provide additional data-driven recommendations for system changes. In the meantime, 603LA is attempting to fully staff the department. We recently posted an Intake Specialist opening, and plan to hire in the coming weeks. Continued solicitation for feedback as new staff comes onboard will provide additional opportunity to improve processes in hopes of better serving NH's low-income community in need of civil legal assistance.

Fully Staffing and Stabilizing an Expanded Legal Department

603LA provides limited legal advice and counsel based on our current case acceptance criteria (see Attachment G):

- Consumer/Finance
- Employment
- Family
- Juvenile
- Housing
- Income Maintenance
- Individual Rights
- Miscellaneous – Motor Vehicle Licensing, Wills and Estates, Advance Directives, etc.

Working within these priority areas, 603LA has four staff attorneys and three paralegals, all overseen by our Legal Director.

603LA's Hope For Heroes project—created to address the general civil legal needs Veterans face that contribute to housing instability or homelessness, and to provide much-needed legal assistance on Veteran-specific issues —has operated consistently with a full-time VA-accredited attorney and a paralegal who splits their time between HFH and other projects/priorities. Over the last year, 603LA completed an intake for 377 Veterans with issues related to housing, family, consumer/debt, and VA benefits.

In February 2026, 603LA received funding to explore options for a benefits-based Community Justice Worker (CJW) project that would allow us to reach underserved communities by integrating trained CJWs into frontline service settings. With additional funding pending, our plan is to transition our staff attorney who currently oversees the HFH project to the CJW project and hire a new full-time staff attorney to take over HFH cases. This position is currently posted on our website, and we are actively recruiting.

The 2025 NH Legal Needs Study – a project that 603LA led – found that consumer debt cases are seeing a surge in the Granite State. Recognizing the need even before this Study, 603LA sought funding in 2024 to build a Consumer Law Unit. Since then (2024), 603LA has provided legal advice and limited counsel in 364 consumer law cases. The unit has struggled with turnover, and in this time of transition, 603LA is evaluating how consumer law, and our Low-Income Taxpayer Project (LITP), fit into the bigger picture of serving NH's low-income individuals facing civil legal issues.

Maintaining a Robust Pro Bono Program

603LA's Pro Bono Department connects individuals in need to civil legal counsel with attorneys who are willing to volunteer their time to provide full legal representation. In addition, this department oversees an Eviction Defense Clinic every Tuesday at the Concord District Court. In our interim report we noted turnover within this program but noted that the core services and clinics were still running, despite the vacant role. In May 2026, 603LA hired a Pro Bono Clinic Coordinator who has jumped in with both feet, continuing with volunteer recruitment efforts and cultivating strong relationships with our volunteer attorneys.

Under the guidance of our Pro Bono Clinic Coordinator and the leadership of our Pro Bono Director, the Pro Bono Department has worked with 125 pro bono advocates to support 174 individual cases. In addition, many of these volunteers have helped support 603LA's eviction clinic, providing advice and counsel in 49 separate instances where an individual arrived at court facing eviction without legal representation.

Uniquely, within this department, 603LA has partnered with Shaheen & Gordon to run our 603 Name Change Project. This initiative offers free legal name change services to low-income members of the LGBTQ+ community, as well as others who may be seeking a name change for safety reasons.

Cases Demonstrating Need

Between July 2025 and June 2026, 603 Legal Aid has helped countless individuals who exemplify the tremendous work being done every day to ensure NH's low-income residents have access to timely civil legal assistance. The stories below highlight this work, from intakes and referrals to legal advice and direct representation, and showcase our passion and success.

Ronald's Story – Help with Housing

Ronald is a 48-year-old man living with his 13-year-old son in a rooming house in Brookline. Ronald has lived in this rooming house for the last 35 years, since he was just 13 years old. Ronald's original landlord died last in November 2025, and the administrator of the deceased landlord's estate became the new landlord. The administrator took an instant dislike to Ronald and his son. Just a few days before Thanksgiving, Ronald was served with an eviction notice that alleged dangerous behavior. Ronald reached out to 603LA for help.

Ronald's eviction notice stated that he was trying to "pick a fight with the administrator" and was spreading malicious gossip about the administrator. Ronald vehemently denied these allegations but also acknowledged that he wasn't "too good at speaking up for myself." Ronald said he just wanted more time to find a new place so that he and his son didn't become homeless over Christmas.

603LA spotted a major procedural mistake the administrator made on his eviction notice and prepared a motion to dismiss. Ronald was advised that the motion would likely say all that needed to be said to get this eviction dismissed.

Ronald's eviction hearing was held on December 22nd, and according to the court case summary, the judge granted Ronald's motion and dismissed the case. This decision meant Ronald and his son would have their home for the holidays, knowing that if another eviction hearing got scheduled, 603LA would be there to assist.

Sarah's Story – Victory for a Veteran

In May 2026, Hope For Heroes received its first "win" on a VA service-connected benefits case. Sarah, a Navy Veteran who came to us at 20% service connected with the VA, was referred to us through our medical legal partnership (MLP) with the White River Junction VA for assistance in appealing her VA benefits.

When 603 Legal Aid (603LA) began working with Sarah, she was receiving roughly $345 a month for her service-connected disabilities – a knee injury and asthma. At that time, she had been denied additional benefits related to a traumatic brain injury (TBI) and had become so frustrated by the process that she neglected to complete the paperwork needed for service-connected benefits related to other conditions she was experiencing.

603LA's VA-accredited staff attorney worked with Sarah to review her medical and military records and file claims for all the conditions she had relating back to her time in service, with a hope of increasing her service-connected percentage to qualify for dependent's benefits.

In May, after more than a year of work, Sarah received her decision – 80% service-connected, qualifying her for dependent benefits and bringing her monthly VA benefits from $345 to 2,645 – a monumental increase for her and her family of six.

James' Story – Confidence for a Consumer

James is an 83-year-old veteran who began working with 603LA in August 2025 because he was being sued by his condo association for nonpayment of fees. Opposing counsel indicated that they would place a lien on his property and proceed to a sheriff's sale if they did not get the money. James was faced with losing his home over $4,600.

When the case was initially opened, our former consumer law attorney reached out to the Marine Corps League (MCL) about a grant that would pay the delinquent amount of money. The contact person there could not get the money approved, but coordinated with three detachments for each of them to raise a portion of the money. At the same time, our Legal Director assisted with the coordination and confirmed that no Sheriff's sale would take place. As a result of the efforts of 603LA, the MCL was able to pay $4,600 to the condo association to pay off the debt.

In January, when our new consumer law attorney joined 603LA, opposing counsel was continuing to insist that James pay back attorneys' fees in the amount of roughly $1,000. James was clear – he could not afford to pay that money and pay his mortgage.

603LA reached out to the Friends of Veterans organization to explain the situation and ask if they would be willing to pay the $1,000 attorneys' fees. Because it was a large amount of money, the board of the organization had to meet to approve it. At the meeting, they determined they would not pay the attorneys' fees, but that they would pay $1000 towards the mortgage in order to free up funds for James to pay the attorneys' fees. 603LA worked out an arrangement with opposing counsel so that James could pay the attorneys' fees ($1000) in three installments. Because James is disabled, 603LA's staff attorney drove 45 minutes to his house to review that agreement with him and explain the resolution to him. As a result of all of this hard work, James is fully caught up on his mortgage and payments to his condo association and continues to live in his house – truly collaborative and fruitful effort.

Collaborative Organizations

603LA continues to collaborate with our closest partner, NHLA, particularly with respect to our intake system and processes. Because 603LA manages intake for NHLA, their input is essential. Beyond intake, 603LA and NHLA continue to share resources and funds procured through Campaign for Legal Services (CLS) and partner on strategic grants when a joint endeavor provides a stronger proposal – ensuring that NH's low-income individuals in need of civil legal services remain our top priority.

603LA has strong relationships with other aligned legal organizations as well, such as the Disability Rights Center-NH, Children's Law Center, and the ACLU to ensure NH's civil legal ecosystem best meets the needs of low-income Granite Staters

Lastly, to better serve our community, 603LA leverages relationships—big and small—with more than 140 local and regional partners and more than 600 law offices across New England (see Attachment H).

Statistical Summary

As the recipient of NH's Legal Services Corporation (LSC) funding, 603LA must accept cases based on a uniform list of legal issues based on Legal Problem Codes that are grouped into Legal Problem Categories (see Attachment G). These codes are then used to help identify the breakdown of cases.

When 603LA analyzes its number of beneficiaries, we consider total household size (as reported by the applicant) and include both cases that were opened during the grant period and cases that were open for any part of the grant period. With this methodology in mind, 603LA served 5,608 individuals in 2,541 different cases between June 1, 2025, and May 31, 2026.

Broken down further:

- 12%, or 298 cases, were related to consumer law matters including bankruptcy, consumer debt and low-income taxpayer issues,
- 38%, or 968 cases, were related to family law matters including domestic violence cases, and
- 27%, or 689 cases, were related to housing matters.

The annexed Statistical Summary spreadsheet, shows a breakdown by county, revealing:

- 31%, or 783 cases, came from Hillsborough County,
- 16%, or 405 cases, came from Merrimack County, and
- 12%, or 312 cases, came from Rockingham County.

Collectively, this data demonstrates the enormous impact 603LA has had on low-income residents in NH. We are proud of the work we do across our three primary departments of Intake, In-House Legal Advocacy, and Pro Bono Representation and are honored to partner with the Bar Foundation whose IOLTA funding makes this direct representation possible.

Conclusion

The past year has demonstrated both the depth of civil legal need across NH and 603 Legal Aid's continued commitment to meeting that need with limited resources. From Ronald's successful eviction defense to Sarah's transformative VA benefits increase to James's path back to financial stability, the individual stories behind our statistics—5,608 people served across 2,540 cases—illustrate what is possible when intake, legal advocacy, and pro bono partnership work in concert.

At the same time, this year's work has clarified where the greatest opportunities for improvement lie. The BPA conducted with the UNH Paul School of Business confirmed what our staff and stakeholders have long observed: call wait times, abandonment rates, and processing backlogs are limiting our ability to connect eligible Granite Staters with help as quickly as they need it. Addressing these systemic intake challenges (through a consultant-led Business Process Analysis and, ultimately, technology-driven reforms) is now a top organizational priority.

Alongside this intake work, 603LA remains focused on stabilizing and growing its Legal Department, including the Hope For Heroes project, the emerging Community Justice Worker initiative, and our Consumer Law Unit, while sustaining a Pro Bono Department that continues to expand its reach through volunteer recruitment, eviction clinics, and specialized initiatives like the 603 Name Change Project.

Looking ahead to the remainder of 2026 and beyond, 603 Legal Aid will continue building on these foundations, strengthening staffing, refining intake processes, and deepening our partnerships with NHLA and our broader network of over 140 local and regional organizations, so that every NH resident facing a civil legal issue has a clear, timely path to justice, regardless of their ability to pay.

Attachment A

603 Legal Aid Statistical Summary

603 Legal Aid Cases by Legal Problem Code and County													
Legal Problem Category	**Legal Problem Code**	**Out of State**	**Belknap**	**Carroll**	**Cheshire**	**Coos**	**Grafton**	**Hillsborough**	**Merrimack**	**Rockingham**	**Strafford**	**Sullivan**	**Total by Legal Problem Code**
Consumer/Finance	01 Bankruptcy/Debtor Relief	0	10	7	1	7	8	29	15	13	13	3	106
	02 Collect/Repo/Def/Garnish	3	12	4	8	5	16	60	31	14	20	8	181
	07 Public Utilities	0	0	0	0	1	0	0	0	0	0	0	1
	08 Unfair and Deceptive Sales Practices (Not Real Property)	0	0	0	0	0	0	0	0	0	0	1	1
	09 Other Consumer/Finance	0	0	1	0	0	0	2	2	1	2	1	9
												Consumer/Finance Total	**298**
Employment	23 EITC (Earned Income Tax Credit)	0	3	1	2	2	2	10	2	3	1	0	26
	24 Taxes (Not EITC)	1	1	1	3	9	1	8	25	0	2	1	52
												Employment Total	**78**
Family	31 Custody/Visitation	5	16	7	14	5	23	61	33	20	16	9	209
	32 Divorce/Sep./Annul.	5	22	11	13	4	29	124	36	47	44	17	352
	33 Adult Guardianship / Conservatorship	0	2	0	1	1	1	4	1	2	1	0	13
	34 Name Change	0	0	2	0	0	1	10	4	2	0	0	19
	37 Domestic Abuse	4	28	19	20	14	40	98	45	33	26	8	335
	38 Support	1	0	0	0	0	1	1	0	0	0	0	3
	39 Other Family	0	3	0	2	3	4	8	3	5	5	4	37
												Family Total	**968**
Juvenile	42 Neglected/Abused/Dependent	0	0	0	0	1	0	3	0	0	1	0	5
	44 Minor Guardianship / Conservatorship	1	1	0	2	1	2	5	4	4	6	3	29
												Juvenile Total	**34**
Housing	61 Federally Subsidized Housing	0	13	3	1	7	7	49	27	19	12	11	149
	62 Homeownership/Real Property (Not Foreclosure)	0	4	0	0	2	1	4	4	3	1	1	20
	63 Private Landlord/Tenant	0	29	7	16	11	19	146	112	60	30	17	447
	64 Public Housing	0	0	2	0	0	0	2	0	1	0	0	5
	65 Mobile Homes	0	0	0	1	0	1	1	2	2	1	0	8
	66 Housing Discrimination	0	0	0	0	2	0	4	4	4	1	0	15
	67 Mortgage Foreclosures (Not Predatory Lending/Practices)	0	2	2	3	0	3	5	3	6	3	1	28
	69 Other Housing	0	0	0	0	3	2	7	1	2	2	0	17
												Housing Total	**689**
Income Maintenance	72 Social Security (Not SSDI)	0	0	0	0	0	0	1	0	1	0	0	2
	73 Food Stamps	0	0	0	0	0	0	3	0	0	0	0	3
	74 SSDI	0	3	0	1	2	4	18	12	5	1	5	51
	75 SSI	0	0	0	0	0	0	2	2	2	2	1	9
	76 Unemployment Compensation	0	1	0	0	0	2	5	2	1	0	0	11
	77 Veterans Benefits	0	1	0	0	4	4	5	2	1	2	6	25
	78 State and Local Income Maintenance	0	3	0	0	1	5	9	3	3	4	0	28
	79 Other Income Maintenance	0	0	1	1	0	2	3	0	1	1	1	10
												Income Maintenance Total	**139**
Individual Rights	81 Immigration/Naturalization	1	0	0	0	0	0	1	0	0	0	0	2
	84 Disablility Rights	0	0	1	0	0	0	0	0	0	0	0	1
	87 Criminal Record Expungement	17	7	4	2	1	13	40	12	16	12	5	129
												Individual Rights Total	**132**
Miscellaneous	51 Medicaid	0	0	0	0	1	0	2	0	0	0	0	3
	56 Long Term Health Care Facilities	0	0	0	0	0	0	0	0	2	1	0	3
	12 Discipline (Including Expulsion and Suspension)	0	0	1	0	0	0	1	0	0	0	0	2
	91 Legal Assist. to Non-Profit Org. or Group (Incl. Incorp./Diss.)	0	0	0	0	0	0	0	1	0	0	0	1
	93 Licenses (Drivers, Occupational, and Others)	0	0	1	0	0	1	1	0	1	0	1	5
	95 Wills and Estates	0	3	0	3	4	7	12	8	19	5	8	69
	96 Advanced Directives/Powers of Attorney	0	0	0	3	0	1	0	1	3	1	2	11
	99 Other Miscellaneous	6	9	4	4	5	10	39	8	16	6	2	109
												Miscellaneous Total	**203**
	Totals by County	**44**	**173**	**79**	**101**	**96**	**210**	**783**	**405**	**312**	**222**	**116**	**2541**

Totals are based on open and closed cases that were listed as open at some point between June 1, 2025 and May 31, 2026.

