

LEGAL ASSISTANCE OF WESTERN NEW YORK, INC.

Our Mission:

Legal Assistance of Western New York, Inc.® increases access to justice through excellent legal representation, advocacy and service.

A MESSAGE **From**

MELISSA GAMBOL, BOARD PRESIDENT AND C. KENNETH PERRI, EXECUTIVE DIRECTOR

MAY 2022

It is our privilege to introduce you to the 2021 annual report of Legal Assistance of Western New York, Inc.® (LawNY®). In the pages that follow, you will see details regarding the services that our dedicated staff provide to our low-income neighbors throughout our 14 county, 10,000 square mile service area.

Highlights of 2021 include:

- We continued to use adjusted service delivery models in order to continue successful operation during the COVID-19 crisis while safeguarding staff and client safety. These adjusted service models include remote intake and hotline services, online intake portals, remote webinars with and for partners, remote case acceptance, remote management and staff meetings and remote internal training;
- We continued to lead both a Legal Assistance for Victims grant collaboration in partnership with the domestic violence and sexual assault providers in 13 of the counties that we serve as well as the Steuben County Domestic Abuse Response Team which includes domestic violence and sexual assault programs, a counseling agency and several Steuben County government agencies;
- Our Bath and Geneva offices helped to develop and implement a Special COVID Intervention Part in the six counties that they serve to address eviction proceedings arising during COVID and to centralize landlord/tenant proceedings in County Courts from Town and Village Courts into a streamlined process with the goal of resolving these proceedings using conferencing and mediation;
- We were awarded significant new funding for projects to begin in 2022 which will allow us to expand the legal representation that we can make available to tenants in eviction cases throughout our service area. New resources are being provided to us by the U.S. Department of Housing and Urban Development and the New York State Office of Temporary and Disability Assistance as well as, on a local level, the City of Ithaca, the City of Rochester and Monroe County;
- Our Rochester office continued to collaborate with partner civil legal services agencies in Monroe County on the Tenant Defense Project, the first real solution to the legal aspects of the housing crisis facing tenants in the City of Rochester and Monroe County. The TDP provides holistic legal services to qualified tenants, including representation before, during and after court and ensures that they are connected to other community services;
- We increased the numbers of Spanish translations of our online legal information articles available on LawNY.org from six to 41;
- We also have over 95 English self-help pages, community legal education articles and videos on our website.
 During the last state fiscal year our website had nearly 669,000 users, over 793,000 sessions and nearly 953,000 page views. Our self-help materials were accessed 736,000 times. We estimate that these materials were downloaded over 110,000 times;
- In addition to our telephone based interpreting service, we also began utilizing a video interpretation service accessible on computers and cell phones, allowing us to help reduce the possibility of errors in translation and to help us develop the same face to face connections with all of our clients;
- We reached over 27,000 people by attending 384 outreach events; and
- We maintained a robust volunteer program through which 41 pro bono attorneys, 115 law students and 33 other volunteers donated more than 5,800 hours of service to LawNY's clients.

We could not do our work without the generosity of our many funders, and, to them, we extend our heartfelt gratitude for their support.

Please read about many of the details of the work of the LawNY staff in the pages that follow. Thank you again. It is an honor for us to serve as LawNY's president and executive director.

HOW WE HELP

LAWNY'S VISION IS A SOCIETY WHERE **ACCESS TO JUSTICE** IS **NOT** DETERMINED BY ONE'S **SOCIAL OR ECONOMIC STATUS**.

WE IMPLEMENT THE FOLLOWING STRATEGIES TO ACHIEVE THIS VISION:

DIRECT LEGAL ADVOCACY

LawNY has been providing high quality legal representation for 54 years. While our services are always expanding, our core priorities remain intact. Our 2021 cases were closed in the following practice areas: Housing (31%); Family Law (25.5%); Income Maintenance (20.5%); Health Law (9.4%); Other (5.2%); Consumer Law (4.7%); Employment (1.8%); Education (1.3%) and Individual Rights (0.8%).

