

NEW YORK STATE PERMANENT COMMISSION ON ACCESS TO JUSTICE

REPORT OF THE LAW SCHOOL
INVOLVEMENT WORKING GROUP



EIGHTH ANNUAL
**LAW SCHOOL
CONFERENCE**

ACCESS TO JUSTICE: THE ROLE OF
NEW YORK'S LAW SCHOOLS IN
HELPING MEET THE ESSENTIAL
CIVIL LEGAL NEEDS OF
LOW-INCOME NEW YORKERS

AT
BROOKLYN LAW SCHOOL
ON MAY 14, 2019

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TABLE OF CONTENTS

2019 KEY RECOMMENDATIONS TO THE PERMANENT COMMISSION 4

OVERVIEW OF THE EIGHTH ANNUAL CONFERENCE 5

PLENARY SESSION 5

MID-MORNING BRIEFING 8

REPORTS FROM THE CONFERENCE WORK GROUP SESSIONS 10

**Work Group 1: How Law Schools and Community Practitioners are
 Developing Innovative Technology Solutions that Address the Justice Gap..... 10**

**Work Group 2: Access-to-Justice Research is Expanding: What’s Now,
 What’s Next and How it Matters to Us All 12**

**Work Group 3: Innovative Approaches to Housing Justice Advocacy:
 Collaborating to Fulfill the Promise of New York City’s Right to
 Counsel in Eviction Proceedings 18**

**WORK GROUP 4: Challenges and Opportunities in Today’s
 Immigration Landscape: The Role of Law Schools in Ensuring Access
 to Counsel for Immigrant Communities 21**

**Work Group 5: Law Schools Working in the Community: Addressing
 Civil Legal Needs Arising from Entanglement with the Criminal Justice System 26**

CLOSING PLENARY SESSION 30

EXHIBIT 1: EIGHTH ANNUAL LAW SCHOOL CONFERENCE PROGRAM 33

EXHIBIT 2: LIST OF STUDENT TECH PROJECT DEMONSTRATIONS..... 50

EXHIBIT 3: RIGHT TO COUNSEL NYC COALITION LAW SCHOOL SURVEY 53

**EXHIBIT 4: RIGHT TO COUNSEL NYC COALITION AND PRO BONO NET
PRACTITIONER SURVEY 76**

EXHIBIT 5: CALL FOR CHALLENGES 168

2019 KEY RECOMMENDATIONS TO THE PERMANENT COMMISSION

1. The Annual Law School Conference should be continued. The Conference promotes collaborations and communications among the law schools, the judiciary and the bar. It is an opportunity for New York’s legal services providers and pro bono organizations to have meaningful discussions about academic and experiential programming with members of the law school community, including students and Pro Bono Scholars.
2. The Statewide Law School Access to Justice Council should continue to support law school efforts to expand access to justice.
3. As law schools integrate access to justice into the core curriculum, professors should involve law students in research projects, including service-learning projects, to simultaneously (a) educate students about the civil justice system and access to justice, and (b) expand our understanding of the scope of unmet needs, the justice gap, and the barriers low-income individuals confront in accessing the civil justice system, including those based on language, disability and geographic location.
4. A national clearinghouse that categorizes access-to-justice and technology initiatives and projects should be established under the leadership of the Legal Services Corporation (LSC).
5. Law schools should continue to increase capacity for empirical and data-based access to justice research to identify community needs and service gaps more precisely.
6. Law schools, legal service providers and bar associations should increase their collaborations to train recently admitted lawyers and supervisory lawyers to provide the highest quality representation in eviction proceedings. That will help ensure that mandates of the UAL are satisfied and all tenants in need have access to effective legal assistance.
7. Law schools and legal services providers should use technology platforms to engage non-lawyers to work with immigrants, drawing on models such as Villanova’s Interdisciplinary Immigration Studies Training for Advocates (VIISTA) program.¹
8. Law schools should lead the profession in training students and practitioners to provide comprehensive assistance and representation, both civil and criminal, to individuals who have had any interaction with the criminal justice system. An individual’s ability to reengage with the community and integrate into society is essential to reduce recidivism.

OVERVIEW OF THE EIGHTH ANNUAL CONFERENCE

Each spring, the Permanent Commission convenes New York’s legal community to focus on the role of our State’s law schools and law students in helping to meet the essential civil legal needs of low-income New Yorkers.² On May 14, 2019, Helaine M. Barnett, Chair of the New York State Permanent Commission on Access to Justice (Permanent Commission), opened the Eighth Annual Law School Access to Justice Conference at Brooklyn Law School.³ She welcomed New York’s law school community (including deans, faculty, Pro Bono Scholars and law students from all 15 law schools) and representatives of the judiciary, legal services providers, and the private bar.

As Chief Judge Janet DiFiore observed in her opening remarks, “This conference ... reflects a collective belief ... in New York that training and preparing future lawyers to be public citizens who care about issues like access to justice is at the heart of the educational mission of our law schools.”⁴ The Chief Judge also recognized that prior conferences “generated creative non-monetary programs and initiatives” that are “steadily expanding access to justice” and that this year’s focus on leveraging technology and data to expand access to justice is especially important to optimize the efficiency and impact of legal services.⁵ Research and data demonstrates, as the Chief Judge remarked, that “investing in civil legal services [for low-income New Yorkers] is good fiscal policy” and ensures New York’s funding commitment for civil legal services inures to the benefit of the State’s most vulnerable residents.⁶

On behalf of Brooklyn Law School, Interim Dean Maryellen Fullerton expressed the law school’s historic commitment to access to justice dating to its foundational mission to provide access to legal education to individuals from backgrounds underrepresented in the profession, such as women, people of color, and veterans. Dean Fullerton echoed the Chief Judge’s reference to technology as a valuable tool for understanding the myriad issues involved in expanding access to justice. She spoke of Brooklyn Law School’s cutting-edge work to integrate technology into the law school,⁷ noting that several student-created projects would be showcased in the Conference demonstration room later in the day.⁸

PLENARY SESSION

LAW SCHOOL INNOVATIONS: LEVERAGING TECHNOLOGY AND DATA TO EXPAND ACCESS TO JUSTICE

In introducing the plenary panel, Fordham University School of Law Dean Matthew Diller, Chair of the Permanent Commission’s Law School Involvement Working Group, challenged law schools to lead the legal profession by engaging in research and data collection and leveraging technology to enhance the delivery of legal services. Technology enables us, as legal thinkers, to solve long-standing access to justice issues in new ways by aggregating and analyzing data and organizing communities in transformative ways. Law schools have a treasure trove of digitally nimble students who are poised to expand the legal profession’s technological imprint. Dean Diller introduced the plenary panel to address how law schools and the broader justice community can meet the challenges of integrating technological innovations into the delivery of legal services and into expanding data collection and research.

Maurice A. Deane School of Law at Hofstra University Professor Jennifer Gundlach, moderator of the plenary panel, identified four core issues to consider that would ensure “thoughtful implementation” of technology projects: (1) building partnerships to develop legal tech projects; (2) planning and evaluating those projects; (3) educating and engaging law students in the projects; and (4) identifying risks and addressing concerns related to those projects.

Partnerships to Develop Legal Tech Projects

Albany Law School Professor Raymond Brescia recognized that key partners to enable law schools to develop effective legal tech projects and tools would include computer science departments at universities, law librarians, legal services lawyers, and clients.

Lillian Moy, Executive Director of the Legal Aid Society of Northeastern New York, Inc., and Quisquella Addison, Program Director of LawHelpNY at Pro Bono Net, commended the work of law students who assisted clients and staff alike with tech usage and, in several instances, developed apps to address needs identified based on their own experiences working with the providers and clients.

Renee Danser, Associate Director of Research and Strategic Partnerships at Harvard Law School’s Access to Justice Lab, pointed out that a successful partnership, and the key to developing realistic projects, requires a baseline understanding of the needs of the community and the types of technology that are readily accessible.

Planning and Evaluating Legal Tech Projects

Ms. Danser emphasized the importance of strategic planning for collaborative access to justice tech projects and the need for definitive, assigned benchmarks to be met. To assess feasibility, Ms. Danser indicated that frequent user evaluations throughout the development process are necessary, and that the integration and use of existing tools is invaluable.

Ms. Addison added that evaluating the implementation of a tech project by both users and providers, and staff training on usage and application, must be built into the development process and project budgeting. Ms. Addison stressed the importance of sustainability of technological projects; they must continue to evolve to meet the needs of the community and its providers, as well as adapt to statutory or regulatory changes.

Professor Brescia cautioned that project testing and evaluation should be limited, perhaps even to lawyers alone, to minimize any potential harm to already vulnerable client populations. Ms. Moy suggested collaborating with funders, in developing and refining assessment guidelines, to account for the diversity of users and stakeholders.

Equally important to project development and evaluation is communicating the value of the technological tool or project, Ms. Moy explained. A project’s viability is contingent upon adoption and use by the community. Ms. Moy stated that incorporating training into orientation and incentivizing use of technological tools can be effective. Staff resistance to a new project, Ms. Moy remarked, sometimes is indicative of its feasibility rather than staff unwillingness.

James Sandman, President of the LSC, stated that important assessment measurements included: (a) court evaluations; (b) outcome measurements (on whether the technology project achieves the intended result); and (c) feedback from judges on whether technology is helping

self-represented litigants. Mr. Sandman explained that user testing will reveal whether the technology is actually accessible. It is critical that bad processes not be automated, and that implicit biases not be built into algorithms, Mr. Sandman cautioned.

Educating and Engaging Students in Legal Tech Projects

Professor Brescia stressed the importance of engaging students from all disciplinary backgrounds in legal tech projects and ensuring that every student engage comfortably with technology. Interdisciplinary collaboration across the university can promote tech integration into the law school curriculum. Clinical programs are important platforms for integrating technology to provide and enhance access; the context of disability representation and advocacy is a good example.

Professor Brescia believes integrating a tech-based project into a course empowers the students. If the project extends beyond the semester, students may be able to continue work through an independent study option. Technology offers tremendous opportunity to improve language access, Ms. Moy added, which law schools can facilitate.

Mr. Sandman asserted that law schools should be required to educate students about the current state of access to justice in this country, where nearly 50% of cases in state courts involve unrepresented litigants. Mr. Sandman said that law school textbooks typically contain cases where both parties are represented, which is not an accurate reflection of today's legal landscape.

Identifying Risks and Assessing Concerns Related to Legal Tech

Ms. Addison and Ms. Moy both emphasized that in developing and using new tech applications, it is crucial that providers advise clients why they need requested information and how it will be used. This type of self-policing, particularly regarding visibly posting clear, understandable privacy policies, will help guard against misuse of personal and/or confidential information that may be captured in ordinary data collection, such as "accept cookies" prompts to continue. Management and protection of data must be an organizational priority. Similarly, universal standards, best practices, and informed sharing of data are recommended and worthy of special attention.

Significantly, Mr. Sandman observed that the vast unmet demand presents an urgent need for priority setting. Numerous duplicative projects are a symptom of the lack of coordination and communication. Statewide efforts are underway to collaborate and communicate, as in New York, yet the need for a central, national clearinghouse to set priorities and match areas of greatest need with promising projects, is evident. The Legal Services Corporation (LSC) can lead this effort; LSC is currently coordinating with for-profit companies to provide free technology to providers.

Final Plenary Reflections

Mr. Sandman urged participants to be mindful of technology's limitations: technology is part of the solution, not a panacea capable of fixing complicated systems.

Professor Brescia explained that expanding access to justice should be the inspiration for legal tech innovations.

Ms. Addison encouraged participants to create projects with longevity and share successful projects with colleagues to eliminate duplication.

MID-MORNING BRIEFING

The plenary session was followed by a mid-morning briefing to update participants on the work of the Permanent Commission.

Implementing the Permanent Commission’s Strategic Action Plan to Provide Effective Assistance to All New Yorkers in Need: Report on Local Access to Justice Initiatives

As outlined in the Permanent Commission’s 2017 Strategic Action Plan,⁹ Ms. Barnett reported that New York is working toward its goal of providing effective assistance to 100% of low-income residents facing essentials of life challenges. Based on recommendations to the Chief Judge in the Permanent Commission’s 2018 Annual Report, statewide efforts to increase the use of plain language in court forms and materials are underway; a pilot remote help center will be established in the 4th Judicial District; training and educational programming on access to justice issues for court staff has increased; and, informational videos on court processes are being produced for public viewing in courthouses.¹⁰

On the local level, the Permanent Commission is supporting access to justice committees in every judicial district, which follow successful pilots in Suffolk and Monroe Counties.¹¹ Ms. Barnett detailed the Community Legal Help Project now operating in two public libraries in Suffolk County, where seven local legal services providers rotate on a weekly basis to personally assist residents with challenges to essentials of life matters. In Monroe County, Ms. Barnett highlighted the Community Justice Council, which inspires collaboration and communication among the stakeholders in furtherance of myriad local initiatives already underway.

Ms. Barnett commented on the value of law school involvement in the local access to justice committees, highlighting the opportunity for law student participation in the Suffolk County Legal Help Project.

Ms. Barnett projected that the upcoming October 28, 2019 Statewide Stakeholder Meeting will be an important convening of all the judicial districts and will inspire innovative, creative initiatives to provide effective assistance to all low-income New Yorkers confronting essentials of life challenges.

Integrating Plain Language in New York’s Law Schools

The use of plain language is vital to breaking down barriers to access to justice. Advocating for plain language in court forms and information and judicial decisions since her days as the Director of the New York Courts’ Access to Justice Program, the Honorable Fern Fisher, now Special Assistant to the Dean for Social Justice Initiatives at the Maurice A. Deane School of Law at Hofstra University, implores law schools to integrate and promote plain language in legal writing and instruction.¹² Simplifying language so it is easily and readily understood by the public is at the core of plain language philosophy and critical to improving access to the justice system.

Recommendations developed at a plain language conference held at Hofstra this Spring include suggestions for law schools. Judge Fisher reported that the working group recommended that: (a) faculty be encouraged to use plain language; (b) plain language be incorporated across the curriculum; (c) legal writing courses emphasize the use of plain language; (d) CLE courses on the use of plain language be required for admitted attorneys; and (e) bar examination questions and answers of test takers be required to be written in plain language. These recommendations, and those issued by the four other working groups, will be memorialized in a report due later this year.

Significantly, Judge Fisher announced that a proposed resolution will be presented to the Conference of Chief Justices to declare that the use of plain language is fundamental to the accessibility of our justice system.

Diversity Pipeline Initiative in Collaboration with Law School Admission Council (LSAC), Legal Outreach and New York’s 15 Law Schools

The 2018 Law School Conference focused on strengthening the pipeline to law school and presenting the opportunity to pursue a legal education to middle and high school students.¹³ The Statewide Law School Access to Justice Council (Council)¹⁴ coordinated with New York’s 15 law school deans to spearhead the Diversity Pipeline Initiative (DPI) to expose eighth-grade students in underserved middle schools to the law and legal career opportunities. Each law school dean appointed a designee to work with the Council and Legal Outreach, Inc., to recruit law students to serve as Diversity Pipeline Instructors. Based on participation of all 15 law schools, the Council secured funding from the Law School Admission Council (LSAC) for Legal Outreach to support the Initiative and Diversity Pipeline Instructors.¹⁵

In her opening remarks, the Chief Judge recognized this initiative as “exactly the kind of program we need, not only to improve the diversity of our profession, but to increase civic knowledge about our government, our democratic institutions, our courts, and the importance of the Rule of Law.”¹⁶

James O’Neal, Co-Founder and Executive Director of Legal Outreach, a college preparatory and diversity pipeline program, applauded the collaboration and described the DPI as fulfilling a worthy goal from last year’s Conference. Mr. O’Neal indicated that as of the Conference date, 35 law students were selected as Diversity Pipeline Instructors tasked with teaching a lesson about the pathway to law school and the role of lawyers in our society. The Diversity Pipeline Instructors began sessions across the State in March, and as of this Conference date, 45 sessions have been conducted for approximately 1700 eighth-grade students.

Mr. O’Neal reported that based on surveys completed by the eighth-grade students after the sessions, 77% were able to correctly identify the pathway to law school and 71% indicated that they had a better understanding of the role of a lawyer.

Eighth-grade students in the New York City metropolitan area who participated in a session became eligible to apply for one of Legal Outreach’s six Summer Law Institutes held at city-based law schools. The Institutes provide intensive instruction to prepare rising ninth-graders for high school, with an emphasis on debate and mock trial work.

Mr. O’Neal welcomed three of the Diversity Pipeline Instructors who taught eighth-grade students in the Bronx, Brooklyn, lower Manhattan and Queens, to share highlights of their experiences.

Miyoshie Lamothe-Aime, a 3L at Fordham University School of Law, explained that the Diversity Pipeline Instructors told the students about law school and how lawyers can work to improve society and preserve rights. The Instructors introduced the case, *The Queen v. Dudley and Stephens*,¹⁷ and assigned students one of three roles to conduct a mini-trial. Ms. Lamothe-Aime described enthusiastic student participation and eagerness to learn more about the law and how to pursue opportunities with Legal Outreach. Ms. Lamothe-Aime noted that the interactive nature of the session was exciting for the students--and for her.

Isadora Jaffe, a 1L at CUNY School of Law, described how the students were empowered by being cast as an advocate or judge. Ms. Jaffe noted that students who were reserved at the start of the lesson became very engaged once they recognized their voices were important to the process.

Pharoah Sutton-Jackson, a 1L at St. John's University School of Law, explained that once he introduced himself as a law student and Diversity Pipeline Instructor, it became obvious to him that the eighth-grade students realized it was possible for people of color, just like them, to become lawyers. Mr. Sutton-Jackson reported that the sessions provided a unique opportunity to engage with eighth-graders about diversity, representation, and the legal profession. He indicated that the students relished the chance to act as a lawyer in the mini-mock trial. Mr. Sutton-Jackson recognized the mentor who instilled him with the confidence and support to pursue law school and added that he now felt like a mentor to the students in his sessions. Mr. Sutton-Jackson expressed the hope that some of the students would pursue law school under his mentorship.

REPORTS FROM THE CONFERENCE WORK GROUP SESSIONS

WORK GROUP 1: HOW LAW SCHOOLS AND COMMUNITY PRACTITIONERS ARE DEVELOPING INNOVATIVE TECHNOLOGY SOLUTIONS THAT ADDRESS THE JUSTICE GAP

Facilitator:

Raymond H. Brescia, Hon. Harold R. Tyler Chair in Law and Technology & Professor of Law, Albany Law School

Panel:

Felicity V. Conrad, Co-Founder & Chief Executive Officer, Paladin

Matthew M. D'Amore, Associate Dean, Cornell Tech & Professor of the Practice, Cornell Law School

Dan Jackson, Executive Director, NuLawLab, Northeastern University School of Law

Ignacio Jaureguilorda, Director, Jonathan Lippman Access to Justice Fellowship & Legal Hand

Aimee Latorre, LiveHelp Program Coordinator for LawHelpNY, ProBono Net

Joseph Rosenberg, Professor, CUNY School of Law & Supervising Attorney, Main Street Legal Services

Overview

The panel discussed some of the opportunities and challenges law schools are facing—and will face—when trying to incorporate technology to address access to justice issues. Echoing themes from the plenary discussion, the panelists stressed the importance of educating students about the access-to-justice crisis facing the United States. They also emphasized that access issues should infuse the curriculum, and not just be the focus of clinical or technology-themed classes. The Work Group viewed as critical the idea that the law schools expose students to the scope and cost of the access-to-justice crisis and to the structural barriers caused by poverty in the United States.

Recommendations

1. Law schools and legal services providers should expand collaborations to refine technological platforms and, recognizing that legal needs should drive the use of technology not vice versa, develop technological tools that both (a) respond to genuine community needs; and (b) effectively serve individuals confronting essentials of life challenges.
2. Technology initiatives should focus on utility and practicality for improving access a legal service delivery by integrating “human-centered design” theory, recognizing that:
 - Clients are the consumers of the technology;
 - Clients should be included in the design process from the outset; and
 - Any initiatives should ensure clients can use technology easily and effectively.
3. A national clearinghouse that can highlight access-to-justice and technology initiatives and projects should be established under the leadership of the LSC.

Synopsis of Work Group 1 Discussion

Those currently teaching in law schools stressed the need for integrated and interdisciplinary efforts that engage practitioners, faculty and students from non-legal disciplines, particularly computer engineering and art and design. In undertaking access-to-justice-through-technology programming, a “user-centered design” approach that focuses on the client’s interaction with the application or product should inform efforts by schools and community partners. One panelist, representing a non-profit providing technology solutions for the access-to-justice crisis, explained that she likes to think of her clients as customers; she coaches the many law student volunteers in her organization who have client contact to serve clients in an empathetic way and, to the degree possible, reflect that approach in their technology initiatives.

The panelists discussed the importance of rapid prototyping and experimentation of legal tech, even when experimentation leads to “failure” or programming does not serve its intended purpose. Students gain valuable insights into the process of legal innovation and technology whether or not the project results in client success. One panelist, a law professor, indicated his belief that students learn a bias against imperfect solutions and experimentation from professors who want student work product to be “polished and perfect.”

Panelists expressed that the importance of teaching students early in their law school careers about the growing employment opportunities in legal technology. All panelists expressed their strong support for the idea that LSC, under the leadership of Mr. Sandman, establish a national clearinghouse to “catalogue” existing projects, applications, and inventions, as well as legal technology projects currently under development. This type of database is important for law schools as well as practitioners to obviate wasteful replication and “re-invention of the wheel.”

Panelists noted that faculty and community partners could encourage law school administrations to embrace legal tech projects because they often bring attention to the schools, which leads to dedication of increased resources both within the law school and from the community at large. It was suggested that websites or podcasts that feature legal tech applications or projects could be developed by law schools to create community awareness of what is available to aid in representing oneself and/or explain basic court processes and legal principles.

To develop successful projects, schools should collaborate with community partners to ensure that the initiatives that are undertaken are responsive to community needs and are led in a community-based process. There is “plenty of work to go around” as one panelist posited, and law schools should embrace these opportunities in partnership with community leaders and academics from other disciplines. At the same time, schools should consider taking on these initiatives only with a clear sense of the commitment and time-frame it requires to see them through to completion; few can be completed in just one semester.

WORK GROUP 2: ACCESS-TO-JUSTICE RESEARCH IS EXPANDING: WHAT’S NOW, WHAT’S NEXT AND HOW IT MATTERS TO US ALL

Facilitator:

David Udell, Executive Director, National Center for Access to Justice at Fordham University School of Law

Panel:

Colleen F. Shanahan, Associate Clinical Professor of Law, Columbia Law School

James J. Sandman, President, Legal Services Corporation

Neil Steinkamp, Consultant, New York State Permanent Commission on Access to Justice; Managing Director, Stout Risius Ross, LLC

Overview

In response to continuing concern that civil legal problems are a substantial factor in disrupting the lives of massive numbers of individuals, families, and communities, and that the causes, consequences, and solutions are insufficiently understood, research on civil justice is in a period of expansion.

Recommendations

1. **Involve Law Students in Research and in the Study of Access to Justice.** As law schools integrate access to justice into the core curriculum, professors should involve law students in research projects, including service-learning projects, to simultaneously (a) educate students about the civil justice system and access to justice, and (b) expand our understanding of the scope of unmet needs, the justice gap, and the civil justice system.
2. **Encourage Participation in Diverse Research Initiatives, including Randomized Control Trials (RCTs) and other Research Initiatives.** Courts, legal service providers, law schools, and other justice system institutions are encouraged to consider participating in research projects, including RCT studies, while also learning about the limitations of RCTs and of other forms of research.
3. **Support New Studies on Unmet Legal Needs.** To understand the level and types of unmet legal need in our communities and to pursue research opportunities, the Permanent Commission should explore the possibility of using “spatial-microsimulation data analytics”¹⁸ shown to be useful in describing unmet legal needs that may allow reliable inferences to be drawn about legal needs in New York by relying on data contained in independently researched multi-state studies, such as the LSC’s Justice Gap report and the United States census reports.
4. **Engage in Civil Justice Policy Mapping and Reform.** As is currently among the goals of the Permanent Commission through its Justice for All Strategic Action Plan, it is essential to engage in the: (a) collaborations and statewide inquiry to “map” the presence (and absence) of best civil justice policies, practices, and models in the New York; (b) determine, on an ongoing basis, the degree to which they are adequately established, funded, and staffed in the State; and to enlist stakeholders from all sectors of the civil justice community to help identify policy gaps and then to work together on initiatives to fill those gaps.
5. **Pursue Accuracy in Civil Justice Research.** While research findings can and should be used to support specific advocacy toward specific goals, it is important for the civil legal aid community to adopt best research practices as a means of producing an accurate picture for the civil justice community of the degree to which civil justice interventions are making a difference in case outcomes and in people’s lives. Best practices should include standardizing benchmarks among funders and across provider programs and building a culture within organizations that is open to the implications of research.

6. Increase Capacity for Civil Justice Research. Civil legal aid organizations, courts, academic institutions, access to justice commissions, and funders have not typically possessed adequate capacity or adequate funding to carry out civil justice research. Collaborative work to build such capacity should be expanded by, for example, expanding administrative data tracking; expanding data analytics capacity; involving staff in decision-making on the uses for research and on the conclusions to be drawn from research; partnering with national organizations such as Self Represented Litigants Network (SRLN)¹⁹ and the National Center for Access to Justice (NCAJ)²⁰; and partnering with legal academics and social scientists.
7. Build an Access to Justice Data Commons. The Permanent Commission, in coordination with all stakeholders, should explore developing a data research commons that can help to facilitate access to justice research by offering a single, unified, online source of information about research initiatives and research findings established to date.

Synopsis of Work Group 2 Discussion

At the outset, to highlight the robust nature of research related to access to justice and civil justice generally, the panel described the current state of research.

Research methodologies, new and traditional, are being actively deployed, including: unmet legal needs surveying, court observing, administrative data tracking, outcomes tracking, people-centered surveying about quality of the justice system, geographic Information System (GIS) geo-spatial mapping, policy and practice mapping, scraping of new data from the internet, relying on existing big data sets, using automated (AI) systems to garner feedback on what works, relying on novel crowd-sourcing technologies (for example, software applications that collect tenant-generated data on landlords' failures to provide heat and hot water), conducting randomized controlled trials, justice system indexing, engaging in service learning projects, and combining research on access to justice done by researchers from across academic disciplines.

Law professors and social scientists are carrying out research initiatives using diverse methodologies to enhance access to justice. Researchers are studying civil justice interventions (in such areas as public education, brief service, traditional representation by lawyers, assistance provided by non-lawyers, technologies that assist self-represented litigants, legal education, and pro bono service). They are also studying issues concerning systems design (e.g., how courts work) and numerous other issues, such as analyzing characteristics of populations with unmet legal needs.

Civil legal service providers are at the heart of some of the new research initiatives, undertaking projects using administrative data, survey methodologies, qualitative research, and other approaches. These research initiatives aim to learn more about recipients' circumstances, to optimize allocations of resources, and to make the case to funders and the public about the importance of access to civil justice.

Courts and access to justice commissions, like the Permanent Commission, are actively undertaking new approaches to track the course of cases and to increase court officials' and the public's understanding of the circumstances of people facing civil legal challenges without legal representation.

Funders are carrying out and supporting research, seeking data from grantees that illuminates trends in needs, in quality of services, and in outcomes achieved.

Global and domestic institutions are pursuing access to justice research. The United Nations has adopted Goal 16 of the Sustainable Development Goals, exhorting nations to use data and indexing to promote progress on access to justice and rule of law as a means of ending extreme poverty by 2030. The Organization for Economic and Cooperative Development (OECD) is evaluating the business case for access to justice. The American Academy of Arts & Sciences is working to establish consensus data points for tracking progress on access to justice. The National Science Foundation is funding social science research projects on diverse aspects of access to justice.

Subsequently, the panelists engaged in dialogue with one another and the participants on topics concerning access to justice research, including:

- **Randomized Control Trials (RCTs)**

RCTs offer a methodology for examining whether or not specific models of service are effective in making a difference in the outcomes of civil legal disputes and in individuals' lives. The panelists spoke of the unique strengths of RCT in both documenting the difference that legal assistance makes and ruling out alternative explanations for why individuals win or lose their claims. The panelists also spoke of the limitations posed by RCT methodologies, not only with respect to the time, labor, costs and scalability of the approach, but also with respect to the common difficulty in extending RCT findings to predict outcomes in similar but different settings — different locations, parties, advocates, decisionmakers, economic circumstances and other factors. The panelists and participants also discussed the risk of error resulting from such issues as contamination of control groups. The A2J Lab at Harvard Law School²¹ was identified as an important resource for carrying out RCTs.

- **Unmet Legal Needs Survey Studies**

Legal needs research has always been considered important, although it has also sometimes been considered prohibitively expensive. A new approach carried out by Professor Quintanilla has shown that the LSC's Justice Gap report can have an extended impact as the basis for a "spatial-microsimulation" methodological approach that is relatively low cost and potentially replicable in multiple jurisdictions.²² This approach relies on using the data from the Justice Gap report, in combination with US Census data, to enable researchers to deepen understanding of multiple aspects of unmet legal need in a given state, as has been done in Indiana, and would potentially be valuable to do in New York.

The approach is relatively low cost²³ compared to other initiatives to measure unmet need and suggests that LSC's investment in national research can be leveraged by many states to develop their own respective findings on unmet need by relying on the data that LSC is able to generate.

- **State Research on Policies, Practices, Models, and Conspicuous Gaps and Opportunities**

As a participant in the Justice for All project, New York State has been able to draw on the power and expertise of stakeholders in the justice system in New York to deepen the understanding of progress to improve civil justice policies, practices, and models in New York. This understanding can then be used to inform strategic decision-making about goals and novel approaches to be pursued at the state level by all stakeholders. Such efforts,

reliant on coordination of statewide access to justice coalitions with research organizations, law schools, and other parties of interest, can help to secure important answers to hard questions, such as rural and urban differences, county-by-county differences, and more.

Also discussed was the Justice Index,²⁴ which presents selected best policies in an online 50-state matrix, showing which states have adopted which policies, thereby offering a menu of policy reform models to legal aid leaders, access to justice commission leaders, court officials, legislators, and others. The Work Group participants agreed that access to justice groups, local, national, and global entities, and academic institutions should band together to close the justice gap.

- **Objectivity v. Advocacy in Research**

The value of data is increasingly appreciated in the civil justice community, as are the ways in which data can be misused to create false impressions about many phenomena. The Work Group discussed the relationship between objectivity and advocacy.

Mr. Steinkamp explained that research itself does not advocate for one side or the other, rather it provides information that can guide thinking on how to move forward. He noted that a cost/benefit analysis he had done for New York City in connection with the UAL showed that it would be less expensive to provide low-income New Yorkers with legal representation in eviction hearings than not to do so.

Professor Shanahan observed that, even when research provides the community with uncomfortable data and changes our perceptions and approach, it can ultimately lead to certain advocacy, even if not in the direction originally intended.

The Work Group discussed the importance of recognizing that, in matters in which a client wins with representation by a legal services lawyer, representation is not always the cause of the victory, just as an unfavorable outcome is not always causally related to the work of the lawyer. RCTs can help to illuminate causation, but administrative data can also be illuminating, especially if data practices are transparent and findings are considered in combination with dialogue, debate, reflection, and other sources of information. The National Center for Access to Justice has published a guide for civil legal aid providers and funders that offers recommendations on how best to use data to track outcomes; it includes discussion of the relationship between data and advocacy.²⁵

- **Capacity of Civil Legal Aid Organizations and Courts to Conduct Research**

Civil legal aid programs and courts historically have not possessed a robust capacity to track data. This is starting to change.

LSC now operates a data analytics department with a chief data officer, who routinely collects data about many factors pertaining to provision of civil legal services, working increasingly with civil legal aid recipients around the country to promote best practices. The department also carries out data analytics about the work of the grantees. The Work Group included several expert data analysts for civil legal aid organizations and civil legal aid organizations; they indicated that their organizations are interested in working toward adding capacity for using data. Involving staff in decision-making on which data to track and how to interpret findings is an important step toward expanding the capacity of civil legal aid organizations to work with data productively.

Mr. Steinkamp observed that engaging administrative staff and legal practitioners in the process makes them more willing to tolerate the burdensome aspects and to appreciate that the collection of the data is worthwhile. At a national level, the SRLN²⁶ supports local data analysis by offering resources to the access to justice community that include GIS geospatial mapping.

The NCAJ offers a Guide to using data to track outcomes and maintains the Justice Index, offering data on national adoption of best policies for access to justice.²⁷

While individual civil legal aid providers and courts are currently limited in their ability to work with data, Work Group participants were supportive of the call for carrying out more civil justice research and expanding data tracking and data analytics capacity. Additionally, while there was acknowledgment of the unique strengths and limitations of RCT methodology, several individuals spoke of the value of alternative research approaches that can provide sufficient information for use in improving access to justice. Capacity can be extended by collaborating with others in the provider community and by partnering with law professors and social scientists in the broader university community both in New York and nationally. Research entities and academics who conduct research may be able to do more to make their expertise available to the access to justice community.

- **Involving Students in Research Conducted by Law Professors**

Professor Shanahan works actively with Columbia Law School students on research projects partnering with courts, civil legal aid organizations, and advocacy organizations.²⁸

Professor Shanahan observes that among the many benefits of research projects for law students are expanding their awareness of the importance of civil justice and civil legal aid and demonstrating that they can make important contributions to the research. Professor Quintanilla at the Maurer School of Law at Indiana University also works closely with students on research initiatives and service-learning projects. He made a qualitative study recently that involved law students in an examination of the value of clinics. The students conducted listening tours in underserved communities, spoke with court personnel, and compared the opinions of national with local views.

- **Data Commons**

At a more macro level, an additional challenge for New York's civil justice community is that many civil legal services providers do not regularly coordinate with other civil legal services providers, nor even know of the research efforts being made by civil legal services providers and by other institutions in the State and across the country.

Currently, no universal database or coordinating platform exists for these types of efforts. Creating a data commons or other web-based vehicle for gathering research studies, their findings, and other data, can help to foster a more collaborative and communicative community and improve efficiencies.

WORK GROUP 3: INNOVATIVE APPROACHES TO HOUSING JUSTICE ADVOCACY: COLLABORATING TO FULFILL THE PROMISE OF NEW YORK CITY'S RIGHT TO COUNSEL IN EVICTION PROCEEDINGS

Facilitator:

Andrew Scherer, Policy Director, Impact Center for Public Interest Law & Visiting Associate Professor, New York Law School

Presenters:

William Whalen, Director, Municipal Employees Legal Services

Jessica Penkoff, Pro Bono & Strategic Initiatives Coordinator, Pro Bono Net

Roundtable Panelists:

Marika Dias, Director of the Tenant Rights Coalition, Legal Services NYC; Member, Advisory Committee, Housing Justice Leadership Institute

Dan Kass, Co-Founder & Executive Director, JustFix.nyc

Hon. Jean T. Schneider, Citywide Supervising Judge, New York City Housing Court

Kerri-Ann Wright, Director of Training, The Legal Aid Society; Member, Advisory Committee, Housing Justice Leadership Institute

Overview

As increasing numbers of tenants are represented by counsel in New York City under the Right to Counsel/Universal Access Law (RTC/UAL), and the culture in Housing Court consequently transforms, collaborations among law schools, legal services providers, and other advocates are striving to support effective advocacy and make Housing Court a place of fairness and justice.

Recommendations

1. Law school curricula should incorporate principles governing landlord-tenant proceedings and housing law, the impact of access to the justice system on tenants, and the history of the RTC/UAL. This should be tested on the New York component of the bar exam.
2. Experiential learning should be part of New York law school curricula.
3. Access-to-justice principles should be embedded throughout the law school curriculum.
4. Law schools, legal services providers, and bar associations should increase their collaborations to train recently admitted lawyers and supervisory lawyers to provide the highest quality representation in eviction proceedings.

5. Funding should be increased for “holistic” representation by legal services providers, including support for social workers and public benefits lawyers to help tenants maintain income to pay rent.
6. Concerted efforts should be undertaken to improve the physical conditions of Housing Court, including, at minimum, adequate space for confidential attorney-client communications.
7. Concerted efforts should be expanded and promoted to improve the climate and culture within Housing Court, with a particular focus on race and gender issues, for example through anti-bias trainings.
8. Technology in Housing Court and for advocates needs significant modernization.

Synopsis of Work Group 3 Discussion

This is year two of the UAL²⁹ in New York City. And, without doubt, the collective efforts of city and state governmental, judicial and bar leaders, law school deans, professors, administrators and students, and tenant organizations have markedly improved access to justice for low-income individuals in New York City.

Remarkably, in 2013, only 1% of tenants appeared in New York City housing courts with counsel.³⁰ Currently, 56% of individuals who appear in housing courts in the 20 zip codes covered by the UAL are represented by counsel,³¹ and all individuals in covered zip code regions have access to assistance for housing matters.³²

The Right to Counsel NYC Coalition (RTC NYC Coalition) estimates that legal and social services organizations now employ more than 400 lawyers assigned to provide assistance under UAL. This presents a unique challenge for law schools as the results of two surveys confirm.

- **RTC NYC Coalition Survey of New York’s Law Schools³³**

The update of the 2018 survey of the nature and extent of New York’s law school curricular and clinical housing offerings revealed that 11 of the 15 New York law schools updated their curricular materials to include instruction on the UAL and established and/or expanded clinics and externships to respond to demand, increasing student exposure. Students reported that there was no instruction on tenants’ rights in their first-year property classes.

- **RTC NYC and Pro Bono Net Survey of Housing Lawyers with Up to Five Years’ Experience in Practice³⁴**

When surveyed about how law schools and legal services providers can best train and support staff attorneys to ensure they can deliver the highest quality representation to tenants, 164 housing staff attorneys, with up to five years’ experience in practice at nonprofit legal services providers across New York City, indicated:

- Preparedness for housing practice:
 - When they were in law school, housing clinics were available to fewer than one-half (<80) of respondents, 90% believe every law school should have a housing clinic;

- Law school courses should present the reality of housing practice: only 34% received practical skills training yet 60% believe training accounts for the ability to deliver high-quality representation;
 - Fewer than 50% believe that “leadership” understands the challenges of right to counsel work; and
 - CLE courses are inadequate to teach substantive law on the right to counsel.
- Housing Court environment:
 - 95% experienced or witnessed bias in housing court;
 - 77% believe the physical condition of housing court is inappropriate to allow for quality representation; and
 - No safe space to meet with clients that preserves and ensures client confidentiality.
 - Realizing goals of RTC/UAL:
 - 40% indicated opportunities existed to address policy reform and/or legislative issues; and
 - 30% reported that referrals to other organizations were easy.
 - Wellness in practice and longevity of service:
 - Mental health services should be made available in courts and provider organizations for all staff, 45% of respondents strongly disagreed or disagreed that wellness support was offered, most respondents reported anxiety about support for housing lawyers;
 - 60% indicated interest in continuing to practice on staff and 35% expressed willingness to become a supervisor, lack of support discouraged respondents from pursuing supervisory positions.

Without question, the RTC/UAL is changing the “hallway culture” in housing court and altering the relationship between landlord and tenant advocates. Recent graduates practicing in housing court are credited with disrupting the “toxic” atmosphere. The time is ripe to train newer practitioners, cultivate leaders, and develop a supportive infrastructure that helps lawyers handle issues presented in representing individuals marginalized by structural racism and cultural bias.

The RTC NYC Coalition developed a history of the tenant movement. Law students and the public alike must be educated about the role and importance of tenants as leaders in the efforts over the years; they helped secure laws, policies, and practices that support safe, affordable housing that preserves communities, which in turn supported the right to counsel movement. Tenant organizations, working with legal services and community organizations, provide the lens into the realities of housing and communities, and can educate community members about their rights. By reducing the number of evictions, some precipitated by willful property neglect that force tenants to vacate, lawyers have the opportunity to pursue policy reform that will benefit low-income tenants.

Contributing to improved responsiveness and transparency from landlords are data-driven policy and the introduction of technological tools in the form of apps that allow tenants to report harassment or service lapses or to request repairs.³⁵ This presents an opportunity for law schools, clinics, and students to innovate and shape the next chapter in landlord-tenant law and practice.

WORK GROUP 4: CHALLENGES AND OPPORTUNITIES IN TODAY'S IMMIGRATION LANDSCAPE: THE ROLE OF LAW SCHOOLS IN ENSURING ACCESS TO COUNSEL FOR IMMIGRANT COMMUNITIES

Facilitators:

Beth Lyon, Clinical Professor of Law & Director, Farmworker Legal Assistance Clinic, Cornell Law School

Sarah Rogerson, Clinical Professor of Law and Director of the Immigration Law Clinic, Albany Law School

Panel:

Nermeen Arastu, Co-Director, Immigrant and Non-Citizen Rights Clinic & Associate Professor of Law

Dora Galacatos, Executive Director, Feerick Center for Social Justice, Fordham University School of Law

Dr. Laura V. González-Murphy, Director of Immigration Policy & Research, New York Department of State

Theo Liebmann, Clinical Professor & Director of Clinical Programs, Maurice A. Deane School of Law at Hofstra University

Michele R. Pistone, Director of Clinic for Asylum, Refugee and Emigrant Services (CARES) & Professor of Law, Charles Widger School of Law, Villanova University

Carmen Maria Rey, Assistant Clinical Professor of Law, Brooklyn Law School

Overview

In response to the federal government's anti-immigrant agenda, New York's law schools, immigration service providers, and state government stakeholders have led the nation in delivering legal services to immigrant communities in creative and innovative ways. Over the last three years, the Conference Immigration Work Group has highlighted collaborations such as the legal response to the travel ban at JFK International Airport in 2017, the legal response to the largest influx of refugees in New York from the border at the Albany County jail in 2018, and the continuous response of New York law schools, lawyers and legal services providers at the US-Mexico border. Capacity for handling the increased need has also expanded over the last three years with the creation of the New York Immigrant Family Unity Project (NYIFUP)

that guarantees counsel to individuals facing removal and deportation proceedings in New York City, and its statewide expansion through dedicated funds in the State budget over the last two years.

With more programs and resources committed to increasing access to justice to low-income immigrant New Yorkers, this year, the Work Group focused on access to counsel. Although immigrants, documented and undocumented, are constitutionally entitled to obtain legal counsel, they are not guaranteed representation. Given the current quasi-criminal nature of immigration enforcement, the facilitators felt it particularly important to examine how the Permanent Commission could assist law schools and their partners to fill this gap.

In addition to supporting the New York State Bar Association's call³⁶ for statutorily guaranteed counsel for immigrants facing removal, the Work Group highlighted unique models to expand access to legal representation for law schools, state government stakeholders, interdisciplinary partnerships, and collaborations with non-profit legal service organizations (including Department of Justice Accredited Representatives who are enhanced immigration paralegals). After briefings on innovative law school projects expanding access to counsel and know-your-rights programs, the Work Group developed several recommendations.

Recommendations

1. Instruction on immigration law and policy should be integrated across the curriculum to ensure law students understand how immigration issues arise in many practice areas and impacts access to justice.
2. Technology should be used to expand student access to opportunities for pro bono representation, particularly for immigrant communities, as early as possible in their academic careers.
3. The New York State bar examination and multi-state bar examination should include questions and fact patterns that address access to justice and immigration principles.
4. A review of student practice orders across the State should be undertaken with two goals: (a) consistency across the four appellate departments and practice areas; and (b) authorization of students to represent clients after their first semester of law school.
5. The Permanent Commission should encourage Local Access to Justice Committees in each judicial district to include immigration issues in their goals and projects.
6. A court-appointed commission or advisory board that includes scholars should be established to review existing policies for bias against immigrants and the collateral consequences of immigration enforcement in New York State courts.
7. Law schools and legal services providers should use technology platforms to engage non-lawyers to work with immigrants, drawing on models such as Villanova's Interdisciplinary Immigration Studies Training for Advocates (VIISTA) program.

8. In addition to engaging students in direct legal services work, law schools should undertake policy work to support New York in building on good practices in other states with, for example, practices and/or policies related to separated families, Unaccompanied Child (UAC) placement, immigration sponsorships, and universal representation.
9. Law schools should work with undergraduate institutions and community colleges to (1) develop live-client, for-credit curricula that train, field, and supervise bilingual undergraduate students as community interpreters, and (2) create volunteer projects fostering community-based student interpretation work.

Synopsis of Work Group 4 Discussion

Professor Liebmann articulated the peril for immigrants who appear in state court proceedings without counsel, particularly when the matter is not specifically about their immigration status. Judicial findings rendered in family and/or criminal courts can result in deportation; such findings can impact issuance of U- or T-visas and/or special immigrant juvenile status (SIJS), which, in the interests of fairness, demand access to effective assistance, at a minimum, and, ideally, to legal representation. Currently, the policy in the New York state courts is that Immigration and Customs Enforcement (ICE) agents must have a judicial warrant to proceed with an arrest of an individual appearing in a state court matter.

Dr. Gonzalez-Murphy described the impactful work of the Office of New Americans (ONA), established in 2013 by Governor Andrew Cuomo.³⁷ The work ranges from assistance with languages and naturalization processes, to referrals for resources, as well as legal services provided through the Liberty Defense Project. Local Community Opportunity Centers assist immigrants and new Americans to ensure they become proud, productive New Yorkers. Dr. Gonzalez-Murphy reported that law students assist by creating informational materials in plain language or multiple languages, preparing policy briefs, monitoring legislation, and collecting data. Dr. Gonzalez-Murphy indicated that she hoped to involve law students in research on the impact of a question on immigration status on the census.

