



**BUILDING FOR
WHAT'S AHEAD:
NYLAG IN 2024**



You have restored my faith in justice and the ability to obtain and protect the basic human rights of people, particularly our most vulnerable whose voices are often not heard”

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FROM OUR LEADERSHIP



Dear Supporter,

As I complete my second full year leading NYLAG as president and CEO, I feel incredibly grateful for our community of staff, volunteers, pro bono attorneys, and supporters like you who share our commitment to social, racial, and economic justice in New York City.

This gratitude exists alongside a recognition of how extraordinarily challenging 2024 was for New Yorkers. Newly arrived immigrants faced shelter evictions, leaving them without stable addresses for critical legal documents and disrupting children's education. People eligible for food and cash assistance faced longer delays in processing, leaving them without critical, life-sustaining benefits. Schoolchildren with autism and special education needs lost precious opportunities as the NYC Department of Education failed to meet their needs for specialized services.

For too many people in need of basic dignity and support, 2024 uncovered

failings within the systems entrusted with their protection. NYLAG is here to hold these systems accountable.

The battle for justice in New York has never been easy, but we have never retreated during difficult times. In 2024, NYLAG's team of more than 400 advocates ensured over 127,000 New Yorkers had an advocate in their corner during these crises, just as we have for over 35 years.

As we look toward the future, the challenges ahead are daunting. Even with all the injustice we've seen and what will continue to unfold, with supporters like you in our corner, I know our team will rise to meet every challenge. We're still here, and we're in this together, so that every New Yorker can achieve justice, on their terms. Thank you for making that possible, no matter what lies ahead.

Lisa Rivera | President and CEO



Dear Friends of NYLAG,

As our city faced complex and overlapping challenges in 2024, more New Yorkers than ever found themselves navigating difficult systems and seeking support to assert their basic rights and secure their stability.

In response to these latest injustices, NYLAG continued to innovate in meeting communities' needs. Our team of advocates forged new partnerships, including:

- Launching our pilot to provide immigration legal services within New York City's largest family shelter system
- Opening the newest LegalHand call center location in East Harlem
- Establishing a new project to better serve New York City students with dyslexia
- Expanding our Pro Se Plus Project model to incorporate more pro bono partners.

As we look towards the future - and all of the unique challenges it will bring -

these initiatives will become even more important, and NYLAG will continue strengthening community partnerships so we are ready to respond, no matter what. We can't do that alone.

We can only reach as many people as we do every year with client-centered and trauma-informed services because of people like you who share our belief that everyone should be able to access and achieve justice, no matter their income, race, ability, or life circumstance.

Whether you give your time and expertise or a monetary donation to NYLAG, thank you for your continued support. This is how we can do all that we do, and it's how we'll continue to mobilize in the months and years to come.

Thank you.

Joe Polizzotto | Chair, Board of Directors

WE ARE NYLAG

Combining the power of the law with the power of our communities, New York Legal Assistance Group (NYLAG) fights for economic, racial, and social justice by advocating for people experiencing poverty or in crisis. We know our clients are experts in their own lives and we center their voices as they assert their rights to achieve justice, safety, and stability.

Our team of over 400 advocates serve New Yorkers through comprehensive, free civil legal services, financial empowerment, impact litigation, policy advocacy, and community partnerships. Everyone, regardless of race, income level, ability, or life circumstance, should have support during a legal crisis. We are here so they don't have to fight alone.

2024 HIGHLIGHTS



127,727

Impacted the lives of 127,727 adults and children



\$245M

Saved over \$245M for our clients



200

Served our community at over 200 sites across New York City



The power imbalance facing our community is stark: people must rely on advocates and attorneys to secure their most basic needs—putting food on the table, accessing quality education for their children, finding safety in their own homes, and so much more. This could be your neighbor experiencing these challenges. It might be you one day. But we're New Yorkers, and we all rise together and fall together. Our community belongs to everyone, and everyone in our community deserves to thrive."

LISA RIVERA, NYLAG PRESIDENT AND CEO

MEETING IMMIGRANT NEW YORKERS WHERE THEY ARE

IMMIGRANTS FACED CRUEL POLICIES AND RHETORIC. WE STAYED BY THEIR SIDES.

Since 1990, NYLAG has provided legal services to immigrant New Yorkers. But last year was different. City officials implemented harsh new policies evicting immigrants from homeless shelters and the presidential campaign demonized entire immigrant communities. In response, NYLAG increased its presence in immigrant communities to ensure they had information on their rights and advocates in their corner, whether they became New Yorkers years ago or just last month.



