

IOLA

FUND OF THE STATE OF NEW YORK



ANNUAL REPORT

2018





The IOLA Fund

The IOLA Fund ("IOLA") supports non-profit organizations in New York State that provide legal assistance to low-income people and improve the administration of justice for groups underserved by legal services.

IOLA was established as a public body by the State of New York in 1983, with the support of the New York State Bar Association. It is governed by an independent Board of Trustees appointed by the governor, legislative leaders and the Chief Judge of the State of New York.

IOLA's revenue is derived from interest on attorneys' IOLA escrow accounts that hold pools of client money that individually are too small or expected to be held too briefly to generate sufficient income to justify the expense of administering a segregated account for the client's benefit. Approximately 43,000 IOLA accounts are open at 189 banking institutions in the state.

Since it was established in the 1980s, through the \$48 million in recent grants issued in 2018, IOLA has awarded over \$471 million. Over that period the amount awarded each year has fluctuated, often considerably, because IOLA's revenue is largely driven by prevailing bank interest rates.

Legal Services Provided by IO LA Grantees

IO LA grantees provide legal assistance and information to a variety of low-income, at-risk, or other populations that have difficulties accessing the legal system.

In 2018* alone...



322,000+ cases closed

686,000+ New Yorkers benefitted



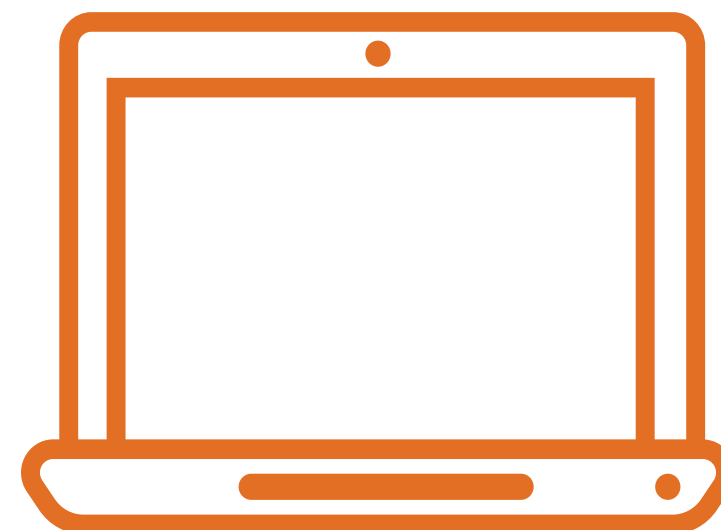
5.4 million

people received legal information & training



388,000+

people received help handling their legal problems on their own ("pro se")



4.7 million

people received online self-help materials or forms

IO LA grantees help thousands of New Yorkers get the legal advice they need to lead lives free of legal worries.

Including...