Dr. Gonzalez-Murphy explained that ONA is part of a national network that provides comments to the federal administration on the consequences of immigration policies, works with state agencies responding to the federal pronouncements, and works with the United Nations.

Professor Rogerson outlined the development of a virtual call center, formed in coordination with legal services providers and Albany law students; it connects detainees with lawyers, interpreters, and representatives from the Department of Justice to help detainees prepare for credible fear interviews (CFI). A customer service platform, Zen Desk, establishes secure telephone connections for the calls and permits lawyers to record notes. The system is in use throughout the State and the number of lawyers answering calls is increasing. Best practices created by the lawyers working at JFK to help individuals ensnared by the “Muslim Ban” have been incorporated to govern the operations of the virtual call center.

The Dilley Pro Bono Project, under the guidance and direction of Dora Galacatos, provides training and support for current and former Fordham law students to provide pro bono legal services to mothers and children detained at the South Texas Residential Center in Dilley, Texas. A primary focus is preparing women for their CFIs, peaking at 90 consults per day.

Morgan Barrett, a Fordham Law School student, recounted the dire conditions at the Dilley detention center and credited her training before the Dilley service trip and at the Feerick Center for Social Justice with giving her the ability and confidence to prepare women for their CFIs. Ms. Barrett said that she accompanied two women to their interviews.

Ms. Galacatos secured a grant for a pilot project to develop best practices for telephonic CFI preparation for detainees that would help meet the need for legal services at Dilley through remote services available in multiple languages. This is a model that holds potential for replication. After a six-week period of extensive outreach and user testing, several common themes emerged: (a) the technology must be simple, (b) the platform must be sustainable, and (c) appropriate supervision is necessary to ensure delivery of high-quality services. A structured interview protocol, complete with scripts and templates for the CFI, are accessible through Google Suite, which can collect and aggregate data. The telephone calls are conducted over DialPad, which protects identities and supports multiple callers, which enables family to participate. Review and evaluation of the project continues, including surveys of individuals served. Ms. Galacatos projects that their capacity will expand by the fall; increased trainings will enable more law students and pro bono lawyers to prepare individuals for CFIs.

Under the direction of Professor Nermeen Arastu, CUNY Law School's Immigrant and Non-Citizen Rights Clinic is studying how South American immigrant communities, particularly on Long Island, are targeted for detention and deportation under federal actions alleging gang affiliation. By identifying patterns in the pleadings and court proceedings, the Clinic is working on advocacy strategies and know-your-rights projects to inform and assist vulnerable communities on strategies to protect their rights. To reduce the strain on already burdened resources, the Clinic is developing a toolkit of templates and practice guides to aid practitioners. The Clinic also presents "train the trainer" workshops to prepare community members and advocates for encounters with ICE.

Professor Arastu emphasized the importance of developing interdisciplinary projects as a tool to help close the justice gap. In a partnership with CUNY School of Medicine, the Clinic is identifying legal defense strategies that arise in the context of health care to aid in assisting immigrants.

While the need for legal assistance by immigrants is alarmingly high, the influx of dedicated state and local funding to ensure immigrants have access to legal assistance creates a tremendous opportunity for law students and graduates to serve in this field. Assistant Professor Carmen Maria Rey stated that law schools must endeavor to educate and motivate law students to pursue access-to-justice work, particularly in remote and rural communities and on immigration issues. This can be accomplished by (1) offering students opportunities to work with community organizations and non-profits on visa assistance and naturalization processes and to offer more service trips to assist vulnerable immigrant communities over school breaks; (2) collaborating among intra-law school clinics to expose all students, particularly those not working in immigration, to the range of issues immigrants confront; and (3) expanding experiential programs like the Pro Bono Scholars to enable more law students to immediately enter practice following graduation.

Professor Michele Pistone described the online educational program known as Villanova Interdisciplinary Immigration Studies Training for Advocates (VIISTA). She spearheads VIISTA in partnership with Villanova's College of Professional Studies, to train non-lawyers as accredited

representatives. It has a projected goal of providing an advocate for each person with an immigration matter. The program is being piloted with an inaugural group of students; Professor Pistone anticipates that 10,000 advocates will be trained through this online platform.

Professor Pistone explained that the program is learner-centered, interdisciplinary, and problem-based; it aims to provide an understanding of cross-cultural issues, communal care, and other issues unique to immigrants seeking citizenship, while offering an understanding of court processes. The coursework helps participants build their professional portfolios to facilitate entry into immigration work.

Professor Pistone outlined the three modules in the virtual training program and noted that participants are eligible to receive a certificate after each Module but are not required to proceed to the next Module if it does not suit their needs:

1. Module 1 provides (a) instruction on working with immigrants, including training on how to interview, and (b) background on the context of global migration and immigration ecosystem.
2. Module 2 works with participants on the skills needed to represent immigrants in citizenship proceedings and leads to partial accreditation to represent immigrants if partnered with a legal services organization.
3. Module 3 includes a rigorous instructional program and culminates in full accreditation to represent immigrants if partnered with a legal services organization.

The Work Group discussed the value of collaborative clinical experiences for students as a realistic way to expose them to the intersection of practice areas, particularly in immigration matters. Specifically, the Work Group identified partnerships with medical schools, where collaborative work to identify defenses is beneficial and efficient.

The Work Group considered how language can be a barrier to access to justice. Law schools should offer language training as a one-credit add-on to immigration classes or clinics. Legal services providers should use law students who are proficient in other languages to work with clients, and consideration should be given to offering pro bono credit under the 50-hour pro bono bar admission rule for language access work. Undergraduate institutions and community colleges should (1) develop live-client, for-credit curricula that train, field, and supervise bilingual undergraduate students as community interpreters, as is currently occurring at Villanova University³⁸ and the University of Tennessee, and (2) create volunteer projects fostering community-based student interpretation work, such as Project Totem at University of Albany.³⁹

The access to justice community should develop a database of trained volunteers with multi-language fluencies to answer access to justice questions. Lawyers who volunteer should be eligible for CLE credit based on hours served.

Law schools should create training/certification programs for non-lawyer “reputable individuals⁴⁰” who would be able to provide some assistance for immigrants who were not able to receive full representation (two or three cases a month). These “reputable individuals” could be supported by the supervising lawyers through technology.

The Work Group discussed translation of know-your-rights pamphlets and other distributable legal materials into languages most commonly spoken in a community. The New York State Office of New Americans (ONA) has county-by-county information on language usages, and the kinds of services requested in certain languages. Know-your-rights documents are currently translated into numerous languages, and all documents issued by the Governor's or other executive offices are required to be translated into the top six languages in a particular county. It was suggested that the State Judiciary should consider adopting a similar mandate. The fact that no central repository exists for translated documents presents its own barrier to access. It was recommended that the access to justice community and/or the law schools develop an online repository that links these resources.

It was suggested that the State should create a system to connect asylum-seeking children up to age 21 with families who are willing to foster them to establish Special Immigrant Juvenile Status (SIJS) eligibility.

WORK GROUP 5: LAW SCHOOLS WORKING IN THE COMMUNITY: ADDRESSING CIVIL LEGAL NEEDS ARISING FROM ENTANGLEMENT WITH THE CRIMINAL JUSTICE SYSTEM

Facilitators:

Connie Mayer, Associate Dean for Academic Affairs; Raymond & Ella Smith Distinguished Professor of Law; Director, Law Clinic & Justice Center, Albany Law School

Lillian M. Moy, Executive Director, Legal Aid Society of Northeastern New York, Inc.

Panel:

Bernadette Gargano, Vice Dean of Student Affairs; Director, Reentry Practicum, University of Buffalo Law School

Adriene Holder, Attorney-in-Charge, Civil Practice, The Legal Aid Society

Elena Kilcullen, JD & MSW Candidate 2019, Albany Law School

Nicole Smith-Futrell, Co-Director, Defenders' Clinic & Associate Professor of Law, CUNY School of Law

Overview

The Work Group explored the civil consequences of entanglement with the criminal justice system and the lack of civil legal services available to address them. When a formerly incarcerated person returns home, that individual confronts a myriad of legal and social barriers to reentry and reintegration into the community, ranging from access to health care, to housing and employment; such challenges are heightened for immigrants who have interacted with the criminal justice system. The Work Group identified challenges unique to individuals involved with the criminal justice system, the paucity of available legal services, and the resultant urgent need for such services.

Recommendations from Work Group 5

1. Law schools should lead the profession in training students and practitioners to provide comprehensive assistance and representation, both civil and criminal, to individuals who have had any interaction with the criminal justice system. An individual's ability to reengage with the community and integrate into society is essential to reduce recidivism.
2. Reentry and reintegration services should be provided prior to and upon discharge from the criminal justice system:
 - Law schools can facilitate coordination of service efforts among providers, justice system leaders, and community groups, and can engage in advocacy to improve process and practices arising from interactions with the criminal justice system, by addressing these issues:
 - Close the gap between reentry and readiness to be reintegrated into the community. The gap is especially evident regarding access to identity documents, which should be prepared prior to discharge and reentry.
 - Close the enormous technology gap for individuals discharged after lengthy prison terms; such individuals are unable to manage basic technologies like ATMs or self-checkout counters.
 - Provide access to instruction on employment rights and elements of employment discrimination, and to training on how to navigate a post-conviction job search.
 - Promote understanding of child support arrears: individuals who were incarcerated are often unaware that they can modify child support agreements while in jail; many do not even think about the interaction between family court matters and criminal issues.
 - Promote adoption of automated systems for record sealing and expungement in the State.
 - Bridge the communication gap between clients and practitioners: lawyers must know how to communicate with these clients in a way that is understandable to them.

Synopsis of Work Group 5 Discussion

Anyone who has interacted with the criminal justice system, particularly following conviction and discharge after time served, has a difficult time securing the most basic needs. For example, a formerly incarcerated parent may be barred from living with family members in public housing or denied eligibility for public assistance based on a felony conviction.

Even if a person is not convicted, contact with the criminal justice system often has a devastating impact on an individual's civil legal rights. For example, if an individual who resides in public housing is arrested but never charged, that person can still be permanently excluded from public housing. Consequently, the permanent bar against that person entering the former home can lead to the eviction of an entire household.

These entanglements disproportionately affect minority communities. Recognizing that the inability to reengage with the community is an underpinning of recidivism is critical.

The panelists described their efforts and projects underway in their communities that address reentry issues:

Buffalo

The University of Buffalo School of Law has a Post-Incarceration Reentry Practicum that addresses barriers to reentry and explores potential solutions. Students actively participate in the civil representation of convicted individuals in the Western District of New York's Federal Reentry Court, where they gain legal experience addressing the civil legal needs of clients who have criminal justice issues.

Albany

"New Beginnings" is a reentry program for inmates in the Albany County jail to assist in navigating the civil disabilities that occur as a collateral consequence of arrest and conviction. The program aims to reduce recidivism by providing inmates with resources prior to release to secure housing, employment, health care and other benefits.

New Beginnings is based on a tablet program created by Albany Law School student Elena Kilcullen to provide inmates with information on finding housing, support services, and a job. The tablet also provides website links for essentials of life services. The program is loaded onto a tablet that is provided to each inmate. Significantly, the county jail assigns a case worker to each inmate shortly after arrest, and with the aid of the New Beginnings tablet, aims to set up employment and housing prior to release. New Beginnings is one of the first programs in New York State that provides reentry services prior to release.

Queens

CUNY School of Law has a program to train students on how to address civil issues arising in the context of criminal justice matters. The Defenders Clinic represents clients in a variety of criminal-related contexts.

In the Defenders Clinic's misdemeanor practice, students are exposed to the civil impact of criminal involvement. Clients often face collateral consequences, such as suspension from employment and/or school, and can be subject to proceedings in immigration and family courts. Students help their clients navigate these related systems. As a separate component of work, students help to mitigate the long-term effects of criminal involvement by assisting clients with applications for sealing decades-old criminal convictions under newly enacted sealing provisions.

Students in the Defenders Clinic provide holistic, parole and clemency representation to clients who have been sentenced to long periods of incarceration in New York prisons. As part of the representation, students help clients begin to develop a reentry plan for life after incarceration. Once clients are released, students assist them in navigating the barriers they face in obtaining housing, benefits, employment, and medical care.

New York City

The Legal Aid Society (LAS) has developed many tools to educate clients about the civil ramifications of their conviction. For example, immigration specialists at LAS are available 24/7, to provide guidance, as soon as arraignment, on the immigration consequences associated

with criminal charges. Similarly, employment specialists are available to assist criminal defense attorneys with information about employment rights. At Rikers Island, civil practitioners are available to connect inmates with community resources. Because many individuals at Rikers are being detained prior to any court proceeding, civil practitioners can assist with essential civil legal needs during detention, such as childcare. The Returning Home Project connects individuals leaving prisons with the services they will need to manage collateral consequences resulting from incarceration.

Each of these programs is collaborative. Partnerships with other service providers are crucial to their ability to provide services. The Work Group explored new ideas for expanding the role of law schools, in partnership with legal services providers, to effect positive change through direct services, advocacy, and policy reform proposals as detailed in the recommendations.

JOINT SESSION OF WORK GROUPS 1 & 2

Introduction:

Raymond H. Brescia

Facilitators:

Jonathan Askin, Founder & Director, Brooklyn Law Incubator and Policy Clinic & Professor, Brooklyn Law School

John Rudikoff, Chief Executive Officer & Managing Director, Center for Urban Business Entrepreneurship (CUBE), Brooklyn Law School

In the afternoon, Work Groups 1 and 2 convened for a Joint Session to address specific legal technology needs identified by two community organizations in response to a statewide Call for Challenges.⁴¹ Professors Jonathan Askin and John Rudikoff facilitated the Joint Session. The two challenges presented were how to: (1) improve tech-based communication with clients, including text messaging or other mobile apps; and (2) track outcomes of limited-scope work, such as brief advice, performed on behalf of clients.

Legal Assistance of Western New York, Inc. and Her Justice are each exploring innovative ways to integrate technology into client communications and outcomes tracking of limited-scope work. To promote discussion with participants to identify potential solutions, a representative from each organization described projects underway, as well as the successes and challenges encountered in introducing technology tools and platforms into practice. They also shared anecdotal experiences.

Based on the discussion, the following challenges were presented during the closing plenary session:

- Identify a mechanism to assess outcomes and impacts of legal services. Legal services providers are serving more clients, often in limited capacities, and need methods for evaluating and tracking the outcomes of these services.
- Identify a mechanism for secure, simple and reliable communications between service providers and clients. Leverage current text messaging practices.

- Create a statewide repository for the access-to-justice community to share best practices that serves to improve efficiencies by reducing replication and redundancies, while preserving client confidences.
- Support creation of a national clearinghouse of successful models of technology platforms and tools.
- Build a global data commons to enable providers to share information to advance technology and research efforts focused on access to justice.

CLOSING PLENARY SESSION

Dean Diller thanked all the participants, panelists and facilitators for the important work at the Conference that will inform law school efforts and projects to advance access to justice. He then invited the Work Group facilitators to report on their sessions and present their groups' recommendations as detailed in this report. In conclusion, Dean Diller encouraged participants to continue their conversations throughout the year to advance collaborations among legal service providers, community organizations, technology innovators, and law schools.

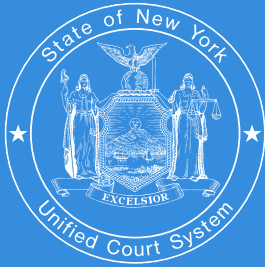
Ms. Barnett closed the Conference remarking that this was the best one yet, applauding Dean Diller for his leadership, recognizing the organizers, facilitators, panelists and presenters for their hard work, and thanking the participants for their enthusiastic participation.

ENDNOTES

- 1 See Synopsis of Work Group 4 Discussion, *infra* at 24-27.
- 2 The Permanent Commission encourages all stakeholders in New York’s legal system to work together to expand access to justice and has convened the annual law school conference to encourage and promote collaborations among New York’s law schools, and among legal services providers, the private bar and the courts. In 2011, a survey of New York’s 15 law schools showed that law schools have great range and depth in programming that address access to justice issues, including curricular offerings, student pro bono projects, and law school support for summer and post-graduate legal work on behalf of low-income clients. In 2012, the inaugural conference was convened at the Benjamin N. Cardozo School of Law, entitled “A Conversation About the Role of Law Schools in Helping Meet the Essential Civil Legal Needs of Low-Income New Yorkers.” That Conference, organized into Work Groups that examined various aspects of law school programs and activities that broaden community access to justice, produced recommendations for further action. This became the model for the annual law school access to justice conference. It was at the 2012 Law School Conference that then-Chief Judge Jonathan Lippman announced the 50-hour pro bono work requirement for all law graduates seeking admission to the New York bar. Reports from the Annual Law School Conferences are contained in Appendix 15 to the respective Annual Report to the Chief Judge from 2012–2015, in Appendix 10 to the 2016 Annual Report, Appendix 9 to the 2017 Annual Report, and Appendix 11 to the 2018 Annual Report, all available at <http://ww2.nycourts.gov/accesstojusticecommission/annual.shtml>.
- 3 The 2019 Conference Program is annexed as Exhibit 1.
- 4 Remarks of Hon. Janet DiFiore, Chief Judge of the State of New York, on file with the Permanent Commission.
- 5 *Id.*
- 6 *Id.*
- 7 See, e.g., <https://www.law360.com/articles/1166433/how-hackathons-are-helping-to-decode-the-justice-gap>.
- 8 See List of Student Tech Project Demonstrations annexed as Exhibit 2.
- 9 The 2017 Strategic Action Plan is available at <http://ww2.nycourts.gov/accesstojusticecommission/sap.shtml>.
- 10 See 2018 Annual Report at 23-24, available at http://ww2.nycourts.gov/sites/default/files/document/files/2018-12/18_ATJ-Comission_Report.pdf.
- 11 See *id.*, at 20-21.
- 12 The March 29, 2019 program from the Siben & Siben Conference on Plain Language and Simplification is available at <https://lawevents.hofstra.edu/index.php?eID=3301>.
- 13 The Report from the May 2018 Law School Access to Justice Conference is available beginning on page 417 at http://ww2.nycourts.gov/sites/default/files/document/files/2019-02/18_ATJ-Comission_Report-Appendices.pdf.
- 14 The Statewide Law School Access to Justice Council was established in 2013 based on a recommendation from the 2012 Law School Conference and includes members from all 15 law schools, representatives of legal services providers, members of the Permanent Commission, and a representative of the New York State Bar Association.
- 15 Data available from Legal Outreach at <https://legaloutreach.org/>.
- 16 See *supra* note 2.
- 17 *The Queen v. Dudley and Stephens* is available at <https://la.utexas.edu/users/jmciver/357L/QueenvDS.PDF>.
- 18 See Indiana Civil Legal Needs Study and Legal Aid System Scan, available at <https://www.repository.law.indiana.edu/facbooks/206/>.

- 19 See <https://www.srln.org/>.
- 20 See <https://ncforaj.org/>.
- 21 See <https://a2jlab.org/>
- 22 See *supra* note 18.
- 23 The Indiana study cost \$50,000 and contained several other dimensions, including stakeholder surveys and archival studies of self-represented litigants.
- 24 See <https://ncforaj.org/justiceindex/>.
- 25 See <https://ncforaj.org/research/the-outcomes-project-tracking-outcomes-a-guide-for-civil-legal-aid-providers-funders/>.
- 26 See *supra* note 19.
- 27 See <https://ncforaj.org/research/the-outcomes-project-tracking-outcomes-a-guide-for-civil-legal-aid-providers-funders/>.
- 28 See <https://www.law.columbia.edu/clinics/community-advocacy-lab>.
- 29 For background on RTC/UAL see <https://www1.nyc.gov/site/hra/help/legal-services-for-tenants.page>; <https://www.evictionfreenyc.org/en-US/>.
- 30 See http://ww2.nycourts.gov/sites/default/files/document/files/2019-02/19_SOJ-Speech.pdf at 17.
- 31 See <https://www1.nyc.gov/assets/hra/downloads/pdf/services/civiljustice/OCJ-Annual-Report-2018.pdf> at 16.
- 32 The New York City Office of Civil Justice (OCJ) overseeing the rollout of RTC/UAL has focused on providing representation for litigants in eviction proceedings in certain zip codes for ease of implementation because the court system collects data by zip code. The zip codes guaranteed representation (which cover 20-30% of the City) were selected based on the actual number of evictions by City Marshals, the prevalence of rent-regulated housing, and shelter entry rates. According to the OCJ, 250,000 people have received assistance with housing cases since the RTC/UAL was implemented. See Minutes from May 16, 2019 Permanent Commission meeting on file with the Permanent Commission.
- 33 RTC NYC Coalition Law School Survey annexed in Exhibit 3.
- 34 RTC NYC Coalition and Pro Bono Net Practitioner Survey annexed in Exhibit 4.
- 35 See, e.g., <https://www.justfix.nyc/>.
- 36 See NYSBA Urges Legislature and Governor to Establish a First-in-the-Nation Statutory Right to Counsel in New York Immigration Proceedings (June 17, 2019), available at <https://www.nysba.org/CustomTemplates/SecondaryStandard.aspx?id=94435>.
- 37 See <https://www.newamericans.ny.gov/about/governor.html>.
- 38 See Community Interpreter Interns Ignite Change (2019), available at <https://www1.villanova.edu/villanova/artsci/newsevents/2019/0408.html>.
- 39 See Brooklyn Native Faras '17 Helps Immigrants Achieve Legal Status, available at <https://www.albanylaw.edu/students/spotlight/Pages/Brooklyn-Native-Faras-17-Helps-Immigrants-Achieve-Legal-Status.aspx>.
- 40 As defined by the Immigration and Nationality Act at 8 USC Section 1292.1[a][3] (essentially a person of "good moral character.")
- 41 The Call for Challenges circulated by Professor Brescia is annexed as Exhibit 5.

**EXHIBIT 1:
EIGHTH ANNUAL LAW SCHOOL
CONFERENCE PROGRAM**



EIGHTH ANNUAL LAW SCHOOL
**ACCESS TO JUSTICE
CONFERENCE**

THE ROLE OF NEW YORK'S LAW SCHOOLS IN
HELPING MEET THE ESSENTIAL CIVIL LEGAL
NEEDS OF LOW-INCOME NEW YORKERS

CONVENED BY THE NEW YORK STATE
PERMANENT COMMISSION ON ACCESS TO JUSTICE
AT BROOKLYN LAW SCHOOL
BROOKLYN, NEW YORK

MAY 14, 2019



EIGHTH ANNUAL LAW SCHOOL

ACCESS TO JUSTICE CONFERENCE

THE ROLE OF NEW YORK'S LAW SCHOOLS IN HELPING MEET THE ESSENTIAL CIVIL LEGAL NEEDS OF LOW-INCOME NEW YORKERS

9:00-9:30 am **Registration and Check-In** **Student Lounge**
Light Refreshments

9:30-10:00 am **Welcome and Introductions** **Jerome Prince Moot Court Room**

Helaine M. Barnett
Chair, New York State Permanent Commission on Access to Justice

Maryellen Fullerton
Interim Dean, Brooklyn Law School

Opening Remarks **Hon. Janet DiFiore**
Chief Judge of the State of New York

10:00-11:15 am **Plenary Session** **Jerome Prince Moot Court Room**

Law School Innovations: Leveraging Technology and Data to Expand Access to Justice

Introduction **Matthew Diller**

Dean and Paul Fuller Professor of Law, Fordham University School of Law; Chair, Law School Involvement Working Group, New York State Permanent Commission on Access to Justice

The plenary panelists will explore what law schools can learn from legal services providers, funders, researchers and technologists about how to create effective pipelines for the development of legal technology projects that expand and enhance access to justice. The panelists will discuss how law schools can (a) work with community partners to cultivate partnerships for legal tech projects, (b) plan and evaluate legal tech projects for development, (c) educate and engage students, and (d) consider the concerns and risks involved with legal tech projects.

Plenary Panel Moderator **Jennifer Gundlach**
Emily and Stephen Mendel Distinguished Professor of Law & Clinical Professor of Law, Maurice A. Deane School of Law at Hofstra University

Panel **Quisquella Addison**
Program Director, LawHelpNY, Pro Bono Net

Raymond H. Brescia
Hon. Harold R. Tyler Chair in Law and Technology & Professor of Law, Albany Law School

Renee L. Danser
Associate Director of Research and Strategic Partnerships, Access to Justice Lab, Harvard Law School

Lillian M. Moy
Executive Director, Legal Aid Society of Northeastern New York, Inc.

James J. Sandman
President, Legal Services Corporation

PROGRAM

11:20-11:50 am **Mid-Morning Briefing** **Jerome Prince Moot Court Room**

Implementing the Permanent Commission’s Strategic Action Plan to Provide Effective Assistance to All New Yorkers in Need: Report on Local Access to Justice Initiatives

Helaine M. Barnett
Chair, New York State Permanent Commission on Access to Justice

Integrating Plain Language in New York’s Law Schools

Hon. Fern A. Fisher
Special Assistant to the Dean for Social Justice Initiatives,
Maurice A. Deane School of Law at Hofstra University

Statewide Law School Access to Justice Council’s Diversity Pipeline Initiative in Collaboration with Law School Admission Council (LSAC), Legal Outreach and New York’s 15 Law Schools

James B. O’Neal
Co-Founder and Executive Director, Legal Outreach, Inc.

Isadora Jaffee
J.D. Candidate, CUNY School of Law, Class of 2021;
Diversity Pipeline Instructor, Legal Outreach, Inc

Miyoshie Lamothe-Aime
J.D. Candidate, Fordham University School of Law, Class of 2019;
Diversity Pipeline Instructor, Legal Outreach, Inc.

Pharoah Sutton-Jackson
J.D. Candidate, St. John’s University School of Law, Class of 2021;
Diversity Pipeline Instructor, Legal Outreach, Inc.

12:00-1:30 pm **WORK GROUP SESSIONS: PART I** **Concurrent Sessions**

Work Group 1 **How Law Schools and Community Practitioners are Developing Innovative Technology Solutions that Address the Justice Gap** **Room 601**

Facilitators **Raymond H. Brescia**
Hon. Harold R. Tyler Chair in Law and Technology & Professor of Law, Albany Law School

Panel **Felicity V. Conrad**
Co-Founder & Chief Executive Officer, Paladin

Matthew M. D’Amore
Associate Dean, Cornell Tech & Professor of the Practice, Cornell Law School

Dan Jackson
Executive Director, NuLawLab, Northeastern University School of Law

Ignacio Jaureguilorda
Director, Jonathan Lippman Access to Justice Fellowship & Legal Hand

Aimee Latorre
LiveHelp Program Coordinator, LawHelpNY.org, Pro Bono Net

Joseph Rosenberg
Professor, CUNY School of Law & Supervising Attorney, Main Street Legal Services, Inc.

The Work Group panelists are engaged in innovative projects designed to harness advances in legal technology to promote access to justice. The panelists will discuss their experiences using legal technology to further the goal of closing the justice gap. The panelists will explore best practices, challenges, cautions, risks, rewards, the skills law students need to develop and the future of legal tech to expand access to justice, with the Work Group participants.

PROGRAM

Work Group 2 **Access-to-Justice Research is Expanding:
What's Now, What's Next and How it Matters to Us All** **Room 603**

Facilitators **David Udell**
Executive Director, National Center for Access to Justice at Fordham University School of Law

Panel **Colleen F. Shanahan**
Associate Clinical Professor of Law, Columbia Law School

James J. Sandman
President, Legal Services Corporation

Neil Steinkamp
Consultant, New York State Permanent Commission on Access to Justice; Managing Director,
Stout Risius Ross, LLC

Victor D. Quintanilla
Indiana University Bicentennial Professor; Professor of Law; Co-Director, Center for Law, Society
& Culture, Maurer School of Law at Indiana University

Research on access to justice is suddenly robust. Methodologies in the field include court observing, administrative data tracking, outcomes tracking, people-centered surveying, geographic information system (GIS) mapping, policy mapping, internet scraping, relying on big data, using automated systems and other new technologies, conducting randomized controlled trials, and integrating perspectives of researchers from across academic disciplines.

Projects led by law professors and social science researchers, often involving students, are evaluating unmet needs, studying how legal assistance makes a difference and examining the importance of models for legal education and pro bono service. Legal aid providers are undertaking projects to learn more about clients' circumstances, to consider desirable allocations of resources and to make the case to funders and the public about the importance of civil justice. Courts are considering new methods for tracking and understanding the concerns of people without legal representation. Funders are seeking data to illuminate trends in need, quality of services, and outcomes achieved.

The Work Group will address the questions we most want answered: what's missing, what's happening now, what's likely to happen next and how the new research matters.

PROGRAM

Work Group 3 **Innovative Approaches to Housing Justice Advocacy: Collaborating to Fulfill the Promise of New York City’s Right to Counsel in Eviction Proceedings**

Room 602

Facilitator

Andrew Scherer

Policy Director, Impact Center for Public Interest Law & Visiting Associate Professor, New York Law School

As increasing numbers of tenants are represented by counsel and the culture in Housing Court transforms, collaborations among law schools, legal services providers and other advocates are striving to support effective advocacy and make Housing Court a place of fairness and justice.

In the first segment of the Work Group session, there will be presentations on two recent studies: (1) an update to the 2018 survey on how New York law schools are training housing lawyers that will provide a reference point to evaluate changes and adaptations by the law schools over the past year, and (2) the findings of a Right to Counsel NYC Coalition survey of housing attorneys, with up to five years’ experience in practice at nonprofit legal services providers, on their views of what is needed from law schools and the legal services providers to ensure they can deliver the highest quality representation to tenants.

The presentations will be followed by a roundtable discussion on how to best collaborate and respond to the need for preparation, training and support for advocates; the success of new models and best practices; and the changes in the Housing Court and housing practice already underway and those projected to come

Presenters

William Whalen

Director, Municipal Employees Legal Services

Jessica Penkoff

Pro Bono & Strategic Initiatives Coordinator, Pro Bono Net

Roundtable Panelists

Marika Dias

Director, Tenant Rights Coalition, Legal Services NYC

Dan Kass

Co-Founder & Executive Director, JustFix.nyc

Hon. Jean T. Schneider

Citywide Supervising Judge, New York City Housing Court

Kerri-Ann Wright

Director of Training, The Legal Aid Society; Member, Advisory Committee, Housing Justice Leadership Institute

Work Group 4 **Challenges and Opportunities in Today's Immigration Landscape:
The Role of Law Schools in Ensuring Access to Counsel
for Immigrant Communities**

Room 605

Facilitators **Beth Lyon**
Clinical Professor of Law & Director, Farmworker Legal Assistance Clinic, Cornell Law School

Sarah Rogerson
Clinical Professor of Law & Director of the Immigration Law Clinic, Albany Law School

Panel **Nermeen Arastu**
Co-Director, Immigrant and Non-Citizen Rights Clinic & Clinical Law Professor,
CUNY School of Law

Dora Galacatos
Executive Director, Feerick Center for Social Justice, Fordham University School of Law

Dr. Laura V. González-Murphy
Director of Immigration Policy & Research, New York Department of State

Theo Liebmann
Clinical Professor & Director of Clinical Programs, Maurice A. Deane School of Law at Hofstra
University

Michele R. Pistone
Director, Clinic for Asylum, Refugee and Emigrant Services (CARES) & Professor of Law,
Charles Widger School of Law, Villanova University

Carmen Maria Rey
Assistant Clinical Professor of Law, Brooklyn Law School

The persistent federal attacks on immigrants' rights ignite chaos and destabilize lives. As there is no right to government-funded representation for immigrants, New York's law students are filling significant service gaps. This Work Group challenges law schools to expand their special role as research centers and practice laboratories to move the State more quickly toward the goal of universal representation. The session will begin with a panel to set forth issues and challenges, highlight projects and engage the participants in developing the milestones toward a goal of universal representation.



Work Group 5 **Law Schools Working in the Community:
Addressing Civil Legal Needs Arising from Entanglement
with the Criminal Justice System** **Room 604**

Facilitators **Connie Mayer**
Associate Dean for Academic Affairs; Raymond & Ella Smith Distinguished Professor of Law;
Director, Law Clinic & Justice Center, Albany Law School

Lillian M. Moy
Executive Director, Legal Aid Society of Northeastern New York, Inc.

Panel **Bernadette Gargano**
Vice Dean for Student Affairs; Director, Re-Entry Practicum, University of Buffalo Law School

Adriene Holder
Attorney-in-Charge, Civil Practice, The Legal Aid Society

Elena Kilcullen
JD & MSW Candidate, Albany Law School, Class of 2019

Nicole Smith-Futrell
Co-Director, Defenders' Clinic & Associate Professor of Law, CUNY School of Law

The Work Group panel will discuss the civil consequences of entanglement with the criminal justice system, such as barriers to employment and housing, health care issues, and immigration issues, among many others, and the lack of civil legal services available to address these issues. The panel will highlight several law school programs that are designed to address these civil legal needs and explore new ideas for expanding the role of law schools, in partnerships with legal services providers, to effect positive change through direct services, advocacy and policy reform proposals.

1:35-2:15 pm **Lunch** **Dining Hall**
Demonstration of Student Tech Projects

PROGRAM

<p>2:25-3:55 pm</p> <p>Joint Session of Work Groups 1 and 2</p> <p>Introduction</p> <p>Facilitators</p>	<p>WORK GROUP SESSIONS: PART II</p> <p>Technology and Research</p> <p>Raymond H. Brescia</p> <p>Jonathan Askin Founder & Director, Brooklyn Law Incubator & Policy Clinic & Professor of Clinical Law, Brooklyn Law School</p> <p>John Rudikoff Chief Executive Officer & Managing Director, Center for Urban Business Entrepreneurship (CUBE), Brooklyn Law School</p> <p>Participants in Work Groups 1 and 2 will convene for a joint session to consider technology-based solutions to challenges selected from the Call for Challenges circulated throughout the legal services community in early spring.</p> <p>The two challenges to be addressed are: (1) how legal services providers can use text messaging and other digital services to stay in touch with and track the outcomes of services provided to clients who receive only brief advice and assistance, and (2) what it might take for New York's legal services providers and law schools to consider the creation of a "Data Commons for Law" that would generate data regarding legal needs and services for low-income and working-poor New Yorkers. Goals of the joint session include considering ways to address these issues and possibly assembling interdisciplinary teams from participants who could pursue development of proposed technology-based solutions to such challenges after the Conference.</p>	<p>Jerome Prince Moot Court Room</p>
<hr/>		
<p>Work Groups 3, 4 and 5</p>	<p>Participants in Work Groups 3, 4 and 5 return to original rooms to develop recommendations and action steps.</p> <p>Work Group 3: Housing</p> <p>Work Group 4: Immigration</p> <p>Work Group 5: Civil Consequences</p>	<p>Room 602</p> <p>Room 605</p> <p>Room 604</p>
<hr/>		
<p>4:05-4:30 pm</p> <p>Concluding Remarks</p>	<p>Closing Plenary Session</p> <p>Dean Matthew Diller Reports from Facilitators of Work Group Sessions</p> <p>Helaine M. Barnett</p>	<p>Jerome Prince Moot Court Room</p>

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Danielle Sorken, Executive Director, Public Service Law Center, Brooklyn Law School

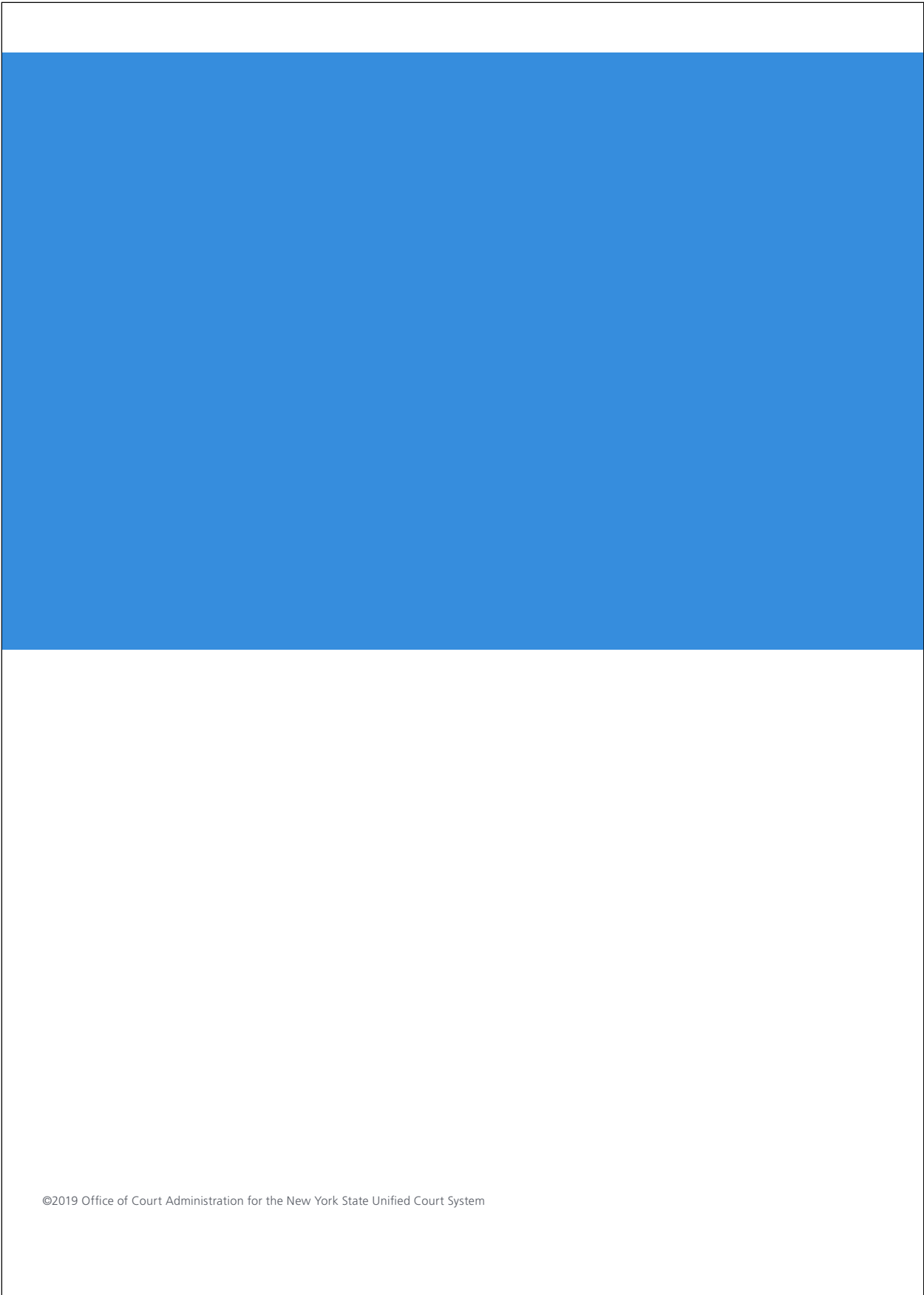
David Udell, Executive Director, National Center for Access to Justice at Fordham University School of Law

ACKNOWLEDGMENTS

The Law School Conference Planning Committee gratefully acknowledges the generosity of Skadden, Arps, Slate, Meagher & Flom LLP for the Conference refreshments catered by Ruth Rosania, Sterling Affair Caterers.

The Law School Conference Planning Committee extends its appreciation to Brooklyn Law School for the expert assistance in preparation for the Conference provided by Linda Harvey, Chief Operating Officer & Chief of Staff; Chris Gibbons, Director of Events & Community Relations; Michael Lacari, Student Events Director; Danielle Sorken, Executive Director of the Public Service Law Center; Alejandra Collado, Program Coordinator of the Public Service Law Center and Jacqueline Cheney, Director of Community Engagement of the Public Service Law Center.

The Committee expresses its thanks to Christopher King, Emily McEvoy and Emma Needham, Litigation Legal Assistants at Sullivan & Cromwell, LLP, and Brooklyn Law School students Kyleen Breslin and Mario Fitzgerald for recording notes during the Conference.



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**EXHIBIT 2:
LIST OF STUDENT TECH
PROJECT DEMONSTRATIONS**

MAY 14 LAW SCHOOL ACCESS TO JUSTICE CONFERENCE

STUDENT TECH PROJECT DEMONSTRATIONS

1:35-2:15 PM

Gratis: Stanton Burke, LL.M Candidate 2019, Cornell Tech and Chris Kruger, M.Eng. Computer Science Candidate 2019, Cornell Tech

Gratis is a software that matches attorneys with pro bono clients. Gratis provides a platform for these parties to communicate and give organizations and clients the tools they need to track and measure their pro bono outcomes. Gratis amplifies pro bono work and increases access to justice.

Gratis was awarded first place in the 2019 CUBE Innovators Invitational.

RAP Revise: Chynna Foucek, Brooklyn Law School

RAP Revise is an online database and tool that allows individuals and their attorneys to access a digital copy of their RAP sheet to review and ensure that updates or changes to an individual's criminal record are properly entered. RAP Revise aims to streamline the process for the review of RAP sheets and rectification of errors by consolidating a series of steps within a single, accessible platform. By creating an online tool for individuals to access their RAP Sheets, RAP Revise seeks to address the inefficiencies within the court system and minimize the negative impact of errors on an individual's livelihood.

RAP Revise was awarded second place in the 2019 CUBE Innovators Invitational.

Blockchain to Narrow the Justice Gap: Steven Deolus, JD Candidate 2020, Brooklyn Law School

One way to address the justice gap is to provide an efficient way to connect available practitioners and low-income Americans. Blockchain would be a solution to help track, connect, and implement smart contracts for services provided to low-income clients. The goal is to use Blockchain as the backbone infrastructure for a front-facing service that categorizes a pre-determined list of legal issues that pro bono clients can select to identify their issues. The legal issues on the Blockchain would be associated with a unique identifiable token that could be transferred to other clients on the occasion that the legal service goes unused. Ultimately, a Blockchain solution would ensure that services do not go unmet and that pro bono hour requirements are fulfilled efficiently.

Legally Found: Dana Lesham, Seray Nalbantoglu & Marisha Thakker, Cornell Tech

Legally Found is a mobile-based platform that gamifies legal information to make it approachable and understandable. It empowers users by creating localized games that inform them about their legal rights in fields like employment and immigration and can also be used to aid in understanding legal processes involved in activities such as starting a business. Conceptualized by a global team of eight women, Legally Found aims to make the law approachable and accessible in an interactive and educational way to increase access to justice.

New Beginnings: Elena Kilcullen, JD/MSW Candidate 2019, Albany Law School

New Beginnings is a unique re-entry program for inmates in the Albany County jail to assist them in navigating the civil disabilities that occur as collateral consequences of arrest and conviction. Inmates are provided with a pre-loaded tablet programmed with information on how

1

to find a job, housing, support services, as well as website links to other resources. Inmates are assigned a case worker and by using the table-based program, can set up employment and housing before release, instead of being released and then trying to find resources. New Beginnings is one of the first programs in New York to provide re-entry services prior to release. The program aims to reduce recidivism by providing inmates with resources to find housing, employment, healthcare and other benefits prior to release.

Warranty of Habitability Damages Calculation Tool: Jordan Fruchter, JD Candidate 2020, Albany Law School

This web-based application is designed to provide low income tenants living in uninhabitable conditions meaningful access to the justice system. A web-based warranty of habitability calculator helps tenants seek damages in the form of a percentage of rent previously paid. Based on the particular issue the tenant is facing and the date notice was provided to the landlord, the program will automatically calculate damages based on New York case law. The program generates an application for the tenant to initiate the suit and a document summarizing the nature of the claim, the applicable law, and a detailed explanation of the damage's calculation for the trial, complete with relevant case citations.

Non-Profit Document Assembly Tool: Julia Kosineski, Pro Bono Scholar, JD Candidate 2019, Albany Law School

Using the A2J Author platform of the Center for Computer-Assisted Legal Instruction (CALI), this web-based tool, designed to be used by lawyers, generates a certificate of incorporation and set of by-laws for a non-profit organized under New York law. The end-user answers a series of questions about the organization the individual wants to form, and the document assembly tool generates the documents in a format that can be filed with the New York Department of State (think Turbo Tax for non-profit incorporation).

Right to Counsel Free Document Assembly Project with Columbia Law School's Lawyering in the Digital Age Clinic: Helin Azizoglu, JD Candidate 2019, Columbia Law School & Noah Schwartz, JD Candidate 2019, Columbia Law School

The Columbia Law School Lawyering in the Digital Age Clinic, now in its 19th year, is engaged in a multi-phase project with The Legal Aid Society to help their attorneys meet the many challenges posed by NYC's historic Right to Counsel initiative (RTC). As part of this first phase, the Clinic was asked to create "free" document assembly processes that allow attorneys in the Bronx office to quickly create well-constructed amended answers that fully leverage the law in the many eviction cases they take on each week to meet their RTC responsibilities. In addition to creating answers quickly, remotely and securely, one of the processes also automatically compiles data generated by the answers that can be used to track trends related to landlords, commonly used defenses and other issues that will become increasingly important as the RTC initiative moves to full scale.

**EXHIBIT 3:
RIGHT TO COUNSEL NYC COALITION
LAW SCHOOL SURVEY**

**ARE LAW SCHOOLS IN NEW YORK STATE AND THE METRO NYC AREA
PREPARED FOR THE ROLL OUT OF “RIGHT-TO-COUNSEL: AN INVENTORY OF
LAW SCHOOL CURRICULUM AS IT PERTAINS TO LANDLORD-TENANT LAW
AND RELATED HOUSING ISSUES.**

May, 2019

Part 1: Methodology

The information presented in this report provides an overview of all landlord-tenant related instruction that NY State and NYC metropolitan area law schools are currently offering their students. All of the information gathered in this report was retrieved through common research methods, mainly through conducting simple online searches and by surveying public interest advisors at each respective law school by email or over the phone. The information gathered was then combined through quantitative methods, to provide aggregate findings. The following table lists the law schools researched in this report.