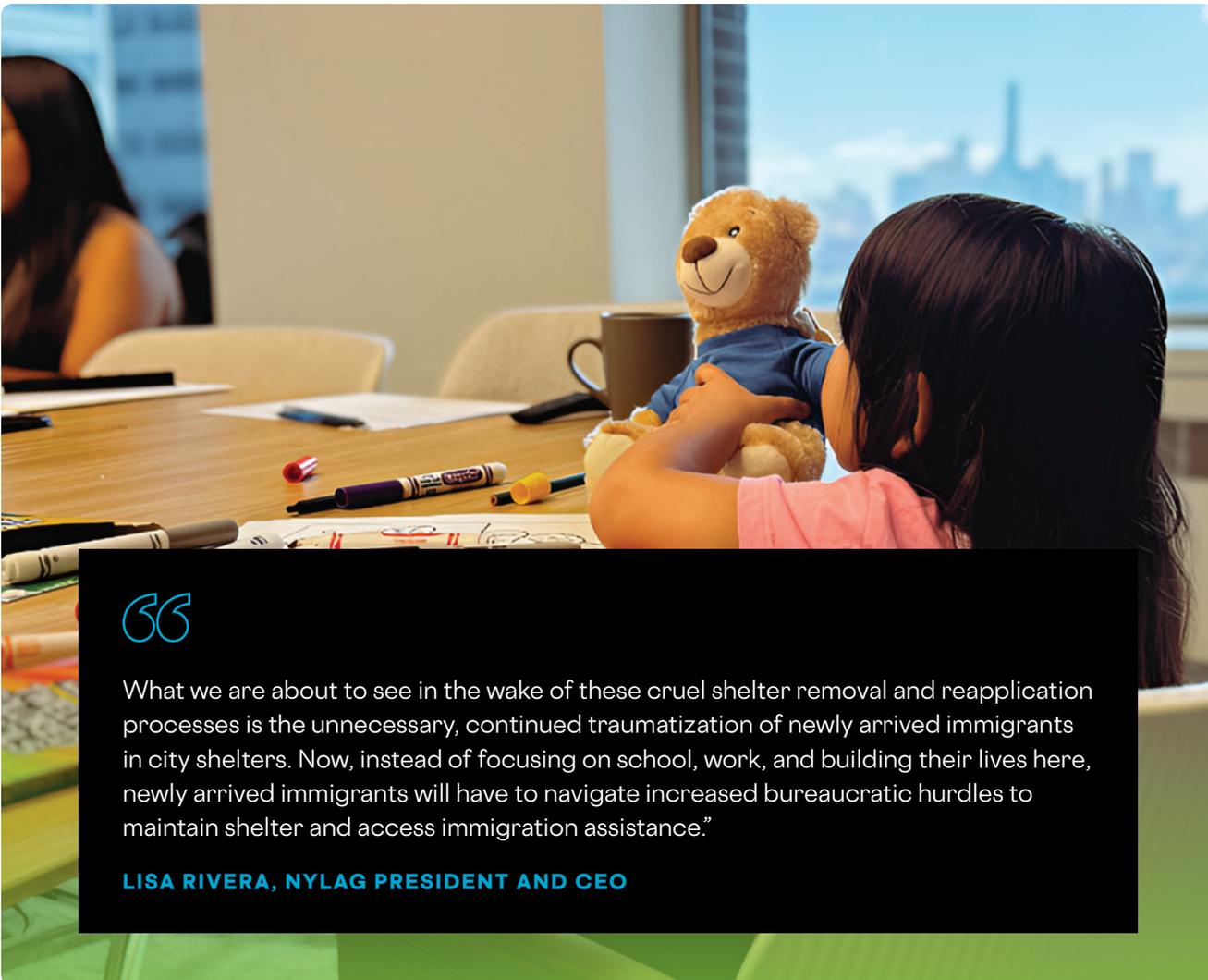
51,813

The 51,813 immigrants we served came from all over the world. **Over 46% were children.** We provided services including full representation, pro se plus assistance, know your rights trainings, and other critical support.



FIGHTING CRUEL SHELTER POLICIES

After decades of providing a legally mandated right to shelter for anyone experiencing homelessness, New York City began evicting newly arrived immigrants - including families with children - from homeless shelters. With nowhere else to go, many began sleeping on the streets or in tent encampments. Without a stable address, immigrant children and youth faced disruptions to schooling and others lost reliable access to their mail, including important notices about their immigration cases. NYLAG fought this cruel policy from the beginning, leading efforts to protect immigrants from shelter eviction and further fighting to end the policy altogether.



What we are about to see in the wake of these cruel shelter removal and reapplication processes is the unnecessary, continued traumatization of newly arrived immigrants in city shelters. Now, instead of focusing on school, work, and building their lives here, newly arrived immigrants will have to navigate increased bureaucratic hurdles to maintain shelter and access immigration assistance.”

LISA RIVERA, NYLAG PRESIDENT AND CEO



EXPANDING AND DEEPENING KEY PARTNERSHIPS

In an effort to shore up immigrant New Yorkers who were subject to the city’s cruel shelter eviction policies, NYLAG launched an innovative pilot program with Woman in Need (WIN), the largest provider of family shelter in New York City. Through this partnership, NYLAG brought legal services directly to shelter facilities, ensuring immigrants had access to information and advocates in a place they already knew and trusted. Together, we worked with over 800 individuals and families this year and continue to advocate for investments in this model so we can scale it appropriately.

CONNECTING COMMUNITIES WITH LEGAL SERVICES

When we say we are here to serve New Yorkers, we mean it. Our innovative Mobile Legal Help Center van travels around the five boroughs and into 145+ community sites that have been cut-off from legal services because of location, disability, isolation, and more. We also work with elected officials, community-based organizations, hospitals, schools, libraries and other partners to deliver our services and knowledge in community spaces that New Yorkers trust.