Attachment B

603 Legal Aid Financial Statement for IOLTA Grant Revenue/Expenditures

June 1, 2025 - May 31, 2026

Amount of Grant: $848,400

	IOLTA FUNDED	ORGANIZATION TOTAL
Salaries	$ 548,288	$ 1,704,155
Employer Taxes	41,783	140,149
Benefits	54,356	244,501
Space & Occupancy	37,909	115,771
Communications	13,935	36,185
Office Supplies & Expenses	7,891	32,201
Library	(464)	5,305
Contracted Services	78,379	400,194
Professional Development	6,924	51,993
Travel - Local	3,789	6,843
Dues & Fees	1,637	9,542
Insurance	2,411	7,435
Recruiting	38,627	52,120
Miscellaneous	11,287	12,931
Depreciation	1,651	1,651
	$ 848,400	$ 2,820,976
	100%	30%

Note: Shared costs are allocated in accordance with the organization's documented cost allocation methodology and 2 CFR § 200.405.

<u>Attachment C</u>

603 Legal Aid 2025 Audited Financial Statement

603 LEGAL AID

December 31, 2025 and 2024

I. Financial Statements

II. Reports in Accordance with *Government Auditing Standards*

III. Reports in Accordance with Uniform Guidance

Whittlesey
Forward Advising™

ASSURANCE | ADVISORY | TAX | TECHNOLOGY

603 LEGAL AID

Table of Contents

December 31, 2025 and 2024

I. FINANCIAL STATEMENTS

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INDEPENDENT AUDITORS' REPORT

To the Board of Directors of
603 Legal Aid

Report on the Audit of the Financial Statements

Opinion

We have audited the accompanying financial statements of 603 Legal Aid (the "Organization") a nonprofit organization, which comprise the statement of financial position as of December 31, 2025, and the related statements of activities, functional expenses and cash flows for the year then ended, and the related notes to the financial statements.

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of the Organization as of December 31, 2025, and the changes in its net assets and its cash flows for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinion

We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of the Organization and to meet our other ethical responsibilities in accordance, with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Prior Period Financial Statements

The financial statements of the Organization as of December 31, 2024 were audited by other auditors whose report dated May 29, 2025, expressed an unmodified opinion on those statements.

Responsibilities of Management for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with accounting principles generally accepted in the United States of America, and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, that raise substantial doubt about the Organization's ability to continue as a going concern within one year after the date that the financial statements are available to be issued.

Auditors' Responsibilities for the Audit of the Financial Statements
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with generally accepted auditing standards and *Government Auditing Standards* will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

In performing an audit in accordance with generally accepted auditing standards and *Government Auditing Standards*, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.
- Conclude whether, in our judgment, there are conditions or events, considered in the aggregate, that raise substantial doubt about the Organization's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control related matters that we identified during the audit.

Supplementary Information
Our audit was conducted for the purpose of forming an opinion on the financial statements as a whole. The accompanying schedules of expenses and related awards – Legal Services Corporation and Other, and schedule of expenditures of federal awards, as required by Title 2 U.S. *Code of Federal Regulations* ("CFR") Part 200, *Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards*, are presented for purposes of additional analysis and are not a required part of the financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the schedule of expenses and related awards – Legal Services Corporation and Other, and schedules of expenditures of federal awards are fairly stated in all material respects in relation to the financial statements as a whole.

Other Reporting Required by *Government Auditing Standards*

In accordance with *Government Auditing Standards*, we have also issued our report dated April 23, 2026 on our consideration of the Organization's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements and other matters. The purpose of that report is solely to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the Organization's internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Organization's internal control over financial reporting and compliance.

Whittlesey PC

Hartford, Connecticut
April 23, 2026

603 LEGAL AID

Statements of Financial Position

December 31, 2025 and 2024

	2025	2024
Assets:		
Cash and cash equivalents	$ 1,113,474	$ 1,037,603
Grants receivable	721,895	518,452
Prepaid expenses	38,791	20,946
Property and equipment, net	1,375	3,026
Right of use lease assets	347,233	422,429
Total assets	$ 2,222,768	$ 2,002,456
Liabilities and Net Assets:		
Liabilities:		
Accounts payable	$ 30,108	$ 11,245
Accrued expenses	159,132	140,070
Deferred revenue	57,267	221,382
Lease liabilities	347,323	422,592
Total liabilities	593,830	795,289
Net Assets:		
Net assets without donor restrictions	1,573,517	1,176,490
Net assets with donor restrictions	55,421	30,677
Total net assets	1,628,938	1,207,167
Total liabilities and net assets	$ 2,222,768	$ 2,002,456

The accompanying notes are an integral part of the financial statements.

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Statements of Activities

For the years ended December 31, 2025 and 2024

	2025			2024		
	Without Donor Restrictions	With Donor Restrictions	Total	Without Donor Restrictions	With Donor Restrictions	Total
Revenues and support						
Grants	$ 2,770,109	$ 30,000	$ 2,800,109	$ 2,357,620	$ 11,783	$ 2,369,403
Contributions	220,912	-	220,912	190,470	-	190,470
In-kind contributions	205,365	-	205,365	289,701	-	289,701
Interest income	19,677	-	19,677	16,344	-	16,344
Net assets released from restrictions	5,256	(5,256)	-	2,691	(2,691)	-
Total revenues and support	3,221,319	24,744	3,246,063	2,856,826	9,092	2,865,918
Expenses						
Program services	2,510,875	-	2,510,875	2,311,212	-	2,311,212
General and administrative	313,417	-	313,417	243,798	-	243,798
Total expenses	2,824,292	-	2,824,292	2,555,010	-	2,555,010
Change in net assets from operations	397,027	24,744	421,771	301,816	9,092	310,908
Net assets, beginning of year	1,176,490	30,677	1,207,167	874,674	21,585	896,259
Net assets, end of year	$ 1,573,517	$ 55,421	$ 1,628,938	$ 1,176,490	$ 30,677	$ 1,207,167

The accompanying notes are an integral part of the financial statements.

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Statements of Functional Expenses

For the years ended December 31, 2025 and 2024

	2025			2024		
	Program Services	General and Administrative	Total	Program Services	General and Administrative	Total
Personnel Expenses:						
Salaries	$ 1,502,766	$ 142,433	$ 1,645,199	$ 1,264,572	$ 119,831	$ 1,384,403
Payroll taxes	129,069	10,368	139,437	110,117	10,189	120,306
Benefits	229,301	10,428	239,729	198,330	19,957	218,287
Total personnel expenses	1,861,136	163,229	2,024,365	1,573,019	149,977	1,722,996
Other expenses:						
Contract services	252,596	75,888	328,484	240,028	44,885	284,913
Office supplies and expenses	24,522	4,354	28,876	46,396	7,030	53,426
Communication	23,167	10,307	33,474	24,577	3,203	27,780
Dues and fees	3,583	877	4,460	4,697	466	5,163
Library maintenance	2,668	750	3,418	2,774	298	3,072
Training and professional development	21,880	6,662	28,542	35,034	345	35,379
Travel	9,217	642	9,859	3,512	94	3,606
Occupancy	85,590	28,477	114,067	81,113	30,142	111,255
Insurance	5,416	1,788	7,204	4,781	1,777	6,558
Miscellaneous	15,735	18,792	34,527	6,549	2,961	9,510
Depreciation	-	1,651	1,651	1,651	-	1,651
In-kind services	205,365	-	205,365	287,081	2,620	289,701
Total other expenses	649,739	150,188	799,927	738,193	93,821	832,014
Total expenses	$ 2,510,875	$ 313,417	$ 2,824,292	$ 2,311,212	$ 243,798	$ 2,555,010

The accompanying notes are an integral part of the financial statements.

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Statements of Cash Flows

For the years ended December 31, 2025 and 2024

	2025	2024
Cash flows from operating activities:		
Change in net assets	$ 421,771	$ 310,908
Adjustments to reconcile change in net assets to net change in cash from operating activities:		
Depreciation	1,651	1,651
Amortization of right of use lease assets	75,196	98,592
Changes in operating assets and liabilities:		
Grants receivable	(203,443)	82,855
Prepaid expenses	(17,845)	33,009
Accounts payable	18,863	(9,718)
Accrued expenses	19,062	50,498
Deferred revenue	(164,115)	(106,950)
Lease liabilities	(75,269)	(98,604)
Net change in cash from operating activities	75,871	362,241
Cash and cash equivalents, beginning of year	1,037,603	675,362
Cash and cash equivalents, end of year	$ 1,113,474	$ 1,037,603
Supplemental disclosure of cash flows:		
Right of use assets obtained in exchange for lease liabilities	$ -	$ 430,531

The accompanying notes are an integral part of the financial statements.

NOTE 1 – ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Nature of Organization - 603 Legal Aid (the "Organization") is a nonprofit corporation organized for the purpose of providing civil legal assistance to persons financially unable to afford legal assistance in the State of New Hampshire. The Organization is funded in part through a grant from the Legal Services Corporation ("LSC"), a nonprofit corporation established by Congress to administer a national legal assistance program throughout the country. The Organization is also funded by several other sources of funding.

Basis of Accounting - The financial statements of the Organization have been prepared on the accrual basis of accounting in accordance with accounting principles generally accepted the United States of America.

Basis of Presentation - Financial statement presentation follows the requirements of the *Financial Statements of Not-for-Profit Organizations* topic of the FASB Accounting Standards Codification. Following these requirements, the Organization reports information regarding its financial position and activities according to the following net assets categories:

> Net assets without donor restrictions – Net assets that are not subject to donor-imposed restrictions and may be expended for any purpose in performing the primary objectives of the Organization. These net assets may be used at the discretion of the Organization's management and the Board of Directors.
>
> Net assets with donor restrictions – Net assets subject to restrictions imposed by donors and grantors. Some donor restrictions will be met by actions of the Organization or by the passage of time. Other donor restrictions are perpetual in nature, whereby the donor has stipulated the funds be maintained in perpetuity.

Use of Estimates - The preparation of financial statements in conformity with accounting principles generally accepted in the United States of America requires management to make estimates and assumptions that affect certain reported amounts and disclosures during the reporting period. Actual results could differ from those estimates.

Cash Equivalents - For the purpose of the statement of cash flows, cash equivalents is comprised of highly liquid investments with an original maturity of 90 days or less.

Property and Equipment - Property and equipment are recorded at cost for purchased items and at fair value for donated items. Depreciation is computed using the straight-line method over estimated three to ten-year lives. The Organization's capitalization policy is to capitalize assets with a useful life greater than one year and a cost greater than $5,000. Repair and maintenance costs are expensed when incurred.

Accrued Vacation - The Organization's policy allows employees to retain earned time off for the future. The Organization has accrued a liability for future annual leave time that its employees have earned and vested in the amount of $54,508 and $47,873 at December 31, 2025 and 2024, respectively, and is included in accrued expenses on the statements of financial position.

Grants - The Organization recognizes grant and contract revenues from LSC as conditions related to such funds are met. Funds remaining at year end for which conditions have not yet been met are reported as deferred revenues. The advance of LSC assets are subject to the provisions of LSC's Fund Balance Regulation. LSC may, at its discretion, request reimbursement for expenses, the return of funds, or both as a result of noncompliance by the Organization with the terms of the grant or contract. If the Organization terminates its legal assistance activities, all unexpended funds are to be returned to the funding sources. The Organization also has revenue derived from cost-reimbursable federal and state contracts and grants, which are conditional upon certain performance requirements and/or incurrence of allowable qualifying expenses.

NOTE 1 – ORGANIZATION AND SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES *(CONTINUED)*

Contributions - Contributions are recognized when the donor makes a promise to give to the Organization that is, in substance, unconditional. Donor restricted contributions are reported as increases in net assets with donor restrictions, depending on the nature of the restrictions. When a restriction expires, net assets with donor restrictions are reclassified to net assets without donor restrictions and reported in the statements of activities as net assets released from restrictions. Net assets with donor restrictions that are received and spent in accordance with donor restrictions in the same fiscal year are included as net assets without donor restrictions in the statements of activities.

Unconditional pledges and grants are recorded as made. These amounts are recorded at the present value of the estimated fair value. Conditional pledges and grants are recognized only when the conditions on which they depend are substantially met and the pledges become unconditional. As of December 31, 2025 and 2024, all grants receivable are considered current and expected to be received within one year.

In-kind Services - Donated staff support are recorded as "In-kind" contributions if the services (a) create or enhance nonfinancial assets or b) require specialized skills, are performed by people with those skills, and would otherwise be purchased by the Organization. The value of contributed volunteer services is estimated by applying average hourly rates to the total number of volunteer hours contributed. Donated services recognized as revenues and expenses in the statements of activities for the years ended December 31, 2025 and 2024 totaled $205,365 and $289,701, respectively.

Leases - The Organization determines if an arrangement is a lease at inception. Lease right-of-use ("ROU") assets represent the Organization's right to use an underlying asset for the lease term and operating lease liabilities represent the Organization's obligation to make lease payments arising from the lease. Lease ROU assets and lease liabilities are recognized at commencement date based on the present value of lease payments over the lease term. As the Organization's leases do not provide an implicit rate, the Organization uses its incremental borrowing rate based on the information available at commencement date in determining the present value of lease payments. The lease ROU asset also includes any lease payments made and excludes lease incentives. The lease terms may include options to extend or terminate the lease when it is reasonably certain that the Organization will exercise that option. Lease expense for lease payments is recognized on a straight-line basis over the lease term. The Organization has lease agreements with lease and non-lease components, which are generally accounted for separately.

Functional Allocation of Expenses - The costs of program and supporting services activities have been summarized on functional basis in the statements of activities. The statements of functional expenses present the natural classification detail of expenses by function. The financial statements report certain categories of expenses that are attributed more than one program or supporting function. Accordingly, certain indirect costs have been allocated among the programs and supporting services benefited, based primarily on percentage allocations calculated on hours worked (time and effort). The expenses that are allocated include, but are not limited to, payroll taxes, benefits, office supplies and expenses, communications, dues and fees, library maintenance, training and meeting, travel, occupancy, and insurance, which are all allocated on the basis of time and effort.

Income Taxes - The Organization is exempt from Federal and state income taxes as a public charity under Section 501(c)(3) of the Internal Revenue Code (the Code). In addition, the Organization qualifies for the charitable contribution deduction as provided in Section 170 of the Code.

Reclassifications - Certain reclassifications have been made to the prior year's financial statements to conform to the current year presentation. These classifications had no effect on the previously reported change in net assets.

Subsequent Events - The Organization monitored and evaluated subsequent events for footnote disclosure or adjustments required in its financial statements for the year ended December 31, 2025 through April 23, 2026, the date on which financial statements were available to be issued.

NOTE 2 – LIQUIDITY AND AVAILABILITY

The following represents the Organization's financial assets available to meet general expenditures over the next twelve months at December 31:

	2025	2024
Financial assets at year end:		
Cash and cash equivalents	$ 1,113,474	$ 1,037,603
Grants receivable	721,895	518,452
Total financial assets	1,835,369	1,556,055
Less amounts not available to be used within one year:		
Net assets with donor restrictions	(55,421)	(30,677)
Financial assets available to meet general expenditures over the next twelve months	$ 1,779,948	$ 1,525,378

The Organization regularly monitors the availability of resources required to meet its operating needs and other contractual commitments. Cash reserves in excess of daily operational needs are invested in insured cash sweep accounts in order to maximize investment return while maintaining safety and liquidity. In the event of an unanticipated liquidity need, the Organization has a line of credit of $50,000 that could be drawn upon.

NOTE 3 – PROPERTY AND EQUIPMENT

The cost and accumulated depreciation for equipment is as follows at December 31, 2025:

	LSC	Non-LSC	Total
Furniture	$ 8,254	$ -	$ 8,254
Equipment	66,771	-	66,771
	75,025	-	75,025
Less accumulated depreciation	(73,650)	-	(73,650)
	$ 1,375	$ -	$ 1,375

The cost and accumulated depreciation for equipment is as follows at December 31, 2024:

	LSC	Non-LSC	Total
Furniture	$ 8,254	$ -	$ 8,254
Equipment	66,771	-	66,771
	75,025	-	75,025
Less accumulated depreciation	(71,999)	-	(71,999)
	$ 3,026	$ -	$ 3,026

During the years ended December 31, 2025 and 2024, the Organization did not use any LSC funds to purchase property and equipment. Depreciation expense was $1,651 for each of the years ended December 31, 2025 and 2024.

NOTE 4 – LINE OF CREDIT

The Organization has a revolving unsecured line of credit with a financial institution for $50,000 with a variable interest rate at December 31, 2025 and 2024 of 7.75% and 8.75%, respectively. No amounts have been drawn on the line of credit and there was no outstanding balance due as of December 31, 2025 and 2024.

