INNOVATIVE
EMPOWERING
COLLABORATIVE
SUCCESS
ACCOMPLISHMENT
ASSISTANCE
HOLISTIC
HOPE
COMPREHENSIVE
 PROACTIVE
RESPONSIVE
DEDICATION
SUPPORT
HOPE
PROTECTIVE
KNOWLEDGE
COMMITMENT
EFFECTIVE
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
成功
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUCCESS
ACHIEVEMENT
SUC
MISSION

The New York Legal Assistance Group (NYLAG) was founded in 1990 on the premise that low-income individuals can improve their lives significantly if given access to the justice system. Through the provision of high quality, free civil legal services, NYLAG strives to empower individuals, protect fundamental rights, and promote access to the civil justice system for vulnerable New Yorkers.

NYLAG is known for its ability to respond swiftly to emerging problems by creating innovative programming tailored to the needs of the communities we serve. Because we do not accept federal funding that severely restricts client eligibility, we are able to serve not only the abject poor, but also lower middle class and working poor individuals who cannot afford private counsel. To enhance the delivery of holistic, coordinated services, we tap our mutual referral relationships with over 600 health and human services agencies across New York City, Westchester and Long Island.

OUR SEVEN CORE UNITS AND 35 SPECIALIZED SUBPROJECTS PROVIDE:

- Direct representation
- Community education
- Case consultation
- Training for attorneys & other professionals
- Advocacy
- Financial counseling
- Impact litigation
- Coordinated referrals

COMMITMENT

250+
full-time paid legal staff

1,200+
pro bono attorneys and volunteers
2014 HIGHLIGHTS

76,000
New Yorkers served

14,000+
individuals participated in NYLAG's community education sessions

114,000+
New Yorkers benefitted from NYLAG's class action law suits

$15,100,986
in the form of public benefits, back awards, child and spousal support, and other payments to clients

$760,642
in ongoing monthly payments and savings secured for clients

$9,890,919
in the form of consumer debt relief, foreclosure prevention and other savings to clients

100,000+
hours donated to NYLAG

$17.3 million
value of donated pro bono services

101
intake sites in NYC’s five boroughs, Long Island, Westchester and Rockland

21
languages spoken by NYLAG staff

40%
increase in number of cases handled year over year

114,000+
New Yorkers benefitted from NYLAG’s class action law suits

$760,642
in ongoing monthly payments and savings secured for clients

$9,890,919
in the form of consumer debt relief, foreclosure prevention and other savings to clients

76,000
New Yorkers served

$15,100,986
in the form of public benefits, back awards, child and spousal support, and other payments to clients
HOUSING PRESERVATION

Our goal is to preserve safe and affordable housing for vulnerable tenants and homeowners, prevent homelessness, provide economic security for families, and promote stability in our communities. We also work to educate consumers about their housing rights and to provide information on the options available for preserving their homes.

SERVICES INCLUDE:
- Nonpayment/holdover and other eviction proceedings
- Mortgage foreclosure proceedings
- Obtaining/preserving rent subsidies
- Bringing HP (repair) cases
- Obtaining reasonable accommodations
- Representing clients at New York City Housing Authority and NYC Department of Housing Preservation and Development hearings
- Defending victims of predatory lending and loan flipping
- Conducting foreclosure settlement conferences
- Securing mortgage loan modifications

CASE STUDY: Abraham, a disabled senior, moved in with his father, who lived in a rent-controlled apartment. When his father died six years later, the landlord tried to evict Abraham on the grounds that he was not a tenant of record. At trial, NYLAG attorney Kamilla Sjodin successfully argued that the apartment’s rent-controlled status automatically made Abraham a tenant. The judge also strengthened the rights of all tenants by ruling that landlords must obtain a certificate of eviction before evicting a family member of a deceased tenant in a rent-controlled apartment.