145+

Number of community sites that have been cut-off from legal services because of location, disability, isolation, and more



PREVENTING LEGAL CRISES BEFORE THEY START

In East Harlem, our commitment to preventing legal crises took a powerful new form. Working with Legal Hand, we launched a neighborhood call-in center that trains local volunteers to help their neighbors navigate challenges before they escalate into court cases.

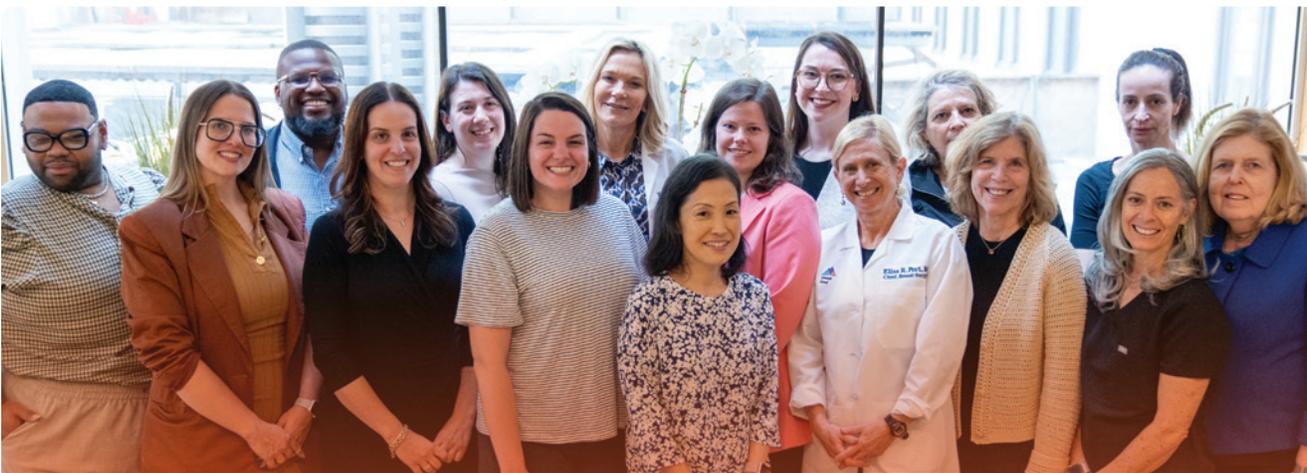
This innovative partnership brings free legal information directly into the community, addressing critical issues like housing, employment, and public benefits. By pairing the center with regular visits from our Mobile Legal Help Center, we're creating a trusted hub where East Harlem residents can access the legal support they need, when they need it.



EMBEDDING LEGAL SERVICES IN HOSPITALS AND HEALTH CLINICS

New Yorkers battling cancer and other serious health conditions shouldn't have to worry about housing security or immigration status while seeking life-saving treatment. Through our vital partnerships with NYC Health + Hospitals, Mount Sinai Health System, and more, NYLAG attorneys provide free legal services directly in hospitals across the city.

In 2024, we significantly expanded our reach, enhancing services at twelve NYC Health + Hospitals locations and launching specialized support at Mount Sinai's Dubin Breast Center. Our attorneys address critical barriers to care - from public benefits and immigration to health insurance and housing - ensuring patients can focus fully on their recovery.



At NYLAG, we aim to increase access to justice at the community level to foster systemic change, and our medical legal partnerships ... bring that access directly to patients in our city's public hospitals. Our dedicated team of attorneys and paralegals working together with ... healthcare professionals are a formidable team in addressing health disparities, and the health system continues to be a steadfast partner in developing innovative approaches to addressing health-harming legal needs."

RANDYE RETKIN, DIRECTOR OF NYLAG'S LEGALHEALTH DIVISION

SAFEGUARDING CHILDREN'S RIGHT TO AN EDUCATION

The education rights of all children should be protected and valued, but for many NYC students with disabilities, they are often denied. NYLAG ensures that children with disabilities receive the educational support, services, and programs that they need to learn and are entitled to under the law. In 2024, we also partnered with Legal Services NYC, Mobilization for Justice, and 17 families to file a federal civil rights complaint against New York City for its continued discrimination against students with disabilities.



200+

Over 200 schoolchildren with disabilities gained access to the education they deserved. Through consultation, representation at hearings, appeals, and court actions, we upheld their rights, benefiting over 1,000 family members.



IMPROVING LITERACY AND READING PROFICIENCY

Reading is power, but in New York City's most underserved communities, 90% of students with disabilities can't access it. Our new literacy initiative takes direct action in East New York and Brownsville, where the stakes are highest. Through direct legal representation, community outreach, and policy advocacy, we're securing evidence-based reading support for middle and high school students with dyslexia and combatting a literacy crisis that has held back generations of young New Yorkers.



Dyslexia impacts approximately 20% of all children, and while it develops equally across all races and genders, access to meaningful reading interventions in New York City is not equal across demographics Providing evidence-based reading interventions in public schools is therefore not just a disability rights issue; it is also a racial justice issue.”

