



Three Year Annual Report (2022, 2023, & 2024)

**LEGAL ASSISTANCE OF
WESTERN NEW YORK, INC.®**

About Us

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

LawNY® provides **free** legal aid to people with civil legal problems in the following counties: **Allegany, Steuben, Chemung, Schuyler, Livingston, Ontario, Seneca, Wayne, Yates, Tioga, Tompkins, Chautauqua, Cattaraugus, and Monroe.**



Find us online:

www.LawNY.org

A Message from our Executive Director, Lori M. O'Brien & Board President, Amanda Burns

Dear Friends,

On behalf of the Board of Directors and staff of Legal Assistance of Western New York, Inc.® (LawNY®), we are proud to share our Three-Year Annual Report, highlighting the progress we've made together to strengthen access to justice across our region.

Every day, individuals and families in western New York face legal challenges that threaten their housing, financial stability, and personal safety. With your support, LawNY® has provided the legal tools, guidance, and representation needed for people to protect their rights, gain independence, and move forward with dignity. Over the last three years LawNY® has -

- Assisted thousands of individuals and families with urgent legal issues, resulting in stable housing, improved economic security, and stronger family foundations.
- Helped hundreds of individuals open doors to safe and affordable housing, employment opportunities, and education resources — empowering them to achieve greater self-sufficiency and long-term financial stability.
- Expanded our outreach and partnerships with community organizations to broaden our reach, serving individuals holistically while empowering them to navigate legal challenges and build a more secure future.
- Engaged in strategic advocacy efforts that have not only improved individual cases, but also contributed to broader improvements in the communities we serve — helping to strengthen local economies and support overall community well-being.
- Our work extends far beyond individual cases. For every legal victory, there is a ripple effect that strengthens communities. By helping families remain in their homes, maintain employment, and contribute to their local economies, we support a healthier workforce, reduce the burden on public services, and enhance overall economic stability for the state.

This good work is only possible because of the tireless commitment of our staff, board, volunteers, and partners — and the trust and determination of the communities we serve. We are deeply grateful for your continued investment in our mission. As we look to the future, we remain committed to expanding access to justice and empowering people to build stronger futures — for themselves, their families, and their communities.

Thank you for standing with us.

With appreciation,

Lori M. O'Brien

Executive Director of LawNY®

Amanda Burns

Board President of LawNY®'s Board of Directors

Our Vision

LawNY®'s vision is a society where access to justice is **not** determined by one's **social or economic status**.



How We Help

1

DIRECT LEGAL ADVOCACY

We meet with individuals to review their specific legal needs. This can sometimes involve going with them and advocating for them through fair hearings and court appearances. **In 2022 - 2024, we closed 19,460 cases, benefiting over 44,650 individuals.**

2

INFORMATION ABOUT RIGHTS

Sometimes individuals need legal information on how to solve their legal issue rather than a fair hearing or court appearance. **From 2022 - 2024, over 1 million individuals accessed our website seeking information about our services and/or legal information, and we assisted over 9,600 individuals through "hotlines", or telephone consultations.**

