

# VLSC CLIENT STORY

## JOSHAY



VLSC Managing Attorney Elizabeth Hom recently had an opportunity to speak with one of our clinic clients, Joshay.\* Joshay recently attended our General Family Law Clinic, which is held on the fourth Tuesday of each month at Bananas, Inc., a VLSC partner and a nonprofit child care referral and support agency.

### **Why did you call VLSC?**

I needed help changing my custody order.

### **How did you find out about the clinic?**

I called the ACBA and they told me about the clinic.

### **What kind of help did you think you would get at a clinic?**

I didn't know what to expect, but I was hoping to get help with writing a declaration. I wanted to know what forms to use and what was acceptable to the court.

### **How did the experience exceed or not exceed your expectations?**

The experience far exceeded my expectations. Katharine [Hooker, the volunteer attorney

at the clinic that day] was wonderful. She was informative and gave me detailed instructions on how to proceed on my own in court. She was also helpful in explaining all the different rules, especially service.

### **How did you feel after the clinic?**

I felt confident and ready to move forward and speak in front of the judge. I was able to articulate what I wanted.

### **Would you tell other people about our services?**

Yes, I already have.

### **What would you have done if these types of services were not available?**

I am glad this resource is available. As a single parent, I just can't afford to pay for legal

fees, so I have to do it myself. If I wasn't able to go to a clinic, I would have had to consult with friends who have been through the process.

### **Is there anything you would change about our program or your experience?**

I had to wait a long time before I could even be scheduled for a clinic. I had to call and sometimes the clinics would be full before I could get through.

### **Do you think VLSC and our clinics are a program that are worthy of support?**

Definitely. I called legal aid, but they have too many people calling them and aren't able to help everyone like people think they can.

—ELIZABETH HOM

*\*Client's name has been changed to protect her privacy.*