In fiscal year 2022, NMIC staff members conducted 4,203 unique intakes and closed 5,772 cases that affected 15,232 members of the community. As a result of this work, NMIC was able to attain over $8.4 million in back awards and settlements as well as just under $250,000 in monthly benefits (un-annualized) on behalf of clients. NMIC staff also provided representation to 26 tenant groups and one impact case, which would potentially impact over 250,000 people, including all young children living in lead-contaminated apartments.

NMIC services are open to individuals living throughout New York City, however 86.1% of our clients live in either Manhattan or the Bronx, and 98.9% live within the five boroughs. The agency serves a largely Hispanic population, many of which are limited or non-English speaking recent immigrants or undocumented members of the community. NMIC was founded in 1979 to serve these communities and has cultivated linguistically and culturally competent service model by hiring staff that are fluent in Spanish, connected to our community, and have experience serving a predominantly Hispanic/Latinx population.

This year, NMIC has strengthened its services to make deeper impacts in peoples lives by comprehensively screening and referring clients to more than one onsite program in order to have multiple needs addressed simultaneously. Our priority has been to help our community once-and-for-all overcome the health and financial threats that the COVID-19 poses, while building their capacity to improve various social determinants of health for future generations. Our innovative vaccine call center has made over 35,000 appointments this past year, we helped 434 residents access $5.5 million through the Excluded Workers Fund and Emergency Rental Assistance Program, began assisting survivors of domestic violence in applying for Section 8 Housing while their eligibility is temporarily extended, and distributed $80,000 in charitable funds directly to our clients. Beneficiaries of our COVID response initiatives are often existing clients accessing legal services through different internal units, as staff are trained to recommend programs to clients.

**Overview of Achievements**

<table>
<thead>
<tr>
<th>Total Staff: 78.67</th>
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<tbody>
<tr>
<td>Lawyers: 29.66</td>
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<tr>
<td>Paralegals: 17.92</td>
</tr>
<tr>
<td>Other: 31.09</td>
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</tbody>
</table>

**Population Served:** General Low Income Population

**Area Served:** New York City Metropolitan Area

**Total IOLA Grant:** $864,000

**Staffing Full Time Equivalents:**
- Total Staff: 78.67
- Lawyers: 29.66
- Paralegals: 17.92
- Other: 31.09
Direct Legal Services: Cases

Client Story #1 (Names have been changed to maintain client confidentiality):
Ms. R first left her home in the Dominican Republic and entered the United States in 1996 at the age of 16. In 2015 she came to NMIC seeking a path to citizenship and explained that over the past 26 years, she has built a life in New York but was also experiencing domestic violence at the hands of her ex-husband, who physically and verbally abused her. NMIC connected her to our onsite domestic violence project, while taking on her immigration case. NMIC filed a Form I-360 VAWA Self-Petition on her behalf and a Form I-485 Application for Legal Permanent Residence. In September 2017, she was granted Legal Permanent Residence. In December 2020, NMIC filed a Form N-400 application on her behalf and on 10/25/2021, she became a U.S. Citizen.

15,232 people benefitted from 5,772 legal cases closed

Cases by Legal Problem Area

- Income: 29%
- Immigration: 27%
- Housing: 25%
- Health: 11%
- Family: 8%
**Direct Legal Services: Cases**

**Client Story #2:**
NMIC represented Ms. C in a non-payment proceeding that was started against her by her landlord in 2016. The landlord claimed that the apartment was a market rate unit and that Ms. C was behind in rent. After investigating her case, NMIC discovered that Ms. C’s apartment was fraudulently deregulated and should be subject to rent stabilization, and that the landlord had overcharged Ms. C in rent.

NMIC appeared in court on Ms. C’s behalf over 30 times, submitting successful motions to dismiss the landlord's petition, conduct discovery, and compel the production of documents related to the rent stabilization status of the apartment and the overcharge claim. Ultimately, after a trial, Ms. C prevailed on her claims. The court determined that the landlord fraudulently deregulated the apartment, entitling her to a treble damages award and a total judgment of nearly $200,000. The court also determined that Ms. C was entitled to a rent stabilized lease and that her rent should be lowered. The trial decision was published in the New York Law Journal and with NMIC’s support Ms. C was not evicted and even received compensation for the violations of her housing rights.