3

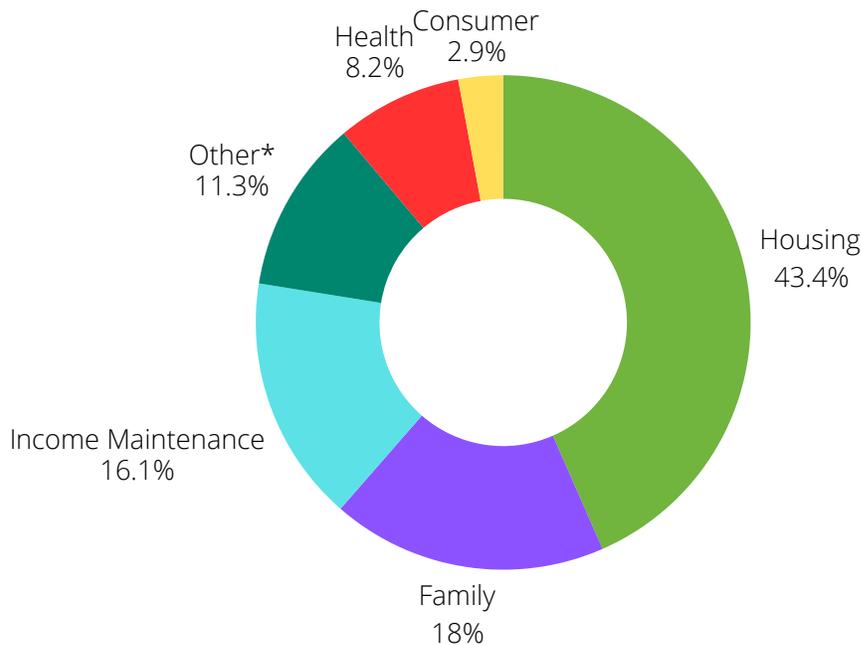
OUTREACH & EDUCATION

We work to continuously be out in the community educating individuals and community groups about their rights. **In 2022 - 2024, we attended over 2,200 outreach events, reaching over 7,400 individuals.**

3

Our Core Services

A breakdown of the types of cases we helped with in 2022 - 2024:



*Other = Education (1.5%), Employment (1.3%), Juvenile (0.8%), Individual Rights (1.1%) and Misc. (6.7%)

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.

Family: We offer representation to low-income individuals with cases in Family Court in Cattaraugus, Chautauqua and Wayne counties. Contact your local court about applying for a free attorney.

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

And Much More:

LawNY® offers a wide variety of other programs throughout our seven offices including name/gender marker change clinics, uncontested divorce clinics, elder law, re-entry services, an education advocacy project, and much more. Contact your local LawNY® office to find out more.



2022 - 2024 in Numbers

In 2022 - 2024, between avoidances and recoveries, LawNY® achieved over **\$27,214,447** in lump sum earnings and savings for our clients. Our advocacy efforts also achieved over **\$2,406,802** in taxpayer savings.

In 2022 - 2024, LawNY® closed **19,460** cases assisting **7,603** Monroe county residents, **3,314** cases assisting Livingston, Wayne, Seneca, Yates, and Ontario county residents, **1,851** cases assisting Tompkins and Tioga county residents, **1,516** cases assisting Chemung and Schuyler county residents, **1,373** cases assisting Allegany and Steuben county residents, **1,703** cases assisting Cattaraugus County residents, and **1,707** cases assisting Chautauqua county residents.