	Law School	Location
1.	Albany Law School	Albany, NY
2.	Brooklyn Law School	Brooklyn, NY
3.	Columbia Law School	New York, NY
4.	Cornell Law School¹	Ithaca, NY
5.	CUNY School of Law	Queens, NY

¹ Note: Cornell has since been removed from the survey because they were unreachable by phone and email and there were no findings on their school website to suggest they engage in Housing related studies. Furthermore, Cornell, was not included in the original report.

6.	Fordham University School of Law	New York, NY
7.	Hofstra University School of Law	Hempstead, NY
8.	New York Law School	New York, NY
9.	New York University School of Law	New York, NY
10.	Pace University School of Law	White Plains, NY
11.	Rutgers Law School	Newark, NJ
12.	St. John's University School of Law	Queens, NY
13.	Seton Hall University School of Law	Newark, NJ
14.	Syracuse University College of Law	Syracuse, NY
15.	Touro College Law Center	Central Islip, NY
16.	University at Buffalo School of Law	Buffalo, NY
17.	Yeshiva University Benjamin N. Cardozo School of Law	New York, NY

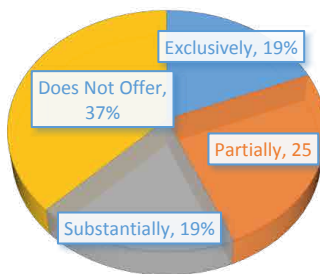
The responses gathered from last year's survey¹ were sent to representatives from each individual law school listed, in order to determine whether any changes have been made since their original response to the survey was collected. The survey collected in 2018 asked the following questions:

1. List courses that include an exclusive or significant focus on landlord-tenant law. Briefly describe the content and frequency of the course offering. Approximately how many students, on average, take the course each year?
2. List in-house clinics that in whole or in part include landlord-tenant matters, including litigation or other client services. Briefly describe types of matters, cases and fora handled by the clinic. Approximately how many students participate in the clinic each year?
3. List externships that include landlord-tenant matters. List placements and briefly describe matters covered. State approximately how many students participate in these externships each year?
4. List any extracurricular activities that include a significant focus on landlord-tenant law such as student-run projects or moot court fact patterns and approximately how many students are involved in these activities each year.
5. List any other experiences provided by the law school that might prepare students for landlord-tenant litigation. Briefly describe each.

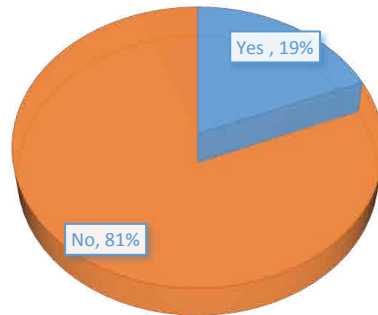
Part 2: Aggregate Findings

The graphs presented below were compiled by combining the information found online with information provided in response to surveys. These statistics provide a general overview on how much landlord-tenant instruction is being offered at NY State and NYC metropolitan area law schools. *Note: Each law school listed in this report provides a mandatory property law course, which touches upon landlord-tenant law. This report is only concerned with courses that provide a significant focus on the landlord-tenant relation specifically. Therefore, mandatory property courses were excluded from the study.*

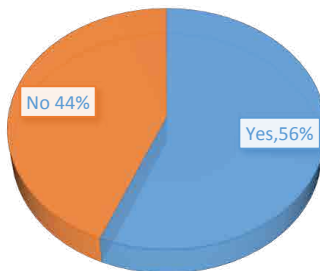
PERCENTAGE OF LAW SCHOOLS THAT OFFER CLINICS THAT EXCLUSIVELY, SUBSTANTIALLY OR PARTIALLY INCLUDE LANDLORD-TENANT MATTERS.



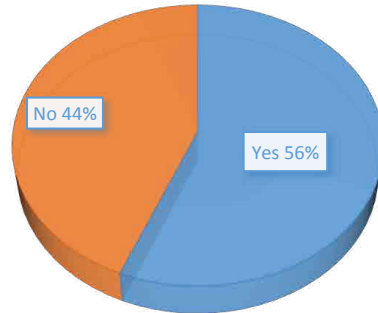
**PERCENTAGE OF LAW SCHOOLS THAT OFFER
EXTERNSHIPS THAT INCLUDE LANDLORD-
TENANT MATTERS**



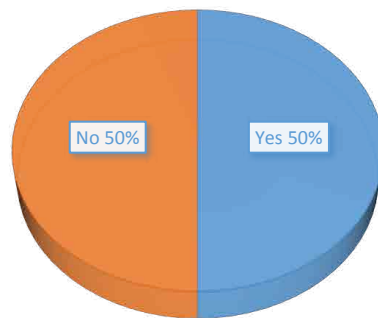
**PERCENTAGE OF LAW SCHOOLS THAT OFFER
COURSES THAT EXCLUSIVELY OR
SIGNIFICANTLY ADDRESS LANDLORD-TENANT
LAW**



**PERCENTAGE OF LAW SCHOOLS THAT OFFER
EXTRACURRICULAR ACTIVITIES INVOLVING
LANDLORD-TENANT MATTERS**



**PERCENTAGE OF LAW SCHOOLS THAT OFFER
POST-GRADUATE MECHANISMS FOR
PLACEMENTS IN LANDLORD-TENANT LAW**



²

² Please note there was no standard created to determine how to evaluate whether a school's clinics, courses', externships or extracurricular activities were "exclusive", "substantial" or "partial" and the pie graphs may vary from year to year.

CHANGES IN LANDLORD-TENANT RELATED INSTRUCTION:

Since publication of the May 2018 Inventory of Landlord-Tenant Law Related Instruction at New York State and Metro NYC Area Law Schools, the following Schools have implemented or offered new Clinics, Courses, Externships, Extracurricular Activities, Post-Graduate Mechanisms or other Additional Resources:

1. Brooklyn Law School :

- i. Clinic: CED
- ii. Courses:
 - 1. Advance Civil Litigation
 - 2. NY Civil Practice
- iii. Extracurricular Activities:
 - 1. Pro- Bono Project with the Pro-Se Landlord Harassment and Repair Clinic

2. Columbia Law School:

- i. Clinic:
 - 1. Tenant Rights Project works with SRO Law Project
 - 2. Manhattan Legal Services Housing Intake Clinic
 - 3. Lenox Hill Neighborhood House
 - 4. Tenant Advice Clinic

3. Fordham Law School:

- i. Courses:
 - 1. State and Government Law
- ii. Externship:
 - 1. Housing Litigation Externship
- iii. Post Grad:
 - 1. Bi-weekly Trainings which are geared toward practicing attorney's although students are invited.
 - 2. HJI- attorney mentorship program
 - 3. Public Interest Resource Center
- iv. Additional Resources:
 - 1. "Kirpalani Summer Fellowship" in housing law.

4. **Hofstra Law School:**
 - i. Clinic:
 1. CED
 - ii. Courses:
 1. Housing Litigation Skill Course
 2. Special Problems in Housing Course
5. **New York Law School** now offers a night Landlord & Tenant course.
6. **New York University Law School:**
 - i. Externship:
 1. Housing Law internship
7. **Saint John's University School of Law:**
 - i. Externship:
 1. JASA/Legal Services for the elderly, which will focus on Landlord and tenant/ housing issues
 - ii. Extracurricular:
 1. Real Property Law Society hosts a number of events, some of which focus on housing topics
8. **Seton Hall University School of Law:**
 - i. Clinic:
 1. Health Justice, which deals with housing issues, so long as the housing issue is intertwined with health justice issues. (i.e. danger to life conditions)
 - ii. Courses:
 1. Landlord and Tenant Law
 - a. NOTE: Their property law required 1L course contains Landlord & tenant aspects
9. **Touro College Law Center:**
 - i. Post-Graduate Mechanisms:
 1. Pro-Bono Scholars geared toward alumni – currently discussing Civil Right to Council Issues [Guest speaker: Andrew Scherer]
10. **CUNY School of Law:**
 - i. Course:
 1. N.Y. Landlord and tenant law
 - ii. Clinic:
 1. Housing Justice Practicum (Clinic +Externship placement)
 - 2.

11. University at Buffalo School of Law:

i. Externship:

1. Center for Elder Law and Justice (specifically geared to clients 60+ years of age facing housing matters, which include eviction)
2. Legal Aid Bureau of Buffalo
3. ****Pro-Bono Scholar ****- is an intended program which would place students that have taken the February Bar Exam in a full-time job placement in a legal services organization from March to May

ii. Extracurricular:

1. Attorney of the Morning (in Buffalo City Court)- students do intake for the limited scope legal service program
2. Housing Helpline at Volunteer Lawyers Project – for individuals outside the city of Buffalo facing eviction in Erie County.

APPENDIX: Law School Profiles

Albany Law School

Note: The following information is based on the 2018 survey responses. The listed contact,

Nancy Maurer, was unreachable. Contact: Nancy Maurer: Director of the Field Placement Clinic:

nmaur@albanylaw.edu

Clinics

- Albany does not provide clinics with an exclusive focus on landlord-tenant law, however the following clinics do touch upon landlord-tenant law incidentally:
- 1) Family Violence Litigation Clinic, 2) Health Law Clinic, 3) Immigration Law Clinic, & 4) Community Development Clinic
- 8 students participated in each clinic each semester (64/year)

Courses

- Poverty Law Seminar: includes a significant focus on "Eviction Defense" - This is a new course beginning in the Spring of 2018

Externships

- The following externships are offered each semester and provide a significant focus on landlord-tenant matters: Legal Aid Society of NENY, Empire Justice Center, The Legal Project (foreclosure relief), Disability Rights NY, Albany Housing Authority - Approximately 1-5 students each semester
- Pro Bono Scholars Program: 2 full-time placements each year from the focus on Landlord-Tenant Law

Extracurricular Activities

- Albany Law Landlord-Tenant Pro Bono Society Project
- Albany County Family Court Helpdesk

Post Graduate Mechanisms

- N/A

Additional Resources

- Moot Court Program: Students compete in Arbitration, Civil and Criminal trial teams, and Appellate practice

Brooklyn Law School

Note: The following information was collected based on the 2018 survey responses and 2019 email correspondence. Contact: Danielle Sorken: Executive Director, Public Service Law Center; danielle.sorken@brooklaw.edu

Clinics

- The Housing Rights Clinic with MFJ, 6 students
- Helping Elders Through Litigation and Policy, 5 students
- Disability and Civil Rights Clinic - students work in teams of 2
- Community Development Clinic**

Courses

- The Landlord/Tenant Litigation Seminar, (the Fall Semester is **tenant- oriented**) and Spring Semester (**landlord oriented**),15-25 students
- Advanced Civil Litigation**
- New York Civil Practice**

Externships

- Brooklyn Law provides housing externship placements with Legal Services, Legal Aid, NYLAG, MFJ, HCC, Goddard Riverside, CAMBA, among others; usually have 5 or 6 students in these placements

Extracurricular Activities

- Brooklyn has a pro bono project with Brooklyn Legal Services that works on HP Actions, 6-12 students: **Pro bono project with the Pro Se Landlord Harassment and Repairs Clinic**

Post Graduate Mechanisms

- Brooklyn Law provides a 12-month program for 12 months where students work in the public sector part time; usually 1-2 students out of a dozen use their placement in housing; they also usually have 1-2 Pro Bono Scholars working in housing

Additional Resources

- The Edward V. Sparer Public Interest Law Summer Fellowship, which prepares lawyers to work for social justice and the greater good.
- Brooklyn Law also provides an introduction to Public Interest Lawyering Course, which examines the history, strategies and ethics of public interest lawyers

Columbia Law School

Note: The following information was collected based on the 2018 survey responses and 2019 email correspondence. Courses and Additional Resources have been omitted. Contact: Laren Spierer, Director, Pro Bono Programs; laren.spirer@law.columbia.edu; (212) 854-1448

Clinics

- The following clinics partly focus upon landlord-tenant matters: Immigration Rights Clinic, and Lawyering in the Digital Age Clinic
- The Lawyering in the Digital Age Clinic is limited to 16 students per semester (32 per year)
- **Tenant rights project works with SRO Law Project. The Legal Aid Society and NMIC Legal Services to allow students to participate at local community organizations in all aspects of low-income tenant representations. (students are selected based on their application and the clinic's needs)**
- Manhattan Legal Services HOusing Intake Clinic (4 students)**
- Lenox Hill Neighborhood House: Lawyer-For-the-Day Clinic at the Harlem Community Justice Center (3-5 Students)**
- Tenant Advice Clinic (4 students)**

Externships

- The Bronx Defenders Externship works holistically, and one of the issues they focus on is housing

Extracurricular Activities

- The Tenants' Rights Project is a student group that runs two pro bono projects related to landlord/tenant law: 1) SRO Law Project and NMIC Legal Services, and 2) Manhattan Legal Services Housing Intake Clinic
- Approximately 12 students participate in each project per semester

Post Graduate Mechanisms

- Columbia works with students to apply for EJW and Skadden Fellowships, both of which could focus on landlord-tenant matters
- Columbia offers the following post-graduate fellowships that focus upon public interest matters: 1) Herbert and Nell Singer Social Justice Fellowship (2018), 2) Kirkland & Ellis New York City Public Service Fellowship (2018), and 3) Public Interest and Government Fellowship (2018)

CUNY School of Law

Note: The following information was collected based on the 2018 survey responses and 2019 email correspondence. Contact: Donna Lee, Associate Dean of Clinical Programs, lee@mail.law.cuny.edu

Clinics

- Community Economic Devloptment Clinic -partners with community led organizations to address structural inequalities in NYC through transactional representation, litigation, community legal education, and policy reform. Students provide legal assistance to tenant organizatioons that are fighting to preserve affordable housing, particularly in gentrified areas of the city.
- Housing Justice Practicum - Offered to 3L students for the purpose of training students to become effective tenant advocates upon graduation. The course is comprised of a seminar and an externship at a legal services provider.**

Courses

- "New York Landlord-Tenant Law" which specifically focuses upon landlord-tenant matters in New York

Externships

- CED Clinic provides housing in various Firms that are invloved with litigation ofn behalf of Tenant Organizations as well as placement at DC37.

Post Graduate Mechanisms

- N/A

Additional Resources

- N/A

Fordham University School of Law

Note: The following information was collected based on the 2018 survey responses and 2019 email correspondence. “Clinics” category has been omitted. Contact: Leah Horowitz, Director of Student Organizations and Publicity, Public Interest Resource Center; lhorowitz2@law.fordham.edu

Courses

- Affordable Housing, Law Practice & Policy
- Land Use Law
- Law of the City of New York
- State and Government Law**

Externships

- Housing Litigation Externship -NEW-** students work at **Bronx Legal Services or Housing Conservation Coordinators, Inc.** to represent low income tenants in eviction proceedings. externship provides direct clinic contact and court appearances in NYC housing courts. The seminar portion of the externship explores the history of rent regulation in NYC, new regulation and basic principles of Landlord-tenant law.

Extracurricular Activities

- The Housing Advocacy Project (HAP), has an active board comprised of seven student leaders. They have approximately 63 student members. HAP regularly hosts events and panels related to landlord-tenant law, and they have also been involved in larger school efforts to get the word out about this work and coordinate programs such as the externship housing program.
- In Partnership with HAP, HCC invites interested students to shadow attorney's at their weekly Monday Night intake clinic.
- Fordham also has the Urban Law Center which hosts programming related to this work. It's newly created Housing Justice Initiative is a collaboration of the Urban Law Center, the Public Interest Resource Center and HAP.

Post Graduate Mechanisms

- HJI(Housing Justice Initiative) provides an attorney mentor.**
- Public Interst Resource Center**
- Bi-weekly trainings tha focus on numerous areas related to housing law practice. (open to students but geared toward practicing attorney's)**

Additional Resources

- Fellowship Opportunity-"Kirpalani Summer Fellowship in Housing Law- grants a stipend between \$4500 and \$5000 to do housing related work with a non-profit or government agency for the summer.**
- HJI attorney mentorship program**

New York University School of Law

Note: The following information was collected based on the 2018 survey responses and 2019 email correspondence. "Clinic" category omitted. Contact: Sarah Hudson-Plush; Associate Director Public Interest Law Center; sarah.hudsonplush@nyu.edu; 212.992.6177

Courses

- 1L Reading Group: Housing Court and Housing Instability: Evictions, Legal Services for Tenants, and Court Reform - "The reading group will explore the causes and consequences of housing instability for low and moderate income families, and assess the role that landlord tenant law, the structure and procedures of housing court, and the presence or absence of legal assistance for tenants play in housing instability"^{vii}

Externships

- Students participating in the Pro Bono Scholars Program have the option of partnering with organizations that provide housing legal services
- Housing Law Externship with Legal Aid Society - students will learn Housing Court Procedure, substantive laws pertainign to the various types of housing in NYC, ethical rules in working with low-income clients, the role of historic pattern of inequality based on race, gender combined with economic inequality to compound the impact of impending eviction. (limited to 10 students)**

Extracurricular Activities

- Research, Education & Advocacy to Combat Homelessness (REACH) is a student organization dedicated to directly serving the local homeless community and raising the profile of poverty law issues within the law school. REACH operates 2 weekly clinics in soup kitchens near NYU, where law students provide advice and referral on a wide range of issues including housing, public benefits, and health-related matters. REACH also publishes a comprehensive manual and organizes speakers and panels on issues relevant to poverty law
- 1L Reading Group: *Gentrification and its Challenges to the Law and Fair Housing Act*

Post Graduate Mechanisms

- NYU has had several Poverty Justice Solutions Fellows and has had Equal Justice Works and Skadden Fellows who focus on housing work. NYU also has fellowships restricted to NYU graduates including the Kirkland & Ellis Public Service Fellowship, the NYU Public Interest Project Fellowship, and the NYU Reproductive Justice and Women's Rights Fellowship, all of which provide the option of pursuing landlord-tenant-related work

Additional Resources

- NYU Furman Center- a joint center of the NYU School of Law and Robert F. Wagner Graduate school of public service

St. John's University School of Law

Note: The following information was collected based on the 2018 survey responses and 2019 email correspondence.

Contact: Robert Sein: Director, Mattone Family Institute for Real Estate Law; seinr@stjohns.edu

Clinics

- N/A

Courses

- N/A

Externships

- St. John's students have participated with the following organizations that have a significant focus on landlord-tenant matters: NYC Housing Court: Queens County, Brooklyn Legal Services, Queens Legal Services, Brooklyn Volunteer Lawyers Project, NYLAG and Legal Aid Society - Housing Unit.
- One student per externship
- JASA/Legal Services for the Elderly in Queens, which will focus on landlord-tenant/housing issues.

Extracurricular Activities

- Dispute Resolution Society (DRS) educates students about negotiation and mediation, and in recent years there have been competition fact patterns that relate to landlord-tenant matters
- The Real Property Law Society hosts events on real estate topics, which may include landlord-tenant and Housing Court matters. For example, in February 2019, the Honorable John S. Lansden, Supervising Judge of Queens County Housing Court, gave a talk to students regarding career paths in landlord-tenant law, including in the field of tenant advocacy, and Housing Court practice. Topics discussed included the RTC legislation and career opportunities for students arising therefrom.

Post Graduate Mechanisms

- The Public Service Fellowship Program: Placements in this program may include organizations with a focus on landlord-tenant matters. In recent years, one student was placed in NYC Housing Court.

Additional Resources

- The following in-house organizations prepare students on areas of property law and in some instances landlord-tenant law: The Mattone Family Institute for Real Estate Law, Real Property Law Society (100 students), Public Interest Fellowships, and the Pro Bono Service Project
- We have included a link to the RTC Jobs Board on our student jobs board.

University at Buffalo School of Law

Note: The following information was collected based on the 2018 survey responses and 2019 email correspondence.

Contact: Melinda R. Saran: Vice Dean for Social Justice Initiatives (Externship Director);
saran@buffalo.edu

Clinics

- N/A

Courses

- N/A

Externships

- Center for Elder Law & Justice - for individuals aged 60 and older, housing matters including eviction and landlord/tenant disputes
- Legal Aid Bureau of Buffalo - landlord/tenant matters
- Neighborhood Legal Service: Attorney of the morning in Buffalo City Court - evictions & condition defense
- Volunteer Lawyers Project: Attorney of the morning in Buffalo City Court - evictions & condition defense
- 4 -5 students per year; 1 -2 per semester, including summers
- Also may be a Pro Bono Scholar - NYS Court Program where students take the bar in February and then work full-time in a legal services organization from March - May

Extracurricular Activities

- Attorney of the Morning in Buffalo City Court. Run alternately by Volunteer Lawyers Project and Neighborhood Legal Services, students do the intakes for this limited scope legal service program for income-eligible individuals facing eviction in Buffalo. - 10 Students per semester outside of Externs
- Housing Helpline at Volunteer Lawyers Project for individuals outside the City of Buffalo facing eviction in Erie County. At least one student helps with intakes each semester.

Post Graduate Mechanisms

- N/A

Additional Resources

- Students are exposed to landlord-tenant instruction when participating in Fighting Poverty in Buffalo, Local Government Law, Regional Economic Development and the Pro Bono Scholars Seminar, and Greening Buffalo

Yeshiva University Benjamin N. Cardozo School of Law

Note: The following information was collected based on the 2018 survey responses and 2019 email correspondence. Contact: Jackie Cheney: Director, Center for Public Service Law; Jacqueline.cheney@yu.edu

Clinics

- Cardozo's Bet Tzedek Civil Litigation Clinic has 14-16 law student participants each year and handles a limited number of landlord-tenant and related matters for individuals with disabilities or older adults
- Additionally, in the Alternative Dispute Resolution Seminar/Mediation Clinic, students serve as mediators in different types of disputes, including disputes between landlords and tenants

Courses

- Housing Policy
- Community Development
- Children/Race/Poverty
- Poverty & the Law
- Skills-based courses like Trial Advocacy, Negotiation, Interviewing & Counseling, etc.
- Cardozo has traditionally offered a course in Landlord-Tenant Law, and it will likely be offered again in future years

Externships

- Students can intern with virtually any nonprofit organization or government agency through our Public Sector Externship Program. Past students have externed with organizations including NYLAG, The Legal Aid Society's Civil Practice, Brooklyn Legal Services Corp. A, NMIC, MFY Legal Services (now Mobilization for Justice), The Bronx Defenders Civil Action Practice, New York State Homes and Community Renewal (which houses the Tenant Protection Unit), the Urban Justice Center, and Legal Aid of Rockland County
- Additionally, Cardozo's Pro Bono Scholars Program has been exclusively landlord-tenant-focused since the program began a few years ago, with Cardozo students placed for their full-time externships with The Legal Aid Society's Housing Help Program

Extracurricular Activities

- In the past, Cardozo students assisted in the Resolution Assistance Program in New York City Housing Court. Cardozo is also working on establishing another housing-related project

Post Graduate Mechanisms

- Cardozo has a Bridge-to-Practice Post-Graduate Fellowship program, in which recent graduates can receive a stipend for work in the nonprofit or government sectors. We have also had several Poverty Justice Solutions Fellows

Additional Resources

- Cardozo's 2018 and 2019 Public Law Advocacy Week (P*LAW) included a panel discussion on the rights of low-income tenants in New York, tenant organizers, housing attorney's, NYC Councilwoman, Carlina Rivera, and others.
- Cardozo's 2018 INSPIRE! Awards honored Sheila Garcia of Community Action for Safe Apartments, which was instrumental in getting the right to counsel legislation passed in New York City, as well as alumni engaged in tenant advocacy work

Hofstra University School of Law

Note: The following information was collected based on the 2018 survey response, email correspondence and by phone. Contact: Hon. Fern Fisher, Professor; Fern.A.Fisher@hofstra.edu; (516) 463-5159

Clinics

- CED Clinic

Courses

- Landlord Tenant Law, 7 students
- Access to Justice: students will be assigned for 50 hours to work with the local Legal Service provider handling housing cases in the District Court
- Housing Litigation Skills Course
- Special Problems in Housing Course

Externships

- Hofstra provides 3 Pro Bono Scholars with externships in housing matters

Post Graduate Mechanisms

- In January, Judge Fern Fisher conducted an information session for students on careers in housing

Additional Resources

- Hofstra offered a panel of speakers on the Right to Counsel in Housing Court in October of 2017

New York Law School

Note: The following information was collected based on the 2018 survey response and phone correspondence. Contact: Andrew Scherer, Policy Director of the Impact Center for Public Interest Law; andrew.scherer@nyls.edu; (212) 431-2144

Clinics

- Housing Rights Clinic: Started in 2017, the clinic works with Manhattan Legal Services; students assist MLS attorneys in representing low-income tenants in eviction proceedings, mostly in Manhattan Court
- The seminar component of the clinic addresses housing law, policy and practice issues to prepare students for tenant representation and to support them in their work on behalf of clients
- 5 students in the first year

Courses

- NYLS offers a two-credit course in landlord-tenant law that covers eviction proceedings, rent regulation and other related matters
- NYLS now also offers Landlord Tenant class at night

Externships

- Students are able to choose externships with legal organizations that provide legal assistance with landlord-tenant matters and the Pro Bono Scholars externships often involve placements in organizations that provide legal assistance with landlord-tenant matters

Extracurricular Activities

- The NYLS Impact Center for Public Interest Law has a Right to Counsel project that has involved student interns in advocacy to establish the right to counsel for tenants in NYC
- About 7 students have interned with the project

Post Graduate Mechanisms

- N/A

Additional Resources

- N/A

Seton Hall University School of Law

Note: The following information was collected via online research and phone survey response. “Post Graduate Mechanisms” and “Additional Resources” have been omitted. Contact: Laurie Borgen: (973) 761-9000 ext. 8500

Clinics

- Civil Litigation and Practice Clinic primarily focuses on housing related consumer matters and foreclosure cases. Students may handle various aspects of civil cases, which range from the initial interview to arguing a motion.
- Clinical Law Practice sometimes litigates fair housing cases alleging discriminatory practices such as refusal to rent/sell property. This clinic also participates in various non-litigation advocacy efforts such as drafting model legislation and assisting non-profit groups.
- Health Justice. (NOTE: this clinic does take housing cases however the case must be intertwined with health justice issues such as danger to life conditions.)

Courses

- Landlord and Tenant Law (first offered Fall of 2018)

Externships

- N/A

Extracurricular Activities

- N/A

Touro College Law Center

Note: The following information was collected via phone survey. Contact: Thomas Maligno, Director of Public Interest and Pro Bono, Thomasm@tourolaw.edu (631) 761-7033.

Clinics

- Touro offers the Veterans' and Servicemembers' Rights Clinic, which may handle landlord-tenant issues and eviction^{xiv}

Courses

- N/A

Externships

- The Senior Citizens Law Program at Touro Law Center handles landlord-tenant matters frequently^{xv}
- The Law Office of the Public Advocacy Center focuses on matters where the courts have recognized a significant lack of attorney access, including landlord-tenant matters for undocumented and low-income clients^{xvi}

Post Graduate Mechanisms

- Pro Bono Scholars: which discusses Housing issues, the course is currently discussing Civil Right to Council Issues. (course currently has an enrollment of 8 students (alumni) who have already taken the bar)

ENDNOTES:

¹ The Right to Counsel NYC Coalition gratefully acknowledges the pro bono assistance of Skadden Arps Legal Practice Assistant Nicholas Liotta in preparing the original report in 2018. The assistance was arranged by and at the request of Skadden’s Pro Bono Special Counsel, Ronald Tabak. The Coalition is also grateful to the members of the law school community who responded to the survey that gathered much of the data on which this report is based. The survey questions were developed by a subcommittee of the Coalition. The subcommittee includes Paris Baldacci of Cardozo Law School, Sergio Jimenez of Brooklyn Defender Services, Kat Meyers of the Legal Aid Society and Andrew Scherer of New York Law School.

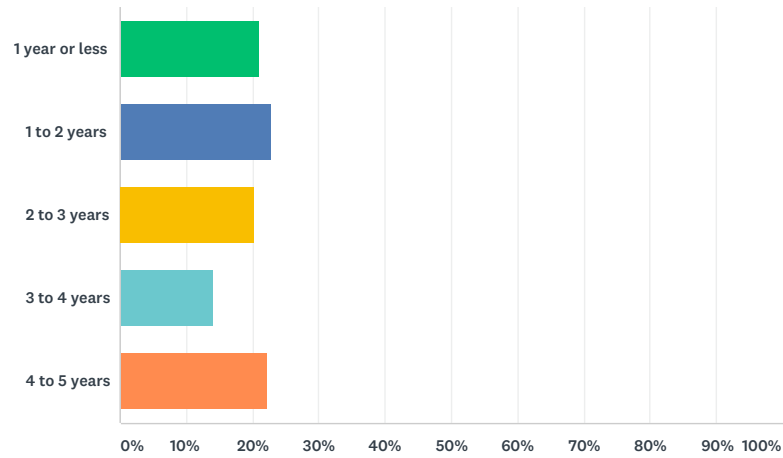
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3. Syracuse University College of Law <http://law.syr.edu/> (last visited April 24, 2019)
4. Housing Court Answers, <http://housingcourtanswers.org/evictions-in-new-york-city/> (last visited April 17, 2019)
5. Mireya Navarro, *New York Times* February, 29 2016
<https://www.nytimes.com/2016/03/01/nyregion/evictions-are-down-by-18-new-york-city-cites-increased-legal-services.html> (last visited April 17, 2019)
6. Right to Counsel NYC Coalition
<https://editor.mediainhistorytimeline.org/t/d2ywxewgmb6es6yf79l1t0366667t7bu> (last visited April 15,2019)

**EXHIBIT 4:
RIGHT TO COUNSEL NYC COALITION
AND PRO BONO NET PRACTITIONER SURVEY**

Q1 How long have you been working as a housing attorney (or law graduate)?

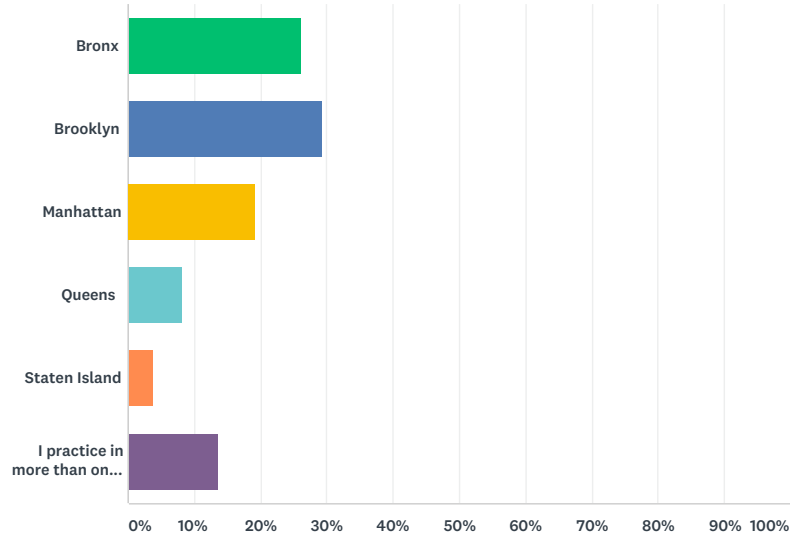
Answered: 158 Skipped: 6



ANSWER CHOICES	RESPONSES	
1 year or less	20.89%	33
1 to 2 years	22.78%	36
2 to 3 years	20.25%	32
3 to 4 years	13.92%	22
4 to 5 years	22.15%	35
TOTAL		158

Q2 Which borough do you practice in?

Answered: 161 Skipped: 3



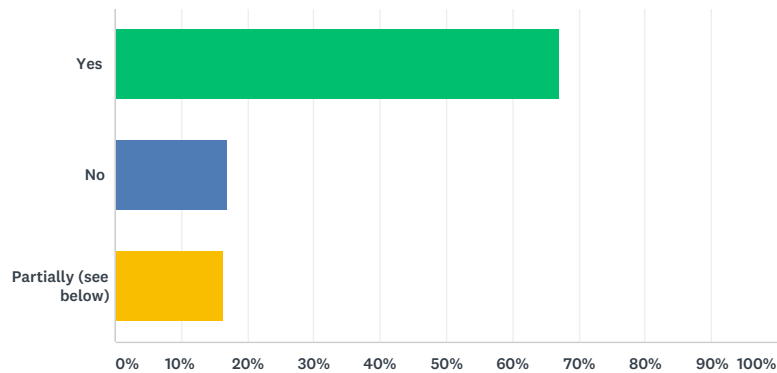
ANSWER CHOICES	RESPONSES
Bronx	26.09% 42
Brooklyn	29.19% 47
Manhattan	19.25% 31
Queens	8.07% 13
Staten Island	3.73% 6
I practice in more than one borough (please see comment box below).	13.66% 22
TOTAL	161

#	IF YOU PRACTICE IN MORE THAN ONE BOROUGH, PLEASE STATE WHICH BOROUGHS AND THE APPROXIMATE DIVISION OF YOUR TIME BY PERCENTAGE.	DATE
1	Bronx 95% Brooklyn 5%	5/2/2019 5:51 PM
2	Bronx (50%), NY (40%), Brooklyn (10%)	5/2/2019 3:44 PM
3	Manhattan 85%, Bronx 15%	5/2/2019 3:44 PM
4	Bronx (20%), Brooklyn (10%) Queens (10%) Manhattan (60%)	5/2/2019 3:43 PM
5	Manhattan 75%, Bronx 25%	5/2/2019 3:13 PM
6	Manhattan and Brooklyn	4/29/2019 8:56 PM
7	Manhattan Brooklyn and Bronx	4/29/2019 8:48 PM
8	Brooklyn (10%); Bronx (15%); Manhattan (75%)	4/26/2019 3:43 PM
9	Manhattan, Brooklyn	4/26/2019 11:44 AM

10	40% NY, 25% Kings, 25% Bx, 10% Queens	4/26/2019 9:50 AM
11	50%: Manhattan; 30%: Brooklyn; 20%: Bronx	4/26/2019 8:51 AM
12	Brooklyn (95%), Manhattan (5%)	4/25/2019 12:21 PM
13	NA	4/23/2019 4:17 PM
14	Brooklyn: 50%, Manhattan: 50%	4/23/2019 12:37 PM
15	Manhattan - 60% Bronx 40%	4/23/2019 10:45 AM
16	Bronx one-third, Manhattan one-third, Queens one-third	4/23/2019 10:38 AM
17	Bronx 80, Manhattan 10, Brooklyn 10	4/23/2019 10:03 AM
18	Manhattan (40%), Bronx (40%), Brooklyn (20%)	4/22/2019 6:13 PM
19	Kings (50), NY (25), Bronx (15), Queens (10)	4/22/2019 5:27 PM
20	Brooklyn- 30%, NY- 30%, Queens- 20%, Bronx- 20%	4/22/2019 4:51 PM
21	Bronx 60%, Brooklyn 40%	4/22/2019 3:15 PM
22	Bronx, Brooklyn, Manhattan	4/22/2019 1:44 PM

Q3 Do you represent tenants under the new Right to Counsel (Universal Access) law?

Answered: 160 Skipped: 4



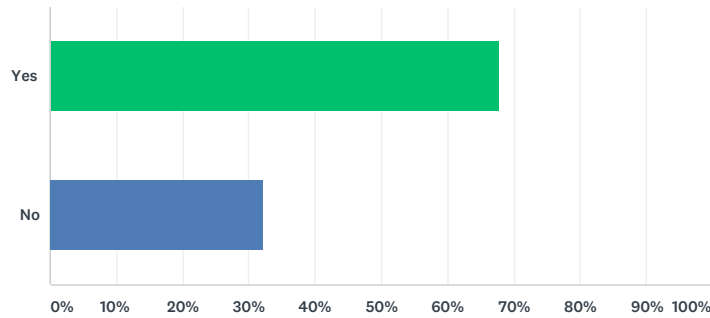
ANSWER CHOICES	RESPONSES	
Yes	66.88%	107
No	16.88%	27
Partially (see below)	16.25%	26
TOTAL		160

#	IF YOU REPRESENT TENANTS LESS THAN FULL TIME UNDER THE NEW RTC LAW, APPROXIMATELY WHAT PERCENTAGE OF YOUR TIME/CASELOAD DO YOU SPEND REPRESENTING TENANTS UNDER RTC?	DATE
1	25	5/3/2019 2:13 PM
2	I only represent low-income tenants through either UA or my project's HHP grant	5/3/2019 12:00 PM
3	75%	5/2/2019 6:19 PM
4	70% RTC 30% Other	5/2/2019 5:51 PM
5	i did until recently	5/2/2019 4:24 PM
6	80%	5/2/2019 4:13 PM
7	80 - 90%	5/2/2019 4:11 PM
8	60-80%	5/2/2019 4:10 PM
9	about 50%	5/2/2019 4:04 PM
10	10%	5/2/2019 4:01 PM
11	90	5/2/2019 3:49 PM
12	0%	5/2/2019 3:43 PM
13	15%	5/2/2019 3:40 PM
14	RTC Law 75%, Other 25% (Our Bronx grant isn't UA-related)	5/2/2019 3:13 PM
15	I represent through a Union	5/2/2019 3:13 PM

16	70%	5/2/2019 3:08 PM
17	Not sure--sometimes we get UA-eligible cases through our out-of-court intake process.	5/2/2019 2:47 PM
18	30%	5/2/2019 2:43 PM
19	75%	5/2/2019 2:42 PM
20	5%	4/30/2019 3:51 PM
21	50%	4/30/2019 12:47 PM
22	15%	4/26/2019 3:43 PM
23	15%	4/26/2019 11:44 AM
24	65-70%	4/26/2019 9:25 AM
25	Approx. 20% are true RTC / UA intake referrals, others are through other HRA contracts in non-UA zip-codes	4/26/2019 8:51 AM
26	20% from Assigned Counsel Project (ACP for elderly)	4/25/2019 5:25 PM
27	10	4/25/2019 1:26 PM
28	Less than 5% are RTC law	4/25/2019 12:21 PM
29	60-70%	4/24/2019 1:56 PM
30	50% - but the rest is HPLP, so non-mandatory HRA referred cases	4/24/2019 11:33 AM
31	75%	4/23/2019 4:36 PM
32	100	4/23/2019 4:17 PM
33	35%	4/23/2019 12:37 PM
34	90	4/23/2019 12:34 PM
35	25%	4/23/2019 11:41 AM
36	40	4/23/2019 12:59 AM
37	40	4/22/2019 6:29 PM
38	40%	4/22/2019 6:13 PM
39	65%	4/22/2019 5:18 PM
40	80-90%	4/22/2019 5:04 PM
41	25%	4/22/2019 4:57 PM
42	~30% from RTC	4/22/2019 11:36 AM

Q4 Did you attend law school in New York State?

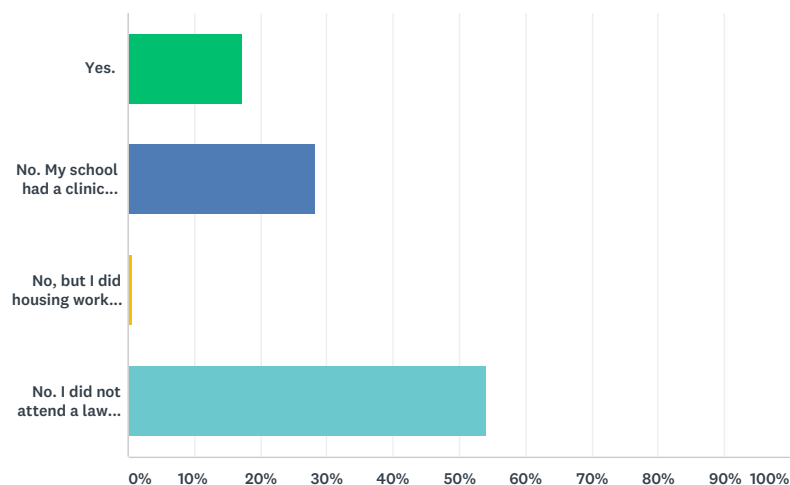
Answered: 161 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	67.70%	109
No	32.30%	52
TOTAL		161

Q5 Did you participate in a housing clinic in law school?

Answered: 152 Skipped: 12



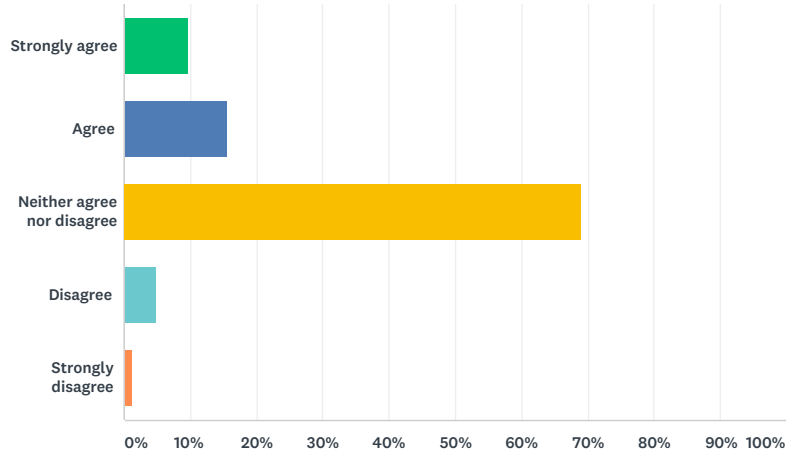
ANSWER CHOICES	RESPONSES
Yes.	17.11% 26
No. My school had a clinic but I did not participate in it.	28.29% 43
No, but I did housing work via an internship/externship/fellowship.	0.66% 1
No. I did not attend a law school that had a housing clinic.	53.95% 82
TOTAL	152

#	PLEASE PROVIDE ANY ADDITIONAL RELEVANT INFO/COMMENTS. IF YOUR SCHOOL HAD A HOUSING CLINIC AND YOU DID NOT PARTICIPATE IN IT, WHY NOT?	DATE
1	Immigration clinic instead	5/3/2019 9:45 PM
2	I participated in a practice based clinic in family law where I had an externship with a non-profit legal services organization. At the time the CED clinic was being offered housing was not its main focus (I could be wrong).	5/3/2019 3:27 PM
3	We had a child advocacy clinic that handled at least one housing court case, but there was no specific housing clinic that I was aware of.	5/3/2019 12:07 PM
4	The clinic was available for the first time during my final semester of school, and I had already planned my course schedule and had been matched with a different clinic.	5/3/2019 10:08 AM
5	I participated in the Asylum clinic.	5/2/2019 4:26 PM
6	Maybe my law school had a housing law clinic, but I don't remember it being an option.	5/2/2019 4:15 PM
7	Also, at the time I attended law school, housing law was a very small subset of practitioners. I was not at all familiar with it.	5/2/2019 4:09 PM
8	I did other clinics.	5/2/2019 3:41 PM
9	There was no housing-specific clinic and I was interning in housing for a nonprofit	5/2/2019 3:12 PM
10	I was interested in immigration and did that clinic.	5/2/2019 3:08 PM

11	I was not interested in the practice area while in law school.	5/2/2019 2:53 PM
12	My school had a general civil legal services clinic but I had opted for a public policy clinic and an appellate law clinic	5/2/2019 2:44 PM
13	But did internships	4/30/2019 3:53 PM
14	No I did not, however, after law school I volunteered with Volunteer Lawyers for a Day	4/30/2019 1:42 PM
15	Was not planning on doing housing law	4/29/2019 5:06 PM
16	It was an economic development clinic that had an inaugural housing docket the year I participated in my clinic - I opted to do gender justice work	4/26/2019 3:45 PM
17	Didn't know that I would practice housing law; I was interested in other clinics.	4/26/2019 2:56 PM
18	I was a paralegal at a housing firm before law school.	4/26/2019 2:35 PM
19	Brooklyn Law School elder law clinic	4/26/2019 10:04 AM
20	My school did not have a housing law clinic, but I am not sure I would have participated in it even if it did because I had not considered practicing housing law when I was in law school. I did not become interested in this practice until after I graduated and worked in private practice for 2 years.	4/26/2019 9:32 AM
21	There may have been a housing clinic or a clinic that did some housing, but I don't recall exactly. Clinics were very difficult to get into.	4/26/2019 9:08 AM
22	Topic didn't appeal to me.	4/25/2019 5:26 PM
23	I participated in our school's Civil Rights Clinic.	4/25/2019 1:28 PM
24	Did not think I was interested in housing specific work at that time, after an internship in it where it did not particularly strike my fancy.	4/24/2019 1:58 PM
25	I had extensive prior tenant advocacy experience, and clinic was too basic	4/24/2019 11:43 AM
26	CUNY Law had a focus/concentration but not a full housing clinic. There was better opportunity for hands-on training in the immigration clinic.	4/23/2019 4:39 PM
27	I wanted to practice criminal defense.	4/23/2019 4:21 PM
28	I chose to participate in an Asylum Law clinic because I preferred the educational model of that clinic better than that for the Housing Clinic.	4/23/2019 9:12 AM
29	My law school previously had a housing clinic but had ended it by my 1L year.	4/22/2019 6:48 PM
30	I had housing experience prior to going to law school, and I was interested in exploring other areas of law.	4/22/2019 6:43 PM
31	CUNY School of Law - they had a "project" within a Clinic that touched on housing, but nothing devoted to it exclusively.	4/22/2019 5:31 PM
32	I didn't yet have an interest in housing law, so I did other clinics that were of interest to me at the time.	4/22/2019 4:57 PM
33	I did not know about it at that time.	4/22/2019 4:35 PM
34	I had a housing internship the summer after my 1L year and also had housing experience prior to attending law school.	4/22/2019 4:18 PM
35	No in-house housing clinic but I was a Pro-Bono Scholar and was placed at Legal Aid in the Housing Helps Program for 4 months.	4/22/2019 3:18 PM
36	My clinic was "elder law" but primarily involved housing.	4/22/2019 1:15 PM
37	NYU Law did not have a Housing Clinic when I attended	4/22/2019 12:55 PM
38	Although my school did not have a housing clinic; I wound up participating in a landlord-tenant trial through another clinic. However the state I was in had totally different laws and protections for tenants so the process was quite different.	4/22/2019 12:53 PM
39	Not a housing-specific clinic, but a sub-section of community development clinic	4/22/2019 11:38 AM

Q6 My law school housing clinic helped to prepare me for my position as a housing staff attorney/law graduate. (Answer only if you participated in a housing clinic through your law school).

