In 2021-2022 JASA/LSEJ provided no-cost civil legal services to low-income older adults throughout Queens, Kings, and Nassau Counties in the areas of housing, public benefits, family violence, scams, and fraud.

During the reporting period JASA/LSEJ closed 877 cases benefiting 1578 individuals; conducted outreach and remote workshops and trainings reaching 2,420 individuals; continued representing two Queens tenant associations seeking relief against their landlords for its unlawful and harassing actions; assisted clients in applying for assistance through the Emergency Rental Assistance Program (ERAP) and the Emergency Housing Voucher (EVH) Programs; obtained orders of protection remotely through family court; assisted tenants to remain in their apartments through the filing of Hardship Declarations and ERAP applications and prevented foreclosures through forbearances and assisting homeowners to apply for Homeowner Assistance Fund (HAF) and removal of their property from the NYC Tax Lien Sale.

The grant period saw a continuation of Covid restrictions, Covid variants, the return of required in-person appearances in Housing Court and the lifting of both the eviction and foreclosure moratoriums. JASA/LSEJ obtained direct dollar benefit to clients through spousal support, pension benefits, and housing allowances in the amount of $132,101 and a monthly direct benefit equaling $8,168. JASA/LSEJ saved our clients almost $1,878,395 which included obtaining a life estate, proceeds for the sale of their home, government grants and $19,550 in waiver of back rental arrears. Additionally, $8,352 in payments were avoided for homeowners through modifications and other reductions. JASA/LSEJ had a total of $2,010,496 in financial benefits to our clients and monthly ongoing benefits of $16,520.
Direct Legal Services: Cases

Housing:
Ms. JL is 83 years old and has spent most of her life living and working in New York City. But she was not born or raised in New York. Ms. JL was sent here by her mother from Alabama, where she was born and raised. Following the murder of Emmitt Till in 1955, Ms. JL became an advocate for the civil rights movement. Ms. JL’s mother worried that it would not be safe for her daughter to remain in Alabama, so she made arrangements for her daughter to live in New York.

For nearly forty years Ms. JL has lived in her own home in Queens New York. To make ends meet Ms. JL took out a reverse mortgage. In 2016 her lender notified her that her home in Southeast Queens was being foreclosed for her failure to pay property taxes after, unbeknownst to her, a set aside account for her reverse mortgage was depleted. Ms. JL was referred to JASA/LSEJ after there already was a judgment of foreclosure in place.

Through JASA/LSEJ’s efforts the order of reference and judgment of foreclosure and sale were vacated. Based on Ms. JL’s age JASA/LSEJ was able to obtain a HUD’s At-Risk Extension of the foreclosure action removing the threat of her losing her home. Due to Ms. JL's health, it was critical that this 83-year-old senior remain in her home - a place in a community she is intimately familiar with - if she is to continue to live independently, be in close proximity to her church, her work, her friends and all of her supporters, and the health care facilities she regularly goes for treatment.
Direct Legal Services: Cases

Mr. S is an 88-year-old widower residing in a housing complex in Queens. His daughter, Ms. R, moved in with him a year ago after she lost her job due to the pandemic. He was referred to JASA/LSEJ after R insisted that he make her his POA which he did not want to do. In spring 2021 Ms. R received a fraudulent call telling her that if she received the COVID vaccine by April 30th she would receive a cash award of $250. She asked what about if she and her father both got the vaccine, and she was told then it would be double the money. The caller only needed her bank account and social security information for the checks to be deposited. Ms. R gladly provided her father’s information. Mr. S’s bank account, which had over $5,000 in it, was then depleted. Mr. S was referred to JASA/LSEJ. JASA/LSEJ assisted Mr. S to report the scam to the Attorney General’s office as well as revoke the POA and review money management programs to avoid future scams. The JASA social worker is assisting R to find her own apartment.

Other Services: Overview

The continuing closure of the courthouse legal services office continue to affect the in person “walk in” clinics. As a result, JASA/LSEJ continued to receive direct referrals via emails and phone calls from judges, court attorneys, HRA, DFTA and CBOs. These referrals were generally individuals needing emergency legal assistance, for example illegal lockouts or orders of protections. Although referrals made to JASA/LSEJ were Queens Residents of all ages, JASA/LSEJ’s focus continued to be individuals 60 or older in economic need.

JASA/LSEJ conducted remote workshops, trainings, and clinics, focusing on areas and services of most concern: housing, family issues, food insecurity, elder abuse, and racial equity. JASA/LSEJ continued its existing collaboration with Catholic Migration Services (CMS) and participated in Community Workshop events hosted by CMS. JASA/LSEJ also arranged with local CBOs and legislative offices, to hold remote trainings and clinics. JASA/LSEJ reached 2,420 people through all these services.

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Number of People</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Legal Education</td>
<td>2,420</td>
</tr>
<tr>
<td>Pro Se Assistance</td>
<td>192</td>
</tr>
</tbody>
</table>

2,612 People Benefitted by Services Other Than Direct Legal Representation
**Other Services: Technology and Other Innovations**

JASA/LSEJ continued to work with clients to assure that the digital divide does not negatively impact clients’ access to justice. There were no significant changes in JASA’s technology this year.

At JASA/LSEJ trainings pre/post written evaluations including feedback for improving workshops and trainings were provided to attendees and reviewed.

