During the IOLA year ending 3/31/2022, Legal Services of the Hudson Valley conducted 15,245 intakes from our seven-county service area and made 3,829 non-case referrals for applicants not able to obtain our services. We ramped up in-person services to meet client needs and continued to provide virtual/remote services as well. Of the 13,187 cases we handled, we closed 6,719 cases with legal assistance, conferring at least 8,393 distinct legal benefits on an estimated 14,530 individuals. In the process, we saved more than $100,000 in filing fees for our indigent clients. Volunteers provided 6,712 hours, representing more than 4 full time staff equivalents, with pro bono attorneys closing 178 of these legal cases.

Moreover, LSHV provided time and non-legal assistance, closing an additional 1,589 nonlegal cases not reflected above: Medicare Long Term Care advocacy that conferred over $1.3 million in benefits, housing counseling, SSI application filings, and the research, advocacy and cases in which clients failed to pursue their legal options. Beyond casework, we provided legal information and education to an estimated 70,533 community members and their providers to foster knowledge and self-help through plain language and video legal guides shared with LawHelpNY and posted to our website, and virtual presentations over Zoom and live stream platforms. We trained 107 attorneys on a variety of pandemic-related topics. With “remote” tools already in place, we improved and expanded technology with a robust focus on security. We secured more Zoom and DocuSign licenses to increase our ability to safely provide seamless, virtual legal assistance and legal information to our target populations, community service providers and participate in local and state task forces.
Elder Abuse:
Our 87-year-old elderly client had health complications and was being manipulated and abused. The abuser asked to stay at his home for just a few days, but she remained beyond this, without permission. The client’s attempt to seek help from the police were rejected, as the police considered the abuser a squatter. Our elderly client was unable to get the abuser to leave his home, and now further emboldened, she invited her boyfriend to live there as well, against the client’s permission. The two forced him out of his bedroom and, kept it locked, so client was unable to use the sole bathroom contained within the bedroom. They denied the client’s home health aides access to the apartment. He found his medication, his phone, his food stamp card all missing and the wiring to his electric wheelchair cut, which cut off his mobility.

Once the client sought our assistance, LSHV was able to obtain a temporary order of protection and negotiated with the landlord to move the client to a different unit, the location kept confidential. Employing these legal strategies allowed the client to live free from abuse and gain control of his own life and premises. He knows we stand ready to help him for this issue and any other future legal issues.

14,530 people benefitted from 6,719 legal cases closed
Direct Legal Services: Cases

A Veteran Senior At Risk Of Losing Section 8 Due To Unemployment Fraud:
A 68-year-old senior veteran suffering from PTSD and anxiety came to us very concerned after Section 8 alleged that she failed to report unemployment income. The client denied the allegation. We advised the client to contact the NY Department of Labor and report unemployment fraud. We also advised client to take certain steps if she is concerned about additional potential fraud. We then contacted Section 8 on the client’s behalf and provided proof that the fraud was reported, resolving the matter in the client’s favor. To allay further anxiety, we provided the client with the proof from Section 8 stating that the issue was resolved and that the client could disregard the unemployment allegation letter.

Income Maintenance: Unemployment And Pandemic FMLA:
A 56-year-old client, from a veteran household, came to us after her initial application for unemployment benefits in July 2021 was denied on the grounds that she was unavailable for employment. The client had taken time off under the Family Medical Leave Act to care for her elderly mother who has Alzheimer’s and needed round-the-clock care after her home health care workers left and could not be replaced due to the pandemic’s staffing shortages. The client sought to work from home, a similar arrangement to her co-workers, but her request was denied, and she was terminated. The client then applied for unemployment benefits but was denied on 9/29/21 on the ground that she was unavailable for work. The client appealed and then sought our assistance in November 2021. We agreed to represent her, and a hearing was held the next month, which resulted in the Client being awarded benefits back to her original application date. We anticipate she will receive approximately $13,000 in back benefits. The Client, who feels that she was discriminated against by her employer, was also advised of the 1-year time limit to file a claim with the EEOC/NY S Division of Human Rights.

Other Services: Overview

Complementing our direct case services with the goal to expand our reach to help as many households as possible, our attorneys and paralegals frequently speak at meetings and trainings held for low-income clients, consumers, special needs groups and community service providers. We seek to train consumers and local not-for-profit and government agencies. We work with our Development Department to secure television and radio spots for outreach and legal education purposes. Through our collaborative partnership with statewide LawHelpNY we expand our reach to a statewide population. We fully utilize the power of social media to capture the attention of individuals and groups by using Facebook Live/Livestream for legal education events.
Other Services: Overview

A minimum of 70,533 estimated individuals were assisted from our Other Services reported this year, that includes training other providers, who in turn are able to identify households needing legal assistance and a referral to us. Having suspended our court help desks due to the pandemic, we understood the most effective method of providing help was through Livestream legal education events and our English/Spanish legal guides in text and video formats posted on LawHelpNY and our website.