In 2021, we closed 5,397 cases, benefiting 12,286 Western New Yorkers.



INFORMATION ABOUT RIGHTS

LawNY works to educate individuals through multiple avenues. If an individual does not have a case with our office, we work to ensure that the individual receives proper self help tools. In 2021, our website and self help articles received nearly 1 million page views. In addition, in 2021, we offered legal information to 13,789 individuals through "hotlines", or telephone consultations.

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OUTREACH & EDUCATION

LawNY continues to provide community legal education to client groups to provide information about legal issues to help people recognize legal problems, understand their legal rights and responsibilities, take steps on their own to resolve problems, and know when to seek assistance. We also provide legal education to other human service providers from local agencies with the goal of giving them information that they can use to help their clients avoid problems and know when to refer to us.

In 2021, we attended 384 outreach events, reaching over 27,000 individuals.



OUR CORE SERVICES

WE SEEK TO MINIMIZE THE IMPACT THAT ONE'S FINANCIAL AND SOCIAL RESOURCES HAVE ON THEIR ABILITY TO RECEIVE JUSTICE AND FAIR OUTCOMES.

Call us or apply for our services online at LawNY.org.

Follow us on
Social Media to
learn about
upcoming events
and changes in
the law:



Housing

We offer services to those at risk of or those who are facing eviction or foreclosure. We also assist with housing discrimination complaints.

Public Benefits

We can often assist with SSI, SSD, SNAP, and Unemployment Benefit denials. We can also often assist with SNAP and WIC applications.

Health

We offer services to assist with health insurance enrollment, issues with health insurance, and assist with managed care plans that cover long term care services, including home care services.

Consumer

We can often assist individuals with issues related to debt collection, credit reports, consumer scams, student loans, vehicle repossession, identity theft, and bankruptcy.

Aging

We often provide services to individuals over the age of 60 with long term planning such as creating wills, health care proxies, and more.

Domestic Violence

We offer holistic legal assistance to survivors of domestic violence and sexual assault with civil legal needs related to the abuse such as housing, restraining orders, and much more.

Reentry

We offer services to individuals reentering society from incarceration and those with criminal records, prioritizing in stabilizing housing or employment.

And Much More!

LawNY has a wide variety of other programs throughout our seven offices including name/gender marker change clinics, uncontested divorce clinics, an education advocacy project, and much more. Call us to find out more!



THE PEOPLE WE SERVE

LAWNY SEEKS TO ADDRESS SYSTEMIC INEQUALITIES AND INJUSTICES AND FOSTER RACIAL, SOCIAL AND ECONOMIC JUSTICE.



In 2021, between avoidances and recoveries, LawNY achieved over \$5,160,000 in earnings and savings for our clients. Our advocacy efforts also achieved over \$334,000 in taxpayer savings.

A BREAKDOWN OF THE PEOPLE WE SERVED IN 2021:

33% identified their race as non-white

67% identified their gender as female

70% were living below 125% of the
Federal Poverty Income Guidelines
16% reported domestic violence
present in their life

THEIR STORIES

CLIENT STORY #1

Our client had purchased her home almost twenty years ago, but was facing foreclosure. Her mortgage payment was about \$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. LawNY 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.

WE BELIEVE THAT EVERY CASE IS AN IMPACT CASE.

