



North Penn
LEGAL SERVICES

JUSTICE
with
Dignity

2024-2025
ANNUAL REPORT



North Penn
LEGAL SERVICES

JUSTICE with Dignity

EMPOWERING CLIENTS AND COMMUNITIES IN NORTHEAST PA

North Penn Legal Services (NPLS) is committed to helping low-income individuals and families in need of legal assistance. We advocate for our clients with direct legal representation, legal clinics, and developing and maintaining partners in the justice and human services community. NPLS helps to empower clients and communities in Northeast PA by sharing our expertise in poverty law issues, and provides legal education and self-help materials through community outreaches and on nplspa.org.

WHAT WE DO

As a regional provider of civil legal aid for more than 60 years, NPLS helps low-income people throughout 20 counties in Northeast Pennsylvania. At the close of our 2024-2025 fiscal year, NPLS had 9 offices and 3 satellite locations, with a staff of 91, including 36 attorneys and 25 paralegals. The staff's goal is to provide effective and impactful representation and community partnerships to best educate and support our client-eligible population.

Services include individual representation, information and advice, community legal education, and support for those clients who take direct responsibility for handling some or all aspects of their legal problem.

Message from the EXECUTIVE DIRECTOR

We are proud of North Penn Legal Services' staff and volunteer attorneys, who represented more than eleven thousand low-income and vulnerable clients in civil legal matters across Northeastern Pennsylvania. In a year marked by uncertain funding and changes in the law, we worked with partners and the justice system to protect access to justice and provided direct representation, legal clinics, workshops, and community legal education for our clients and for the many lawyers and service organizations with whom we partner.

Access to civil legal help is essential for people with low incomes who seek dignity and fairness in cases that affect housing, jobs, safety, and financial security. We highlight cases in this report that represent the type of work we are doing across the program area to make housing more stable – such as negotiating cases to end an eviction case while obtaining accommodations for disabilities, and resolving another eviction case that allowed a grandmother to remain in her home with the grandchild she is raising. The work of our advocates is dignity in practice: listening, advocating, and finding solutions that keep families stable and communities strong.

The legal system is confusing; providing legal advice and help understanding legal documents supports and empowers our clients. Legal aid also removes barriers to economic security, and safety. We represented people seeking to seal or expunge criminal records, opening doors to jobs and housing for clients who have turned their lives around but still face collateral consequences. Across our service area, we advocated for domestic violence survivors and victims of crime, helping them obtain protective orders, resolve family law issues, and address related civil legal needs involving housing and consumer matters. These outcomes lead to safer homes, preserved jobs, protected families, and stronger communities.

We are deeply grateful to everyone who makes this work possible. We thank our funders and private donors for their generous support. To our volunteer attorneys: thank you for giving your time, talent, and resources to ensure equal access to justice. To our dedicated staff: thank you for your commitment, skill, and compassion in serving our clients every day.

Together, we make justice with dignity real for thousands of families in our communities.

Lori A. Molloy

Lori A. Molloy

Executive Director



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Housing - Evictions/Foreclosures

Jane called NPLS after the Magisterial District Court entered a notice of judgment for the owner of the manufactured home community where she rented a lot for her mobile home. Jane has custody of her grandchild and was catching up on missed payments after losing her job. But a new manager took over the community and did not want to accept payments. Jane filed an appeal to the Court of Common Pleas, and the NPLS attorney helped her defend the case and negotiate an agreement with counsel for the Manufactured Home Community. It took about six months, but Jane was able to make the necessary payments and preserve her housing for herself and her grandchild.



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Barriers to Employment



We represented Carrie, who was seeking to seal her criminal record through Pennsylvania's Clean Slate law. Carrie had a Pennsylvania misdemeanor theft conviction 16 years ago. NPLS filed the appropriate petition as the conviction qualified for limited action relief. The Clean Slate law allows eligible misdemeanors to be sealed seven years from the date of conviction. The District Attorney objected to the petition because the client had a 2019 out-of-state traffic conviction which was a misdemeanor in that particular state, but a similar offense in Pennsylvania would not have been so classified. The NPLS attorney presented the case to the Court of Common Pleas, and the Court agreed, granting limited access relief. The Court noted that the language of the statute, read as a whole, did not preclude limited access relief. The client was able to obtain employment, which she otherwise may have been denied, because of this decision.