9,357

Veterans

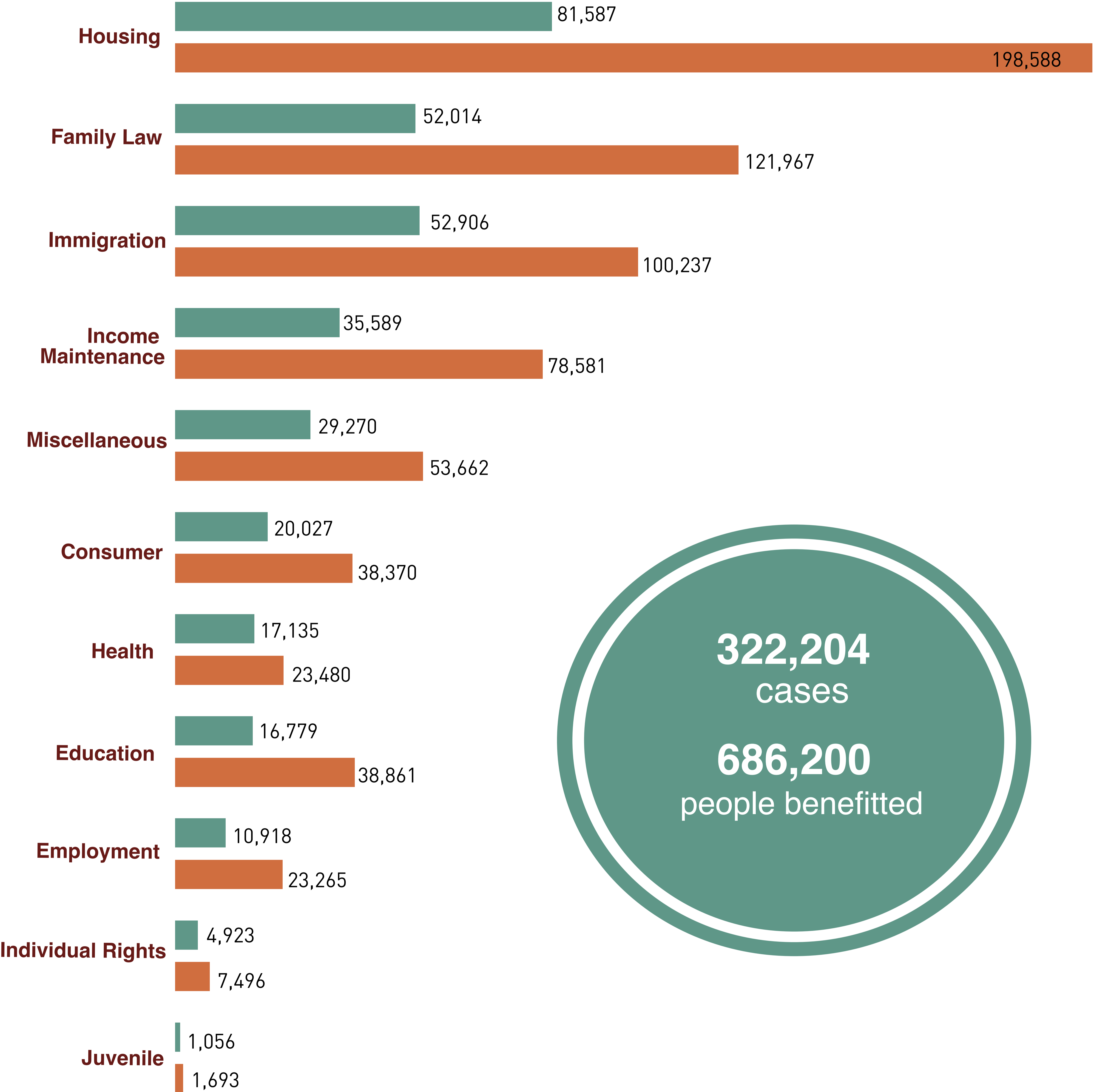
33,262

Victims of
Domestic Violence
or Elder Abuse

41,780

Immigrants

Legal Cases Closed and New Yorkers Benefitted



322,204
cases

686,200
people benefitted

 **Cases Closed**

 **People Benefitted**

Direct Legal Services

The cornerstone of many IOLA grantees are the direct legal services they provide to low income or otherwise needy New Yorkers. The below stories are representative of the important work being done to help the State's most vulnerable.

Children

Matthew is a 17-year-old student with an Autism Spectrum Disorder (ASD). In addition to his struggles in school, Matthew's family experienced numerous challenges, including living in temporary housing for years until finally securing a permanent home two years ago. Advocates for Children (AFC) has been working with Matthew since 2011, when he came to AFC with significant academic and behavioral delays and was a frequent target of bullying, resulting in a lack of meaningful progress in school. AFC and pro bono counsel took Matthew's case to an impartial hearing, where the hearing officer found that the New York City Department of Education ("DOE") had not adequately met his needs.

Matthew was awarded full tuition for Gersh Academy, a private school for students with ASD. AFC, along with its pro bono partners, has been able to secure full tuition for each subsequent year and more recently, funding for breakfast and lunch so Matthew can eat at school. As of this writing, Matthew is on track to graduate from Gersh Academy with a high school diploma this June. He has been accepted to a number of colleges.



Housing

Volunteer Lawyers Project of Onondaga County (OnVLP) represented a Refugee family from the Congo. Living in the apartment were seven children along with their parents who were both working. The family did not speak English but an OnVLP partner, InterFaith Works, sent an interpreter to court to facilitate. The family did not pay rent for two months because Codes Office had determined the house unfit. There was floating sewage in the basement. In court the landlord was very vocal that the problems were caused by the tenants and he would not be responsible to fix anything. The tenants brought pictures which clearly showed the depth of the problem. The Judge made a determination to support the landlord with only a \$100 abatement and gave the family a week to leave.

This was an upsetting outcome. OnVLP advocated with an ally at City Hall working on unfit properties who, with the Codes Office, arranged for an inspection of the property and made sure they knew the tenants do not speak English. OnVLP also arranged with InterFaith Works to coordinate their interpreter to be at the house when Codes appeared. After the inspection, the basement pipes were fixed, the floors were cleaned and sanitized, and the family was able to stay in their home. Without this advocacy, the family would have lost their home.

Direct Legal Services

Immigration

Suzanna is a middle school student living in Nassau County. Suzanna fled her home in Honduras after being sexually assaulted. She arrived in the United States as an unaccompanied minor, and was subsequently arrested by Border Patrol and placed in detention. Central American Refugee Center (CARECEN) took on her case when she was transferred to Long Island.

In order to relieve Suzanna of detention, CARECEN assisted a family member in applying for guardianship of Suzanna. After her guardian was appointed, CARECEN successfully represented Suzanna in her Special Immigrant Juvenile Status (SIJS) hearing. This status allows Suzanna to, in the future, apply for Legal Permanent Resident Status. Now out of detention, Suzanna is attending middle school and living with family.

Central American Refugee Center

CARECEN-NY

Serving Long Island's immigrant communities for more than 30 years

Veterans

Mr. M, a Vietnam era Army veteran, came to the City Bar Justice Center's Veterans Assistance Project (VAP) for help getting service-connected compensation for mental health conditions. When Mr. M. had first applied for service-connected compensation, in the 1990s, he was rated at 40% disabled for physical disabilities but denied any benefits for mental health conditions. On Mr. M's behalf, his VAP pro bono attorneys obtained an independent mental health examination and included the results of that examination in their appeal of the denial of his mental health related disability. While the case was pending, Mr. M's mental health deteriorated to the point where he could not leave his home.

After over a year advocating for him before the VA's Regional Office, Mr. M's pro bono attorneys ultimately prevailed with a decision awarding Mr. M a total combined rating of 100% disabled, providing an additional \$2400 a month in needed income and \$400,000 in retroactive benefits dating back to 1992 which will help to improve and stabilize his life.

