Including cases funded by us but staffed by our subcontractor, Legal Assistance of Western New York, Inc. (LawNY) closed a total of 6,044 cases during the period from 4/1/21–3/31/22, benefitting a total of 13,927 people. LawNY clients obtained at least $174,977 in ongoing monthly benefits and other payments and $2,354,682 in one-time payments, for a total payout over 12 months of at least $4,454,406. Our target population is low-income people living across all of the IOLA CLS Unit 6 area, comprised of 14 counties and nearly 10,000 square miles.

In addition to payments made directly to our clients, we also achieved dollar savings to clients in the avoidance of ongoing monthly payments in the sum of $198,977, in fee waivers totaling $44,145 and in lump sum avoidances of $3,233,887 for an annualized total of $5,665,756. We achieved taxpayer savings in the sum of at least $417,718.

Improvements specific to our service delivery system include: we contracted with the Steuben County Office for the Aging to provide civil legal services to older adults; our Bath office staff incorporated using the chat feature on Google Suites to improve communication, particularly among the staff handling intakes, referrals and hotlines; we have been able implement our technology replacement program by upgrading computer work stations including, in most instances, changing out staff desktop computers for laptops to facilitate remote work plans and the ability to bring computers on site to other locations when needed; in addition to LLE Link, a telephone based interpreting service, we also now also utilize CyraCom Interpreter, a video interpretation service accessible on computers and cell phones; the City of Ithaca included funding in its budget to contract with LawNY to expand legal representation available to City of Ithaca residents in eviction cases; we expanded supervision positions to lower the supervisor to supervisee ratio and to allow for more support to program staff and we formalized both internal and external onboarding for supervisors; and in Rochester we began engaging in a strategic planning effort with our Telesca Center partners focused on fundraising and increasing resources.
Direct Legal Services: Cases

Housing:
Our client had purchased her home about 20 years ago, but was facing foreclosure. Her mortgage payment was $750 per month, but she had fallen behind due to a temporary loss of income. The bank had already commenced a foreclosure action, and the client was seeking a mortgage modification, but she could not get the bank to cooperate. We represented the client in the foreclosure action, filed paperwork with the court, attended settlement conferences, negotiated with the bank and convinced the bank they were out of compliance with Freddie Mac mortgage loan regulations. The bank reconsidered their position and offered an affordable loan modification to the client. Her monthly mortgage payment was reduced by $120 and she was able to keep her home.

Family:
A survivor of domestic violence contacted LawNY after filing for an order of protection. LawNY helped the client file a modification of custody petition and we represented the client in court on both matters. During a court proceeding, the abuser violated the temporary order of protection and was arrested. LawNY was able to negotiate a settlement of a one year final order of protection and we were able to negotiate for the client to have 50/50 placement of her child as opposed to the previous arrangement of every other weekend.
Other Services: Overview

LawNY provides community legal education to client groups to: 1) provide information about legal issues to help people recognize legal problems; 2) understand their legal rights and responsibilities; 3) take steps on their own to resolve problems; and 4) know when to seek assistance. We also provide community legal education to human service providers from local agencies with the goal of giving them information that they can use to help their clients avoid problems and also know when they should contact us for assistance.

We continue to provide other legal-related services that maximize the impact of our work and aim to prevent the need for further legal intervention. In order to achieve these goals, we engage in community legal education activities to particularly vulnerable populations and census tracts.

For each of our programs, we offer a variety of advice and brief service assistance by telephone. During the reporting period, we intaked 7,054 households without meeting the clients in person. In addition to our subcontractor’s 740 hotlines, LawNY’s hotline services included: 1,365 housing, 588 consumer, 510 family, 311 income maintenance, 197 health, 106 individual rights, 97 employment, 37 education, 22 juvenile and 121 miscellaneous. The total number of hotline calls, 4,145, is reported in Part II, Section D.2.d as other pro se assistance.

Our website, www.lawny.org, currently has over 95 English and 41 Spanish self-help pages, community legal education articles and videos, many of which are also published on LawHelpNY. During the period from 4/1/21 – 3/31/22, www.lawny.org had 668,764 users, 793,180 sessions and 952,884 page views. Our self-help materials were accessed 735,944 times. We estimate that these materials were downloaded 110,192 times.

<table>
<thead>
<tr>
<th>Services Other Than Direct Legal Representation</th>
<th>Number of People</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Legal Education</td>
<td>46,946</td>
</tr>
<tr>
<td>Pro Se Assistance</td>
<td>5,190</td>
</tr>
<tr>
<td>Online Assistance</td>
<td>959,544</td>
</tr>
</tbody>
</table>

1,011,680 People Benefitted by Services Other Than Direct Legal Representation
Other Services: Trainings

LawNY is a certified CLE accredited provider. During the reporting period we provided or sponsored at least eight trainings for our staff and pro bono attorneys which qualified for CLE at which there were 393 attendees. In addition, 53 persons viewed on-demand trainings.