CALLEIGH HIGGINS, NYLAG'S EQUAL JUSTICE WORKS FELLOW IN THE SPECIAL EDUCATION UNIT

PHOTO: LEXI PARRA FOR MOTHER JONES



KARY'S STORY

When Kary first noticed her toddler son Cristobal wasn't meeting developmental milestones, she faced a daunting challenge: navigating New York City's complex special education system in a language she was still learning. Despite receiving early intervention services, Cristobal regressed in public school. Without an interpreter at school meetings, Kary struggled to advocate for her son's needs. Everything changed when she connected with a NYLAG attorney. With an advocate by her side, Kary secured proper evaluations and placement at a specialized school where Cristobal could thrive. Today, he's participating more in class, doing homework independently, and even enjoying music at home - something that was once overwhelming. **As Kary puts it, "Cristobal taught me to be patient, to be lovely, to advocate and raise my voice."**

DEFENDING HOUSING RIGHTS AND ECONOMIC SECURITY

As a housing affordability crisis and rising costs pushed more households to the brink, New Yorkers faced mounting threats to their stability, especially communities of color, single-parent households, and people with disabilities. Beyond evictions and foreclosures, many struggled to access food, healthcare, and vital benefits. NYLAG fights on multiple fronts, keeping thousands in their homes while securing critical public benefits that allow households to meet their basic needs with dignity and safety.

11,472

NYLAG represented 11,472 people in the face of eviction, foreclosure, displacement, or homelessness, and secured \$7.6 million in ongoing public benefits to help New Yorkers meet their basic needs.



ASSERTING JUSTICE FOR PUBLIC HOUSING TENANTS

NYLAG's Public Housing Justice Project, the city's first legal advocacy team for NYCHA tenants, continued partnering with tenant associations across all five boroughs to tackle legal challenges. The project also advanced long-term solutions through impact litigation, advocacy, and community outreach by:

- Pressuring NYCHA to publicly release its tenant governing laws for the first time, increasing transparency on rent, leases, and evictions while allowing residents to provide input.
- Testifying before the NYC Council on NYCHA's Physical Needs Assessment, exposing clients' struggles with facility deterioration and repair delays.
- Partnering with residents to build and distribute Know Your Rights materials among NYCHA Tenant Associations, cultivating power across communities to advocate for themselves.



SECURING CRITICAL PUBLIC BENEFITS

For many, including families with children, veterans, seniors, and people with disabilities, public benefits mean access to food, housing, and health care. When severe processing delays left thousands of eligible New Yorkers waiting months for vital SNAP and cash assistance benefits, NYLAG, along with the Legal Aid Society and the law firm Dechert LLP, filed a class action lawsuit on behalf of New York City residents to challenge these systemic delays, *Forest v. City of New York*. Through persistent advocacy and litigation, we're ensuring families don't have to choose between paying rent and putting food on the table.



DEFENDING DISABILITY BENEFITS NATIONWIDE

When the Social Security Administration wrongly cut off Supplemental Security Income (SSI) benefits during the pandemic, NYLAG fought back. Alongside pro bono partners from Arnold & Porter and advocates at Justice in Aging, we secured a nationwide settlement providing automatic relief for 250,000 SSI recipients and creating new protections for 2 million more. By holding federal agencies accountable, we're ensuring society's most vulnerable members - older adults and people with disabilities - have reliable access to benefits they depend on for survival.

Photo: *Danielle Tarantolo and Jessica Ranucci of NYLAG's Special Litigation Unit with Tosha Adams outside the courthouse after securing a settlement benefiting more than 2 million people.*



SSI is the only option I have to provide for myself and my children. When I stopped receiving benefits, I didn't know how I would pay my bills, buy food, and make ends meet. It was very stressful and scary, especially at the start of the pandemic. I'm very happy that, with this settlement, SSA is now aware of its mistakes and in the future no one else will have to go through what I went through."

TOSHA ADAMS, PLAINTIFF IN CAMPOS V. KIJAKAZI

PROMOTING DIGNITY, WELL-BEING, AND BRIGHT FUTURES FOR ALL



ADVOCATING FOR HEALTH CARE ACCESS

It was a volatile year for Medicaid and Medicare recipients, namely those in need of long-term home care, but we stayed by their side to fight for the coverage and dignity they're owed. NYLAG secured more than \$2 million in ongoing Managed Long Term Care services last year and avoided more than \$3.5 million in medical debt for our clients.



ADVANCING THE RIGHTS OF LGBTQ+ NEW YORKERS

With heightened attacks on LGBTQ+ communities, over 1,300 New Yorkers turned to NYLAG this year for gender marker changes, advance planning, discrimination cases, and immigration relief. More than half were immigrants who recently arrived in the United States seeking safety from violence and hate in their countries of origin.



WORKING WITH SURVIVORS TO RECLAIM THEIR LIVES

New Yorkers experiencing violence and abuse in their relationships need advocates who are sensitive to their experiences, their cultures, and the unique barriers and challenges they face in the legal system. NYLAG's trauma-informed team supported over 3,700 survivors of intimate partner violence, guiding them through their legal options to secure lives free from violence.