NOTE 5 – NET ASSETS WITH DONOR RESTRICTIONS

Net assets with donor restrictions at December 31:

	2025	2024
LSC Basic Field Grant	$ -	$ 5,256
Website and technology improvements	55,421	25,421
Total net assets with donor restrictions	$ 55,421	$ 30,677

Net assets released from restrictions are as follows for the years ended December 31:

	2025	2024
LSC Basic Field Grant	$ 5,256	$ 1,651
Website and technology improvements	-	43
Housing assistance	-	997
	$ 5,256	$ 2,691

NOTE 6 – LSC CARRYOVER FUNDS

LSC regulations allow recipients to maintain and reprogram grant fund balances of no more than 10% of their annualized LSC support from year to year. If grant fund balances exceed 10%, the Organization must request a waiver in order to expend funds carried over from one year to the next. For purposes of the regulation, support is defined as: 1) annualized LSC grant awards; 2) any additional income derived from an LSC award (interest, rent, etc.); and, 3) reimbursements, asset sale proceeds, attorney payment recoveries or other income attributable to any LSC awards. Grant fund balances for the purpose of LSC are that which are reported within the recipient's annual audit. For the year ended December 31, 2025, the Organization fully expended the LSC award, therefore, $0 has been recognized and recorded as deferred revenue at December 31, 2025. For the year ended December 31, 2024, the Organization did not fully expend the LSC award, therefore, $73,856 was recognized and recorded as deferred revenue at December 31, 2024.

NOTE 7 – EMPLOYEE BENEFIT PLAN

The Organization sponsors a defined contribution pension plan in accordance with Internal Revenue Code section 403(b) for all employees who have attained the age of twenty-one. Contributions are based on a percentage of the employee's annual compensation; 5% for 2025 and 2024. For the years ended December 31, 2025 and 2024, pension expense was $73,263 and $55,191 respectively.

NOTE 8 – LEASE COMMITMENTS

The Organization has operating lease agreements for building space and a copier that expire through October 2029. Lease expense totaled $108,964, and $107,998 for the years ended December 31, 2025 and 2024, respectively. The weighted average remaining lease term at December 31, 2025 and 2024, is 3.81

NOTE 8 – LEASE COMMITMENTS *(CONTINUED)*

years and 4.81 years, respectively. The discount rate related to the Organization's lease liabilities as of December 31, 2025 ranged from 3.00% to 8.50% which is based upon the stated discount rate of one lease and the incremental borrowing rate based on the existing line of credit. The weighted average discount rate at December 31, 2025 and 2024, is 8.46%.

At December 31, 2025 and 2024, the ROU asset for the building and copier are $347,233 and $422,429, respectively, and the lease liability is $347,323 and $422,592, respectively.

Future minimum lease payments for the above leases are as follows for the years ending December 31:

2026	$	107,616
2027		105,996
2028		105,996
2029		88,330
Total future minimum lease payments		407,938
Less imputed interest		(60,615)
Total lease liabilities	$	347,323

NOTE 9 – CONCENTRATIONS

The Organization receives grants and contracts for specific purposes that are subject to review and audit by the grantors. Such audits could lead to requests for the reimbursements to such donors for any expenditures or claims disallowed under the terms of the agreements. Based on prior experience, management believes such disallowances, if any, will not be material to the financial statements.

The Organization received approximately 37% and 46% of its revenue from a single funder, LSC, for the years ended December 31, 2025 and 2024, respectively. LSC is a private, nonprofit corporation in Washington, D.C. that is funded by Congress for the purposes of supplying funds to various legal service providers within the United States. The grants were awarded in order to provide funds for continuing operations and have specific restrictions on use.

A requirement of the basic field award from LSC is that at least 12.5% of the award be spent on the management of the Private Attorney Involvement (PAI) program. The PAI program involves the interaction of the Organization with private attorneys who supply legal services to persons referred to them by the Organization. For the years ended December 31, 2025 and 2024, the required amount to be spent under the program was $140,553 and $140,981, respectively. The Organization spent $148,589 and $235,475 on the PAI program for the years ended December 31, 2025 and 2024, respectively.

The Organization maintains its cash in bank deposit accounts which, at times, may exceed federally insured limits. The Organization has not experienced any losses in such accounts. The Organization believes it is not exposed to any significant credit risk on cash. Per the compliance requirements set forth by LSC, all funds held by the Organization above the Federal Deposit Insurance Corporation limit were held in a financial instrument account within the federal institution.

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Schedule of Expenses and Related Awards - Legal Services Corporation

For the year ended December 31, 2025

		Private Attorney Involvement					
	Basic Field	LSC	Non LSC	Total Private Attorney Involvement	Technology Initiative Grant	Carryover Funds	Total
Revenues and support							
Grants	$ 1,016,985	$ 107,441	$ 41,148	$ 148,589	$ 53,376	$ 73,856	$ 1,292,806
Interest income	1,690	-	-	-	-	-	1,690
Total revenues and support	1,018,675	107,441	41,148	148,589	53,376	73,856	1,294,496
Personnel expenses							
Salaries	663,230	74,753	41,148	115,901	4,887	35,737	819,755
Payroll taxes	63,219	5,726	-	5,726	392	-	69,337
Benefits	108,249	13,867	-	13,867	277	19,470	141,863
Total personnel expenses	834,698	94,346	41,148	135,494	5,556	55,207	1,030,955
Non-personnel expenses							
Contract services	86,013	7,853	-	7,853	45,717	13,203	152,786
Office supplies and expenses	14,765	497	-	497	51	234	15,547
Communication	13,706	384	-	384	28	554	14,672
Dues and fees	2,618	21	-	21	3	-	2,642
Library maintenance	2,174	-	-	-	-	-	2,174
Training and professional development	10,443	288	-	288	1,820	273	12,824
Travel	435	-	-	-	-	-	435
Occupancy	45,865	3,800	-	3,800	269	3,871	53,805
Insurance	2,634	242	-	242	17	514	3,407
Miscellaneous	5,324	10	-	10	2	-	5,336
Total other expenses	183,977	13,095	-	13,095	47,907	18,649	263,628
Total expenses	1,018,675	107,441	41,148	148,589	53,463	73,856	1,294,583
Change in net assets	$ -	$ -	$ -	$ -	$ (87)	$ -	$ (87)

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Schedule of Expenses and Related Awards - Other

For the year ended December 31, 2025

	NH Bar Foundation - IOLTA	NH Bar Foundation - IOLTA Supplemental	NH Bar Foundation - Frontline Justice	Internal Revenue Service Low Income Taxpayer Clinic	NH Department of Justice	U.S. Department of Veterans Affairs	Consumer Law	Other	Total
Revenues and support									
Grants	$ 848,400	$ -	$ 7,971	$ 39,288	$ 250,137	$ 100,679	$ 194,977	$ 106,999	$ 1,548,451
Contributions	-	-	-	-	-	-	-	220,912	220,912
In-kind contributions	-	-	-	126,795	78,570	-	-	-	205,365
Interest income	-	-	-	-	-	-	-	17,987	17,987
Total revenues and support	848,400	-	7,971	166,083	328,707	100,679	194,977	345,898	1,992,715
Personnel expenses									
Salaries	296,008	-	5,813	30,500	208,752	87,246	$ 146,474	$ 92,958	867,751
Payroll taxes	7,112	-	345	1,915	12,884	5,416	9,031	33,398	70,101
Benefits	14,108	-	891	2,441	18,932	10,334	13,129	38,032	97,867
Total personnel expenses	317,228	-	7,049	34,856	240,568	102,996	168,634	164,388	1,035,719
Non-personnel expenses									
Contract services	14,273	32,279	470	6,287	19,658	14,966	11,877	75,888	175,698
Office supplies and expenses	1,745	-	134	753	2,853	1,203	2,289	4,354	13,331
Communication	812	-	29	175	990	461	706	10,307	13,480
Dues and fees	59	-	2	259	72	56	495	877	1,820
Library maintenance	494	-	-	-	-	-	-	750	1,244
Training and professional development	3,629	-	35	1,473	2,680	704	534	6,662	15,717
Travel	2,912	-	-	1,100	335	1,902	2,533	642	9,424
Occupancy	7,933	-	282	1,655	10,022	4,572	7,322	28,477	60,263
Insurance	495	-	18	104	639	289	464	1,788	3,797
Miscellaneous	1,922	-	-	3	13,626	9	240	17,548	33,348
Depreciation	-	-	-	-	-	-	-	1,651	1,651
In-kind services	-	-	-	126,795	78,570	-	-	-	205,365
Total other expenses	34,274	32,279	970	138,604	129,445	24,162	26,460	148,944	535,138
Total expenses	351,502	32,279	8,019	173,460	370,013	127,158	195,094	313,332	1,570,857
Change in net assets	$ 496,898	$ (32,279)	$ (48)	$ (7,377)	$ (41,306)	$ (26,479)	$ (117)	$ 32,566	$ 421,858

II. Reports in Accordance with *Government Auditing Standards*

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INDEPENDENT AUDITORS' REPORT ON INTERNAL CONTROL OVER FINANCIAL REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON AN AUDIT OF FINANCIAL STATEMENTS PERFORMED IN ACCORDANCE WITH *GOVERNMENT AUDITING STANDARDS*

To the Board of Directors of
603 Legal Aid

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States, the financial statements of 603 Legal Aid (a nonprofit organization) which comprise the statement of financial position as of December 31, 2025, and the related statements of activities, functional expenses, and cash flows for the year then ended, and the related notes to the financial statements, and have issued a report thereon dated April 23, 2026.

Report on Internal Control over Financial Reporting
In planning and performing our audit of the financial statements, we considered 603 Legal Aid's internal control over financial reporting (internal control) as a basis for designing audit procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of 603 Legal Aid's internal control. Accordingly, we do not express an opinion on the effectiveness of 603 Legal Aid's internal control.

A *deficiency in internal control* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, misstatements on a timely basis. A *material weakness* is a deficiency, or combination of deficiencies, in internal control such that there is a reasonable possibility that a material misstatement of the 603 Legal Aid's financial statements will not be prevented, or detected and corrected, on a timely basis. A *significant deficiency* is a deficiency, or combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses or significant deficiencies may exist that were not identified.

Report on Compliance and Other Matters
As part of obtaining reasonable assurance about whether 603 Legal Aid's financial statements are free from material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts and grant agreements, noncompliance with which could have a direct and material effect on the financial statements. However, providing an opinion on compliance with those provisions was not an objective of our audit, and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

Purpose of This Report
The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the result of that testing, and not to provide an opinion on the effectiveness of 603 Legal Aid's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering 603 Legal Aid's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

Whittlesey PC

Hartford, Connecticut
April 23, 2026

III. Reports in Accordance with Uniform Guidance

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INDEPENDENT AUDITORS' REPORT ON COMPLIANCE FOR THE MAJOR FEDERAL PROGRAM AND ON INTERNAL CONTROL OVER COMPLIANCE REQUIRED BY THE UNIFORM GUIDANCE

To the Board of Directors of
603 Legal Aid

Report on Compliance for the Major Federal Program

Opinion on the Major Federal Program

We have audited 603 Legal Aid's compliance with the types of compliance requirements identified as subject to audit in the OMB *Compliance Supplement* that could have a direct and material effect on 603 Legal Aid's major federal program for the year ended December 31, 2025. 603 Legal Aid's major federal program is identified in the summary of auditors' results section of the accompanying schedule of findings and questioned costs.

In our opinion, 603 Legal Aid complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on its major federal program for the year ended December 31, 2025.

Basis for Opinion on the Major Federal Program

We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States; and the audit requirements of Title 2 U.S. *Code of Federal Regulations* Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* ("Uniform Guidance"). Our responsibilities under those standards and the Uniform Guidance are further described in the Auditors' Responsibilities for the Audit of Compliance section of our report.

We are required to be independent of 603 Legal Aid and to meet our other ethical responsibilities, in accordance with relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion on compliance for the major federal program. Our audit does not provide a legal determination of 603 Legal Aid's compliance with the compliance requirements referred to above.

Responsibilities of Management for Compliance

Management is responsible for compliance with the requirements referred to above and for the design, implementation, and maintenance of effective internal control over compliance with the requirements of laws, statutes, regulations, rules, and provisions of contracts or grant agreements applicable to 603 Legal Aid's federal programs.

Auditors' Responsibilities for the Audit of Compliance
Our objectives are to obtain reasonable assurance about whether material noncompliance with the compliance requirements referred to above occurred, whether due to fraud or error, and express an opinion on 603 Legal Aid's compliance based on our audit. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with generally accepted auditing standards, *Government Auditing Standards*, and the Uniform Guidance will always detect material noncompliance when it exists. The risk of not detecting material noncompliance resulting from fraud is higher than for that resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Noncompliance with the compliance requirements referred to above is considered material if there is a substantial likelihood that, individually or in the aggregate, it would influence the judgment made by a reasonable user of the report on compliance about 603 Legal Aid's compliance with the requirements of the major federal program as a whole.

In performing an audit in accordance with generally accepted auditing standards, *Government Auditing Standards*, and the Uniform Guidance, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material noncompliance, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding 603 Legal Aid's compliance with the compliance requirements referred to above and performing such other procedures as we considered necessary in the circumstances.
- Obtain an understanding of 603 Legal Aid's internal control over compliance relevant to the audit in order to design audit procedures that are appropriate in the circumstances and to test and report on internal control over compliance in accordance with the Uniform Guidance, but not for the purpose of expressing an opinion on the effectiveness of 603 Legal Aid's internal control over compliance. Accordingly, no such opinion is expressed.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and any significant deficiencies and material weaknesses in internal control over compliance that we identified during the audit.

Report on Internal Control Over Compliance

A *deficiency in internal control over compliance* exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a federal program on a timely basis. A *material weakness in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal program will not be prevented, or detected and corrected, on a timely basis. A *significant deficiency in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the Auditors' Responsibilities for the Audit of Compliance section above and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies in internal control over compliance. Given these limitations, during our audit we did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses, as defined above. However, material weaknesses or significant deficiencies in internal control over compliance may exist that were not identified.

Our audit was not designed for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, no such opinion is expressed.

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of the Uniform Guidance. Accordingly, this report is not suitable for any other purpose.

Whittlesey PC

Hartford, Connecticut
April 23, 2026

603 LEGAL AID

Schedule of Expenditures of Federal Awards

For the year ended December 31, 2025

Federal Grantor/Pass-through Grantor/Program	Federal Assistance Listing Number (FALN)	Pass-Through Entity Identifying Number	Passed Through to Subrecipients	Federal Expenditures
Legal Services Corporation				
Basic Field Grant	9.13001	GT--02091	$ -	$ 1,199,972
Technology Initative Grant	09.505	GT-TG4G-00005	-	53,376
Total Legal Services Corporation			-	1,253,348
U.S. Department of Justice				
Passed through the New Hampshire Department of Justice				
Violence Against Women Formula Grants	16.588	2024VAW20	-	25,788
Violence Against Women Formula Grants	16.588	2024VAW18	-	24,052
			-	49,840
Passed through the New Hampshire Department of Justice				
Crime Victim Assistance	16.575	2025VOC68	-	65,297
Crime Victim Assistance	16.575	2025VOC68	-	135,000
			-	200,297
Total U.S. Department of Justice			-	250,137
U.S. Department of Treasury				
Internal Revenue Service Low Income Taxpayer Clinic	21.008	25-LITC0749-01-00 / LITC0749	-	39,288
U.S. Department of Veterans Affairs				
Legal Services for Homeless Veterans and Veterans At-Risk for Homelessness Grant Program	64.056	NH-379-LSV-424-24	-	85,509
Legal Services for Homeless Veterans and Veterans At-Risk for Homelessness Grant Program	64.056	NH-379-LSV-938-26	-	15,170
Total U.S. Department of Veterans Affairs			-	100,679
Total Expenditures of Federal Awards			$ -	$ 1,643,452

See accompanying notes to schedule of expenditures of federal awards

603 LEGAL AID

Notes to Schedule of Expenditures of Federal Awards

For the year ended December 31, 2025

NOTE 1 - BASIS OF PRESENTATION

The accompanying schedule of expenditures of federal awards (the "Schedule") includes the federal award activity of 603 Legal Aid under programs of the federal government for the year ended December 31, 2025. The information in this Schedule is presented in accordance with the requirements of Title 2 U.S. *Code of Federal Regulations* Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* ("Uniform Guidance"). Because this schedule presents only a selected portion of the operations of 603 Legal Aid, it is not intended to and does not present the financial position, changes in net assets, or cash flows of 603 Legal Aid.