Staff also routinely attend external trainings in their substantive practice areas. Trainings of note attended by staff this year include the ABA/NLADA Equal Justice Conference, the annual conference of the Women’s Bar Association of the State of New York, the National Consumer Law Center’s consumer rights litigation conference and the NYSBA Young Lawyers Section Trial Academy at Cornell University. The trial academy is a five day, highly interactive trial techniques program specifically geared to attorneys early in their career.

The most significant training that LawNY staff received during the reporting period was a workshop on undoing racism, presented by the People's Institute for Survival and Beyond. This workshop, which was mandatory for all managers and supervising attorneys, was an all day, three day training, offered twice - in 10/2021 and 11/2021. It was an interactive training consisting of lecture, group discussion and activities designed to challenge our socialization about race and racism and explore and address how our work as a non-profit may be affected by racism.

Ten staff members, including a deputy director and two supervisors attended the Amplifying Voices and Creating Accountability conference which offered strategic solutions on creating racial equity and included sessions on outreach, supervision and organizational management topics.

Our Rochester office continued internal supervision training with six sessions during the reporting period, with topics including performance feedback, Legal Server as a supervision tool and reviewing case files for closure. In addition, a series of four training sessions were provided to the supervisors of our summer law clerks.

Our director of litigation and advocacy developed and presented a Lunch and Learn series for all staff, Life Cycle of a Lawsuit. The series was comprised of 11 different sessions: investigating a case, drafting a summons and complaint, service of process, scheduling orders/mandatory disclosures/mediation, paper discovery, depositions, subpoenas, motion practice, motions for summary judgment, trial preparation and trial.
Other Services: Technology and Other Innovations

The continuing COVID-19 public health crisis continues to be a testament to LawNY’s ability to quickly adapt our technology and communications practices with thoughtfulness and foresight. With a large majority of our staff having transitioned to a hybrid work model, security has remained our top concern. Highlights of the reporting period include: we adopted a Virtual Private Network (VPN) to ensure network security while working remotely; we adopted OKTA, a multi-factor authentication tool that adds an extra layer of security in order to access the client data in our case management system; security awareness trainings with follow-up phishing tests were required of all staff members in order to ensure best safety practices while working remotely and in the office; we began implementing an Advanced Grants Management system through our case management system, Legal Server, to assist our offices in keeping track of spending on our various funding sources; we adopted a formal social media policy in order to remain safe online and consistent in our online communication practices including the creation of internal guidelines for accessible content; our social media presence has continued to grow, with over 300 new followers across our platforms during this reporting period (Facebook- 146, Instagram- 47, LinkedIn- 90 and Twitter- 22); our program-wide online intake went live on 3/23/21 after the successful pilot of online intake through our Rochester office with 444 online applications for assistance have been filled out during this reporting period; our website was heavily utilized; the number of Spanish translations of our online legal information articles available on LawNY.org increased from six to 41; and we had at least 6,660 downloads of our Paths to Foreclosure interactive form which was developed in partnership with the Unified Court System and Legal Services NYC.

Impact Cases

We previously reported on a civil suit against a mobile home community to challenge an improper rent increase and to try to enforce repair of substandard conditions, in coordination with Homes and Community Renewal. During the reporting period, we continued to represent two officers of the Orchard Grove Residents’ Committee, in efforts to improve the manufactured home park, consisting of 194 occupied manufactured homes, and oppose park-wide rent increases imposed by the Nevada investment company that bought the park in 2020. We have responded on behalf of our clients to inquiries by HCR on the progress of the park owners in complying with an 8/2021 Correction Action Plan (CAP) for repairs in 17 categories, including roads, drainage, lighting and electrical issues. We have pursued pre-trial discovery in support of the complaint filed in 2/2021. Recently, on 2/16/22, we filed a second complaint on behalf of our clients opposing a second annual rent increase of 6%. We achieved a favorable outcome for the client.
Impact Cases

Evans vs. Town of Van Etten
Evans vs. Town of Van Etten is an action commenced in U.S. District Court for the Western District of New York seeking monetary and declarative relief on behalf of the former owner and resident of a mobile home which was taken and destroyed along with all of its furnishings and contents by the defendants without due process of law. In addition to restitution and damages for our individual client, we asked for a judgment that would protect all of the home owners in the Town of Van Etten from the removal from and destruction of their homes through the improper application of housing code provisions against them. MILESTONE: Settlement of action. IMPACTS: A stipulated settlement order awarded our client $25,000 damages and required the implementation of due process procedures to protect all home owners and occupants of the Town of Van Etten from the unlawful taking or destruction of their property by the Town's housing code enforcement procedures. We estimate that 100 persons were impacted.

Delahoy vs. Scott M. Colby, Inc. and New City Funding Corp.
In this case, we sued a used car dealership and the lender after it was learned that our client had been sold a "salvaged title" without that being disclosed to the client which meant that she had to pay much higher insurance rates than if the title had not been a salvaged title. The case has settled with a very favorable outcome for the client.