$1.7 million in housing-related savings to clients
1,131 people avoided or delayed eviction
693 people avoided or delayed foreclosure

WE WON.
KAMILLA HELPED ME KEEP MY HOME.
INCOME MAINTENANCE

We work to ensure that poor families, children, the elderly, the disabled and other vulnerable populations have access to the public benefits they deserve. We provide guidance on which programs might be applicable, ensure proper receipt of benefits, and provide representation when benefits are wrongfully denied or terminated.

TYPES OF BENEFITS:
• Supplemental Nutrition Assistance Program or Food Stamps (SNAP)
• Social Security Disability (SSD)/Supplemental Security Insurance (SSI)
• Cash Assistance (Temporary Assistance for Needy Families)
• Individual Public Assistance (Safety Net Assistance)
• Housing Allowances
• Immigrant rights to public benefits

CASE STUDY: Ada was diagnosed with early-onset Parkinson’s Disease. For many years, she worked full-time as a child protective services case worker until her health took a turn for the worse. She then worked part-time as a home health aide but began to slowly lose control of muscle movements, making all work impossible. After applying for SSDI benefits and being denied, Ada sought NYLAG’s assistance and won full benefits.

$11.8 million in Social Security and Disability benefits secured for clients*
$1.6 million in food stamps and other public benefits secured for clients*
2,792 income maintenance cases handled

*Includes back awards and monthly payments annualized over three years

NYLAG TOOK CARE OF ME AND MADE SURE I COULD TAKE CARE OF MYSELF.
**CONSUMER PROTECTION**

We help vulnerable New Yorkers fight fraud, predatory lending and illegal debt collection practices, working not only to resolve the immediate problem but also to ensure long-term security for victims and their families. Attorneys advocate for clients facing identity theft, debt collection scams, credit reporting errors, unjust foreclosure, subprime loan conditions, and other personal financial crises.

**SERVICES INCLUDE:**
- Assistance with mortgage issues
- Bankruptcy counseling and representation
- Student debt analysis
- Money management and crisis budgeting
- Credit Law Representation in Civil Courts
- Financial Planning and Education

**CASE STUDY:** When the recession hit Hassam’s successful business failed. For a time he had some debt on his credit card, but he managed to pay it off over two years. When he was sued by a debt collector he was confused and afraid. His friends told him to make a deal, even though it was not his debt. When he went alone to court a NYLAG volunteer attorney told him he did not have to settle out of fear. When the plaintiff filed a motion for summary judgment she helped him prepare his response. In the end, the debt buyer lost the motion, and when it came to trial, the case was dismissed.

<table>
<thead>
<tr>
<th>4,069 consumers assisted with credit/debt matters</th>
</tr>
</thead>
<tbody>
<tr>
<td>$3 million in debt relief secured for clients</td>
</tr>
</tbody>
</table>

**HEALTH LAW**

We provide legal services to people for whom public health care benefits are a critical lifeline. We help them navigate complex government systems and access the Medicare, Medicaid and Medicaid home care services they need. Training programs arm social workers and health care providers with information and advocacy strategies to protect access to health benefits that enable people of all ages to live with dignity in their own homes.

**SERVICES INCLUDE:**
- Accessing and maintaining benefits
- Challenging wrongful denial, reduction or termination of benefits
- Assisting with appeals and negotiations
- Representing clients at administrative hearings
- Providing professional and community education
- Conducting advocacy at the State and Federal levels

**CASE STUDY:** Hit by a drunk driver, Olga spent months in hospitals in a near-vegetative state. Returning home, she received 24-hour Medicaid-funded homecare in two shifts and began a slow recovery. Suddenly, her provider threatened to cut her care in half, despite her continued need for assistance. Her distraught family turned to a NYLAG attorney who successfully argued that Olga had a legal right to public benefits that would enable her to remain safely at home with appropriate care. Olga’s care was maintained and she continues to recover at home with her family.

| $8.3 million in Medicaid and Medicare benefits obtained, preserved, or increased* |
| 4,243 cases handled |

*Includes back awards and monthly payments annualized over three years.
MEDICAL-LEGAL PARTNERSHIP

We partner with medical professionals to address the non-medical needs of low-income people with serious health problems. The LegalHealth Division provides weekly free legal clinics onsite at 17 local medical facilities, and also trains hundreds of healthcare professionals to understand their patients’ legal issues.

