



NEWS ADVISORY

**New York State
Unified Court System**

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NY Commission on Access to Justice Outlines Measures to Expand Outreach of Legal Services Providers

NEW YORK—A report released today by the Chief Judge’s Permanent Commission on Access to Justice calls for increased technology funding for legal services providers to expand their online intake systems, enhance cybersecurity training, and add dedicated technology staff to adequately equip them to reduce New York’s justice gap.

The 2025 Technology Report updates the Commission’s 2013 and 2018 Technology Reports and reveals that though technology spending has increased in absolute terms since the last survey, such spending has decreased as a percentage of overall operating budgets. The resulting data underscore how difficult it is for legal services providers, both large and small, to meet the basic technology needs of their staff and programs and to effectively integrate technology into their client service delivery systems.

The recommendations were developed from results of a survey of services organizations throughout New York State conducted in 2023 by the Permanent Commission’s Working Group on Technology in collaboration with researchers from the Legal Services Corporation’s Office of Data Governance and Analysis. The 2023 survey was the third in a series of surveys assessing the technological landscape as it relates to the delivery of civil legal services to low-income New Yorkers in housing, healthcare, and other essential matters. While most legal aid organizations adapted to remote service delivery during the pandemic, there was a lack of data regarding their existing technology needs, with this latest survey offering valuable insights and spurring proposals to ensure that organizations receive the resources and support needed to leverage available technology—ultimately improving services and expanding outreach.

Commending the efforts of the Working Group, which is co-chaired by attorneys Deborah L. Wright and Christine M. Fecko, Chief Judge Rowan D. Wilson said, “This report highlights the crucial role of technology in providing civil legal aid, with a focus on cybersecurity, remote work capabilities, and improvement of client access through online systems—all of which require investments that legal services providers cannot afford without additional funding. A primary goal of the Permanent Commission’s report is to detail the needs and recommendations to a broader funder community, with the aim of enabling providers, through the incorporation of current technology, to deliver legal services to their clients efficiently and effectively in matters involving the very basics of life.”

The full report is available at
<https://www.nycourts.gov/LegacyPDFS/accesstojusticecommission/2025-Technology-Report-PCA2J.pdf>