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**Other Services: Overview**

NMIC staff work to address issues that relate to legal service provision, such as food insecurity and mental health needs that exacerbate a tenants’ ability to remain securely housed. As of this fiscal year, NMIC has leveraged its relationship with Robin Hood to continue its Benefits Access program that assists client in applying for various benefits including Medicaid, SNAP, housing subsidies, Social Security Disability (SSD) and Supplemental Security Income (SSI) to help promote financial stability and increase self-sufficiency. During COVID-19 we began assisting residents in accessing unemployment insurance and charitable sources for rental arrears. By accessing these benefits, case managers connect clients to an additional form of revenue and increase their ability to meet rent and other financial demands. At every intake, LOA staff screen for client eligibility to receive public benefits. If a client is eligible for benefits but does not currently receive public assistance, staff work collaboratively to refer clients via a warm handoff to the Benefits Access team. In addition to public assistance, the Benefits Access team also houses two Healthcare Navigators that screen and connect clients to free or reduced-cost health insurance through the New York State Healthcare Marketplace.
Other Services: Overview

LOA staff members work closely with our onsite mental health program. Legal staff members periodically encounter clients with psychiatric disabilities and other mental health issues that are often un- or under-treated. These issues, when unaddressed, can result in repeated contact with and utilization of the state courts. All LOA staff are encouraged to provide referrals directly to the Mental Health Unit, which specializes in assisting existing clients with mental health needs. All LOA staff were trained in administering the Mental Health Wellness Screener through ClientTrack. This screener assesses clients for depression, anxiety, and substance abuse by using questions from recognized assessment tools including PHQ-9, GAD-7, and CAGE AID. Depending upon the Wellness Screener score (which is calculated based upon client answers to the assessment questions), an automatic referral is sent directly to Mental Health staff. Connections to Care allows NMIC staff to work proactively to ensure that clients have all the resources that they need to live a healthy, productive, and fulfilling life.

NMIC’s Domestic Violence Project (DVP) is part of LOA and provides culturally and linguistically sensitive, trauma-informed services to survivors. DVP staff typically offer a range of services, including case management, crisis intervention, risk assessment, safety planning, court accompaniment, evidence collection, translation, and advocate on behalf of clients on issues such as, but not limited to, custody, divorce/annulment, immigration, eviction prevention, and orders of protection. Legal and DVP staff work closely to ensure a robust referral system that connects DVP clients to legal services (and vice versa) quickly, typically that same day through a warm handoff. Additionally, legal staff members assess clients at intake for any potential domestic or intimate partner violence issues.

| Number of People who Benefitted from Services Other Than Direct Legal Representation |
|-------------------------------------------------|---|
| Community Legal Education                        | 789 |
| Pro Se Assistance                                | 341 |

1,130 People Benefitted by Services Other Than Direct Legal Representation
Other Services: Technology and Other Innovations

NMIC continues to use ClientTrack, our proprietary case management system used to collect and store client information and service provision data. The ClientTrack system has been specifically designed for NMIC and is fully customizable, allowing designated staff to alter frameworks within the system to meet the agency’s evolving needs. NMIC maintains a full time Data Systems Manager who is responsible for augmenting the existing infrastructure within ClientTrack. The Data System Manager has made significant contributions to ClientTrack, including developing a universal assessment tool that was piloted during the Tax Preparation Initiative and is now the standard needs screening tool throughout the organization.

The Data System Manager was integral in ensuring that NMIC’s new digital capabilities got continuous support while delivering services virtually. We also simplified intake by connecting web-based forms to our database. Ultimately, the information entered by the client will automatically create a client record in ClientTrack, allowing staff members time to research relevant options for services before the intake and decreasing administrative burden for both staff members conducting the intake and new clients. This past year he has focused on building further integration capabilities between our legal services and education and career programs, to better facilitate screenings for needs and cross-referrals.

We utilize RingCentral to host our intake hotline and vaccine call center. This new technology allows us to track calls and implement a call menu in English and Spanish allowing clients to be directly connected to the right service.

Other Services: Trainings

NMIC is committed to professional development and encourages it staff to pursue training and workshop opportunities that help build skills and knowledge. In fiscal year 2022 NMIC staff had access to 18 different in-house training sessions that focus on both general and nuanced issues within housing litigation (e.g. Overview of the Housing Stability and Tenant Protection Act, Updated Rent Overcharge Strategy and Litigation, OSDs and FHEPS, Virtual Hearings and Advocacy, Illegal Lockouts, nuisance cases, mock trial and motion argument simulations, and several Housing 101 topics).