\$27,214,447 +

**IN LUMP SUM EARNINGS AND SAVINGS
FOR OUR CLIENTS**

\$2,406,802 +

IN TAXPAYER SAVINGS

7,603

3,314

1,851

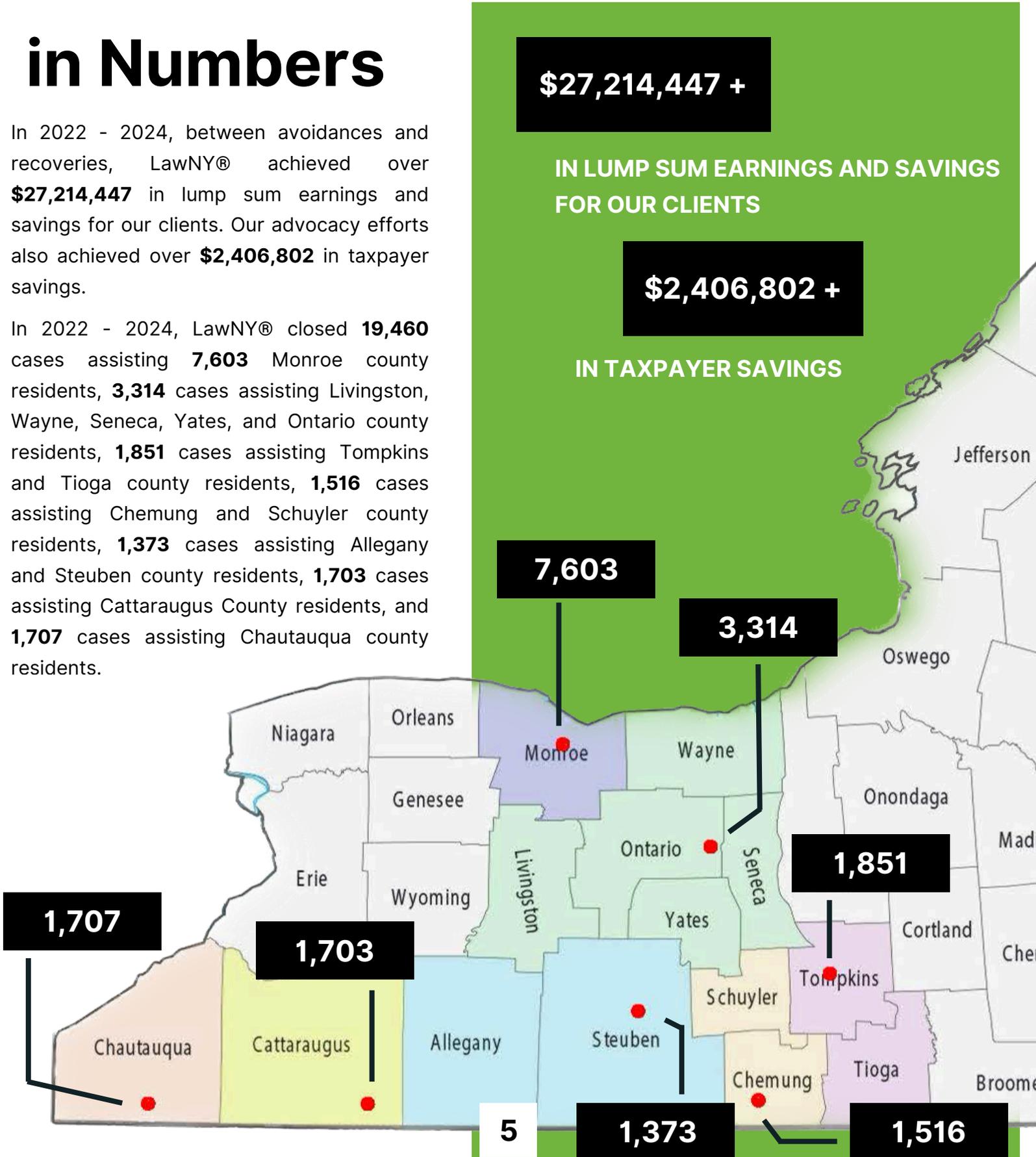
1,707

1,703

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1,373

1,516



Good Stories

Our client, a senior, had a child take over \$227,000 from them using a power of attorney, in addition to several items of personal property. After a demand letter was sent but ignored, LawNY® filed a lawsuit in Supreme Court. With the assistance of a mediator, we negotiated a settlement that resulted in a lump sum payment of \$80,000, monthly payments of \$1,200 for up to 60 months, and return of other valuable personal property.

1

2

On November 22, 2022, the United States Supreme Court refused to take up an appeal by a local county in two cases in which the County attempted to auction off the home of a local taxpayer. The denial of certiorari finally resolved more than seven years of litigation by the homeowners, and was the county's final avenue of appeal in its attempt to keep homeowners from using the bankruptcy court to fully pay off their tax arrears and save their homes from foreclosure after they missed the initial deadline to pay. Our clients' home was saved after they had only owed a mere \$1,236.52 in property taxes.

A couple lost their home due to a tax foreclosure. The couple had lived in their home for over 40 years, and the home and property belonged in our client's family since the 1920's. LawNY® filed a motion in Supreme Court against the county and recovered surplus funds from the auction in the amount of \$34,264.17. These surplus funds allowed for our client to comfortably find a new place to live, and through LawNY®'s advocacy efforts, allowed her more time to collect her 40's years worth of possessions.

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



X (Twitter): @LawNY



Instagram: @LawNYInc



LinkedIn: @Legal Assistance of Western New York, Inc.