SERVICES INCLUDE:
• Securing government benefits
• Addressing housing problems
• Resolving credit issues
• Handling immigration matters
• Accessing special services
• Conducting advance planning (wills, healthcare proxies, powers of attorney and guardianships)
• Solving insurance disputes
• Negotiating workplace accommodations

CASE STUDY: Allen, a 27-year-old dad, developed a life-threatening tumor that required invasive cancer therapy. Too weak to work, his bills piled up. Barely able to afford food, his family faced eviction. Allen’s doctor referred him to NYLAG’s clinic at the hospital, where Attorney Brian Cohen helped him obtain food stamps and disability benefits. When Allen’s disability application was denied, Brian appealed and recovered significant back payments. The money allowed Allen to pay off his rent and focus on getting well.

“When I met Brian, I was broken. He was the glue that put everything back together.”

5,416 cases handled
573 healthcare providers trained
24 onsite clinics at NYC public hospitals
IMMIGRANT PROTECTION

Dedicated to social justice, we provide low-income immigrants with comprehensive legal services. As one of the largest immigrant service providers in New York State, we also educate communities about the dangers of fraudulent immigration law practitioners and other barriers to attaining legal status.

SERVICES INCLUDE:
- Citizenship and naturalization
- Adjustment of status
- Violence Against Women Act (VAWA) self petitions
- U-visas for crime victims
- Asylum
- Removal defense
- Public benefits and entitlements
- Deferred Action for Childhood Arrivals
- Special Immigration Juvenile Status

CASE STUDY: Carmen was living in her native Liberia with her daughter, Mercedes, an American citizen by birth. Mercedes needed urgent medical care, and the American Embassy allowed them to travel to the U.S. for treatment. When Carmen later tried to extend her visa, she was denied and placed in removal proceedings. She missed her removal hearing because she never received the notice, and she was removed in absentia. NYLAG Attorney Elvira Pinkhasova filed a motion to re-open the removal case due to lack of notice. The motion was granted, and Carmen received a green card based on a relative petition filed by her now adult daughter.

464 immigrants obtained citizenship
1,234 families kept intact
18,000 cases reviewed for victims of immigration fraud

“ELVIRA TOOK CARE OF ME AND KEPT MY FAMILY TOGETHER.”
MATRIMONIAL & FAMILY LAW

We give a voice to those caught in a complex legal system where representation in family law matters is not guaranteed. We provide innovative and compassionate legal services to families in crisis, prioritizing victims of domestic violence and their children. Our services help battered women achieve physical safety and sustain financial independence.

SERVICES INCLUDE:

• Contested and uncontested divorce
• Child abuse and neglect
• LGBT issues
• Spousal and child support
• Victims’ rights in criminal proceedings
• Child custody/visitation
• Equitable distribution
• Orders of protection
• Mediation

CASE STUDY: Mariama, a native of Sierra Leone, was subjected to female genital mutilation as a child and still suffers painful complications. She immigrated to the U.S. with her husband who became physically and verbally abusive, and threatened to take their daughter Zara to Africa for genital mutilation. When Mariama found a fake passport for Zara and confronted him, he burned her with a cigarette and threatened to kill her. She fled with Zara and sought assistance from NYLAG Attorney Lisa Rivera, who helped her obtain an order of protection, custody, child support, and a divorce.

7,356 women & families served
332 orders of protection
889 matters related to custody and visitation

“NYLAG HELPS ME WITH EVERYTHING. THEY GIVE ME SO MUCH HOPE.”

POWERFUL
IMPACT LITIGATION

We initiate class action and other impact lawsuits on behalf of groups of individuals who experience a common problem resulting from a broad failure in the system. Our impact cases help hundreds of thousands of low-income New Yorkers obtain and regain essential government benefits and services. In addition to our own docket, we also co-counsel cases with public and private firms to secure creative, systemic relief for clients.