CITY BAR
JUSTICE
CENTER

Direct Legal Services

Domestic Violence

The African Services Committee (ASC) legal team represented a mother, Louisa, a native of South Africa, in her fight for custody against an abusive husband. The family had been living in Poughkeepsie, NY, but Louisa fled to New York City with her two children to escape violence. Her husband had used her lack of immigration status to control and abuse her for years. ASC filed for custody in NYC, but the father had already filed for the same in Poughkeepsie, so the case stayed in Dutchess County. There was a corresponding criminal case against the father for abuse against Louisa, so the two cases were consolidated in the Supreme Court's Integrated Domestic Violence Part before one judge.

The father continued to harass Louisa throughout the case and advocates had to be vigilant about reporting and curtailing his conduct. For example, the father attempted to use Louisa's HIV status as a basis to win custody, but advocates blocked these efforts.



Despite the challenges in the case, it was very important that Louisa felt empowered throughout the process, after years of being made to feel small and powerless. Louisa was actively involved in her case, worked hard to prepare for her testimony, and had the opportunity to tell her story in court. Due to her strength, after three years of litigation culminating in a 5-day trial, Louisa was awarded full legal and physical custody of her two children. She was also assisted by the legal department to obtain her United States citizenship.

Disabled

Rural Law Center assisted Noah, a disabled client with end-stage renal failure and a heart condition, in maintaining a monthly disability benefit, along with a life insurance benefit in the amount of \$70,000. After applying for continuation of his benefits, Noah received a letter from Aetna Life with an extremely short deadline to submit supporting statements from his nephrologist and cardiologist, and three years of supporting health records/notes and lab work from each physician. Noah had a limited understanding and difficulty with communicating, which made this situation impossible to navigate on his own.

A Rural Law Center staff attorney immediately contacted Noah's physicians, who were both willing to expedite this request based on the immediate and pressing need. The necessary information and documents were compiled and Rural Law Center submitted all required documents directly to Aetna Life by the deadline. Aetna Life confirmed the continuation of the client's benefits, which consisted of a monthly benefit of \$360.00 and a \$70,000 life insurance policy the client has due to his disability. As Noah is on a fixed income and has catastrophic medication costs, maintaining these benefits for the him was essential to insure that he was able to secure necessary medications and plan for his future.