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Partnerships IN THE COMMUNITY

IN 2024-25, NPLS STRENGTHENED ITS PARTNERSHIPS ADVOCATING FOR JUSTICE WITH DIGNITY

The NPLS website and YouTube channel received 84,168 page views. Visitors to nplspa.org accessed helpful information such as our Employment Handbook, Self-Help Handbook for Tenants, Family Law Handbook and custody videos. Work also began on creating a stand-alone Housing website, which will be launched in 2026.

In the past year, we presented Continuing Legal Education for local pro bono attorneys on the following topics:

- A Whole New Chapter – Adoption Rules in Pennsylvania
- Defending a Consumer Debt Past MDJ
- Disaster Legal Help – FEMA Individual Assistance and Helping Applicants with Denials
- Human Trafficking Victim Advocacy
- The Community HealthChoices Waiver: Qualifying for and Accessing Services
- Residents' Rights Under the Manufactured Home Community Rights Act – Law and Updates
- The New Lehigh County Human Relations Ordinance: What the Most Inclusive Non-Discrimination Law in Pennsylvania Protects and Why Other Municipalities Are Adopting Its Language

In April 2025, NPLS hosted an in-person conference at Northampton Community College for Fair Housing Awareness Month called **Manufactured Home Communities in Pennsylvania: Challenges and Opportunities**. CLE credit was offered on the topic of "Highlights of the PA Manufactured Home Community Rights Act," presented by NPLS Staff Attorneys, and on the topic of "Navigating Utility Challenges," presented by Pennsylvania Utility Law Project (PULP). The Keynote Address was "Exploring Pathways to Resident Ownership in Pennsylvania," presented by ROC-USA and featuring a panel of recently organized Resident Owned Communities (ROC) in Northampton County. The annual Fair Housing Month Proclamation from local officials in the Lehigh Valley was also read. The 2025 NPLS Fair Housing Summit is made possible by generous support from **Greater Lehigh Valley Realtors**.

NPLS continued our extensive outreaches with Head Start on public benefits and to community organizations on a range of legal issues, from barriers to employment for persons with criminal records, to housing law and conditions, to mortgage foreclosure and trainings for seniors. With support from IOLTA, we have been able to expand our rural outreach program for the past two years with a Specialized Zone Grant.

NPLS reached more than 8,500 people at community outreach events during the 2024-2025 fiscal year. 7,368 legal education brochures and other materials were distributed.

We thank all the attorneys who assisted us with CLEs and community presentations which we hosted or took place at local bar associations. With much gratitude, we thank those NPLS staff and their friends and families who participated in the March 2025 **Raise the Region** hosted by the First Community Foundation Partnership in north central PA.

