

## Pro Bono

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Goulston & Storrs has proudly provided pro bono legal services since 1900. Our founding attorneys committed to doing this work when few commercial law firms did, boldly taking on many indigent and sometimes unpopular clients to defend their civil rights and liberties.

For roughly 120 years, we have represented individuals in need and nonprofit organizations that serve those individuals, and taken on numerous causes that make our communities and our planet better. Today, we provide services to more than 100 nonprofit organizations and countless individuals. The more audacious the client is, the more interesting and challenging the legal experience is, and the more meaningful and valuable the work is to us.

Our pro bono work is a deeply rooted tradition that is now part of our cultural DNA; helping to define who we are and gluing us together as a firm. We believe pro bono service is not only an obligation of the legal profession – it is part of who we are.

The extent of our commitment is evidenced in our historic work, just some of which is highlighted below:

1. **Service to the ACLU.** Our service to the ACLU dates to its inception in 1920. We have served the Massachusetts chapter, the first state in the affiliate network, ever since founder Roger Baldwin recruited lawyers to resist a widespread government crackdown on anti-war dissenters, labor organizers, and immigrants. Our lawyers have regularly served on the ACLU board, and we have acted as the outside general counsel to the Massachusetts affiliate for many years.
2. **Sacco and Vanzetti.** In 1927, Herbert B. Ehrmann of our firm stepped forward to defend Italian immigrants Nicola Sacco and Bartolomeo Vanzetti, who had been accused of murdering a guard and paymaster for a Braintree shoe company. Ehrmann strenuously argued for reversal of their convictions at trial, pointing to subsequently recanted testimony, conflicting ballistics evidence, a prejudicial jury foreman statement, and a confession by an alleged robbery participant. The appeals were fruitless, but Supreme Court Justice Felix Frankfurter argued their innocence in a published article, and Gov. Michael Dukakis issued a proclamation of their wrongful trial and conviction on Aug. 23, 1977, the 50<sup>th</sup> anniversary of their executions.
3. **Hoyt v. State of Florida.** In 1961, Mr. Ehrmann and others once again took a stand for justice, arguing all the way to the U.S. Supreme Court that a woman convicted of killing her husband was entitled to a jury of her peers that included other women. A Florida statute at the time provided that no woman would be drafted into jury service unless she volunteered for it, which effectively resulted in all-male or overwhelmingly male juries. The constitutional challenge failed but paved the way for other cases, including one brought by attorney Ruth Bader Ginsburg in 1968. Finally, in the 1975 case *Taylor v. Louisiana*, the U.S. Supreme Court reversed this policy, making jury service eligibility equal for men and women.

**4. Civil Rights Causes.** The firm represented Coretta Scott King, the widow of slain civil rights leader, Dr. Martin Luther King, and has consistently and publicly supported other civil rights leaders as well. For decades, our lawyers have also worked for equal access to justice, serving organizations such as Greater Boston Legal Services, the Legal Advocacy & Resource Center, the Volunteer Lawyers Project and the Access to Justice Commission.

**5. The Full-Service Pro Bono Model.** Our firm was a pioneer in developing a full-service pro bono commitment to the nonprofit organizations that we support. Our collaborative approach brings to pro bono clients a team of lawyers who help them with employment matters, organizational structuring, intellectual property issues, litigation, leasing, zoning and licensing, construction and development, real estate acquisitions and dispositions, and matters involving charitable giving, trusts, and foundations.

**6. Oxfam and Other International Work.** For decades, we have worked with organizations that are dedicated to international social justice missions, and our lawyers have traveled extensively to support these efforts. One of the nonprofit organizations we have long supported is Oxfam, an international confederation of 20 NGOs working with partners in more than 90 countries to end the injustice of poverty. Oxfam uses advocacy to tackle the systems, policies, and practices that keep people trapped in poverty, taking on inequality, climate justice, gender justice, and inequities in the food chain, as well as advocating for the basic human rights and dignity of survivors of conflicts and disasters.

**7. The ABA Pro Bono Publico Award.** In 1984, the ABA issued its first Pro Bono Publico Awards to individual attorneys who had dedicated significant portions of their careers to pro bono service, and in 1989 it issued a Pro Bono Publico award for the first time to an entire law firm for its dedication to pro bono work. That firm was Goulston & Storrs. See [AmericanBar.org](http://AmericanBar.org).