NMIC’s involvement in a variety of coalitions has cultivated a pipeline of both subject and skill development trainings. A notable training series that legal staff members are strongly encouraged to attend is the LEAP CLE Training series hosted externally by the LEAP coalition and MFJ Legal Services. Lastly, we are a registered agency with the Practicing Law Institute, and immigration staff take yearly trainings to maintain accreditation.
Impact Cases

**New York Coalition to End Lead Poisoning v. Koch**
NMIC continues to represent the New York Coalition to End Lead Poisoning on a class action lawsuit that seeks adequate and timely enforcement of the NYC childhood lead poisoning prevention laws. This law affects at least 500,000 children living in NYC rental apartments, the majority of whom come for low-income and working-class families. NMIC has been involved in this case for over 20 years and continues to participate in ongoing negotiations with the city as the coalition prepares to move to amend the complaint. In 2021-2022 NMIC staff drafted several bills on lead poisoning prevention that were introduced in NYC Council (Intros 5, 6, and 193) and several other bills that are in the process of being introduced. We also drafted several state bills on childhood lead poisoning prevention (S2142A?A6608A, S3079A/A7488A, S6554/A7117, and S8453) that are under consideration in the current legislative session (2 of which have passed in the Assembly). We also successfully petitioned the New York City Board of Health to commence a rulemaking to lower the blood lead level for mandated Health Department investigations of lead poisoning cases. We also won a decision of first impression on the responsibilities of landlords to affirmatively inspect for lead-based paint hazards (656 W. 162nd St. Tenants Assn. V. Edelstein, 73 Misc.3d 820).

**Edelstein Portfolio Cases**
Susan Edelstein owns and Kwik Realty manages over 10 buildings in our area and have been identified among the Public Advocate’s 100 worst landlords. NMIC has worked with the tenants of one Edelstein building, 520 West 183rd Street, since 2015. NMIC attorneys have since won summary judgement on an overcharge case and dismissed a second case brought by the landlord to compel the NYC Department of Buildings to vacate tenants after a partial building collapse, both in Supreme Court. NMIC continues to work with tenants living in 520 West 183rd Street on three consolidated HP proceedings to restore four families to possession who were removed by city agencies due to the aforementioned partial building collapse. In the overcharge case, tenants were initially awarded $150,000, however in early 2020 after the case was reconsidered and affirmed in the Appellate Division, the case was remanded to the Supreme Court to recalculate damages under new rent laws (Housing Stability and Tenant Protection Act of 2019). In fiscal year 2021 we argued against the appeal and the court reaffirmed the rent stabilization, however the trial on overcharges is continuing. In Fiscal Year 2022 NMIC has expanded its organizing and representation of tenants in the portfolio of buildings owned by Susan Edelstein. NMIC has brought a Supreme Court action on behalf of 10 tenants at 656 West 162nd Street for rent overcharges, and a second Supreme Court action on behalf of 9 tenants at 601 West 162nd St., 520 West 18rd St, and 227 Audubon Avenue challenging deregulation and overcharges.
Pro Bono Volunteer Involvement

NMIC is committed to developing partnerships with organizations, both within the community and across the city, to utilize the valuable skills and experiences of private attorneys and volunteers to increase capacity for service provision. To this end, in fiscal year 2022 we maintained a Managing Attorney for Pro Bono and Internship Programs. This staff member utilizes our professional networks to recruit volunteers such as pro bono practicing attorneys, law school students, and non–attorney volunteers to meet this need. In 1999, LOA Director Rodrigo Sanchez–Camus began the Tenants' Rights Project (TRP) while a student at Columbia Law School. Currently, the TRP student group remains active and volunteers annually with the NMIC Housing Unit. This ongoing relationship helps the agency provide free legal assistance to clients, provides industry–specific support to attorneys and allows students increased exposure to community–based legal work.

In fiscal year 2022, NMIC received 18 interns from twelve different law schools including one from Harvard, four from Columbia Law School, and two from NYU School of Law. Law students typically assist NMIC attorneys and paralegals with activities such as preparing legal documents, case research, and other administrative tasks. NMIC maintains strong relationships with law school partners as this valuable resource allows the agency to provide high–quality free legal services to community members and gives law students practical experience working in a nonprofit environment. In a sector where attorneys are increasingly in demand, law school partnerships create a valuable pipeline that allows student attorneys to become familiar with non–profit legal service providers and potentially develop professional relationships and opportunities post–graduation.