NOTE 2 - SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(1) Expenditures reported on the Schedule are reported on the accrual basis of accounting. Such expenditures are recognized following the cost principles contained in the Uniform Guidance, wherein certain types of expenditures are not allowable or are limited as to reimbursement.

(2) 603 Legal Aid has elected to use the de minimis indirect cost rate of up to 15% allowed under the Uniform Guidance on allowable grants.

NOTE 3 - FEDERAL AWARDS COMPLIANCE TESTING

The Compliance Supplement for Audits of Legal Service Corporation ("LSC") Recipients, required by LSC, was utilized in addition to the Uniform Guidance for compliance testing.

603 Legal Aid

Schedule of Federal Findings and Questioned Costs

For the year ended December 31, 2025

I. Summary of Auditors' Results:

Financial Statements

Type of auditors' report issued on whether the financial statements audited were prepared in accordance with GAAP:	*Unmodified*
Internal control over financial reporting:	
• Material weakness(es) identified?	______ yes __X__ no
• Significant deficiency(ies) identified?	______ yes __X__ none reported
Noncompliance material to financial statements noted?	______ yes __X__ no

Federal Awards

Internal control over major programs:	
• Material weakness(es) identified?	______ yes __X__ no
• Significant deficiency(ies) identified?	______ yes __X__ none reported
Type of auditors' report issued on compliance for major programs:	*Unmodified*
Any audit findings disclosed that are required to be reported in accordance with Section 2 CFR 200.516 (a) of Uniform Guidance?	______ yes __X__ no

Identification of Major Federal Programs

Name of Federal Program or Cluster	FALN
Legal Services Corporation	
Basic Field Grant	9.13001

Dollar threshold used to distinguish between type A and type B programs	$1,000,000
Auditee qualified as low-risk auditee?	______ yes __X__ no

II. Financial Statement Findings:

No matters were reported.

III. Federal Award Findings and Questioned Costs:

No matters were reported.

Finding 2024-001: Compliance Finding - LSC Financial Guide

Condition: Several policies and/or procedures in the Draft Accounting Manual have not been updated to take the new LSC Financial Guide into consideration. Changes are actively being made by management but are not yet codified in an updated manual. The new policies are a work in progress that would benefit from more dedicated, concentrated effort to substantively update the manual.

Recommendation: Completion of an updated Accounting Manual, approved by the Board of Directors, taking into consideration the new requirements of the Guide. Completion of the Self-Assessment Questionnaire (Appendix 9) of the Guide on an annual or periodic basis. The referenced questionnaire is a tool for recipient's management to direct attention to practicable revisions of accounting procedures or internal controls to strengthen, improve, or simplify the existing system. Review the questionnaire at least annually, complete, and file for future reference.

Current Status: Corrective action has been taken to address this item satisfactorily.

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280 Trumbull Street, 24th Floor
Hartford, CT 06103
860.522.3111

One Hamden Center
2319 Whitney Avenue, Suite 3G
Hamden, CT 06518
203.397.2525

14 Bobala Road, 3rd Floor
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Attachment D

603 Legal Aid Intake Process Review

(from UNH School of Business)

603 Legal Aid

Intake Process Review

Recommended Changes Based on Business Process Review

Prepared for:	Emma Bates, Director of Operations
Organization:	603 Legal Aid
Review Date:	June 2, 2026
Source Document:	Final Work Product Submission Package (May 12, 2026)

1. Executive Summary

This Intake Process Review documents recommended changes to 603 Legal Aid's client intake system, derived from the Business Process Review completed in May 2026. The review identified structural inefficiencies that are driving an average call wait time of 50 minutes and a call abandonment rate of 63% — both significantly above acceptable thresholds for a nonprofit legal aid organization.

The recommendations in this document are organized into twelve discrete changes, each tied directly to a finding in the RFP and proposed intake flow process. Together, they represent a path to reducing ineligible call volume by 30–40%, cutting average wait times to 15–20 minutes, and reducing the abandonment rate below 30% within six months of implementation.

Changes are prioritized as High, Medium, or Low based on their direct impact on the two primary KPIs: wait time and abandonment rate.

2. Current State Assessment

The following metrics describe 603 Legal Aid's intake system as of the review period. These figures are drawn directly from the Business Process Review and form the baseline against which all recommended changes should be measured.

Metric	Current State	Target
Average call wait time	**~50 minutes**	**15–20 minutes**
Call abandonment rate	**63%**	**< 30%**
Ineligible calls handled by staff	**Not tracked**	**−30–40%**
Pre-screening channel	**None**	**Dual-channel (web + IVR)**
Access code / intake summary	**None**	**6-digit code system**
Callback queue	**None**	**Implemented**
Multi-language support	**None documented**	**100+ languages**

The root cause of these metrics is structural: ineligible clients currently enter the same queue as eligible clients and are not filtered until they reach a staff member. This creates an avoidable bottleneck that consumes staff capacity and extends wait times for everyone in the queue.

3. Recommended Changes

The following twelve changes are recommended to address the current state deficiencies. They are presented in priority order, with the highest-impact items first.

#	Change	Description	Priority
1	**Add pre-screening before calls reach staff**	Implement a 10-question web survey with conditional logic to filter ineligible clients before they enter the phone queue. An IVR channel should serve as a parallel option for clients without reliable internet access.	High
2	**Implement a callback queue**	Allow eligible clients to hold their place in queue without staying on the line. This directly addresses the 63% abandonment rate by removing the primary reason clients hang up.	High
3	**Auto-pass priority populations**	Domestic violence/sexual assault survivors and U.S. military veterans should bypass income screening entirely and route directly to intake staff, regardless of FPL status.	High
4	**Introduce a 6-digit access code system**	After completing pre-screening, clients receive a unique 6-digit code via SMS or email (valid 72 hours). Staff enter the code to pull a pre-loaded intake summary before the call begins, reducing call duration and duplicate data entry.	High
5	**Apply hard screen-outs for out-of-scope case types**	Criminal matters, personal injury, and workers' compensation cases should be filtered at pre-screening with a clear explanation and redirect, before they consume staff time.	High
6	**Apply income thresholds in pre-screening**	Collect household size and gross income during pre-screening and apply the correct FPL threshold (125% or 200% depending on case type) before routing to the intake queue.	High
7	**Rewrite client-facing content at a 6th-grade reading level**	All questions, instructions, and system messages should be simplified for low-literacy users. This reduces drop-off during pre-screening and ensures the tool works for the actual client population.	Medium
8	**Add multi-language support (100+ languages)**	Integrate Language Line or a comparable telephonic interpretation service. The pre-screening form should prompt for language preference at the outset and route accordingly.	Medium

#	Change	Description	Priority
9	**Make the web intake form mobile-first with save-and-resume**	The form must be fully responsive for smartphone users. Clients who cannot complete the form in one session should be able to return without starting over, using their access code or a saved session link.	Medium
10	**Build a reporting dashboard tied to KPIs**	Implement a real-time dashboard tracking call volume, screen-out rates, average wait times, and conversion rates. All data must be exportable to CSV or Excel for grant compliance reporting.	Medium
11	**Add an appeal/human review path for borderline cases**	Clients who fall just outside eligibility thresholds should have a mechanism to flag their case for human review rather than receiving an automatic rejection. This prevents eligible clients from being lost to edge-case logic.	Low
12	**Implement role-based access and a full audit log**	Staff should have access controls appropriate to their role. A complete audit trail of client responses and system actions should be maintained and accessible to authorized administrators for compliance purposes.	Low

4. Implementation Notes

Quick Wins (Changes 1–6)

Changes 1 through 6 should be treated as a single implementation unit. They are interdependent: the pre-screening survey (Change 1) is the mechanism through which income logic (Change 6), auto-pass logic (Change 3), hard screen-outs (Change 5), and access code generation (Change 4) all operate. The callback queue (Change 2) becomes meaningful only once pre-screening is in place to distinguish eligible from ineligible callers.

Based on the Business Process Review, the recommended vendor for this implementation is A2J Tech, selected for its LegalServer compatibility and performance in the live demo evaluation.

Secondary Improvements (Changes 7–10)

Changes 7 through 10 improve adoption and operational visibility without requiring changes to the core screening logic. Plain-language rewrites (Change 7) and mobile optimization (Change 9) should be completed before the system goes live, as they affect client completion rates. Multi-language support (Change 8) and the reporting dashboard (Change 10) can follow in the first 30 days post-launch.

Compliance and Administration (Changes 11–12)

Changes 11 and 12 address longer-term operational and compliance needs. The appeal path (Change 11) reduces legal risk by ensuring no client is categorically excluded without a review option. Role-based access and audit logging (Change 12) are required for HIPAA compliance and should be implemented before full rollout, even if configured after initial deployment.

5. Success Metrics

The following targets should be reviewed at the six-month mark post-launch. These are drawn directly from the Business Process Review KPIs.

- Average call wait time reduced to 15–20 minutes (from ~50 minutes)
- Call abandonment rate reduced to below 30% (from 63%)
- Ineligible calls handled by staff reduced by 30–40%
- Overall intake workflow efficiency improved, as reported by staff in a structured post-implementation survey

Progress toward these targets should be tracked monthly using the reporting dashboard (Change 10). Grant compliance reporting, particularly in relation to TIG and TIG-SEA grant decisions, should draw from the same dashboard exports.

6. Next Steps

The following actions are recommended to move from this review into implementation:

- Finalize vendor selection and execute contract with A2J Tech (or selected vendor following RFP process)
- Complete plain-language rewrite of all pre-screening questions and system messages prior to go-live
- Configure role-based access controls and audit logging before full rollout
- Run a limited pilot phase before full deployment to validate screening logic and identify edge cases
- Establish a monthly KPI review cadence using dashboard exports to track progress against the six-month targets
- Monitor TIG and TIG-SEA grant decisions and align implementation timeline with funding availability

Questions about this review or the underlying Business Process Review deliverables should be directed to the Director of Operations.

Attachment E

UNH School of Business Final Report

Final Work Product Submission Package
603 Legal Aid – Revision of Intake Processes

Prepared for: *Emma Bates, Director of Operations, 603 Legal Aid*

Prepared by: *Beau Riley, Subhan Chaudhry, Matthew Winders, Cole Bullock*

Date: *April 11 2026*

Table of Contents

Final Work Product Submission Letter

Emma,

Please find attached the final deliverables for the 603 Legal Aid Revision of Processes engagement, completed under the Statement of Work dated March 9, 2026.

Attached Deliverables

Request for Proposal (RFP) – Pre-Screening Intake System.

A vendor-ready RFP that 603 Legal Aid can issue directly to solicit bids. It defines the scope of work, functional and technical requirements (HIPAA, accessibility, multi-language, save-and-resume), vendor qualifications, evaluation criteria, budget structure, and a full timeline from issue through go-live.

Proposed Intake Flow Process.

A redesigned, end-to-end intake workflow built around a dual-channel pre-screening model. Clients with internet access are routed through a 10-question conditional web survey; those without are served through a parallel IVR phone channel. The flow incorporates eligibility logic, auto-pass routing for domestic violence survivors and U.S. military veterans, a 6-digit access code that pre-loads an intake summary for staff, and a callback queue so eligible clients hold their place without staying on the line.

How the Work Maps to the SOW

These two artifacts, along with the final presentation delivered on May 1, fulfill the deliverables and objectives outlined in the SOW:

- ***Reduce intake workload via pre-screening.*** Addressed in the dual-channel design and Section 4 of the RFP.
- ***Streamline the handoff between intake and legal aid.*** *Addressed* in the new intake flow and the access-code-driven intake summary.
- ***KPIs and operating procedures for a better workflow.*** Addressed in Sections 3, 7, and 13 of the RFP. Targets include an average wait time of 15–20 minutes (down from 50), abandonment rate under 30% (down from 63%), and a 30–40% reduction in ineligible calls handled by staff within six months of go-live.

The final presentation also covers our recommended vendor (A2J Tech, selected based on the live demo and LegalServer compatibility), along with recommended next steps including a pilot phase before full rollout and monitoring of the TIG and TIG-SEA grant decisions.

It has been a privilege working with you and the 603 Legal Aid team this semester. Please reach out with any questions on the materials or how to operationalize them. Thank you to your and your Team.

Best,

Beau, Subhan, Cole, and Matthew

Request for Proposal (RFP)

603 Legal Aid – Pre-Screening Intake System

1. Introduction

603 Legal Aid is seeking proposals from qualified vendors to design, develop, and implement a pre-screening intake system. The goal of this project is to reduce the burden on intake staff and improve access for eligible clients by filtering ineligible inquiries before they reach the phone queue.

603 Legal Aid's current intake system is operating under significant strain. The organization receives a high volume of inbound calls, but a large share of those calls involves clients who do not qualify for services. This creates a bottleneck that drives wait times and forces staff to spend time on calls that do not result in service. Current data shows an average wait time of approximately 50 minutes and a call abandonment rate of 63%. These numbers point to a system that needs structural improvement, not just more staff capacity.

The purpose of this RFP is to solicit proposals from vendors who can deliver a scalable, secure, and user-friendly solution that addresses these problems. Proposals should demonstrate a clear understanding of the operational context and a concrete plan for meeting the outcomes described in this document.

2. About 603 Legal Aid

603 Legal Aid is a nonprofit organization based in New Hampshire that provides free civil legal services to low-income individuals and families. The organization focuses on improving access to justice for vulnerable populations across the state, with in-house staff handling cases in areas like housing, family law, domestic violence, and public benefits. In addition to direct representation, 603 Legal Aid connects clients with pro bono volunteer attorneys and conducts community outreach to meet people where they are.

603 Legal Aid operates a centralized intake system to screen and route incoming client requests. Due to high demand and a small staff, the intake process is a critical choke point in how the organization delivers services. A large portion of inbound contacts involve individuals who do not meet eligibility requirements, which pulls staff time away from clients who do qualify. On top of that, clients who are eligible often face long waits before reaching anyone, which leads to high abandonment rates and missed opportunities to connect people with help they need.

The implementation of a pre-screening system is intended to improve access for eligible clients, reduce strain on intake staff, and make sure that organizational resources are directed toward those who qualify for services.

3. Project Overview

Objective
The goal of this project is to develop and implement a two-channel pre-screening system that filters ineligible clients and prioritizes eligible clients before they reach intake staff. Rather than replacing the intake process, the system should sit upstream of it and do the initial screening work so that by the time a client speaks with a staff member, they have already been confirmed as likely eligible.

Desired Outcomes
603 Legal Aid expects the following measurable improvements as a result of this project:
- Average call time reduced to between 15 and 20 minutes
- Call abandonment rate reduced to below 30%
- Ineligible calls handled by staff reduced by 30 to 40%
- Overall intake workflow clarity and efficiency improved

4. Scope of Work

The selected vendor will be responsible for the full design, development, testing, and deployment of a dual-channel pre-screening intake system for 603 Legal Aid. The system must be operational within an agreed-upon timeline and include all components described below.

Web-Based Pre-Screening Survey
The vendor will build a web-based intake form consisting of approximately 10 questions designed to screen prospective clients before they reach 603 Legal Aid staff. The form will use conditional logic to route users based on their answers, including hard screen-outs for ineligible cases and auto-pass conditions for priority populations like domestic violence survivors and U.S. military veterans. Once a client completes the survey, the system will generate a unique 6-digit access code and deliver it via SMS and/or email. The code will stay valid for 72 hours and will serve as the client's identifier when they call in. The system will also automatically create a client intake summary for staff to review before the call takes place.

IVR Phone Screening System
For clients who do not have reliable internet access, the vendor will provide an automated IVR phone screening system as a backup channel. The IVR will screen callers for key disqualifiers including jurisdiction, case type, and income eligibility, and will route clients who pass screening directly into the intake queue. This makes it so the pre-screening requirement does not become a barrier for clients who rely on phone access, including elderly clients and those in rural parts of New Hampshire.