Direct Legal Services

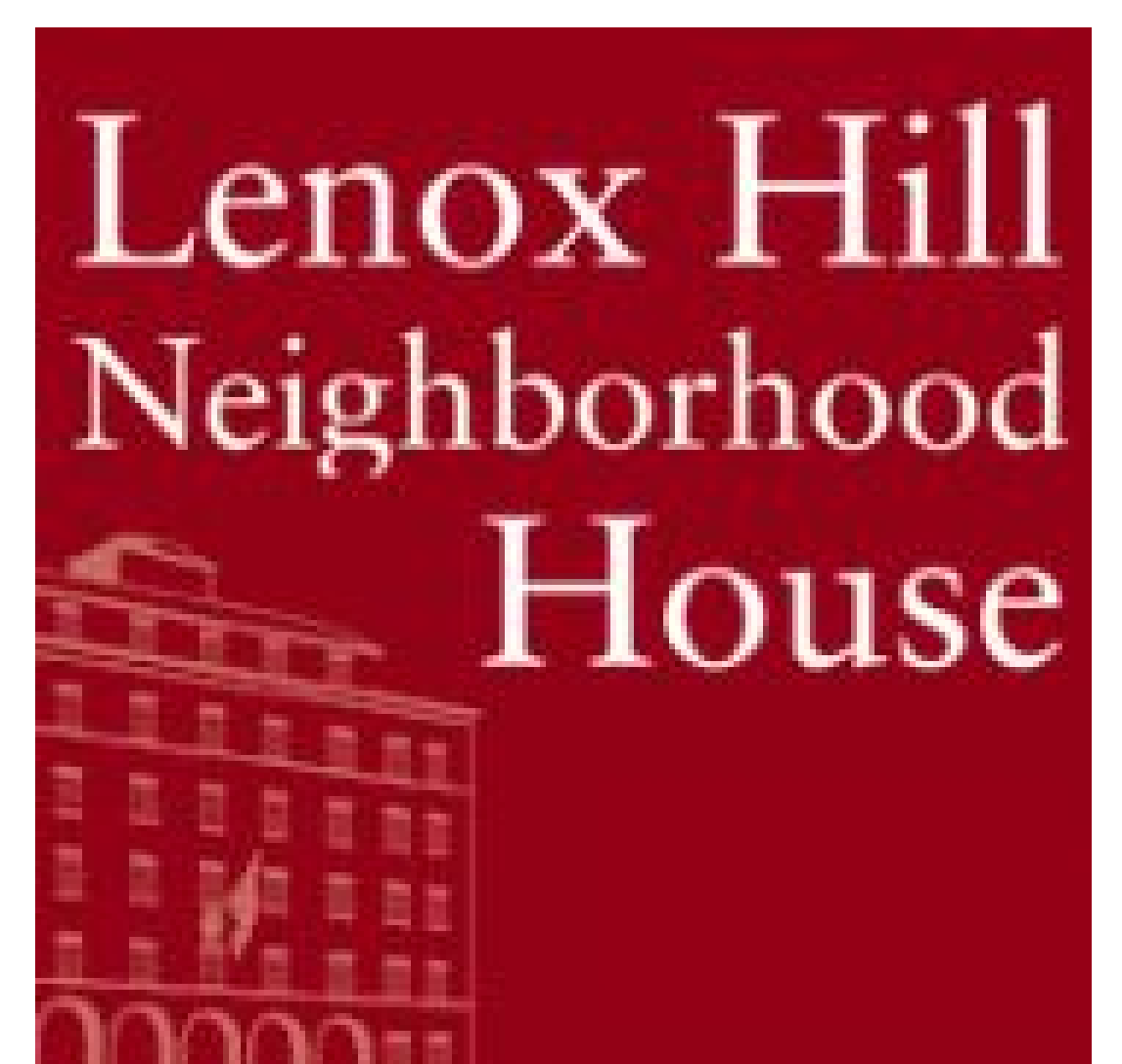
Employment



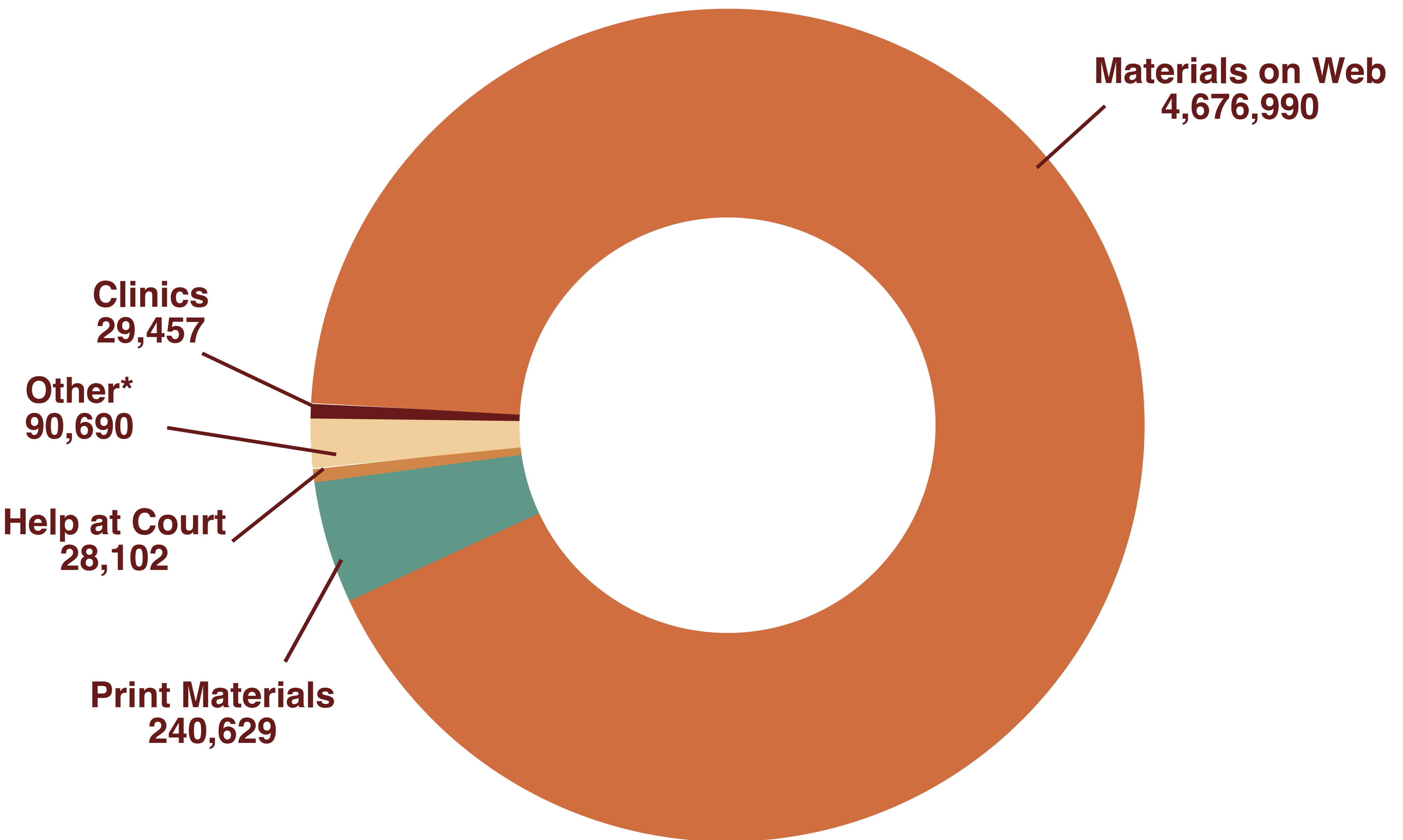
By day, Javier, an immigrant from Mexico, was a full-time porter cleaning a Bronx apartment building with over 70 units. On breaks and at night, he collected empty bottles and cans to pay for food. He worked seven days a week for over six years with no wages whatsoever from the employer, only receiving free rent for a basement space in the building. In December 2016, LatinoJustice filed a back wage claim with the Department of Labor on behalf of Javier seeking unpaid wages for his work, citing state labor law and a specific wage order governing hourly wage standards for maintenance workers. The law requires on-site janitorial staff in these multiple dwellings, but providing free rent to janitorial staff does not avoid an employer's obligation to pay minimum wages to workers. Mediation of Javier's DOL complaint resulted in a settlement with the employer and a payout of \$48,000 in back wages.