CLIENT STORY #3

At the outset of the pandemic, our client's doctor took him out of work because he was at high-risk for contracting Covid-19 due to multiple health issues and the nature of his work. For years, he had privately paid for short-term disability benefits to cover him financially if he could not work due to his medical condition. Nevertheless, his carrier denied his claim for disability benefits. **We sued, and our client received a check for \$14,000.**

CLIENT STORY #2

LawNY represented a disabled senior in 6 debt collection lawsuits brought against her by a private student loan collection agency. The client's name had been forged on the loans, and the client never benefited from the loans or even was aware they existed. The client was very distressed by the lawsuits and the hardships they were inflicting on her family, even though she had nothing that could ever be taken from her to satisfy the debts if she lost in court. After representing her for several years, we ultimately were able to convince the collection agency that these lawsuits were baseless, and they were finally discontinued, saving the client over \$200,000 in debt. The client was extremely relieved to put this behind her and heal.

2021 LAWNY STAFF MEMBER AWARDS

PHIL DAILEY AWARD



KELLY PERINE, STAFF PARALEGAL

IN LATE OCTOBER 2021, KELLY WAS AWARDED THE PHIL DAILEY AWARD. THE AWARD IS NAMED FOR PHIL DAILEY, A LAWNY GENEVA OFFICE STAFF MEMBER WHO PASSED AWAY UNEXPECTEDLY IN 2016. KELLY WAS RECOGNIZED FOR HER TREMENDOUS WORK ON BEHALF OF SURVIVORS OF DOMESTIC VIOLENCE AND SEXUAL ASSAULT, AS WELL AS HER EXCELLENT PUBLIC BENEFITS ADVOCACY.

DAILY RECORD & ROCHESTER BUSINESS JOURNAL LEGAL EXCELLENCE AWARD 2021 HONORES



CIVIL LEGAL SERVICES -LAKESHIA MCCLOUD, SUPERVISING ATTORNEY



UP AND COMING LAWYERS SARAH WEIGELT,
STAFF ATTORNEY

"THIS YEAR'S LEGAL EXCELLENCE RECIPIENTS WORK TIRELESSLY TO UPHOLD THE HIGHEST LEGAL STANDARDS AND IMPROVE COMMUNITIES THROUGHOUT WESTERN NEW YORK. THEY ARE ACTIVELY ENGAGED IN THE COMMUNITY AND MENTOR OTHER LEADERS AS WELL," SAID SUZANNE FISCHER-HUETTNER, SENIOR GROUP PUBLISHER OF THE DAILY RECORD AND ROCHESTER BUSINESS JOURNAL. "THEY PERFORM VITAL SERVICES IN THE COMMUNITY, AND WE ARE HONORED TO RECOGNIZE THEM."

HAPPY RETIREMENT TO AMY CHRISTENSEN



After 36 years of service at LawNY, it is with bittersweet emotion that we announce the retirement of long time LawNY advocate, Amy Christensen. Her active listening skills, relentless advocacy, and immense capacity for empathy will be hard to match. Here are some words from Amy reflecting on her time here at LawNY:

"It has been an incredible journey since March 1985, over 36 years ago, when I joined Southern Tier Legal Services in Bath as a Reggie Fellow to work on an education law project, representing parents on behalf of their children with special needs. I never imagined then that I would spend my entire career here, becoming Executive Director of STLS in 1991 and then Deputy Director at LawNY when we merged to form LawNY in 2004. There have been lots of challenges along the way, but also many successes to celebrate. I am so thankful that I was able to work with so many dedicated, passionate advocates for poor and marginalized people, including in the Legal Assistance for Victims/Office of Victim Services work group, the Intake Work Group and the Diversity, Equity and Inclusion Committee, just to name a few. Of course, the Bath office will always hold a special place in my heart, but I am thankful to have had so many colleagues and friends throughout LawNY... I appreciate all of your kind words and good wishes more than I can say."

LawNY wishes Amy the very best!

DIVERSITY, EQUITY, & INCLUSION

During the last year, LawNY took great strides toward creating a diverse, equitable, and inclusive workplace. The Diversity, Equity, and Inclusion (DEI) Committee completed a thorough review of LawNY's policies, provided equity training to all Managers and Supervisors, completed a Racial Justice Institute (RJI) project, and created four new staff positions to implement LawNY's DEI transformation work.