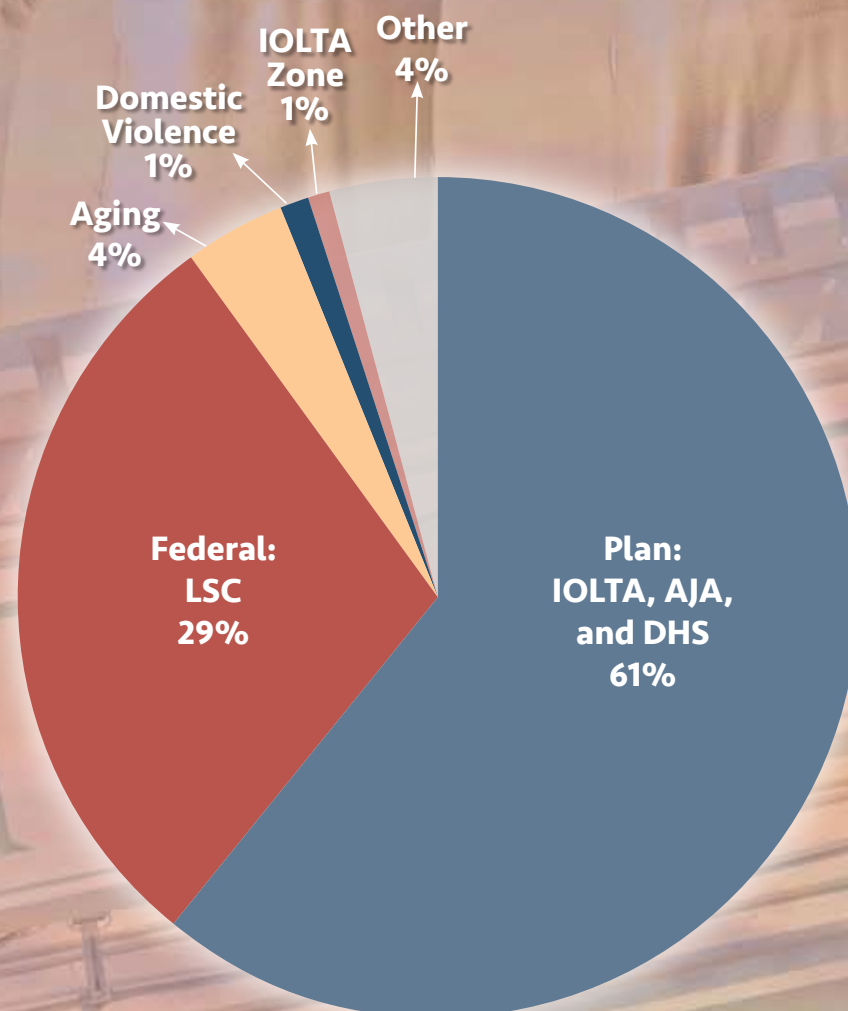
Financial ACTIVITIES

YEAR ENDED JUNE 30, 2025

(with comparative totals for the year ended June 30, 2024)

REVENUES & OTHER SUPPORT	2025	2024
Contracts & Grants	\$10,065,315	\$9,511,789
Contributions of Financial Assets	16,231	35,963
Contributions of Nonfinancial Assets	81,735	105,315
Interest Income	6,036	42,513
Other	14,276	6,774
TOTAL REVENUE & OTHER SUPPORT	\$10,183,593	\$9,702,354

EXPENSES	2025	2024
Program Services	\$8,737,927	\$8,393,848
Management & General	1,447,432	1,297,792
Fund Raising	9,894	6,318
TOTAL EXPENSES	\$10,195,253	\$9,697,958



PEOPLE REACHED
AT COMMUNITY
OUTREACH EVENTS

8,500+

53 PRIVATE
ATTORNEYS
ACCEPTED 168
PRO BONO CASES

\$3.6 MILLION
AWARDED TO OR DEBT
AVOIDED FOR OUR CLIENTS,
PRIMARILY IN CONSUMER CASES

16,804

PEOPLE PROVIDED
WITH DIRECT
SERVICES

PEOPLE WITH
HOUSING ISSUES
PROVIDED LEGAL
HELP

6,419

17
JUDICARE
ATTORNEYS
ACCEPTED 239
CASES

247
CASES LITIGATED
IN ADMINISTRATIVE
TRIBUNALS

385

PREVENTED
EVICTION / SHELTER
PRESERVED

ONLINE
APPLICANTS
INTERVIEWED

5,627

10,443
CASES
HANDLED

1,683
CASES LITIGATED
IN COURT

5,352

CLIENTS PROVIDED
WITH COUNSEL
AND ADVICE OR
LIMITED ACTION

PROTECTION FROM
ABUSE ORDERS
OBTAINED

532

7,902
CASES
CLOSED

RESOURCE MATERIALS WERE MADE
AVAILABLE ON NORTH PENN LEGAL.
ORG WEBSITE, WHICH RECEIVED
84,168 PAGE VIEWS

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PROGRAM ACHIEVEMENTS

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Housing Stability

NPLS represented Jean, who received an eviction notice from a subsidized housing provider because of an alleged lease violation. We helped Jean request a reasonable accommodation because of her disability, asking them not to proceed with an eviction and resolve the issues. The first meeting with the manager did not go well, and they denied the reasonable accommodation request, stating that it was not timely, because it was after the eviction notice and not sent on the correct form to the correct corporate office. Our attorney reached out to the housing manager and the corporate office and explained that fair housing law allowed an accommodation request to be made at any time before an eviction and that it was not needed to be filled out on a certain form. After reviewing the request, the Regional Manager of the property agreed to grant Jean's reasonable accommodation request and also to withdraw the eviction. This allowed Jean and her family to remain in her affordable home and hopefully allowed others requesting similar relief to receive proper consideration.



