

Erie County Bar Association Volunteer Lawyers Project, Inc. Say Yes Buffalo Legal Clinics

July 1, 2017 - June 30, 2018













A Letter from VLP:

This detailed report outlines the activity and progress of the collaboration between Erie County Bar Association Volunteer Lawyers Project, Inc. (VLP), Say Yes Buffalo (SYB), and the Buffalo Public School District (BPS) to operate the Say Yes Legal Clinics in BPS buildings. We want to thank our partners for all of their cooperation and commitment to making the Legal Clinics a success.

This was our forth year coordinating the Legal Clinics. Margarita Rivera-Rusch, who is fully bi-lingual, is VLP's Say Yes Legal Coordinator. Gayle Murphy, VLP's Pro Bono Manager, continued as the attorney supervisor for the Legal Clinics. Gayle and Margarita are responsible for so much of the program's success.

The commitment of our pro bono attorneys at the seven partner law firms continues to be outstanding. The seven firms provide volunteer attorneys to staff six Say Yes Legal Clinics. Four of the clinics operated during the school year only at Lafayette Campus (Lippes Mathias Wexler Friedman LLP), Southside Elementary School (Phillips Lytle LLP), Highgate Heights (Hodgson Russ LLP), and East Community High School (Gibson, McAskill & Crosby, LLP and Harris Beach PLLC). One clinic operated during the summer only at BPS Central Registration Center (Rupp Baase Pfalzgraf and Cunningham LLC) and one operated year round at the BPS Adult Education Center at 389 Virginia St. (Barclay Damon LLP).

Last, but not least, we want to thank Co-Chair Federal Magistrate Hugh B. Scott and the Say Yes Buffalo Legal Task Force for their leadership and commitment to the clinics. This truly is a community effort. VLP is pleased to be part of this innovative collaboration and we look forward to many more successful years

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Robert M. Elardo, Executive Director/CEO of VLP



Table of Contents

| Overview | 1 | | | |
|---------------------------------|----|--|--|--|
| Advertising & Marketing Efforts | | | | |
| Statistics: A Year in Review | 3 | | | |
| Individual Clinic Spotlights | 5 | | | |
| Southside Elementary School | 5 | | | |
| Lafayette Campus | 6 | | | |
| Adult Education Center | 7 | | | |
| Highgate Heights | 8 | | | |
| East Community High School | 9 | | | |
| Central Registration Center | 10 | | | |
| Where our Clients Live | 11 | | | |
| Clinic Referrals | 12 | | | |
| Community Outreach | 13 | | | |
| Attorney Volunteers | | | | |
| Say Yes Buffalo Legal Taskforce | | | | |

Overview

During this fourth year of the Legal Clinics, our seven Buffalo law firm supporters have continued to provide an exceptionally high level of involvement to make our Legal Clinics a success. We also want to thank our Say Yes Buffalo and Buffalo Public School partners for their continued collaboration.

This year we continued our clinics at two community high schools, East Community High School and Lafayette Campus. Wanting to tap into the Pre-K through 8th grade parents and community members, we moved from Bennett and South Park High Schools, launching two new Legal Clinics at two community elementary schools, Highgate Heights and Southside Elementary. The BPS administrators and Say Yes staff continue to provide logistical and marketing support to increase client traffic and to make our volunteer attorneys feel at home in their school based legal clinics.

This year, we welcomed Esther Annan, Say Yes Program Director/Project Manager, to our team. Esther has taken over for Betsy Behrend, who did a great job. In addition, Dr. Ramona Reynolds, BPS Director of Parent and Family Engagement, joined our Legal Task Force as the BPS representative.

The Legal Task Force continues to have regular meetings to provide oversight for the Legal Clinics meeting this year, on September 28, 2017, November 16, 2017, January 16, 2018, March 15, 2018, and May 17, 2018. This year, a data collection committee was formed to study issues of client confidentiality and need for data. In addition, another small group has been meeting to discuss and recommend strategies to increase client usage of the Legal Clinics.

Maggy Rivera-Rusch has done outstanding work coordinating the Legal Clinics this year. She can be seen and heard promoting the Legal Clinics Monday through Thursday in the schools. In addition, Maggy has engaged in over 55 outreach events this year throughout our Buffalo community promoting the Legal Clinics.

We continue to provide free, customized CLE programs at each of our seven law firms to support our pro bono attorneys. On June 22, 2017, we trained the Rupp Baase Pfalzgraf Cunningham attorneys and their summer associates. Betsy Behrend, SYB Senior Director for Operations and Communications, and Finune Shaibi, BPS Supervisor for Multilingual Education, provided valuable insight and information about their programs' role in the Legal Clinic partnership.