Health

Quinn's schizoaffective disorder, which resulted in multiple psychiatric hospitalizations and chronic homelessness, prevented her from understanding that her SSI application had been denied and as a result she did not appeal that decision. Quinn was referred to Lenox Hill Neighborhood House's Legal Project by its Women's Shelter, which provides housing to women over 45 years old with chronic mental illness. Without active SSI benefits, Quinn was ineligible for supportive housing, which provides the 24-hour supervision and medication management she needs to remain stable in the community. With Lenox Hill's representation, Quinn received a favorable appeal decision. She will soon receive \$20,000 in retroactive benefits, and will be able to move from the shelter into supportive housing where she can live safely and independently in the community.



Pro Se Assistance



*"Other" assistance includes assistance filling out forms, case consultations, and videos.



Empire Justice Center developed and electronically published a guide to assist transgender individuals in obtaining legal name and gender marker changes *pro se* in the Greater Monroe County Area. The Guide is complete with clear step-by-step instructions about the name change process; model court papers, as well as blank copies the individual can print and use; county-specific filing information; and all of the applications necessary to amend identity documents and records to reflect their accurate name and gender marker.

The *pro se* guide can be found here:

https://empirejustice.org/resources_post/pro-se-name-gender-change-guide-for-transgender-residents-of-greater-monroe-county-new-york/

Partnerships



IOLA grantees partner with one another, the Courts, community groups, law enforcement, hospitals, bar associations, and government entities to share legal expertise and information with various community stakeholders. These strategic alliances allow legal service providers to leverage their resources and best serve their communities.



Brooklyn Legal Services Corporation A is part of the North Brooklyn Housing Task Force (NBHTF), a coalition that convenes monthly to tackle the most pressing housing issues related to protecting rent-stabilized units in North Brooklyn. The Task Force serves as a direct link between tenant organizers in the North Brooklyn community and the city agencies responsible for inspecting buildings and enforcing appropriate remedies. Membership of the NBHTF consists of non-legal community based organizations, city and state elected officials, who serve the surrounding districts, and government agencies. Task Force members discuss repair issues, including the purposeful destruction of units, illegal work, tenant harassment and evictions and how to most effectively combat the issues in each individual situation, as well as systemic advocacy with government agencies. Through its monitoring efforts, the Task Force has seen positive results at highlighting harassment in North Brooklyn and holding predatory landlords accountable for their actions.



Hudson Valley Justice Center conducts regularly scheduled legal clinics at Westchester Labor Alliance member sites and, when appropriate, provides legal representation to workers in State and Federal Court to recover stolen wages and seek relief for other violations of labor and employment laws. HVJC attorneys and paralegals focus not only on vindicating clients' rights but also on supporting worker center partners to develop power through base building, leadership development and successful policy reform campaigns. The Westchester Labor Alliance (*Alianza Labor*) includes five grassroots non-profit "worker centers", each serving the low-wage immigrant worker communities in Westchester. Since 2012, the Alliance has engaged with thousands of workers affected by widespread wage theft and labor abuses, not only assisting individual workers to obtain their earned but unpaid wages, but also helping to form collective efforts to address workplace injustice and advocate for better legal protections.

Community Legal Education

In 2018, IOLA grantees provided community legal education to more than 5.4 million people through presentations to community groups, distribution of legal education materials, and through other means. In addition, millions of unique visitors accessed websites maintained by IOLA grantees to download legal educational materials.



During this period, Legal Services NYC significantly expanded its immigration-related community legal education in response to enormous community need. LSNYC's advocates provided more than 100 "Know Your Rights" trainings for immigrant New Yorkers and conducted more than 50 trainings for legal and community advocates working with immigrant communities. The trainings included information about potential immigration remedies, the changing DACA landscape, what to do if ICE comes to your home, safety planning for parents, immigration services available through LSNYC and other topics. Trainings have been held in immigrant communities across the City, in all five boroughs, at churches, schools, libraries, community centers, and nonprofit offices. LSNYC advocates also appeared on a monthly radio show on Radio Maria to discuss immigration issues.

In addition, LSNYC is engaged in a new education initiative to reach low-income small business owners. It is actively building partnerships and creating training series with community groups to reach neighborhood based entrepreneurs and promote economic power in low-income communities. For example, in Brooklyn, LSNYC established a new partnership with the Brownsville Community Culinary Center (BCCC). The Center educates and trains residents of Brownsville in the food-service industry. LSNYC is providing a series of trainings to BCCC students on the formation of worker cooperatives and access to credit as an alternative to entering the food service industry as employees.