CURRENT LITIGATION FOCUS:

• Protect the rights of disabled and chronically ill Medicaid recipients denied the care they need
• Protect consumers caught up in a massive 3rd party debt collection scheme
• Correct wrongful denials of public assistance benefits for poor New York families
• Protect the rights of students victimized by for-profit post-secondary schools

CASE STUDY: In the late 1980s Danubia enrolled in Wilfred Beauty Academy, a for-profit school that engaged in widespread fraud and went out of business in 1994. They told her she qualified for a full scholarship and falsely certified that she was eligible for federal student loans. She was harassed by debt collectors and denied credit, despite the fact that every month for 25 years she paid what she could on her loans. NYLAG negotiated with the federal government and got her payments refunded and her loan discharged. In 2013, NYLAG filed a law suit against the Department of Education on behalf of an estimated 40,000 students who were victimized by Wilfred.

114,900 individuals benefited from impact litigation

$620,000 in total Federal student loan relief*

* Includes principal and interest discharged and refunds
We help low-income parents navigate the legal complexities of the special education system so that their children with special needs receive the best possible opportunities to grow and learn. Attorneys represent disabled children at each step in the process, from initial meetings with the Committee on Special Education, to Impartial Hearings, all the way to appeals to the State Review Office or Federal Court.

ISSUES ADDRESSED:
• Adequacy of child’s Individual Education Plan (IEP)
• Appropriateness of child’s school placement
• Paraprofessionals, tutoring, or supplemental services
• Assistive technology
• Extension of services to cover a 12-month school year
• Placement in private schools when necessary

CASE STUDY: Six-year-old Ven has mild autism, but doctors determined that with appropriate intervention he could be educated with non-autistic peers. However, the Department of Education had placed him in a class with more severely disabled children, which was inhibiting his progress. NYLAG challenged the placement, and succeeded in securing his move to a more appropriate class. Attorney Laura Davis worked closely with Ven’s doctors, obtaining their expert testimony to win his case.

99% win rate in special education cases for low-income children

$1 million+ in government tuition reimbursement for children with disabilities

THANKS TO LAURA, VEN IS HAPPY AND DOING WELL IN SCHOOL.

EFFECTIVE
STORM RESPONSE

NYLAG was the first, and remains the largest, provider of disaster response legal services following Superstorm Sandy. Early on we helped clients in New York City and Long Island with urgent short-term needs including FEMA and Small Business Administration applications, housing issues, public benefits, and insurance. The demand for services continues as storm victims struggle with complex and entrenched challenges, requiring more extensive legal assistance and direct representation.

FOCUS AREAS:
- Disaster benefits
- Private insurance
- Landlord-tenant disputes
- Foreclosure prevention
- Consumer debt
- Employment
- Contractor fraud
- New York Rising
- Build It Back

CASE STUDY: The day before Sandy hit, Nicholas, a New York City firefighter, made sure his wife and children were safe at a relative’s home. Then he and his fellow firefighters went to work, saving the lives of at least 40 people, pulling some into life boats and guiding others to high ground. Only when he was off duty did he return to his own home to find it destroyed. Like so many victims, despite having homeowners and flood insurance, Nicholas has needed the support of NYLAG - over many months - to navigate the multiple legal roadblocks that still stand in the way of a making new life for himself and his family.

7,712 cases handled
16,335 household members benefitted
14:1 dollars achieved for clients vs. program costs

"IT'S NICE TO KNOW I HAVE NYLAG TO HELP ME THROUGH THE WHOLE PROCESS."
NYLAG HELPED ME TRANSITION BACK TO MY LIFE HERE.

EMPLOYMENT LAW

Our attorneys recover hundreds of thousands of dollars annually for low-wage workers by securing unemployment benefits, revising employer policies, reinstating jobs, and protecting clients from exploitation and abuse. We conduct community outreach programs to educate low-income workers on basic employment rights, protections and safeguards.