System Integration
603 Legal Aid does not currently use a formal case management system, so the platform should be built with future integration in mind. It should be compatible with standard legal aid CMS tools like LegalServer as the organization grows. In the near term, staff must be able to enter a client's access code to pull up a real-time intake summary, which allows for faster and more informed intake conversations.

Workflow Enhancements

On top of the core screening channels, the vendor will implement several workflow features to improve how staff manage calls and client outcomes. These include a callback queue so eligible clients can hold their place without staying on the line, an appeal routing option for borderline cases that need human review, and priority flags for urgent situations like domestic violence cases, veterans, and other time-sensitive matters.

5. Functional Requirements

Screening Logic
The pre-screening system must apply eligibility logic that matches 603 Legal Aid's intake criteria. Users must first confirm New Hampshire residency, since the organization only serves NH residents. The system must filter out case types that fall outside 603 Legal Aid's scope, including criminal matters, personal injury cases, and workers' compensation claims. Income eligibility will be assessed using federal poverty level thresholds, with the 125% or 200% FPL threshold applied depending on the case type. Certain groups must be given automatic passage through screening regardless of income. This includes individuals experiencing domestic violence or sexual assault, and U.S. military veterans, both of whom are served through dedicated pathways at 603 Legal Aid.

User Experience
The system needs to be designed with the client population in mind. All content must be written at a 6th-grade reading level to make sure it works for users with varying education backgrounds. The interface must be fully mobile responsive since many low-income clients primarily use smartphones to access the internet. The system also needs to support a save-and-resume feature so clients who cannot finish the form in one sitting can come back without losing their progress.

Accessibility
603 Legal Aid serves a diverse client base, and the system has to be accessible to non-English speakers. The vendor must provide multi-language support covering at least 100 languages, and the system must integrate with Language Line or a comparable telephonic interpretation service for clients who need live language assistance. The IVR channel described in Section 4 must remain available as a parallel option for clients without reliable internet access.

6. Technical Requirements

The system must meet a strong standard of data security and reliability given the sensitive nature of legal intake information. The platform must be fully HIPAA-compliant, with data encrypted in transit and at rest. The access code system must be built so that codes cannot be duplicated, guessed, or reused after their 72-hour window expires. The platform must maintain a minimum uptime of 99.5% during business hours and must work across all major browsers and mobile operating systems. The vendor must provide documentation showing compatibility with IVR systems and with legal case management platforms like LegalServer for future integration. All client data collected through the platform must be stored in line with applicable federal and state regulations, and the vendor must include a clear data retention and deletion policy in their proposal.

7. System Administration & Reporting Requirements

Administration

603 Legal Aid staff need to be able to manage and update the system without relying on the vendor for routine changes. This includes modifying screening questions, adjusting conditional logic, and updating income thresholds as federal poverty level guidelines change each year. The system must support role-based access controls so staff can be given appropriate access based on their role. A full audit log of client responses and system actions must also be kept and accessible to authorized administrators.

Reporting & Analytics

The system must include a reporting dashboard that gives 603 Legal Aid staff ongoing visibility into key operational metrics. At minimum, the dashboard must show call volume, screen-out rates, average wait times, and intake conversion rates. All data must be exportable in CSV or Excel format to support internal reporting and grant compliance needs. The metrics in this dashboard should tie directly back to the outcome targets in Section 3, so leadership can track progress toward goals like reducing the abandonment rate below 30% and cutting ineligible intake calls by 30 to 40%.

8. Vendor Qualifications

603 Legal Aid is looking for a vendor with a demonstrated track record in legal aid, public sector, or intake system implementations. The right vendor understands the operational realities of nonprofit legal services and has experience building tools that serve populations with limited technology access. Proposals should clearly demonstrate the following:

- Prior experience delivering intake or workflow automation tools for legal aid organizations, government agencies, or similar public-sector clients
- Experience designing and deploying IVR systems or multi-channel intake solutions
- A strong background in data security and regulatory compliance, including HIPAA
- Proven ability to integrate platforms with third-party case management systems
- At least two references from comparable projects completed within the last five years, including contact information for individuals who can speak to the vendor's work

Vendors should also indicate whether any employees involved in this project have a personal relationship with a 603 Legal Aid employee or board member, and should disclose any litigation the company has been party to in the past five years.

9. Proposal Submission Requirements

All proposals must be submitted in writing to the contact listed in Section 16 by the deadline listed in Section 14. Late proposals will not be accepted. Proposals must be organized in the following format and include all of the items listed below.

- Company overview, including legal name, address, federal tax identification number, and legal status (corporation, LLC, sole proprietor, etc.)
- Executive summary describing the vendor's understanding of the project, their recommended approach, and why they are a strong fit
- Detailed technical approach explaining how the vendor will design and implement each component described in Section 4
- Implementation timeline with key milestones from kickoff through go-live
- Full cost breakdown covering implementation costs, ongoing subscription or maintenance fees, and any optional add-ons or enhancements
- At least two references from similar projects, including project scope, client name, and contact information
- Names and roles of key personnel who will work on this project
- A statement confirming the proposal constitutes a firm offer valid for 60 days from the submission deadline

Proposals that do not include all required items may be disqualified from consideration. All written communication about this RFP must be directed to the contact listed in Section 16. Any oral statements are considered unofficial and nonbinding.

10. Evaluation Criteria

603 Legal Aid will select the vendor who offers the best overall value based on quality, relevant experience, cost, and fit with the organization's needs. The following criteria will be used to evaluate proposals:

- **Technical Fit:** Does the proposed solution address all components in the scope of work? Is the technical approach sound and well-documented?
- **Relevant Experience:** Has the vendor done this type of work before, specifically in legal aid or comparable nonprofit or public-sector settings?
- **Cost and Value:** Is the pricing competitive and clearly broken down? Does the proposal reflect good value relative to the scope of work?
- **Implementation Timeline:** Is the proposed timeline realistic and does it align with 603 Legal Aid's operational needs?
- **Ease of Use and Scalability:** Is the platform easy for staff and clients to use? Can it grow with the organization over time?
- **Outcome Alignment:** Does the vendor's approach give 603 Legal Aid a realistic path to hitting the targets defined in Section 3?

11. Budget

Vendors must provide a full cost breakdown as part of their proposal. This should be organized into the following categories:

- Implementation costs, including design, development, testing, and deployment
- Ongoing costs such as annual licensing, subscription fees, or maintenance charges
- Staff training and onboarding costs
- Any optional features or enhancements and their associated costs

Pricing should be clearly itemized so 603 Legal Aid can evaluate total cost of ownership over a multi-year period. Vendors are encouraged to provide tiered options if applicable. 603 Legal Aid reserves the right to negotiate final pricing and contract terms with the selected vendor.

12. Implementation & Support Requirements

The selected vendor must provide a detailed implementation plan as part of their proposal. This plan should include key milestones, dependencies, and a realistic timeline from contract execution through go live. 603 Legal Aid expects to be involved in key decisions throughout the process, and the vendor should account for review and feedback periods in their timeline. On top of the build itself, the vendor must include a staff training plan that prepares 603 Legal Aid employees to use and manage the system independently after launch. Training should cover both day-to-day usage and administrative functions like updating questions, adjusting logic, and pulling reports.

Following launch, the vendor must provide a defined support and maintenance model. This should include how bugs and technical issues will be handled, what the response time expectations are, and how the vendor will support future updates or refinements to the system as 603 Legal Aid's needs evolve.

13. Success Metrics

The system will be evaluated against the outcome targets defined in Section 3. Within six months of go-live, 603 Legal Aid expects to see measurable progress toward the following: average call wait times reduced to 15 to 20 minutes, call abandonment rate reduced to below 30%, ineligible calls handled by staff reduced by 30 to 40%, and overall improvement in intake workflow efficiency as reported by staff. Vendors should describe in their proposal how they plan to support 603 Legal Aid in tracking these metrics after launch.

14. RFP Timeline

- RFP Issued: [INSERT DATE]
- Vendor Questions Due: [INSERT DATE]
- Proposal Submission Deadline: [INSERT DATE]
- Vendor Selection Announced: [INSERT DATE]

- Contract Signed and Work Commences: [INSERT DATE]
- Target Go-Live Date: [INSERT DATE]

603 Legal Aid reserves the right to modify this timeline. Any changes will be communicated in writing to all vendors who have submitted questions or proposals.

15. Terms and Conditions

603 Legal Aid reserves the right to reject any or all proposals received in response to this RFP, to waive minor administrative irregularities, and to cancel or reissue the RFP at any time. The release of this RFP does not obligate 603 Legal Aid to enter into a contract with any vendor.

All information submitted in response to this RFP becomes the property of 603 Legal Aid and will not be returned. Vendors may not reference 603 Legal Aid in any promotional materials without written consent. The vendor selected will be required to sign a non-disclosure agreement covering the confidentiality of 603 Legal Aid's content, client data, and internal processes.

All deliverables, data, and intellectual property produced under this engagement will be owned by 603 Legal Aid. The selected vendor must comply with all applicable federal and state regulations, including HIPAA and any other data privacy requirements relevant to the scope of work. Contract terms will be negotiated with the selected vendor prior to execution.

16. Contact Information

All questions and proposals must be submitted in writing to the RFP coordinator below. Oral communications will not be considered official or binding.

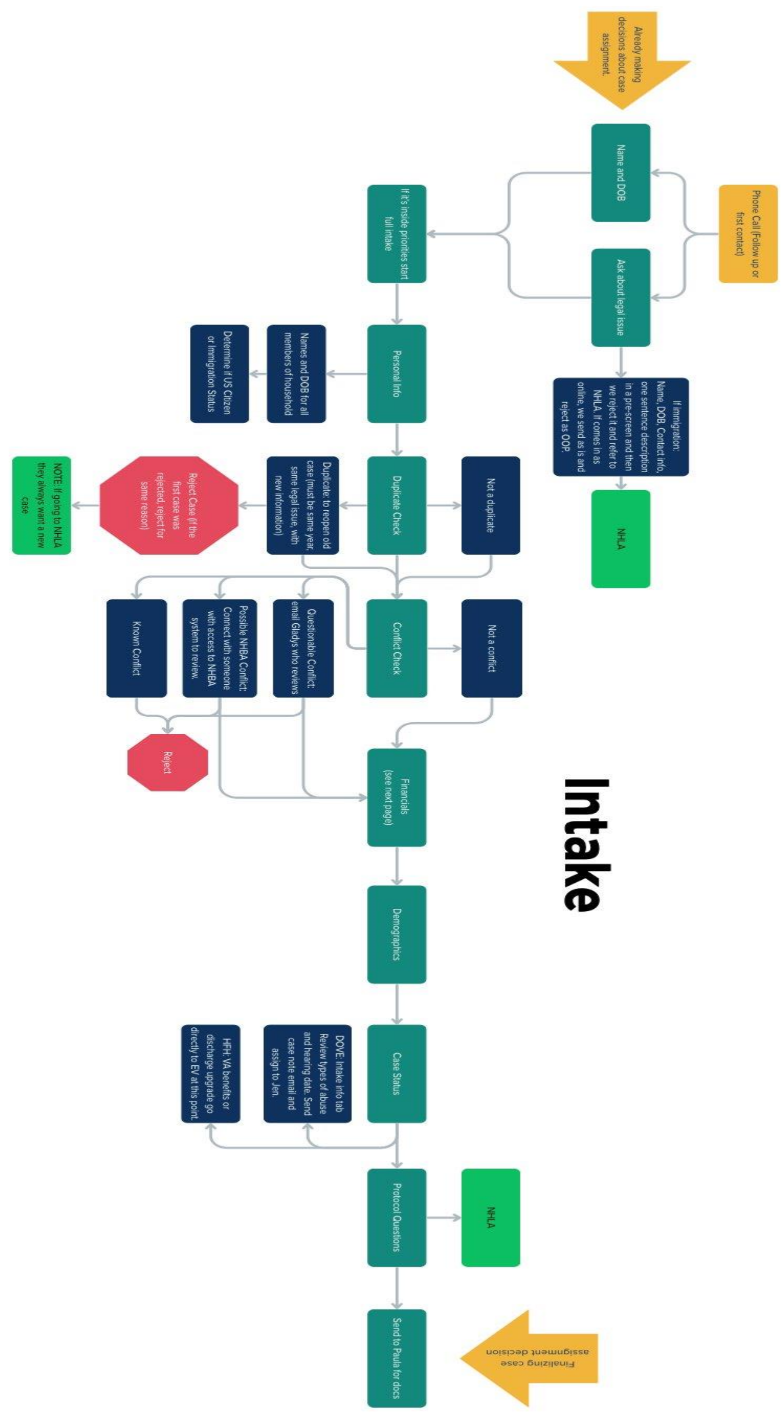
- **Name:** [INSERT NAME]
- **Email:** [INSERT EMAIL]
- **Phone:** [INSERT PHONE]

17. Appendices

The following materials are attached to support vendor understanding of 603 Legal Aid's current operations and intake process. Vendors are encouraged to review these materials before preparing their proposals.

- Appendix A: Current Intake Workflow Diagram
- Appendix B: Sample Pre-Screening Questions
- Appendix C: Proposed Pre-Intake Process Diagram

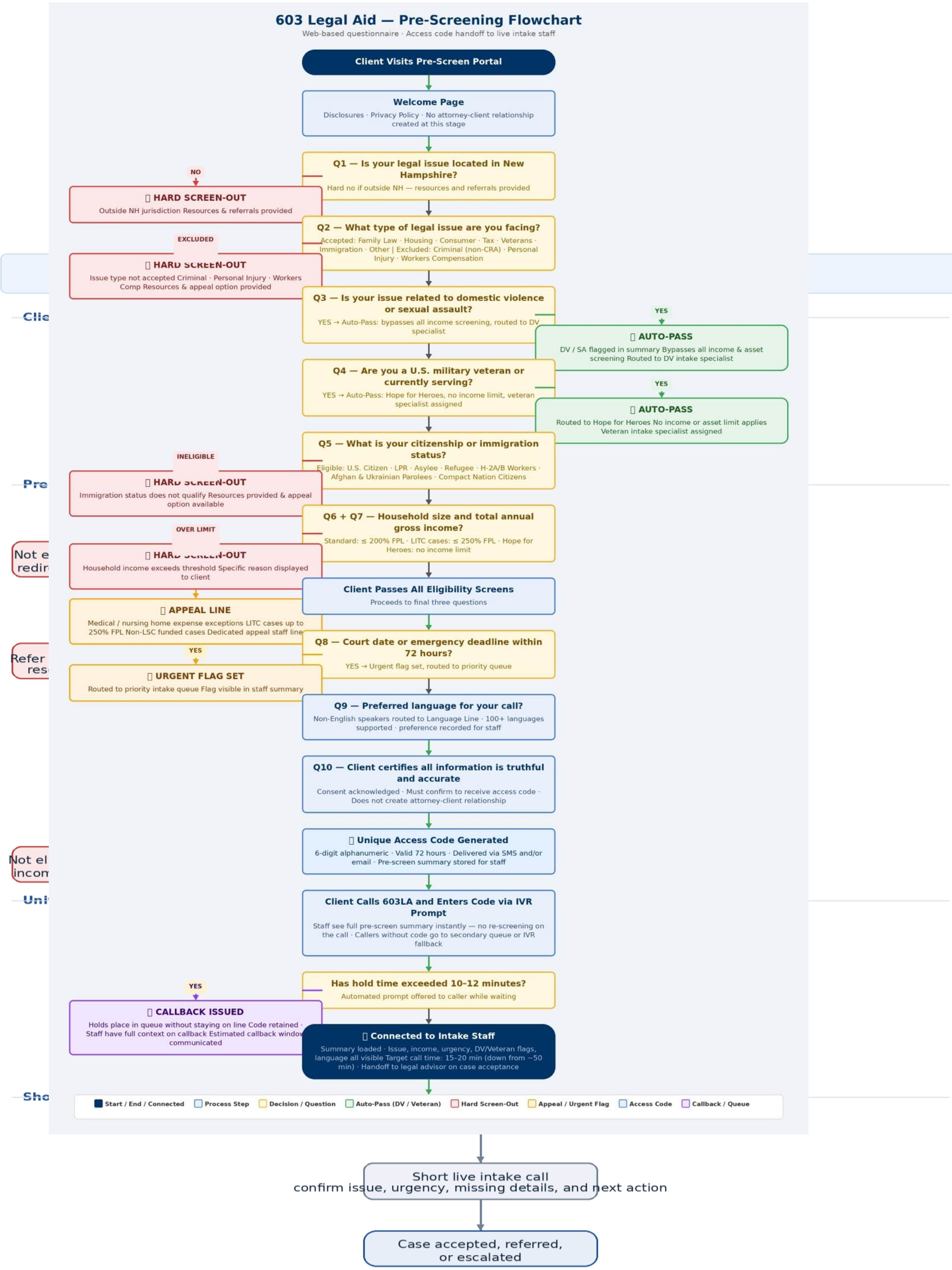
Appendix A: Current Intake Workflow Diagram



Appendix B: Sample Pre-Screening Questions

- Is your legal issue located in New Hampshire?
- What type of legal issue are you facing?
- Examples listed: accident, family law, housing, consumer, tax, veterans, immigration, other.
- Is your issue related to domestic violence or sexual assault?
- Are you a U.S. military veteran or currently serving?
- What is your citizenship or immigration status?
- What is your household size?
- What is your total annual gross income?
- Do you have a court date or emergency deadline within 72 hours?
- What is your preferred language for your call?
- Do you certify that all information is truthful and accurate?