Pro Bono

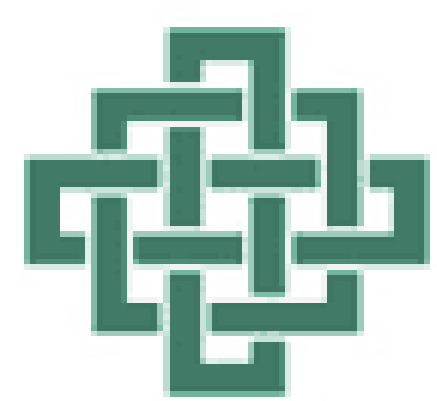
- 15,749 pro bono attorneys
- 918,802 volunteer hours



\$149 MILLION IN LEGAL SERVICES

provided by the private bar working with IOLA grantees*

*services estimated at \$250/hour



Lawyers Alliance
for New York

Connecting lawyers, nonprofits, and communities

Lawyers Alliance and pro bono counsel helped West Side Campaign Against Hunger (WSCAH) negotiate a contract with New York City Design and Construction, obtain a mobile license, and develop a Memorandum of Understanding with Meals on Wheels to launch a mobile food pantry targeting high-poverty communities within Northern Manhattan and the Bronx. This initiative will extend WSCAH's reach as it continues to bring healthy food to more than 40,000 low-income New Yorkers annually.

A growing immigrant family, the Guzmans have lived in a rental building in East Harlem for over 15 years. The neighborhood was rapidly gentrifying, and the owners of their building decided to clear it of tenants and sell. A relentless campaign of anti-immigrant and racist threats, intimidation, and discrimination followed. The new landlords hounded the Guzmans with bogus eviction notices and ominous threats of harm, and a person impersonating an immigration agent even showed up at the Guzmans' doors to intimidate the family. Working alongside pro bono attorneys from Skadden, Arps, Slate, Meagher & Flom LLP and Lenox Hill Neighborhood House, NYLPI filed an emergency lawsuit, won a temporary restraining order to end the harassment, and secured rent-stabilization for the family's apartment.

NYLPI

JUSTICE THROUGH COMMUNITY POWER

Monetary Benefits

Benefits Won

Social Security, SSI, and SSDI Benefits	\$230,511,413
Medicaid Benefits	\$1,036,000,000
Other Federal Benefits	\$91,233,763
Unemployment Compensation	\$5,125,583
Child Support	\$46,411,888
Maintenance/Spousal Support	\$1,684,162
Equitable Distribution of Assets	\$6,897,072
Affirmative Judgements	\$16,788,003
Other Benefits	\$93,452,381
Total Benefits:	\$1,528,104,265

Note: Total includes back awards and cumulative monthly benefits. The number of months used for the cumulative benefits differs based on historical averages. Social Security and SSI were tracked over 120 months. Unemployment compensation was tracked over 6 months. Child support was tracked over 108 months, while other federal benefits were tracked over 36 months. Most other categories were based on 12 month averages.**

Savings Secured

Bankruptcy & Consumer	\$41,866,549
Housing & Foreclosure Prevention	\$90,629,081
Medicaid, Medicare & Health Savings	\$23,986,499
Food Stamps & Other Income Maintenance	\$3,464,713
Tuition & Education Services Savings	\$10,263,655
Fee Waivers, Family Law Matters & Other	\$20,999,733
Total Benefits:	\$191,210,231

Note: Total includes lump sum awards and settlements avoided. In addition, this total includes monthly savings achieved, for instance, in bankruptcy matters, lease abatements, mortgage rate reductions, and food stamps, based on 12 month duration.

**Prior to 2017, IOLA calculated monetary benefits as follows: Social Security and SSI were tracked over 60 months; child support and other federal benefits were tracked over 36 months; and most other categories were based on 12 month averages.



IOLA Grants and Grantees

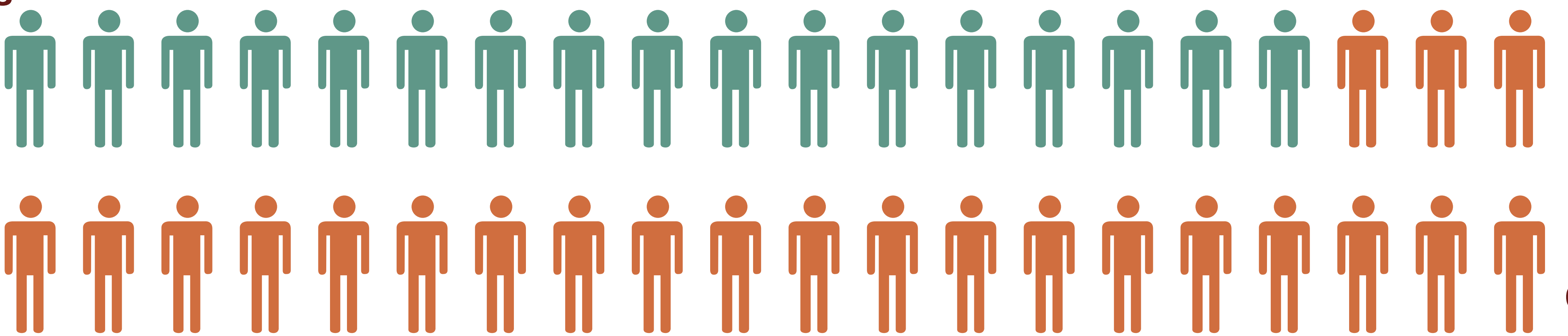
IOLA Grantee Staffing, State-Wide

In FY 2018, IOLA grantees employed 2,116 attorneys, 712 paralegals, and 828 other staff, all working to enhance low-income New Yorker's access to justice.