Answered: 84 Skipped: 80



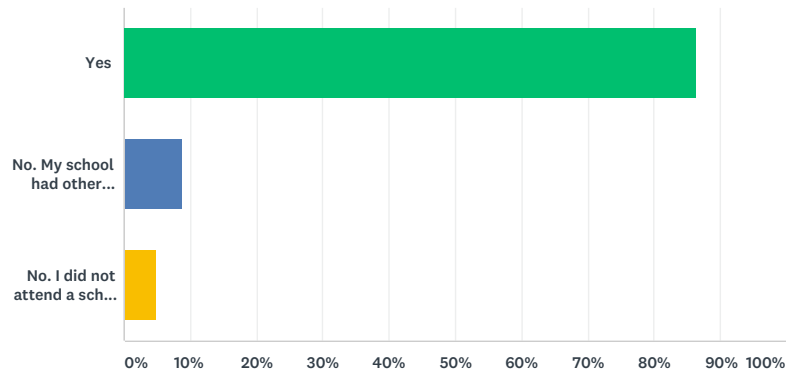
ANSWER CHOICES	RESPONSES	
Strongly agree	9.52%	8
Agree	15.48%	13
Neither agree nor disagree	69.05%	58
Disagree	4.76%	4
Strongly disagree	1.19%	1
TOTAL		84

#	PLEASE EXPLAIN YOUR ANSWER. WHAT DID YOUR CLINIC DO WELL? WHAT COULD HAVE BEEN IMPROVED?	DATE
1	I did a clinic that prepared me for the social work aspects of my work: working with clients in crisis.	5/3/2019 12:07 PM
2	Although we didn't cover as much L&T cases, I did acquire a lot of knowledge of the FHA.	5/3/2019 10:28 AM
3	NA	5/2/2019 4:26 PM
4	Did not attend a housing law clinic. That said, other clinics did lend some hands on experience that I feel have informed my current practice.	5/2/2019 4:15 PM
5	Assisting with more intake days would have been better. I only got a chance to do it once	5/2/2019 4:09 PM
6	I was able to participate in intakes, writing motions and doing research. I could have had more independent work with clients, like my own cases to work on throughout the semester.	5/2/2019 3:07 PM
7	I went to law school in Chicago, where there are fewer resources for tenants sued in nonpayment proceedings. As such, my clinic did not handle nonpayment cases; the clinic only accepted unusual holdover cases (the type that would likely be assigned to senior staff attorneys at my current organization).	5/2/2019 2:53 PM

8	I learned how to work with clients	4/29/2019 5:58 PM
9	Did not participate	4/26/2019 5:18 PM
10	The clinic provided lawyering skills / direct rep preparation, but it was not a housing clinic.	4/26/2019 5:12 PM
11	n/a	4/26/2019 2:56 PM
12	Attended CUNY Law Housing Docket. Helped prepare me greatly for affirmative work. But was not a full clinic and didn't have focus on defensive cases. CUNY still sorely needs a full housing clinic.	4/26/2019 11:50 AM
13	The work was relevant And I only worked on housing cases, but since the focus was not entirely exclusive to housing some of the classroom portion was connected to other issues. I actually think this clwas mix better prepared me for some aspects of my job (I.e. working with vulnerable populations) but it did not have the classroom component focused on teaching housing law. I understand that BLS has since started a housing-specific clinic, and think the two would be very complimentary to each other.	4/26/2019 10:04 AM
14	n/a	4/24/2019 11:43 AM
15	I did not take a housing clinic at my law school.	4/23/2019 4:21 PM
16	N/A	4/23/2019 12:40 PM
17	N/A	4/23/2019 11:43 AM
18	I didn't participate in a housing clinic	4/23/2019 10:37 AM
19	Learned to coordinate with organizers, handle diversity of cases (non-pay, holdover, group) and most importantly had support for hallway negotiations (can't emphasize this enough, nothing else in law school prepares you to negotiate with bullies), motion practice, and trials.	4/23/2019 10:07 AM
20	N/A	4/23/2019 9:43 AM
21	My professor focused on "interesting" cases, especially succession cases where he had some expertise. I'm sure it served him well, but it meant students only got a snippet of a case that dragged out in court for years. In retrospect, the students would have been better served just handling a straightforward nonpay or no lease holdover.	4/22/2019 9:18 PM
22	n/a	4/22/2019 6:43 PM
23	It was in California, so helpful, but not as helpful as if I was working in the same forum/jurisdiction	4/22/2019 6:33 PM
24	I learned a lot about applying housing law to real situations, but did not have enough full representation clients to actually experience much of the court room or negotiating	4/22/2019 5:02 PM
25	N/A	4/22/2019 4:35 PM
26	My supervisor was excellent and worked hard to familiarize students with housing court practice. She is a full time LT practitioner.	4/22/2019 1:15 PM
27	Agree to the extent of placing me in an externship. Not housing-focused curriculum	4/22/2019 11:38 AM
28	No Housing Clinic at CUNY	3/21/2019 9:38 AM

Q7 I participated through my law school in opportunities to serve low-income clients in housing or other matters other than through a housing clinic, such as other clinical opportunities, externships, doctrinal courses, or other volunteer opportunities.

Answered: 148 Skipped: 16



ANSWER CHOICES	RESPONSES
Yes	86.49% 128
No. My school had other opportunities to serve low-income clients but I did not participate in them.	8.78% 13
No. I did not attend a school that had such opportunities.	4.73% 7
TOTAL	148

#	PLEASE EXPLAIN YOUR ANSWER AND BRIEFLY DESCRIBE YOUR EXPERIENCE.	DATE
1	I had an externship with JRP for my family law clinic where I represented children under appropriate supervision from low income communities in Queens. I participated in the NLG parole preparation project.	5/3/2019 3:27 PM
2	I participated in a Poverty Law Clinic at Northeastern University SOL. There, I represented a client in an unemployment insurance hearing in Massachusetts.	5/3/2019 3:07 PM
3	I volunteered directly with organizations for pro-bono credit. Some of my experiences were through my law school, such as immigrant rights clinics, but many were on my own, such as my internship at The Door.	5/3/2019 12:07 PM
4	Veterans' Advocacy Law Clinic (represented vets in city court diversion program & in discharge upgrades)	5/3/2019 11:58 AM
5	I also did the Juvenile&Special Education Law Clinic. I did a number of internships in public interest.	5/3/2019 10:28 AM
6	I participated in the Consumer Litigation Clinic and Pro Bono Scholars program	5/3/2019 10:10 AM
7	The school organized a public interest fair which helped me find public interest internships serving low income communities and provided grants for the summer to support my internship at a nonprofit collective serving low income trans and gender-non conforming clients.	5/3/2019 10:08 AM
8	Judges sought 1L summer interns from my school almost exclusively. The Pro Bono Scholars program was strongly encouraged.	5/2/2019 6:24 PM

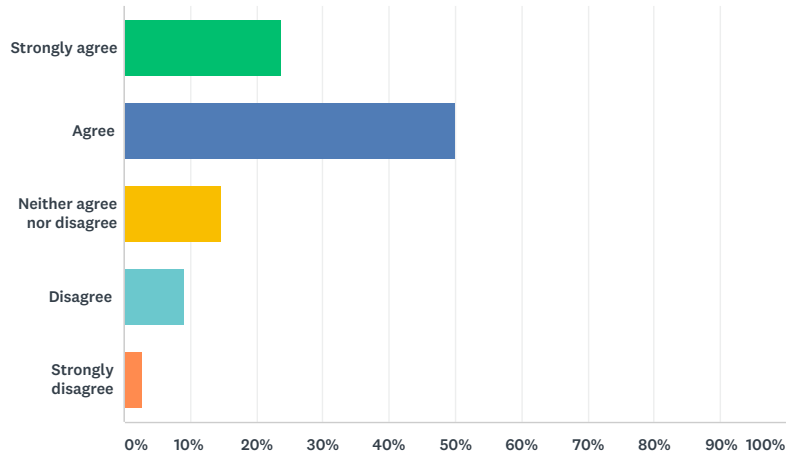
9	Asylum clinic (represented individual seeking Asylum before an immigration hearing officer), Defender Association of Philadelphia (certified legal intern representing individuals in preliminary hearings and misdemeanor bench trials), Montgomery County Public Defender (certified legal intern representing individuals in Juvenile Delinquency proceedings), ACLU of PA (volunteer), PA Innocence Project (volunteer), Legal Aid Society in NYC (summer intern under practice order in Housing Court), Community Legal Aid Society, Inc. in DE (summer intern), Farmworker Legal Aid Clinic (volunteered with law school clinic DACA applications)	5/2/2019 4:26 PM
10	I participated in my school's employment law clinic	5/2/2019 4:20 PM
11	In law school my internship / clinic experiences included public defense and assisting the unemployed seek unemployment insurance.	5/2/2019 4:15 PM
12	my law school funded my 2L summer working for housing court in manhattan, queens, and brooklyn thur VLFD and ACP	5/2/2019 4:14 PM
13	I was engaged in internships/externships	5/2/2019 4:09 PM
14	Clinics for immigrants rights and employment (discrimination complaint before nyc human rights commission and unemployment insurance benefits hearing)	5/2/2019 4:08 PM
15	Represented kids in child protective proceedings, defendants in federal sentencing proceedings, and immigrants in asylum and post-asylum cases.	5/2/2019 3:41 PM
16	Impact litigation work and immigration defense clinic, as well as internships	5/2/2019 3:17 PM
17	I interned in an impact litigation clinic as well as a child advocacy clinic	5/2/2019 3:12 PM
18	I did an externship my 3L year	5/2/2019 3:12 PM
19	I participated in another legal clinic and an externship.	5/2/2019 3:10 PM
20	I did a year long clinic, a year long externship and both summers at legal services orgs.	5/2/2019 3:08 PM
21	I represented clients in administrative fair hearings regarding public benefits during law school. I had my own caseload and worked under the supervision of attorneys at NYLAG who ran our seminar as well.	5/2/2019 3:07 PM
22	I did a criminal appeals clinic during my third year of law school.	5/2/2019 2:53 PM
23	I participated in a general civil legal services legal clinic where we provided a wide range of legal services, but not housing.	5/2/2019 2:52 PM
24	I volunteered at the Legal Aid Society of Middle Tennessee	5/2/2019 2:48 PM
25	I volunteered through our student run organizations to assist people filing for TOPs and OPs in Family Court	5/2/2019 2:44 PM
26	summer internships at a legal services provider	5/2/2019 2:41 PM
27	I participated in another clinic and an externship.	5/2/2019 10:35 AM
28	Family defense	4/30/2019 12:50 PM
29	While in law school I interned at SBLs and Legal Aid housing practice	4/26/2019 5:18 PM
30	Participated in wrongful eviction clinic. Also did prisoners' rights advocacy during law school.	4/26/2019 2:56 PM
31	I focused on disability, aging, and mental health.	4/26/2019 2:35 PM
32	I practiced in my law school's criminal appeals clinic and in various public defender offices as well as representing individuals seeking orders of protections in family court.	4/26/2019 12:55 PM
33	I participated in REACH, a club dedicated to issues of homelessness. I did tabling at food pantries and provided people with legal information.	4/26/2019 12:38 PM
34	Elder law clinic, pro bono projects, internships in worker protection and public benefits at Nylag and MFY respectively. Pro bono scholars program on MFY housing project.	4/26/2019 10:04 AM
35	I participated in a clinic that served low-income families who needed representation against the DOE to receive reasonable accommodations for their children due to physical or mental disabilities. It was a terrific opportunity that taught me about non-profit work and representation of low-income communities.	4/26/2019 9:32 AM

36	I did a field clinic (essentially an externship with a classroom component) that was a partnership with a legal services provider. Although the focus wasn't only housing this was my first exposure to civil legal service and housing law and is how I ended up doing the work I did.	4/26/2019 9:08 AM
37	Human rights clinic, homeless veterans legal services internship, many other human-rights based internships	4/25/2019 6:12 PM
38	Immigration Justice and Asylum Cases	4/25/2019 5:26 PM
39	Civil Rights Clinic-- assisted clients in federal court, assisted in writing an amicus brief to SCOTUS on housing issue.	4/25/2019 1:28 PM
40	Represented Low-Income clients in family court and supreme court for uncontested divorces	4/25/2019 12:27 PM
41	I attended CUNY Law which focuses on public interest lawyering. I participated in two clinics (public benefits/superintendent suspensions and parental defense). I also had an internship at a legal service provider every semester of law school. These experiences were integral in gaining skills that the classroom cannot teach and probably a major reason I had a job at a legal service provider prior to graduation.	4/24/2019 6:21 PM
42	internships-- unfortunately most unpaid, hard for low income students (DC37 pays interns!)	4/24/2019 11:43 AM
43	I did a welfare advocacy clinic & got experience w/representing clients before ALJs. Also did internships - at LSHV (elder law/gen. practice) and Bronx Defenders (Civil Action Practice) - both internships had housing components.	4/23/2019 6:45 PM
44	I interned during law school for Housing Works (summer) and Make the Road NY (semester) but it was not coordinating through the school.	4/23/2019 4:39 PM
45	I interned at legal aid providers.	4/23/2019 4:21 PM
46	I participated in two other law school clinics focused on environmental and veterans rights. I chose these clinics over the housing clinic based on personal interest, supervision, and variety of legal work.	4/23/2019 12:44 PM
47	My law school focused very heavily on international law and human rights issues more generally; I don't think we had housing law-related options	4/23/2019 12:40 PM
48	I participated in other law school clinics where I served low-income clients, and also volunteered with several student organizations, including one that helps low-income debtor-defendants, one that helps Housing Works with its client intakes, and one that provides referrals and brief (non-legal) services to homeless clients	4/23/2019 11:43 AM
49	In a more general clinic, I assisted in representing community groups opposed to gentrification/developments.	4/23/2019 10:47 AM
50	I took a clinic in law school that I thought would help low-income people in other countries, but it ended up being useless. I didn't really understand what a clinic was or what kind of experiential work I should be looking for. I don't have close relatives who went to law school and I was a little in the dark.	4/23/2019 10:41 AM
51	I interned at several domestic violence organizations in law school and represented domestic violence survivors for 2 1/2 years after law school	4/23/2019 10:37 AM
52	Immigration	4/23/2019 10:05 AM
53	I participated in an asylum clinic, a prisoner's rights volunteer project, a legal services clinic where I did intake, civil rights classes, and a housing discrimination internship. I also did an externship at the NAACP Legal Defense Fund.	4/23/2019 9:12 AM
54	I did a family defense field clinic assisting in the representation parents in abuse and neglect proceeding as well as an in-house civil rights clinic that worked on police brutality and prison conditions cases. I also did the Suspension Representation Project.	4/22/2019 6:48 PM
55	I participated in a criminal defenders clinic.	4/22/2019 6:43 PM
56	I was able to participate in clinics/externships every semester starting 2L fall. Even 1L I could participate in lower level volunteer/training opportunities at non-profits. It made a big difference	4/22/2019 6:33 PM
57	Clinical opportunities - Economic Justice Project	4/22/2019 5:31 PM
58	Post-conviction clinic, internship at bail fund, LAS employment law unit, reentry at the Bronx defenders	4/22/2019 5:21 PM

59	Consumer debt, immigration and worker rights work	4/22/2019 5:19 PM
60	Interned at a legal aid organization.	4/22/2019 5:06 PM
61	I participated in a refugee and human rights clinic focused on asylum.	4/22/2019 5:04 PM
62	I worked at the Tenant Advocacy Project at Harvard Law School, which represented clients facing eviction from public housing in administrative hearings	4/22/2019 5:02 PM
63	My school offered a general civil clinic through which I represented a client in a prisoner's right case. I also worked for the Ohio Public Defender and Disability Rights Ohio during law school.	4/22/2019 4:28 PM
64	Pro-Bono Scholar program. 1L summer at NYLAG.	4/22/2019 3:18 PM
65	I worked at a public defender office as part of a clinic, did summer internships in civil legal services (foreclosure prevention in NYC and housing law in Philadelphia), and started a law school organization working with injection-drug users in Washington Heights.	4/22/2019 12:55 PM
66	I participated in a trial through my law school clinic related to rural landlord tenant law. Otherwise my volunteer experiences related to employment law.	4/22/2019 12:53 PM

Q8 Other opportunities I had in law school helped prepare me for my position as a housing staff attorney/law graduate. (Answer only if you participated in such opportunities.)

Answered: 144 Skipped: 20



ANSWER CHOICES	RESPONSES
Strongly agree	23.61% 34
Agree	50.00% 72
Neither agree nor disagree	14.58% 21
Disagree	9.03% 13
Strongly disagree	2.78% 4
TOTAL	144

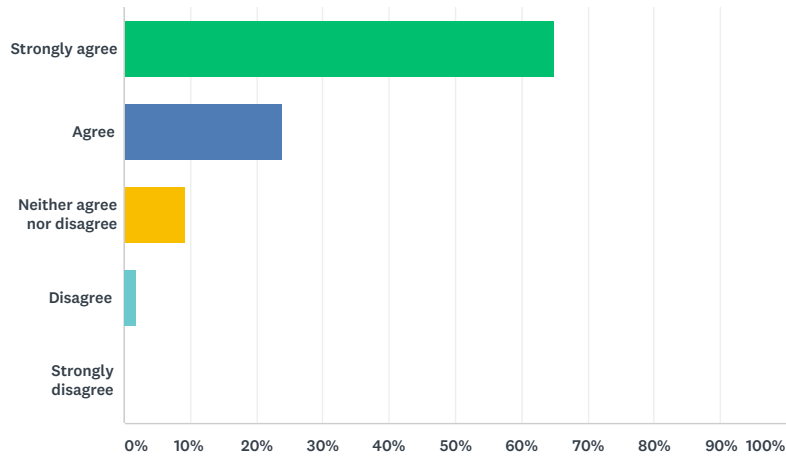
#	PLEASE EXPLAIN YOUR ANSWER.	DATE
1	My law school, Northeastern University SOL, had an excellent "coop" program by which all students alternated during 2L and 3L years being in school and on the job every 3 months. That gave me a chance to try multiple ways of being a lawyer and to graduate with 1 year practical experience. I also participated in local housing rights groups (Project No One Leaves, Right to the City, City Life/Vida Urbana). I took coursework in ADR, which taught me how to communicate better across differences. I took Spanish for Lawyers. I took Legal Research.	5/3/2019 3:07 PM
2	Law school academics aside from my clinic did very little to prepare me for my work	5/3/2019 12:07 PM
3	Clinic experience that included being in front of a judge and working with clients; federal externship	5/3/2019 11:58 AM
4	Other tha clinics, Property, Contracts and Legal Writing were the most relevant and helpful classes.	5/3/2019 10:10 AM
5	I took a trial and appellate litigation simulation course which taught skills not otherwise covered in doctrinal courses.	5/3/2019 10:08 AM
6	I went to law school over 40 years ago	5/2/2019 8:58 PM

7	I believe a lot of the opportunities were happenstance and only through clinical work or externships that students sought out for themselves.	5/2/2019 6:24 PM
8	I participated in the Pro Bono Scholars Program. As such I completed my 12 weeks internship in an organization that provides legal representation to clients facing eviction.	5/2/2019 5:17 PM
9	I participated in an intensive civil rights clinic with the NYCLU (clients were not low income necessarily, but it covered many relevant skills)	5/2/2019 4:30 PM
10	I had numerous opportunities speaking in court (motions, trials, arguments), drafting pleadings and motions, and client interviewing.	5/2/2019 4:26 PM
11	My clinic helped me prepare	5/2/2019 4:20 PM
12	I did VLFD for my 3L	5/2/2019 4:14 PM
13	I took a landlord/tenant seminar that was a good introduction to housing law	5/2/2019 4:09 PM
14	I participated in internships in civil legal services.	5/2/2019 4:04 PM
15	The immigration clinic I did prepared me with cultural competency training and client interview skills. Law school also prepared me to do legal research.	5/2/2019 3:17 PM
16	I interned in for a legal services provider in their housing unit	5/2/2019 3:12 PM
17	I learned to conduct intake and interviews with low-income tenants, and other general legal skills (such as research and writing)	5/2/2019 3:10 PM
18	I got experience dealing with clients through these experiences, particularly clients with trauma.	5/2/2019 3:08 PM
19	I found property, civil procedure and NY Practice to be very boring. Now, I realize that I retained a lot from those classes.	5/2/2019 2:53 PM
20	Our property law professor spent an entire year without devoting a single class or reading assignment to L&T even though every single student was a renter.	5/2/2019 2:44 PM
21	Got to experience day to day of housing court and direct client services. Also got exposed to interesting parts of law	4/30/2019 3:53 PM
22	To practice in housing court you have to gain the actual experience of going to Court and litigating the cases. Each case poses its own unique set of challenges and requires the attorney to think of creative resolutions.	4/30/2019 1:42 PM
23	trial skills course. poverty law course.	4/30/2019 12:50 PM
24	Internships	4/29/2019 5:58 PM
25	the litigation experience I learned in criminal internships helped me practice in housing	4/29/2019 5:06 PM
26	Not much was touched upon regarding landlord-tenant law.	4/26/2019 5:12 PM
27	Emphasis on writing and client-facing communication	4/26/2019 3:45 PM
28	unsure	4/26/2019 2:56 PM
29	I think that my experience in court and assisting low income individuals in general prepared me for my position.	4/26/2019 12:55 PM
30	When I attended CUNY 2012-15, there were no L&T classes or really much focus on housing work. John Whitlow's housing docket was the one exception, and it got off the ground mainly due to student organizing!	4/26/2019 11:50 AM
31	I have felt comfortable in court and oral arguments in part because of practice I had on moot court.	4/26/2019 9:32 AM
32	I do not feel that my law school gave me any practical preparation for law practice.	4/25/2019 3:30 PM
33	Interned with Legal Services both in Louisiana and Illinois representing low-income clients	4/25/2019 12:27 PM
34	Law Review assisted with writing skills.	4/24/2019 6:21 PM
35	I worked for the public defenders office in Boston, MA.	4/24/2019 1:58 PM
36	[REDACTED]	4/23/2019 4:21 PM

37	Litigation practice, legal writing, NY rules of procedure, etc. All the generalized stuff that applies equally to housing	4/23/2019 1:54 PM
38	My work in the veterans clinic helped prepare me for client interviewing, legal research, and writing. Procedurally the cases were much different, however, and I was less prepared for the pace of cases in housing in NYC.	4/23/2019 12:44 PM
39	I had other learning experiences in law school, but don't think any of them prepared me particularly well to be a practicing attorney	4/23/2019 12:40 PM
40	Working with low income clients in crisis helped prepare me	4/23/2019 10:37 AM
41	I did a Negotiations Workshop and Trial Advocacy Workshop and I still rely on what I learned.	4/23/2019 10:07 AM
42	N/A	4/23/2019 9:43 AM
43	They helped prepare me for the emotional weight of this kind of work and dealing with clients who have experienced trauma.	4/23/2019 9:12 AM
44	My housing clinic was useless, but my externships were excellent. I feel like being embedded inside an existing org worked much better than a law school clinic.	4/22/2019 9:18 PM
45	I took a lot of federal and constitutional law courses that were relevant to public interest but not particularly to housing. I was also part of a program for law students dedicated to public interest law and public service.	4/22/2019 6:48 PM
46	I agree in that my internships all were with various legal services providers, but aside from my New York Practice course none of my course were particularly helpful to my current practice.	4/22/2019 6:43 PM
47	Economic Justice Project often ended up touching on public benefits that interconnected with housing, so I caught a glimpse of it through that clinic	4/22/2019 5:31 PM
48	I did two semester-long externships for two federal judges. Both experiences were extremely helpful in exposing me to civil procedure and motion practice	4/22/2019 5:21 PM
49	It helped me become a lawyer generally, but nothing specific to housing	4/22/2019 5:19 PM
50	My internship helped prepare me for the environment of working at a legal aid organization, but it was not directly related to housing law.	4/22/2019 5:06 PM
51	The refugee and human rights clinic prepared me to only a small extent. Other opportunities that I didn't participate in, like trial advocacy, could've been helpful.	4/22/2019 5:04 PM
52	Got lots of practical hearing experience, client advising experience, and gained a good understanding of federal regulations that control in NYC too	4/22/2019 5:02 PM
53	I had simulation courses, doctrinal courses, and internships sponsored by my law school that helped prepare me for my position, but really only in a general sense. I did the vast majority of my learning- both of the law and of all the other skills that you need to practice in this area- on the job.	4/22/2019 4:57 PM
54	In law school, I worked with indigent clients in a variety of settings. That helped prepare me to work with clients as a housing attorney.	4/22/2019 4:18 PM
55	I pursued housing related internships for the entirety of my law school career. However, these were not via the school- I sought them out. There were very few connections available between my law school and the places I interned.	4/22/2019 1:15 PM
56	A course on Poverty Law provided me with a background in U.S. welfare policy. My clinic on Criminal Defense and Reentry taught me about collateral consequences to incarceration and intertwined legal issues stemming from poverty.	4/22/2019 12:55 PM
57	I interned at NYC housing nonprofits both summer in law school.	4/22/2019 12:53 PM
58	Again, largely though assistance getting external placements	4/22/2019 11:38 AM

Q9 Law schools in New York State that do not have housing clinics should create them.

Answered: 151 Skipped: 13



ANSWER CHOICES	RESPONSES
Strongly agree	64.90% 98
Agree	23.84% 36
Neither agree nor disagree	9.27% 14
Disagree	1.99% 3
Strongly disagree	0.00% 0
TOTAL	151

#	PLEASE EXPLAIN YOUR ANSWER.	DATE
1	Practicing in housing court versus what is taught in a generic property class is insufficient to understand the complexities of RPAPL and RPL. More attention should be given to the nuances of the law and how it is applied in practice versus theory. This type of experience can really only be gained through a clinic or internship - not by traditional law school classes.	5/3/2019 3:27 PM
2	Housing is a human right. We need to--at the very least--provide easy and free access to people defending eviction cases and bringing HP actions, 7A's, rent strikes, etc.	5/3/2019 3:07 PM
3	I think my housing specific skills can be learned on the job. I think law schools need to focus on providing opportunities for students to interact with low-income or otherwise disadvantaged clients in crisis, regardless of the area of law.	5/3/2019 12:07 PM
4	Clients receive assistance they need and law students have the opportunity to flex and develop important legal skills	5/3/2019 11:58 AM
5	Having a housing clinic in every NY law school would help law students prepare for careers in housing and would help with implementing RTC in that more graduates would have experience in the field.	5/3/2019 10:10 AM

6	I believe that, due to the immense demand for legal assistance for tenants, a lot of the burden would be shifted to law students and this would create a problematic dynamic where it is reinforced that low-income, disadvantaged New Yorkers who are entitled to free legal service are really only entitled to representation by inexperienced interns who are often trying to figure out whether they want to do this work or not. I believe it's important to have representatives for tenants who truly believe in right to counsel and tenants' rights in order to fully vindicate the goals of the law.	5/2/2019 6:24 PM
7	The training is dependent on your supervisor with legal services organizations and can be stressful for those without experience or without a competent supervisor. Having a foundation in a less stressful environment would be very useful.	5/2/2019 4:26 PM
8	It is a good opportunity to learn litigation skills and the court system as well as how to interact and assist clients	5/2/2019 4:20 PM
9	It's absolutely necessary. Tenants face great adversity and NY should lead the way in ensuring their rights.	5/2/2019 4:15 PM
10	my long term plan is to be a housing clinic teacher - so many jobs in the area now and the need is only going to grow	5/2/2019 4:14 PM
11	Housing clinics would introduce people to the practice of law in housing court, making it easier for them to jump in and start working in the area straight out of law school. It would also help fill gaps in representation during the implementation phase for out-of-zipcode clients.	5/2/2019 3:17 PM
12	There is a shortage of both graduates and attorneys to meet the demand of the RTC law.	5/2/2019 3:10 PM
13	Sure, but law schools are interested in making money, not helping people.	5/2/2019 3:08 PM
14	It's a very good experience to be in court for summary proceedings and understand something that is so basic to human life: having a place to live and feel secure and safe.	5/2/2019 3:07 PM
15	Housing law, specifically, knowing how to use the law to help people keep their homes, is of utmost importance in NY nowadays.	5/2/2019 2:53 PM
16	We should be encouraging housing defense as much as we encourage criminal defense.	5/2/2019 2:52 PM
17	It is a growing area of the law where a lot of new attorney hiring is done. It would be helpful to the students, the organizations, the clients and the legal profession to have new attorneys begin with some level of comfort and basic knowledge of the law.	5/2/2019 2:44 PM
18	There is a shortage of attorneys with housing experience to meet the demand of Right to Counsel.	5/2/2019 10:35 AM
19	There is a need for more attorneys who focus on housing. It would be beneficial if supported with actual experience in housing court	4/30/2019 1:42 PM
20	Law schools have their own niche and they should be able to choose them	4/29/2019 8:50 PM
21	It seems helpful, and it's a good option for public interest-minded students.	4/26/2019 2:56 PM
22	[REDACTED]	4/26/2019 11:50 AM
23	We need more trained housing attorneys. This seems obvious. The haphazard nature of "learning by doing" once attorneys actually start working is inadequate, especially with the dearth of experienced supervisors in the field.	4/26/2019 10:04 AM
24	with RTC, it seems housing will be an entry point for most direct civil legal services attorneys for the coming years	4/25/2019 1:28 PM
25	Housing Court is probably the busiest court in NYC and more law students need exposure to Housing.	4/25/2019 12:27 PM
26	With RTC, law schools must begin training and preparing law students for housing work.	4/24/2019 6:21 PM
27	only if they have experienced housing/poverty law practitioners teach them-- academic background not helpful	4/24/2019 11:43 AM
28	[REDACTED]	4/23/2019 4:39 PM
29	NA	4/23/2019 4:21 PM
30	With Right to Counsel, there is going to be a growing demand for young lawyers with knowledge and interest in housing. Law school clinics would help law students become/determine if they are interested in working on housing as an issue and better prepare them for the experience.	4/23/2019 12:44 PM

31	It's so necessary	4/23/2019 12:40 PM
32	There's so much need among tenants.	4/23/2019 10:41 AM
33	N/A	4/23/2019 9:43 AM
34	I didn't have the best clinic experience. We were limited to the views of one professor with his quirks and idiosyncrasies. I think his academic ambitions and desire for interesting cases/articles he can publish outshadowed the desire to do good. We frequently turned down decent cases to hold out for a "good case" that would last much longer than our one semester. By contrast, I had fantastic experiences with my externships.	4/22/2019 9:18 PM
35	Housing law is very specific in NYC and clinical programs would be helpful in preparing graduates.	4/22/2019 6:48 PM
36	I think it's a great way to learn, but can also be a burden on the orgs in terms of supervision if the model depends on internships. If supervised within the university, this would be great.	4/22/2019 6:33 PM
37	The time is now for an immediate groundswell of support from NY Law Schools in support of this effort to revolutionize Housing Court and bring parity to the imbalanced world of landlord/tenant law.	4/22/2019 5:31 PM
38	I think it can be learned on the job and law will change a lot	4/22/2019 5:19 PM
39	This is going to be a growing practice. Law schools should anticipate that many graduates might work in this field.	4/22/2019 5:06 PM
40	It may depend on the region of NYS. NYC law schools should definitely have housing clinics. Law schools upstate may not necessarily have as much use at this point (though depending on possible changes in the law, maybe they will soon).	4/22/2019 5:04 PM
41	There is no replacement for practical experience. People who do housing clinics in NY will be even more prepared than I was to practice in NY courts.	4/22/2019 5:02 PM
42	We need to recruit and train great lawyers to serve our client populations, and that process should start as early in a lawyer's career as possible.	4/22/2019 4:57 PM
43	There is an immense need for new lawyers to have even a SMIDGE of housing experience. I couldn't support this more.	4/22/2019 1:15 PM
44	Housing work moves quickly so it is great for semester-long clinics, and provides opportunities for research, litigation, client interaction, and motion practice.	4/22/2019 12:55 PM

Q10 Please provide any additional thoughts you have about what law schools should be doing to help prepare students for representing tenants in eviction proceedings.

Answered: 66 Skipped: 98

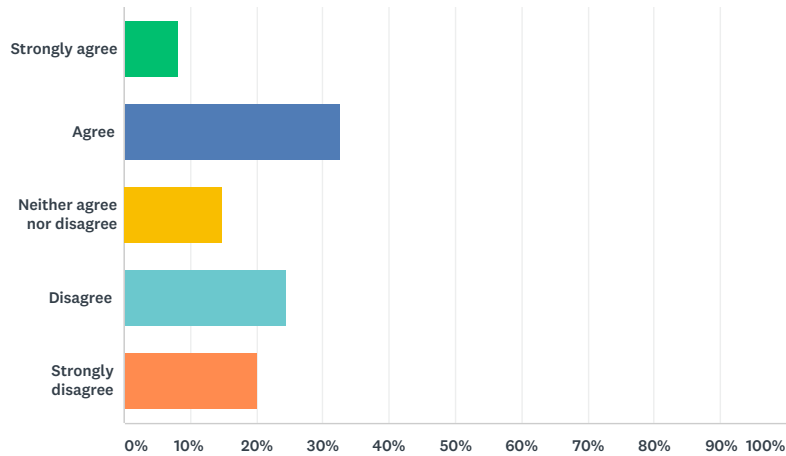
#	RESPONSES	DATE
1	Classwork on negotiating, classes in Spanish or other needed languages available for law school credit, and classes centering on dealing with clients with mental issues, particularly hoarding	5/3/2019 9:45 PM
2	Teach RPAPL and RPL. Stop focusing on what will be tested on the bar. There is bar prep for that.	5/3/2019 3:27 PM
3	Since this is an area where there's a lot of hiring, law schools should consider funneling student interest into housing law.	5/3/2019 12:07 PM
4	I think it's incredibly important for law students to have direct client interactions and time in court-- these are the skills that give newly practicing attorneys an edge and make them marketable in job searches.	5/3/2019 11:58 AM
5	There should be a class that teaches basics like preparing pleadings, arguing motions, and negotiating.	5/3/2019 10:10 AM
6	If they can't bring in full time faculty, have Staff Attorneys work part time to mentor students in a clinic setting. This will also help organizations meet their numbers under Universal Access and contribute to better work life balance for existing staff attorneys, if law students can take on some cases (assuming adequate supervision and class credit!)	5/2/2019 6:13 PM
7	Practicums, clinics and anything that can give them practical experience	5/2/2019 5:53 PM
8	Substantially increase clinical opportunities and requirements across the board	5/2/2019 4:30 PM
9	Legal writing is very important. Many junior attorneys struggle with the amount of writing that is required in this position. I also think law schools need to stress the importance of participation in externships or clinics that give individuals experience before judges.	5/2/2019 4:26 PM
10	not thinking of housing court as a bad place. Schools need to start selling how working in this field is a great career builder, not only do you have jobs out of law school, but other cities will start their own programs making more long term careers, also there will be a huge need for supervisors and professors of housing once RTC is fully rolled out	5/2/2019 4:14 PM
11	Teach about community lawyering and importance of race and intersectionality	5/2/2019 4:02 PM
12	Advertise more public interest jobs	5/2/2019 3:52 PM
13	Invite housing attorneys to the schools for panels, to teach clinics, work to place students in externship or internships	5/2/2019 3:12 PM
14	Schools should, aside from clinics, also provide courses on NYC housing law.	5/2/2019 3:10 PM
15	Negotiation seminars, drafting settlements, and understanding the rent stabilization code and tenants' rights as well as concerns on the landlord attorney side of things.	5/2/2019 3:07 PM
16	There could be a clinic where students help pro se litigants fill out pro se answers. This would require students to spot legal issues and draft legal pleadings that will have direct and immediate effects on protecting the legal rights of litigants. There could be a clinic where a case with strong legal defenses could be used as an opportunity for students to draft a motion to dismiss or a motion for summary judgment. During the course of a semester, students can shadow an attorney for a particular case. They will get to observe probably 3-4 court appearances, hallway negotiations, in court conferences and other courtroom advocacy.	5/2/2019 2:53 PM
17	More poverty law classes in each place to address the admins they will be dealing with	5/2/2019 2:53 PM
18	More practical courses such as practice preparing and arguing motions, negotiation skills, and mock trials	5/2/2019 2:50 PM

19	I graduated from Law School in 2000 and have been practicing more than 5 years in L&T. Most of the NY Law Schools that consider themselves to be "National" or "International" law schools do not require or encourage students to take NY Practice and do not teach L&T law. It is a complicated area of the law that is rapidly developing and is hard to learn well without a thorough grounding. The learning curve for new attorneys is steep.	5/2/2019 2:44 PM
20	Classes on housing law! It's incredibly complex!	5/2/2019 2:42 PM
21	Law schools should be present in housing court through clinics and/or visiting as part of classes. Law schools should allow for students to spend their time on committees such as BTLN and should be more active in changing housing court's racist, classist, sexist, xenophobic, homophobic, etc. culture. Law students should be able to observe the courts and be given credit for writing reports that highlight the issues present in court, or if not writing, organizing work to change the culture.	4/30/2019 3:18 PM
22	Send them to Court to experience housing court first hand and how it operates. In addition remind them they must be flexible and adaptable in finding resolutions for their clients, a holistic approach is superior to a transnational approach.	4/30/2019 1:42 PM
23	Offer classes in housing law or include fair housing law discussion in constitutional or admin law courses	4/29/2019 8:50 PM
24	Teach housing law, teach client interviewing, how to be a defender	4/29/2019 5:58 PM
25	More negotiation clinics focused on housing	4/29/2019 5:06 PM
26	Emphasis on writing, and writing quickly.	4/26/2019 3:45 PM
27	I think law schools should continue to focus on encouraging students to participate in clinics geared towards helping low income individuals. Schools should also appropriately advertise the pro-bono scholars program.	4/26/2019 12:55 PM
28	Full clinical options. Doctrinal law classes for L&T, admin law, etc. Develop relationships with judges/state agencies as well as nonprofits. Support student organized projects and initiatives.	4/26/2019 11:50 AM
29	We need to be careful to avoid just using clinic students as extra unpaid labor. They're not a replacement for adequately staffed and funded (including para and support staff) legal services.	4/26/2019 10:04 AM
30	Learning court procedure and how to enter into agreements that best serve your client are two skills that law schools do not teach enough. This would come with practice through a clinic, but could be taught in a classroom setting alongside a clinic to ensure that best practices are being learned and performed.	4/26/2019 9:32 AM
31	I think my law school did an OK job of exposing people to the idea of pro bono; however, I think more emphasis could be made on careers in civil legal services and the skills needed to perform the job. Although our jobs do require the traditional legal skills of writing motions, arguing, conducting trials, there is also a lot of this job that is not covered by any law school class.	4/26/2019 9:08 AM
32	Housing law courses	4/25/2019 6:12 PM
33	Law schools should work with judges on providing clerkship opportunities so that students are aware of the types of decisions coming out of housing court and should be appraised of opportunities to work in housing after school.	4/25/2019 12:27 PM
34	Law school is a mess and I have a lot of thoughts about it. For now, I'll say that my property class never once mentioned landlord tenant law and barely mentioned a single case from this century. The only useful class was the one practical skills, speaking and writing class.	4/24/2019 6:29 PM
35	Law schools should have housing clinics that place students with legal service providers. In house clinics will not be enough	4/24/2019 6:21 PM
36	Have classes geared towards negotiation skills and dealing with difficult opposing counsel. Have classes geared towards client counseling.	4/24/2019 3:38 PM
37	Focus significantly more evenly on public interest work, rather than the general 80-20% investment ratio that is common.	4/24/2019 1:58 PM
38	Don't link it with prestigious programs like pro bono scholars-- it self selects a group of people who chose it because of prestige of program, not out of dedication to housing/anti-poverty work; require a year of welfare law, one semester studying the law, 2nd semester doing HRA advocacy (EJP at CUNY is great!); structure clinical work to skills applicable to high volume practice	4/24/2019 11:43 AM
39	Pairing students with tenant-side lawyers for internships/externships	4/23/2019 6:45 PM

40	Partnering with legal services groups. It is the perfect way to provide experienced attorneys with supervision training to pair them with law students who will get hands-on housing court training.	4/23/2019 4:39 PM
41	More internship opportunities should be available at all city agencies related to housing, including NYCHA, HUD, DOB, HPD, etc.	4/23/2019 4:21 PM
42	Housing clinics. More LL/T stuff in Property Law. Special class on Housing in NYS	4/23/2019 1:54 PM
43	Trainings on serving clients in crisis, including mental health crises	4/23/2019 12:44 PM
44	CLINICS. This is the biggest thing law schools should be focusing on. Also, getting students into scenarios where they actually get to practice real-life lawyering, not just learning things in a classroom out of books	4/23/2019 12:40 PM
45	Law schools should have housing clinics as well as substantive classes on housing law.	4/23/2019 11:43 AM
46	Negotiations simulations as practice.	4/23/2019 10:41 AM
47	The reality of social issues in housing court needs to be addressed, especially to young women of color who aspire to be housing attorneys. There is clear disrespect daily in housing court to people in lgbtq communities and to people of color. I was told in law school that it was "getting better" and I am told that this is "hazing" and that everyone goes through it. I find this unacceptable and should not be tolerated.	4/23/2019 10:09 AM
48	Look at housing court as an amazing way to teach your students all aspects of procedure as well as how most administrative and lower courts function - federal courts are put on a pedestal in law school, but that's not where most of us practice.	4/23/2019 10:07 AM
49	More of an emphasis on New York Civil Procedure.	4/23/2019 10:05 AM
50	Did not attend law school in NYS nor did i participate in a housing clinic during law school.	4/23/2019 9:43 AM
51	I think law schools should offer legal Spanish language classes and workshops or seminars about best practices when interacting with suicidal clients and clients with severe mental illness.	4/23/2019 9:12 AM
52	Externships were the best things I ever did in law school. Students should be embedded within an existing legal service provider to get a first hand look on how things work in housing court.	4/22/2019 9:18 PM
53	There should be more school-sponsored field trips to courts to observe proceedings, and to meet with judges and practitioners in housing and other state/local areas of law.	4/22/2019 6:48 PM
54	Aside from learning substantive LL/T issues, I think getting a firmer grasp on civil procedure as it relates to special proceedings would be helpful.	4/22/2019 6:43 PM
55	I have found myself surprised by how much I rely on contracts, property, and civil procedure that I never thought I'd need that much. Professors of those big doctrinal classes should be encouraged to help make the subjects more relevant for public interest driven students.	4/22/2019 6:33 PM
56	Working hand in hand with organizations to provide 3rd year externships, volunteer positions, and even bringing in attorneys from the organizations to do one day or more lectures / topics.	4/22/2019 5:31 PM
57	More clinics, more classes on substantive NY state law.	4/22/2019 5:06 PM
58	They should help connect law students as interns in housing programs. Many law students are uninterested in housing internships because they are unfamiliar with the field and have not been encouraged to consider housing internships.	4/22/2019 5:04 PM
59	Trial advocacy programs are also helpful	4/22/2019 5:02 PM
60	I would love to see more doctrinal classes about landlord/tenant law. Most of the real property classes at my school focused heavily on sales, deeds, etc.	4/22/2019 4:57 PM
61	There are a lot of jobs going so all law schools should be building relationships with providers so that students can get access to these job opportunities	4/22/2019 4:27 PM
62	Have a class on it or devote clinic time to it.	4/22/2019 4:18 PM
63	Understanding the public policy issues regarding poverty and benefits and how that effects people housing.	4/22/2019 2:14 PM
64	Housing clinics; internship pipelines and concerted recruiting efforts. Look to the public defender organizations for an excellent recruitment model.	4/22/2019 1:15 PM
65	Running clinics and classes that expose students to welfare policy and benefits regulations, which are a huge part of housing work and poverty law in general.	4/22/2019 12:55 PM

Q11 I received comprehensive substantive law training as a newly hired attorney.