**8. The Lawyers Clearinghouse on Affordable Housing and Homelessness.** The Boston Bar Association and Massachusetts Bar Association founded this organization in 1988, enlisting the private bar in the effort to secure justice for the homeless. This program served as the model for bar-sponsored pro bono groups throughout the country. Building on this model, our firm now runs its own Lawyers Clearinghouse Legal Clinic program, which involves three annual service clinics that provide homeless and low-income individuals with legal assistance they need. Our lawyers handle up to 25 cases annually involving immigration, security, housing, and other issues.

**9. Constantly Expanding Reach.** Goulston & Storrs has continuously sought out new pro bono clients and new ways in which to serve them. Our nonprofit pro bono client list now includes more than 100 organizations dedicated to dozens of missions involving social justice, environmental protection, defense of civil liberties, affordable housing, community development, disaster relief, juvenile justice, and other worthy causes.

**10. Above and Beyond.** Both lawyers and staff members of our firm have gone above and beyond the ordinary level of commitment in contributing time and effort to worthy nonprofit causes. We have rolled up our sleeves, building homes with other volunteers, building beds for children who don't have them, providing shoes and clothing to the underprivileged, and flying into disaster zones to rebuild schools, community centers, and other structures. We have also regularly volunteered

our service in other capacities, serving on nonprofit boards, and hosting training and other programs.

To read more about the uniqueness of our pro bono commitment, why we do it, what we do, for whom we do it, and what our pro bono clients say about working with us, click on one of the following tabs in the left-hand column on this page:

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## A Unique Commitment

The commitment to pro bono work at Goulston & Storrs is truly unique, and the lawyers who come here from other firms recognize it. In the words of one of our New York directors, "There is a hands-down real difference in our approach to pro bono. When I came here, it was the first place I had ever seen with a real expectation of serving the public as part of our ethics. Pro bono opportunities get circulated around the office and people dive all over them. It is not just tolerated here – it something we are passionate about doing."

The firm strongly encourages every lawyer to do pro bono work that fits their expertise, and we encourage attorneys to get the necessary training to do complementary work in areas outside of their expertise.

We also support every lawyer's efforts to recruit and develop new pro bono clients, and we brainstorm regularly on how to better serve the communities in which we work and live. The firm actively looks for opportunities to assist organizations with missions involving social justice, environmental protection, defense of civil liberties, affordable housing, community development, disaster relief, assisting the elderly and disabled, juvenile justice, and other worthy causes, particularly focused on serving those in greatest need.

We also undertake this work with the same level of commitment that we make to all our clients because pro bono work is not just something "extra" that we do. We maintained and even expanded our pro bono commitments during the 2008-09 economic downturn, and we never cut back on our time when business picked up again.

The commitment is real and associates understand the importance of pro bono work here, as evidenced by their comments:

- “As a third-year associate, I went to the pro bono committee to seek support for securing special services for a low-functioning autistic child in western Massachusetts, and they fully supported me. There are no pre-set rules here – we don’t just do the PR stuff – we do whatever benefits the community and whatever fits your passion.”
- “Goulston & Storrs gives billable hour credit for pro bono work and the time is taken just as seriously as other billable time, so it does not come at a cost to my time with family. I spent more than 10 percent of my time on pro bono matters one year, working mostly on a huge international governance restructuring project for Oxfam, sitting in on their board meetings and getting integrated with their organization. I learned a lot.”
- “There is no cap on pro bono work here, and there are no mixed messages. The big message is not to treat any client differently. We have to give first-class service to every client.”

Directors who are partners in the firm likewise point to other indicia of our unique commitment to pro bono service, including the following facts:

- We are enthusiastic about pro bono outreach, and we enlist our non pro-bono clients in the effort to identify worthy causes for our services
- More than 70 percent of our lawyers are doing substantial pro bono work, averaging more than 70 hours a year firm-wide, and that does not include uncounted time doing non-legal volunteer or non-profit board work
- Our total commitment of legal time and resources in support of pro bono organizations is consistently in the millions of dollars per year and we always look to do more
- We support global pro bono efforts by our lawyers, including overseas travel related to disaster relief, refugee assistance and the fight against poverty
- We give lawyers credit for pro bono hours worked, and the level of service to our pro bono clients is indistinguishable from our work for full-paying clients. We want every client to get superior professional service
- Many of our pro bono clients entrust us to act as their outside general counsel and strategic advisors to their organizations
- We have decades-long relationships with many pro bono clients, and we are always growing our pro bono client base
- We regularly invite pro bono clients into our firm to share their unique experiences and spread the word about their mission, growing the bonds with our lawyers and our networks.
- We value pro bono clients and the work they bring to us because they teach us so much, including how to do more with less for organizations that have very stretched resources