Sources of Funding

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>IOLA Grant</td>
<td>$1,200,000</td>
</tr>
<tr>
<td>City and County Funding</td>
<td>$1,035,295</td>
</tr>
<tr>
<td>State Funding</td>
<td>$7,188,565</td>
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<tr>
<td>Federal Funding</td>
<td>$4,749,598</td>
</tr>
<tr>
<td>Other</td>
<td>$3,524,129</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$17,697,587</strong></td>
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</tbody>
</table>
Pro Bono Volunteer Involvement

During the reporting period, between LawNY and our subcontractor, JustCause, 120 pro bono attorneys, 118 law students and graduates and 36 other volunteers donated an estimated 7,909 hours of service to LawNY. In addition, JustCause closed an estimated 686 cases utilizing LawNY’s subcontracted LSC and private foundation funds which are not included in this report, as well as 603 cases utilizing LawNY’s subcontracted IOLA funds which are included in this report. With IOLA subcontracted funds, 85 JustCause volunteers donated 399 hours to cases and activities.

Our regional pro bono program continued to serve clients and volunteers remotely during the pandemic. We conducted virtual training sessions for our 20 summer interns, as well as remote Lunch & Learn programs and networking opportunities. We hosted three Pro Bono Scholars in the spring of 2021 and we are hosting another three Pro Bono Scholars who started in 3/2022. During the reporting period, we were a host site for remote alternative law school spring breaks with Roger Williams University and UC Hastings law students.

We also were involved with CLE presentations and statewide meetings. During the reporting period, a volunteer attorney presented a CLE on family law and cannabis law and our pro bono team and other LawNY staff presented a CLE on reentry issues, Pro Bono Guide to Certificates of Rehabilitation. There were 54 attendees at these two CLE events. Our Director of Pro Bono Affairs also began serving as the co-convener of the Pro Bono Coordinators Network.

During the reporting period we implemented a grant from the OAG to provide coordinated assistance through pro bono attorneys to tenants facing eviction as a result of COVID. The project included a partnership with Pro Bono Net. We were able to establish referral systems, update housing court training and plan pro bono attorney recruitment.

Other pro bono highlights during the reporting period included: centralizing our intake for our pro bono department in 10/2021; hosting the upstate coordinator for the Feerick Center’s Attorney Emeritus Project; maintaining a virtual pro bono platform for managing volunteers; and collaborating with DLA Piper, an international law firm, on a virtual divorce clinic through which 20 attorneys were able to serve 17 clients.

<table>
<thead>
<tr>
<th>Attorneys volunteered</th>
<th>863</th>
<th>345 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Law Students volunteered</td>
<td>446</td>
<td>6,213 hours</td>
</tr>
<tr>
<td>Other Volunteers volunteered</td>
<td>120</td>
<td>1,351 hours</td>
</tr>
</tbody>
</table>
Significant Collaborations

Participation in Justice for All, a Permanent Commission pilot project in Monroe County, with LawNY playing a leadership role on many of the initiatives being undertaken, including a pilot which provides on-line access in real time to all filings in the eviction and the small claims parts of four Town and Village Courts and the development of a continuing judicial education training on procedural fairness for the Monroe County magistrates’ association;

- Continuing to lead both a Legal Assistance for Victims grant collaboration in partnership with the domestic violence and sexual assault providers in 13 counties and the Steuben County Domestic Abuse Response Team (DART) which includes domestic violence and sexual assault programs, a counseling agency, the Sheriff’s, Probation, Social Services and Mental Health departments and the New York State Police;

- Our Bath and Geneva offices helped develop and implement the Special COVID Intervention Part (SCIP) in six rural counties to address eviction proceedings arising during COVID and to centralize in County Courts landlord/tenant proceedings from Town and Village Courts into a streamlined process with a goal of resolving landlord/tenant proceedings using conferencing and mediation;

- Starting 7/1/21, our Bath office contracted with the Steuben County Office for the Aging to provide civil legal services to older adults in Steuben County and the City of Ithaca has funded LawNY to expand legal representation to residents in eviction cases in Ithaca City Court;

- The Tenant Defense Project (TDP) is the first real solution to the legal aspects of the housing crisis facing tenants in the City of Rochester and Monroe County with the TDP providing representation to all tenants who want an attorney in Rochester City Court. Additionally, as town and village courts return to a decentralized system following a period of centralization in county court and we experience an increase in filings due to the end of the eviction moratorium, TDP is planning for expansion into the town and village courts;

- We are serving as a national leader for nursing home debt defense, with a LawNY supervising attorney serving as the chair of the National Nursing Home Debt Defense Coalition that collaborates with over 40 advocates and organizations across the country; and

- A LawNY supervising attorney was invited to co-teach at Cornell and Yale Law Schools during this reporting period as part of a new effort to represent indigenous citizens in our service area in partnership with the law schools. Through this partnership, we are now lead counsel on seven unlawful eviction matters involving indigenous citizens in our service area.