Facebook: @LawNYInc



Bluesky: @lawnyinc.bsky.social

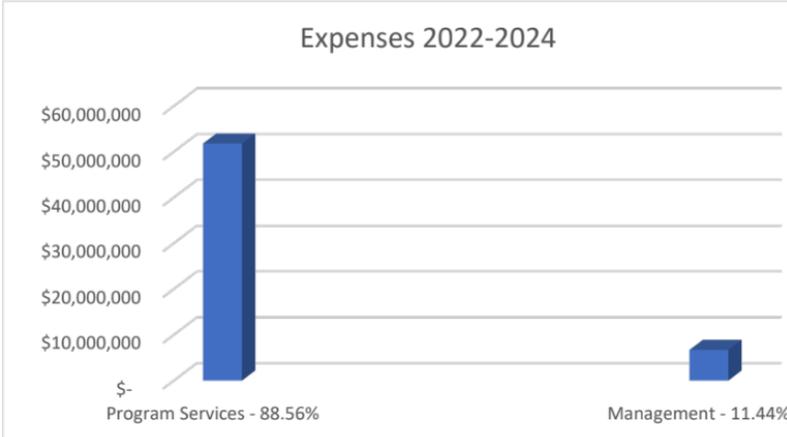
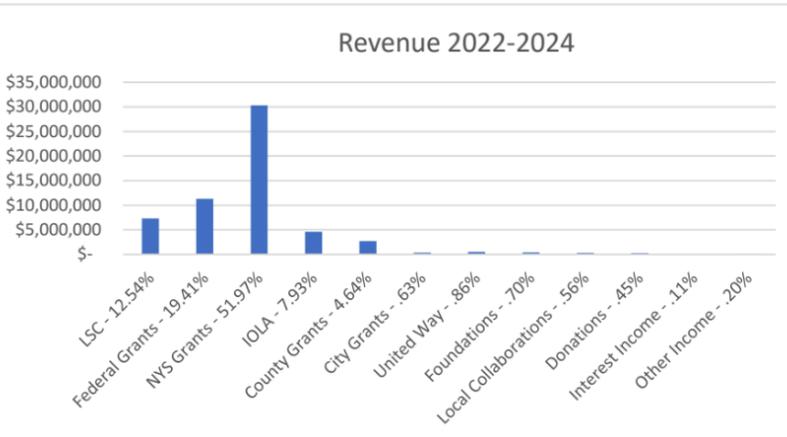
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The Past Three Fiscal Years in Review

Revenue	2024	2023	2022
LSC	\$ 2,489,099	\$ 2,527,359	\$ 2,292,815
Federal Grants	\$ 4,078,071	\$ 3,150,881	\$ 4,088,309
NYS Grants	\$ 12,129,732	\$ 10,810,652	\$ 7,351,888
Interest on Lawyer Acct (IOLA)	\$ 1,728,679	\$ 1,557,877	\$ 1,333,947
County Grants	\$ 871,461	\$ 1,067,033	\$ 764,204
City Grants	\$ 137,232	\$ 203,145	\$ 26,594
United Way	\$ 142,595	\$ 182,842	\$ 176,046
Foundations	\$ 128,842	\$ 183,163	\$ 98,176
Local Collaboratives	\$ -	\$ 292,730	\$ 33,616
Donations	\$ 73,798	\$ 112,905	\$ 76,153
Interest Income	\$ 49,416	\$ 13,358	\$ 1,262
Other Income	\$ 39,766	\$ 41,359	\$ 37,538
Total Operating Revenue	\$ 21,868,691	\$ 20,143,304	\$ 16,280,548

Expenses	2024	2023	2022
Program Services			
Personnel	\$ 14,238,486	\$ 14,063,822	\$ 11,912,995
Contract Services	\$ 3,340,100	\$ 2,138,611	\$ 888,240
Occupancy	\$ 714,645	\$ 679,908	\$ 635,534
Office and Related Expenses	\$ 1,101,275	\$ 1,071,026	\$ 1,007,405
Total Program Services	\$ 19,394,506	\$ 17,953,367	\$ 14,444,174
Management			
Personnel	\$ 1,886,244	\$ 1,832,840	\$ 1,799,610
Occupancy	\$ 94,673	\$ 135,745	\$ 135,745
Office and Related Expenses	\$ 478,895	\$ 164,066	\$ 164,447
Total Management	\$ 2,459,812	\$ 2,132,651	\$ 2,099,802

Total Combined Expenses \$ 21,854,318 \$ 20,086,018 \$ 16,543,976



Financial records are audited by The Bonadio Group.

Technology at LawNY®

The continuing COVID-19 public health crisis continued 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 during 2022 - 2024.

In 2022 - 2024 our technology team spent a great deal of time updating our infrastructure and internal policies to both protect LawNY® staff and most importantly, our clients.