In many cases, our pro bono clients have become so much a part of us that our attorneys have taken on roles within their organizations as directors and have even become full-time executives. For example, our alumni currently include management-level executives for a community development corporation, the League of Women Voters. We also donate non-legal time as volunteers, strategists, and social promoters.

In short, we believe that our pro bono commitment is a big part of what defines us, differentiates us, and binds us together as a team of legal professionals dedicated to doing that which our profession calls us to do.

## Why We Do It

Our firm does pro bono work, first and foremost, because it is the right thing to do. Lawyers are the vanguard of our civil rights and liberties. It is up to our profession, more than any other, to stand up for our democracy and the constitutional rights of the powerless, the disenfranchised and the vulnerable, particularly when and where those rights are endangered.

We also feel professionally obligated to provide services that enhance the communities in which we work and live, using our considerable legal expertise to help them build, refurbish and environmentally recondition affordable housing, schools, commercial centers, and other projects.

Because we view public service as a calling, there is nothing more professionally satisfying than the expressions of gratitude we receive from pro bono clients who do such important and often unnoticed work. These generous expressions reinvigorate our efforts and help us understand the nature of our professional impact. A couple of examples will illustrate the point:

- “I am writing to thank you for your many kindnesses and support... I have had the privilege of working with many of you as I founded ‘Strategies for Children’ and the ‘Early Education for All Campaign,’ working to ensure that every child and family in Massachusetts has access to high-quality early education and care... [and now] with your support, Mil Milagros, Inc. (a “Thousand Miracles”) has helped 5,100 indigenous Maya children... supporting 1,500 mothers and 170 teachers in some of the most neglected communities on the planet.” - Margaret Blood, founder and senior advisor to **Mil Milagros, Inc.**
- “We have grown six times in work volume and 10 times in staff size since Goulston & Storrs got involved with us... The firm-wide pro bono support we get is incredible. It means more resources for more good works, and it has been critical in helping us achieve a four-star charity rating four years in a row, insuring that 96 cents of every dollar we get goes directly to field support for disaster relief.” - David Campbell, co-founder and chairman of **All Hands and Hearts – Smart Response**

Our pro bono work on transformative missions does more than awe and humble us. It also engages and develops our strategic business skills, and it teaches us new ways to collaborate and do more with less for organizations whose resources are stretched. This is not the primary reason for our public service work, but it has undeniable benefits to our firm, our lawyers and even our non pro bono clients.

The words of our lawyers probably best express how pro bono work energizes us while sharpening both our legal and non-legal skills, enhancing our reputation to the benefit of our firm and even our commercial clients.

- “Pro bono work trains us to be collaborative, service-minded and humble. Often, it requires us to put on both business and legal hats as full-service counselors, and it sharpens our skills. It is an avenue for professional growth that benefits us and all our clients.” - New York Director
- “We work with Roca, Inc., an organization that provides services that nobody else does, working with young men who are at the greatest risk of incarceration, getting them into proven programs for real behavioral change. Thanks to Roca’s partnership with the Commonwealth of Massachusetts and private funders, Roca has been able to expand its services with private loans and funding based on achievable and measurable results. More young men have been able to get life skills, counseling and job training, thanks to the largest social innovation financing project in the nation and on the second of its kind. Working on something like this requires real creativity and the application of practical problem-solving skills to a very complicated and cutting-edge deal.” - Boston Director
- “Pro bono work is particularly great for junior associates. They often get to act as the first chair or take the lead in a deal - with partner supervision - and the client relies on them to be proactive, efficient and focused. Associates learn a lot about client management and recruiting colleagues to provide full service.” - Washington, D.C. Director
- “The trial work I did pro bono helped me learn how to react on my feet. You can’t learn that skill without doing it, and I was able to obtain a rarely issued permanent restraining order, after three tries, for a woman who was threatened by her ex. This was a ‘life or death’ matter, and when we won, were hugging and weeping.” - Boston Associate
- “Pro bono work for community development corporations helps us stay in tune with the local community and enhances our sensitivity to neighborhood concerns, which is critically important to any kind of development project. It also helps us become even more familiar with local regulators who value the work of a community project.” - Boston Director
- “We do lots of work for low-income affordable housing programs. They face plenty of objections despite their critically important mission. The opposition teaches you not to take it personally when you feel your client is picked on. You just have to get people comfortable with change.” - Washington, D.C. Director
- “I have never forgotten a project I worked on about 20 years ago for the ACLU. We were monitoring youth incarceration conditions as part of a consent decree, and I saw a different world - one with children sleeping on cots in a crowded gym. Our work to improve those conditions mattered.” - Boston Director
- “In working with landlords and creditors for low-income tenants and debtors, you can learn a lot about bringing down people’s temperatures, getting them to focus on end results and facilitating communication. More than 80 percent of these cases can be resolved with good