On January 29, 2018, we were invited to present at Barclay Damon's monthly lunch and learn. Finune Shaibi and Gayle Murphy provided an interactive, informative, and well received program, "Cross Cultural Competence for Lawyers – An Introduction" for the attorneys and staff in the firm's offices across New York State.

On May 4, 2018, Thomas Gaffney, Esq., partner with Lippes Mathias Wexler Friedman, spoke with Say Yes Angel Donors about the importance of giving back, and described the positive experiences his firm's attorneys have had helping people in need by volunteering with the Say Yes Legal Clinic.

This year has been an exciting year. We continue to build on our Legal Clinic success, and we provide our volunteers with meaningful opportunities to make a change for people in our community, one family at a time.















Advertising & Marketing Efforts

The Legal Task force reviewed the marketing efforts in an effort to increase the number of clients visiting the Legal Clinics. Say Yes Buffalo had an organized and well-resourced marketing effort, taking advantage of the BPS Community Schools' budget to support their efforts. Monthly postcards were sent out to Buffalo residents informing them of the services provided by the Legal Clinics. Anyone who attended a Community Schools event received e-newsletters. Flyers and posters continued to be used to spread the word throughout Say Yes, the Buffalo Public Schools and the community.

East Community High School and Lafayette Community High School had effective publicity campaigns led by the building principals and the Say Yes Community School Navigators and Family Support Specialists. These marketing efforts included consistent posts in social media, radio and community newspapers. In addition, they utilized in-school advertising opportunities.

Maggy Rivera-Rusch continued to meet regularly with Esther Annan, Dr. Ramona Reynolds and the Say Yes family support specialist to encourage use of the free Legal Clinics.

Linda Ray has also assisted the marketing efforts by sharing information about the value of and strategies to access the Legal Clinics with members of the various community partner Task Forces.

This year the Legal Clinics were prominently featured on two billboards in Buffalo. This was yet another strategy to drive Buffalo Public Schools family and community members to our free Legal Clinics.

Once again, we want to recognize the work of Finune Shaibi, supervisor of Multilingual Education for BPS, and her dedicated staff for translating the Legal Clinic flyers into five languages: Arabic, Karin, Nepali, Somali and Spanish.

The brightly colored Legal Clinic posters can be found in each Buffalo Public School and throughout the Buffalo community. VLP staff and volunteers distributed these posters to our elected officials, courts, legal services organization, community centers, community partners, block clubs and businesses near each of the Legal Clinic host community schools.



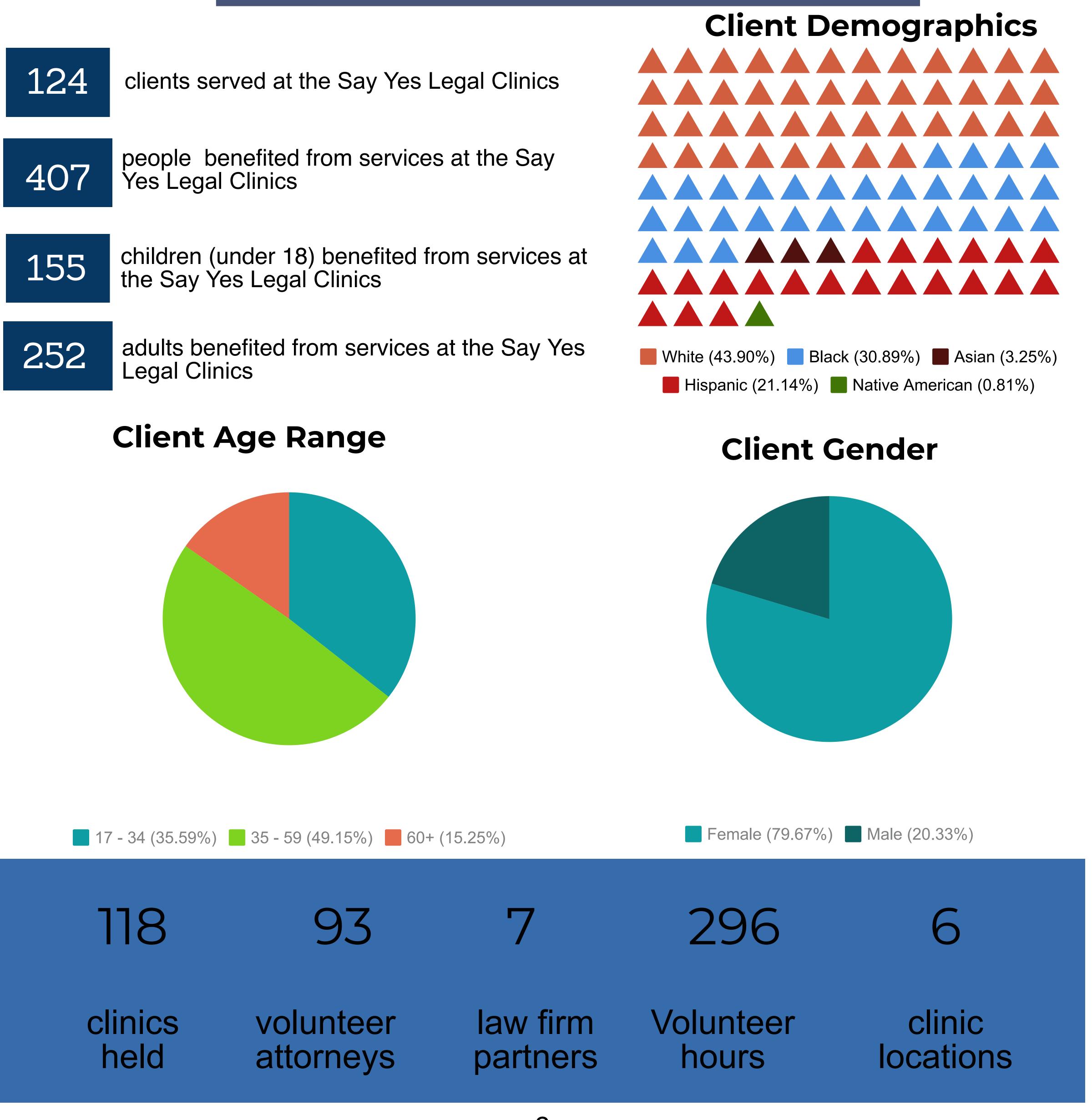
For more information, please visit www.SayYesBuffalo.org or www.ecbavlp.com