SERVICES INCLUDE:

- Employment discrimination
- Wage and hour issues
- Wrongful termination
- Unsafe/exploitative working conditions
- Unemployment insurance

CASE STUDY: After military discharge, Wes, an Afghanistan war veteran with PTSD returned to his former job, as per company policy. His reinstatement was delayed and he was subjected to needless medical exams. NYLAG helped him get his job back, helped him file a Uniformed Services Employment and Reemployment Rights Act (USERRA) claim with the Department of Labor, and advised him on settlement terms. He received $19,000 in back pay. After receiving the right to immediately take a promotional test and passing it, Wes was promoted to a higher paying job.

800
workers educated about their rights

868
individuals assisted with discrimination, wage and hour benefits, and other matters

HOLOCAUST COMPENSATION

We provide Holocaust survivors with information and legal assistance regarding compensation and restitution programs. As the only legal program dedicated to this practice area, we have assisted over 75,000 survivors throughout the U.S. and abroad.

APPLICATIONS AND APPEALS FOR:

- Pensions for voluntary work in a ghetto
- One-time payments for voluntary work in a ghetto
- Ongoing pensions from the Article 2 Fund
- One-time payments from the Hardship Fund

CASE STUDY: 92-year-old Hannah worked in a Polish ghetto during the Holocaust. Struggling financially, she applied for a ghetto pension. German law required that pensioners prove they had been paid for their work. Hannah had received extra food rations, but her application was denied. For six years, NYLAG appealed her case in the German courts. Finally the law was changed to allow non-monetary compensation to qualify. Hannah received a monthly pension and a significant retroactive payment.

800 workers educated about their rights

868 individuals assisted with discrimination, wage and hour benefits, and other matters

60,000 survivors helped since program began in May 2000

$60+ million total in compensation to survivors

NYLAG NEVER GAVE UP ON MY CASE. THEY CALLED ME AS SOON AS THE LAW CHANGED.

“NYLAG NEVER GAVE UP ON MY CASE. THEY CALLED ME AS SOON AS THE LAW CHANGED.”
LGBTQ RIGHTS

We provide direct legal services to New York City’s low-income lesbian, gay, bisexual, transgender, and queer (LGBTQ) communities. Our goals are to address the unique and growing needs of LGBTQ clients for free, culturally sensitive legal services that overcome discriminatory barriers, and to advocate for changes to the system that will ensure that they have equal access to critical services, benefits and legal protections.

SERVICES INCLUDE:
- Employment law
- Housing rights
- Orders of protection
- Custody and visitation
- Second parent or joint adoption
- Legal name and document change
- Public benefits
- Relationship dissolution/divorce
- Advance planning
- Succession claims in housing court
- Immigration issues

CASE STUDY: Sam, a transgender young man wanted a court ordered name change, so he could obtain his learner’s permit and high school diploma in his preferred name. His legal name Jessica repeatedly “outed” him and led to daily discomfort as well as safety issues. Sam and his family filed a name change petition that the judge denied due to a lack of evidence of medical procedures that affirmed he was a man, even though this is not required by law. Through NYLAG’s advocacy and Sam’s testimony, the court granted Sam’s name change without his medical history.

683
LGBTQ clients served

100%
increase in cases handled

ADVANCE PLANNING

We educate and inform clients about the tools available to address serious incapacity and end-of-life issues, and to assist them in making appropriate plans. We help individuals navigate complex legal and court processes while protecting their dignity and honoring their wishes.

SERVICES INCLUDE:
- Healthcare Proxies, Powers of Attorney, Living Wills
- Last Wills and Testaments, Appointments of Agent to Control Disposition of Remains
- Assistance with completion of forms to petition for probate or administration
- Seminars and events for the general public
- Training for medical and social services professionals

CASE STUDY: Bill, a homebound senior, needed help with a healthcare proxy. When NYLAG attorney Tina Janssen-Spinosa visited him at home, she discovered that he had a Will drafted by another attorney. Bill wanted to leave the proceeds from the sale of his apartment, his only asset, to his children, excluding an estranged daughter. However, the Will was badly written and would have required the executor to locate the daughter via newspaper ads. Attorneys’ fees, ad fees, bills, and taxes on the unoccupied apartment would have depleted his entire estate. Tina helped Bill draft a new Will, in addition to fulfilling his other planning needs.