Answered: 135 Skipped: 29



ANSWER CHOICES	RESPONSES
Strongly agree	8.15% 11
Agree	32.59% 44
Neither agree nor disagree	14.81% 20
Disagree	24.44% 33
Strongly disagree	20.00% 27
TOTAL	135

#	PLEASE EXPLAIN YOUR ANSWER. IF YOU DIDN'T RECEIVE THIS TRAINING WHEN NEWLY HIRED, DID YOU RECEIVE IT EVENTUALLY? AND IF SO, WHEN?	DATE
1	I work in an amazing office and have the most amazing colleagues and supervisor. I was provided in depth training that lasted almost a month long and have continuous meetings with my supervisor and colleagues to discuss not only the practice area, but how to navigate the first year of being an attorney. I always have the opportunity to be trained.	5/3/2019 3:34 PM
2	Legal Aid Society had us in training for 1.5 months before taking on cases. This might have been improved by having a more robust shadowing program for even 2 weeks and then classroom time.	5/3/2019 3:19 PM
3	I received some formal training a month into my job. Much of my learning had to be self-initiated.	5/3/2019 12:12 PM
4	A lot of my training is on the job	5/3/2019 12:04 PM
5	I never received training.	5/3/2019 10:59 AM
6	I received training, but a lot of it was surface-level and highly inadequate or inapplicable to my actual caseload.	5/2/2019 6:31 PM
7	For the first year, I was under a new supervisor who did not supervise his new staff. I was then transferred to a new supervisor when the units were reshuffled. My new supervisor re-trained me to the extent needed. I now feel as though I received a comprehensive substantive law training.	5/2/2019 4:34 PM

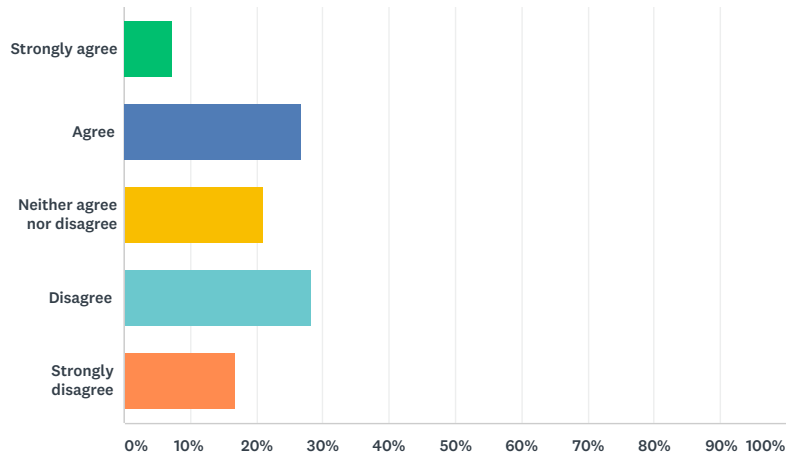
8	i was a pjs fellow - the fellowship dropped us with little explanation and also didnt really train us	5/2/2019 4:21 PM
9	I did not sit in a "classroom" type experience in learning substantive law or legal practice after I was hired. It has been a learn as you go approach with ample supervision where my caseload built until I reached what is considered our agency cap on cases.	5/2/2019 4:20 PM
10	After 7 months	5/2/2019 4:15 PM
11	I had a fairly thorough 2 week course	5/2/2019 4:09 PM
12	I was hired and went immediatley into training. I should have had expereince and training concurrently to make the training more useful.	5/2/2019 4:05 PM
13	I was provided with printouts of trainings when I first started and was supervised by someone who taught me some things, but I would not call it comprehensive. I've developed my knowledge as I go through my career as a housing attorney and filled in the gaps that were left by my non-comprehensive training.	5/2/2019 4:00 PM
14	I was not hired with a class. I was the only new attorney in the entire office when I started. There were no training classes offered until I had two years of experience. And then, I could not attend them because I had an excessively high case load.	5/2/2019 3:49 PM
15	Very basic training at the beginning, nothing since then.	5/2/2019 3:42 PM
16	My organization has never provided me with comprehensive substantive law training. I have taken CLEs on my own time and read up on substantive areas of law on my own to feel prepared to represent my clients, but not all of my colleagues have taken the time to do that. This applies both to substantive and procedural rules.	5/2/2019 3:32 PM
17	I had some experience with substantive housing law from practice outside of NYC.	5/2/2019 3:19 PM
18	We did have organized training but much of the housing practice is learned in practice	5/2/2019 3:18 PM
19	I got a real crash course in housing law from a supervisor who worked with me one-on-one.	5/2/2019 3:12 PM
20	I've worked at my organization for about a year and half. We begin receiving additional new-attorney training next week.	5/2/2019 2:58 PM
21	I started in a small organization that had poor training and had to rely only on outside trainings and byt the time I was hired at a larger organization I was not considered a new attorney and not given time to go to trainings.	5/2/2019 2:56 PM
22	I received training but there was room for improvement	5/2/2019 2:53 PM
23	there were substantive in-house trainings when I first started as a staff attorney covering most housing topics	5/2/2019 2:46 PM
24	I went to trainings one friday a week for the first two months. The trainings were very broad and didn't necessarily get into the specifics we were facing with our cases.	4/30/2019 3:29 PM
25	I received formal training about 6-8 months into my 1st year. I appreciated having real world context for the training.	4/30/2019 8:58 AM
26	Learned as I went. Training became available a few months after.	4/26/2019 5:15 PM
27	Nonprofit did not have the resources to give comprehensive substantive law training. My immediate supervisors have been doing their best.	4/26/2019 3:23 PM
28	At court, through my own research, and from many of my colleagues.	4/26/2019 2:19 PM
29	I received 2 weeks of training and referrals to other online resources and on demand CLEs.	4/26/2019 1:09 PM
30	No, I never received it. There have been piecemeal substantive trainings on subtopics about once a month. That started about a year into my job.	4/26/2019 12:41 PM
31	I mainly was self taught on the substantive law; attended CLEs, read treatises, researched, etc. Some CLEs were provided by my organization but I mainly learned the substantive law on the fly.	4/26/2019 9:21 AM
32	2-3 trainings only, rest was self-education and supervision	4/25/2019 6:15 PM
33	I did receive some training, but in retrospect, shadowing an experienced attorney in court would have been more useful.	4/25/2019 3:42 PM

34	Unfortunately, given the stressful nature and the fast pace in which new hires have to work, there is not much time to give them training on substantive law. It is very much learn as you go. I have been practicing for three years and I'm still learning.	4/25/2019 12:55 PM
35	I was provided virtually no training and only one day of observation before i got my first cases, and my caseload grew rapidly in amount and complexity of cases. I still have received only a couple of brief training sessions because other new hires and I asked for then, and i have had to seek out my own opportunities to learn.	4/24/2019 8:07 PM
36	My organization failed to provide substantive legal training. Instead, I have to rely on LEAP trainings/other CLEs; conducting my own legal research; and speaking with my colleagues to learn substantive law.	4/24/2019 6:40 PM
37	I received two weeks of training, having only clerked previously. I received various types of training after, but almost everything I know has been through trial and error, by fire. It has been highly stressful, to say the least	4/24/2019 2:06 PM
38	no organized training, I was told to watch videos on shared drive on my down time	4/24/2019 11:56 AM
39	I went to occasional CLEs, but learned mostly from being thrown into the fire and teaching myself and asking questions when I realized I didn't know something. I wish there had been something more than just the occasional CLE to teach us substantive law as CLEs are just brief summaries that skim the surface of any given topic.	4/24/2019 10:04 AM
40	[REDACTED]	4/23/2019 4:43 PM
41	It's a steep learning curve and I learned a lot from my supervisor during the time she was my supervisor, but I heavily rely on training myself, asking a lot of questions, and doing a lot of leg work on my own.	4/23/2019 4:31 PM
42	I was paid to read through Scherer when I was first hired. I shadowed an attorney. I slowly started taking on my own client over months.	4/23/2019 1:56 PM
43	I received substantive training around two months after I started.	4/23/2019 12:48 PM
44	No. I've been trying to navigate the ins-and-outs of being a housing court attorney on my own and I honestly think it's a bit ridiculous.	4/23/2019 12:47 PM
45	I received little to no training. My immediate supervisor is unfamiliar with the substantive law that is needed to practice in housing court. I have learned vital information about both substantive law and best practices in court in passing from colleagues with more experience, or sometimes from practitioners at other organizations. I often feel unprepared, and I worry constantly that there are tools that I don't know about that could help my clients. I attended a training recently that was sponsored and led by supervisors in my office. They could not answer fundamental questions raised and contradicted one another.	4/23/2019 12:38 PM
46	I have gradually received training throughout my experience, but never had a comprehensive training program	4/23/2019 11:52 AM
47	No, never.	4/23/2019 10:43 AM
48	I had tangential supervision, but was largely pushed into the deep end. If I didn't have my clinic knowledge to fall back on, I would have been committing malpractice.	4/23/2019 10:13 AM
49	Little to no comprehensive substantive training	4/23/2019 9:45 AM
50	I received eight days of training, some of which was substantive law.	4/22/2019 6:53 PM
51	I attended a couple of trainings upon starting, but mostly I learned through my cases. Because I had worked as a housing paralegal and tenant organizer in the past, I was able to pick up the topics fairly quickly.	4/22/2019 6:46 PM
52	I got some in the beginning, some trickling in. A lot has had to be self-taught or through supervision on a case by case basis. .	4/22/2019 6:36 PM
53	Some training, although primarily sink or swim model. Eventually, self-taught / learned through experience.	4/22/2019 5:37 PM
54	Never received it, self-taught, and informal help from colleagues	4/22/2019 5:21 PM

55	Legal aid organizations do not have consistent training programs or procedures. Rarely if ever is a new hire trained when they are hired unless it coincides with the organization's schedule. Some providers have an annual "crash course," some don't. Very rarely is holistic training (PA, rent stabilization, lawyering) provided up front.	4/22/2019 5:16 PM
56	Housing law is just one of the practice areas I had to learn. I got some training from staff to orient me to the landscape of housing law/housing court, but I also did a lot of reading on my own and took CLEs to get myself up to speed.	4/22/2019 5:13 PM
57	Did receive substantive training on the areas that my practice has special knowledge/expertise in, but my case load often has types of cases I was not trained for	4/22/2019 5:10 PM
58	I received it through a series of trainings that were held once a month through the LEAP coalition. The trainings were helpful, but they were very spread out, and for that reason, not intensive enough.	4/22/2019 5:09 PM
59	Learned it on the job!	4/22/2019 4:19 PM
60	I attend the monthly LEAP trainings but my organization has devoted very few resources to substantive training on housing law.	4/22/2019 3:22 PM
61	MFJ held in-house trainings for law graduates, one-on-one meetings with supervisors to answer specific questions, and linked us with outside trainings run by other organizations.	4/22/2019 1:03 PM
62	My training was quite piecemeal; most of it was acquired on the job, directly from my supervisor.	4/22/2019 12:58 PM
63	Through the LEAP coalition, attorneys were able to take advantage of relevant law training, when available.	4/22/2019 12:32 PM
64	Mostly self-learning, but I was directed towards CLEs and online courses that were helpful	4/22/2019 11:40 AM

Q12 I received comprehensive practice skills training as a newly hired attorney.

Answered: 138 Skipped: 26



ANSWER CHOICES	RESPONSES
Strongly agree	7.25% 10
Agree	26.81% 37
Neither agree nor disagree	21.01% 29
Disagree	28.26% 39
Strongly disagree	16.67% 23
TOTAL	138

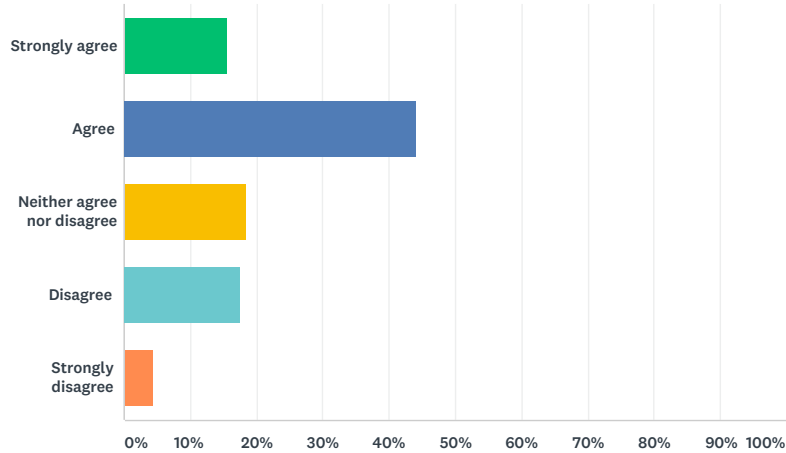
#	PLEASE EXPLAIN YOUR ANSWER. IF YOU DIDN'T RECEIVE THIS TRAINING WHEN NEWLY HIRED, DID YOU RECEIVE IT EVENTUALLY? AND IF SO, WHEN?	DATE
1	We received training on our conflicts/case manager, negotiation, writing, HRA advocacy, etc. I would have loved much more focus on ways to organize and schedule your practice to stay afloat in the frenetic setting of housing court practice. Most of what I learned about this I learned from peers.	5/3/2019 3:19 PM
2	I received opportunities that forced me to learn skills. But I didn't learn many skills formally. For instance, we have not received a substantive trial training or real coaching on writing.	5/3/2019 12:12 PM
3	A lot of my training is on the job.	5/3/2019 12:04 PM
4	I never received training.	5/3/2019 10:59 AM
5	I have only been working for three weeks - my understanding is that I may receive such skills training as the occasions to use them arise.	5/3/2019 10:12 AM
6	I would not characterize it as "comprehensive", but I did receive practice skills trainings.	5/2/2019 6:31 PM
7	Not offered, although it used to be offered.	5/2/2019 4:34 PM
8	small office - on the job training	5/2/2019 4:21 PM

9	See above	5/2/2019 4:20 PM
10	Mostly learned on the job.	5/2/2019 4:09 PM
11	The training could have been better	5/2/2019 4:05 PM
12	Some of the practice skills I had already from being an attorney in other substantive areas. I learned as I went along for the rest	5/2/2019 4:00 PM
13	I took a trial advocacy course several month into my time in the office. But it was my third trial ad course and it was not as good as the first two i took.	5/2/2019 3:49 PM
14	Very basic training at the beginning, nothing since then.	5/2/2019 3:42 PM
15	I did not recieve anything remotely akin to "comprehensive training." When I took this job, I already had 3 years of legal experience, without which I would have been entirely lost. I actively sought out training by shadowing my colleagues, and then I just started to figure things out on my own.	5/2/2019 3:32 PM
16	I received some training, but there was a shortage of attorneys so mostly it was learning by working.	5/2/2019 3:19 PM
17	There were several changes in management within my first year of being hired.	5/2/2019 3:18 PM
18	I was advised to find my own style of case handling and was given responsibilities immediately to better understand housing court procedures.	5/2/2019 3:12 PM
19	There was not enough practical training	5/2/2019 2:53 PM
20	I learned practical skills such as motion writing, oral argument, negotiation, and trial advocacy as I went along with varying levels of support from my supervisors (I had 4 different supervisors in my first 18 months of practice)	5/2/2019 2:46 PM
21	There should be more benefits trainings to ensure we are maximizing our clients income. In addition, there should be city-wide banks of model answers, motions, bills of particulars for all the issues that have come up.	4/30/2019 3:29 PM
22	I received good training in motion practice when I was newly hired and extensive trial training after about 2 years of practice.	4/30/2019 11:57 AM
23	I've been litigatinfu for 8+ years in non-housing practice	4/29/2019 8:53 PM
24	Nonprofit did not have the resources to give comprehensive substantive law training. My immediate supervisors have been doing their best.	4/26/2019 3:23 PM
25	i am learning on the spot in court or supervision	4/26/2019 2:40 PM
26	See above.	4/26/2019 2:19 PM
27	Most of my training focused on the law and less on practice skills training, interacting with clients, court procedure, etc.	4/26/2019 1:09 PM
28	No, i never did. About 1.5 years into practicing I did attend a trial skills training.	4/26/2019 12:41 PM
29	My organization allowed me to attend a trial training but I did not receive lots of	4/26/2019 9:21 AM
30	not enough trainings	4/25/2019 6:15 PM
31	See above.	4/25/2019 3:42 PM
32	Same as above, skills were learned as I went. I continue to learn practice skills, and supervisors advise as problems arise.	4/25/2019 12:55 PM
33	Again, I was provided little to no training when hired straight out of law school. I was assigned cases and work immediately and expected to ask coworkers for templates to work from and figure it out on my own.	4/24/2019 8:07 PM
34	I have received no training regarding practice skills. My organization does not supervise new hirers in court during arguments - instead they stand behind you without prepping you prior to the argument. There is no training or assistance for trials - instead you are told that "to prepare" without any assistance or consideration of how to preserve things for the record in case an appeal is needed. If it was not for the trial practice clinic during law school I would be struggling much more.	4/24/2019 6:40 PM

35	Practice skills training, other than a very helpful week long trial workshop (though it was geared much more to criminal attorneys than housing), has been ad hoc, and I have needed to ask for it and schedule it myself to get it.	4/24/2019 2:06 PM
36	none - learn on the job if you didn't have them already	4/24/2019 11:56 AM
37	I received training from CLEs and watching other attorneys - esp. regarding how to negotiate a good settlement - but have always felt like I have no idea what I am doing and mostly just learn from my mistakes	4/24/2019 10:04 AM
38	[REDACTED]	4/23/2019 4:43 PM
39	I shadowed an attorney. I slowly started taking on my own client over months.	4/23/2019 1:56 PM
40	I received practice skills training around two months after I started.	4/23/2019 12:48 PM
41	No, I've never received this training.	4/23/2019 12:47 PM
42	I have received little to no skills training. I recently prevented an eviction thanks to a practice tip I learned from a practitioner at another organization. I was embarrassed to not have already known the practice.	4/23/2019 12:38 PM
43	I have gradually received training throughout my experience, but never had a comprehensive training program	4/23/2019 11:52 AM
44	No, never.	4/23/2019 10:43 AM
45	I didn't get anything like this until the NITA training a year after I was hired.	4/23/2019 10:13 AM
46	While my supervisor is excellent, supervision alone cannot substitute for practice skills training, which, as mentioned, I received only eight days total.	4/22/2019 6:53 PM
47	Same as above	4/22/2019 6:36 PM
48	Same as above - some limited training, but primarily learn by experience.	4/22/2019 5:37 PM
49	The legal aid organizations that do have training programs generally focus on substantive law. Lawyering skills are not taught except on special occasions.	4/22/2019 5:16 PM
50	Learned some skills (writing stipps and trial advocacy) but was not trained in others (negotiating, conducting depositions, etc)	4/22/2019 5:10 PM
51	I went to a couple of skills trainings that were excellent, but I wish there were more of them.	4/22/2019 5:09 PM
52	Learned it on the job!	4/22/2019 4:19 PM
53	Much of the training was on-the-job after a short period of shadowing staff attorneys.	4/22/2019 1:03 PM
54	My skills are somewhat limited by the nature of the practice, which is limited to motions to and stipps. I haven't done discovery, a trial, a deposition and as a result I haven't acquired any practice skills in this area.	4/22/2019 12:58 PM
55	Same as answer above.	3/21/2019 9:43 AM

Q13 My organization has a supervisory system in place to assure high quality representation that includes, for example, regular case file reviews and regular performance reviews.

Answered: 136 Skipped: 28



ANSWER CHOICES	RESPONSES	
Strongly agree	15.44%	21
Agree	44.12%	60
Neither agree nor disagree	18.38%	25
Disagree	17.65%	24
Strongly disagree	4.41%	6
TOTAL		136

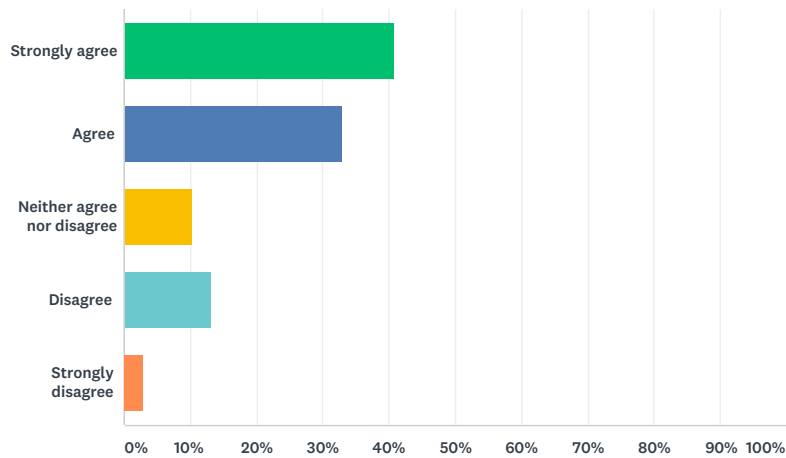
#	PLEASE EXPLAIN YOUR ANSWER.	DATE
1	Weekly meetings, annual reviews	5/3/2019 9:51 PM
2	I meet at least once per week with my supervisor to go through everything on the ~1-month horizon. He is also available for drop-ins. I feel very satisfied with my access to him and the latitude he gives me.	5/3/2019 3:19 PM
3	My supervisors want to review my written work before I serve and file it but in practice my supervisors OK any decision that I make without much pushback.	5/3/2019 12:12 PM
4	We have weekly team meetings and my supervisor has an open door policy. Seasoned attorneys on my team are also always available to assist	5/3/2019 12:04 PM
5	There is no clear system but there are supervisors. The supervisors should be trained before they start supervising.	5/3/2019 10:59 AM
6	My supervisor and I touch base regularly, but there is no particular structure or system.	5/3/2019 10:12 AM

7	We have a supervisory system with regular case file reviews, but much of it is pro forma and not substantive. Many of my supervisors do not have adequate knowledge or interest in the law and their supervisees are often tasked with "figuring it out for themselves" or crowdsourcing information from their colleagues who are also learning it as they go.	5/2/2019 6:31 PM
8	I think the organization has good supervisors and bad supervisors. The supervisory system depends on your direct supervisor.	5/2/2019 4:34 PM
9	there arent enough supervisors - I love my supervisor but he doesnt have a crazy amount of experience and the gap in our knowelgde is closing quickly	5/2/2019 4:21 PM
10	I agree. My supervisors are competent and ensure that I provide quality representation. That said, my agency had to adapt to the demands of RTC as supervisors carry their own case load and affording time to both carry a caseload and provide supervision was at least initially something that needed to be addressed.	5/2/2019 4:20 PM
11	It's a work in progress.	5/2/2019 4:09 PM
12	Some supervisors are better than others.	5/2/2019 4:05 PM
13	The supervisors are free to structure their supervision and tailor it to the attorneys they supervise, which can be good, but can also lead to things like irregular case reviews. My organization has an annual performance review for all employees.	5/2/2019 4:00 PM
14	I have 15 years of experience. So I do not need much supervision. But the system that exists is poor. Many of my colleagues come to me for supplemental supervision.	5/2/2019 3:49 PM
15	Sometimes there is good supervision, sometimes not.	5/2/2019 3:42 PM
16	Some individuals at my organization get this kind of attention, but for those of us who are not straight out of law school we do not get that much time with our supervisors. There is a system in place, but does not allow supervisors enough time to actually spend time with their supervisees equally on a regular basis.	5/2/2019 3:32 PM
17	No case file reviews are in place. A system for general performance review is being developed.	5/2/2019 3:19 PM
18	We meet weekly regarding new cases, meet weekly for supervision on ongoing cases, and have performance reviews every 6 months as well as monthly check-ins regarding our stress management and overall concerns.	5/2/2019 3:12 PM
19	It's supposed to be done, and my supervisor now is good about doing it, but this is not uniform across the agency	5/2/2019 2:46 PM
20	I have file review once a week, but it is usually once every two weeks. I have not had a performance review and I am not sure there is such a mechanism.	4/30/2019 3:29 PM
21	We have a system in place but effectiveness depends on the supervisor you are assigned	4/29/2019 8:53 PM
22	They do this well.	4/26/2019 3:23 PM
23	I have a direct supervisor who I meet with weekly. Our office also has an open door policy and all attorneys, interns, etc. are open to discuss cases, questions, concerns, etc.	4/26/2019 1:09 PM
24	Some other teams in our unit have more structured supervision, but ours does not. We do not have case review.	4/26/2019 12:41 PM
25	My organization is very concerned about supervision, but it often feels more like this is just malpractice reasons and not about providing the best services to our clients.	4/26/2019 9:21 AM
26	Very strong supervisory system where I'm at, though that's not a replacement for comprehensive training	4/25/2019 6:15 PM
27	I recently left an organization that failed to regularly review my case files and failed to give me regular performance reviews, but both are being provided to me at my current job.	4/25/2019 12:55 PM
28	I have a supervisor who is a wonderful person who tries very hard to be there to help me, but she herself is very busy and overworked. We try to meet once a week for urgent questions, but there is limited time for me to get the help I need, especially given the lack of training.	4/24/2019 8:07 PM
29	My supervisors do not invest time in my work. They are not substantively involved in my cases, they do not review the legal documents to ensure that I have not missed defenses or arguments; they do not edit my motions but instead give general feedback in the bodies of emails; and I have not had a single performance review.	4/24/2019 6:40 PM

30	We have an hour a week of supervision time. it can be difficult to get questions answered outside of that time because of the serious time constraints of all my superiors, so we are constantly in "I need help right now" positions and can't get the urgent help we need. Performance reviews are extremely rare. Technically 1-2 times a year, but not very comprehensive.	4/24/2019 2:06 PM
31	yes regular case reviews and in court support; however substantively it's more wishful thinking, unsustainable standards given caseloads	4/24/2019 11:56 AM
32	[REDACTED]	4/23/2019 4:43 PM
33	The supervisory system in place assures there are no fires to put out. But I wouldn't say the system in place ensures high quality representation.	4/23/2019 4:31 PM
34	I have access to supervisors for questions/feedback as issues arise, but there is not much discussion/review after the fact.	4/23/2019 12:48 PM
35	We do have a supervisory system in place; I don't think that my supervisor does a particularly great job of teaching and mentoring me.	4/23/2019 12:47 PM
36	My case reviews are often cancelled. My supervisor regularly has little to no information about the issues I raise in meeting. They will sometimes offer to ask a professional connection a question or look into something for me, but they rarely follow through. We had a performance review that was not followed up on or discussed at all.	4/23/2019 12:38 PM
37	I haven't seen my supervisor in over a week, and this is not uncommon	4/23/2019 10:38 AM
38	It depends on your supervisor.	4/23/2019 10:13 AM
39	My supervisor holds regular case file reviews (which includes "performance" in that she evaluates our execution of strategy), but not all of the supervisors in my office do the same.	4/22/2019 6:53 PM
40	There's some self-reporting, so I worry things could fall between the cracks, but I am getting regularly checked on	4/22/2019 6:36 PM
41	Organization is not prepared for sudden influx of cases, which is why we've currently denied Right to Counsel funding	4/22/2019 5:37 PM
42	They are competent but not true experts and overstretched.	4/22/2019 5:21 PM
43	Supervisors appear overworked and as a consequence are at times unresponsive. Some organizations have regular case and performance reviews, while others leave it up to the Staff Attorney. This makes for different style or even quality of representation depending upon which lawyer represents a client at the organization.	4/22/2019 5:16 PM
44	I get great supervision. I feel supported and appropriately challenged.	4/22/2019 5:13 PM
45	We do not get performance reviews or case file reviews. Supervision is as needed, and typically we need to initiate	4/22/2019 5:10 PM
46	[REDACTED]	4/22/2019 1:03 PM
47	It could be better but there is nevertheless a system in place and my supervisor is competent. However my supervisor maintains a continuing case load and cannot always be available for regular meetings.	4/22/2019 12:58 PM

Q14 My supervisor has the substantive and practical knowledge as well as the supervisory skills required to competently supervise.

Answered: 137 Skipped: 27



ANSWER CHOICES	RESPONSES
Strongly agree	40.88% 56
Agree	32.85% 45
Neither agree nor disagree	10.22% 14
Disagree	13.14% 18
Strongly disagree	2.92% 4
TOTAL	137

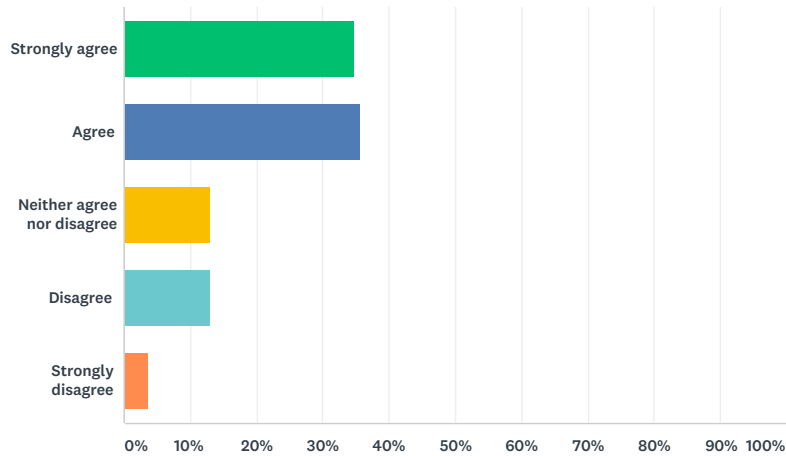
#	PLEASE EXPLAIN YOUR ANSWER.	DATE
1	My supervisor is beyond brilliant. Other supervising attorneys in housing court go to my supervisor for their questions. She is beyond well versed in the area of housing law and her knowledge and experience should be the standard we all strive to reach.	5/3/2019 3:34 PM
2	See directly above. He provides praise and feedback where needed.	5/3/2019 3:19 PM
3	Our supervisors seem to never have received formal training in management. With one exception, they have a robust knowledge base and base of experience with client interactions. But that doesn't necessarily mean they're skilled at managing.	5/3/2019 12:12 PM
4	My supervisor is a wealth of knowledge and he has lots of practice teaching new attorneys how to best represent clients	5/3/2019 12:04 PM
5	My supervisor does not have a lot of substantive knowledge about housing law.	5/3/2019 10:59 AM
6	I am learning from my supervisor and love the support and an extra ear - but more like a mandatory person to talk thur my cases with rather than real supervision	5/2/2019 4:21 PM

7	My supervisor in particular comes from a generalist practice that included housing court, so my supervisor has a broad substantive and practical knowledge, but had gaps in their knowledge specific to certain parts of law relevant to our housing court cases. My supervisor does have the supervisory skills to competently supervise.	5/2/2019 4:00 PM
8	My supervisor has more experience than me and has been a supervisor for several years.	5/2/2019 3:49 PM
9	My supervisors is currently taking this new RTC supervision training, which he's finding useful. That said, he never really gives me feedback at all. I have to actively seek feedback to get anything from him. He does have 5+ years of housing court experience, though, which means that he has a fair amount of knowledge--again, the gap seems to come in with more complicated questions that he hasn't seen before, which he doesn't always know how to help you address. He's still finding his way as a supervisor and had no supervisory experience coming into this job. He's been here for almost a year.	5/2/2019 3:32 PM
10	We were eventually assigned to a supervisor but only after several months of being new attorneys with minimal supervision	5/2/2019 3:18 PM
11	My supervisor has been practicing housing law for 25 years and is great at explaining the nitty gritty of housing practice. She is also astute in thinking through legal problems both substantive and procedural.	5/2/2019 3:12 PM
12	Doesn't know more than I do. Better supervisors have 20 plus years of experience	4/30/2019 3:58 PM
13	My supervisor has the substantive and practical knowledge, but has not been trained on supervisory skills required.	4/30/2019 3:29 PM
14	Other supervisors do, mine is lackluster	4/29/2019 8:53 PM
15	Supervisory skills yes, but they don't know a ton about substantive law. Still, they're good.	4/26/2019 3:23 PM
16	He has decent substantive knowledge, but not strong supervisory skills. Our unit director substantively knows the law, but has never practiced in housing court so doesn't have good practical skills.	4/26/2019 12:41 PM
17	My new supervisors have great insight into procedural next steps. Each have not been practicing as long as my former supervisors, but the skills and knowledge they have gained has helped me more in my few months here than the few years under my last direct supervisor.	4/25/2019 12:55 PM
18	My supervisor is one of few experienced and competent people where I work, she is very dedicated, but unfortunately has very little time due to her many supervisees on top of her already large caseload.	4/24/2019 8:07 PM
19	I have had two direct supervisors in a year and a half and neither have substantive and practical knowledge or supervisory skills required to provide competent supervision. Both my supervisors have less than four years of legal experience. Neither have had trials and discouraged me to make arguments and preserve defenses that may lead to trial because they could not and did not want to go to trial with me. When I had substantive questions both supervisors refused to collaborate on the legal research and investigation on the case and told me to figure it out and upon "figuring it out" and including the case law for the argument - no edits or feedback would be given.	4/24/2019 6:40 PM
20	Substantive and practical knowledge, definitely. Supervisory skills, no.	4/24/2019 2:06 PM
21	My supervisor is great but often he doesn't have time to give detailed feedback on my arguments or skills	4/24/2019 10:04 AM
22	We are at the same level.	4/23/2019 4:43 PM
23	My supervisor has a lot of general legal knowledge, but not a lot of housing law knowledge.	4/23/2019 4:31 PM
24	He definitely has the knowledge necessary; however, he definitely does NOT have the necessary supervisory skills.	4/23/2019 12:47 PM
25	see previous responses	4/23/2019 12:38 PM
26	My supervisor knows less about housing court than I do.	4/23/2019 10:43 AM
27	My supervisor has the knowledge and skills but not the time	4/23/2019 10:38 AM
28	Mine does. Seems like some others are promoted to the position because a gap needs filling and it's too hard to get rid of them.	4/23/2019 10:13 AM
29	My previous supervisor was amazing. Jury's out on current supervisor, who is new.	4/22/2019 9:22 PM

30	She's great.	4/22/2019 6:53 PM
31	Most of the time	4/22/2019 6:36 PM
32	Supervisor primarily worked with experienced attorneys previously, and is unprepared for sudden influx of NEW attorneys with needed coaching and guidance.	4/22/2019 5:37 PM
33	My supervisor has a wide breadth of substantive knowledge that is very helpful, but did not have previous supervisory experience. I am lucky enough that my supervisor has transitioned well to the role, but this was not due to any training on the part of the organization.	4/22/2019 5:16 PM
34	At some point I started to know more about some areas of substantive housing law than my supervisor. But she is always knowledgeable enough to give helpful feedback and flag potential issues, so I don't think it really affects the quality of the supervision I get.	4/22/2019 5:13 PM
35	My supervisor was very effective at teaching me at the beginning; now that I have progressed in my knowledge and skills, often when I need help my supervisor cannot give guidance	4/22/2019 5:10 PM
36	My supervisor did not know some of the nuts and bolts of practice in housing court, such as how and where to file motions.	4/22/2019 1:03 PM

Q15 My supervisor is accessible and provides the support I need to do my job well, both in and out of court.

Answered: 138 Skipped: 26



ANSWER CHOICES	RESPONSES	
Strongly agree	34.78%	48
Agree	35.51%	49
Neither agree nor disagree	13.04%	18
Disagree	13.04%	18
Strongly disagree	3.62%	5
TOTAL		138

#	PLEASE EXPLAIN YOUR ANSWER.	DATE
1	My supervisor is there for me at the drop of a hat. All I have to do is ask.	5/3/2019 3:34 PM
2	See directly above. He is available in the office for dropping by and by phone when he is in court.	5/3/2019 3:19 PM
3	My supervisor is available but it is difficult for her to provide support sometimes because of her lack of substantive knowledge about the law.	5/3/2019 10:59 AM
4	Sometimes true, sometimes not.	5/2/2019 6:31 PM
5	It varies, sometimes shes great and sometimes she isnt	5/2/2019 4:05 PM
6	My supervisor is accessible, either in person or by email/phone/text if we are in different locations. My supervisor provides support to me in substantively supervising me as well as encouraging me and supporting me through the stress/potential burnout/etc.	5/2/2019 4:00 PM
7	As I answered previously, I have ample experience and do not need much supervision. My supervisory support is mostly adequate for me. I would probably feel differently if I had 15 weeks or 15 months of experience.	5/2/2019 3:49 PM
8	He just does not have time to dedicate to all 8 attorneys + 2 paralegals he manages in a comprehensive manner. That said, if I call he answers. I certainly feel supported in some of the more emotionally taxing elements of this job.	5/2/2019 3:32 PM

9	My supervisor is basically available to me at all times and has dropped what she's doing in order to help me out on many occasions.	5/2/2019 3:12 PM
10	I seek out other supervisors	4/30/2019 3:58 PM
11	My supervisor tried their hardest to provide support, but is too overwhelmed with managerial duties such as meetings with upper management in addition to meetings with HRA/other UAC providers that takes up most of their time.	4/30/2019 3:29 PM
12	She's not great with substantive and hands on advise	4/29/2019 8:53 PM
13	We're at capacity.	4/26/2019 5:15 PM
14	Yes, this is true.	4/26/2019 3:23 PM
15	He is often out of the office and did not appear in court with me after the first couple of weeks, even prior to my being admitted.	4/26/2019 12:41 PM
16	My current supervisor is generally accessible, and now that I have closer to 5 years of experience I do not need the same day to day contact with my supervisor as I did when I started in this line of work (at which point I had a lot less supervision). As a young attorney it was a really a balancing act of figuring out how often I could bother supervisor(s) at my office, how often I could bother more senior colleagues, how often I could ask questions on the listserv, etc. I had tons of questions and did not always feel like I had sufficient avenues to get support. Although to some degree this forced me to be self sufficient and come up with my own answers, there are certain questions that cannot be answered	4/26/2019 9:21 AM
17	Same as above, supervisors are always available by phone and email, and do not hesitate to answer any questions I have.	4/25/2019 12:55 PM
18	My supervisor tries her best to be very helpful to me, but is extremely busy and overworked herself.	4/24/2019 8:07 PM
19	Hard to access, largely because of his own extreme time constraints, but also because of social skills that make it hard to access comprehensive advice, or social/emotional support, though he definitely tries to the best of his ability.	4/24/2019 2:06 PM
20	See above	4/24/2019 10:04 AM
21	He is supportive and helps me cover cases where needed.	4/23/2019 4:43 PM
22	My supervisor is at work and present and available to talk anytime, and allows me to go to trainings I find that I feel I need to grow as an attorney, so I feel like I have the support I need to do my job well.	4/23/2019 4:31 PM
23	He rarely comes to court with me, and while he'll answer my questions, I feel very unsupported most of the time.	4/23/2019 12:47 PM
24	My supervisor is reasonably accessible, but does not offer any substantive or skills-based assistance. They often tell me to do things "just to be safe" that end up being unnecessary.	4/23/2019 12:38 PM
25	My supervisor is great and very accessible, she just doesn't know much about this area of law.	4/23/2019 10:43 AM
26	It is nearly impossible to find a supervisor when you need one	4/23/2019 10:38 AM
27	Again, previous supervisor - amazing. Current - not sure yet.	4/22/2019 9:22 PM
28	My supervisor is stretched thin and at times has to devote time to administrative duties that take her away from supervision.	4/22/2019 6:53 PM
29	Most of the time	4/22/2019 6:36 PM
30	Supervisor is accessible and available for the most part.	4/22/2019 5:37 PM
31	He has a very high and demanding caseload so outside of weekly supervision it is not always possible to discuss last minute matters as they arise	4/22/2019 5:25 PM
32	Supervisors appear overburdened, especially as the organization hires new attorneys to handle more Universal Access cases. As a consequence supervisors are sometimes unresponsive or unavailable.	4/22/2019 5:16 PM
33	My supervisor will be available if I ask, but is often too busy so I am reluctant to burden her	4/22/2019 5:10 PM
34	My supervisor is accessible but the supervision model is reactive rather than pro-active in that I can approach with any questions but am not affirmatively trained. I am left to learn by doing.	4/22/2019 3:22 PM

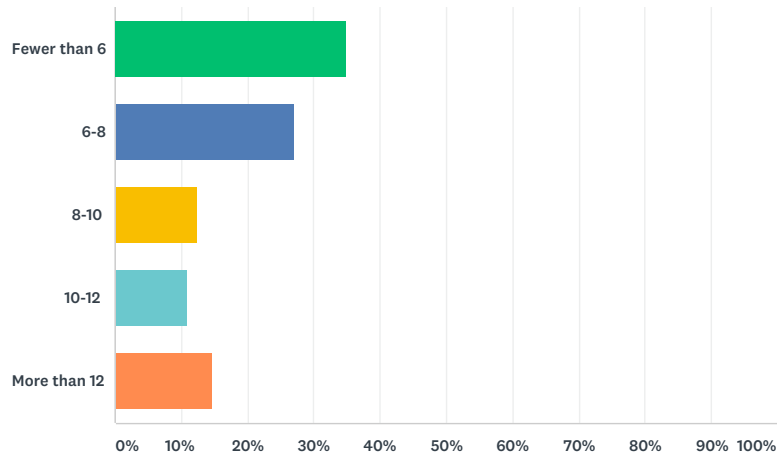
35

My supervisor is available any time to talk. As a newly hired law graduate, I feel that I required a supervising attorney to be physically present with me for all court appearances, especially interactions with opposing counsel, judges, and court attorneys.

4/22/2019 1:03 PM

Q16 The number of attorneys and law graduates supervised by housing supervisors in my organization is:

Answered: 137 Skipped: 27



ANSWER CHOICES	RESPONSES	
Fewer than 6	35.04%	48
6-8	27.01%	37
8-10	12.41%	17
10-12	10.95%	15
More than 12	14.60%	20
TOTAL		137

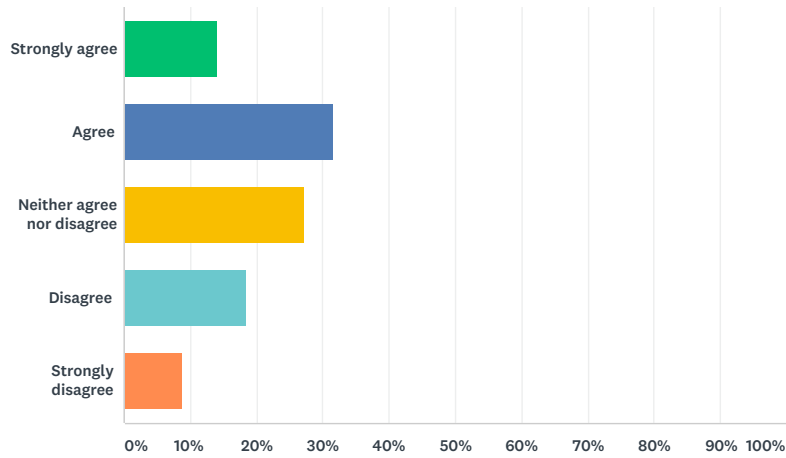
#	IS THIS RATIO SUFFICIENT OR INSUFFICIENT? PLEASE EXPLAIN.	DATE
1	So far, this ratio seems sufficient. See directly above. My motions, etc., are edited in a timely fashion.	5/3/2019 3:19 PM
2	I think it's insufficient because the new people really need a lot of coaching. The supervisors are forced to staff our office in the housing court, so their availability for supervision is very limited. I think that HRA and court demands that someone from our unit always be available at certain times are unrealistic and unfair to our organization.	5/3/2019 12:12 PM
3	I think it's sufficient because we also help each other when the supervisor is not available	5/3/2019 12:04 PM
4	This ratio is sufficient if the attorneys are new and do not require training but insufficient if all the attorneys are new.	5/3/2019 10:59 AM
5	Insufficient. While I have regular case reviews, many of my colleagues do not because their supervisors are overworked and unavailable.	5/2/2019 6:31 PM
6	Insufficient but that is about to change within the next day or so.	5/2/2019 5:20 PM

7	I think 5 is a good number. But, the number depends on the experience of the attorneys within the unit as well. We have a fairly experienced unit at 6, with one attorney with less than a year experience, and the rest have around 3 or more years. The more attorneys there are, the harder it is to seek assistance or schedule trials. When my sueprvisor is overwhelmed, she misses parts of my emails and sometimes provides the incorrect advice.	5/2/2019 4:34 PM
8	no	5/2/2019 4:06 PM
9	YES!!! Max attny should be 5 or 6	5/2/2019 4:05 PM
10	It should probably be fewer attorneys to supervisors. I know that supervisors in my organization are straining to get everything done that needs to be done with the number of supervisees they have	5/2/2019 4:00 PM
11	I think it is insufficient. I have 15 years experience. The staff attorney with the second most seniority in my unit has 2 years of experience. That means my supervisor has to supervise several people who have two years or less experience. The turnover is high so the avg amount of experience constantly drops. This stresses the entire unit. Attorneys with less experience are being transferred cases, with less staff while an even newer attorney gets enough training to start taking cases.	5/2/2019 3:49 PM
12	Insufficient.	5/2/2019 3:42 PM
13	My team is about 30 staff attorneys wide, with about 10 paralegals. There are 5 supervisors and 1 director. This might be more functional if we had any training at all, but as it is they do not have enough time to dedicate to their employees.	5/2/2019 3:32 PM
14	Is this question asking about the ratio of attorneys to supervisors or the overall number of attorneys?	5/2/2019 3:18 PM
15	There are layers of assistance in this organization, in addition to strong lateral support, we have senior attorneys and then supervisors. Having both be accessible is very helpful and means that you have a choice as to who you approach. More support from the top on handling cases for newer attorneys can be very helpful.	5/2/2019 3:13 PM
16	Sufficient. I am the only staff attorney and we also have a law graduate with us, which makes the ratio 2:1.	5/2/2019 3:12 PM
17	It's sufficient depending on who the supervisor is. I've had no problems with my current supervisor, but I have had issues with a previous supervisor.	5/2/2019 2:58 PM
18	The number is usually around 1 supervisor for 10 staff. It can be higher or lower. It is too high if a lot of the staff are new hires.	5/2/2019 2:56 PM
19	I think there should be fewer attorneys per supervisor since there are many new attorneys that require more supervision	5/2/2019 2:53 PM
20	insufficient, supervisors are very burdened with administrative tasks and many of them are inaccessible when needed	5/2/2019 2:46 PM
21	yes, very insufficient	5/2/2019 2:43 PM
22	sufficient	4/30/2019 12:58 PM
23	insufficient. our office is really struggling to attract quality supervisors	4/30/2019 8:58 AM
24	insufficient given they also supervise paralegals	4/29/2019 5:08 PM
25	Sufficient.	4/26/2019 3:47 PM
26	It's okay, except that they are also expected to train new attorneys, which is a little too much to ask.	4/26/2019 3:23 PM
27	This ratio feels sufficient to me because I have no had any problems accessing my supervisor.	4/26/2019 1:09 PM
28	The ratio is sufficient and it allows the supervisors to handle cases as well which I think is important so they are continuing to go to court and keeping up with the work themselves.	4/26/2019 9:21 AM
29	It's fine	4/25/2019 6:15 PM
30	There is a supervisor for about every 5 attorneys.	4/25/2019 3:42 PM

31	Sufficient, I do not believe supervisors need more than 2-3 employees to supervise, that way they can each employee more time to talk about their cases thoroughly without rushing or neglecting anyone.	4/25/2019 12:55 PM
32	No but most likely due to our supervisors inexperience.	4/24/2019 6:40 PM
33	This ratio is insufficient - the ratio should be smaller.	4/24/2019 3:43 PM
34	I'm confused by the question because it is not a ratio question, but we have a drastically insufficient supervisor to supervisee ratio. We have about 12 attorneys, and 3.5 supervisors with full caseloads.	4/24/2019 2:06 PM
35	it's good for teams that are all new; it's wasteful now that most of our teams are folks with 3+ years of experience who require minimal supervision	4/24/2019 11:56 AM
36	Objectively seems sufficient, but it does seem that my supervisor is busy enough to not have enough time to give detailed feedback at times	4/24/2019 10:04 AM
37	The deputy directors have more than 8. The newer supervisors have about 4. It is always better to have more supervisors.	4/23/2019 4:43 PM
38	Hard to say.	4/23/2019 4:31 PM
39	Sufficient	4/23/2019 1:56 PM
40	This ratio is sufficient most of the time, but there have been times where I have struggled to find a free supervisor for a pressing question.	4/23/2019 12:48 PM
41	I think it's currently ok, but anything more than this (and it might be a bit less, in the 8-10 range, actually) would be too many people for one supervisor to oversee.	4/23/2019 12:47 PM
42	I am not sure if this would be a sufficient ratio if the supervisors had adequate knowledge.	4/23/2019 12:38 PM
43	It's higher than it should be, especially because in addition to that number, supervisors also supervise about 2 paralegals per person. I think that 5 or 6 supervisees per supervisor would be ideal.	4/23/2019 11:52 AM
44	Insufficient. We are in multiple courts, they're spread too thin.	4/23/2019 10:13 AM
45	There is about 3 or 4 attorneys per supervisors	4/23/2019 10:12 AM
46	Sufficient	4/23/2019 9:45 AM
47	I think this means per supervisor? I believe supervisors are supposed to have eight staff attorneys and two paralegals each.	4/22/2019 6:53 PM
48	Good ratio	4/22/2019 6:36 PM
49	It would be sufficient if supervisor was more experienced with supervising NEW attorneys.	4/22/2019 5:37 PM
50	No, because supervisors also have administrative duties, cannot be in multiple places at once.	4/22/2019 5:21 PM
51	Insufficient. Supervisors are forced to address complicated questions from staff attorneys with experience in the same breath as training new graduates from scratch. They do not have the time to assist everyone. If they treat their job as a 9-5, they would likely be overlooking some provision of services that was severely insufficient.	4/22/2019 5:16 PM
52	My supervisor has 5 people to supervise. Feels like a good ratio to me.	4/22/2019 5:13 PM
53	Suffient - would be easier if supervisors had lower caseloads themselves.	4/22/2019 5:10 PM
54	sufficient	4/22/2019 4:29 PM
55	Sufficient.	4/22/2019 1:03 PM
56	I would prefer a smaller ratio just because we're all at different levels; in addition certain work product must be reviewed my supervisor before I can send it out which slows down th epipeline.	4/22/2019 12:58 PM
57	Supervising more than six attorneys, while managing your own caseload, seems burdensome.	4/22/2019 12:32 PM
58	Yes	4/22/2019 11:40 AM

Q17 Leadership at my organization understands the challenges I and my colleagues face in the course of our RTC work and tries to address them.