Appendix C: Proposed Pre-Intake Process Diagrams



Proposed Intake Flow Process

Attachment F

603 Legal Aid Priorities Statement

December 11, 2025

603LA PRIORITIES FOR THE USE OF RESOURCES

A. REVIEW OF PRIORITIES

Pursuant to 45 C.F.R. § 1620, the 603 Legal Aid (603LA) Board of Directors establishes priorities and reviews them at least annually, in coordination with 603LA staff. The threshold consideration for 603LA's priority setting process is compliance with the rules and regulations of the Legal Service Corporation (LSC). LSC resources may only be used to serve clients who are eligible under LSC's rules, and 603LA may not use funds from any source to serve individuals in prohibited groups or in prohibited case types unless an exception applies under LSC rules.

In setting and reviewing priorities, the Board and staff consider information from a variety of sources to determine the greatest civil legal needs among the low-income population in New Hampshire and the best use of 603LA's resources. Consistent with 603LA's mission and the priorities suggested by the LSC, 603LA prioritizes cases in which a large proportion of litigants are unrepresented or have heightened vulnerabilities (including due to differences in language and educational backgrounds, disability or mental health status, advanced age, or other special situations) and where shelter, safety, or financial stability are at stake, directly or indirectly. Among other sources,

1) 603LA reviews data from resources the low-income community turns to for legal assistance and information: the 603LA statewide Centralized Intake department; 603LA's court-based and other pro bono clinics; and the statewide self-help repository housed on 603LA's website (www.603legalaid.org); NH Free Legal Answers and the New Hampshire Bar Association's LawLine program.

2) 603LA also considers feedback from other legal services providers, and personnel at the courts and in community agencies that serve low-income people. This includes ongoing conversations with New Hampshire Legal Assistance (NHLA), the Disability Rights Center, and other partners to address the spectrum of legal services needs in New Hampshire and collaborative civil legal services delivery system design. 603LA also reviews legal needs assessments conducted by 603LA or other organizations in our service area. The last published statewide assessment was the January 2021 report of the NH Access to Justice Commission—*Equal Access to Justice: An Assessment of Civil Legal Needs in New Hampshire*, and a new assessment will be published in 2026.

3) 603LA's outreach efforts are intended to meet clients where they are out in the community. Among other things, outreach efforts include general tabling events where information about our services are provided at events with partner agencies, and speaking with residents at community events, homeless shelters, and the library. Feedback regarding the needs of the client-community is communicated to the legal and executive team, allowing 603LA to incorporate effective client engagement in priority-setting.

4) Appraisal of needs and evaluation of priorities are under constant review. 603LA's case management system, online intake, website analytics, and telephone system all collect data that help to identify trends in legal needs for the state. These data consistently show housing as the top priority for people seeking legal assistance, followed by family law, and consumer debt. There have been no significant changes in 603LA's priorities since the organization was created (by merger of the Legal Advice & Referral Center and the Pro Bono Referral Program) in 2021.

Because 603LA is one of two primary legal services delivery organizations in New Hampshire, its priority-setting and review process also take into account the services provided through NHLA. 603LA seeks to coordinate with NHLA and other area legal assistance programs to avoid duplication of effort. Accordingly, 603LA prioritizes case types in which the demand for services far exceeds the capacity of the other legal aid resources (e.g., evictions, family law, and consumer debt); representation in areas not handled by other providers (e.g., guardianship, bankruptcy, probate matters, criminal record annulments, and tax controversies with the IRS); and cases in which other providers have a conflict of interest and that are not inconsistent with 603LA's mission.

All 603LA staff who handle cases, or are authorized to make decisions about case acceptance, are required to sign a written statement indicating that the signatory has read and is familiar with 603LA's priorities, has read and is familiar with the definition of an emergency situation and the procedures for dealing with an emergency that have been adopted by 603LA, and will not undertake any case for 603LA that is not a priority or an emergency, per 45 C.F.R. §1620.6.

B. CASE ACCEPTANCE PRIORITIES

LSC categorizes the types of civil legal issues for which a recipient can provide services. If an application falls within one of the designated Legal Problem Codes below, 603LA's intake team will complete the intake following current protocols and forward along to the appropriate department (pro bono, housing, family, consumer, or Hope for Heroes (serving Veterans)). The department will then review the applications against appropriate department criteria prior to legal services being rendered. There are some priority areas where we cannot provide legal services due to a lack of resources. Those areas are identified with an asterisk (*). Our various departments work together to ensure applicants receive the highest level of legal service.

CONSUMER/FINANCE (01-09)[1]

01—Bankruptcy/Debtor Relief
- Chapter 7 only

02—Collection (Including Repossession/Deficiency/Garnishment)
- Income or asset to protect (i.e. primary residence)
- Defense to claim
- Judgment proof but extenuating circumstance (such as health, emotional circumstances)

04—Collection Practices/Creditor Harassment

09—Other Consumer/Finance
- Ex/Car cases, if defense, including repossessions, repairs, financing issues

EMPLOYMENT (20-29)[2]

23—EITC (Earned Income Tax Credit)

24—Taxes (Not EITC)
- Refund delays
- Tax credits
- Identity theft

1. These cases are handled by the Consumer Law Unit or referred to pro bono attorneys.
2. These cases are handled by the Low-Income Taxpayer Project.

- Audits
- Tax debts
- Liens & levies
- Installment agreements
- Offers in compromise
- Innocent spouse relief
- Injured spouse relief
- Worker classification

FAMILY (30-39)
31—Custody/Visitation
32—Divorce/Separation/Annulment
33—Adult Guardian/Conservatorship
- Over adult family member

34—Name Change
35—Termination of Parental Rights (when client seeks to terminate)
37—Domestic Abuse
- Final protective order hearings
- Intimate partner stalking
- Familial stalking

38—Support*
- Modification if other party is in contempt*

39—Other Family

JUVENILE (40-49)
44—Minor Guardian/Conservatorship (provided the Division of Children, Youth and Families is not involved)
- Initial hearing to establish guardianship over minor by family member in instance of death/incapacitation/unavailability of parent
- Hearings to extend temporary guardianship
- Final hearings on guardianship
- Hearings to change/terminate guardian

HOUSING (60-69)
62—Homeownership/Real Property (Not Foreclosure)
- Quitclaim deeds[3]

63—Private Landlord/Tenant
- Evictions
- 540-A Claims
  - Lock-outs
  - Heat/Hot water shut-off
  - Return of security deposit*
- Other 540-A (conditions issues impacting health and safety with documentation from code enforcement)*

3. These cases are handled by pro bono attorneys.

69—Other Housing

INCOME MAINTENANCE (70-79)
77—Veterans Benefits

INDIVIDUAL RIGHTS (80-89)[4]
87—Criminal Record Annulment

MISCELLANEOUS (90-99)[5]
91—Legal Assistance to Non-Profit Organization or Group (Including Incorporation/Dissolution)

- Limited to organizations with a mission to serve "low-income" people
- Assist in incorporation, review of and/or changes to bylaws, charters, etc.

93—Licenses (Drivers, Occupational, and Others)

- Motor vehicle licensing (Habitual Offender Certification Hearings, license loss due to uninsured accident, defaults due to unpaid fines, etc.)

94—Torts

- Uninsured motor vehicle accident (defense)
- Where stakes are high for defendant (loss of license, home)

95—Wills/Estates

- Simple wills
- Assist in probating an estate in those situations in which the client's primary residence is being threatened

96—Advance Directives/Powers of Attorney
99—Other Miscellaneous

- Non-intimate partner/non-familial stalking, when stalking, human trafficking, or sexual assault safety are concerns (neighbor/roommate disputes generally outside of priorities).

C. UNIFIED INTAKE

Clients are understandably sometimes confused by the many providers of legal services within a state. To simplify the process of getting legal help and information in New Hampshire, 603LA and NHLA have agreed to a unified intake system. 603LA provides intake screening and referral services for the entire state, including NHLA, and NHLA reimburses 603LA for a portion of the cost of such services. Certain types of cases that are not within 603LA priority areas are transferred to NHLA, or given appropriate referrals to other organizations, to be evaluated against their internal priorities for the appropriate level of service.

D. EMERGENCY CASES

1. 603LA may, on occasion, accept a case or matter that is not covered by the priorities contained in this policy if an emergency situation arises. Under 45 C.F.R. § 1620, emergencies include those non-priority cases or matters that require immediate legal attention to: (a) secure or preserve the necessities of life, (b) protect against or eliminate a significant risk to the health or safety of the client or immediate family members, or (c) address other significant legal issues that arise because of new and unforeseen circumstances.

4. These cases are handled by pro bono attorneys.
5. These cases are handled by pro bono attorneys.

2. 603LA will not accept an emergency case that would be impermissible under LSC regulations or per the LSC Act.

3. 603LA will not accept an emergency case if the applicant is not financially eligible for assistance, unless the case can be supported by a non-LSC funding source (see 45 C.F.R. § 1611.4 (a)).

4. Per 45 C.F.R. § 1620.7 (a), any cases or matters undertaken on an emergency basis that are not within 603LA's priorities will be reported to the Board of Directors on a quarterly basis. Such reports will include a rationale for undertaking each case or matter.

5. Per 45 C.F.R. § 1620.7 (b), 603LA shall report to LSC all emergency cases or matters undertaken that were not within their priorities on an annual basis.

E. IMPERMISSIBLE CASE TYPES

No 603LA staff person shall provide assistance, nor will any case be accepted for placement with a pro bono attorney, in the following case types, except as described below:

1. FEE-GENERATING CASES (per 45 C.F.R. § 1609): It is the policy of 603LA to refer fee-generating cases to the Lawyer Referral Service of the New Hampshire Bar Association.
    a. Fee-generating case means any case or matter which, if undertaken on behalf of an eligible client by an attorney in private practice, reasonably may be expected to result in a fee for legal services from an award to a client, from public funds or from the opposing party.
    b. Representation in fee-generating cases may be undertaken using LSC Funds when:
        (1) The case has been rejected by the New Hampshire Bar Association Lawyer Referral Service or by two private attorneys; or
        (2) Neither the New Hampshire Bar Association's Lawyer Referral Service nor two private lawyers will consider the case without payment of a consultation fee;
    c. 603LA may provide legal assistance in a fee generating case without first attempting to refer the case only when
        (1) An eligible client is seeking benefits under Subchapter II of the Social Security Act, or Subchapter XVI of the Social Security Act; or
        (2) 603LA has determined after consultation with representatives of the Bar Association's Lawyer Referral Service that the case is one that private attorneys ordinarily do not accept or do not accept without prepayment of a fee; or
        (3) 603LA's Executive Director or designee has determined that referral of the case to the private bar is not possible because:
            - Documented attempts to refer similar cases in the past have been unsuccessful;

- Emergency circumstances compel immediate action before referral can be made, but the client is advised that, if appropriate and consistent with professional responsibility, referral will be attempted at a later time; or
- Recovery of damages is not the principle objective of the case and substantial statutory attorneys' fees are not likely to be available.

2. CRIMINAL PROCEEDING (per 45 C.F.R. § 1613). For these purposes "criminal proceeding" means the adversary judicial process prosecuted by a public officer and initiated by a formal complaint, information, or indictment charging a person with an offense denominated criminal by applicable law and punishable by death, imprisonment, or a jail sentence. See 45 C.F.R. § 1613.2.

3. ACTIONS COLLATERALLY ATTACKING CRIMINAL CONVICTIONS (per 45 C.F.R. § 1615): Where the civil action is in the nature of habeas corpus and collaterally attacking the validity of criminal conviction due to the alleged acts or failures to act of an officer of the court or any law enforcement official and the action is brought against an officer of the court or against a law enforcement official.

4. CLASS ACTIONS (per 45 C.F.R. § 1617): 603LA is prohibited from initiating or participating in any class action lawsuit.

5. REDISTRICTING (per 45 C.F.R. § 1632): 603LA is prohibited from engaging in redistricting activities.

6. REPRESENTATION IN CERTAIN EVICTION PROCEEDINGS (per 45 C.F.R. § 1633): 603LA shall not provide any legal advice to, nor place with any pro bono attorney for eviction defense, any person who is being evicted from public housing who has
    a. a pending charge relating to, or who has been convicted of the illegal sale, distribution or manufacture of a controlled substance, or possession of a controlled substance with intent to sell or distribute, <u>and</u>
    b. where the eviction is brought by a housing agency on the basis that the illegal drug activity for which the person has been charged or for which the person has been convicted threatens the health or safety of other tenants residing in the public housing project or employees of the public housing agency.

7. REPRESENTATION OF PRISONERS (per 45 C.F.R. § 1637): 603LA is prohibited from participating in any civil litigation on behalf of incarcerated persons, nor can they participate in administrative proceedings challenging the person's conditions of confinement.
    a. Information and referral services, or even advice and counsel and brief service, do not constitute participation in litigation.
    b. Within the above restrictions, 603LA will provide counsel and advice, brief service and referrals, to such persons in the types of cases already identified as 603LA priorities.

8. WELFARE REFORM (per 45 C.F.R. § 1639): 603LA staff shall not initiate legal representation, or participate in any other way in litigation, lobbying or rulemaking, involving an effort to reform a Federal or State welfare system.

9. ASSISTED SUICIDE, EUTHANASIA AND MERCY KILLING (per 45 C.F.R. § 1643): 603LA shall provide no assistance in any manner for claims involving assisted suicide, euthanasia, and mercy killing.

10. NONTHERAPEUTIC ABORTIONS (per 42 U.S.C. § 2996f(b)(8)): Litigation seeking to secure a non-therapeutic abortion or to compel any individual or institution to perform an abortion or assist in the performance of an abortion, or provide facilities for the performance of any abortion, contrary to the religious beliefs or moral convictions of such individual or institution.

11. SCHOOL DESEGREGATION (per 42 U.S.C. § 2996f(b)(9)): Litigation relating to the desegregation of any elementary or secondary schools.

12. MILITARY LAW VIOLATIONS (per 42 U.S.C. § 229f(b)(10)): Matters arising out of a violation of the Military Selective Service Act or of desertion from the Armed Forces of the United States.

F. SERVICE AREA CONSIDERATIONS

1. 603LA's service area includes the entire state of New Hampshire.

2. 603LA may accept cases in priority areas for eligible individuals who reside outside New Hampshire if their case is being adjudicated in a forum within New Hampshire.

G. OTHER CASE ACCEPTANCE CONSIDERATIONS

a. 603LA cannot accept every case that meets the above priorities. Cases that fall under this list of priorities will be individually evaluated, and the highest possible level of service will be provided to the applicant.