EXPANDING PATHWAYS FOR ECONOMIC JUSTICE

All pursuits of justice must include economic justice and financial empowerment. NYLAG's financial empowerment and advocacy programs helped over 2,800 New Yorkers reclaim control of their financial futures. Through one-on-one counseling and education, we helped clients develop savings plans and eliminate over \$61,000 in debt, building pathways to long-term stability.



PROTECTING WORKERS AND CONSUMERS

Predatory lenders and debt collectors disproportionately target low-income New Yorkers, trapping them in cycles of debt. NYLAG's consumer protection team secured over \$66 million in relief for 3,450 clients and their families, including nearly \$8 million for victims of predatory lending and \$967,487 in savings for student loan borrowers.



NURTURING THE NEXT GENERATION OF ADVOCATES

Our commitment to justice extends to the next generation of advocates. This year, we welcomed 100+ interns into our internship program, where they gained hands-on experience in public interest law while advancing NYLAG's mission of creating lasting change for New Yorkers in need.

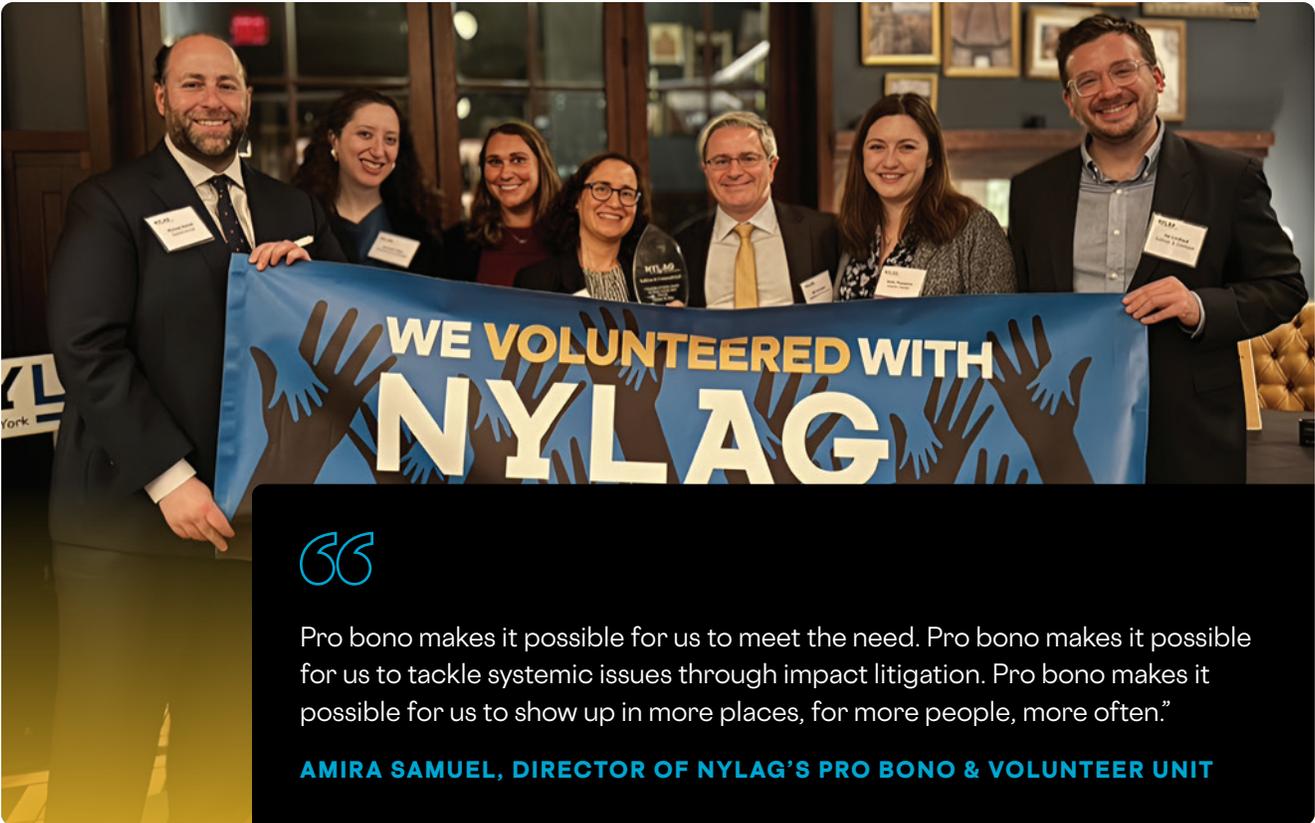
TAKING THE TIME TO TRANSFORM LIVES

NYLAG engages skilled volunteers, including retired and current attorneys, law graduates, students, and others, to broaden our reach and enable us to serve more New Yorkers in need of legal assistance.



THANK YOU TO THE FOLLOWING CORPORATE DONORS AND 1,000+ HOUR PRO BONO PARTNERS

- A&O Shearman & Hamilton LLP
- Akin Gump Strauss Hauer & Feld LLP
- Alston & Bird LLP
- American International Group, Inc. (AIG)
- Apple Bank
- Arnold & Porter
- Atticus Administration
- Ballard Spahr LLP
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- KPMG LLP
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- Lankler Siffert & Wohl LLP
- Latham & Watkins LLP
- Levine Lee LLP
- Linklaters LLP
- Lowenstein Sandler LLP



Pro bono makes it possible for us to meet the need. Pro bono makes it possible for us to tackle systemic issues through impact litigation. Pro bono makes it possible for us to show up in more places, for more people, more often.”