DEI Policy Audit: In August 2020, twelve members of LawNY's Diversity, Equity, and Inclusion (DEI) committee volunteered to review and assess LawNY's policies for bias and recommend policy changes aligned with DEI principles and best practices. The Policy Audit Team reviewed three areas of policies: Recruitment, Hiring, and Onboarding; Supervision, Leadership Development, and Mentoring; and Human Resources (HR), Discrimination Protections, Grievances and Complaints.

The team was a "diagonal slice" of LawNY, a diverse group of staff drawn from across all levels of LawNY's organizational structure. The team included Danielle Bernard, Amy Christensen, Krystall Escobedo, Sarah Fildes, Asia Haywood, Amelia Kohli, Lakeshia McCloud, Teresa McNamara, Natasha Patel, Reed Steberger, and Kari Talbott. The team researched materials from across the nation to see what it meant to have DEI focused policies and worked with leaders from the Shriver Poverty Center, RJI, Just Roots Consulting, and Black Amethyst. In August 2021, the final report was completed and included 30 concrete policy recommendations. The recommendations received letters of support from the Supervisors Workgroup, our Ithaca Office, the Regional Pro Bono Group, the Regional Consumer Group, and our White Anti Racism Caucus (WARC).

The proposals include a new recruitment and hiring process, equitable ways to increase diverse representation in management and supervision, and transparency in the HR, grievance and discrimination processes. Many legal services organizations lauded LawNY's leading-edge work in the area of DEI in the workplace.

The audit also specifically led to the creation of three new positions at LawNY that are as follows: DEI Manager for Operations and Training, DEI Manager for Advocacy and Community Engagement, and Recruitment, Hiring and Onboarding Administrator. All positions are set to be hired by mid 2022.

Undoing Racism: In October and November of 2021, LawNY hosted two, three day sessions of the nationally acclaimed Undoing Racism® (UR) Training by the People's Institute for Survival and Beyond. The training included all members of LawNY's management team, Supervising Attorneys, HR staff and DEI leadership -a total of 43 staff. The UR training offers a "coherent, comprehensive and strategic analysis of the central problem of racism in U.S society" and the foundational need to confront and challenge structural racism in anti-poverty advocacy. Staff reported leaving the training with both new and renewed analysis, understanding of, and commitment to undoing racism in our own organization and the communities we serve.

AT LAWNY

EVICTIONS AND A GLOBAL PANDEMIC



In 2021, the COVID-19 pandemic persisted. and LawNY clients continued to face significant challenges in obtaining and maintaining safe and affordable housing. Many of our clients experienced job loss due to the pandemic, and there was an ongoing housing shortage. 2021 marked the end of various moratoria that place to been in protect communities from facing mass evictions. On September 1, 2021, the New York State legislature passed legislation to extend New York's eviction moratorium to the middle of January 2022.

To respond to the January 2022 end of the moratorium, LawNY went to work preparing for the deluge of landlord/tenant cases. In 2020, LawNY received a grant from the Office of the Attorney General to provide coordinated assistance through pro bono attorneys to tenants facing eviction crisis as a result of COVID-19. The project included a partnership with Pro Bono Net and established referral systems, updated housing court training for advocates, and targeted pro bono attorney recruitment.

In 2021, we applied for and received funding from the U.S. Department of Housing and Urban Development (HUD) and the Office of Temporary and Disability Assistance to provide eviction defense to tenants. Our goal is to provide representation to a total of 2,394 tenants over two years with this new funding. We will assist tenants in avoiding evictions from private, public and subsidized housing, and in obtaining emergency rental assistance payments. We will also provide community legal education events to help raise awareness among our tenant communities of their rights. We also anticipate an increase in fair housing violations throughout our region, and will refer these cases for representation separately through our HUD-funded Fair Housing Enforcement Project.