Approved by the Board of Directors: December 18, 2025

Adopted and Approved 12/06/2021
Revised 12/2022, Approved 12/30/2022
Revised 12/2023, Approved 12/27/2023
Revised 12/2024, Approved 12/19/2024
Revised 12/2025, Approved 12/18/2025

<u>Attachment G</u>

Community Partners and Referral Sources

603LA Community Partner/Referral Sources

1269 Café / The Twelve on Union Street
211 New Hampshire
39 Beech Street Shelter
988 Lifeline
AARP
Administrative Office of the Court
Able Health Services
Aging & Disability Resource Center (FKA Servicelink)
Amedisis
Amoskeag Health
Belknap House
Belknap Merrimack CAPBM
Better Business Bureau
Blue Star Mothers of NH Veterans
Brain Injury Association of New Hampshire Veterans
Bridge House
Bridges NH
Burch House Shelter
Court Appointed Special Advocate (CASA) - NH
CAPHR Child Care & Referral Hillsborough/Rockingham Cty
CAPHR Community Action Partnership (FKA SNHS)
Capital Recovery Health
CAPSC Community Action Partnership of Strafford
Catholic Charities
Center for Safer Communities
Chapin Senior Center
Children's Law Center
Community Action Programs or CAP
Community Bridges
Community Care Givers of Greater Derry
Community Development Finance Authority
Concord Coalition to End Homelessness
Consumer Protection and Antitrust Bureau
Coos County and Berlin Meals on Wheels
Coos County Family Health Services
Cross Roads House
Dartmouth Health
Disability Rights Center - NH
Easterseals
Families in Transition
FIT NH Family Shelter
Friends of Veterans (FOV)
Friends Program
Good News Garage
Grafton Community Senior Citizens Council (+ more)
Granite Ledges of Concord
Granite Recovery Centers
Granite State Organizing Project
Granite United Way / NH Helpline
Greater Nashua Mental Health
Greater Wakefield Resource Center
Greenpath Financial Wellness
Havenwood
Haven/SHARPP Center
Helping Hands
Hidden Battles Foundation
Home Health Care Hospice & Community Services (+ more)
Homeland Heroes Foundation
Hundred Nights Incorporated
International Dyslexia Association NNE Alliance or IDA-NNEA
International Institute of New England
Isaiah 58
John H Whitaker Place
Josephs Closet
Keene Community Kitchen
Lakes Region Community Services
Liberty House
LISTEN in Lebanon
Manchester Radio Group "We've Got Your Six"
MAT Care Clinics
McKenna House
Meals on Wheels
Meals on Wheels of Hillsborough County
Mental Health Center of Greater Manchester
Monadnock Center for Violence Prevention
My Friend's Place
Nashua Soup Kitchen and Shelter
New Beginnings
New Generation
New Hampshire Access to Justice Commission
New Hampshire Bar Association
New Hampshire Department of Business and Economic Affairs
New Hampshire Department of Education
NHLEECCF (FKA NH Police Association)
New Hampshire Legal Assistance
New Hampshire Public Defenders
New Hampshire Supreme, Superior, and Circuit Courts
New London Hospital
Newport Sr Ctr and Sullivan Cty Nutrition Services - MOW
NH Alliance of Early Childhood Coalitions
NH Bankers Association
NH Central Region Veterans Col.
NH Chapter 41, Vietnam Veterans of America
NH Children's Trust
NH Coalition Against Domestic and Sexual Violence
NH Foodbank

NH Healthy Families
NH Housing
NH National Guard Care Coordination Program
NH National Guard SAPR Team
NHRS
Operation Blessing
Ossipee Concerned Citizens (Meals on Wheels +)
Pleasant View Retirement
Presidential Oaks
Project Healing Waters
Pulse of NH
Reach NH Crisis Center
Response Crisis Center
Riverbend
Rockingham Meals on Wheels
Rolling Thunder NH Chapter 1
Saint Anne
Salvation Army Norther New England Division
Share Fund- Rochester
Southwestern Community Services, SCS- Keene/Claremont
Starting Point NH
Strafford Nutrition Meals on Wheels
Swim With A Mission
The Carey House
The Family Resource Center
The Gibson Center for Senior Services (Meals on Wheels + More)
theSITREP
Thrive Survivor Support Center
Tri-County Community Action or TCCAP
Turning Points Network
Tyler Blain Homeless Shelter
University of New Hampshire Dept. of Veteran Affairs
Upper Valley Haven
Veterans Administration
Veterans Count
Veterans Law Project @ Vermont Law
Veterans Legal Justice (VLJ)
Voices Crisis Center
Vouchers for Veterans
Waypoint
Wise Crisis Center
Young Women's Christian Association, YWCA
Youth Assistance Program

Pro Bono Partners (Active and Inactive)
603 Legal PLLC
Abramson Brown & Dugan
Abramson Immigration Solutions
Alfano Law Office PLLC
Ali Zito Meronek Attorney At Law12
Alkalay & Smillie PLLC
Allen-Fuller PA
Amann Burnett PLLC
Amann Law Office
Ambrogi Law Office
AMC Law Group
Annis & Zellers PLLC
Ansell & Anderson PA
Aronis & Andrews PLLC
Ascendant Law Group
Associated Attorneys Of New England
Attorney And Counsellor At Law
Attorney At Law5 - Exeter
Attorney William M. Driscoll
Atwater Law
A. W. Perkins Law Offices PLLC
Azarian Law Office, PLLC
Babin & Scalzo Law Office PLLC
Backus Meyer Branch LLP
Bailinson & O'Leary, PC
Baker & Hayes
Baker Law Office PLLC
Baroff & Craven PA
Barradale, O'Connell, Newkirk & Dwyer, PA
BCM Enviornmental & Land Law - Keene
BCM Environmental & Land Law PLLC - Concord
Beaulac Law PLLC
Bedrick Law PLLC
Beliveau Fradette & Gallant PA
Beliveau Law Group LLC
Bergeron Burgess PLLC
Bernard & Merrill
Bernstein Imported
Bernstein Mello PLLC
Bernstein Shur
Black, LaFrance & Bollinger, LLC
Black Vitelli Pennock LLC - Nashua
Blackwood Law PLLC
Bloomenthal Law Office
Bolton Law Office
Booker Law Office PC
Borofsky Amodeo-Vickery & Bandazian PA
Bosen & Associates PLLC
Bossie, Wilson & Strasburger, PLLC
Bouchard Kleinman & Wright PA
Bouchard, Kleinman & Wright PA
Bourque & Associates, PA
Boutin & Altieri PLLC
Boyle Shaughnessy Law PC
Boynton, Waldron, Doleac, Woodman & Scott

Bradley & Faulkner PC
Bragdon & Kossayda
Brandte Law PLLC
Brannen & Loftus PLC
Brennan Lenehan Iacopino & Hickey
Brouillard & Brouillard, PLLC
Brown & Bouchard PLLC
Buckley Law Offices PC
Buckley & Zopf
Bucklin Law Office
Bunker Law PLLC
Burleigh Law Office PC
Burnham Legal PLLC
Burns, Bryant, Cox, Rockefeller & Durkin PA
Campbell Law, PLLC
C A Russell Law Office
Cassidy Law Office, PLLC
Chadwick Fricano & Weber PLLC
Champions Law PLLC/Nashua
Champions Law PLLC/Portsmouth
Chandler Law Office
Charest Law Office
Cherry Law Office PLLC
Chevalier Legal Services PLLC
Chisholm Law Office
Chisolm Persson & Ball P.C.
Christopher M. West Attorney At Law14 PLLC
Chrystal Law PLLC
Ciccotelli Law Office
Cirulli Law Office
Clancy & O'Neill
ClarkDeragon Law
Clark Law Offices
Cleveland Waters And Bass PA
Clifford Law Offices PLLC
Coakley & Hyde PLLC
Coakley Law PLLC
Cocheco Elder Law Associates, PLLC
Cohen & Winters
Conklin & Reynolds, P.A.
Conley Professional Association
Connolly Law PLLC
Continental Law Group
Cooper Cargill Chant PA
C.O.R. Legal
COR Legal
Costello Valente & Gentry PC
Cote Law Office
Coughlin Rainboth Murphy & Lown PA
Counselor At Law
Courteous Law PC
Coyle Law
Craig Deachman & Associates PLLC
Craig & Gatzoulis
Craighead & Martin PLLC
Craven Law Firm
Crisp & Associates
Crusco Law Office, PLLC
Culberson Legal Services Of NH PLLC
Cullen Collimore Shirley PLLC
Culver Law PLLC
Curtin Murphy & O'Reilly PC
Dahar Professional Association
Daniel J. Harkinson Law Office
David R Craig & Associates
David S. Osterman, P.C.
David W. Immen Attorney At Law8
Davis & Hockensmith PC
Davis/Hunt Law PLLC
Davis Steadman Ford & Mace LLC
Deachman & Cowie
DeBruyckere Law Office PC
Decato Law Office
Deming Law Office PA
Deshaies Law Office
Desmarais Law Group PLLC
Desmeules Olmstead & Ostler
Devine Millimet & Branch PA
Dias Law PLLC
Dickenson Silverman PLLC
DiCroce Prosecution
Dinsmore & Shohl LLP
Dodge Law PC
Donahue Tucker & Ciandella PLLC
Donais Law Offices
Donlon Law
Dorner Law Office
Dorothea Advocacy Project
Douglas Leonard & Garvey PC
Downs Rachlin Martin PLLC
Draghi Law Office PLLC
Drew Law Office
Drummond Woodsum
Drummond Woodsum/Portsmouth
Ducharme Law PLLC
Ducharme Resolutions
Durham Criminal Law
Dwyer Donovan & Reis PA
Eastman Law Office PLLC
Edmund J. Waters Jr. PA

Edward D. Philpot Jr. PLLC
Elliott Jasper Shklar Ranson & Beaulac, LLP
Elmore Patent Law Group
Endres Law PLLC
Eno Martin Donahue & Roth LLP
Estate Preservation & Planning Law Office
Evans Law Firm
Family Legal Services NH PC
Family Legal Services PC
Federal Contract Solutions LLC
Fernald Taft Falby & Little PA
Ferro Law & Mediation Group
Fields Law, PLLC
Finbury & Sullivan PC
Finch & Maloney PLLC
Finn Law Office PLLC
Fisher Law Offices PLLC
Fisk Law Office
Flood, Sheehan & Tobin, PLLC
Flynn & McGee, P.A.
Fojo Dell'Orfano
Follender Law Offices, PLLC
Ford, McDonald & Borden, P.A.
Forman Clark Pockell Kalinski PA
Foy Law Office PLLC
Friedman & Bresaw, PLLC
Gallagher Callahan & Gartrell PC
Ganz Law Office
Gardiner Law PLLC
Garner Law Office
Garon Law, PLLC
Garrison Law
Gary Myers & Associates
Gawryl & MacAllister
Germaine & Blaszka
Getman Schulthess Steere & Poulin PA
Gill & Sculimbrene
Glavey Law Offices - Ashland
Gleason Law Office, PLLC
Gleason Legal PLLC
Glennon Law Office
Gormley & Gormley, PC
Gosling Law & Mediation Center
Gottesman & Hollis PA
Granite State Legal Resources
Greenblott & O'Rourke PLLC
Green & Utter PA
Greenwood Law Office, PC
Gregg Hunt Ahern & Embry
Hage Hodes, PA
Hamblett & Kerrigan PA
Hanson Law Office
Harden Law Offices
Harman Law Offices
Hartnett Law Office
Harvey, Kleger & Thomas
Harvey, Mahoney & Bakis, PLLC
Hayden Magary Law Group
Haynes Law Offices
Health Law Advocates
Hebert & Dolder PLLC
Helme Cole & Smith PC
Hewitt Law PLLC
Hinckley Allen Snyder LLP
Hoefle Phoenix Gormley & Roberts PLLC
Hoefler Law PC
Holland & Knight
Holly Lynch Law LLC
Holmes & Ells, PLLC
Hoover & Flynn PLLC
Howard & McBeath
Howard & Ruoff PLLC
Howie Law Office
Hudkins Law PLLC - Keene
Hudkins Law PLLC - Windham
Hughes Smith Hughes & Atwood PLLC
Hutchinson Law Office, PLLC
Introcaso Professional Association
Iurillo & Associates
Jackson Lewis PC
Janson & Donahue PLLC
JLP Law
John J. Cronin, III, PC
John W. Fisher
Jordan Gall & Levesque PLLC
Julie Connolly Law PLLC
Just Law NH
Kajko Weisman Colasanti LLP
Kelly Law PLLC
Kenison Law Office PLLC
Ken Murphy Law PLLC
Kenney Law Office PLLC
Ketel Law PC
Ketteridge & Rosecan Law, PLLC
Klug Law Office PLLC
Kostelanetz
Kovach Talbot Law
Krans Law Firm
Ksf Legal PLLC
KS Williams Law Offices

Kurdek Law Office
Kurland & Grossman PC
Laboe & Tasker PLLC
Lacoste Law
Ladd Law Offices
Laffan Law Office
Laflamme Law PLLC
Lambert & Associates
La Roque Law PLLC
Las Office Of Kellly A. Rogers
Law Offfice Of Daniel W. O'Shaughnessy
Law Office Of Alexander G. Gatzoulis PLLC
Law Office Of Alice Schierberl
Law Office Of Alvin E. Nix Jr.
Law Office Of Amy L. Klingler PLLC
Law Office Of Andrea Collins
Law Office Of Ann K. Barber PLLC
Law Office Of Anthony Estee
Law Office Of Armand J. Rossetti
Law Office of Ashley Nash
Law Office Of Bryan W. Clickner
Law Office Of Christian W. Lund
Law Office Of Christopher Kelley
Law Office Of Cindy M Bodendorf
Law Office Of Colin W Robinson
Law Office Of Craig Salomon PA
Law Office Of Danilo J. Gomez
Law Office Of David H. Bownes, PC
Law Office Of David M. Groff
Law Office Of David N. Cole
Law Office Of Dawn E. Worsley
Law Office Of Donald A. Kennedy
Law Office Of Edward H. Adamsky
Law Office Of Elizabeth B. Olcott
Law Office Of Eric W Janson PLLC
Law Office Of Fred R. Hoysradt
Law Office Of George A. Collins
Law Office Of Gerald D Peake PLLC
Law Office Of Gregory T. Martin PC
Law Office Of Howard A. Roever, P.C.
Law Office Of Jack Kauders
Law Office Of James G. Feleen
Law Office Of James Shaw PLLC
Law Office Of James T. Rodier
Law Office Of Jennifer Devlin PLLC
Law Office Of Joel Jay Rogge
Law Office Of John A.M. Hinsman III
Law Office Of John F. Durkin, Jr.
Law Office Of John Riff
Law Office Of Julie Ann Williams PLLC
Law Office Of Kathy Ann Cellamare
Law Office Of Kelly A. Rogers
Law Office Of Kelly E Dowd PLLC
Law Office Of Kenneth E. Ryan
Law Office Of Kevin R. Bruno
Law Office Of Kristin H. Sheppe
Law Office Of Kyle McDonald Esq., PLLC
Law Office Of Lynn E. Aaby
Law Office Of Marshal S Grant
Law Office Of Maureen Soraghan
Law Office Of Meegan Reis
Law Office Of Michael A. Degieux
Law Office Of Michael Bowser PC
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Law Office Of Omer C. Ahern Jr.
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Law Office Of Paula Frederick
Law Office Of Peggy L. Small PLLC
Law Office Of Peter J. Duffy
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Law Office Of R. John Roy
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Law Office Of V. Richards Ward, Jr., PLLC
Law Office Of Wendy E. Roberts PLLC
Law Office Of Wendy L. Spillane
Law Office Of William Bryk
Law Office Of William H. Grumet
Law Office Of William L Harvey III
Law Offices Of Carol L. Kunz PLLC
Law Offices Of Christopher W. Keenan, P.C.
Law Offices Of Crystal A Eastman PLLC
Law Offices Of Cynthia P. Gilman PLLC
Law Offices Of Ellen M. Joseph
Law Offices Of James A. Shepard
Law Offices Of James F. Allmendinger
Law Offices Of Joseph Caputo