Answered: 136 Skipped: 28



ANSWER CHOICES	RESPONSES
Strongly agree	13.97% 19
Agree	31.62% 43
Neither agree nor disagree	27.21% 37
Disagree	18.38% 25
Strongly disagree	8.82% 12
TOTAL	136

#	PLEASE EXPLAIN YOUR ANSWER. WHAT DOES YOUR ORGANIZATION DO TO ADDRESS CHALLENGES? WHAT SHOULD IT DO?	DATE
1	Director has not addressed increase case loads nor how to deal with hopeless cases we now must take on under RTC	5/3/2019 9:51 PM
2	The upper management has a twisted take on the case cap study that it uses to push our case limits above what was envisioned in that report as ethical practice. Better compensation would help attract additional qualified candidates.	5/3/2019 3:19 PM
3	Our supervisors are practitioners and do have a high degree of empathy with our struggles.	5/3/2019 12:12 PM
4	I think my organization is great and does work to support us, however, I wish they offered more stable technology (computers), basic office supplies for satellite offices in court, and better filing systems for closed cases	5/3/2019 12:04 PM
5	Our directors and supervisors have not worked under the pressures of RTC so it seems difficult for them to understand the stress and pressure our jobs cause.	5/3/2019 10:59 AM
6	Our organization does not appear to value or prioritize our practice's needs relative to other group's.	5/3/2019 10:12 AM

7	Some supervisors/managers are aware of the problems we face because they are current and/or former case handlers. However, we do have some managers who have never practiced housing law or have not done so in a long time and had minimal experience with it. This significantly undermines their ability to understand what the staff experience, especially amongst staff of color who have predominantly white supervisors who do not experience the same discrimination commonly experienced by attorneys of color in housing court.	5/2/2019 6:31 PM
8	I think middle management understands and upper management does not even attempt to understand. Before doubling caseloads, they need to speak to the staff and explain why they believe we have capacity. I would counter that argument.	5/2/2019 4:34 PM
9	our director has no idea what our daily work looks like she thinks we have extra time when really i always take work home and work on weekends	5/2/2019 4:21 PM
10	I think the leadership understands the challenges. They are attempting to address the challenges in lack of training by establishing better training and the supervisor to supervisee ratio by hiring more supervisors. They are trying to address burnout/stress through team building type of events/meetups, though nearly all of them revolve around alcohol, which has its own problems.	5/2/2019 4:00 PM
11	I am in a specific unit and we do not take RTC cases.	5/2/2019 3:49 PM
12	Within the housing unit, some supervisors do, some don't. Some have almost no housing court experience. Leadership who do not work in housing know nothing about our work and seem entirely disinterested in it/how we are taught and managed. They do not see housing as a priority, despite the increasing money coming into the field for UA.	5/2/2019 3:32 PM
13	There has been a slow but gradual acknowledgement of the difficulties in RTC work and slow shift in handling the work.	5/2/2019 3:18 PM
14	Everyone here has experience and boots on the ground understanding of the situations we face as attorneys both with clients and in courts. They are supportive and provide practical procedural and strong legal advice on a regular basis.	5/2/2019 3:13 PM
15	Our organization does not seem to fully grasp everything that is involved in our practice and is more numbers-driven. We try to come up with case studies to show examples of a typical trajectory of a housing court case and help management understand our work better.	5/2/2019 3:12 PM
16	Orgs receiving this money are beholden only to the funders. The funders (NYC) are not actually interested in having tenants receive adequate representation. This is all a farce so that city officials can pretend they are doing something about the housing crisis, but HRA and other leaders are not actually interested in making our orgs the best equipped for actual, meaningful RTC or housing reform.	5/2/2019 3:12 PM
17	Leadership seems burned out and/or lacks the required skills to roll out and address the many problems RTC raises.	4/30/2019 3:29 PM
18	My organization has an unrealistic expectation of how many cases an attorney can handle annually	4/30/2019 11:57 AM
19	They refuse to hire non-attorney staff, and place low value on such workers. They refuse to staff a social work program, which would be incredibly helpful, and rely on volunteers who are unprepared to practice, and thus require additional supervision and just take up space rather than being helpful.	4/26/2019 3:47 PM
20	Management appears to be taking the city grants and making up a organization structure as it goes. It neglects crucial aspects like training for new attorneys, managing office space, and hiring a sufficient number of paralegals and attorneys.	4/26/2019 3:23 PM
21	direct supervisors are supportive, higher up can be less understanding.	4/26/2019 2:40 PM
22	I don't think management has a good plan to address volume and changes in practice. At my org, they continue to shuffle attys between practices due to volume. Many attorneys now have high-volume caseloads in THREE BOROUGHs, which is unsustainable. Additionally, there is a severe lack of non-attorney staffing. Our support staff is badly overwhelmed. We have no intake paralegals or screeners. Attorneys regularly have to waste hours on new administrative tasks required by HRA and other funders.	4/26/2019 2:19 PM
23	I think the challenge of accepting unwinnable cases is a new one for the organization, and they are aware of the difficulty surrounding this. They do their best to offer us advice on how to guide our clients through these situations. I think it would be good to also have us consider creative arguments to try to make these cases more "winnable."	4/26/2019 1:09 PM

24	Our organization is not in contract with the city for UA, so the burden/challenges are fewer than most. I am a relatively new hire, so the challenges that other attorneys face here are not known to me at this time. The only challenge I face now is with clients who are in multiple courts with multiple attorneys, their housing issues seem to not be as important as their criminal or family issues. My organization tries to hold trainings for other departments so they know when to look for a housing issue and when to refer to our unit.	4/25/2019 12:55 PM
25	Our program director is rarely in court and avoids work, and thus does not always understand how the demands of this work have changed since right to counsel. She is unwilling to truly listen to her workers needs. The organization as a whole is driven entirely by greed and will do anything to get more money from the city contracts. Upper management doesnt give a fuck about our clients or workers and will take the money from the city for their own bloated salaries and not invest it where it is needed. Their approach to our work is based on getting as much profit margins as possible and nothing else.	4/24/2019 8:07 PM
26	Leadership has ZERO idea of the challenges face by myself and colleagues. They have no idea the number of intakes each week that our team does during housing court intake, the stress of housing court intake, the stress of trying to triage cases on the spot, and generally our leadership is disrespectful and insulting when they say we can handle the caseloads. We are harming our clients with our large numbers under RTC (and likely committing malpractice) and our leadership does not care. RTC is suppose to assist tenants in housing court and preserve the housing stock but our leadership merely views clients as numbers and do not care if we are zealous advocates - this upsets the attorneys and law graduates.	4/24/2019 6:40 PM
27	There is surely an understanding about how hard the job is, and that we are underresourced, but there is a general attitude that those who quit for those reasons are "not cut out for the job" rather than organizational accountability for the lack of structural support.	4/24/2019 2:06 PM
28	direct supervisors yes, higher level managers are taking the money but not pushing back on caseloads, funding depending on how much work goes into a case, funding for support staff on par with expansion of attorneys, increased admin burden and short vouchering turnarounds	4/24/2019 11:56 AM
29	I'd say my organization understands that the caseloads are extremely high, but I have no idea if they're doing anything to address that issue. However I doubt that they are because leadership seems mostly interested in numbers and just opening & closing as many cases as humanly possible.	4/24/2019 10:04 AM
30	I don't do RTC/UAC, but rather TRC (tenant rights coalition)	4/23/2019 6:48 PM
31	They try to push back on the numbers, and have supported us in closing down or limiting community intake.	4/23/2019 4:43 PM
32	They profess to, but the practice is growing so quickly and these growing pains mean we are not always supported	4/23/2019 1:56 PM
33	Our supervisors have held regular meetings regarding RTC work, listened to staff problems, and proposed and implemented solutions to address these issues.	4/23/2019 12:48 PM
34	My organization seems to understand that there are myriad challenges facing us in our RTC work; however, it seems a bit slow to help us meet those challenges. TRAINING is so necessary!	4/23/2019 12:47 PM
35	Most immediate supervisors understand the challenges my colleagues and I face, however, the director of our program is very ignorant to the time limitations we work under, as well as the practical realities of housing court.	4/23/2019 12:38 PM
36	N/A	4/23/2019 10:13 AM
37	There is almost no support for poc and lgbtq attorneys facing discrimination. This is not addressed unless someone who experiences discrimination addresses it, which puts the responsibility on those who have had negative experiences and may not want to share or bring attention to this, or are afraid that the response will be "you're just being hazed because you're new"	4/23/2019 10:12 AM
38	I guess. I think they're trying, in that they're always soliciting feedback. But the bottom line is we need more staff, more support, more space, and it's just not happening.	4/22/2019 9:22 PM
39	We are able to discuss issues with supervisors and management.	4/22/2019 6:53 PM
40	I would say the middle managers understand, but upper management at my organization has no clue whatsoever.	4/22/2019 6:46 PM

41	Not applicable at current organization; at prior organization, organization attempted to "solve" the pressure by hiring new attorneys to assist with caseload, but lack of permanent/consistent supervision just led to many new attorneys practicing without a lot of guidance (sink or swim)	4/22/2019 5:37 PM
42	My organization hired a paralegal to assist with filing and conforming OSCs, scanning court files during UA intake. They also hired an administrator to deal exclusively with conflict checks and file management for U cases	4/22/2019 5:25 PM
43	From a political and policy perspective leadership understands the challenges well and cares about providing good services. The problem is that staff attorneys do not have the support they need to focus on legal work. There are few social work resources available, for instance.	4/22/2019 5:16 PM
44	We're not doing RTC work.	4/22/2019 5:13 PM
45	Direct supervisors are supportive. Leadership is nonresponsive to needs, including staffing needs and quality of life concerns.	4/22/2019 5:10 PM
46	Some, but not all, leadership understands, but the difficulties are not usually addressed.	4/22/2019 5:09 PM
47	we do not take RTC cases	4/22/2019 3:22 PM
48	My organization hired someone to track our UA grant data, which makes it much easier for us to focus on representation without worrying about reporting. Our organization also respects our need to cap our caseloads so we can provide high-quality representation to each client, while informing us of what we need to do to satisfy our HRA grants.	4/22/2019 1:03 PM
49	My organization could do a more comprehensive job of discussing the challenges we face day to day. We get emails and CLEs but there has never been a comprehensive discussion about reform.	4/22/2019 12:58 PM
50	I think upper management could be slightly more in touch with what staff attorneys do on a day to day basis.	3/21/2019 9:43 AM

Q18 What additional thoughts do you have about what legal services organizations could/should be doing to provide sufficient support for high quality representation?

Answered: 65 Skipped: 99

#	RESPONSES	DATE
1	The job has changed as a result as RTC to include cases that in the past may have been rejected for lack of value-added by attorneys. Case loads have grown as we must hit case loads that are artificially high due to the atrociously-low amount the city pays per case. The former requires training, even for experienced attorneys, in dealing with cases where the goal is a more pleasant moveout. The latter requires lobbying.	5/3/2019 9:51 PM
2	We should be asking clients who is supportive in their lives that could come to their housing court appearances with them. We need to start destigmatizing housing court cases. We should also be asking clients to speak with neighbors whenever they have conditions and get more funding to bring group cases. The judges in the HP part need to not provide so many adjournments; life-threatening conditions require decisive action, not endless adjournments. We should be focusing more on 7As, rent strikes, and other ways to build tenant power; it is not possible to take power back from the landlords by always playing defense...Housing Court was originally envisioned as a place mainly for HPs. How far it's come!!	5/3/2019 3:19 PM
3	There needs to be more supervision and formal training. I think social work assistance is also an issue since even when we have social workers, we aren't always trained in how to effectively use them.	5/3/2019 12:12 PM
4	Training is first and foremost, qualified supervisors are important and case caps are necessary.	5/3/2019 10:59 AM
5	Either employ or contract logistical coordination experts to provide guidance and support on tracking and organizing UA work and case flow.	5/2/2019 6:52 PM
6	I believe they should not bow to the demands of HRA and leverage their power together as organizations that want to provide HIGH QUALITY representation. At the moment, it appears as if we are all jockeying for grants and afraid to say no in case another organization says yes. I believe this creates a race to the bottom for the entire legal services community and will negatively impact the populations we serve.	5/2/2019 6:31 PM
7	We need case caps. Attorneys who have been here for a long time now frequently have 45 or even 50 housing court cases open at a given time. This is not sustainable and will lead to sub-optimal outcomes for the client, or burnout for the attorneys. The organizations need to push back against HRA for more realistic numbers goals per funded attorney.	5/2/2019 6:15 PM
8	Training - more practical training. Supervisors - we lack supervisors (and those who want to supervise). We need upper management to incentivize people to be supervisors (more pay). Smaller caseloads	5/2/2019 4:34 PM
9	week long training for new attorneys hired into small offices some kind of crash course. also organizations need to work together to ensure our caseloads stay manageable ... directors need to understand they cant keep dumping more and more cases on the same number of people as the roll out continues	5/2/2019 4:21 PM
10	Administrative support staff and benefits paralegals dedicated to housing issues	5/2/2019 4:09 PM
11	Paying the attorneys more	5/2/2019 4:05 PM
12	Management views staff as robots who can be replaced--they do not value human capital. They do not treat staff like they are whole people, but as a means to an end which is getting numbers of cases counted for funding.	5/2/2019 4:04 PM
13	There should be more structured/institutionalized training. There should be more inter-agency meetings and sharing of information. Case caps are important.	5/2/2019 4:00 PM
14	Intake relief and varied caseload	5/2/2019 3:55 PM
15	additional funding for hiring more attorneys	5/2/2019 3:51 PM

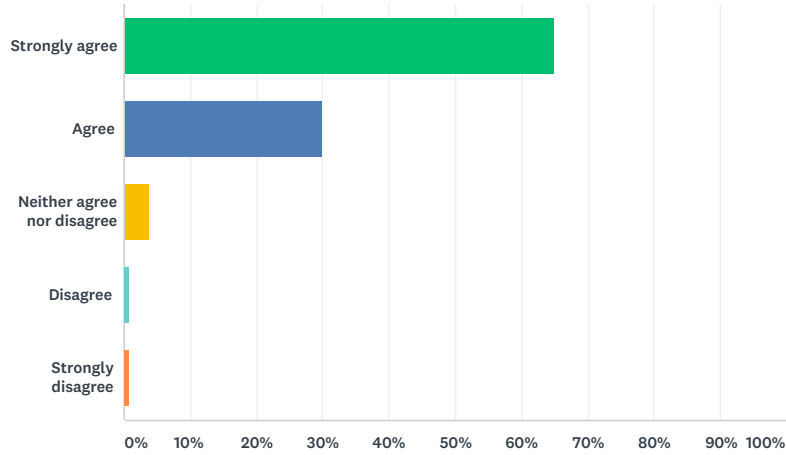
16	Increase pay. Increase paralegal support. Do not treat staff attorneys simply as tools to meet grant numbers. Treat them as burgeoning professionals that need ample support and development. I would guess that several happier, experienced, adequately supported attorneys could do more and better work than a dozen confused, overwhelmed and disgruntled attorneys.	5/2/2019 3:49 PM
17	Training. All new staff should start on the same day and go through a one-two week boot camp on housing law and practice. As it is, though, supervisors are too overloaded with supervisees to prepare substantive, comprehensive materials like that. Training is something that must be funded and supported by the RTC coalition or whomever is running those supervisory trainings--it's not enough for supervisors to learn how to be better supervisors. The attorneys need to be competent litigators as well, and improving one-on-one supervision can only go so far in this fast-paced area of law.	5/2/2019 3:32 PM
18	Grooming talented attorneys to become supervisors; providing us with enough admin support (secretaries paralegals and investigators) so we can focus on the work, negotiate fair contracts with HRA and other funders. HRA should provide us offices to work or at least provide funds to get downtown office space so attorneys are near housing court.	5/2/2019 3:14 PM
19	More supervisors with more experience. It appears that a lot of staff attorney have been hired, but not a great deal of senior attorneys or supervisors, further more attorneys with experience in working with clients in varied and difficult situations.	5/2/2019 3:13 PM
20	Have more supervisors, more time for newly hired attorneys to acclimate to housing practice and shadow more experienced attorneys, and have less of a caseload for supervisors so they can keep up with the demands of supervising multiple attorneys and law graduates as well as administrative tasks.	5/2/2019 3:12 PM
21	LSOs should be pushing back against HRA more. Now more people have lawyers, sure, and that is helping lower evictions, but people are also get overburdened lawyers who are doing the bare minimum bc their caseloads don't allow for anything else. Stabilized housing is still being lost because advocates don't have time to do meaningful legal work that could in fact slow the rampant unlawfulness that landlords and their attorneys are doing.	5/2/2019 3:12 PM
22	Need more diverse representation	5/2/2019 3:09 PM
23	More administrative support so that attorneys can focus primarily on cases	5/2/2019 2:53 PM
24	Legal organizations need to work together to challenge the city to provide more funding and physical space within the courtrooms, or around the courtrooms, for us to meet the overwhelming need for counsel. We need to act as one entity to increase our political power and we need to create systemic structures that make our organizations listen to the needs of the communities who fought for this law. Currently, there are no structures in place that ensure our services are directed by communities, instead, the way RTC is funded is making us simply a scopes organization. We also need more support, both skills wise and funding wise, for appeals and supreme court litigation. We also need to be challenging DHCR to make rent histories more easily accessible.	4/30/2019 3:29 PM
25	Helping new attorneys realize that they must foster professional relationships with Petitioner's attorneys as it is highly likely they will have more than 1 case with them.	4/30/2019 1:45 PM
26	We need case load caps like criminal defense attorneys	4/30/2019 11:57 AM
27	ensuring ongoing substantive training's to new hires and middle attorneys	4/30/2019 8:58 AM
28	Better onboarding training. Assign a mentor besides a supervisor	4/29/2019 8:53 PM
29	More benefit support	4/29/2019 5:08 PM
30	Push back on HRA regarding case caps, [REDACTED] Get rid of liquidated damages clauses in all RTC contracts.	4/26/2019 3:47 PM
31	Maybe this organization needs more money from the city to be effective, and maybe it's a failing of leadership. I'm not sure.	4/26/2019 3:23 PM
32	Sample stipulations would be helpful to me or a list of commonly used phrases or phrases one should try to avoid to include at all costs.	4/26/2019 1:09 PM

33	There are many trainings provided for staff attorneys to learn basic level substantive law, but it would be useful for supervisors to attend trainings as well to stay current and knowledgeable about changes in or nuances of the law that they do not know. It would also be useful for supervisors to have practiced housing law themselves and or have had their own case loads at some point in their careers to understand the work and challenges attorneys face.	4/26/2019 9:39 AM
34	Comprehensive trainings are essential but absent	4/25/2019 6:15 PM
35	There should be monthly trainings on the law and important cases to know for housing, there should be trainings on Public Benefits and what to look for. Trainings for supervisors and trainings on procedure and skills, just trainings overall. Supervisors should not be allowed to supervise more than 2 or 3 attorneys at a time, and should have little to no caseloads. There should be caps on the amount of cases organizations take, and those caps should be strictly enforced.	4/25/2019 12:55 PM
36	Case caps to prevent overwork and ensure high quality representation and attention to each client. Training and investment in keeping workers long term. We are not able to handle a hundred cases a day like the landlords attorneys do, our work is very different than theirs. Additionally, respect and raises for the paralegals too! They do excellent work, not just in helping the attorneys out, but in advocating with hra for clients, hearings, and other work like interpretation to other languages.	4/24/2019 8:07 PM
37	We need social workers. We also need more responsive contacts within HRA. We also need to put more pressure on the court to give us sufficient time to review cases after our initial screening of the client, even over the objection of the landlord's attorneys.	4/24/2019 3:43 PM
38	Taking a drastically more progressive approach to structural support, including the kind of supervisory support that social workers get, considering we operate in part as untrained social workers. It is not ok that there is such a lack of both legal and trauma support, especially in the name of client centeredness, when that lack of support negatively impacts our clients.	4/24/2019 2:06 PM
39	I think we should be requiring folks to have at least 2 years prior work experience in community-based/anti-poverty work. While this is where most jobs for lawyers are these days, it's not actually appropriate for a first job for most people-- people need to gain basic workplace skills somewhere else, it's too hard to do at this job, they'll burn out and it'll be hard on clients. I think if the UAC funding included more funding for secretarial/paralegal/organizing staff, folks could do that for a couple years before going to law school, and that would give us a much more competent and diverse pipeline for attorneys who do this work.	4/24/2019 11:56 AM
40	Case loads need to be lower and more paralegals, support staff & interpreters must be hired.	4/24/2019 10:04 AM
41	Better programs to train & retain support staff	4/23/2019 6:48 PM
42	Better system for case coverage on simple matters, more supervision and assistance, better support staff assistance.	4/23/2019 4:43 PM
43	We need more tools and trainings on how to navigate different agencies. For example, I need to pull some blue prints from before construction and after construction. How do I do this quickly? Where do I even go? DOB? HPD? I need to conduct discovery, but we have a crappy copy machine that jams. I need stuff from the discovery documents redacted, but I have no administrative support to help me do that, so I'm going to spend six hours redacting things. I wish I had an intern to do that. [REDACTED]	4/23/2019 4:31 PM
44	More support staff.	4/23/2019 1:56 PM
45	Again, training. A specific, week-long program (at least!) should be implemented at every legal services organization to at least walk through the details. It's not fair to our clients if we need to learn on the fly.	4/23/2019 12:47 PM
46	Staff attorney need comprehensive training. Organizations should be required to demonstrate that they have the infrastructure in place to support staff attorneys before they are given grant money for RTC.	4/23/2019 12:38 PM

47	Caseloads need to be lowered. This is the only way that new hires can be trained appropriately and develop the skills and work-life balance necessary for a lifelong commitment to housing law. As it currently stands, caseloads are too high for our attorneys and ALSO too high for our supervisors -- the more cases that supervisees have, the harder it is for our supervisors to have time to supervise all of us effectively. This is leading all of us to feel lost, untrained, stressed out, and burnt out. If Right to Counsel is going to be implemented successfully, we need to develop staff who will work in housing law for years to come, so that they can one day train new attorneys. Manageable caseloads are critical to fostering a culture in which staff feel like housing law can be a long-term career.	4/23/2019 11:52 AM
48	Open trainings to people like me who only represent a smallish number of housing court clients per year.	4/23/2019 10:43 AM
49	Comprehensive negotiation, motion, and trial practice for new hires. Supervision in court in the beginning. Then Co-counseling.	4/23/2019 10:13 AM
50	Abusive practices are not normal and should not be tolerated.	4/23/2019 10:12 AM
51	More holistic/ substantive training would be extremely beneficial.	4/23/2019 9:45 AM
52	Providing additional training on working with clients going through evictions. having attorneys discuss that many clients in the position they are in are at risk of eviction and might be.	4/23/2019 9:37 AM
53	Staff & office space. We need more of both.	4/22/2019 9:22 PM
54	We need more supervisors with more housing experience who are also trained in the particular skills that supervisors need (which are different from those of litigators generally).	4/22/2019 6:53 PM
55	Supervisors need trainings on how to supervise the sudden way of incoming new attorneys.	4/22/2019 5:37 PM
56	High-quality CLEs that assume no knowledge.	4/22/2019 5:21 PM
57	Consistent with whatever is possible through funding, organizations need to have social workers and/or sufficient paralegal casehandlers on staff who can handle aspects of housing court cases that are not directly related to litigation.	4/22/2019 5:16 PM
58	Provide adequate pay and benefits to attract and retain excellent lawyers who are passionate about the work. Supervisors and organizational leadership should be knowledgeable about burnout and vicarious trauma.	4/22/2019 5:13 PM
59	Provide sufficient, well-paid support staff and stability in expectations and cases (no sudden transfers before court dates, etc)	4/22/2019 5:10 PM
60	Housing litigation can be extremely complex and work-intensive. Legal services organizations need to provide the resources necessary to do that level of work. Some orgs do not put housing litigation on the same level as other types of litigation, and therefore don't provide the level of resources needed.	4/22/2019 5:09 PM
61	Better access to case management software and digital intake procedures. HRA should be doing all income screening.	4/22/2019 4:29 PM
62	Taking into account vicarious trauma, burn out, and harassment by landlord attorneys and the lack of support we receive from Judges and court staff.	4/22/2019 2:16 PM
63	I am honestly grateful every day that I do not work at a UA provider. I feel that my supervisors are not overworked and have appropriate experience level to be supervising, etc. As far as I can tell, this is not the case in most UA offices.	4/22/2019 1:16 PM
64	Legal service organizations need to have sufficient paralegals on staff to handle benefits advocacy so that attorneys can focus on litigation. Our access to the New York Law Journal and the Housing Court Reporter is instrumental in performing proper research.	4/22/2019 1:03 PM
65	Standardized case-caps and support staff	4/22/2019 11:40 AM

Q19 I have experienced bias or witnessed my colleagues, clients, and/or other litigants experiencing bias in Housing Court, such as sexual harassment, race- and/or gender-based discrimination.

Answered: 134 Skipped: 30



ANSWER CHOICES	RESPONSES	
Strongly agree	64.93%	87
Agree	29.85%	40
Neither agree nor disagree	3.73%	5
Disagree	0.75%	1
Strongly disagree	0.75%	1
TOTAL		134

#	PLEASE EXPLAIN YOUR ANSWER.	DATE
1	Latina lawyers assumed to be tenants, fairly blatant sexist and racist language from landlord attorneys	5/3/2019 9:53 PM
2	Landlords, OPA, and court officers CONSTANTLY disparage tenants based their race and/or ethnicity. Landlords feel empowered to call our clients trash, refer to their money as "garbage money," threaten to call ACS to report the conditions in the apartment to evict them, use racial slurs, make comments on tenant's appearance or body odor if any. All of this happens while the judge is on the bench. It is disgusting.	5/3/2019 3:45 PM
3	I have heard and overheard misogynist, ableist, transphobic, and racist comments made mainly by the landlord bar.	5/3/2019 3:26 PM
4	My colleagues that are female and/or of color are just treated differently, usually worse.	5/3/2019 12:15 PM
5	I often see attorneys use traditional gender norms in their interactions in hopes of exerting power in a situation—for example, an older male attorney leaning into a younger female attorney's space as they conference a case.	5/3/2019 12:10 PM
6	A court interpreter interrogated me about my ethnic background.	5/3/2019 10:24 AM

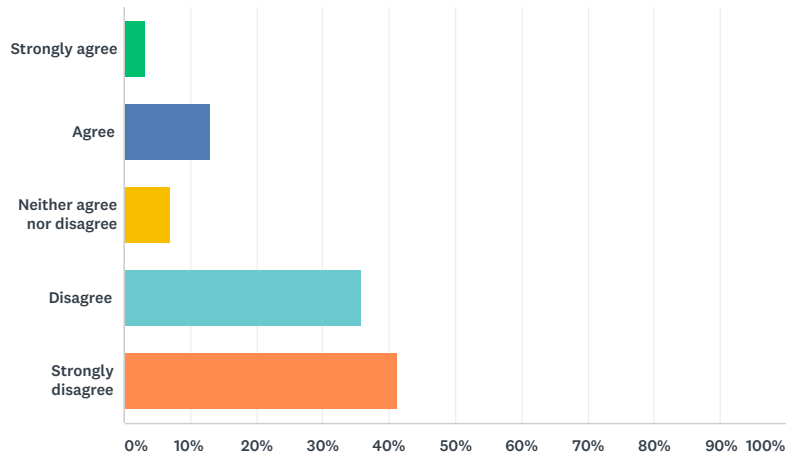
7	White men are treated better by landlord's attorneys.	5/2/2019 4:36 PM
8	par for the course. But the worst is when the court attorneys and officers teach me like a landlord attorneys secretary because I am a small young women. Also most of my clients are treated like shit from everyone they interact with	5/2/2019 4:24 PM
9	Clients and pro se litigants are routinely mistreated in housing court on the basis of gender and race.	5/2/2019 4:08 PM
10	ALL. THE. TIME. LL attorney told me i smelled good today :(5/2/2019 4:06 PM
11	It's oftentimes unconscious or implicit bias, it's the microaggressions and disrespect or general insults about you or your clients that track onto stereotypes	5/2/2019 4:05 PM
12	This happens on every floor, in and out of every part, every day in Bronx Housing Court.	5/2/2019 3:56 PM
13	It's everywhere. From court attorneys to opposing counsel to clients to judges to court officers--I've been sexually harassed by everyone.	5/2/2019 3:38 PM
14	Some landlord attorneys are extremely aggressive towards female tenant attorneys.	5/2/2019 3:30 PM
15	Racism is common, as is bullying and intimidation and lack of civility. Male aggression!	5/2/2019 3:16 PM
16	Housing court itself is a racist institution. Most of the litigants are black women who are abused, harassed, not believed regularly. Judges and most LL attorneys engage in racist, sexist and abusive behavior that goes wildly unchecked. Everyone knows who [REDACTED] is, and judges laugh off his behavior, while black women such as myself and our clients are expected to just accept his abuse. He files fraudulent cases, does poor legal work, behaves like a spoiled child, and no one cares.	5/2/2019 3:15 PM
17	I have been treated differently as a young female attorney as opposed to older male attorneys and even younger male attorneys. I have been antagonized on multiple occasions.	5/2/2019 3:14 PM
18	The advocates in the Bronx have been raising this issue with the court for a year. While the initial response was to hold a meeting to address our concerns and schedule a CLE, there has been little meaningful response since then. We have formed committees but until recently only one judge was part of a committee and most had not been meeting regularly. The court has not shown leadership at all in addressing the hostile work environment created by the biased conduct and bullying behavior on display in housing court.	5/2/2019 3:12 PM
19	I mean, where even to begin. The landlord's bar (and to some extent, the private tenant's bar) is full of older men who have ideas about what LS providers are, as well as all sorts of gender norms and gross racial and gender politics.	4/26/2019 4:02 PM
20	I have heard about this happening to my colleagues and I have seen landlord's attorneys treat my clients poorly. I am a cis white man for the record, so I haven't really experienced discrimination myself.	4/26/2019 3:29 PM
21	I am new to this roll and haven't (yet) noticed this in housing court.	4/26/2019 2:44 PM
22	This happens everyday. I have frequently seen tenant's attorneys assumed by landlord's attorneys to be litigants based on their race/gender. Plus, our clients face a huge amount of discrimination on many fronts, particularly limited-English proficient clients and immigrants.	4/26/2019 9:27 AM
23	I know that my clients are better served because I am a moderately attractive female communicating with mostly older male LL attys, which puts me in the position of having to perform that role to get the best deals for my clients or not perform it and be ignored by OPA. Have heard OPA refer to T attys as "baby" , etc. Stark and Lazarus are incredibly unprofessional (ripping up settlement agreements in my face, using court papers as kleenex in front of housing court part attorneys).	4/25/2019 6:22 PM
24	It is pervasive.	4/25/2019 3:46 PM
25	As an attorney identifying as a woman, I've been hit on by men (attorneys, landlords and tenants), I've been harassed about my personal life when I'm trying to divert the conversation to the work we're doing in court, I've been cursed at and yelled at by men in court.	4/25/2019 1:00 PM
26	Daily. The latest personal example was when I was called an asshole and "not my mother" by [REDACTED] because I told him to stop screaming at a tenant who was in the doorway of the attorney room.	4/25/2019 10:06 AM
27	A lot of landlord attorneys exhibit racist and or sexist behaviors, to tenants and to tenant attorneys. A bit less common, but court attorneys and judges sometimes do also.	4/24/2019 8:14 PM

28	Opposing counsel constantly comment on my perceived age/youth as well as my body/appearance and my marital status (one attorney asked me why I did not have children yet when he saw my wedding ring). Opposing counsel constantly discuss my body and appearance -- in an extreme case, I refuse to speak with one opposing counsel without being in front of the judge.	4/24/2019 6:52 PM
29	Many landlord's attorneys are bullies. I believe that some are belligerent towards me because of my gender (and perhaps age/experience) and they think they can take advantage of me or try to intimidate me. I've heard some landlord's attorneys discuss other women's physical appearance in court.	4/24/2019 1:07 PM
30	Some landlord's attorneys are miserable assholes who also have long tenures practicing. This relative degree of power/experience + asshole can make them toxic.	4/23/2019 6:51 PM
31	██████████ LL's attorney in Staten Island, spoke in a mocking Chinese accent when I spoke to her. I am not Chinese, but apparently people like ██████ think I am Chinese and think it's professional to mock a Chinese accent when speaking to someone who may be Chinese. Judge ██████ told opposing counsel to "stop speaking to that pretty lady and get up here" when I was involved in settlement negotiation with the opposing counsel. A court attorney in Manhattan asked me if I was the Chinese interpreter when I am an attorney and I don't speak Chinese. A court officer handed me the wrong file because the case file had a Chinese name on it and the attorney handling the case is Chinese American. Again, I am not Chinese nor of Chinese heritage. ██████ in Queens wrote and sent me an email at 6 am where he went off on a tirade and told me he doesn't want me in "his court house." He is not a Judge, just a Queens landlord's attorney, but he thinks the Queens housing court is his court house. He also made some North Korean jokes to me because he wanted to make fun of my ethnic heritage. A litigant in the elevator, probably suffering from stress and mental health issues, yelled out loud in a crowded elevator where I was standing next to him that he didn't want a Chinese doctor or a Chinese lawyer. The list goes on, and will probably continue to grow, unfortunately. A landlord's attorney's paralegal wished me Happy Chinese New Year. The correct term is Lunar New Year, and against, I'm not Chinese. Two men thought it was okay talking disparagingly about Chinese people because their "wife is Chinese" or their "wife is from Trinidad."	4/23/2019 4:47 PM
32	I have heard ██████ call a tenant and attorney of color a 'black bitch' and heard management agents say racist things.	4/23/2019 4:44 PM
33	Experienced ageism. Witnessed sexism and racism.	4/23/2019 1:57 PM
34	I have personally experienced gender discrimination from landlord attorneys.	4/23/2019 12:52 PM
35	I am a woman, and male landlords' attorneys treat me as a lesser attorney on a constant basis. I've seen lots of race-based discrimination as well (or, at the very least, talking down to certain people more than others)	4/23/2019 12:51 PM
36	Landlord attorneys frequently comment on female attorneys' looks (both tenant and other landlord attorneys)	4/23/2019 10:50 AM
37	I have been sexually harrassed several times during the four months i have practiced in housing court	4/23/2019 10:39 AM
38	Bronx HC landlord attorneys bully. It's a boys club.	4/23/2019 10:16 AM
39	Sexual harassment of female attorneys and staff is rampant, as is mistreatment of tenants (which I perceive to be both race- and gender-based). My colleagues of color have also experienced racial discrimination (disparate treatment).	4/22/2019 6:56 PM
40	Colleagues have experienced sexual harassment, bullying, screaming, and targeted insults by landlord attorneys. A lot of resentment that RTC has changed the paradigm and culture of Housing Court.	4/22/2019 5:40 PM
41	I have witnessed sexual harassment of women who are tenant-side attorneys.	4/22/2019 5:29 PM
42	Lots of sexist treatment of female colleagues, non-English speakers often treated with contempt by court	4/22/2019 5:23 PM
43	Housing Court is an inherently oppressive institution. The culture that has developed there over the years is sexist, racist, and discriminatory in other ways. While no one is exempt from bias, this is largely due to the landlord's bar and to some court personnel.	4/22/2019 5:20 PM

44	Surprisingly, the most derogatory comments (towards my clients) I have heard in court have come from Guardians ad Litem - referring to clients as "mendicants" and other derogatory and dismissive words and making generalized racist statements.	4/22/2019 5:15 PM
45	As a visibly Hispanic woman, I constantly experience race and gender based discrimination.	4/22/2019 1:21 PM
46	This is pervasive and endemic in Brooklyn housing court.	4/22/2019 1:18 PM
47	I have seen and heard comments made that are sexist, racist, and insensitive toward mental illness.	4/22/2019 1:06 PM
48	I have been sexually harassed in housing court or otherwise treated inappropriately due to my gender.	4/22/2019 1:00 PM
49	Older male attorneys are especially awful. They are most definitely racist and sexist, and it shows in the ways they speak to woernn and peopel of color, and the fact that they have no problem screaming at those people, and/ or speaking badly of our clients in front of us and sometimes our clients.	3/21/2019 9:43 AM

Q20 The physical conditions of Housing Court are adequate for me to provide high quality representation to my clients.