This financial support allows LawNY to robustly expand our capacity for eviction defense programming to meet the complex needs of low-income tenants whose "normal" concerns of accessing and maintaining safe and affordable housing have been exacerbated as a result of the pandemic and the resultant public health emergency.

As our work moves forward, LawNY is hiring additional advocates to assist clients facing loss of housing. Read about how you can get involved on the next page.



HOW YOU CAN HELP-VOLUNTEER WITH LAWNY

To make pro bono services more accessible to our communities, LawNY's Regional Pro Bono hotline was launched in 2021 to streamline pro bono service delivery. Applicants for pro bono services can call toll-free or get transferred directly from a local LawNY office to inquire about pro bono assistance.

LawNY also introduced a new, dynamic online platform to our volunteers opening new avenues to increase engagement, donations, and impacting change in the communities we serve. This mobile-friendly and web-based system, which is maintained by LawNY, is our new "Pro Bono Portal." This new platform will do more than just offer volunteer opportunities to anyone looking to get involved and serve the unmet legal needs of our clients; we hope it will also help to build lasting relationships with our volunteers. Scan the QR code below to check it out!

WHAT OUR 2021 SUMMER INTERNS HAD TO SAY:



"As soon as I started my internship I was hooked: my coworkers were skilled lawyers with big hearts, and they were incredibly supportive of my career goals... I decided to stay on for my final semester and continue my externship until I graduated. I am so honored to begin my career at LawNY."

- Nola Booth

"Being a part of LawNY's initiatives has given me a deep appreciation for public service work and giving back to the community in this rewarding and meaningful way."

- Forest K. Melcher

OUR PRO BONO TEAM'S IMPACT IN 2021:

41 PRO BONO ATTORNEYS RECRUITED

> 115 LAW STUDENTS OFFERED THEIR SUPPORT

33 OTHER
VOLUNTEERS
SUPPORTED
OUR WORK

THE ABOVE
OFFERED A
TOTAL OF
5,800 HOURS
OF DONATED
SERVICE TO
LAWNY'S
CLIENTS



WORKING WITH LAWNY

LawNY is regularly seeking managers, administrative staff, attorneys, paralegals, and AmeriCorps members. We offer a robust benefits package and a 35 hour work week. Visit LawNY.org/Employment to view all of our current opportunities.

LawNY is committed to equitable inclusion across race, gender, sexual orientation, gender identity, age, ability, sex, religion, economic circumstances, ethnicity, national origin and culture. We are striving to transcend the construct of race and be an anti-racist law firm. We encourage staff to bring their whole selves to work each day and pledge to celebrate every aspect of who they are.

VISIT
LAWNY.ORG/
EMPLOYMENT TO
VIEW OUR
CURRENT
OPPORTUNITIES.

FINANCIAL STATEMENTS - DECEMBER 31, 2021

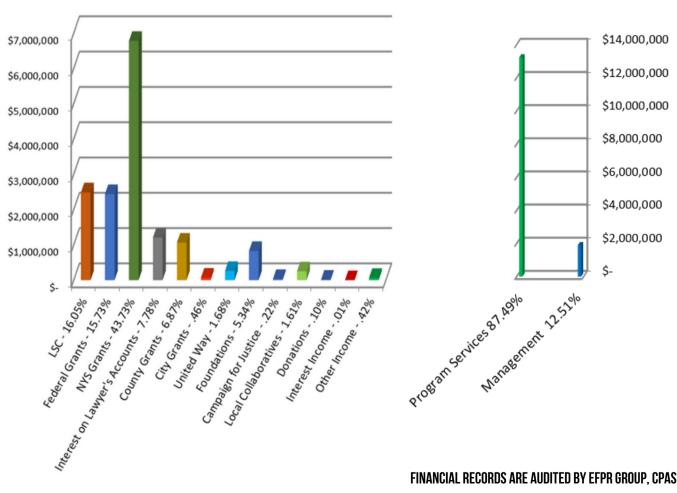
Revenue **Expenses**

LSC	\$ 2,488,336
Federal Grants	\$ 2,439,199
NYS Grants	\$ 6,780,687
Interest on Lawyer's Accounts	\$ 1,205,756
County Grants	\$ 1,065,805
City Grants	\$ 71,935
United Way	\$ 260,816
Foundations	\$ 828,461
Campaign for Justice	\$ 34,000
Local Collaboratives	\$ 250,405
Donations	\$ 15,176
Interest Income	\$ 833
Other Income	\$ 64,514