Law Offices Of Justin C. Caramagno
Law Offices Of Justin P. Nadeau PLLC
Law Offices Of Karen M. Shea
Law Offices Of Kathleen Goulet
Law Offices Of Kenneth C. Sullivan
Law Offices Of Kurt D. DeVylder
Law Offices Of Little & Tomasko, PLLC
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Law Offices Of Randall E. Wilbert
Law Offices Of Randall L. Pratt
Law Offices Of Randall S. Carmel
Law Offices Of Roger F. Murray, III, PLLC
Law Offices Of Steven F Hyde PLLC
Law Offices Of Steven J. Levesque PLLC
Law Offices Of Thomas H. Trunzo Jr.
Law Offices Of Thomas Morgan, PC
Law Offices Of William M. Gillen
Laws & Demers, PLLC
Lawson Persson & Chisholm PC
Leahy, Denault, Connair & Hodgman
Lehmann Major List PLLC
Liberty Legal PLLC
Life Stages Law, PLLC
Littler Mendelson PC
L.L. Hansen Legal Professional Assn.
Lombardi Law Offices PLLC
Londonderry Law
Lothstein Guerriero PLLC - Concord
Lothstein Guerriero PLLC - Keene
Lucas Law PLLC
Lyons Law Firm PLLC
MacLeish Law
Maggiotto Belobrow Feeney & Fraas PLLC
Maloney & Kennedy PLLC Imported
Manning & Zimmerman PLLC
Marble Employment Law
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Martin Lord & Osman PA
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Mary Stewart Law PLLC
Mason Law Office
McCandless & Nicholson PLLC
McCloskey Mina Cunniff & Frawley LLC
McClure Law Offices PLLC
McDowell & Morrissette PA
McGohey Law PLLC
McGrath Law Firm
McKeag Law PLLC
McLane Middleton PA
McLaughlin Law Office PC
McLeod Law Office LLC
McSwiney, Hankin-Birke, Wood & Christie PC
McWalters Law Office
Melendy Lee & Santuccio
Melone Law PLLC
Merra & Kanakis PC
Mesa Law
Michael Donovan Law, PLLC
Michael E. Chubrich PA
Michalski Law, PLLC
Miller Law Group PC
Milner & Krupski, PLLC
Minkow & Mahoney Mullen PA
Minutelli Law Office, PLLC
Mirhashem Law Office
Mirrione Shaughnessy & Uitti LLC
ML Law PLLC
Molleur Law Office
Montshire Law PLLC
Moore Ames Law PLLC
Morgan Lewis & Bockius LLP
Morneau Law
Morrissey & Moseley Law, PC
Moustakis Law LLC
Mulcrone Law PLLC
Mulhern Scott PLLC
Mullaney & Lund
Murray Plumb & Murray
Naro Law, PLLC
Nary, Norris & Schlapak PA
Neal Law Office PLLC
Newfound Law. PLLC
Newman Law Office PLLC
NH Water Law
Nichols Law
Niederman, Stanzel & Lindsey
Nixon Peabody LLP
Normand Associates PA
Normandin Cheney & O'Neil PLLC
Norton, Abert & Jordan, P.C.
Notinger Law PLLC

O'Day Law Office PLLC
Onello & Mello LLP
OnPoint Legal Counsel, PC
O'Rourke Law Office PLLC
Orr & Reno PA
Pare Law PLLC
Parent & Cunha-Vasconcelos, Attorneys At Law, PC Imported
Parnell Michels & McKay PLLC
Partridge Snow & Hahn LLP
Pastori Krans PLLC
Patrick Wood Law Office PLLC
Patti Blanchette Professional Association
Paul A. Maggiotto Law Office
Paul A. McDonough PLLC
Peak Corporate Counsel, LLC
Pepper Hamilton
Phillips Law Office
Pierce Atwood/Concord
Pierce Atwood LLP
Pollack Law Group
Pomeroy Law
Posteri Legal PLLC
Preti Flaherty Beliveau & Pachios LLP
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Robinson, Boesch & Sennott PA
Robinson Law Office
Rock & Tebbetts PC
Roth & Augeri
Rousseau Law & Mediation PLLC
RSM US LLP
Runyon Law Office PLLC
Russman Law Offices
Rutter Sanborn Law
Sakellarios & Associates
Salem Legal Services
Samaha Russell Hodgdon
Samdperil & Welsh PLLC
Sandelands Eyet LLP
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Schwartzberg Law
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Sean T. Chandler Attorney At Law10
Segal McCambridge Singer & Mahoney
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Seufert Law Offices PA
Shaheen & Gordon, PA/Concord
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Shaheen & Gordon, PA/Manchester
Shaheen & Gordon, PA/Nashua
Shaheen & Gordon, PA/Peterborough
Shaines & McEachern
Shanelaris, Schirch & Warburton, PLLC
Shaughnessy Allard PLLC
Shaughnessy Allard, PLLC
Sheehan Law Office, PLLC
Sheehan Phinney Bass + Green PA
Sheehey Furlong & Beam PC
Shepherd & Osborne
Sheridan Law Offices
Simpson & Mulligan, PLLC
Sisti Law Office-Portsmouth
Sisti Law Offices
Skadden Arps Slate Meagher & Flom LLP
Sklawyers, Pllc
Slovenski Law Office
Smith Law Office
Smith Pro Law
Smith-Weiss Shepard Kanakis & Spony, P.C. PC
Solversa Legal
Sommers Law PLLC
Somogie Law Office
Soule, Leslie, Kidder, Sayward & Loughman PLLC
Splendore Law PLLC
Stachowske Law PLLC
Stebbins Bradley, PA
Stebbins Lazos & Van Der Beken
Steiner Law Offices
Stein Law Office
Stephen M Rasche PLLC
Stiles Law Offices

Stillman Law Office
Strauss Law Group PLLC
Sullivan Law Office
Sulloway & Hollis PLLC
Tacconi Law LLC
Tamayo Law Firm
Tarango Law Firm
Tarbell & Brodich PA
Teale Law LLC
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The Coolidge Law Firm PLLC
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Thomas M. Closson Attorney At Law17 PLLC
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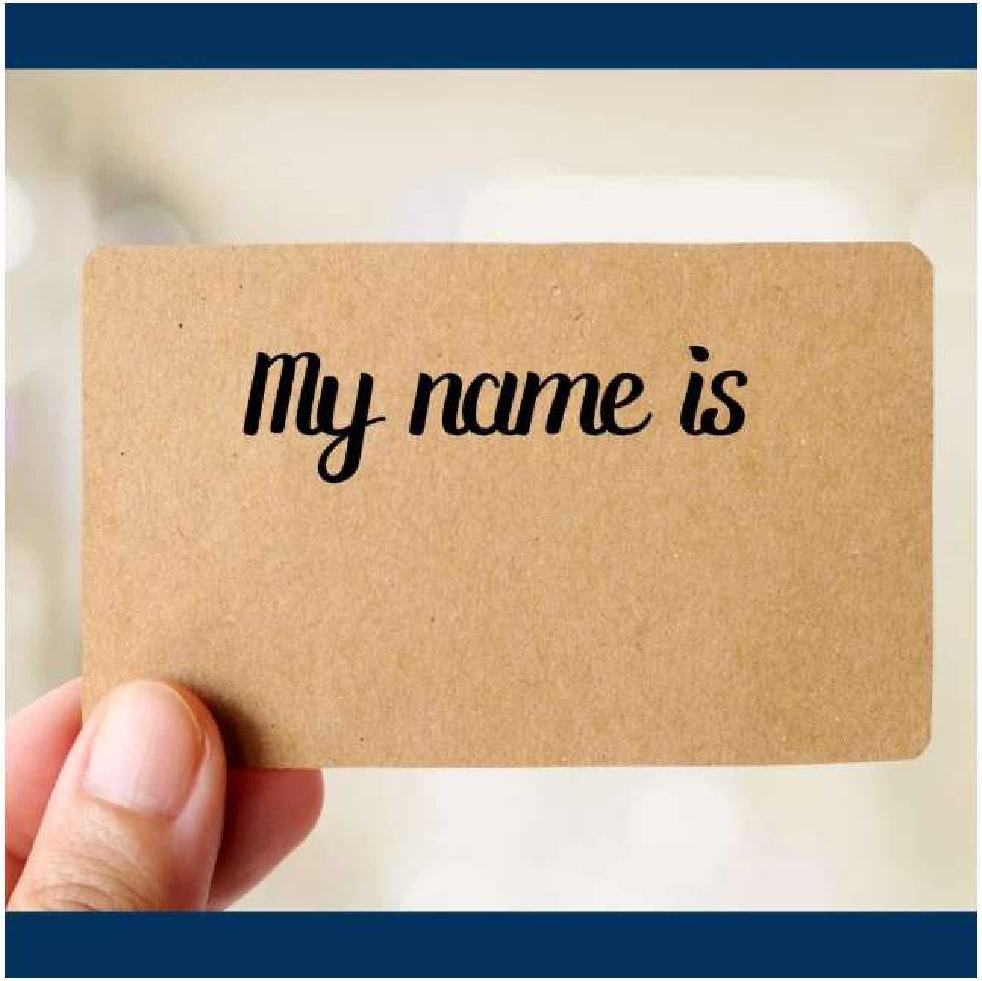
Uniquely You Estate Planning, LLC
Upton & Hatfield LLP
Van Dorn & Curtiss PLLC
Wadleigh Starr & Peters PLLC
Wagner Law PLLC
Walker & Varney PC
Ward Law Group PLLC
Waters & Associates
Waystack Frizzell, Trial Lawyers
Weibrecht & Ecker PLLC
Weiss Law Office
Wellman-Ally Law PLLC
Welts White & Fontaine PC
Wescott Law PA
White Law Offices, P.A.
Wilson Bush Durkin & Keefe PC
Winer & Bennett, LLP
Wingate Law
Winston Law Office
Wolfson & Bernazzani
Wyskiel, Boc, Tillinghast & Bolduc PA
Zakre Law Office
Zolla Law
Zwicker & Associates PC

Attachment H

603 Legal Aid Partnership with Shaheen & Gordon

603 Legal Aid, Shaheen & Gordon Partner to Provide Free Name Changes in NH



603 Legal Aid and Shaheen & Gordon, P.A. are proud to announce that they have partnered to launch the 603 Name Change Project. This New Hampshire initiative will provide free legal name change services to low-income community members and others who may seek to change their name for safety reasons. Participants will apply to the project through 603 Legal Aid's intake process. Once their eligibility is confirmed, they will be paired with an attorney from Shaheen & Gordon who will guide them through the name change process in a safe and welcoming environment.

"Everyone deserves to have their legal name match their identity. We're honored to partner with 603 Legal Aid to provide these services to those who do not have the means to hire an attorney," says Lyndsay Robinson, a Partner at Shaheen & Gordon and co-chair of the firm's Diversity, Equity, and Inclusion Committee.

"603 Legal Aid's mission is to help make access to justice a reality for Granite Staters who experience economic hardship," says the Deputy Director of 603 Legal Aid. "We were thrilled when Shaheen & Gordon suggested this project as it demonstrates their leadership and creativity in the provision of pro bono legal services to some of our most vulnerable community members."

Applicants must be 18+ and meet 603 Legal Aid's income and asset eligibility requirements to qualify. People are invited to visit 603legalaid.org or call 603-224-3333 to learn more about the Project and submit an application for pro bono legal services.

About 603 Legal Aid

603 Legal Aid is a civil legal aid provider offering legal representation, advocacy, and education. In partnership with volunteer attorneys and community organizations, 603 Legal Aid works to make justice a reality for and with people who experience economic hardship that threatens their basic human needs. 603 Legal Aid helps low-income people by providing free civil legal advice and information by telephone, by representing someone in court, or through a referral to a volunteer attorney or another program for legal help.

About Shaheen & Gordon, P.A.

Founded in 1981, Shaheen & Gordon has a team of more than 50 attorneys, earning statewide, regional, and national accolades for our legal work throughout New England. Our firm's practice covers a wide range of individual, business, and corporate legal services, including Personal Injury; Criminal & DWI/DUI Defense; Divorce & Family Law; Trusts, Estates, & Guardianships; Business & Corporate Law; Workers' Compensation; Litigation; Immigration Law; and Mediation & Arbitration.

Attachment I

603 Legal Aid Name Change Press Release in

NH Business Review

603 Legal Aid partners with law firm to provide free name change assistance

The project is intended to serve members of the LGBTQ+ community and others 'who may seek to change their name for safety reasons'

October 24, 2024 by Abigail Ham-Keene Sentinel

603 Legal Aid has launched a new initiative with New Hampshire law firm Shaheen & Gordon to support people seeking to change their names.

The project is intended to serve members of the LGBTQ+ community and others "who may seek to change their name for safety reasons," according to a news release from the law firm.

603 Legal Aid is an organization that provides free civil legal advice and information for low-income people in New Hampshire. To be eligible for the 603 Name Change Project, applicants must be at least 18 years old and meet 603 Legal Aid's income and asset eligibility requirements. Eligible applicants will be paired with an attorney from Shaheen & Gordon who will assist them with the name change process for free, according to the release.

The idea for the project came from Heather V. Menezes, a Shaheen & Gordon attorney and member of the firm's Diversity, Equity and Inclusion Committee, according to the firm's marketing manager, Paige Moulton. When the firm suggested the idea to 603 Legal Aid, it was well received and the project was able to move forward quickly, launching about two months after the idea first came up.

Moulton said the firm's staff is excited about the project, which is different than many of the initiatives that have come out of the DEI Committee. "A lot of the efforts the committee does are internal, focused on training or offering opportunities for our staff," Moulton said. "This is a great opportunity for us externally."

According to the Movement Advancement Project, an independent, nonprofit think tank, many transgender people change their legal name to better reflect their gender identity. GLAAD, a nonprofit LGBTQ+ advocacy organization, notes that many transgender people may not be able afford a legal name change.

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Attachment J

603 Legal Aid Brochure

Where else can I call for help?

If you have been charged with a crime, you should contact the court to determine if you are eligible for a court-appointed lawyer.
Call: 1-855-212-1234

If you need immediate help with a basic need like housing, food, or medication, call 2-1-1.

If you need resources related to aging or disability, call Service Link
1-866-634-9412

New Hampshire Legal Assistance

603 Legal Aid

www.603legalaid.org
603.224.3333

Funded in part by:

Low Income Taxpayer Clinics (LITC) — Representation • Education • Advocacy

Granite United Way

New Hampshire Bar Foundation — Strengthening Justice for All

Swim with a Mission — For Our Veterans

new hampshire Women's Foundation

NLADA — National Legal Aid & Defender Association

LSC — America's Partner for Equal Justice — Legal Services Corporation

NH Campaign for Legal Services — Equal Access to Justice for All

New Hampshire Charitable Foundation

Updated January 2026

New Hampshire Legal Assistance

603 Legal Aid

Do You Need LEGAL HELP?

If you have a civil (not criminal) legal question or problem, apply for free help online at www.603legalaid.org or call (603) 224-3333

Free civil legal services are available to people in New Hampshire with income and assets below certain limits.

NH Legal Assistance & 603 Legal Aid

Working together, we provide legal services in civil (not criminal) matters for low-income people. Services include direct representation by staff attorneys and volunteer attorneys in all of New Hampshire's courts; advice and counsel to people representing themselves; and information and resources. Here are some of the civil case types we handle:

- **Housing/utilities** - evictions, foreclosures, property tax deeding/property tax relief programs, electricity shutoffs
- **Public benefits** - Medicaid, TANF, SNAP, disability benefits
- **Domestic violence** - orders of protection
- **Family law** - divorce, child support
- **Consumer** - debt collection, bankruptcy
- **Federal Taxes**
- **Wills/powers of attorney/advanced directives**
- **Criminal record annulments**
- **Youth law** - school discipline, special education
- **Aging** - financial exploitation, protecting resident rights in nursing homes/assisted living facilities

Disability Rights Center - NH

www.drcnh.org
Email: mail@drcnh.org
1-800-834-1721 or (603) 228-0432

Disability Rights Center – NH provides information, referral, advice, legal representation, and advocacy to individuals with disabilities on disability-related issues including education, access and accommodation, employment and housing discrimination, voting, home and community-based services, and Medicaid.

Contact Disability Rights Center-NH to schedule a free consultation on a disability discrimination issue with an experienced attorney.

NH Bar Association Programs

NH Free Legal Answers
www.nh.freelegalanswers.org
Confidential virtual legal advice offered in conjunction with the American Bar Association.

Lawyer Referral Service (LRS) Modest Means
(603) 715-3290
LRSreferral@nhbar.org
www.nhbar.org/legal-service-programs
Connects qualified low/middle income individuals who are not eligible for free civil legal services with attorneys providing legal services at reduced rates.

Lawyer Referral Services (LRS) Full-Fee
(603) 229-0002
LRSreferral@nhbar.org
Connects the public at all income levels with attorneys who practice in a specific area of law and charge customary legal fees.

Lawline
www.nhbar.org/ask-a-legal-question
6:00 pm to 8:00 pm on the second Wednesday of each month. Volunteer lawyers provide free legal information over the phone.