AMIRA SAMUEL, DIRECTOR OF NYLAG’S PRO BONO & VOLUNTEER UNIT

- Manatt, Phelps & Phillips, LLP
- Mayer Brown LLP
- McGuireWoods LLP
- Milbank LLP
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- WilmerHale
- Wilson Sonsini Goodrich & Rosati Foundation
- Winston & Strawn LLP

THANK YOU FOR ENSURING FAIR AND EQUAL ACCESS TO JUSTICE

In addition to the hundreds of individuals, law firms, and companies who contributed to ensure New Yorkers' rights weren't denied solely because they couldn't afford an attorney, we'd like to thank the following organizations for their partnership and investment in our communities.

FOUNDATION, NONPROFIT, AND COMMUNITY PARTNERS

- America Works of New York, Inc.
- Anonymous
- Arab-American Family Support Center
- Borchard Foundation Center on Law & Aging
- Booth Ferris Foundation
- Brooklyn Law School
- J.E. & Z.B. Butler Foundation
- Cardinal McCloskey Community Services
- Capital One
- Center for New York City Neighborhoods
- City Relief
- Claims Conference
- Community Service Society of New York
- Cornell Law School
- DAV Charitable Services Trust
- David Berg Foundation
- Day One
- Dorot
- Equal Justice America
- Equal Justice Works
- Fan Fox & Leslie R. Samuels Foundation
- Fedcap
- Footsteps
- Goodwill Industries of New York & New Jersey
- Henry & Lucy Moses Fund
- Henry Street Settlement
- Immigrant Justice Corps
- Isaac H. Tuttle Foundation
- Jewish Community Center of Greater Coney Island
- Jewish Community House of Bensonhurst
- John Jay College
- Justice Catalyst
- Leon Levy Foundation
- Long Island Community Foundation
- Marcy Gringlas & Joel Greenberg, Seed the Dream Foundation
- Mother Cabrini Health Foundation
- Nash Family Foundation
- New York Community Trust
- New York Immigration Coalition
- Robin Hood
- Safe Horizon

- St. John's Law School
- UJA-Federation of New York
- Venable Foundation
- Weill Cornell Medicine (NYC Elder Abuse Center)
- WIN
- Y.C. Ho/Helen and Michael Chiang Foundation
- Yale Law School

GOVERNMENT SUPPORTERS

FEDERAL

- U.S. Department of Justice, Office of Violence Against Women
- U.S. Department of Veterans Affairs
- U.S. District Court, Southern District of New York

NEW YORK CITY

- NYC Department of Consumer and Worker Protection/Office of Financial Empowerment
- NYC Department of Youth and Community Development
- NYC Department of Veterans Services
- NYC Council
- NYC Health + Hospitals
- NYC Housing Preservation & Development
- NYC Human Resources Administration
- NYC Mayor's Office of Immigrant Affairs
- NYC Taxi and Limousine Commission

NEW YORK STATE

- IOLA Fund of New York
- NYS Attorney General
- NYS Department of State
- NYS Division of Criminal Justice Services
- NYS Department of Health
- NYS Office for New Americans
- NYS Office for the Aging
- NYS Office of Temporary & Disability Assistance
- NYS Office of Victim Services
- Office of Court Administration

COMMUNITY HEALTH CENTER AND HOSPITAL PARTNERS

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- CancerCare
- Community Care of Brooklyn
- Maimonides Medical Center
- Memorial Sloan Kettering
- MJHS Institute for Innovation
- Montefiore Medical Center
- Mt. Sinai
- NewYork-Presbyterian Hospital
- NYU Langone Hospitals
- One Brooklyn Health System
- Westchester Medical Center