Answered: 131 Skipped: 33



ANSWER CHOICES	RESPONSES
Strongly agree	3.05% 4
Agree	12.98% 17
Neither agree nor disagree	6.87% 9
Disagree	35.88% 47
Strongly disagree	41.22% 54
TOTAL	131

#	PLEASE EXPLAIN. WHAT CONDITIONS FOSTER HIGH QUALITY REPRESENTATION? WHAT CONDITIONS INHIBIT HIGH QUALITY REPRESENTATION?	DATE
1	No place to hide when a sensitive convo is necessary	5/3/2019 9:53 PM
2	There is no space to meet in private with your client. The elevators don't work, making it very difficult to move around with disabled clients, where necessary. The room I work out of in court (Room 540 in Bronx Housing Court), while we are lucky relative to other orgs that have no dedicated space, is totally inadequate. It seats 3 people at desks with computers, only one of which can meet with a client at a time (why is it permissible to have privileged conversations in the hallway within earshot of 35 people?). There needs to be scanners on each floor at least. This is critical at RTC recruitment days. There is simply no time to scan the file. The vision of being able to work on the case before intake is unrealized because of this.	5/3/2019 3:26 PM
3	There is nowhere to speak to a client in a way that protects their confidentiality.	5/3/2019 12:15 PM
4	I really like the large windows in Queens Housing Court and the court rooms are manageable even when busy. The court room doors in Queens Housing Court are NOT accessible for people with assistive medical devices or baby carriages, they really should have an automatic option. Room 454 for universal access participating legal services is VERY NICE and much appreciated.	5/3/2019 12:10 PM

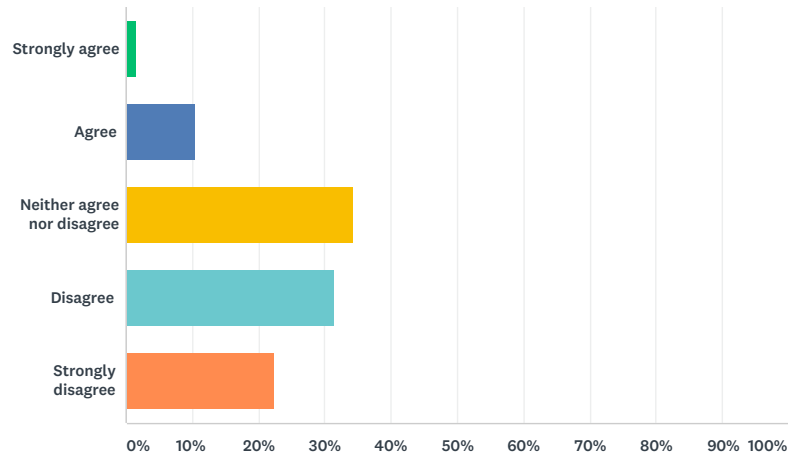
5	There should be designated areas where attorneys can discuss confidential info with clients and a quiet area for attorneys to negotiate. There should also be a system whereby attorney do not have to waste hours trying to locate and communicate with landlords' attorneys.	5/3/2019 10:59 AM
6	The hallways are frequently so packed that there is not even a semblance of having space to have a confidential conversation. The bathrooms are not only frequently dirty but in disrepair.	5/3/2019 10:24 AM
7	Lack of privacy, lack of reliable bathroom and elevator facilities, no place to peaceably advise the client in court without dragging them up and down flights of stairs--which is an impossibility for physically-impaired clients.	5/2/2019 6:32 PM
8	Cannot interview clients on RTC screening days (1) near the courtroom, and (2) without discussing confidential information in the hallway.	5/2/2019 4:36 PM
9	wrong signs, no one know where they are going, our intake room for UA is a 15 min walk from the courtroom, there is no water, there is no toilet paper half way thur the day	5/2/2019 4:24 PM
10	It is extremely difficult to have any confidentiality in intake conversations.	5/2/2019 4:08 PM
11	Bronx Housing is awful	5/2/2019 4:06 PM
12	Overcrowded	5/2/2019 4:05 PM
13	High quality representation requires private space for attorney/client conversations. The long-coming move to e-filing will help foster high quality representation by removing the tension the court feels when files are borrowed from the court (often, the court loses the file, blames our organization, and then finds the file within the court without acknowledging that it was not our fault).	5/2/2019 4:04 PM
14	Tenant attorneys need adequate space to meet clients, to do work, to seek refuge from the chaotic environment and disgusting behavior that exists in housing court. Also, the clerical processes of housing court impact effective representation. for example, there should be a way for clerks to consistently find files or not lose motions.	5/2/2019 3:56 PM
15	I'd love more space to actually speak with my clients confidentially. I also hate that I can never find opposing counsel--it wastes my time and my client's time. That everything is in paper is a mess; the court loses files all the time and scolds legal service providers for taking files to make copies, and then for unstapling them so they can actually see what they're trying to copy. Also it is foul and dirty.	5/2/2019 3:38 PM
16	The hallways are extremely crowded with people trying to work on cases, and there is a lack of privacy for confidential discussions.	5/2/2019 3:30 PM
17	no private place for discussion; often a lack of resources for interpretation, copying files/documents; lack of space to even write stipulations/review documents	5/2/2019 3:19 PM
18	Dirty bathrooms, not enough bathrooms, no daycare options, not enough seats in court, no confidential places to meet, too few elevators, too hot in the summer	5/2/2019 3:16 PM
19	Brooklyn Housing Court might as well be a jail.	5/2/2019 3:15 PM
20	We need meeting rooms for settlement negotiations, more desks to write on, and more seating for tenants and attorneys in the hallways.	5/2/2019 3:14 PM
21	some privacy rooms would be helpful.	5/2/2019 3:13 PM
22	The housing court is a perfect storm of conditions that create high stress, anxiety and distraction. The tenants often don't have the resources to obtain child care so have to bring their children which causes the adults to be distracted and often distressed when children predictably are not able to remain quiet and out of the way. The halls are crowded and loud so they are hard to navigate and since that is where most negotiations take place it can be hard to hear so people end up yelling to be heard. Since there are so many pro se litigants (almost exclusively tenants) there is a tremendous power imbalance between the parties. There are not sufficient translators in the many parts for the most common languages and the less common languages are have translators available only one or two days a month.	5/2/2019 3:12 PM
23	It is too crowded, there are not enough writing surfaces	5/2/2019 2:54 PM
24	private spaces, access to computers/technology, adequate space for writing	5/2/2019 2:45 PM
25	The entire court house in brooklyn needs to be moved to an actual court house. There is barely any cell phone reception, it's cramped, and there is no where to actually sit down and write except in side of Court rooms or the only alcove with a table on the fifth floor.	4/30/2019 1:46 PM

26	There should be more room to meet with clients, especially a dedicated intake room on the same floor as the courtroom for UA and NYCHA.	4/30/2019 1:03 PM
27	No privacy	4/29/2019 8:53 PM
28	There is absolutely no space for me to speak privately with my clients.	4/26/2019 4:09 PM
29	There's nowhere to speak privately with clients - not all LS providers have courthouse offices, and you often wind up speaking with your clients about the merits of their cases in a crowd of people.	4/26/2019 4:02 PM
30	General layout of housing court is intimidating to a newcomer - deals made in the busy hallway, personal details on display, confusing calendar and referral systems. The courthouse office for the organization that I work at is a closet and therefore difficult to work out of.	4/26/2019 3:29 PM
31	Housing Court is extremely difficult to work in. There is no writing space for drafting stipulations and there is not sufficient space for completing client intakes. We are not provided with copies of documents nor is there access to copiers so we have to download apps to scan documents and turn them into PDFs. Cases take many hours to resolve because it is difficult to find opposing counsel.	4/26/2019 2:44 PM
32	Manhattan is OK. Brooklyn is a nightmare.	4/26/2019 2:20 PM
33	I am often meeting with my clients for the first time in a crowded hallway. Not all organizations have court offices to use if we need a space to work last minute or between appearances. There is also an issue with confidentiality when we meet clients in the hallways to discuss their cases.	4/26/2019 9:45 AM
34	There is insufficient space to speak with clients in private given how many decisions must be made on the fly in court.	4/26/2019 9:27 AM
35	Hilarious question. Physical conditions don't provide for atty-client privacy; I am often speaking to my clients w LL attys around, physically exhausting to stand all day and wait for OPA to show up, walking up and down stairs; my arms often ache for days after housing court intake bc I carry files around in the hallway all day on those days.	4/25/2019 6:22 PM
36	There is nowhere to sit to talk to my client, and the judges discourage talking in court.	4/25/2019 3:46 PM
37	The building is often hot in the summer and cold in the winter, there is no space for attorneys to speak to their clients confidentially. There is nothing positive to say about Housing Court concerning the conditions.	4/25/2019 1:00 PM
38	The chaos of working in the hallways significantly adds to the hostility and stress of everyone involved.	4/25/2019 10:06 AM
39	There have been improvements lately with the addition of a meeting room on the 9th floor, but the courtrooms and facilities are still very outdated, extremely overcrowded, and generally unpleasant. A few weeks ago a colleague found bedbugs on the 5th floor and an exterminator had to be called. The room we were supposed to be able to use on the 5th floor is unsafe and unusable, so we just have a little table in a corner. Honestly even the landlord attorney room is not in good condition. Also most rooms have more windows which adds to the depressing and oppressive nature of housing court. But really I cant emphasize enough we usually meet with new clients standing in dirty overcrowded hallways which besides being annoying is bad because landlord attorneys, other tenants, and landlords themselves are standing all around so there is no confidentiality.	4/24/2019 8:14 PM
40	Kings County Housing Court is horrible - the physical building is not equipped to hold the large number of tenants and attorneys; there is no private meeting space for clients and attorneys; the elevators are slow; there is NO ACCESSIBLE BATHROOM ON THE 6TH FLOOR WHICH IS A UA PART; it is constantly too hot; there is not enough seating in the court part; there is not enough space for attorneys to negotiate.	4/24/2019 6:52 PM
41	There is no privacy or space to have confidential conversations with clients or even with other colleagues. Sometimes I need to be able to sit down to think about something or draft but often there's no space to sit down. It's very loud. I find these conditions in particular inhibit my ability to do math (for nonpayment cases) which is hard enough already.	4/24/2019 1:07 PM
42	Bathroom needs working paper towel dispensers and working and locking doors.	4/23/2019 4:47 PM
43	The only issue is why is the intake room on the 11th Fl????	4/23/2019 4:44 PM
44	We need private meeting rooms.	4/23/2019 1:57 PM

45	The chaos of meeting and screening clients in the hallways with hundreds of other people around is very difficult. Further, the difficulty of finding opposing counsel/tracking them down in crowded hallways and multiple floors, takes an outsized amount of time away from my duties of actual representation.	4/23/2019 12:52 PM
46	Trying to hold a conversation in the halls of Brooklyn Housing Court, specifically, is appalling. There's no place to go that makes my clients feel comfortable and it really inhibits my ability to serve them to my fullest capacity.	4/23/2019 12:51 PM
47	It is way too crowded. There is no place to have a private conversation with clients, and everyone feels more stressed out due to the physical crowdedness.	4/23/2019 11:53 AM
48	It is impossible to have a confidential conversation with a client.	4/23/2019 10:50 AM
49	There is no private place to speak with clients	4/23/2019 10:39 AM
50	Having toilet paper consistently.	4/23/2019 10:16 AM
51	People with diabetes cannot bring food in, the elevators are terrible	4/23/2019 10:13 AM
52	No Space/ Poor layout	4/23/2019 9:46 AM
53	Having to chase opposing counsel and run up and down stairs is degrading and a waste of time.	4/23/2019 9:30 AM
54	There is no place to have private conversations.	4/22/2019 6:56 PM
55	Need privacy, need office space, need to not be shouting in hallways	4/22/2019 6:36 PM
56	With so many new attorneys, the current model of stand outside the court room and yell out the name of the client (practice in the Bronx) is highly inefficient. More space for providers is necessary, confidential spaces for intakes that are required to be done immediately.	4/22/2019 5:40 PM
57	Adequate space to meet with clients and negotiate with opposing counsel. Room for clients who are wheelchair users to navigate in the courtroom. The occasional table or desk would be great.	4/22/2019 5:29 PM
58	Good that we have an office, need more space.	4/22/2019 5:23 PM
59	Legal services providers do not have adequate space to serve clients consistent with ethical obligations.	4/22/2019 5:20 PM
60	Concerned by the difficulty of obtaining privacy and the ease with which landlord attorneys can grab unrepresented tenants who qualify for right to counsel and convince them to enter a stipulation before they are ever referred is disturbing	4/22/2019 5:15 PM
61	Brooklyn Housing Court is an affront to justice.	4/22/2019 5:11 PM
62	Rooms are so crowded, you can never find opposing counsel, and things are generally fairly disorganized.	4/22/2019 4:20 PM
63	There is a need for more benches in the hallways, food should be allowed in the courthouse for clients forced to wait for hours.	4/22/2019 3:25 PM
64	All court rooms should be on the same floor, or at the very least two floors.	4/22/2019 1:21 PM
65	There are no conditions in Brooklyn housing court that foster quality representation. The facilities are old and worn down, there are no meeting areas, there is no privacy, and there is no formality.	4/22/2019 1:18 PM
66	The bathrooms are clean and the water fountains function. It would be helpful to have more tables/writing surfaces for legal work to be done. More seating is needed in courtrooms.	4/22/2019 1:06 PM
67	There is no secure location in the courthouse for me to leave personal items like a coat or backpack. As a result i must carry these with me at all times. There is also no where for me to meet clients at the courthouse with a modicum of privacy.	4/22/2019 1:00 PM

Q21 Appropriate steps are being taken to address bias and other problematic conditions in Housing Court.

Answered: 134 Skipped: 30



ANSWER CHOICES	RESPONSES
Strongly agree	1.49% 2
Agree	10.45% 14
Neither agree nor disagree	34.33% 46
Disagree	31.34% 42
Strongly disagree	22.39% 30
TOTAL	134

#	PLEASE EXPLAIN. WHAT STEPS ARE BEING TAKEN AND WHAT STEPS DO YOU THINK SHOULD BE TAKEN?	DATE
1	Meetings with judges have essentially ended with the situation is what it is	5/3/2019 9:53 PM
2	Committees. We need investigations of specific instances of conduct and referral for attorney discipline where necessary. Another condition is the way a large part of the landlord bar treats our clients: it is dehumanizing, rude, and unnecessary. Same with how they treat us.	5/3/2019 3:26 PM
3	There was a set of guidelines issued but I'm not sure what effect they will have.	5/3/2019 12:15 PM
4	It seems that court personnel and some regular attorneys speak up when someone is being mistreated. I think the Housing Court Answers volunteers that circulate on the 4th floor are very helpful for pro se tenants who are intimidated by the whole process.	5/3/2019 12:10 PM
5	I am not aware of any initiatives.	5/3/2019 10:59 AM
6	I do not know.	5/3/2019 10:24 AM
7	I am aware that there are committees in Housing Court to address these issues but I think it remains to be seen what the effects of those committees really are.	5/2/2019 6:32 PM
8	I don't know if steps are being taken.	5/2/2019 5:21 PM

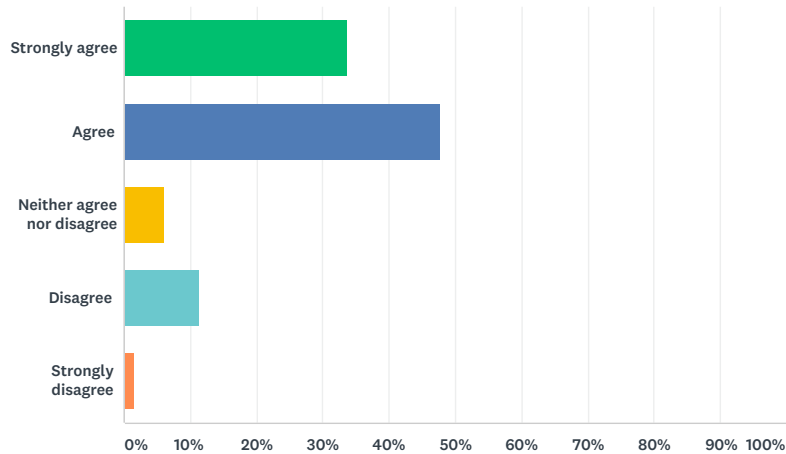
9	Court staff needs training on how to be sensitive	5/2/2019 4:24 PM
10	I have no condifence that anything will change.	5/2/2019 4:06 PM
11	I see no steps taken	5/2/2019 4:05 PM
12	I know of no effect to improve conditions. There has been talk about the court moving to another courthouse. But I do not know if/when the move will actually take place.	5/2/2019 3:56 PM
13	No steps have been taken at all as far as I can tell. I saw a flyer in the Bronx for a round table discussion or something, but it was all men. I'm not sure what the solution is, but I do think court staff (clerks, attorneys, judges, and officers) could use a reminder that their days will be better too if they abuse attorneys less.	5/2/2019 3:38 PM
14	Committees have been appointed to address the issues, but I am not aware of what they are doing.	5/2/2019 3:30 PM
15	There is no meaningful way to complain about judges. The court takes no responsibility for addressing the behavior of bad attorneys. Victims are expected to police the bad actors.	5/2/2019 3:15 PM
16	There are some committees in place for increasing the quality of the atmosphere in housing court and elevating the practice as a whole but not much has come of these efforts as of yet.	5/2/2019 3:14 PM
17	I believe that the Kings County committees are making slow but steady progress	5/2/2019 3:13 PM
18	Despite the report issued last year the pace of change is glacial. The changes that they are focused on don't seem to be the most important. It seems that some of the judges are hostile to the changes and have not embraced the need to change. There appears to be a generational issue as well where the more senior judges and attorneys feel that they survived the chaos for years and everyone else can too.	5/2/2019 3:12 PM
19	I am not aware of any steps that are being taken. All housing lawyers should be required to take a CLE that addresses housing discrimination and poverty law.	4/30/2019 1:03 PM
20	besides a weak, one-pager on how to treat other people, I've seen literally nothing.	4/26/2019 4:02 PM
21	Not familiar with the steps being taken. Probably a lot of major changes are needed. If we're talking big picture, I'd like to see significant overhauls to L/T doctrine such that most of the cases we get could not be brought in the first place.	4/26/2019 3:29 PM
22	Too new to the field to have an opinion one way or another.	4/26/2019 2:44 PM
23	Landlords attorneys do not appreciate the position of many tenants and have made racist and sexist remarks to me on numerous occasions. They should be required to attend trainings about the conditions and situations of many tenants, as well as trainings about implicit bias, appropriate conduct, courtroom etiquette, and tolerance.	4/26/2019 9:45 AM
24	I think it's been acknowledged but not sure besides that what steps are being taken.	4/26/2019 9:27 AM
25	If they really want to do something that makes sense, they will immediately place judges in offices and re-purpose the courtroom space for Ts and LLs to negotiate. Long term plans are not good enough; conditions are so bad that changes are needed immediately. This could definitely happen in current space if judges were walled off in the big courtrooms, leaving the rest of the space, with adequate bench space, for Ts to speak with attorneys. And using an elevator on intake day to speak with clients on a different floor will only make intake more time intensive and terrible, not any better.	4/25/2019 6:22 PM
26	The housing court committee is helping, but there needs to be actual discipline of problem lawyers.	4/25/2019 3:46 PM
27	There are specific offenders in Housing Court and NOTHING is being done to alleviate the issue or reprimand the offenders. The power dynamic between these offenders and (mostly) the women in housing court is off balance and a GROSS demonstration of the apathy of Housing Court employees.	4/25/2019 1:00 PM

28	Lately some of the most frustrating bias I have experienced has been from court attorneys who reprimand or silence me when I respond to hostility from landlord's attorneys but say nothing to them for their original hostility. For example, the other day a landlords attorney pushed his chair back and threw down his glasses and said "If you say that one more time" to me saying that his client "potentially got my client arrested for trying to access the property with an access order in place", and when I responded to him asking why I was not allowed to say that to a court attorney while making my argument, the court attorney started silencing me and telling me that I was "losing focus" and when I said he just yelled at me for making my argument she said "well, he didn't get loud. not yet." Unreal double standard. Neither of us raised our voice, but what I meant by yell was more like verbally accosted.	4/25/2019 10:06 AM
29	There are some steps being taken as referenced but it is nowhere near enough.	4/24/2019 8:14 PM
30	I hear that there are groups of attorney's trying to make conditions better and I've heard things are much better than in the past, but it's hard to see the outcome of things like lunch conversations about civility in the courtroom and effective communication skills. The landlord's attorneys who are the problem are clearly not attending these events and don't care (or only care if you're a white man). I would like to file bar complaints but I've heard colleagues express concern that that could lead to retaliation. Even so, it seems like the only way to get the attention of the really bad actors.	4/24/2019 1:07 PM
31	I'd like to see more Asian court officers because there's only one in Manhattan right now, more Asian judges because there are literally zero in Manahattan right now, and just more Asian lawyers in court generally. Also, court staff and court attorneys need better customer service training. Some are very nice and professional but others are crotchety, rude and not helpful.	4/23/2019 4:47 PM
32	They could be better addressed, but I haven't been that involved so it's possible the issues are being addressed.	4/23/2019 4:44 PM
33	I know that trainings are being given and moves to a new courthouse considered, but I do not know if these trainings/relocations will be adequate.	4/23/2019 12:52 PM
34	I think there's a study happening (or that just happened) addressing this exact topic. That's a great first step, but there needs to be actual consequences for attorneys or judges who engage in biased or problematic behaviors.	4/23/2019 12:51 PM
35	to my knowledge, no steps are being taken.	4/23/2019 12:39 PM
36	I don't know of anything that is being done	4/23/2019 10:39 AM
37	CLEs are going to do it. We all need to bring sanctions motions, over and over.	4/23/2019 10:16 AM
38	The truth is, we see microaggressions everywhere but no one has the time to address it. We have way too much going on.	4/22/2019 9:24 PM
39	Some steps are apparently being taken, such as the forming of committees, and there is an upcoming panel related to communication in housing court, and there was a truly atrocious CLE on bias and harassment that took place but these steps are insufficient. Court staff need to be trained to treat people respectfully, to de-escalate tense/abusive situations, and to intervene when the landlord's bar is acting uncivilly or worse.	4/22/2019 6:56 PM
40	Some solutions have been proposed, for example BTLN has proposed a gender justice committee to report on issues, but more needs to be done by Judges and the Court itself to curb negative behavior and encourage the actual practice of law instead of blatant hostility.	4/22/2019 5:40 PM
41	I don't think enough has been done to address the needs of people with disabilities and serious illness who end up in housing court. Clients who need APS services or a GAL are particularly poorly-served. The buildings are barely accessible. I've seen clients who need wheelchairs be told they have to wait in the hall because there is no room for them in the part. Many of my clients with disabilities struggle to endure hours of sitting in hot court rooms on hard benches, waiting for their cases to be called or for lawyers to be ready for them. Their only other option is often to stand out in a noisy hallway (there are never enough benches for all the people who need to sit) and hope they hear their name called over all the other voices.	4/22/2019 5:29 PM
42	Never heard of any productive steps.	4/22/2019 5:23 PM
43	I am aware of some committees in some boroughs formed to address these issues, but unaware of a situation in which any problematic behavior was actually sanctioned or punished by the court.	4/22/2019 5:20 PM
44	I know there are conversations happening but have not seen concrete results.	4/22/2019 5:15 PM

45	There have been some steps taken in Brooklyn Housing Court, mainly because of the work of the Brooklyn Tenant Lawyers Network. Not all of the action is the best course, but at least there is recognition that there is a problem.	4/22/2019 5:11 PM
46	BK has started a good new program but it is not a total solution. The judges are part of the problem.	4/22/2019 4:30 PM
47	Judges should call out unacceptable behavior more often and with stronger consequences.	4/22/2019 3:25 PM
48	There are committees in place, but they are pointless because there is no real accountability enforced by Judges and court staff when it comes to bias and abuse by landlord attorneys and court staff and other problematic conditions	4/22/2019 2:18 PM
49	I don't see anything being done	4/22/2019 1:46 PM
50	I think the Brooklyn Housing Court committee convened by J. Gonzales is a good FIRST step.	4/22/2019 1:18 PM
51	Judges are verbally expressing the requirement of civility and decorum in courtrooms, which is hugely helpful. A Judge also issued sanctions against an attorney who was behaving improperly in a case, which I think helped to raise the general level of discourse in the Court.	4/22/2019 1:06 PM
52	Our supervisor is part of the civility in the courts committee (not sure if that is the official name).	3/21/2019 9:43 AM

Q22 The Right to Counsel NYC Coalition campaigned for the Right to Counsel ("Universal Access") Law to create a "a tool to build tenant power, challenge landlord intimidation and harassment and to build the movement to fight gentrification and displacement", and to contribute to creating "a more equitable and just city" (<https://www.righttocounselnyc.org>). I have been aware of these goals.

Answered: 134 Skipped: 30



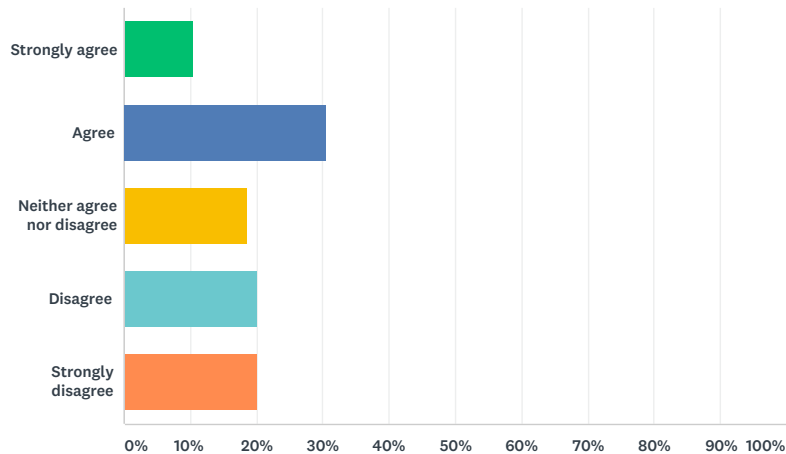
ANSWER CHOICES	RESPONSES
Strongly agree	33.58% 45
Agree	47.76% 64
Neither agree nor disagree	5.97% 8
Disagree	11.19% 15
Strongly disagree	1.49% 2
TOTAL	134

#	PLEASE EXPLAIN YOUR ANSWER.	DATE
1	I do not have enough experience to fully know the impact of UAC. However, from what I do see UAC has definitively begun to level the playing field between tenants and landlords. Landlords no longer run the court room.	5/3/2019 3:49 PM
2	I don't know that I knew that was the mission of the RTC NYC Coalition. Those are efforts of housing activists.	5/3/2019 3:33 PM
3	My team and I live and breath these goals--everyday we go to work we discuss our clients and how to fight for equitable treatment in court and in the community. I've never been a part of a practice that acknowledges the deeper historical-social-economic context for our clients and feels so dedicated to evening the playing field.	5/3/2019 12:20 PM

4	I'm aware of that because I made myself aware of that. My organization has not done enough to remind me why I'm fighting day in and day out for my clients, and I'm quickly becoming jaded about our ability to do anything other than keep clients inside their homes (repairs, harassment, etc.--because the priority has to be preventing eviction and the grant only funds defensive work, we cannot really ever get into a position to actually challenge intimidation and harassment without putting our clients at risk of homelessness. More funding for affirmative litigation would fix this problem.	5/2/2019 3:44 PM
5	We speak almost daily about the RTC law and all the good that it brings, as well as challenges we will face as the program expands.	5/2/2019 3:16 PM
6	I have been aware.	4/26/2019 3:32 PM
7	I was involved with RTC in a previous job.	4/26/2019 2:54 PM
8	Knew about intimidation, didn't realize text re power and building movement to fight gentrification and displacement	4/25/2019 6:24 PM
9	I have worked in Housing since RTC Law was passed, I am aware of the goals they are seeking to attain.	4/25/2019 1:10 PM
10	Did not know there was an explicit anti-gentrification goal, and am happy to hear that.	4/25/2019 10:09 AM
11	I just want to note that I heard that someone from your organization once said that tenant attorneys were just there to stand next to the tenant and prevent the landlord attorney from intimidating the tenant. This is one thing we do, but we do a hell of a lot more! We research the law, write motions, argue before the judge, advocate for benefits, and much, much more. This takes a lot of time and skill and work not to be reduced to solely preventing intimidation.	4/24/2019 8:21 PM
12	I'm aware of them but my job is to prevent eviction. I don't feel I have room or time to do things like affirmatively build tenant power or build the movement to fight gentrification and displacement.	4/24/2019 1:15 PM
13	We all fought hard for it. The reality of taking a higher volume of cases without merit is difficult, though still important.	4/23/2019 4:47 PM
14	I know these are the goals	4/23/2019 12:53 PM
15	I am aware of this from reading the website and following updates from RTC, but not from my employer	4/23/2019 12:46 PM
16	There is only so much our work can do. UAC offers no long term solutions	4/23/2019 10:15 AM
17	Makes sense but i didn't know.	4/23/2019 9:47 AM
18	I'm aware but wonder if its effective without solving the affordability crisis.	4/22/2019 6:38 PM
19	As part of Bronx Defenders at the time, I was aware of the goal.	4/22/2019 5:42 PM
20	I'm aware of these goals, but restrictions on funding (e.g., the incentive to not do a lot of affirmative litigation because the organization won't get paid for it) creates serious obstacles to meeting these goals.	4/22/2019 5:26 PM
21	The RTC Coalition is great about hosting events and sending out emails to explain its goals and message.	4/22/2019 1:14 PM
22	Our organization had SuSanna come and speak to us about RTC, its origins, and where the coalition sees it going.	3/21/2019 9:46 AM

Q23 My organization provides opportunities for me to address broad based housing issues (e.g. working with tenant organizations, bringing strategic appeals, advocating for legislative or policy changes, drafting amicus briefs, etc.)

Answered: 134 Skipped: 30



ANSWER CHOICES	RESPONSES
Strongly agree	10.45% 14
Agree	30.60% 41
Neither agree nor disagree	18.66% 25
Disagree	20.15% 27
Strongly disagree	20.15% 27
TOTAL	134

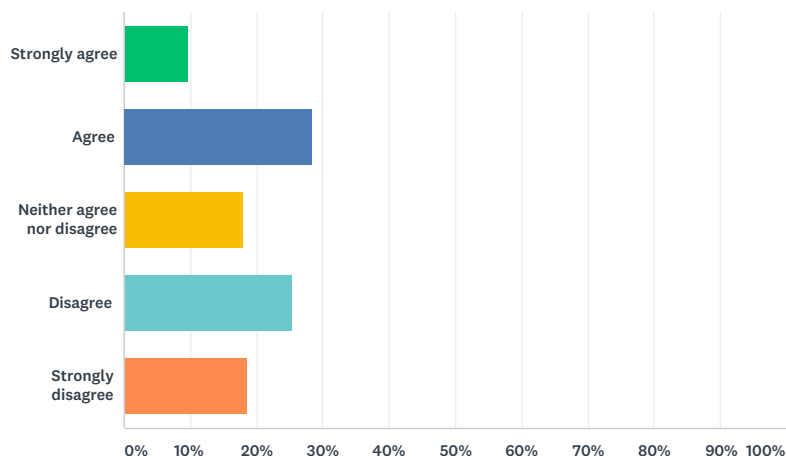
#	PLEASE EXPLAIN YOUR ANSWER.	DATE
1	While I have a permissive supervisor, many in management at Legal Aid are timid about bringing sanctions, appeals, etc. While I could refer clients to tenant orgs, there should be a concerted effort to have more of an organizing mindset within the work we do.	5/3/2019 3:33 PM
2	My supervisor encourages me to reach out to other organizations who also advocate for low income tenants.	5/3/2019 12:20 PM
3	There are very few opportunities to do impact litigation or policy work. Our office asks us for tenants that are willing to share their stories, but staff involvement in comments to legislation or agency regulations is very minimal, and staff involvement in any larger scale litigation is minimal. There was a lawsuit on behalf of individuals that were placed by DHS in scatter sites, but the actual litigation work was done by pro-bono attorneys at the big law firm that I guess gives us some money. Our staff did the crappy benefits work for the case and was not allowed to participate in a way that was more substantive or assisted in their professional development.	5/3/2019 12:20 PM
4	The housing unit of my organization mostly focuses on eviction prevention-- specifically, representing tenants who are in housing court for non-pays and holdovers. .	5/3/2019 11:04 AM

5	No, that is only reserved for "elite" attorneys who work on law reform exclusively. Staff attorneys in Housing Court are not included in bigger picture issues or more complex cases or campaigns.	5/2/2019 4:08 PM
6	Wish they did these things more - it would make the job more dyanmic	5/2/2019 4:07 PM
7	As staff attorneys, we are very focused on our individual eviction defense caseload and there is not much, if any, chance to work on anything broader.	5/2/2019 4:07 PM
8	Never. Never. Never. If it exists, we don't find out until it's too late to do anything about it (ex. 3pm email saying "you should go to this meeting tonight!").	5/2/2019 3:44 PM
9	There are so many cases and not enough staff that every day is triage.	5/2/2019 3:32 PM
10	Staff attorneys dounf individual cases don't have time for systemic advocacy	5/2/2019 3:25 PM
11	My organization is open to me taking those opportunities but does not necessarily promote these activities as an integral part of the work.	5/2/2019 3:16 PM
12	The caseloads are too burdensome to have time during the workday for policy work	4/30/2019 12:01 PM
13	Most of these besides appeals have not been discussed with me. Then again, I haven't asked anyone about them. To its credit, the job affords me time to work on housing advocacy outside of/independently of work.	4/26/2019 3:32 PM
14	We often shy away from these opportunities due to funding limitations.	4/26/2019 9:53 AM
15	My organization does not just focus on representing tenants in housing court, we also work with attorneys on filing amicus briefs, appealing denials, and policy advocacy	4/25/2019 1:10 PM
16	There are some opportunities, but zero capacity to take part in them.	4/25/2019 10:09 AM
17	My organization does virtually none of this. I do it on my own time unpaid mostly. We have asked our org to do more of thus many times, but as referenced earlier, they only care about money. We workers care about our clients and communities and would like to do more of this. But it doesn't get money from the city like that.	4/24/2019 8:21 PM
18	My organization does nothing to contribute to the betterment of housing issues. They exclusively care about numbers.	4/24/2019 6:55 PM
19	I signed up to lobby with my organization but have never been contacted about lobbying opportunities. The other opportunities in the prompt (working with tenant orgs, bringing appeals, drafting amicus briefs etc) haven't been presented as opportunities available to me.	4/24/2019 1:15 PM
20	theoretically it's an option, but impossible to do/prioritize it given urgency & high volume of eviction cases; I think organizationally, we would prioritize this more if we got paid more for complicated cases, so that we can allocate resources to fully litigate cases, rather than feeling pressured to settle cases	4/24/2019 12:13 PM
21	They provide it, but it's hard to prioritize these things with our caseloads.	4/23/2019 4:47 PM
22	My organization takes on broad based housing issues, but there is a distinct staff that works on these issues. Working on RTC, I do not participate in these broader initiatives more than make referrals.	4/23/2019 12:57 PM
23	I don't think I've ever been made aware of these types of opportunities at my organization	4/23/2019 12:53 PM
24	We have none of these options.	4/23/2019 12:46 PM
25	We are somewhat siloed in our units. I do eviction prevention primarily, almost exclusively.	4/22/2019 6:58 PM
26	We work on so much that often we're just focused on putting out small fires, but we do engage in coalition-building and policy work when we have the capacity.	4/22/2019 5:32 PM
27	My organization provides a lot of latitude with what staff attorneys are allowed to do, but this isn't the same everywhere.	4/22/2019 5:26 PM
28	Rarely do we participate in these, other than showing up at some coalition meetings	4/22/2019 5:16 PM
29	There are opportunities at my organization, just not always all the tools necessary to take advantage of the opportunities.	4/22/2019 5:13 PM

30	I am encouraged to spot trends in my individual cases, such as a type of case, a common violation, or a certain landlord committing widespread fraud.	4/22/2019 1:14 PM
31	In many ways we are so focused on preventing immediate evictions (that are rooted in financial problems) that it is hard to address related issues stemming from conditions or harassment. Without all the funds there is little leverage.	4/22/2019 1:02 PM
32	We have a tenant organizing unit that we are strongly encouraged to work together with. Additionally, we are encouraged to respend clients in different ways such as admin. hearings, article 78 hearings, and appeals.	3/21/2019 9:46 AM

Q24 I can easily refer clients to other organizations/individuals within my organization to address my clients' non-legal needs (e.g. mental health services, public benefits issues, etc.)

Answered: 134 Skipped: 30



ANSWER CHOICES	RESPONSES
Strongly agree	9.70% 13
Agree	28.36% 38
Neither agree nor disagree	17.91% 24
Disagree	25.37% 34
Strongly disagree	18.66% 25
TOTAL	134

#	PLEASE EXPLAIN YOUR ANSWER, AND IF YOU DISAGREE, PLEASE PROVIDE ANY SUGGESTIONS YOU HAVE FOR MAKING REFERRALS EASIER.	DATE
1	Somewhat internal failings, somewhat city agencies not being effective at their jobs	5/3/2019 9:55 PM
2	I handle my client's public benefit work or enlist the help of our paralegal case handler. I cannot speak as to mental health services.	5/3/2019 3:49 PM
3	The Housing Unit at Bronx Legal Aid does not have a single social worker. Perhaps this is because middle- to late-career social workers here get paid \$20,000-\$30,000 less than at other area orgs...	5/3/2019 3:33 PM
4	I find it incredibly difficult to successfully refer my client to a qualified social worker or even a case worker who can assess my client for public benefits. I've used Access NYC in the past but the organizations I was referred to never called myself or my client back, which felt like a waste of time after calling and Access NYC and then calling the organization.	5/3/2019 12:20 PM
5	We pretty much only assist with legal matters and each unit has their own funding restrictions. I routinely have clients with unmet needs.	5/3/2019 12:20 PM

6	We need a comprehensive list of where and to whom we should refer clients for mental health and other issues. We have an internal referral system but often other units will not accept the clients for services.	5/3/2019 11:04 AM
7	There is no referral system, even internally within our organization. Management has not bothered to set up partnerships or relationship with other organizations so staff will try their best on an ad hoc basis.	5/2/2019 4:08 PM
8	Its extremely difficult to refer tenants to legal services providers, and other providers. Very difficult.	5/2/2019 4:07 PM
9	First, I disagree that public benefits issues are non-legal. If they are, though, my organization has a public benefits unit that we refer to all the time. Referral for mental health services is non-existent.	5/2/2019 4:07 PM
10	Everything is so hierarchical that I cannot do that unless I already happen to know someone at another organization. The internal referral process is quite complex, but I've figured out how to make it work. Most people don't bother.	5/2/2019 3:44 PM
11	Information is not readily available.	5/2/2019 3:32 PM
12	I can but it's not made easy. We don't say do holistic screening at intake.	5/2/2019 3:25 PM
13	we often have to address any public benefits issues ourselves if we have capacity and there are no resources available for mental health services	5/2/2019 3:23 PM
14	We have a good internal referral system and a whole constellation of services that address many different needs, from showers and haircuts to providing a mailing address to clients, to employment development, social workers, and an in-building medical clinic as well as immigration advocates.	5/2/2019 3:16 PM
15	Of course not, because this is not about the clients. It's about doing what the funders ask of us. The funders are not concerned about the actual lives of tenants and are uninterested in their wellbeing.	5/2/2019 3:16 PM
16	We don't have the resources to meet all of our clients needs or serve the needs of all our colleagues' referral. Additionally, our obligations under the RTC have meant that we have to turn away a lot of meritorious cases from other parts of the borough because they don't live in the correct zip codes and we have limited capacity to take other cases at this time.	5/2/2019 3:14 PM
17	I'd say some of the time	4/29/2019 8:55 PM
18	Internal referrals are easy, but if this organization does not provide the service, I'm not sure how to refer to other organizations.	4/26/2019 3:32 PM
19	We need more mental health services and referrals.	4/26/2019 9:53 AM
20	There are simply just insufficient resources for mental health needs. Also, navigating the public benefits available to tenants should be full time job and is nearly impossible to stay on top of in addition to litigating our cases. I can file countless motions, argue, etc. but often at the end of the day if we cannot get someone into an appropriate rental subsidy, e.g. CityFHEPS, it's impossible to keep them in their home. Similar, with nuisance cases, if someone does not get the mental health treatment they need, or get services with de-cluttering, etc., my hands as an attorney are tied.	4/26/2019 9:31 AM
21	My organization is an integrated group of attorneys and social workers who provide a true holistic approach. Clients with multiple issues are able to work with those attorneys and social workers as needed.	4/25/2019 1:10 PM
22	We deal with so many issues, and have so little time for bureaucracy that we don't understand, it can be hard to figure out who or how we can refer things.	4/25/2019 10:09 AM
23	We have some ability to refer, but very little and for limited purposes.	4/24/2019 8:21 PM
24	My organization only employs 1 social worker part time. When she was out on leave we had no replacement. We so rarely have social work interns that I can very rarely make referrals for my clients. I try to refer clients to our public benefits project but it is a small project with little capacity. I also don't have enough time frequently to determine if a referral might be appropriate and don't always know when it is appropriate to do so.	4/24/2019 1:15 PM
25	as housing funding has ramped up, our funding for employment, disability, discrimination issues has not ramped up, and we're unable to provide holistic services to address out clients other needs	4/24/2019 12:13 PM
26	This would be great to have. Unless its internal for PA issues, I don't know where to refer people.	4/23/2019 4:47 PM

27	My organization does not have funding for many non-legal staff. I can easily make referrals on other legal issues (benefits, family law, immigration, etc), but for social services or mental health services, I have to do extensive research of outside organizations.	4/23/2019 12:57 PM
28	For the most part, referrals are pretty straightforward within my organization for other legal matters, though I'd LOVE to have more resources for mental health and social work services.	4/23/2019 12:53 PM
29	We have no infrastructure in place for these types of referrals.	4/23/2019 12:46 PM
30	We don't have any social workers or paralegal support, so referrals are extremely difficult to make	4/23/2019 10:40 AM
31	This is very difficult at my organization.	4/22/2019 6:58 PM
32	Holistic legal services that work in conjunction with social support mechanisms is a necessity in the field; unfortunately, too few of these organizations currently exist.	4/22/2019 5:42 PM
33	My organization has an arcane and ineffective referrals process that results in me having to become an expert on different areas of law just to get things done for my clients in the most efficient way. Most employees from other units do not want to handle work that is not easily fundable under their respective grants. Mental health services and public benefits referrals are indeed the most necessary help a lot of the time.	4/22/2019 5:26 PM
34	We make referrals but does not mean that they are successful.	4/22/2019 5:16 PM
35	Some services, like health care info, are easy. Other services, like mental health services, are extremely difficult to find for my clients.	4/22/2019 5:13 PM
36	My office has no social workers on staff. We need social workers and people who can actively help clients find apartments if they need to move. As far as I am aware that resource is virtually absent unless a client ends up in shelter.	4/22/2019 3:31 PM
37	I am lucky, again, because I am not a UA provider, that I can work on other issues with my client such as public assistance issues.	4/22/2019 1:20 PM
38	There are few people with this expertise. I am learning as I go.	4/22/2019 1:02 PM
39	It's not always clear where, if any place I can send clients for other services. APS seems to be the go-to but that is not effective or enough.	3/21/2019 9:46 AM

Q25 What is being done and/or could be done by law schools and provider organizations to support the goals of the right to counsel movement?

Answered: 43 Skipped: 121

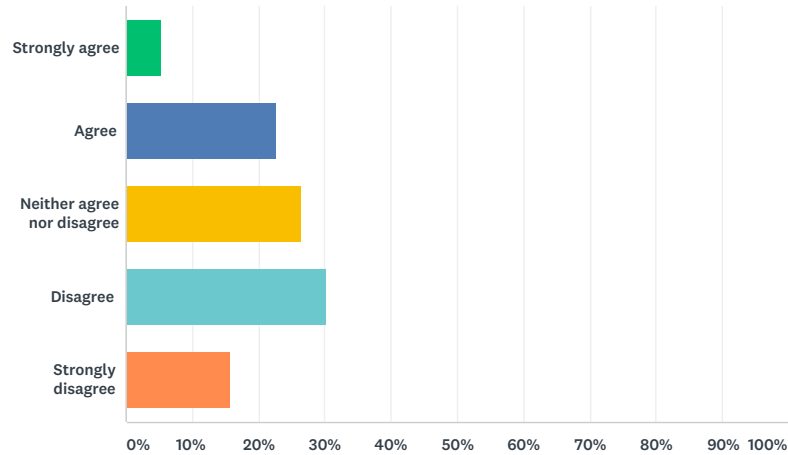
#	RESPONSES	DATE
1	Admit NYC-native and low-income students at higher rates, offer housing clinics, better LRAP reimbursement and advising for public interest attorneys	5/3/2019 9:55 PM
2	Teach movement lawyers; approach client interactions with an awareness of building tenant power; step back and see individual cases as part of a more systemic issue; have a case managing platform that would more readily draw connections of issues faced by different clients in the same building.	5/3/2019 3:33 PM
3	I think it would be helpful to have a clear path to a social worker or public benefits analyst to refer my clients to for needed support outside of housing court. Often times my clients are eligible for PA/SNAP, which would help their housing case, but they flounder in applying for public benefits. I also wish that HRA did a holistic screening of its clients and then help clients apply for important benefits like PA/SNAP, SCRIE, DRIE, MSP, etc.	5/3/2019 12:20 PM
4	I want to see more technology used to assist in this movement. For instance, I want someone to analyze data of building rent rolls with DHCR to search for abnormalities. In order to get the courts to look back more than four years, we need to show indicia of fraud, which is typically impossible for an individual tenant. If we can show systemic fraud, perhaps we'd be able to fight for tenants to address historic overcharges and unlawful, but baked in, deregulation.	5/3/2019 12:20 PM
5	More classes and clinics that focus on (practical) civil litigation (legal writing, preparing pleadings, motion practice, negotiating) and housing law as it applies to NY specifically.	5/3/2019 11:04 AM
6	More clinics and easier referrals between LSPs	5/2/2019 7:22 PM
7	Law schools can create housing law clinics to assist with the number of cases.	5/2/2019 4:38 PM
8	set up classes and start working with organizations (like Fordham)	5/2/2019 4:25 PM
9	We need more benefits case handlers. We are so busy addressing our clients' public benefits issues we cannot engage a litigation strategy to fight for our clients to get repairs or affirmatively assert their rights.	5/2/2019 4:08 PM
10	Address burnout, stress, depression, and other mental health issues. Promote stronger unions in the workplace to address the problems at organizations and to better empower staff.	5/2/2019 4:08 PM
11	Provide Law School Clinics	5/2/2019 4:07 PM
12	Identify gaps where pro se litigants tend to fall. Use law students to help fill those gaps and support the pro se litigants. Hopefully this support would "bridge the gap" between a litigant's confusion and protecting their rights until they are represented by counsel.	5/2/2019 4:03 PM
13	More housing clinics	5/2/2019 4:02 PM
14	Training for new attorneys is the most important thing that is missing right now. There also needs to be more emphasis placed on managing case loads and providing diversity of opportunities (HP cases, affirmative litigation, policy work, etc) to retain experienced attorneys.	5/2/2019 3:44 PM
15	Negotiate better contracts with HRA to provide for overhead, space for all providers in housing ct with computers and printers	5/2/2019 3:25 PM
16	Assist with benefits work as related to housing cases	5/2/2019 3:23 PM
17	Law schools should make students aware of the movement and encourage students to take part in it.	5/2/2019 3:16 PM
18	I have no idea	5/2/2019 3:13 PM
19	Clinics, more supervisors, more administrative staff	5/2/2019 2:55 PM

20	The RTC training should be offered twice a year in each school, and as an incentive, students should receive certificates that say they're ready to offer the training themselves.	4/30/2019 1:05 PM
21	Public Slideshow on history of the movement	4/29/2019 8:55 PM
22	na	4/29/2019 5:10 PM
23	Law schools could make the students more aware of the right to counsel movement, especially law schools in NY state but outside NYC.	4/26/2019 4:12 PM
24	I feel like a big next step is legislative advocacy in Albany at this juncture, but I could be wrong.	4/26/2019 3:32 PM
25	The regular trainings and listserv are helpful. It would also be useful to have a more easily searchable database than the listserv when ideas are discussed. I would like to partner with non-legal providers more often, such as mental health and decluttering/cleaning services.	4/26/2019 9:53 AM
26	The RTC movement needs to be more realistic. It is not realistic to ensure RTC for every zip code in Brooklyn when the legal organizations are already overwhelmed with 4 zip codes. The goals need to also ensure that the attorneys are provided with adequate training and supervision, and need to work with law schools and housing court judges to get more law students interested in housing and ensure that the attorneys who are hired are adequately prepared and desire to do the work.	4/25/2019 1:10 PM
27	Take some of these cases!!! There are a lot of them, and we need support.	4/25/2019 10:09 AM
28	Housing clinics or one-day volunteer in housing court options for law students.	4/24/2019 3:45 PM
29	It would be nice to be able to bring more affirmative cases (HP, harassment, Supreme Court actions, etc.).	4/24/2019 1:15 PM
30	Recruit more people from the communities we serve to do paralegal/pipeline stuff and go to law school	4/24/2019 12:13 PM
31	More support overall. Reminder of the purpose of the law amid the day-to-day work.	4/23/2019 4:47 PM
32	The collection of data on the implementation of RTC - its effectiveness, problem areas and actors - would/has helped prove the importance of this program and areas where it can be improved. (Thank you for organizing this survey!) I think that surveys of tenants about their knowledge of the program and their experience using it would also be especially important.	4/23/2019 12:57 PM
33	Just, more information! People should know this is a thing and how they can participate or help.	4/23/2019 12:53 PM
34	RTC is a tool, not the end goal. If funding shifts completely to UAC and the AHTP and organizing funding dries up, it misses the point.	4/23/2019 10:18 AM
35	Get us more staff to do intakes.	4/22/2019 9:28 PM
36	More policy work to develop and support regulatory and legislative proposals that strengthen tenants' rights.	4/22/2019 5:32 PM
37	Organizations need to lobby the first progressive state legislature in a long time to change the parts of the law that were procedurally designed by a conservative legislature to get tenants evicted for the sake of landlord profit. They also need to lobby for funding that would help provide holistic services to clients.	4/22/2019 5:26 PM
38	Encourage a culture of: zero-tolerance for unethical tactics used by landlords' attorneys, vigorous litigation rather than the easier path of settlement, taking repairs and conditions as seriously as evictions (since they also lead to displacement), provider organizations could also pay us adequately so we don't have to go on strike to get better working conditions to enable us to best represent our clients.	4/22/2019 3:31 PM
39	educate all those involved on the ultimate goal of the movement.	4/22/2019 2:29 PM
40	Organizations should reach out to law schools, and vice-versa, for more student involvement through internships and externships.	4/22/2019 1:26 PM
41	More training of current staff attorneys and incoming law students would be beneficial. If NYC will really have a right to counsel in housing court, this should be as popular a career choice as public defense in area law schools, and they should treat the field as such.	4/22/2019 1:20 PM

42	Provider organizations are working together to address systemic issues, which is necessary to fight the larger obstacles to fair housing. Provider organizations are also trying to help city agencies such as HPD and DHCR with performing their monitoring and enforcement work. Law schools should teach the history of gentrification and real estate policy in New York State.	4/22/2019 1:14 PM
43	Hire public assistance/ paralegal experts.	4/22/2019 1:02 PM

Q26 My organization provides opportunities to engage in activities that promote wellness and/or supports staff members' efforts to promote their own wellness.