LSHV utilizes all forms of networking, such as community service providers, government agencies to legislators to reach as many of our target population to provide legal information and education as well as broadcast the ability of our services. Establishing and refreshing these contacts takes hours of time from various positions in our organization. We devote time to participation in local, regional, and state task forces. We update contact information for our e-newsletters and linking ourselves to others with our social media presence. We make phone calls, letters, and emails, refreshing our contact points or making new introductions that propels word of our readiness to server further. A notable example of the success these efforts bring are our Livestream event, “Tenants Rights Forum”, held on May 27, 2021, through Facebook and Zoom, in partnership and sponsored by NYS Senator Andrea Stewart-Cousins. Five LSHV attorneys with specialties in housing law and well-versed on protections against eviction provided by pandemic measures addressed an estimated 1,700 attendees. Within the presentation, among other topics they explained the use and process of submitting a hardship form declaration, followed by an open question and answer period.

Also notable is a partnership we created with the joint efforts of NYS Senator Harkham and State Assemblymember Burdick that resulted in reaching an estimated audience of 250 at a Zoom presentation on the NYS COVID-19 Emergency Eviction and Foreclosure Prevention Act and the financial relief NYS had available under the NYS Emergency Relief Assistance Program.

### Number of People who Benefitted from Services Other Than Direct Legal Representation

<table>
<thead>
<tr>
<th>Service</th>
<th>People Benefitted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Legal Education</td>
<td>3,604</td>
</tr>
<tr>
<td>Pro Se Assistance</td>
<td>5</td>
</tr>
<tr>
<td>Online Assistance</td>
<td>66,924</td>
</tr>
</tbody>
</table>

70,533 People Benefitted by Services Other Than Direct Legal Representation
Other Services: Technology and Other Innovations

A few highlights of improvements: Installed Meraki Access Points in 4 locations to enhance network security and reduce possibility of Wi-Fi hacking. Installed Perch devices in all of our locations to monitor network traffic and search for anomalies which could pose a threat to security. Continue to use Mimecast to monitor and filter email and search for malicious software or attachments embedded within. Added additional DocuSign licensing for staff, used for HIPAA and LSC compliance. Added additional Zoom licensing for hosting large meetings. Maintained Microsoft cloud-based SharePoint site and continue working with Just Tech on a new online intake form. Issued 50 new Lenovo E14 laptops to new hires and replaced several T430 which are approximately 8 – 9 years old. E-Faxing capabilities were expanded to the majority of staff and shared mailboxes were created for each location. Distributed additional IPad’s in certain locations for use with the Ring devices and monitoring client traffic. Added security awareness training (KnowB4) for all employees to help spot phishing and other invasive threats.

Other Services: Trainings

We offer a holistic array of training to our staff to equip them in many ways, with (1) understanding new research, law and court processes and how to strategically utilize them for best case results; (2) improving litigation skills, i.e. evidence training; (3) broadening practice area training, i.e. the intersection of eviction procedures and VAWA rights(4) understanding the needs of targeted special populations, i.e. the needs of the elder, the veteran client or client in trauma (5) a broad range of diversity, inclusion and belonging training, to ensure provision of compassionate and culturally and linguistically sensitive services and promote strong bonds among the staff. As an accredited CLE provider, staff can earn a portion of their biennial requirements through some of our trainings. Our organization conducted our normally scheduled “All Staff Days” virtually in May, featuring a presentation on “Mindfulness in the Workplace” by Robert Chender, Esq., Mindfulness Trainer to assist with staff resilience and in December featuring Maria Dautruche, Director of YWCA’s Westchester Center for Racial Equity, In addition to onboarding instruction for new members, our Board is also offered periodic training: (1) a Diversity, Inclusion and Belonging module; (2) a minimum of 4 presentations annually by staff to understand a certain practice area the needs of the community or a special population and (3) strategic planning coaching. Currently, one of our client-eligible board members is participating in the Hudson Valley Board Roundtable, which is a training series facilitated by Adelphi University’s School of Nonprofit Management.
Impact Cases

Stamatis v Cole
Synopsis: In October of 2020, with court operations disrupted by the pandemic, a landlord shut off a family’s heat in an unlawful self-help eviction and sued them in small claims court for alleged damage to the property. LSHV obtained a favorable settlement of both matters. The landlord’s actions violated a recent law criminalizing illegal evictions. LSHV convinced the local police department that they had jurisdiction to charge the landlord with a crime. Court data show there were 85 illegal lockout cases filed in our service area in 2021, meaning there is a great deal of illegal lockout activity and proper application by local law enforcement impacts at least 100 families.

Donofria v August Associates
Synopsis: In 2019, the state passed a law allowing manufactured home park residents to challenge rent increases over 3%. We litigated under this new law and the proposed rent increase was rescinded for all 50 park households.

Cabrera v Humphrey
Synopsis: Tenant agreed to a move-out date after the expiration of a covid-related eviction prevention rule. Following that agreement, new measures went into effect. The trial court rejected arguments that the new measures prevented eviction. On emergency appeal, the Third Department reversed and found that all current eviction prevention measures were effective despite the tenant having entered into a stipulation. This decision is a leading appellate case on the application of pandemic eviction measures in housing courts. Two major covid-related eviction prevention statutes became effective between December 2020 and June 2021 and there have been 67 reported decisions discussing their application.