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Disability Benefits



Shirley is over ninety years old and lives alone with the assistance of in-home aids through the Medicaid waiver program. She has one surviving relative, her 85-year-old niece, Ellen, who provides some help to her aunt, but not enough to do without the in-home aids. The Medicaid provider sent her notice that Shirley's newest assessment did not support the in-home care she'd been receiving. Shirley wanted to stay in her home and the waiver program is in place to allow people in Shirley's situation this choice. She did not want to move into a nursing home, which would likely have been more expensive. We advocated for the client through a grievance proceeding and then review with the Office of Long-Term Living. To the relief of our client and her family, they were able to resolve the issue, stating there had been a miscalculation regarding the informal support available and restored Shirley's support. This case took over six months to resolve favorably for our client.

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EMPOWERING CLIENTS AND COMMUNITIES IN NORTHEAST PA

NORTH PENN LEGAL SERVICES *Locations*

BRADFORD, SUSQUEHANNA & TIOGA COUNTIES

Towanda Office 21 Main Street, Towanda, PA 18848

P: 877-515-7732 ♦ F: 570-534-0976

Allentown Outreach Site

1627 West Chew Street, Allentown, PA 18102

Fax to Main Office: 610-317-8778

CARBON & LUZERNE COUNTIES

Hazleton Office 101 W. Broad Street, Ste. 713, Hazleton, PA 18201

P: 570-455-9512 ♦ Toll Free: 877-515-7628 ♦ F: 570-455-3625

CLINTON, LYCOMING & TIOGA COUNTIES

Williamsport Office 25 W. 3rd St., Ste. 400, Williamsport, PA 17701

P: 570-323-8741 ♦ Toll Free: 800-326-7436 ♦ F: 570-323-5256

COLUMBIA & MONTOUR COUNTIES

Bloomsburg Office 168 E. 5th Street, Bloomsburg, PA 17815

P: 570-784-8760 ♦ Toll Free: 877-515-7079 ♦ F: 570-784-4840

LACKAWANNA, LUZERNE, SULLIVAN & WYOMING COUNTIES

Pittston Office 33 N. Main Street, Ste. 200, Pittston, PA 18640

P: 570-299-4100 ♦ Toll Free: 855-236-6405 ♦ F: 570-824-0001

Scranton Outreach Site

321 Spruce Street, Suite 600, Scranton, PA 18503

Fax to Main Office: 570-824-0001

Tunkhannock Outreach Site

114-2 Warren Street, Tunkhannock, PA 18657

P: 877-515-7739 F: 579-836-7815

LEHIGH & NORTHAMPTON COUNTIES

Bethlehem Office 559 Main St., Ste. 200, Bethlehem, PA 18018

P: 610-317-8757 ♦ F: 610-317-8778

MONROE & PIKE COUNTIES

Stroudsburg Office 10 N. 10th Street, Stroudsburg, PA 18360

P: 570-424-5338 ♦ Toll Free: 800-532-8282 ♦ F: 570-754-8508

NORTHUMBERLAND, SNYDER & UNION COUNTIES

Sunbury Office 133 N. 2nd Street, Sunbury, PA 17801

P: 570-286-5687 ♦ Toll Free: 877-515-7730 ♦ F: 570-286-2203

WAYNE COUNTY

Honesdale Office

Wayne County Courthouse, 925 Court St., Honesdale, PA 18431

P: 877-515-7465 ♦ F: 570-754-8510



North Penn

LEGAL SERVICES

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Serving 20 Counties in
**NORTHEAST
PENNSYLVANIA**

BRADFORD ♦ CARBON ♦ CLINTON ♦ COLUMBIA
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