or call the Volunteer Lawyers Project's Say Yes Legal Clinic Information Line at 716-828-8491.

SAY YES TO EDUCATION

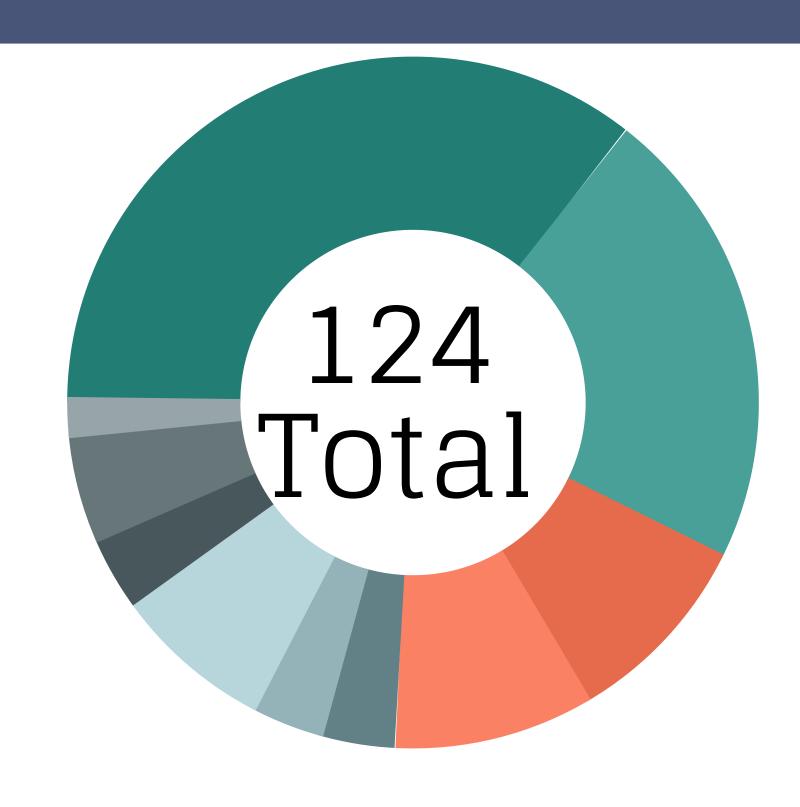
PROJECT

A Year in Review

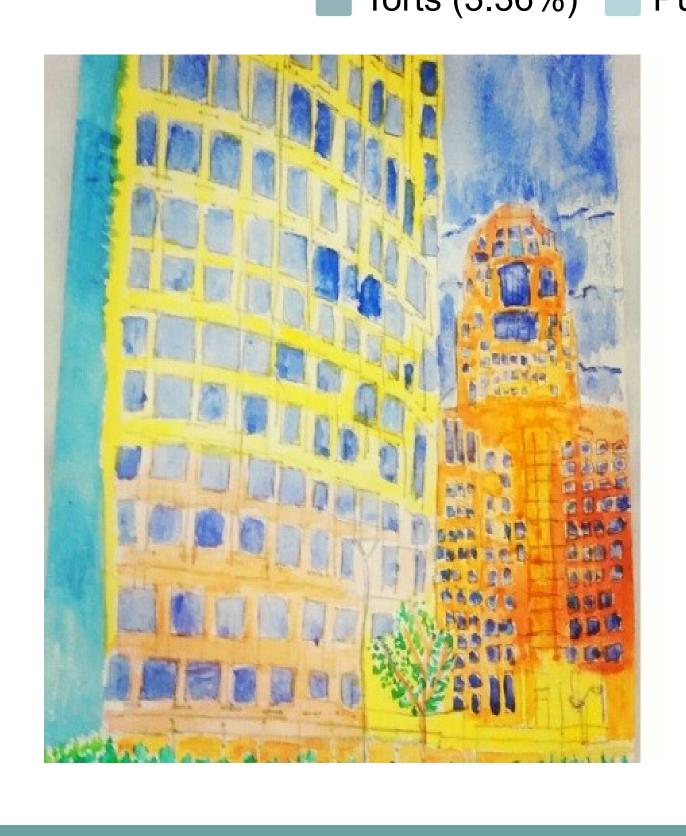


A Year in Review

Legal Issues Served



■ Family Law (35.29%) ■ Housing (L/T) (21.85%) ■ Wills/Estate (9.24%) ■ Consumer Finance (9.24%) ■ Immigration (3.36%) ■ Torts (3.36%) ■ Public Benefits (7.56%) ■ Education (3.36%) ■ Employment (5.04%) ■ Other (1.68%)

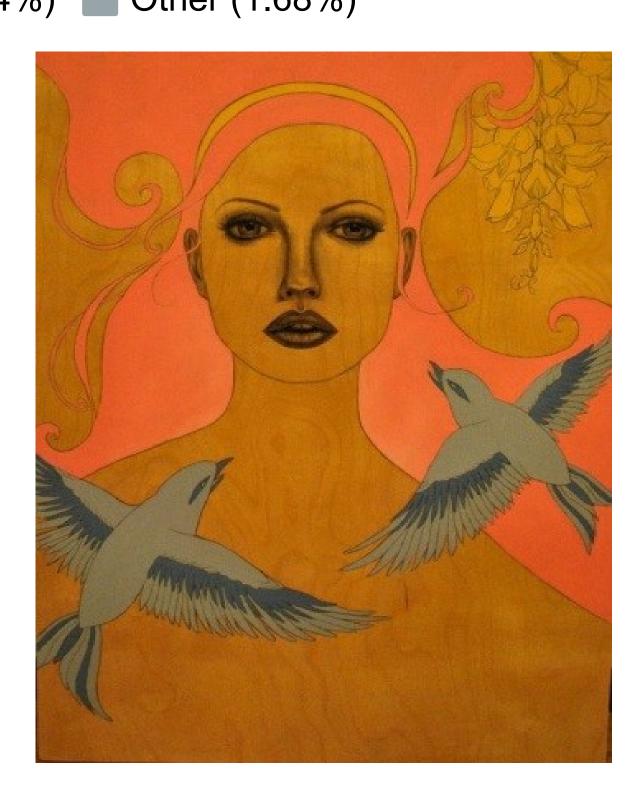


An estimated 7% of clients visiting the Say Yes Legal Clinics required translation services. Since the Legal Clinics opened, translation services have been provided for several languages including:

Spanish

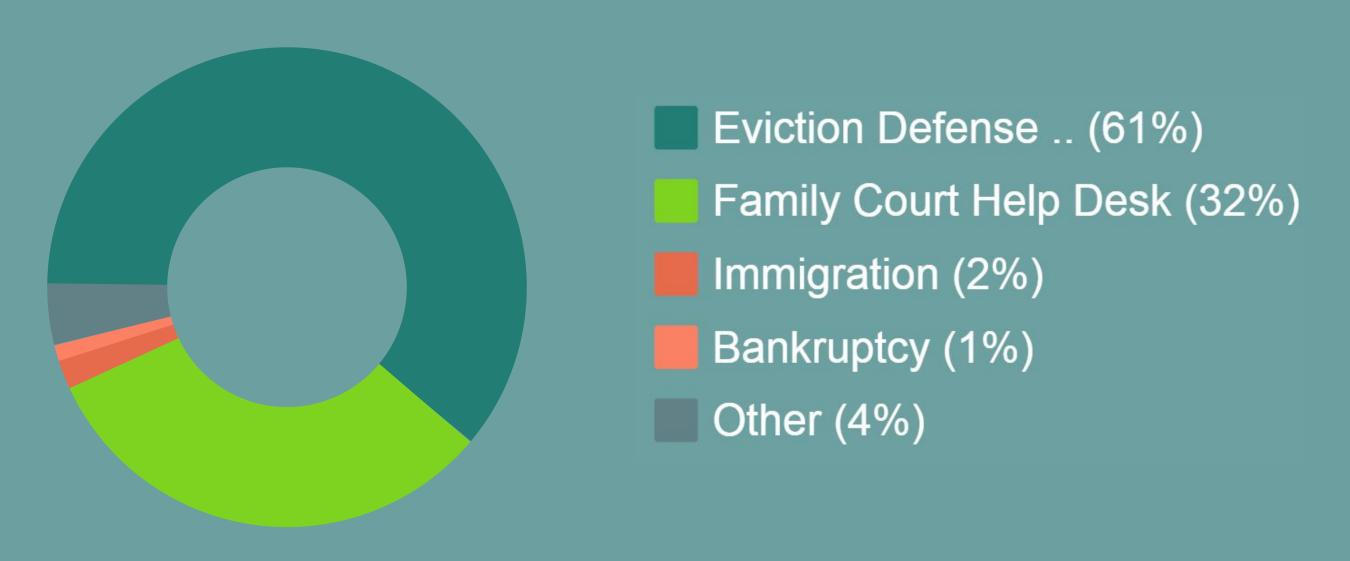
Arabic

Russian



Beyond the Clinic...

Volunteer Lawyers Project work for Say Yes families is not limited to the legal clinics. 710 BPS Families received additional legal services through VLP's other programs and services.



Individual Clinic Spotlights: Southside Elementary

A Client's Story

A maternal grandmother of four (triplet grandsons and a 10 year old granddaughter) stopped at the Southside Legal Clinic because she desperately needed help obtaining custody of the triplets. She also needed help enforcing and modifying a court order so she could spend time with her granddaughter. Our volunteer explained the Family Court process and provided much needed advice and legal strategy on grandparent custody and visitation. She also explained the rights of children in the process. The grandmother left the legal clinic knowing that although her case was complex, there was help for her. We referred her to the VLP Family Court Help Desk to meet with a skilled family law attorney to work out her legal strategy and to draft petitions. This grandmother felt scared and hopeless before visiting the Southside Legal Clinic. She left feeling hopeful that her four grandchildren would soon be back with her in a safe living situation.

A look at the numbers...

17 volunteer attorneys serving

17 clients on



Southside Elementary is the largest elementary school in the Buffalo Public Schools with over 1200 students, including a large refugee population. The school's mission is to create a school environment that promotes high academic achievement for all students by collaborating with faculty, students, parents and the community. It is a BPS Community School where multiple community partners provide opportunities for family and community engagement. The attorneys at Phillips Lytle LLP delivered important legal assistance for the families and community members at the new Southside Legal Clinic this year. 17 attorneys assisted 17 clients on 23 days of Legal Clinic operation.



Individual Clinic Spotlights: Lafayette Campus High School

A Client's Story

Our client, a Syrian refugee, trusted his landlord's property manager to help him with filing his taxes. Unfortunately, our client fell prey to this unscrupulous "tax preparer" who stole his tax refund and his identity. He came to the Lafayette Legal Clinic in desperate need of help. Our volunteer attorney compassionately and skillfully advised the client how to safeguard his personal information, how to utilize Small Claims Court to recover his money, and how to protect his identity moving forward. The client was grateful for the legal advice and assistance, and felt more in control of the situation after he met with our volunteer attorney.