Attorneys
2,116



Paralegals
712



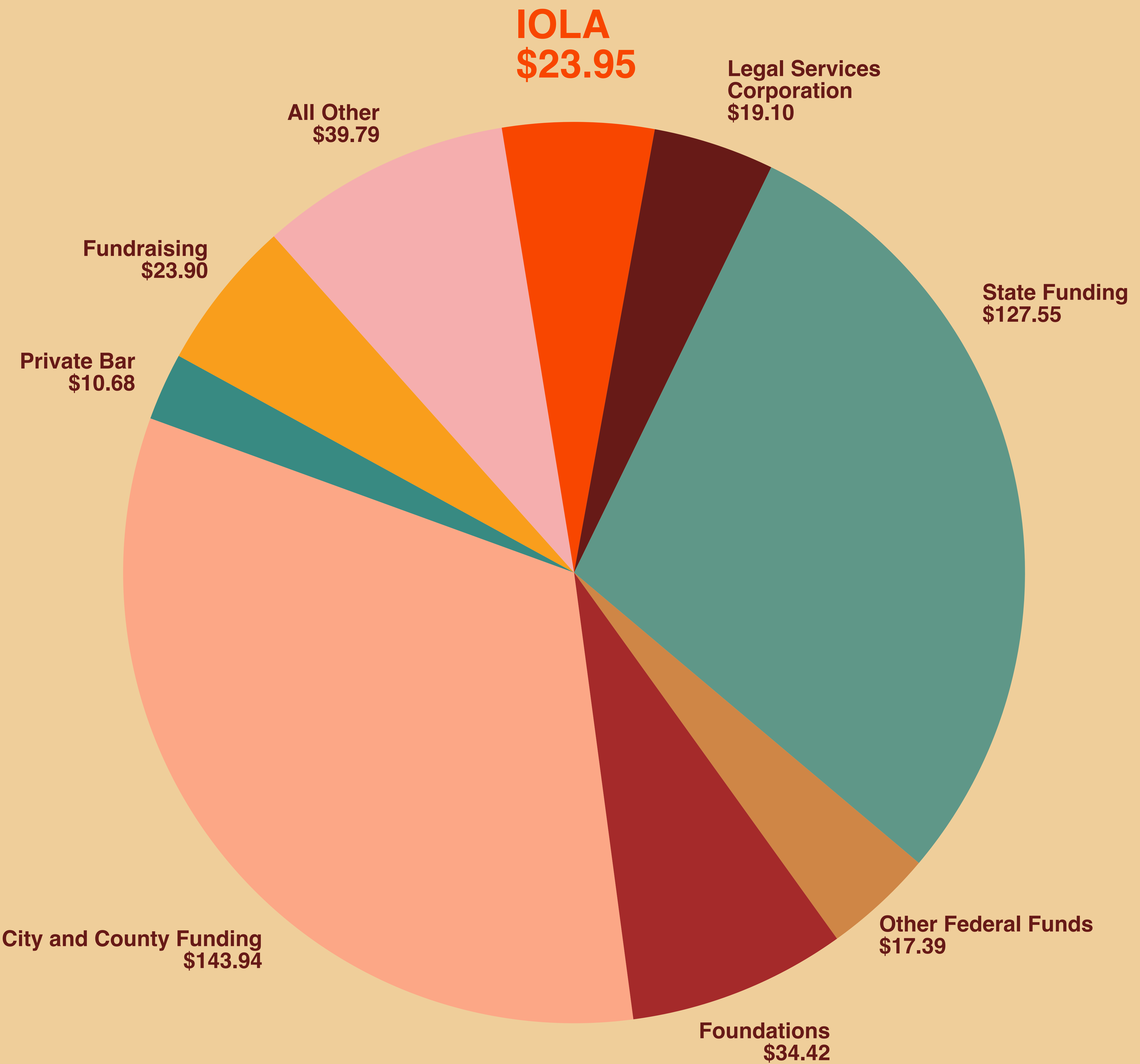
Other
828

(e.g. Social Workers,
Administration & Finance
Professionals)

Funding Received by Grantees

\$440.7 million

in 2018*



IOLA Grants April 2017-March 2019

\$48 million

At least 75% of IOLA grant dollars are distributed to civil legal service providers and are allocated according to the geographic distribution of low-income persons throughout the state.

Up to 25% of IOLA funds are allocated to providers improving the administration of justice, including the provision of civil legal services to groups currently underserved by legal services.

Civil Legal Service Grantees - \$36,170,000

The Bronx Defenders Bronx, NY www.bronxdefenders.org	\$265,000
Brooklyn Defender Services Brooklyn, NY www.bds.org	\$160,000
CAMBA Brooklyn, NY www.camba.org	\$820,000
Empire Justice Center Albany, NY www.empirejustice.org	\$1,230,000
Frank H. Hiscock Legal Aid Society Syracuse, NY www.hiscocklegalaid.org	\$740,000
Legal Aid Bureau of Buffalo Buffalo, ny www.legalaidbuffalo.org	\$465,000