1,750 people educated on the importance of completing advance planning

1,277 Living Wills, Health Care Proxies or Powers of Attorney completed

“I’M ABLE TO BE MYSELF BECAUSE OF NYLAG.”

“TINA GAVE ME A CLEAR UNDERSTANDING OF MY PLANNING OPTIONS.”
FINANCIAL COUNSELING

For low-income New Yorkers, legal and financial problems are often intertwined. Our in-house financial counselors help clients address immediate financial crises as well as plan for the long term by providing one-on-one counseling and financial literacy workshops.

SERVICES INCLUDE:
- Access to banking and financial products, as well as public benefits
- Credit card analysis and negotiation
- Debt prioritization and debt collections
- Setting and prioritizing financial goals: budgeting, expense and money management
- Financial document organization
- Credit reports and credit scores, establishing and improving credit
- Mortgages and loan modification review

CASE STUDY: After Laurie was laid off, she relied on credit cards for her basic needs. Soon she was drowning in debt, sued by creditors, and facing bankruptcy and foreclosure. While she worked with her NYLAG attorney to defend herself in the lawsuits, NYLAG financial counselor Mark Alpert taught her how to achieve long-term financial security. Mark helped her to create a household budget, identified public benefits to supplement her income, explained her options for avoiding bankruptcy, and showed her how to rebuild her credit score once her legal issues were resolved.

Now that we’re mobile, we can help more people on the spot.

I FEEL ENORMOUS RELIEF KNOWING THAT I AM EDUCATED AND IN CONTROL.

1,530+ clients received one-on-one financial counseling

700+ clients attended financial literacy workshops

85% of clients accessed and/or improved their credit report

MOBILE LEGAL HELP CENTER

Created through a partnership between NYLAG and the New York State Office of Court Administration’s Access to Justice Program, the Mobile Legal Help Center is the country’s first legal services office and courtroom on wheels. It provides legal help to low-income New Yorkers who face barriers such as lack of transportation, health and mobility issues, immigration fears, and lack of child care. The vehicle is equipped with state-of-the-art technology, including the capability to video conference with judges for emergency hearings, such as domestic violence and eviction cases.

SERVICES INCLUDE:
- Advance planning
- Consumer protection
- Employment
- Family law
- Healthcare
- Housing
- Immigration
- Public benefits
- Public benefits

Initial funding for the Mobile Legal Help Center was provided by the David Berg Foundation.
PRO BONO PROGRAM

At NYLAG, a commitment to providing volunteer opportunities and recruiting talented pro bono attorneys is a natural extension of our mission to deliver the highest quality civil legal services to the greatest number of low-income New Yorkers. Many NYLAG success stories happen because of the collaborative effort of staff attorneys, pro bono legal partners, and volunteers.

SERVICES INCLUDE:

- Consumer protection
- Public benefits
- Family/domestic violence
- Immigration
- Appellate advocacy
- Elder law
- Housing and foreclosures

CASE STUDY. Melissa B. Francis, a senior litigation associate with Mayer Brown, embodies everything that pro bono attorney should be—passionate, dedicated, selfless, and hard-working. NYLAG colleagues have described her as being “on fire” in her advocacy on behalf of immigrant clients. Melissa is a member of NYLAG’s Associate Board and serves as Co-Chair of its Pro Bono Committee. She is Co-Practice Leader of Mayer Brown’s Pro Bono Asylum & Immigration practice group and serves on the firm’s Pro Bono Committee. Melissa was named Mayer Brown’s 2010 International Pro Bono Lawyer of the Year.

PRO BONO PROGRAM

$17.3 million
value of pro bono services

1,200+
pro bono attorneys and volunteers

100,000+
hours donated by pro bono attorneys

FINANCIAL OVERVIEW

In the last eight years, NYLAG’s yearly cash budget has increased at a compounded annual growth rate of approximately 16 percent. At the same time, NYLAG has maximized the impact of its legal services by leveraging the assistance of hundreds of pro bono attorneys and other volunteers.