A look at the numbers...

14 volunteer attorneys serving

23 clients on

21 days of clinic operation.



The Lafayette Campus High School Legal Clinic is staffed by attorneys from Lippes Mathias Wexler Friedman LLP. Located on the West Side of Buffalo, Lafayette encompasses a diverse population of 700 students from 16 countries speaking 32 languages, including 250 students who came to Lafayette after the turmoil of life in refugee camps. Principal John Starkey has welcomed the Lafayette Campus Legal Clinic and been its strongest supporter. It was a pleasure working this year with Will Green II, Say Yes Buffalo Zone Coordinator, and Zena Nitiranyibagira, Say Yes Community School Navigator. This year, 14 Lippes Mathias Wexler Friedman LLP pro bono attorneys served 23 clients on 21 days of Legal Clinic operation.



Lippes Mathias Wexler Friedman LLP

Individual Clinic Spotlights: Adult Education Center

A Client's Story

The client, an older gentleman with disabilities, came to the clinic with housing issues involving subsidized housing. Client has been living alone in his apartment for over 30 years, and has never had a problem with the landlord or property managers. A new property manager recently spoke with the client to begin the annual recertification process. He was asked to fill out new housing forms, and provide detailed financial information to document that he qualified for the rent subsidy. He was told if he did not comply, his rent would be raised from \$220 a month to \$600, and he would be served with a 30 day notice. The client told the property manager he already provided this information and was not going to tell them anything else. It was clear that the client was suspicious of everyone, and he wanted help to avoid providing any of his personal information. After listening to his story and reviewing his documents our volunteer attorney advised the client that it was necessary and safe to provide the requested information in order to keep living in the apartment and maintain his current monthly rent. She advised that this was a serious matter and he could be in danger of becoming homeless if evicted. We did not want that to happen to this gentleman. We assisted the client in completing the forms so he understood the information being asked and he could provide clear responses. The client left understanding the recertification process, and the necessity to provide all the requested financial information to avoid eviction.