These projects included replacing and upgrading our office firewalls to protect our network, computer systems and data systems. We have also implemented an organization-wide panic alarm system in an effort to keep our staff and clients safe in emergency situations.

In November 2022 we hired a Data Systems Coordinator to help oversee our LegalServer case management system and to help ensure that our

data reported to funders is as accurate as possible.

Throughout 2022 - 2024, LawNY® updated its website to a new platform with new features that has allowed for much greater flexibility and safety for its thousands of users.

We are currently partnering with other legal aid organizations across the state to create an online intake tool that can be utilized for all New York residents outside of NYC with eviction prevention resources and connections to help.

What's Next?

LawNY® continues to be at the forefront of both developing and testing new technology, with the end goal of better serving our clients. LawNY® will continue to value data privacy for our clients, accessibility to our services as technology evolves, and transparency in how we use our data collected from our clients. We will continue to collaborate with other legal services and community agencies in order to ensure we are learning and sharing best practices together.

Photoed below are LawNY® staff members attending LSC's 2023 Innovations in Technology Conference (ITC).



Why work at LawNY®?

- ✓ Flexible schedules
- ✓ Work from Home Opportunities
- ✓ Incredibly generous leave time
- ✓ Training from experienced advocates

✓ **BRING JUSTICE TO OUR
COMMUNITIES**

**To view all of our
current openings, visit
LawNY.org/Employment
or scan here:**



Questions? Email careers@lawny.org

Volunteer with LawNY®!

LawNY®'s regional pro bono team members would like to thank all of our dedicated volunteers for their services, which increase access to justice for our clients. **In September 2024, the Legal Services Corporation (LSC) announced that LawNY® would receive \$204,917.00 in funding from the Pro Bono Innovation Fund (PBIF) for a 24-month project grant related to our Reentry Project.**

The Clean Slate Act (CPL 160.57) took effect on November 16th, 2024, in an attempt to remove barriers to employment and promote accessibility to many other opportunities for individuals with past convictions. Although the Clean Slate Act sealed the criminal records of more than 2.3 million New Yorkers, it did not seal those of many state agencies. This created a deficit for many New Yorkers who still had to report their convictions and acquire certificates of rehabilitation.

The goal of this 24-month grant from the PBIF project is to export LawNY®'s reentry program into our underserved and under-resourced upstate counties to aid individuals who still require assistance in obtaining record sealing, certificates of rehabilitation, and other legal services, despite the progress made by Clean Slate and CPL 160.59. This will be implemented by conducting outreach and recruiting law students and undergraduate volunteers to assist in creating know-your-rights materials related to our current re-entry services as well as assisting with relief applications.

Our Pro Bono Team's Impact from 2022 - 2024:

Enrolled 1,111 new volunteers

Attorneys that provided services: 274

Law students that provided services: 230

Other volunteers that provided services: 60

Total amount of hours donated: 11,147 hours

Inspired by the work that we do and want to get involved?

Contact doprobono@lawny.org or visit our volunteer platform: doprobono.lawny.org to learn more!

Principal Place of Business

Geneva Office:

(Serving Livingston, Ontario,
Seneca, Wayne, and Yates Counties)
361 South Main Street
Geneva, New York 14456
315-781-1465
Fax: 315-781-2565
www.lawny.org

Bath Office:

Serving Allegany & Steuben Counties
16 West William Street
P.O. Box 272
Bath, NY 14810
607-776-4126
Fax: 607-776-4029

Elmira Office:

Serving Chemung & Schuyler Counties
215 East Church Street
Suite 301
Elmira, NY 14901
607-734-1647
Fax: 607-734-1018

Ithaca Office:

Serving Tompkins & Tioga Counties
902 Taber Street
Suite 1
Ithaca, NY 14850
607-273-3667
Fax: 607-273-5521

Jamestown Office:

Serving Chautauqua County
115 East Third Street
Jamestown, NY 14701
716-664-4535
Fax: 716-664-7179

Olean Office:

Serving Cattaraugus County
103 South Barry Street
Olean, NY 14760
716-373-4701
Fax: 716-373-7771

Rochester Office:

Serving Monroe County
Hon. Michael A. Telesca Center for Justice
1 West Main Street, Suite 400
Rochester, NY 14614
585-325-2520
Fax: 585-325-2559