Impact Cases

600 West 183rd Street Tenants Association
NMIC represents 34 tenants at 600 West 183rd Street with rent overcharge complaints. The Supreme Court has granted summary judgment for the tenants finding that the landlords willfully overcharged them and has now referred the matter for a hearing (expected in May or June 2022) to assess damages and penalties.

18 Law Students volunteered 3,988 hours

33 Other Volunteers volunteered 8,169 hours
Pro Bono Volunteer Involvement

NMIC’s LOA Department continues to participate in the Train & Earn (formerly Out-of-School Youth, OSY) Program in collaboration with NMIC’s Adult Education & Career Services Department. The Summer Youth Employment Program (SYEP) did not take place in 2021 due to the pandemic. Train & Earn is an initiative of the NYC Department of Youth and Community Development (DYCD). The Train & Earn Program engages low-income youth between the ages of 16 and 24 who are not working and not in school by offering participants occupational skills training across many industries. The Train & Earn Program also provides placement assistance, counseling and supportive services and career planning. This year, NMIC hosted seven Train & Earn Program participants that, to date, have contributed 975 hours of service to LOA.

This fiscal year NMIC also hosted a number of volunteers and interns from schools across the city, including City University of New York Service Corps members from the John Jay College of Criminal Justice. NMIC also partnered with Fordham University to implement a Spanish Service Learning Placement where six students completed 30 hours of volunteer internship experience throughout the semester. Through this program, students are placed in positions at non-profits throughout the city where they can practice their Spanish with community members while learning about social justice issues and the immigrant experience. In total, NMIC Legal Service Department hosted 52 interns and volunteers who contributed a total of 12,157 hours of service.

Finally, NMIC continues to maintain strong partnerships with private law practices to increase service capacity. This reporting period NMIC did not receive externs, but continues to maintain its relationships with private law firms such as Schulte Roth & Zabel as well as Weil Gotschal & Manges LLP.
Significant Collaborations

**LEAP Coalition, Founding Member:** NMIC continues to participate in the LEAP coalition and serves as the borough lead organization in the Bronx. LEAP is a member-based partnership composed of direct civil legal service providers throughout New York City. Together, the 18 groups employ over 400 lawyers and benefit nearly 120,000 individuals each year. The Director of LOA serves on the LEAP Steering Committee which allowed him additional opportunities to engage with city and state elected officials and agency representatives to lobby for the preservation and expansion of funding for legal services.

**New York Legal Services Coalition, Founding Member:** NMIC continues to collaborate with the New York Legal Services Coalition (NYLSC), a collection of 50 legal service providers from across the state of New York committed to delivering effective legal services to low income New Yorkers. NYLSC works to ensure fairness for all in the judicial system through a wide range of educational activities; advocates on legal issues affecting low-income communities and the delivery of civil legal aid; identifies and promotes best practices in the civil legal aid community; and provides technical assistance and capacity building resources for our members. The Director of LOA now serves as President of the Coalition.

**United Neighborhood Houses:** NMIC is an active member of UNH, a coalition of 45 settlement houses throughout NYC who work together to advocate for and provide essential services to underserved New Yorkers. UNH consolidates resources to distribute to settlement houses and in the past year this collaboration led to more NMIC clients receiving relief through our food pantry, increased capacity to provide assistance to survivors applying to receive Section 8 Housing Vouchers, and the development of an ongoing program to provide cash-relief directly to excluded workers for a variety of emergencies.

**Partnerships with Healthcare Providers:** This year, NMIC continued to partnerships with several agencies including SOMOS Community Care (SOMOS) and NewYork-Presbyterian to implement projects that collectively address varying aspects of a client’s well-being based on various social determinants of health (SDH). NMIC staff members work collaboratively with SOMOS to implement programs that address SDH by connecting high utilizers of the healthcare system with NMIC to access additional social and legal services. We partner with NewYork-Presbyterian to increase community health workers in the area, implement a vaccine call center for our residents to easily make vaccine appointments, and to hire our community members to serve as patient greeters at local hospitals.
Sources of Funding

- **IOLA Grant**: $864,000
- **City and County Funding**: $7,371,150
- **State Funding**: $2,023,276
- **Federal Funding**: $255,053
- **Other**: $1,274,122
- **Total**: $11,787,601