Significant Collaborations
LSHV provided a sample brief to other legal aid organizations as part of a collaborative effort to respond to a dramatic change in the law affecting evictions. LSHV regularly met with advocacy directors and housing experts from organizations throughout the state to discuss litigation strategies and share legal analysis and litigation results. At the invitation of the Consumer Financial Protection Bureau, LSHV shared with legal services providers from New York and other states best practices on defending monetary claims.
Significant Collaborations

During this reporting period, our Pro Bono Director connected with the New York State Business Council. The Business Council of New York State, is the leading business organization in New York State, representing the interests of large and small firms throughout the state. The Pro Bono Director connected with the pro bono committee of the Business Council. An initial training was scheduled for September 2021; however, given New York’s passage of legislation which extended the moratorium, the Business Council decided to postpone until November 2021. After the Business Council invited its members, the November 2021 training garnered the following participations from law firms and corporations: Wilmer Hale, Akin Gump Strauss Hauer & Feld LLP, Fried Frank, Cadwalader, Wickersham & Taft LLP, Bond Schoeneck & King, Morgan Stanley, Pfizer, Bloomberg, NBC Universal, MetLife, Advance, PricewaterhouseCoopers, AIG, and PepsiCo. Since the training we have placed multiple cases with law firms and corporations. For direct representation, law firm associates and counsel from the corporation paired together in order to effectively represent clients. Connections with these law firms and corporations will also be very helpful in potentially placing cases and garnering assistance for cases and assistance outside of housing, as this the relationship with the Business Council now provides LSHV with access to a wide swath of corporation and law firms willing to provide pro bono assistance.

LSHV is the only comprehensive civil legal services provider in six of our seven-county service area, and one of two in Rockland County, Legal Aid Society of Rockland. This neatly reduces the risk of duplication of services. LASR and LSHV cross-refer cases when appropriate or when there is a conflict of interest. We know and refer to those providers that provide limited or specialized services, such as the Worker Justice Center of NY and Rural Law Center of NY, when we have applicants ineligible for our services, have reached our capacity or when the legal matter is outside our priorities. We cross-refer with our affiliate, Hudson Valley Justice Center, who is able to take some of our ineligible clients.

LSHV is an active participant and stakeholder in LawHelpNY. We are a current LawHelpNY partner in an LSC Technology grant for the revamping of its statewide portal, our part committing to produce a dozen current legal guides or videos once the transition is complete. To date, we have delivered two updated legal guides towards this goal. Historically, we shared numerous legal guides in text and video form that provided valuable education on pandemic-related changes to laws, rights and court processes to an audience constrained by shelter-in-place orders. We have participated in sharing our own experiences and utilizing new applications with our new, updated LSHV website and enhanced data collection, for example, English or Spanish language tabs for the viewer to select. The latest changes for our LawHelpNY listing were sent on April 28, 2022.
Pro Bono Volunteer Involvement

Achievements: LSHV’s Pro Bono Unit logged 6,712 volunteer hours during a still present, although somewhat waning, pandemic year. We continued to place cases with volunteers at NYC based law firm and Hudson Valley based firms and practitioners, as the need for housing assistance become more exigent with the expiration of the housing moratorium in January 2022. In July 2021, the Pro Bono Unit, among other LSHV participants, presented to the NYS Attorney General Letisha James regarding the ever-expansive need of housing assistance throughout the Hudson Valley.

Recruitment: Our Pro Bono Unit succeeded in enrolling new law firms and corporations in training/enrollment for our Housing Court project as detailed in our “Collaboration” section above. Over the 12 months, LSHV and its clients benefitted from two rounds of Pro Bono Scholars from Pace Law (3 students in 2021 and 1 student in 2022). Ten (10) interns participated in a 10-week virtual summer internship in 2021: Cornell Law School, Hofstra Law School, Fordham Law School, Pace Law, Rutgers Law School, St. Johns Law School, and CUNY School of law. We continue recruiting volunteers for bankruptcy and divorce in our catchment area.

Training: During this period, the above referenced firms and corporations were virtually trained in November 2021. In addition, LSHV records all virtual trainings to provide the recordings to those individuals who were unable to attend the live virtual training, thus reaching more volunteers. We also conducted a Diversity, Inclusion, and Elimination of Bias (D&I) CLE in concert with National Pro Bono Week and invited volunteers, and the interested public, to attend to celebrate volunteerism and provide a free D&I CLE for those in attendance.

Deployment: Given the increase in housing matters in need of assistance after expiration of the moratorium, LSHV’s Pro Bono Unit continued to focus on recruiting for housing matters to prepare pro bono attorneys to assist us in meeting the pressing need to assist our service area in housing court matters.

1,865 Attorneys volunteered 2,519.5 hours
19 Law Students volunteered 4,046 hours
4 Other Volunteers volunteered 146.8 hours
Sources of Funding

- IOLA Grant: $2,200,000
- City and County Funding: $3,768,417
- State Funding: $8,157,394
- Federal Funding: $5,974,676
- Other: $1,390,175

Total: $21,490,662