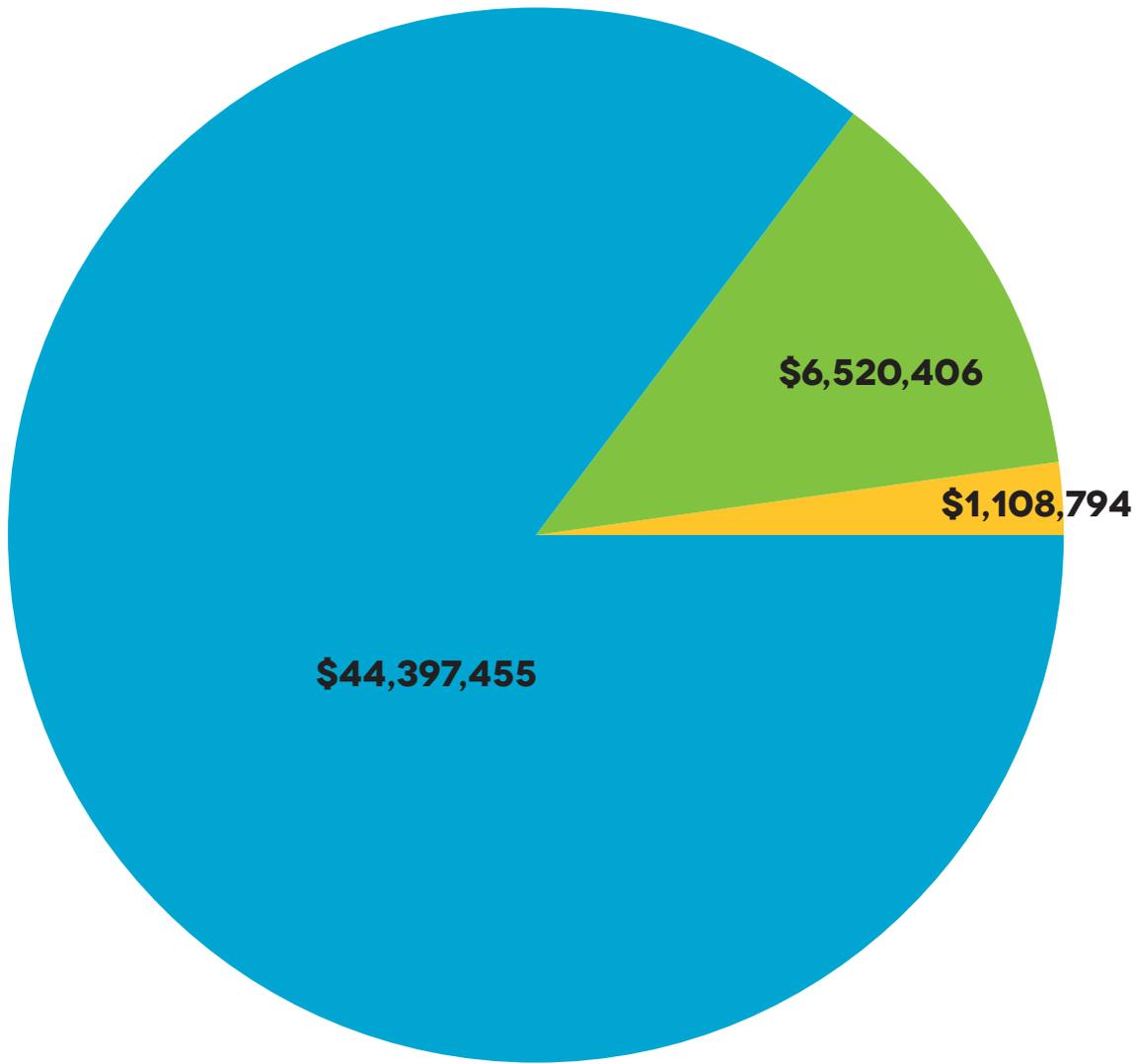
YOUR DOLLAR AT WORK

2024, UNAUDITED

REVENUES

Government	\$	40,375,925
Foundations	\$	4,463,136
Hospitals and Corporations	\$	5,338,835
Individuals	\$	516,119
Special Events	\$	1,468,827
Court Awarded & Earned Fees	\$	1,337,072
Miscellaneous	\$	419,471
TOTAL REVENUES BEFORE IN-KIND LEGAL SERVICES	\$	53,919,386
In-Kind	\$	48,053,721
TOTAL REVENUES	\$	101,973,107

EXPENSES



- PROGRAM SERVICES
- MANAGEMENT & ADMINISTRATION
- FUNDRAISING

EXPENSES SUB-TOTALS AND TOTALS

EXPENSES BEFORE IN-KIND LEGAL SERVICES	IN-KIND	TOTAL EXPENSES
\$52,026,655	\$48,053,721	\$100,080,376

TOGETHER, WE CAN ADVANCE JUSTICE, PROMOTE CHANGE, AND IMPROVE THE LIVES OF CHILDREN AND ADULTS EXPERIENCING POVERTY.

There are a variety of ways you can support NYLAG's work:

ONLINE

Visit nylag.org/donate

BY CHECK

Checks may be made payable to New York Legal Assistance Group and sent to:

