



WORKSHOP AA.

Moving Towards Civil Gideon

*2014 Legal Assistance
Partnership Conference*

Hosted by:

The New York State Bar Association
and The Committee on Legal Aid



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NEW YORK STATE BAR ASSOCIATION 2014 PARTNERSHIP CONFERENCE

AA. FILLING IN THE GAP: USING NON-LAWYERS TO EDUCATE & ASSIST PRO SE LITIGANTS

AGENDA

**September 12, 2014
10:45 a.m. – 12:15 p.m.**

Panelists:

Katherine Chang, Program Coordinator, Project Home, University Settlement
Jameelah J. Hayes, Esq., Director of Programs, Legal Information for Families Today
Jennifer Vallone, Program Director, Project Home, University Settlement

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|---|----------------------------|
| I. Overview of Legal Information for Families Today (LIFT) | 10:45 am – 10:50 am |
| II. LIFT Programs & Services | 10:50 am – 11:10 am |
| a. LIFT's Model: Continuum of Services | |
| b. Legal Information vs. Advice | |
| III. LIFT Family Legal Center Services | 11:10 am – 11:20 am |
| a. Impact | |

FIVE MINUTE BREAK

- | | |
|-------------------------------|----------------------------|
| IV. Overview | 11:25 am – 11:50 am |
| a. University Settlement | |
| b. Project Home | |
| c. "Navigators" Pilot | |
| i. In Housing Court | |
| ii. Goals | |
| V. Using Non-Attorneys | 11:50 am – 11:55 am |
| VI. Success | 11:55 am – 12:00 pm |
| VII. Questions | 12:00 pm – 12:15 pm |

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Substantive Outline

**AA. FILLING IN THE GAP: USING NON-LAWYERS TO EDUCATE & ASSIST PRO
SE LITIGANTS
OUTLINE**

I. Overview of Legal Information for Families Today (LIFT)

- A. History
- B. Mission
- C. Demographics
- D. Target population

II. LIFT Programs and Services

- A. Discussion of LIFT's access points
- B. Locations
- C. Collaborations for Services and programs

III. Discussion of LIFT's Model: Continuum of Services

- A. Delivery of services
- B. Engagement of Litigants
- C. Referrals

IV. Legal Information vs. Advice

- A. Practice Model
 - 1. Only legal information and no advice
- B. Staff
 - 1. Non-attorneys
 - 2. Attorneys not practicing
 - 3. Pros and Cons
- C. Supervision
- D. Training

V. LIFT Family Legal Center services

- A. Services provided
- B. Social services
- C. Court accompaniment
- D. Agency support
- E. Document preparation and trial preparation

VI. Impact

- A. Number of litigants served
- B. Impact on Family Court case loads
- C. Self-advocacy

VII. Overview of University Settlement

- A. Discussion of University Settlement history, services, and programs

VIII. Overview of Project Home

- A. Discussion of Project Home
- B. Mission
- C. Demographics
- D. Target population

IX. "Navigators" pilot in Housing Court

- A. Development
- B. Location and collaboration

X. Overview of "Navigators" pilot

- A. Who are the partners and roles of each partner
- B. Staff and supervision
- C. Training
- D. What an actual day looks like,
- E. Navigators Do's and Don'ts

XI. Goals of the "Navigators" pilot

- A. Increased fair outcomes for pro-se tenants
- B. Better understanding of legal system, more defenses raised, pro-se tenant more comfortable in court, etc...

XII. Using Non-Attorneys

- A. Insufficient number of lawyers,
- B. Non-lawyers ability in time and skill
- C. Address social services component
- D. Referrals
- E. Less expensive so can maximize limited legal services resources, etc.

XIII. Success

- A. Cases resolution
- B. Legal representation for tenants
- C. Assistance with social services, repairs made, eyes on the ground to spot trends affecting tenants, tenants understand system better, case study)

Biographies

Katherine Chang is a Program Coordinator at University Settlement's Project Home, an eviction prevention program. She is currently working on her program's new pilot project for Court Navigators in collaboration with the Office of Court Administration. Katherine began her work at University Settlement as an eviction prevention case worker. She holds a BA from Fordham University.

Jameelah J. Hayes, *Director of Programs* at Legal Information for Families Today (LIFT), has been on staff since February 2011. In her role, she assists staff in answering legal questions, creating LIFT's legal resource guides, as well as developing and maintaining a core program that fosters communication based skill-building training for LIFT staff. Ms. Hayes doubles as the organizational representative for various committees and coalitions. She has collaborated with her colleagues to implement the web based legal education curriculum to provide more information to self-advocating clients. Prior to LIFT, Ms. Hayes worked as a court attorney to the Hon. Jeanette Ruiz in Kings County and Bronx County Family Courts. She started her career as a law guardian in the Legal Aid Society, Juvenile Rights Practice representing children in Child Protective Proceedings in Kings Family Court. Ms. Hayes obtained her B.S. in Natural Science with a concentration in Environmental Studies from Spelman College, J.D. from the Touro College Jacob D. Fuchsberg Law Center, and her M.S. in Philanthropic Development & Management from New York University, George H. Heyman Center.

Jennifer Vallone, *Program Director* of Project Home, has been employed at the Settlement since 1999. She has worked in various capacities within the organization including: Case Manager, Organizer, and Senior Housing Advocate; assuming the role of Director in July 2005. She is currently the President of the Emergency Rent Coalition and a Board Member of Housing Court Answers. Ms. Vallone has a B.A. from Hampshire College and a Master's degree in Urban Affairs from Hunter College.