A look at the numbers...

24 volunteer attorneys serving

50 clients on



The Legal Clinics are in the third year of year-round service to the Buffalo Public Schools community, at the Adult Education Center. We are so pleased to have the continued support of BPS Director of Adult Education Lester Leopold; Supervisor of Adult Education, Amanda Vellake; and Administrator, Jason Guzzetta; who make sure that everything is in place at the Adult Education site so that the legal clinics run smoothly. This year, 24 Barclay Damon LLP attorneys served 50 clients on 23 days of Legal Clinic operation.



Individual Clinic Spotlights: Highgate Heights

A Client's Story

Our 73 year-old client prepared a will and needed it to be executed but he did not know where to go or what to do. Our volunteer attorney provided detailed legal advice about estate distribution and will execution requirements that the client was not aware of. In addition, our attorney advised about will safekeeping, recommending that he file his will at the Erie County Surrogate's Court. Our attorney conducted a will execution ceremony for the client. The client was thankful for the legal assistance and advice.

A look at the numbers...

10 volunteer attorneys serving

04 clients on

19 days of clinic operation.



Hodgson Russ LLP adopted a new Legal Clinic at Highgate Heights Elementary School, an elementary school serving 425 students in grades Pre-K through 8. Highgate Heights was selected to house a Legal Clinic this year because it is a community school located in the Buffalo Promise Neighborhood. The Highgate Heights Legal Clinic was open on 19 days, enabling our 10 volunteer attorneys from Hodgson Russ LLP to assist 4 clients in need of legal assistance. Occasionally, a clinic site proves to not be a good fit. This site is in the process of being moved in time for the next school year.



Individual Clinic Spotlights: East Community High School

A Client's Story

Our client's 11-year-old son was being bullied and she felt that the school administration was not doing anything to help her child. When she attempted to advocate for her child, the situation became worse because she got into an argument with the principal. Our volunteer attorney advised this mom about the rights of children with disabilities, the Dignity for All Students Act, and the CSE process. Knowing that this parent would need ongoing legal assistance because of the severity of the problem, we contacted the education law attorneys at Legal Aid to assist. Our client left the legal clinic with a better understanding of how to use the legal process to advocate for her son, and felt hopeful knowing that there was a skilled attorney to assist her.

A look at the numbers...

18 volunteer attorneys serving

22 clients on

20 days of clinic operation.



Attorneys from Harris Beach PLLC and Gibson, McAskill & Crosby, LLP have co-adopted the East Community High School Legal Clinic. This arrangement enables both mid-size firms to provide critically important free legal assistance to our most needy community members. East Community High School is a comprehensive school on Buffalo's East Side that builds pipelines to success for students in four programs: police cadet, firefighter cadet, forensics, and legal professions. Principal Darryl King has been a strong supporter of the school's Legal Clinic. In addition, Prernessa Lambert, Say Yes Family Support Specialist, has been instrumental in utilizing social media and other platforms to grow awareness of the Legal Clinic at East Community High School. A total of 18 attorneys from Harris Beach PLLC and Gibson McAskill & Crosby, LLP volunteered their time and skills on 20 days of clinic operation to provide invaluable free legal assistance to 22 clients.







Individual Clinic Spotlights: Central Registration Center

A Client's Story

When our client enrolled her youngest child in kindergarten at Central Registration, she told us that she was worried because she was having problems with her landlord. Not only was she facing a \$575 water bill, she was living in an uninhabitable apartment and had just been served with a 30-day notice. Our attorney reviewed her lease and gave her important legal advice about liability for the water bill, defenses to eviction, and how to make her case in Small Claims Court for property damage and security deposit. The client was relieved to learn that she had a way to use the law and the courts to fight back. Our client had found an apartment and was moving out before the 30 days notice approached.

A look at the numbers...

