

HANA –Housing Access Navigator Assistant

AI tool that amplifies advocates, not replaces them





HOUSING JUSTICE HELPLINE:

- ❑ Pandemic –unprecedented housing crisis
- ❑ Providing legal advice to unrepresented tenants
- ❑ Assisting over 19,000 callers a year
- ❑ Innovation born from necessity



THE CHALLENGE

THE LEGAL AID SOCIETY

127,000

Eviction Petitions



\$4B



QUALIFY for aid



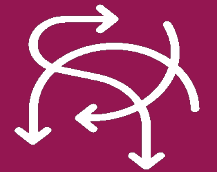
RECEIVE aid

19,000

Calls last year



Complex
Problems



Long Waits

KEY PRINCIPLES



Human Touch



Expert Oversight



Data Privacy

HANA demo

2025-07-28 17:22 UTC

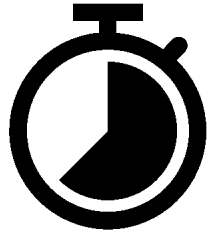
Recorded by

Barbara Michalska

Organized by

Barbara Michalska

Today



30%

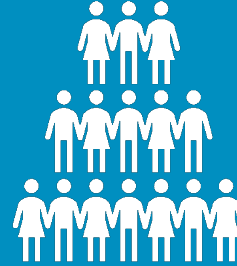
Shorter Calls



32%

Get Advice
Summaries

Tomorrow



Serve More
Tenants



85%

Advice Summaries

Lessons Learned – Next Steps

Scale with Purpose

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**Keep Humans in the
Process**

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Own Challenges

Lessons Learned – Next Steps

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Collaborate: Advocates + IT = Success