Program Services Personnel \$ 11.093.313 Contract Services 742,646 614,102 Occupancy Office and Related Expenses 773,359 **Total Program Services** \$ 13,223,420

Management Personnel 1,605,251 Occupancy 131,167 Office and Related Expenses 153,594 1,890,012 Total Management

Total Operating Revenue 15,505,923 **Total Combined Expenses** \$ 15,113,432



FINANCIAL RECORDS ARE AUDITED BY EFPR GROUP, CPAS, PLLC

THANK YOU

WITHOUT THE SUPPORT AND GENEROSITY OF OUR FUNDERS WHO BELIEVE IN OUR MISSION TO PROVIDE ACCESS TO THE JUSTICE SYSTEM, WE WOULD NOT BE ABLE TO PROVIDE THE WIDE VARIETY OF LEGAL SERVICES WE NOW OFFER TO RESIDENTS OF OUR 14 COUNTY SERVICE AREA. THANKS TO NUMEROUS AGENCIES, INDIVIDUALS AND ORGANIZATIONS, WE HAVE BEEN ABLE TO DEVELOP A VARIETY OF INNOVATIVE PROJECTS AND PARTNERSHIPS THAT ALLOW US TO HOLISTICALLY SERVE OUR CLIENTS.

AMERICAN COLLEGE OF BANKRUPTCY
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COMMUNITY FOUNDATION - RALPH WILSON
COMMUNITY SERVICE SOCIETY OF NEW YORK
ENGAGED CORNELL
ENTERPRISE COMMUNITY PARTNERS
EQUAL JUSTICE WORKS
GREATER ROCHESTER HEALTH FOUNDATION
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LIFESPAN

MOTHER CABRINI HEALTH FOUNDATION

NEW YORK BAR FOUNDATION

PRO BONO NET

ROCHESTER AREA COMMUNITY FOUNDATION

ROCHESTER REGIONAL HEALTH

PRIVATE DONORS

UNITED WAYS OF CATTARAUGUS COUNTY,

GREATER ROCHESTER, ONTARIO COUNTY,

SENECA COUNTY, SOUTHERN TIER,

AND TOMPKINS COUNTY

UNIVERSITY OF ROCHESTER

THANK YOU TO ALL OF THE FEDERAL AGENCIES, NEW YORK STATE AGENCIES, LOCAL LEAD AGENCIES ON OUR OFFICE FOR VICTIM SERVICES PROJECT GRANTS, AND LOCAL GOVERNMENTS FOR THEIR SUPPORT.

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THANK YOU TO BOARD AND COMMITTEE MEMBERS WHO HAVE VOLUNTEERED THEIR TIME AND SERVICES THROUGHOUT THE YEAR. ON BEHALF OF LAWNY WE EXTEND OUR GRATITUDE TO THOSE MEMBERS WHO HAVE LEFT OUR BOARD IN 2021: MICHAEL PEREHINEC, ESQ., MARY SCHILLER, ESQ., MACKENZIE STUTZMAN, ESQ., ANGELA WINFIELD, ESQ.

A SPECIAL THANK YOU TO OUR 2021 AMERICORPS MEMBERS Americorps

BATH OFFICE MEMBERS: TARA ENDERLE & TIAHNA MCLEAN GENEVA OFFICE MEMBERS:
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WWW.LAWNY.ORG

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