CASE STUDY. Melissa B. Francis, a senior litigation associate with Mayer Brown, embodies everything that pro bono attorney should be—passionate, dedicated, selfless, and hard-working. NYLAG colleagues have described her as being “on fire” in her advocacy on behalf of immigrant clients. Melissa is a member of NYLAG’s Associate Board and serves as Co-Chair of its Pro Bono Committee. She is Co-Practice Leader of Mayer Brown’s Pro Bono Asylum & Immigration practice group and serves on the firm’s Pro Bono Committee. Melissa was named Mayer Brown’s 2010 International Pro Bono Lawyer of the Year.

PRO BONO PROGRAM

$17.3 million
value of pro bono services

1,200+
pro bono attorneys and volunteers

100,000+
hours donated by pro bono attorneys

FINANCIAL OVERVIEW

In the last eight years, NYLAG’s yearly cash budget has increased at a compounded annual growth rate of approximately 16 percent. At the same time, NYLAG has maximized the impact of its legal services by leveraging the assistance of hundreds of pro bono attorneys and other volunteers.

CASE STUDY. Melissa B. Francis, a senior litigation associate with Mayer Brown, embodies everything that pro bono attorney should be—passionate, dedicated, selfless, and hard-working. NYLAG colleagues have described her as being “on fire” in her advocacy on behalf of immigrant clients. Melissa is a member of NYLAG’s Associate Board and serves as Co-Chair of its Pro Bono Committee. She is Co-Practice Leader of Mayer Brown’s Pro Bono Asylum & Immigration practice group and serves on the firm’s Pro Bono Committee. Melissa was named Mayer Brown’s 2010 International Pro Bono Lawyer of the Year.
## Selected Statement of Operating Activities

<table>
<thead>
<tr>
<th>Revenues</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grant revenue</td>
<td>15,346,792</td>
</tr>
<tr>
<td>Contributions</td>
<td>1,469,436</td>
</tr>
<tr>
<td>Special event contributions (net)</td>
<td>1,232,492</td>
</tr>
<tr>
<td>Court attorney fees</td>
<td>1,916,355</td>
</tr>
<tr>
<td>Investment income (net)</td>
<td>102,700</td>
</tr>
<tr>
<td>Other income</td>
<td>2,243</td>
</tr>
<tr>
<td>In-kind services</td>
<td>15,896,505</td>
</tr>
<tr>
<td><strong>Total revenues</strong></td>
<td><strong>$35,966,523</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program services</td>
<td></td>
</tr>
<tr>
<td>General Legal Services</td>
<td>7,950,325</td>
</tr>
<tr>
<td>Family Law</td>
<td>5,826,292</td>
</tr>
<tr>
<td>Special Education</td>
<td>615,355</td>
</tr>
<tr>
<td>Immigrant Protection</td>
<td>4,489,791</td>
</tr>
<tr>
<td>Special Litigation</td>
<td>1,692,218</td>
</tr>
<tr>
<td>Holocaust Compensation</td>
<td>207,335</td>
</tr>
<tr>
<td>LegalHealth</td>
<td>6,522,006</td>
</tr>
<tr>
<td>Storm Response</td>
<td>2,727,875</td>
</tr>
<tr>
<td>Evelyn Frank Legal Services Program</td>
<td>1,061,363</td>
</tr>
<tr>
<td>Total program services</td>
<td><strong>$31,305,201</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supporting services</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management/ administrative</td>
<td>1,804,772</td>
</tr>
<tr>
<td>Fundraising</td>
<td>756,920</td>
</tr>
<tr>
<td><strong>Total supporting services</strong></td>
<td><strong>$2,561,692</strong></td>
</tr>
</tbody>
</table>

