

OAKLAND LIVINGSTON LEGAL AID

OLLA Office Locations: Pontiac, Southfield, and Howell

OLLA Service Area: Oakland and Livingston Counties

Service Population: 93,188 individuals living at or below 125% of the poverty level



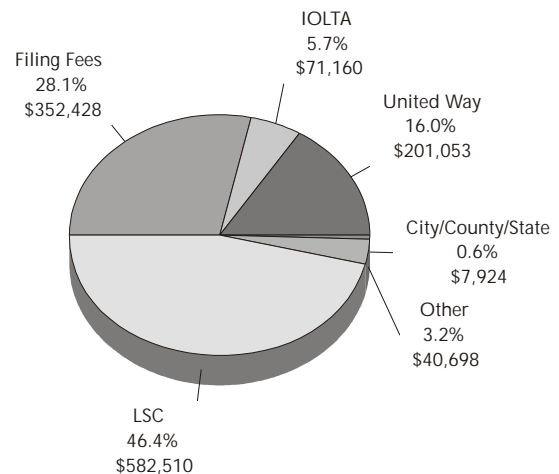
OLLA's services to eligible clients included immediate legal advice and brief services over the telephone or referral to volunteer or staff attorneys for extended services, if appropriate. OLLA further increased access to basic legal services for communities underserved due to language and cultural barriers through attorneys proficient in several languages. OLLA also worked with agencies willing to provide translation and cultural education, allowing effective communication with every caller.

A disabled woman suffering severe chronic pain contacted OLLA's telephone helpline because her HMO network did not include a surgeon qualified to replace medical hardware protruding through a muscle in her back. The HMO refused to authorize an out-of-network surgeon until OLLA attorneys mobilized the client's doctors to advocate on her behalf. Pressure from OLLA and her physicians led the HMO to issue an approval for the out-of-network surgery to be performed by a qualified specialist.

OLLA's services helped clients resolve consumer, education, employment, health, housing, and family matters by obtaining court-ordered personal protection, keeping or getting custody of children, voiding unconscionable contracts, maintaining utility service, resolving insurance disputes, regaining employment, avoiding eviction and foreclosure, and obtaining necessary home repairs.

A condominium resident was sued in a foreclosure action because he had not paid association fees. He incorrectly believed that he had been making full monthly payments and did not have the resources to redeem the property. The foreclosure redemption period had expired, but an OLLA attorney was able to obtain a court order allowing the client to pay the association fees and arranging a reverse mortgage which gave the client the funds to redeem the property and keep his home.

OLLA Sources of Funding for 2002: \$ 1,255,773



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Contact: Paula M. Zimmer, Executive Director • (248) 456-8861

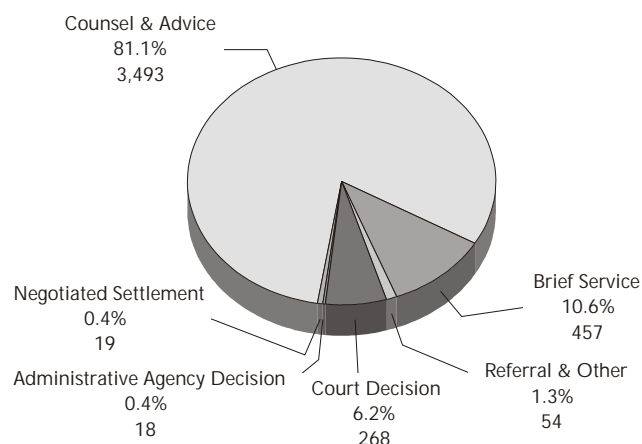
Community Outreach and Collaboration. OLLA staff and volunteer attorneys educated many in the community about their legal rights and responsibilities. Presentations were made to seniors at community senior centers, subsidized housing units and churches by volunteer and staff attorneys. OLLA also continued its work educating pregnant and parenting teens about legal issues affecting their lives as young parents. In a collaboration with The Women's Survival Center and Common Ground Sanctuary, OLLA designed and implemented a system that offers legal advice to all Oakland County residents through evening clinics staffed by volunteers who speak with residents by phone or in person. Three nights a week, legal clinics were also available through a United Way collaborative in which OLLA participated. OLLA continued its collaboration with Lakeshore Legal Aid as a partner in the "CALL" legal hotline which provides advice, brief services and referrals by phone.

Client Age	
18 & Under	40
19-59	3,974
60 & Over	295
Groups	0
Total	4,309

Pro Bono Support. Wednesday evening clinics were held for individuals who were expected to be referred to the pro bono program. Volunteers explained the pro bono referral system, analyzed and screened cases for appropriate referral, and got clients to sign federal funding compliance documents. In a program unique to Michigan, OLLA volunteers advised over 200 individuals who could not be helped by Lakeshore Legal Aid staff because of a conflict of interest. These clients would not otherwise have been served. In 2002 an estate panel of the Oakland County Bar Association prepared 132 documents for seniors. This pro bono effort freed time for OLLA staff attorneys to concentrate on the increasing number of consumer law cases.

Client Ethnicity	
White	2,787
Black	1,117
Hispanic	149
Native American	53
Asian	30
Other	173
Total	4,309

OLLA Types of Service in 2002



OLLA Cases Closed in 2002: 4,309