legal work. I will always remember helping one woman in Hyde Park who was confused by her rent amount and other obligations. We resolved a controversy for her that was months in the making and her alternative was being homeless or going somewhere uncertain and scary.” - Boston Director

- “We handled an international refugee case for IRAP for an Iraqi man who had helped U.S. troops, putting his life in danger. He had to seek temporary asylum in India before he could come here, and it was a labyrinthine process to secure his admission. I remember midnight calls, going to Dulles airport to meet him, and seeing all his army buddies who came to greet him. The process of just getting through the airport took hours. It gave me an extraordinary sense of client responsibility and empathy, and I learned a lot about immigration.” - Boston Associate

Our pro bono clients present us with some of the most complex, challenging problems we handle. Organizational clients often have tangled public-private structural components, stretched resources, missions that take them to risky places, and completely unique complications and obstacles. Those are the very challenges we choose to embrace, and they make us better lawyers who are better able to serve all our clients. These challenges also unite us, binding us together as true partners in a socially-conscious firm.

## Full-Service Experience

Goulston & Storrs provides full-service to every client, bringing all our resources to bear on any pro bono case or project we handle. We bring that full-service experience to individuals in need and nonprofit organizations that serve those individuals, including community development corporations and other organizations dedicated to environmental protection, reproductive rights, disaster relief, and other worthy causes.

Our pro bono clients, like all our other clients, get the full support of our entire legal team. That means we brainstorm solutions to their problems, we collaborate to produce the best possible results for them, and we proactively look for additional ways to help, introducing them to other providers and opportunities whenever possible.

Just some of the many pro bono services we perform for individuals include:

- Facilitating compromises with creditors and landlords for low-income clients in debt
- Defending tenants from eviction proceedings
- Providing immigration services to international refugees and child immigrants
- Providing services to families and individuals victimized by domestic abuse

The more than 100 nonprofit organizations that we partner with also receive a host of services from lawyers in every department of our firm. The projects they bring to us frequently involve complex legal structures, creative financing, a host of real estate issues, and unique risks that give

us some of our greatest professional challenges. Among the many types of pro bono projects that we have handled are the following:

- Representing **Jubilee Housing, Inc.** on various projects, including the acquisition of a 66-unit residential building for their affordable housing portfolio in Washington, D.C.
- Handling land acquisition, environmental cleanup, HUD loans, construction contract reviews, creation of condominium structures and other complex aspects of a long-term, multi-phase, mixed-use development project known as **Quincy Commons** in Quincy, Massachusetts.
- Providing full-service assistance related to corporate, real estate and financing work for **HOME Corp**, a community-based nonprofit dedicated to developing and improving affordable housing in New Jersey.
- Acting as outside general counsel to the **Rose Fitzgerald Greenway Conservancy**, which involved creating, and now advising the organization at the center of the public-private partnership that manages Boston's most innovative downtown park, working mostly with private donations and a base of government seed money.
- Handling ongoing work, as well as original formation of and Section 501(c)(3) filing for **Civic Consulting USA** in New York, an organization that facilitates sustainable investing and transformation of government culture and process to better accomplish longstanding social improvement objectives.
- Resolving zoning matters, obtaining certificate of occupancy, facilitating the updating of a building to meet code, and securing construction financing for **International Arts & Artists** in Washington, D.C., an organization that propagates cross-cultural exposure to and collaboration on various forms of art.
- Securing new markets tax credits and financing, and performing various other real-estate related services for **Horizons for Homeless Children**, which provides high-quality early education opportunities and comprehensive family support services to those in need.
- Representing **Roca, Inc.** on a range of legal matters, including corporate structuring and board governance, employment matters, and the creation of the "Pay for Success" social innovation financing project with the Commonwealth of Massachusetts and private funders, designed to reduce incarceration and provide job readiness for at-risk young men.