| **Total expenses**                           | **$33,866,893** |

## Selected Statement of Functional Expenses

<table>
<thead>
<tr>
<th>Program Services</th>
<th>Management/ Administrative</th>
<th>Fundraising</th>
<th>Total Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries</td>
<td>10,476,626</td>
<td>1,114,466</td>
<td>457,743</td>
</tr>
<tr>
<td>Payroll taxes</td>
<td>841,840</td>
<td>89,552</td>
<td>36,782</td>
</tr>
<tr>
<td>Employee benefits</td>
<td>1,666,395</td>
<td>154,515</td>
<td>72,808</td>
</tr>
<tr>
<td>In-kind services</td>
<td>15,596,051</td>
<td>286,174</td>
<td>14,280</td>
</tr>
<tr>
<td>Occupancy</td>
<td>961,525</td>
<td>57,084</td>
<td>46,519</td>
</tr>
<tr>
<td>Utilities</td>
<td>66,500</td>
<td>3,950</td>
<td>3,218</td>
</tr>
<tr>
<td>Liability insurance</td>
<td>100,013</td>
<td>5,939</td>
<td>4,840</td>
</tr>
<tr>
<td>Supplies</td>
<td>106,525</td>
<td>6,325</td>
<td>5,155</td>
</tr>
<tr>
<td>Litigation</td>
<td>36,300</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Telephone</td>
<td>37,205</td>
<td>2,209</td>
<td>1,800</td>
</tr>
<tr>
<td>Maintenance contracts</td>
<td>61,566</td>
<td>3,656</td>
<td>2,979</td>
</tr>
<tr>
<td>Vehicle Costs</td>
<td>20,186</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Consultants and vendors</td>
<td>466,522</td>
<td>28,811</td>
<td>21,849</td>
</tr>
<tr>
<td>Equipment and furniture</td>
<td>24,927</td>
<td>1,480</td>
<td>1,206</td>
</tr>
<tr>
<td>Postage</td>
<td>47,850</td>
<td>2,841</td>
<td>2,315</td>
</tr>
<tr>
<td>Dues and fees</td>
<td>56,583</td>
<td>3,360</td>
<td>2,738</td>
</tr>
<tr>
<td>Computer library &amp; publications</td>
<td>90,531</td>
<td>5,376</td>
<td>4,381</td>
</tr>
<tr>
<td>Local travel</td>
<td>60,575</td>
<td>3,597</td>
<td>2,931</td>
</tr>
<tr>
<td>Training and conference fees</td>
<td>12,377</td>
<td>735</td>
<td>599</td>
</tr>
<tr>
<td>Investment management fees</td>
<td>37,640</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Banking fees</td>
<td>8,004</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Special events (catering &amp; venue)</td>
<td>-</td>
<td>345,148</td>
<td>345,148</td>
</tr>
<tr>
<td>Marketing &amp; printing</td>
<td>-</td>
<td>62,179</td>
<td>62,179</td>
</tr>
<tr>
<td>Direct assistance to individuals</td>
<td>18,624</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Grants to outside organizations</td>
<td>296,320</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Depreciation</td>
<td>260,360</td>
<td>15,460</td>
<td>12,598</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>11,238</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Less cost of events &amp; investment management fees</td>
<td>37,640</td>
<td>345,148</td>
<td>382,788</td>
</tr>
</tbody>
</table>

| **Total expenses**                           | **$31,305,201** |
|                                               | **$1,804,772**  | **$756,520** | **$33,866,893** |

## Selected Balance Sheet Information

<table>
<thead>
<tr>
<th>Account Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and cash equivalents</td>
<td>4,115,826</td>
</tr>
<tr>
<td>Investments</td>
<td>3,890,058</td>
</tr>
<tr>
<td>Grants receivable</td>
<td>4,348,286</td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td>1,643,968</td>
</tr>
<tr>
<td><strong>Total assets</strong></td>
<td><strong>$13,997,668</strong></td>
</tr>
<tr>
<td>Accounts payable and accrued expenses</td>
<td>$197,154</td>
</tr>
</tbody>
</table>

The financial results depicted here are derived from NYLAG’s audited financial statements. The agency’s full audited statements can be obtained by calling 212.613.5000.