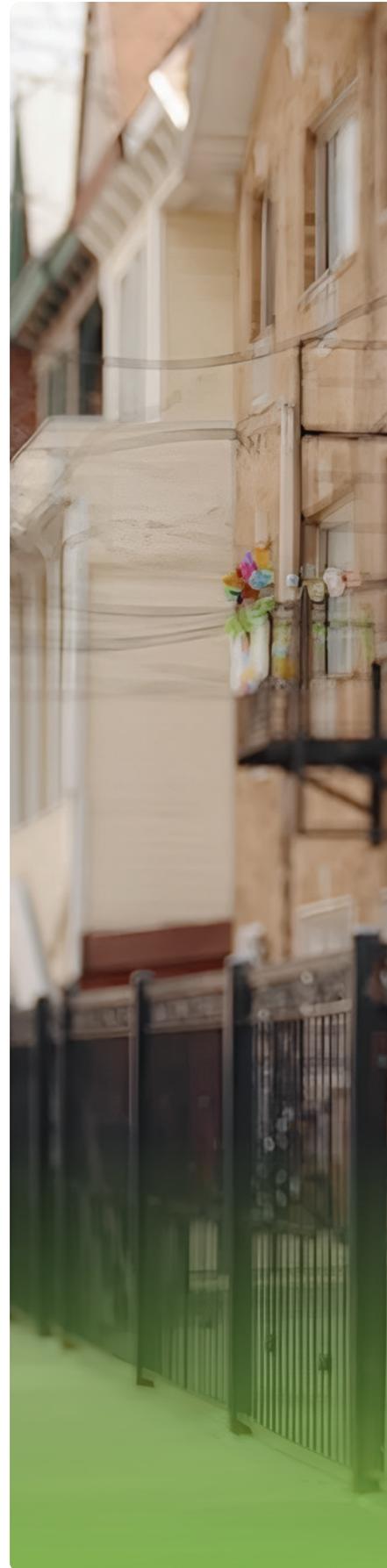
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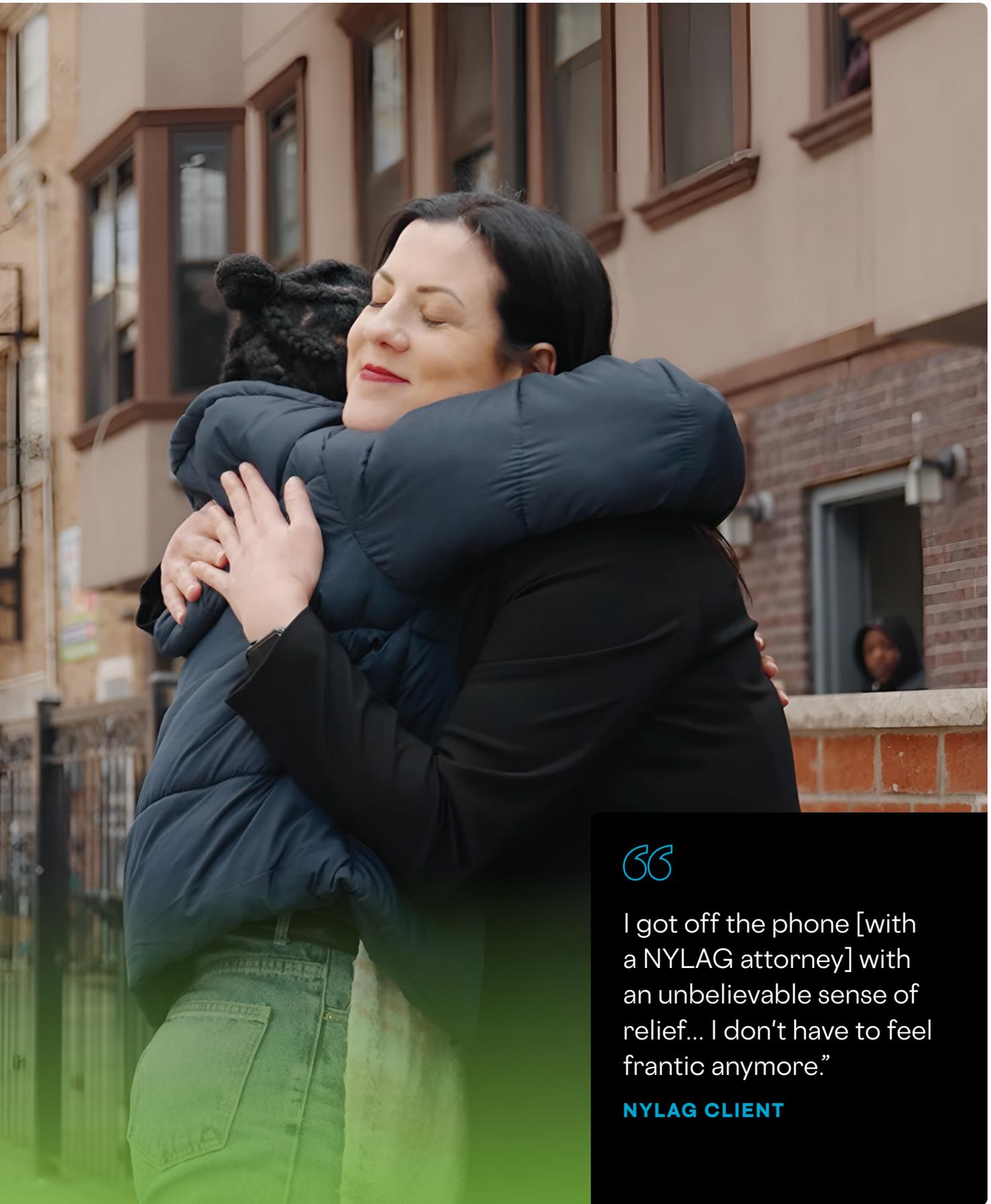
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To make a gift by wire transfer, a planned gift, a matching gift, or stock gift please email donate@nylag.org.

GET INVOLVED

To learn about pro bono, internship, and volunteer opportunities, visit nylag.org/pro-bono.





“

I got off the phone [with a NYLAG attorney] with an unbelievable sense of relief... I don't have to feel frantic anymore.”

NYLAG CLIENT



IT WOULD HAVE BEEN VERY DIFFICULT FOR ME TO TRY TO NAVIGATE THROUGH THE SYSTEM WITHOUT YOUR ASSISTANCE. I CANNOT EXPRESS HOW THANKFUL I AM!”

NYLAG CLIENT