Our pro bono clients challenge us in new and infinite ways, making us better comprehensive service providers and collaborators. For their benefit, we come together to perform every imaginable task related to all our professional disciplines, working on projects with unique and interesting issues related to:

- Affordable housing
- Banking and finance
- Charitable planning
- Development, land use, and zoning issues



- Employment law
- End-of-life estate services for terminally ill patients
- Environmental matters
- Foundation and fund-raising matters
- Intellectual property matters
- Leasing activities
- Litigation
- Public-private partnerships
- Real estate acquisitions and dispositions
- Tax matters, including tax credits and tax exemptions

In addition to providing legal services some of our lawyers and members of our professional staff work with hammers and nails to build homes, and to build beds for children who don't have them. We have volunteered to provide shoes and clothing to those in need, and some of us have even flown into disaster zones to help rebuild schools, community centers, and other structures. We also frequently serve on nonprofit boards and assist with strategic planning and other public activities.

## Clients with Causes

The pro bono clients we proudly serve include more than 100 nonprofit organizations with critical and compelling missions involving social justice, environmental protection, animal protection, early education for children, poverty prevention, protection from domestic violence, fair trade certification, sustainable investing, immigration rights, civil liberties protection, juvenile justice, prisoner's rights, rehabilitation, affordable housing, community development, historic building preservation, assistance to the elderly and disabled, support for sexual assault survivors, disaster relief, and other worthy causes.

What follows is a representative, varied sampling of just 12 of the wonderful pro bono clients that our attorneys work with:

1. **American Civil Liberties Union of Massachusetts.** Since its inception, the MA chapter of ACLU has turned to Goulston & Storrs for assistance in protecting individual civil rights and liberties guaranteed by our Constitution.
2. **Fair Trade USA.** We provide a range of legal services to this organization that benefits farmers, fishermen, workers, families, and industry throughout the world through the certification and promotion of products that result from legal, responsible and sustainable practices.

3. **Gay For Good.** This organization energizes and mobilizes the LGBTQ community to interact with the greater community by volunteering their time to various social welfare and environmental service projects. They hope to, over time, support goodwill and understanding between the LGBTQ and greater city communities through regular collaborative volunteer service projects.
4. **Housing Up.** This organization, formerly known as “Transitional Housing Corporation,” provides affordable housing and comprehensive support services to hundreds of homeless and low-income families in Washington, DC.
5. **Kids in Need of Defense.** KIND has helped more than 16,000 unaccompanied child immigrants to find legal services they desperately need, including children who have been persecuted in their home countries or trafficked to the U.S., and abused, abandoned, or neglected.
6. **Massachusetts Society for the Prevention of Cruelty to Children.** This society promotes and protects the well-being of children and families through essential child welfare and mental health treatment, legal protection, and effective public advocacy.
7. **Jubilee Housing.** This organization develops “deeply affordable” housing in the Washington, D.C. area that offers proximate access to childcare, career training, and other social resources to build diverse, compassionate communities full of opportunity.
8. **Nature Conservancy.** Our New York office spearheads service to this client, the mission of which is the preservation and protection of our land and water habitats essential to all life.
9. **Oxfam.** This global confederation of NGOs works with partners in more than 90 countries to end the injustice of poverty, using legal and community advocacy to change policies and practices that keep people impoverished. Oxfam aids survivors of conflict and natural disasters in addition to advocating for basic human rights, climate justice, gender justice, and the elimination of food chain inequities.
10. **The Family Law Project of the Women’s Bar Foundation.** The FLP is the largest pro bono program at the Women’s Bar Foundation, drawing over 100 new attorneys each year, who are trained to collaborate with social service professionals to provide high-quality assistance to victims of domestic violence.
11. **The International Refugee Assistance Project.** IRAP provides legal advocacy for refugees and displaced people in need of a safe place to call home, working with clients to identify and navigate pathways to safety through free direct legal representation, systemic advocacy, and litigation.
12. **Roca, Inc.** Utilizing their Theory of Change, Roca believes that young people, when re-engaged through positive and intensive relationships, can change their behaviors and develop life, education, and employment skills to disrupt the cycles of poverty and incarceration.