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**Other Services: Trainings**

JASA/LSEJ provides both internal and external training opportunities throughout the year in substantive legal trainings and staff development. These trainings target all members of our staff including non-attorney staff members. JASA offered several different types of training and professional development opportunities this year. Additionally, staff are strongly encouraged to attend local, statewide, and national conferences. During the grant period JASA working with an academic team of professors and graduate students from Columbia University Teachers College undertook an agency-wide project to enhance the person-centered approach that JASA offers our clients. The Columbia team specializes in change leadership and brings expertise and experience from a wide diversity of industries, organizational cultures, and countries.

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**Impact Cases**

During this fiscal year, we continued our representation of a group of low-income tenants against Zara Realty with the Pro Bono firm of Milbank LLC and Take Root Justice. JASA/LSEJ worked on an Aviles vs. Zara Realty settlement with co-counsel and opposing counsel throughout the grant period that in addition to monetary damages, includes the landlord agreeing to broader rent regulation policy and practices. This would impact all the tenants in the building and hopefully other Zara tenants. These negotiations continue.
### Pro Bono Volunteer Involvement

JASA/LSEJ collaborates with the NYS Bar Association Emeritus Program through Fordham Law School to serve as a placement for retired attorneys and is placement for law school students and graduates to complete their 50-hour pro bono service. This year JASA/LSEJ had one Emeritus Attorney volunteering between 14-20 hours weekly. In addition, commencing in March 2021 JASA/LSEJ became a placement for a Pro Bono Scholar from New York Law School. The scholar worked full time throughout the semester and was hired as a staff attorney at the end of her placement.

JASA/LSEJ partners with private law firms to assist low-income seniors and currently is working with Milbank LLP and Take Root Justice in representing a tenant association in an action against their landlord.

JASA requires that all staff including volunteers and law students receive appropriate orientation training on JASA policies and procedures. In addition to regular supervision, all staff, fellows, students, and volunteers attend on-going legal education and training beyond the minimum continuing legal education credits required by New York State. Information on changes in the laws affecting populations served are distributed to staff and reviewed at staff meetings. All staff have access to advocacy on-line services such as probono.net and lawhelp.org. Volunteers and students attend webinars and participate on advocacy listservs where information can be distributed, questions presented, and ideas exchanged.

<table>
<thead>
<tr>
<th>Role</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Attorney volunteered</td>
<td>700</td>
</tr>
<tr>
<td>5 Law Students volunteered</td>
<td>2,247</td>
</tr>
<tr>
<td>1 Other Volunteer</td>
<td>100</td>
</tr>
</tbody>
</table>
Significant Collaborations

During the grant period JASA/LSEJ continued its partnership with the New York State Office of the Attorney General’s (OAG) on its Protect Our Homes Initiative. This initiative is designed to protect homeowners from deed theft scams through community education and outreach, enforcement. The initiative has a joint focus on prevention and enforcement; working with other law enforcement agencies, community-based organization, and local elected officials JASA/LSEJ educates homeowners and their communities about how to recognize scams and seek help. Further in Queens because of this initiative the Queens Coalition was formed which includes JASA/LSEJ, Brooklyn Corp A., The Legal Aid Society, and Neighborhood Housing Services of Jamaica. With the assistance of our community network the OAG endeavors to develop policy and legislative solutions.

In 2021 the US Dept of Health and Human Services, Administration for Community Living awarded the New York State Unified Court System (UCS), along with the Guardianship Project (TGP), and JASA/LSEJ an Elder Justice Innovation Award to improve outcomes for every New Yorker who is the subject of a guardianship case; to increase access to court services for all New Yorkers and to modernize guardianship case operations. This undertaking is expected to significantly impact NYS guardianships. JASA/LSEJ is chairing the Statewide Stakeholders Assessment Subcommittee which in January 2022 began conducting a thorough assessment and evaluation of the current guardianship system in New York State.

JASA/LSEJ continued to work in close collaboration with the Queens legal services community to promote coordinated service delivery to low-income Queens residents. These agencies include Legal Services NYC, Legal Aid Society, NYLAG, MFJ, Catholic Migration Services, Empire Justice, the New York City and Queens County Bar Associations, the Family Justice Centers, CUNY, and St. John’s Law School.

As part of the NYC Elder Abuse Center (EAC) JASA/LSEJ participated in the New York City’s Enhanced Multidisciplinary Teams for Elder Abuse Prevention to Queens County. EMDTs bring together a team of professionals from different disciplines to work on difficult complex elder abuse cases. The Queens team consists of social services agencies (including JASA social services), the Queens legal services providers, the Queens DA office, Queens APS, Webber CPA, the NYC Department for the Aging and Weil Cornell Medicine. The team met virtually twice a month throughout the grant period to review complex elder abuse and financial exploitation cases.
### Sources of Funding

<table>
<thead>
<tr>
<th>Funding Source</th>
<th>Amount</th>
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<tbody>
<tr>
<td>IOLA Grant</td>
<td>$75,000</td>
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<tr>
<td>State Funding</td>
<td>$620,533</td>
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<tr>
<td>City and County Funding</td>
<td>$1,590,832</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$2,286,365</strong></td>
</tr>
</tbody>
</table>

**City and County Funding**

- **State**: 27%
- **City**: 70%
- **IOLA Grant**: 3%

**Total Funding**: $2,286,365