10 volunteer attorneys serving

04 clients on



Rupp Baase Pfalzgraf Cunningham LLC attorneys adopted the Legal Clinic at the BPS Central Registration Center in 2016 and have provided free legal assistance to BPS families and community members during the summer months, from July through September. This is the second year the summer Legal Clinics have been housed at the Central Registration Center. All students attending the BPS must register at Central Registration. At Central Registration, BPS staff members provide families with accurate, parent-friendly information in a collaborative, helpful manner. We are especially thankful for the warm welcome and support we received from Dr. Mark Frazier during our two years at Central Registration, and wish him well on his recent retirement. We also want to thank Finune Shaibi, BPS Supervisor of Student Placement and Registration, for her continuing support of the Legal Clinics. From July - September 2017, 10 volunteer attorneys from Rupp Baase Pfalzgraf Cunningham LLC provided free legal assistance to 4 clients on 12 days of clinic operation.



Where Our Clients Live

| Zipcode | Clients | Zipcode | Clients | Zipcode | Clients |
|---------|---------|---------|---------|---------|---------|
| 14201 | 12 | 14212 | 5 | 14224 | 2 |
| 14206 | 12 | 14210 | 4 | 14226 | 2 |
| 14207 | 12 | 14221 | 4 | 14074 | 1 |
| 14215 | 12 | 14223 | 4 | 14209 | 1 |
| 14213 | 9 | 14203 | 3 | 14218 | 1 |
| 14220 | 9 | 14204 | 3 | 14222 | 1 |
| 14207 | 7 | 14150 | 2 | 14225 | 1 |
| 14214 | 7 | 14202 | 2 | 14227 | 1 |
| 14211 | 5 | 14216 | 2 | | |



Legal Clinic Referrals

Sources of Client Referrals to the Legal Clinics

- Billboards
- Buffalo Public School Staff
- Buffalo Public School Website
- Clinic Poster
- Former Clients
- Family Court Help Desk
- Family Members
- Local Churches
- Mailer
- Radio
- Word of mouth
- WNY Parent Network
- Say Yes Buffalo Staff
- Veterans Administration
- Volunteer Lawyers Project



Common Referrals We Made

- Attorney of the Morning (Volunteer Lawyers Project)
- Bar Association of Erie County Lawyer Referral Service
- Buffalo Police Department
- Buffalo Public Schools
- Center for Elder Law & Justice
- Child & Family Services (Center for Resolution and Justice)- Mediation
- City of Buffalo- Building Inspector- Code Enforcement
- City of Buffalo Office of Senior Services
- Erie County Office of Senior Services
- Department of Social Services
- District Parenting Coordinating Council
- Foreclosure Prevention Project
- Internal Revenue Service

- Journeys End Walk in Legal Clinic
- Lt. Col Matt Urban Center
- Neighborhood Legal Services
- NYS Court Website
- NYS Supreme Court Help Desk
- Western New York Law Center Civil Legal Advice and Resource Office (CLARO)
- Western New York Parent Network
- Veteran One Stop
- Volunteer Lawyers Project Consumer
- Volunteer Lawyers Project Family Court Help Desk
- Volunteer Lawyers Project Low Income Taxpayer Clinic
- Social Security Administration Buffalo
 Office
- 211 Western NY

Community Outreach

As a part of our ongoing effort to build awareness about the Legal Clinics, Volunteer Lawyers Project conducted outreach with the following organizations this year:

- Blue Cross BlueShield of Western NY
- Boys and Girls Club
- Bryant & Stratton College
- Buffalo City Mission
- Buffalo Parent Teacher Organization
- Buffalo Police Delta District Community Day
- Buffalo Promise Neighborhood
- Buffalo Urban League
- Buffalo Snug Violence Prevention Initiative
- Buffalo Stand Down for Veterans
- Buffalo United Front, Inc.
- CASH- United Way of Buffalo
- Catholic Charities
- Child Care Resource Network
- Community Action Organization
- Community Health & Wellness Fair
- County of Erie Department of Health
- Court Appointed Special Advocates- Mental Health Association
- Dear Tayrin Inc.
- District Parenting Coordinating Council (DPCC)
- Early Childhood
- Erie County Sheriff's Office Domestic Violence Unit.
- Evergreen Health
- Fidelis CareNew York
- Grease Pole Festival
- Habitat for Humanity
- Harvey Austin School #97
- Hispanic Heritage Coalition
- Hispanos Unidos de Buffalo
- Journey's End Refugee Service
- Kaleida Health
- Ivy Lea Construction
- Lakeshore Homeless Alliance
- Literacy Buffalo New York Buffalo- Niagara
- Lt. Col. Matt Urban Center

- National Grid Expo
- Olmsted Center for Sight
- Open Buffalo
- Panorama Hispano
- Presbyterian Senior Care
- PUSH Buffalo
- Resurrection Life Food Pantry
- Salvation Army
- Service Collaborative of WNY
- Suicide Prevention Coalition of WNY
- Summer Associates Pro Bono Law Day
- The Foundry
- UB Educational Opportunity Center
- United Health Care
- West Side Bazaar
- West Side & Black Rock Riverside Neighborhood Housing Services
- Women's Empowerment Summit
- WNY Parent Network
- Veterans One-Stop Center of WNY, Inc.
- Vet Success.Gov