Answered: 133 Skipped: 31



ANSWER CHOICES	RESPONSES
Strongly agree	5.26% 7
Agree	22.56% 30
Neither agree nor disagree	26.32% 35
Disagree	30.08% 40
Strongly disagree	15.79% 21
TOTAL	133

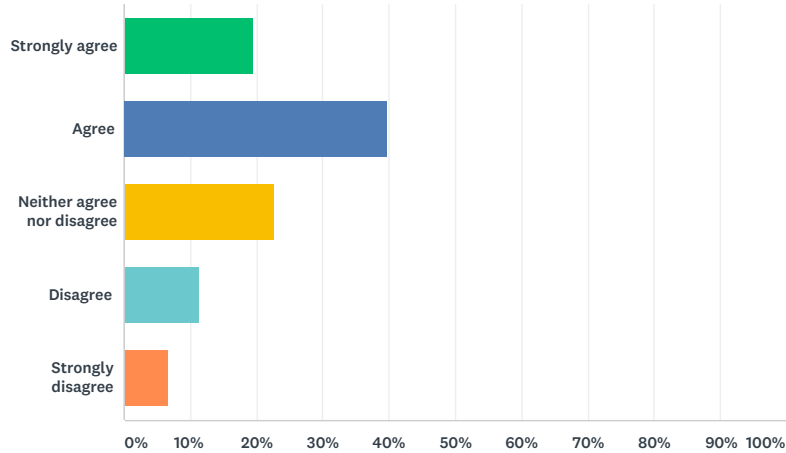
#	PLEASE EXPLAIN YOUR ANSWER.	DATE
1	Our staff attorneys build their own nurturing culture but immediate supervisors are ambivalent and central management is actively hostile, in pay and other behavior, to retention	5/3/2019 10:00 PM
2	Upper management needs to let the investigators unionize. They need to continue to negotiate ALAA and 1199 contracts on the same time frame. I'd take better benefits over an extra \$30.00/mo for gym membership any day.	5/3/2019 3:39 PM
3	There's very little provided to our staff. Perhaps there's pizza for lunch a few times a year but nothing else. There's no funding made available for social activities and no real effort to connect our staff with wellness activities. Some staff have taken their own initiatives to negotiate for better rates at wellness institutions like the YMCA, with no management or organizational support.	5/3/2019 12:29 PM
4	In my time I feel very supported and cared for as an attorney and a human being--I think the larger administration could do a much better job of retaining paralegals and hard working attorneys by offering promotions and room for growth or expertise.	5/3/2019 12:25 PM
5	The Organization as a whole has very few activities for t his, but my unit frequently has such activities.	5/2/2019 5:25 PM

6	We have a meditation group at our organization. We have had vicarious trauma trainings that we were encouraged to go to.	5/2/2019 4:13 PM
7	The question is too broad.	5/2/2019 4:11 PM
8	No explanation necessary. They do nothing. Sometimes we go for drinks, but we have to pay for it ourselves.	5/2/2019 3:47 PM
9	The legal team as a whole meets monthly to address issues of stress management and personal issues we may be facing. We are also encouraged to take flex time for mental health purposes.	5/2/2019 3:19 PM
10	organization has limited licenses to an online meditation app. insufficient and beside the point because fails to address underlying condition of vicarious trauma etc	5/2/2019 2:24 PM
11	This is not a real thing. The only way to promote wellness is to reduce caseloads and increase salaries so people can afford good gym memberships, etc.	4/30/2019 1:07 PM
12	No such initiatives that I know of besides in office wine and cheese where people clique together	4/29/2019 8:57 PM
13	They don't	4/26/2019 4:04 PM
14	The case load can be overwhelming, but the supervisors (and, to its credit, upper management as well) seems accomodating of mental health related requests if staff makes them.	4/26/2019 3:36 PM
15	My organization provides gym and pool access and access to exercise classes. I have yet to engage in these.	4/26/2019 3:01 PM
16	I think everyone would say they do, but when cases are being assigned, you are repeatedly being asked to chase data needed for City contracts, etc., it is often difficult to maintain a good work life balance.	4/26/2019 10:02 AM
17	At the end of the day, work completion is still top priority. If free time, sure, be well!	4/25/2019 6:25 PM
18	There aren't many opportunities here that promote wellness, but my organization, particularly my supervisors, promote our efforts to ensure mental and physical wellness.	4/25/2019 1:18 PM
19	I have a huge issue with my organizations attitude to wards self repair. There should be therapists on staff to deal with the trauma we experience, not in the sense that they guarantee confidentiality, more like a supervisor that is trained to deal with the emotionally challenging parts of our job, only.	4/25/2019 10:12 AM
20	They give us pizza once in a while. But not much else.	4/24/2019 8:25 PM
21	I have very little time for anything other than work. My job is unionized but I don't have any time to participate in union activities. I frequently feel like I have no time for doctor's appointments or to exercise or even CLEs!	4/24/2019 1:21 PM
22	We have happy hours, but we have a lot of staff with little work experience and think they can treat work like college, and they bring in a lot of the drama from college, which creates a toxic work environment. I think professional development classes for the younger folks would help everyone.	4/23/2019 4:52 PM
23	Yes and no. It could be more. There is once and a while a wellness program. We need more meditation.	4/23/2019 4:48 PM
24	This is a work in progress.	4/23/2019 1:03 PM
25	Every so often, we get an email about a discounted gym membership. I don't think that's sufficient.	4/23/2019 12:55 PM
26	My organization does not formally do this. However, a colleague of mine, a paralegal and WOC, was treated very poorly by a male attorney recently. When she told our supervisors, she was allowed to take the day off without needing to request vacation or personal time.	4/23/2019 12:49 PM
27	My office has wellness events, but I would rather work fewer hours.	4/23/2019 9:36 AM
28	In theory, yes. I think we even have a wellness committee. But that's for the other practices. Housing attorneys don't have time for that.	4/22/2019 9:30 PM
29	We have access to a year free of the Headspace app! That's it.	4/22/2019 7:02 PM
30	Self care is not usually the biggest priority.	4/22/2019 5:43 PM
31	There are trainings/events on occasion, but no one really takes them seriously.	4/22/2019 5:29 PM
32	No wellness other than happy hours...	4/22/2019 5:19 PM

33	Our office culture of support rather than competition, and providing room for individual needs and preferences is hugely helpful in handling a large and difficult caseload.	4/22/2019 1:36 PM
34	This is not even a topic of conversation.	4/22/2019 1:04 PM

Q27 I plan to practice housing law for more than a few years.

Answered: 133 Skipped: 31



ANSWER CHOICES	RESPONSES
Strongly agree	19.55% 26
Agree	39.85% 53
Neither agree nor disagree	22.56% 30
Disagree	11.28% 15
Strongly disagree	6.77% 9
TOTAL	133

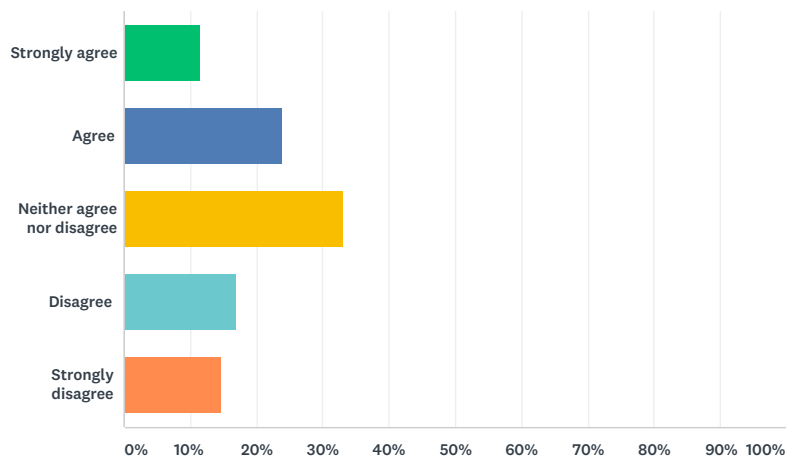
#	PLEASE EXPLAIN YOUR ANSWER AND MAKE ANY SUGGESTIONS FOR MEASURES THAT COULD/SHOULD BE TAKEN TO SUPPORT RETENTION.	DATE
1	If I am able to maintain a standard of living where I am not living pay check to pay check as an attorney, pay my rent, and other bills and enjoy a work-life-balance I won't have to stop practicing.	5/3/2019 3:52 PM
2	Better benefits are critical to retention. This includes higher salaries, better health care, defined benefit pensions, employer matching for contributions to 403b accounts, more periodic training, student loan forgiveness, etc.	5/3/2019 3:39 PM
3	I'm tired of this work. It alternates between being exciting and stressful, and then being super boring with only benefits advocacy. I want the opportunity to actual participate in systemic change or at a minimum other areas of law.	5/3/2019 12:29 PM
4	I am not sure but I understand why the burnout rate is so high in this area.	5/3/2019 11:08 AM
5	I am not sure where life will take me but if I can, I will.	5/2/2019 5:25 PM
6	I have 15 years of experience.	5/2/2019 4:32 PM
7	I want this to be my career for life	5/2/2019 4:30 PM

8	After some struggle, I have come to a place where I like (or at least don't dislike) housing court and landlord/tenant law. I know a lot of people who have left for positions that are not housing because they don't like the practice. I'm not sure how much has to do with housing specifically or general new attorney burnout that they are attempting to ameliorate by switching substance area or doing more policy work. I think addressing "civility" (as much as I hate that phrasing) in the court would go a long way to retention. However, it also is a practice area that is fast moving and has frequent emergencies, which is not something that can be changed.	5/2/2019 4:13 PM
9	I already have, but I do not know how long I will stay in it.	5/2/2019 4:11 PM
10	I do not know. I feel burned out.	5/2/2019 4:10 PM
11	Too stressful in Bronx Housing Court. Too much turnover, not enough pay.	5/2/2019 4:09 PM
12	I cannot keep managing a caseload of 40+, especially given the redundancies between the cases-- it's boring. I need more.	5/2/2019 3:47 PM
13	I plan to leave soon. Burnout!	5/2/2019 3:25 PM
14	management should show staff that they are working in staff's best interest and will have their backs	5/2/2019 3:24 PM
15	I believe this work is very important and, although stressful, is worthwhile.	5/2/2019 3:19 PM
16	I have already left the practice.	5/2/2019 2:43 PM
17	This one's complicated. A higher salary would be a big help.	4/26/2019 3:36 PM
18	Focus on supporting professional and personal growth, provide access to professional education, support work/life balance, support team-wide social events, provide raises and promotions.	4/26/2019 3:01 PM
19	There needs to be adequate training and the influx of cases needs to be severely reduced. As mentioned before, the amount of cases required in order to meet contracts is unattainable, and attorneys do not have time to sit for proper trainings. Attorneys also need to be fairly compensated to where they aren't forced to strike for fair benefits.	4/25/2019 1:18 PM
20	Some days I agree, some days I am days from quitting.	4/25/2019 10:12 AM
21	I want to but we will see.	4/24/2019 8:25 PM
22	More support from management.	4/24/2019 3:47 PM
23	Interacting with landlord's attorneys and HRA is so horrible that I don't think I'm going to be able to continue as a housing attorney for long. Taking case load caps seriously would support my retention. Beyond that I'm not sure what could be done to make landlord's attorneys and HRA less horrific.	4/24/2019 1:21 PM
24	I was a tenant advocate for nearly a decade, went to law school specifically to practice housing law	4/24/2019 12:18 PM
25	Depends.	4/23/2019 4:52 PM
26	Supervision training.	4/23/2019 4:48 PM
27	Reasons I may not continue practice in housing law include plans to move to the South, to areas where there is not significant funding for housing representation; interest in pursuing more direct environmental and broader impact advocacy; the stress and mental fatigue of housing work. Measures to support retention would include more active wellness promotion including training on dealing with mental fatigue and the ability to participate in broader advocacy initiatives in addition to RTC.	4/23/2019 1:03 PM
28	It's not my ultimate career goal, but I think even people who want to practice in housing court long-term get burned out really easily. Hire more attorneys to help lighten the caseloads!	4/23/2019 12:55 PM
29	I graduated from law school with the intention of practicing housing law. I cannot continue working at my organization for much longer, but I would like to work for another organization.	4/23/2019 12:49 PM

30	Housing Court is brutal and the practice feels almost non-legal at times. When there are interesting cases, there are few resources to support us. I would strongly prefer to co-counsel more cases, and I think co-counseling is a more efficient model than individual attorney representation. Separately, our salaries are low and the student debt burden for many attorneys is high. That makes retention more difficult. Plus the supervisor track is not desirable due to the low pay and high responsibility of supervisors at my organization. Also, this work doesn't create much systemic change. Hopefully it can change outcomes for tenants and the culture of housing court, but regarding the latter, I'm not optimistic.	4/22/2019 7:02 PM
31	undecided	4/22/2019 6:39 PM
32	Explicit discouragement of a highly toxic environment by landlord practitioners.	4/22/2019 5:43 PM
33	I would love to keep doing this work, but I want to have children soon and I don't know if I'm going to be able to support my family on my current salary.	4/22/2019 5:35 PM
34	I enjoy the actual litigation aspect of the work, but do not have the professional training to handle tasks that are better handled by a social worker or mental health professional.	4/22/2019 5:29 PM
35	undecided	4/22/2019 5:24 PM
36	At this point I am not positive, but have no immediate plans to leave. More ability to buy-in to the organization and work towards strategic goals beyond daily cases would encourage me to stay.	4/22/2019 5:19 PM
37	More attorneys will continue to do this work if they are allowed to cap their cases at an amount that they can reasonably handle without consistently having to work at nights and on weekends. More support in benefits advocacy will also help attorneys avoid burnout due to frustration with bureaucracies.	4/22/2019 1:36 PM
38	I went to law school to be a housing lawyer, and I do not feel burnt out. I think I am in the minority on both counts.	4/22/2019 1:23 PM
39	I find housing law interesting and like the work that I have been doing. I'm not sure I see myself in this practice for ever, but I would like to build my skills and knowledge within NYC housing law over the next few years. I also see how access to attorneys in housing court can significantly change a tenant's ability to remain in their home, or be safe in their home. This motivates me to do the work for at least a few years.	3/21/2019 9:48 AM

Q28 I would like, at some point, to become a supervisor.

Answered: 130 Skipped: 34



ANSWER CHOICES	RESPONSES
Strongly agree	11.54% 15
Agree	23.85% 31
Neither agree nor disagree	33.08% 43
Disagree	16.92% 22
Strongly disagree	14.62% 19
TOTAL	130

#	PLEASE EXPLAIN YOUR ANSWER.	DATE
1	I feel apathetic about being in management, but do love to brainstorm ideas with people. I think I'd miss the writing, though.	5/3/2019 3:39 PM
2	Their job seems to be absolute shit. The supervisors have no union protections and have to kiss the asses of the other supervisors in order to safeguard their jobs. Some supervisors are great but there's no incentive for the direct supervisors to stand up for what's right. Furthermore the salary bump is minimal, for at least 50% more work. At my office the salary bump is only \$8,000. Considering LRAP and taxes that easily eat up 2/3 of any salary increase, it would take at least \$24K or so to even feel that your salary has gone up \$8,000, yet alone gone up enough to be worth it. Furthermore, being a supervisor seems to be a dead end professionally. There's little opportunity for professional growth in management since you're never really trained in how to be a supervisor. Your skills as a litigator diminish since you're doing administrative bullshit. You have fewer opportunities to deepen your understanding of any laws. It seems like you would stay a mediocre litigator and a mediocre supervisor if you were to become a supervisor at my office.	5/3/2019 12:29 PM
3	I may--after working in housing for two years I will evaluate whether I want to stay in Housing or move into another practice area.	5/3/2019 12:25 PM
4	Supervisor is usually the next step for a staff attorney in a legal services organization but Supervisors are under immense pressure and not everyone wants to fill that role. There should be other opportunities for upward mobility.	5/3/2019 11:08 AM

5	I'm a supervisor	5/3/2019 8:20 AM
6	I am unsure if it is worth the added stress. I am also in a union and do not want to lose those protections.	5/2/2019 4:42 PM
7	I dont want to be mangagement - I like teaching but I 100% feel I need my union in this enviroment - Ill become a coach or a teacher - but I will not leave my union	5/2/2019 4:30 PM
8	I am about to start a position as supervisor	5/2/2019 4:13 PM
9	Not sure yet.	5/2/2019 4:11 PM
10	The management team is dysfunctional. I do not want to be part of that system. There are few good managers who model or inspire attorneys to want to join their ranks.	5/2/2019 4:10 PM
11	Too much non-legal work without the client interaction.	5/2/2019 4:09 PM
12	If things change maybe. If things don't improve then no.	5/2/2019 4:09 PM
13	If nothing changes and supervisors continue to be overworked such that they cannot provide adequate supervision to their staff, absolutely not.	5/2/2019 3:47 PM
14	At some point I feel like I will have a duty to help develop the new housing hires.	5/2/2019 3:19 PM
15	Why would anyone do that to themselves?	5/2/2019 2:43 PM
16	I enjoy working with clients and legal work and it is what I went to school for. I did not learn how to be a supervisor in any schooling I went through and currently, the organization does not provide a supervisor track that would train me on how to be a supervisor.	4/30/2019 3:33 PM
17	I have no desire to become a supervisor as it seems to be a stress filled position.	4/30/2019 1:49 PM
18	I do not want to leave the union	4/30/2019 12:02 PM
19	I am in a union and being in middle management seems like the third circle of hell.	4/26/2019 4:04 PM
20	Seems awful, longer hours not adequately compensated by the salary increase, and you have to deal with upper management.	4/26/2019 3:36 PM
21	I hope to be able to continue to grow as an attorney, both generally and in the field of housing specifically.	4/26/2019 3:01 PM
22	I am not in a place right now where I would be made a supervisor any time soon, but I would at some point like to be trained to supervise a team of 1-2 attorneys.	4/25/2019 1:18 PM
23	If I can stay long enough without my mental health imploding.	4/25/2019 10:12 AM
24	Not the way things are now.	4/24/2019 8:25 PM
25	I don't have any particular feelings on the subject.	4/24/2019 1:21 PM
26	I am not interested in disciplining my peers, and prefer to do client work rather than admin work; I am always available to provide support for my peers, talk through cases, help with court appearances and tough opposing counsels/judges	4/24/2019 12:18 PM
27	But only if I can still have cases of my own (and a workload that allows it)	4/23/2019 7:26 PM
28	I like supervising but don't like the idea of leaving the Union	4/23/2019 1:58 PM
29	Perhaps. I haven't given it much thought, and I definitely don't know enough about Housing Court/housing laws right now to entertain the option.	4/23/2019 12:55 PM
30	It is important to me to remain in the union	4/23/2019 10:41 AM
31	undecided	4/22/2019 6:39 PM
32	I think so? Maybe? Or maybe to move into a more policy-focused role.	4/22/2019 5:35 PM
33	Too much responsibility. To actually do your job well as a supervisor you have to work corporate law firm hours, and you obviously don't get paid nearly as much.	4/22/2019 5:29 PM
34	While I do not feel knowledgable or experienced enough at present, I enjoy mentoring and teaching and looking out for a team.	4/22/2019 5:19 PM
35	I don't know if it will be in housing	4/22/2019 4:31 PM
36	No union for supervisors	4/22/2019 3:38 PM

37	I would like to mentor new attorneys and make bigger policy impacts in the housing law arena.	4/22/2019 1:36 PM
38	I don't want to supervise any time soon (I have 4 years of experience now and would prefer to wait until I have at least 6). I want to develop my own practice much more.	4/22/2019 1:23 PM

Q29 What could/should programs do to support and promote attorney well-being and retention as housing attorneys?

Answered: 70 Skipped: 94

#	RESPONSES	DATE
1	On the criminal side, there is a push for PD pay to equal prosecutor pay. An analogous matching of criminal to civil pay (so prosecutor to housing attorney pay) would be helpful. Nonprofit work should not be a mendicant vow even as we understand we may never make first-year BigLaw salaries in our career. Beyond that, case loads matter to avoid burnout. Quality supervision helps attorneys become more efficient at managing their caseloads sooner, again avoiding burnout	5/3/2019 10:00 PM
2	Give staff attorneys higher salaries. Our client already feels as though we are second rate attorneys because we are up against private attorneys.	5/3/2019 3:52 PM
3	See answer to Question 27.	5/3/2019 3:39 PM
4	Give each attorney a generous stipend for wellness, professional development, and self-improvement. This could be used for CLE's, language learning, development of professional skills that are not necessarily directly relevant to the work, counseling, therapy, and the like.	5/3/2019 12:29 PM
5	I think it's the little things that matter the most. Work can be stressful and unexpected, so when my administration doesn't provide small luxuries like proper office supplies at satellite offices and working computers, it feels overwhelming to ALSO have to deal with that. I also think instituting summer Fridays where work ends at 2pm or 3pm is a nice salute to all of the early mornings or late nights we all work.	5/3/2019 12:25 PM
6	Be more creative in terms of implementing RTC and providing unique opportunities and positions aside from staff attorney and supervisor. Provide training for attorneys and Supervisors prior to starting work or soon thereafter.	5/3/2019 11:08 AM
7	Better pay and working conditions (investment into the housing court infrastructure).	5/3/2019 10:27 AM
8	Internal policies should encourage flex time and institute remote working policies as well as work retreats and workshops for wellness and self care and trainings to battle vicarious trauma	5/3/2019 8:20 AM
9	Provide quality supervision and mentorships.	5/2/2019 6:33 PM
10	Hire more supervisors so there will be a lower supervisor/attorney ratio. Promote fun team building activities that are not related to work such as social events.	5/2/2019 5:25 PM
11	Help attorneys support their clients who are difficult. Ensure that attorneys do not get overwhelmed, or are not already overwhelmed, before assigning new cases.	5/2/2019 4:42 PM
12	Mentorship Increased support from supervisors to be able to take mental health days.	5/2/2019 4:32 PM
13	1) train housing court staff on sensitivity and equality 2) make housing court a better place for clients so they aren't so upset 3) make sure organizations are organized together to push against HRA attempts to overwork us 4) get one shot deals preapproved so we can go to trial and assert warranty of habitability claims 5) more trainings on the more complex issues in housing - like appeals - so that I can continue to grow my knowledge	5/2/2019 4:30 PM
14	Better pay; train new attorneys sooner	5/2/2019 4:17 PM
15	Staff need time off, paid sabbatical, expanded benefits with paid sick leave, family leave policies and so forth. We are underpaid and overworked, giving staff more time and flexibility would help a lot.	5/2/2019 4:10 PM
16	Pay us more. Plain and simple. People (even those who feel burn out) would be more willing to stay if the salary was competitive. We love our clients but we can't afford to live in the city where we are fighting for equal housing access. Sad.	5/2/2019 4:09 PM
17	Attorneys need opportunities to grow their skills as attorneys. Settling per stipulation and writing an RAU letter is not why I went to law school. Settling per move out stip and writing an order to show cause is not why I went to law school. I want to be able to affirmatively advocate for my clients' housing rights.	5/2/2019 4:09 PM

18	PAY PARITY and professional development	5/2/2019 4:03 PM
19	increase salaries and allow practitioners into contract negotiation process	5/2/2019 3:53 PM
20	Training. Reduce case loads. Provide psychological and other resources. Team building activities. Office space in or near housing courts, even in distant boroughs. E-filing. Opportunities for career growth other than just becoming supervisors.	5/2/2019 3:47 PM
21	Less cases, more support	5/2/2019 3:25 PM
22	curb harassment in court, better attention to staff by management, better managers	5/2/2019 3:24 PM
23	Be realistic about the conditions of housing court and challenges that housing attorneys face. Develop zero-tolerance policies for disrespect and cruelty within the court and increase resources allocated to tenants' attorneys in particular.	5/2/2019 3:19 PM
24	Continuous, high quality substantive trainings for different levels of attorneys. Pay for membership in professional organizations that are relevant to the practice. Pay for management trainings and prioritize effective management techniques. Provide a clear path for staff to become supervisors with the skills necessary to be effective attorney/managers. Make it clear that you value worker satisfaction and retention while also valuing quality service to clients. Provide staff with opportunities to work on systemic issues, community education/outreach or other matters that staff identify as relevant to their practice.	5/2/2019 3:18 PM
25	it sounds like the methods of intake are painfully bad and the judges, in their efforts to speed cases along, are unwilling to provide these attorneys opportunity to provide meaningful representation. It looks like they are on attack from all sides, as the Courts are making their job much more difficult, rather than aiding this program.	5/2/2019 3:14 PM
26	Have more paralegal support with benefits issues so that attorneys can focus more of their energy on the legal aspects of the case. Also, programs should provide more substantive training opportunities.	5/2/2019 3:02 PM
27	Opportunities to do more affirmative litigation, community outreach, research projects	5/2/2019 2:56 PM
28	Make HRA pay more per case and actually care about the quality of rep that poor people receive.	5/2/2019 2:46 PM
29	Literally anything would be better than what is happening now. I believe the model for legal services providers is to reset their housing practice every few years so that they can cap salary expenses.	5/2/2019 2:43 PM
30	Provide meaningful case caps to allow for better-than-adequate representation in court, including motion practice and trial when appropriate. Provide experienced and knowledgeable supervision to develop attorney skills. Provide opportunities for attorneys to move to other practice areas at some reasonable stage in career.	5/2/2019 2:24 PM
31	Organizations need to support lawyers who want to challenge racist/oppressive opposing counsel and judges instead of just paying lip service. Organizations need to up their own HR departments and do the necessary work of building up their infrastructures to meet the growth in staff that RTC has brought.	4/30/2019 3:33 PM
32	Meditation classes, gym memberships, and less days in court	4/30/2019 1:49 PM
33	Implement case load caps	4/30/2019 12:02 PM
34	more substantive and ongoing training and the opportunities to work on affirmative litigation and legislative advocacy so that our skills are improving and developing in new areas as well	4/30/2019 9:00 AM
35	Better onboarding training to lessen the high pressures and unpleasantness of housing court.	4/29/2019 8:57 PM
36	Better wellness check ins from Supervisors, and lawyer support group services	4/26/2019 4:13 PM
37	Adequately train supervisors; concentrate on development of attorneys rather than making numbers; allow for flexible work schedules and locations	4/26/2019 4:04 PM
38	Probably salary increase is number 1.	4/26/2019 3:36 PM
39	Support orgs that are unionizing. Support union orgs in their contract negotiations. Mentorship. Non-CLE trainings.	4/26/2019 2:22 PM
40	Variety in caseloads, sufficient vacation time when attorneys are not expected to work, support systems within the office, support systems between organizations to have court camaraderie with other tenants' representatives.	4/26/2019 10:04 AM

41	It does not always feel like my organization cares about retention; it sometimes seems like they would be happy to have us burn out and replace us with newer (and cheaper) attorneys. I'm not sure that this is true but well-being just does not seem to be a focus. My organization could recognize that we are skilled attorneys, we are passionate about our work, and are dedicated to our clients, and that we get our work done. The organization could make working remotely or flexible hours options without getting lots of pushback. Sometimes we work late nights, sometimes we go to tenant association or clinics at night, sometimes we come in on weekends to prep for trials or work on motions. My organization basically expects you should be in the office for the core hours of the day 9-5 or so, unless you are in court. In this day and age this is not generally expected in other fields. These hours are also not often great for our clients who work. If it was recognized that we could have more flexibility with hours, etc. that would definitely improve well-being and retention.	4/26/2019 10:02 AM
42	Comprehensive training	4/25/2019 6:25 PM
43	As mentioned before, TRAIN your attorneys. Also, make sure they are fairly compensated with fair benefits. Supervisors need less attorneys to supervise. Housing Court employees have to do better about controlling the environment in Housing Court, the abuse and discrimination from landlord's attorneys is appalling and the employees have a reputation of turning the other cheek rather than putting abusers in their place.	4/25/2019 1:18 PM
44	We need more people so that the work load can become more manageable. We should have WAY more front end training and way less train by fire.	4/25/2019 10:12 AM
45	Show that they care about us in actual material ways. Pay a living wage, give parental leave so we dont have to worry about how to care for our families. Give good health insurance and retirement plans. Give case caps so we aren't over stressed. These are the material ways we can be supported and retained in this field.	4/24/2019 8:25 PM
46	Work with attorneys more on case loads and managing difficult cases and clients. Raising salaries to compensate for the amount of work done. More events to boost morale in the office (e.g., free lunch, social hours, trainings on managing trauma and stress). Acknowledging the good work done on cases by attorneys.	4/24/2019 3:47 PM
47	Case load caps and hiring more paralegals and support staff. I don't understand the point of being an attorney when half the time I'm just doing math to try to figure out whether my client owes any money. That eats into time I could use to prepare for trials, motions, or really anything else.	4/24/2019 1:21 PM
48	Establish reasonable case load limits.	4/23/2019 5:29 PM
49	Better pay, better and more support staff, more tools, more trainings.	4/23/2019 4:52 PM
50	More meditation. More healthy food and snacks. More focus on flex time and working from home.	4/23/2019 4:48 PM
51	Offer opportunities to be part of broader housing advocacy so that the work done in RTC does not feel like just a Band-Aid. Activities and trainings on coping with stress and mental fatigue.	4/23/2019 1:03 PM
52	Lighten caseloads by hiring more attorneys. Hire better supervisors who can provide better oversight.	4/23/2019 12:55 PM
53	As I wrote earlier in this survey, caseloads need to be decreased so that people have more manageable work-life balance and also so that they get better supervision. Additionally, I think it would be helpful if legal services organizations had some sort of on-site counseling service. My law school had a wellness center with a counselor who specialized in working with law students, and it seems like large legal services organizations could do the same.	4/23/2019 11:55 AM
54	Case caps, unionization, not gobbling up as many deliverables as possible without a plan for how you'll meet them.	4/23/2019 10:26 AM
55	POC attorneys should have POC supervisors if possible	4/23/2019 10:16 AM
56	Better pay, providing opportunities for attorneys to work on more complicated cases rather than really being hra one shot applicant letter writers.	4/23/2019 9:38 AM
57	higher salary and more training/support	4/23/2019 9:29 AM
58	Reduce workload.	4/22/2019 9:30 PM
59	Provide better-trained supervisors who are dedicated to actually mentoring and supervising newer attorneys. Pay more. I'm sure there are other things to do but that's all I've got at the moment.	4/22/2019 7:02 PM
60	-better/more training. -start with reduced case loads	4/22/2019 6:39 PM

61	Adequate pay, reasonable family leave policies, encouraging attorneys to actually use the vacation and sick time we get (my organization does this well and I'm grateful for it), involving staff attorneys in decisions that affect the organization as a whole, transparency in general from organizational leadership.	4/22/2019 5:35 PM
62	Hire social workers. Let staff attorneys know where to refer people for assistance with mental health issues. Train support staff like paralegals adequately to handle public benefits issues so that staff attorneys can focus on litigation.	4/22/2019 5:29 PM
63	Case caps, much tighter supervision.	4/22/2019 5:24 PM
64	Ensuring manageable case loads and necessary support staff. Connecting attorneys with other housing attorneys at other orgs to promote camaraderie and exchange of ideas.	4/22/2019 5:15 PM
65	Invest in changing the culture of housing court (less racist/sexist/aggressive). Ensure social workers are available to help tenants get the benefits they require so attorneys don't have to do that job as well.	4/22/2019 3:33 PM
66	Address the daily abuse, harassment and push back we get from landlord attorneys and judges, which has increased as a result of the implementation of the program.	4/22/2019 2:30 PM
67	I don't know exactly what "programs" means, but if attorneys and their time is respected, and they are given freedom to pursue cases and issues that interest them in addition to standard UA cases, then I think they will be more likely to stay with this work.	4/22/2019 1:36 PM
68	Provide attorneys with support staff and more pay.	4/22/2019 1:34 PM
69	As I stated this isn't something that is impacting my life so much, but I think managing caseloads and providing adequate supervision are the keys here.	4/22/2019 1:23 PM
70	Schedule mental health awareness trainings. Schedule trainings on when to disconnect from challenging cases. Hold appreciation days for attorneys and clients alike.	4/22/2019 1:04 PM

Q30 Finally, what additional recommendations do you have for measures that would help law schools and legal service providers support the highest quality services for clients who face eviction?

Answered: 51 Skipped: 113

#	RESPONSES	DATE
1	Clients are best served by attorneys who are from their community and/or, for non-English speakers, actually speak their language. This should be factored in as soon as the law school admissions process.	5/3/2019 10:02 PM
2	Law school: practical application of the law. I did not even learn about evictions in law school. Whether this is by offering a NYC housing practicum course, clinic, volunteer work - whatever it is real-world application has to be taught. Not theory.	5/3/2019 3:54 PM
3	Too many things to name: meaningful laws that actually protect tenants without giving landlords as many loopholes, ongoing rental assistance based on 2019 rents and cost of living standards, more public housing, private communication intake rooms or "boxes" in housing court to facilitate intake and confidential communication, citywide training opportunities instead of just piecemeal organization by organization trainings, etc.	5/3/2019 12:33 PM
4	I think it's important to have seasoned housing attorneys who are knowledgeable in multiple areas of law (public benefits) to teach law students and new attorneys as they jump into practicing. Housing Court can be tricky, but the best way to learn is by doing, that said, it's important to have the resources and wealth of knowledge while working on cases as someone new to the field of Housing Law.	5/3/2019 12:27 PM
5	Better compensation.	5/3/2019 11:08 AM
6	Beyond doing thorough trainings of the law, it is important that practitioners actually make home visits to the domiciles of the populations we serve to truly and fully understand the impact of their work and what a dire human right they hold in their hands to shape	5/3/2019 8:22 AM
7	Caseload caps are essential. All the organizations need to agree on best practices and present them to HRA so that they can provide a united front in setting funding and hiring goals so that attorneys can continue to do this work long term without getting burnt out.	5/2/2019 6:17 PM
8	Implement programs to educate the public.	5/2/2019 5:25 PM
9	Retention of highly skilled attorneys. When experienced attorneys leave, the organization and the clients suffer. So, legal services providers need to ensure they are protecting retention of staff by ensuring that staff can still have a work life balance.	5/2/2019 4:43 PM
10	make all directors spend a day shadowing attorneys and train them on what our jobs. Also we need to push back against this idea we should be like the criminal system - we have a chance to make a system that actually works for clients - we shouldn't emulate a broken system	5/2/2019 4:34 PM
11	Connect clinics and legal service providers with big firms. They get pro bono hours while we get their support.	5/2/2019 4:33 PM
12	Better pay to attract candidates juggling student loans	5/2/2019 4:18 PM
13	Understanding this work in the broader political context of racial justice and economic justice. Staff need to be able to connect their work to a broader purpose and not just "helping people." After a while, "helping people" starts to feel limited and ineffective. We need to be able to see our work within a broader context and struggle for human dignity.	5/2/2019 4:12 PM
14	Pay the attorneys more. We would retain better people and institutional knowledge is precious in the niche field of housing. This isn't criminal with tens of thousands of people with criminal experience. We need to retain people - for office culture and overall morale. Pay us more, and we will stay. Because we love our clients and we love our jobs. But we don't want to die under the crushing debt of living in the city with loans, bills, and rents. You get what you pay for.	5/2/2019 4:11 PM
15	Again, I think the number one thing supervisors can do is to support staff growth. If we're not going to grow as attorneys, this job will be a resume padder.	5/2/2019 4:11 PM

16	Great Training and Supervision	5/2/2019 4:04 PM
17	Better referral networks to provide a more holistic defense; lobbying for welfare reform and better rent subsidies (especially for singles); more inter-agency cooperation between the different HRA offices- FHEPS Unit, RAU, and the Centers do not make it easy for either clients or their attorneys to get things done remotely, and don't collaborate to make sure things get done (FHEPS mods, etc.)	5/2/2019 3:56 PM
18	Representation before someone gets into housing court. Affirmative litigation funding. Training for staff attorneys, not just supervisors and directors. Training for paralegals. Funding for case managers and case handlers who are social workers and can assist with non-legal work (I spend at least 60% of my time on benefits advocacy work). More resources to help clients who must move find affordable housing.	5/2/2019 3:51 PM
19	direct legal services clinics. this gives students hands on experience working with clients and in court; and also allows them to be supervised more closely by a professor	5/2/2019 3:26 PM
20	Law schools should offer courses in NY civil procedure, a survey course of Housing Law in NYC/NY State with a comparative law component so that students can appreciate the strengths of our laws and where other places are doing things better. Law schools should partner with legal services providers to develop clinics, internships and eventually successful job placements. Law schools and provides should regularly survey clients and other interested parties to learn the strengths and weaknesses of their programs and the services they offer. All pro-tenant parties should focus on advocating for universal rent subsidies along the lines of a state-wide Section 8 voucher program or commit to development of a lot more deeply affordable housing so that we can cut the number of non-payment cases substantially and improve stability for our clients and our communities.	5/2/2019 3:25 PM
21	Clinical experience during law school is a big leg up for anyone going into the housing law world and it is important for students and new hires to learn the fundamentals of a summary proceeding and basic negotiation techniques. Either seminars or required clinics can increase these skills.	5/2/2019 3:20 PM
22	The Courts are currently undercutting the program. The new staggered calendar, with calendar call, is an additional burden that means attorneys have to sit in courtrooms and wait for 20-30 for a status to be called, as they are generally late, when they could be working with clients or landlord's attorney. this wastes the time of all concerned. If intake is going to be done in the court room on the first court date, then the adjournment should be automatic, rather than forcing attorneys to spend valuable time hunting down landlord's attorneys. Even better, have referrals be made in non-pays when tenants go to the clerks office. Then plans can begin before the first court date.	5/2/2019 3:15 PM
23	the city needs to fund UAC in a way that supports building teams -- especially public benefits advocacy	5/2/2019 2:48 PM
24	We need to fix ourselves before we can fix the systems we fight against. Our organizations have grown exponentially with the funding, but have not invested in physical space, HR, management trainings, systems (such as practice guides, model banks, etc.), anti-oppression practices, etc.	4/30/2019 3:36 PM
25	collaborate together to strengthen attorney skills	4/30/2019 9:01 AM
26	Better conditions in housing court. More power to the courts to hold accountable/ to hand out actual repercussions to horribly unprofessional landlord attorneys and firms.	4/29/2019 8:59 PM
27	Increase the number of supervisors	4/29/2019 5:12 PM
28	Provide better support for the attorneys. We are on the front line dealing with the court staff, public benefits workers, judges, and opposing counsel every day. We have chosen to do this work because it is important and actually changes lives, but often times it heavy work to do. We are in the trenches every day, all day, fighting every one just for our clients to get a fair shot. So it is absolutely imperative we get the support we need, whether it is time off, less cases, or simply just having a supervisor check in.	4/26/2019 4:18 PM
29	Besides what I've mentioned already, law schools should offer intro Spanish to 2I/3Is for full credit.	4/26/2019 3:38 PM
30	The courthouse needs to open up space for attorneys to work and meet with clients. I also cannot stress enough the importance of legal service providers partnering with mental health services and providing training for supervisors.	4/26/2019 10:20 AM
31	Comprehensive training	4/25/2019 6:25 PM

32	Clients facing eviction should be able to meet with an attorney BEFORE they have to go to court. When a client goes to answer a non-payment, or when the landlord files a holdover, the first date should be a meeting date with a legal service provider. That way the legal service provider can assess what options the client has and whether or not the legal service provider can appear and help the client. Also, there should be more space in housing court for attorneys to meet with clients in housing court, maybe client meeting rooms like in other courts. Clients should immediately be put on notice (like in the Notice of Petition) that they may qualify for free legal services.	4/25/2019 1:23 PM
33	Law schools are so shitty i dont even know how they could do better. Legal service providers need to invest in their workers and not just use them to pump out numbers for city contracts. And listen to what we say we need.	4/24/2019 8:26 PM
34	Hire more social workers, paralegals, interpreters, and support staff. Take case load caps seriously.	4/24/2019 1:22 PM
35	Recruit people who have experience with poverty-- either personally or through extensive professional experience. Support them through law school; provide them with adequate salary and benefits (including good medical insurance and family/disability leave policies) so that folks who don't have financial support from family can sustain doing this work	4/24/2019 12:21 PM
36	Treat people (clients among them, of course) with respect and dignity at all times. Don't shy away from 'difficult' clients — they're usually the most vulnerable.	4/23/2019 7:27 PM
37	Legal language classes in Spanish and French.	4/23/2019 4:53 PM
38	Train students early with hands on clinics. Provide more trainings for new attorneys. Mentorship programs. Supervision training for experienced attorneys.	4/23/2019 4:48 PM
39	Law schools should fill the gap citywide on cases that are not currently being covered by universal access. This includes zip codes that universal access does not currently cover, and affirmative litigation to advance tenants' rights.	4/23/2019 11:56 AM
40	Self-care is not possible if the work requires being in court until 4:30 and then working on motions until 9:00pm. Mistakes do and will continue to happen. Give all attorneys who want it the opportunity to work with organizers and do at least 1 group case, go to the RGB, go to Albany. You lose sight of the point when you're grinding cases every day.	4/23/2019 10:29 AM
41	The truth needs to be explained to law students and law students need tools to combat the discrimination that they will face as new housing attorneys. This will help their clients.	4/23/2019 10:16 AM
42	Staff should get paid higher. Providing growth opportunities to staff attorneys.	4/23/2019 9:40 AM
43	We are at a unique moment in time where locally and at the state level, the political winds are in our favor to try to get the support we need, and the systemic change we need, to help make better lives for our clients. We need to take advantage of this opportunity by making sure that staff attorneys can focus on doing the work they were trained to do--litigate, by providing them with adequate training, supervision, and support.	4/22/2019 5:30 PM
44	Very comprehensive training at the start, very tight and formalized supervision.	4/22/2019 5:24 PM
45	Trainings!!	4/22/2019 5:19 PM
46	There needs to be a broad program integrating theory and practice and studying poverty law as it is manifested in NYC. Students need to understand the theoretical structure of poverty law and housing and then move to understand the nuanced and very technical field of housing law. It is all about the way it is taught. Housing law can be very dull or incredibly enriching.	4/22/2019 4:34 PM
47	Law students and new attorneys should be trained in anti-racism/anti-oppression principles and be encouraged to view the housing crises holistically to address its root causes.	4/22/2019 3:35 PM
48	Be more educated about how benefits policies and practices affect peoples housing situations.	4/22/2019 2:31 PM
49	Trial training through simulations is very important, because a lack of fear of going to trial makes your negotiating position stronger in every single case.	4/22/2019 1:37 PM
50	See earlier answers.	4/22/2019 1:23 PM

51

Comprehensive training at the beginning and more regular training throughout. In addition, the process of meeting clients at intake is not effective. Things are too chaotic and tenants do not bring all their documents, many show up empty handed. It is hard to responsibly retain individuals without knowing all the underlying facts. In addition, with non-payment cases it is a challenge that answers are always submitted pro se. It would be better to meet with tenants beforehand.

4/22/2019 1:06 PM

**EXHIBIT 5:
CALL FOR CHALLENGES**

NYS Permanent Commission on Access to Justice
Planning Committee for the May 14th Access to Justice and Law Schools Conference

CALL FOR CHALLENGES

The Concept: The theme of this year's Access to Justice and Law Schools Conference, hosted by the NYS Permanent Commission on Access to Justice, which is being held at Brooklyn Law School on May 14th, is how advances in technology can help address the justice gap, through improving service delivery, managing data, conducting research, establishing metrics and reporting outcomes as they relate to identifying client needs and understanding the justice gap. Because this is the focus, we expect that the conference will attract an interdisciplinary audience of academics, legal services providers, researchers, law students, and technologists, among others. In an afternoon session at the conference, we hope to harness the diverse knowledge and experience in the room by hosting a brainstorming conversation to address a small number of real-life challenges that legal services providers are facing when it comes to using technology to address issues of critical importance, like service delivery, outcome measurement, data management, and/or needs assessment. In order to bring the expertise and creativity possessed by those in attendance to bear on these challenges, we are reaching out to you in the hope that you might consider submitting a challenge your program may be interested in discussing with those in attendance that might lend itself to a technology-based solution. The goal is to identify perhaps two challenges that will serve as the objects of our efforts not just to brainstorm solutions that could help address them, but also, hopefully, to leave the session with interdisciplinary teams from among the participants who would be willing to work with these programs to bring the solutions that emerge in the brainstorming session to life.

What You Can Do to Take Advantage of this Opportunity: If this opportunity is of interest to you, please send us a one-paragraph description of a challenge you would like to tackle that you might be willing to have us make the focus of this expert discussion in an effort to develop a technology-based solution to address it. It does not have to be lengthy for now, but we will likely reach out to you to discuss the challenge before we determine which of the challenges we receive that we will select for this brainstorming session. In any event, regardless of whether your challenge is selected, we will do our best to link you up with someone who might be willing to explore potential solutions with you, whether at the conference or after.

Who Do I Contact? For more information, or to submit your one-paragraph challenge, please email Ray Brescia at rbres@albanylaw.edu.