Legal Aid Society (NYC) New York, NY www.legal-aid.org	\$7,280,000
Legal Aid Society of Northeastern New York Albany, NY www.lasnny.org	\$2,100,000
Legal Aid Society of Rochester Rochester, NY www.lasroc.org	\$1,195,000
Legal Assistance of Western New York, Inc. Geneva, NY www.lawny.org	\$1,590,000
Legal Services for New York City New York, NY www.legalservicesnyc.org	\$7,280,000
Legal Services of Central New York Syracuse, NY www.lscny.org	\$1,900,000
Legal Services of the Hudson Valley White Plains, NY www.lshv.org	\$2,600,000
Mobilization for Justice (aka MFY Legal Services) New York, NY www.mfy.org	\$770,000
Nassau/Suffolk Law Services Committee Hempstead, NY www.nslawservices.org	\$2,165,000
Neighborhood Legal Services Buffalo, NY www.nls.org	\$1,470,000
New York Legal Assistance Group (includes Self Help) New York, NY www.nylag.org	\$1,560,000
Northern Manhattan Improvement Corporation New York, NY www.mnic.org	\$1,300,000
Rural Law Center Plattsburgh, NY www.rurallawcenter.org	\$480,000
Urban Justice Center New York, NY www.urbanjustice.org	\$800,000

Administration of Justice Grantees - \$11,830,000

Advocates for Children of New York New York, NY www.advocatesforchildren.org	\$150,000
African Services Committee New York, NY www.africanservices.org	\$100,000
Albany County Bar Association Albany, NY www.albanycountybar.org	\$85,000
Association of the Bar of the City of New York Fund, Inc. New York, NY www.citybarjusticecenter.org	\$460,000
Brooklyn Bar Association - Volunteer Lawyers Project Brooklyn, NY www.brooklynvlp.org	\$300,000
Brooklyn Legal Services Corporation A Brooklyn, NY www.bka.org	\$105,000
Capital District Women's Bar Association Legal Project, Inc. Albany, NY www.legalproject.org	\$350,000
Catholic Charities Community Services, Archdiocese of New York New York, NY www.catholiccharitiesny.org	\$320,000
Catholic Migration Services Queens, NY www.catholicmigration.org	\$150,000
Center for Elder Law and Justice Buffalo, NY www.elderjusticenyc.org	\$480,000
Center for Family Representation New York, NY www.cfrny.org	\$175,000
Central American Legal Assistance Brooklyn, NY www.centralamericanlegal.info	\$135,000
Central American Refugee Center (CARECEN NY) Hempstead, NY www.carecenny.org	\$145,000
Community Service Society New York, NY www.cssny.org	\$110,000

Day One New York, NY www.dayoneny.org	\$80,000
The Door- A Center for Alternatives, Inc. New York, NY www.door.org	\$190,000
Erie County Bar Association Volunteer Lawyers Project, Inc. Buffalo, NY www.ecbavlp.com	\$510,000
The Family Center Brooklyn, NY www.thefamilycenter.org	\$115,000
Her Justice New York, NY www.herjustice.org	\$350,000
HIV Law Project Brooklyn, NY www.hivlawproject.org	\$100,000
Housing Conservation Coordinators, Inc. New York, NY www.hcc-nyc.org	\$210,000
Hudson Valley Justice Center White Plains, NY www.hvjc.org	\$100,000
Journey's End Refugee Services, Inc. Buffalo, NY www.jersbuffalo.org	\$100,000
LatinoJustice PRLDEF New York, NY www.latinjustice.org	\$160,000
Lawyers Alliance for New York New York, NY www.lawyersalliance.org	\$290,000
Legal Action Center of the City of New York, Inc. New York, NY www.lac.org	\$165,000
Legal Aid Society of Mid New York Utica, NY www.lasmny.org	\$220,000
Legal Information for Families Today (LIFT) Brooklyn, NY www.LIFTonline.org	\$190,000

Lenox Hill Neighborhood House New York, NY www.lenoxhill.org	\$170,000
Long Island Advocacy Center, Inc. New Hyde Park, NY www.theliac.org	\$200,000
Lutheran Social Services of Metropolitan New York New York, NY www.lssny.org	\$110,000
Make the Road New York Brooklyn, NY www.maketheroadny.org	\$420,000
My Sisters' Place White Plains, NY www.mspny.org	\$130,000
National Center for Law and Economic Justice New York, NY www.nclej.org	\$100,000
New York Immigration Coalition New York, NY www.nyic.org	\$125,000
New York Lawyers for the Public Interest New York, NY www.nylpi.org	\$400,000
New York State Dispute Resolution Association, Inc. Albany, NY www.nysdra.org	\$205,000
Partnership for Children's Rights New York, NY www.pcfcr.org	\$250,000
Pro Bono Net New York, NY www.probono.net	\$780,000
Pro Bono Partnership, Inc. White Plains, NY www.probonopartner.org	\$140,000
Safe Horizon, Inc. Brooklyn, NY www.safehorizon.org	\$320,000
Sanctuary for Families, Inc. New York, NY www.sanctuaryforfamilies.org	\$375,000

Unity House of Troy Troy, NY www.unityhouseny.org	\$100,000
Volunteer Legal Services Project of Monroe County, Inc. Rochester, NY www.vlsprochester.org	\$275,000
Volunteer Lawyers Project of Onondaga County Syracuse, NY www.onvlp.org	\$110,000
Volunteers of Legal Services New York, NY www.volsprobono.org	\$275,000
Western New York Law Center Buffalo, NY www.wnylc.com	\$720,000
Worker Justice Center of New York, Inc. Rochester, NY www.wjcny.org	\$680,000
Youth Represent New York, NY www.youthrepresent.org	\$100,000



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IOLA

FUND OF THE STATE OF NEW YORK



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