We are proud to act as volunteer advocates for these organizations and many others because their causes are compelling, and their actions have proven effective. The challenges they bring to us

make us more creative, persistent and effective as advocates, and they bind us together as one socially conscious firm.

## What Clients Say

The most effective and compelling way to describe our pro bono client relationships is through the eyes of our clients. The following provide a glimpse into the meaningful work associated with:

### **All Hands and Hearts – Smart Response®.**

On December 26, 2004, the world watched in horror as a 9.1 magnitude earthquake touched off the Great Indian Ocean Tsunami, bringing a massive tide of destruction that devastated millions of people. More than 250,000 lost their lives in that disaster, making it the most tragic natural event in our lifetime.

When the tsunami occurred, technology executive David Campbell was compelled to do something to help. He was on the verge of retirement and had no experience with disaster relief, but he had 40 years of business management and leadership experience, and a network of friends who could potentially provide significant monetary support. Armed with donations from his network, David traveled to Thailand, seeking to mobilize recruits who were equally determined to help in any way possible. The experience was life-changing and resulted in David creating and leading the nonprofit All Hands Volunteers, a natural-disaster response organization that now flies into disaster zones to help families and communities recover by re-building their schools, homes and other community infrastructures in a safer, more resilient way.

In 2007, David met international supermodel and philanthropist Petra Nemcova in Peru on an earthquake recovery mission. Petra, who had lost her fiancé in the tsunami, was working there with her group, The Happy Hearts Fund. After a while, David and Petra decided to merge their organizations, enabling more volunteers to provide greater hands-on assistance to survivors of natural disasters, both within the U.S. and abroad.

David credits Goulston & Storrs for supporting his mission just as enthusiastically as other volunteers. "We have grown six times in work volume and 10 times in staff size since [the firm] got involved early on," he says, adding that "Goulston & Storrs treats us like a paying client, giving us incredibly responsive service and support."

He laughs at the challenges his organization has presented to their legal counsel for years, explaining, "What we do is inherently risky. We work at the intersection of poverty and disaster. We parachute into communities that have been devastated with an army of volunteers, many of whom have little or no experience. There are problems with water, hygiene, sanitation, and germs. We also come early and stay late, so we are just fundamentally imprudent." Against this backdrop, David says the last thing he needs is a law firm that complicates things. "There are lawyers who solve problems and lawyers who create problems – this firm solves them."

Noting that Goulston & Storrs works on construction documents, asset loans, employment law issues, board governance, GDPR compliance, trademark issues, dealing with foreign entities, and whatever else is needed by his organization, David says that “the firm-wide support we get is incredible. It means more resources for more good works... [so] 96 cents of every dollar we get goes directly to field support for disaster relief.” He expounds that such generosity is a big reason why his organization has earned the highest possible 4 Star Rating by Charity Navigator for four straight years, along with a Top 5 Star-Rating from Greatnonprofits.org and GoOverseas.com.

David adds that members of the firm have also acted as individual volunteers with hammers and nails, working alongside 22-year-old poets, 70-year-old engineers, and residents who have responded to disasters in Texas, Florida, Puerto Rico, Mexico, Nepal, and Peru.

David jokes that the screening process for volunteers works by natural selection. “Anyone who volunteers to work for nothing in horrid conditions and pays their way is probably going to pass any kind of screen,” he says, adding that his organization does do some background checks now on local volunteers. He says that untrained volunteers learn from experienced volunteers, creating a system akin to medical school training. “It’s see one, do one and train one for everything we do,” David quips.

He adds that there is one other complication to what his organization does: “Sometimes the places we go to are plagued by inefficient or corrupt systems. Goulston & Storrs works with our local partners and NGOs to help us figure out how to cut through the red tape.” David also explains that disaster assistance is badly needed by many in our own country because “the average FEMA grant for home-building is just \$4,000 and FEMA applications involve Department of Homeland Security oversight that can complicate and delay things.”

**All Hands and Hearts – Smart Response®** is still growing and still responding to a never-ending series of global emergencies, and the efforts of Goulston & Storrs are growing along with them.