Attorney Volunteers

Sean Balkin Beth Ann Bivona James Blenk Elizabeth Bove Anne Bowling David Bradley Adam Brasky Heidi Brauer Ruchala Jason Britt Jennifer Cameron Erica Carducci Joanna Chen Frederick Cohen Ryan Crawford Tara Cross Mark Davis Andrea Di Natale Thomas Digati **Emily Dinsmore** Courtney Donahue



Joseph Dunbar Megan Dwyer Catherine Eisenhut Rosemary Enright Anne Evens Michael Ferdman Allison Bosworth Fiut Thomas Gaffney John Gaughan Geffrey Gismondi Jason Goodman Timothy Graber Melinda Grabowski Vince Hauber Davis Hehr Franklin Heller Patrick Hines Tristan Hujer Theodore Joerg Kevin Kearney Brendan Kelleher Leslie Kellogg William Kennedy David Kernan Timothy Kucinski Jeffrey Leibeck Ryan Lema Jennifer Leonardi Brendan Lillis Tracie Lopardi

Adam Lynch Melanie Marotto Eileen Martin Charles Martorana Jenna McDonnell Mark McNamara Kirstie Means Angela Miller Matthew Miller Sarah Miller Vincent Moore Deena Muller-Funke Pauline Muto Eric Naegely Sarah O'Brian Jon Pierowicz Rosa Pizzi Craig Reilly Jill Roloff William Rossi Marine Smith Carol Snider Jake Sonner Ryan Stearns Bridget Steele Clark Trow Nicholas Vona Jeffery Weiss Peter Wiltenburg Frederick Wolf

Erica Zeis

Say Yes Buffalo Legal Taskforce

The Say Yes Legal Task Force is a consortium of Buffalo professionals who meet quarterly to discuss the status, progress, and continued development of the Say Yes Legal Clinics. The Say Yes Legal Task Force directly involves community stakeholders whose input is essential to the success of the legal clinics. Below is a list of our 2017-2018 Task Force Members.

Task Force Chairs

Hon. Hugh Scott (United States Magistrate Judge WDNY)

Robert Elardo Esq. (Executive Director & CEO of Erie County Bar Association Volunteer Lawyers Project)

Say Yes Buffalo

David Rust (Executive Director)

Betsy Behrend

Esther Annan

Daphne Ross

Tanya Staples

Talia Rodriguez

Linda Ray

Sandra McAdory

Aitina Fareed Cooke

<u>Judges</u>

Hon. Paula Feroleto (District Administrative Judge, 8th Judicial District)

Hon. Susan Eagan (Erie County Court)

Hon. Paul Buchanan (Family Court, retired)

Hon. James A McLeod (Buffalo City Court)

Partner Law Firm Representatives

Robert Heary (Barclay Damon LLP)

William Brennan (Phillips Lytle LLP)

Amanda Lowe (Phillips Lytle LLP)

Joshua Feinstein (Hodgson Russ LLP)

Thomas Gaffney (Lippes Mathias Wexler Friedman LLP)

Tracie Lopardi (Harris Beach PLLC)

Timothy Graber (Gibson, McAskill & Crosby, LLP)

M. Cameron (Rupp Baase Pfalzgraff Jennifer

Cunningham LLP)

University at Buffalo Law School

Melinda Saran (Vice Dean of Social Justice Initiatives) Melania Kosanovich (Executive Assistant to Dean)

Buffalo Public Schools

Dr. Eric Rosser

Dr. Ramona Reynolds

Public Servants

Michael Russo (NYS Office of the Attorney General)

David Edmunds (NYS Liquor Authority)

Michael Siragusa (Erie County Department of Law)

Timothy Ball (City of Buffalo Corporation Counsel) Bridget O'Connell (NYS Courts)

Bar Association Representatives

Maisha Blakeney (Minority Bar Association)

K. John Bland (Lawyers for Learning)

Sarah Fredrick (Lawyers for Learning)

Legal Services

Karen Welch (Neighborhood Legal Services)

Penny Selmonsky (Neighborhood Legal Services)

Judy Gerber (Legal Aid Bureau of Buffalo)

Not for Profit

Julie Loesch (Child & Family Services Center for Resolution & Justice)

Legal Community

Joseph Kubarek (Bond, Schoeneck, & King, PLLC)

Matthew Garvey (Garvey & Garvey)

Susan Roney (Nixon Peabody LLP)

James Morrissey (Retired)

<u>VLP</u>

Gayle Murphy (Pro Bono Manager)

Margarita Rivera-Rusch (Say Yes Buffalo Legal Clinic

Coordinator)