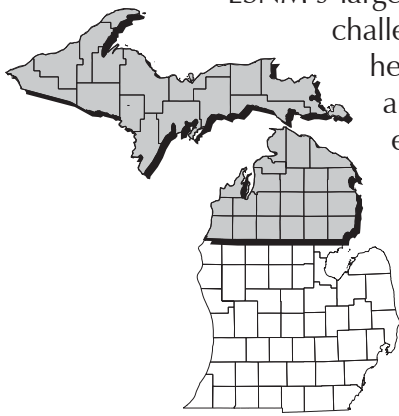


LEGAL SERVICES OF NORTHERN MICHIGAN

2003 LSNM Office Locations: Alpena, Escanaba, Gaylord, Houghton, Marquette, Sault Ste. Marie, and Traverse City

LSNM Service Area: Alcona, Alger, Alpena, Antrim, Baraga, Benzie, Charlevoix, Cheboygan, Chippewa, Crawford, Delta, Dickinson, Emmet, Gogebic, Grand Traverse, Houghton, Iosco, Iron, Kalkaska, Keweenaw, Leelanau, Luce, Mackinac, Manistee, Marquette, Menominee, Missaukee, Montmorency, Ogemaw, Ontonagon, Oscoda, Otsego, Presque Isle, Roscommon, Schoolcraft, and Wexford Counties

Service Population: 118,872 individuals living at or below 125% of the poverty level



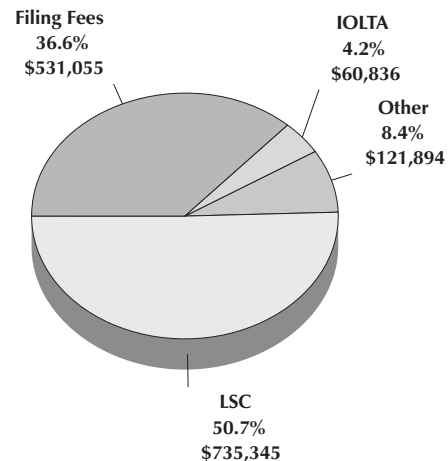
LSNM's large geographical area presents challenges for LSNM's mission to help as many eligible individuals as feasible. In 2003, LSNM entered into a partnership with the Counsel and Advocacy Law Line (CALL) to enhance the capacity to provide advice and brief services. Non-emergency cases are referred to CALL, which is staffed exclusively by attorneys who provide

phone advice and service. Priority cases which cannot be resolved by CALL's attorneys are returned to LSNM for extended service delivery. The partnership has allowed LSNM to increase the amount of counsel and advice given to the client population while maintaining an active litigation and extended services presence in all counties served by LSNM.

A senior woman was unable to effectively respond on her own to threats of collection action and adding unfavorable information to her credit history over utility bills. LSNM obtained documentation and discovered her balance should have been \$0 due to the application of an energy voucher for low-income customers. The utility company acknowledged the error and corrected the bill so this woman is no longer distraught over collection calls or worried about keeping her utilities on.

A divorced mother was receiving a child support amount according to state guidelines. Even with these funds and income from her job, she and her children still were just getting by and living in low-income housing. When the father sought to reduce his child support amount, LSNM represented the woman and was able to show the father's ability to pay the current amount and to sustain this income for the mother and her children.

LSNM Sources of Funding for 2003: \$ 1,449,130



LEGAL SERVICES OF NORTHERN MICHIGAN

Contact: Kenneth Penokie, Executive Director • (989) 705-1067

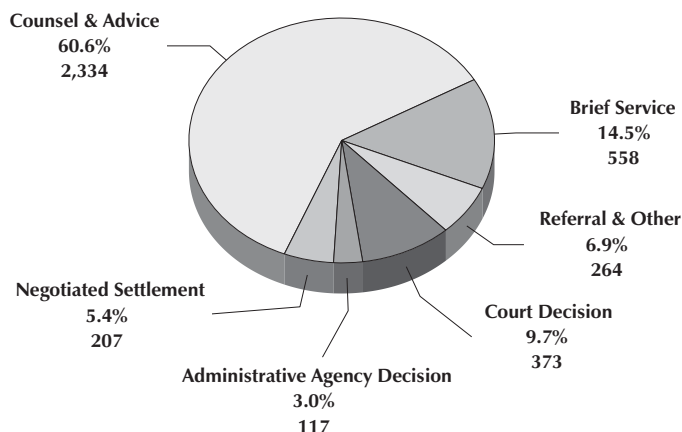
Community Outreach and Collaboration. One of LSNM's most successful efforts in outreach and collaboration is the involvement with local domestic violence task forces. LSNM attorneys have acted as founders, leaders, and participants in these groups which have altered the way domestic violence is responded to in the northern communities. This close relationship allowed LSNM to join with all 13 Northern Michigan shelters and a Native American tribe on a grant application for federal funding for domestic violence shelters. LSNM's partnership with CALL has included LSNM providing training for CALL staff on various substantive issues including Social Security Law. LSNM also made presentations to various groups in 2003 including over 1,000 people at a Senior Expo, over 200 people at a seminar on consumer fraud, school presentations and numerous senior center visits. New to 2003 was a monthly clinic in Grand Traverse County to assist persons representing themselves in divorce proceedings.

Client Age	
18 & Under	37
19-59	3,077
60 & Over	739
Groups	0
Total	3,853

Pro Bono Support. LSNM works closely with the Grand Traverse-Leelanau-Antrim County Bar Association to sponsor the Third Level Crisis Intervention Center pro bono clinic and referral program. The clinic operates one night a week and LSNM helps with clerical and other staff support. The pro bono clinic and referral program used the volunteer services of over 110 local attorneys in 2003. LSNM also added 8 volunteer attorneys through its participation in the State Bar of Michigan's Domestic Violence Pro Bono Project. Additionally, LSNM attorneys together with a circuit court judge in Cadillac have recruited and organized members of the Wexford/Missaukee Bar Association to accept client referrals made through the court personnel after income screening by LSNM.

Client Ethnicity	
White	3,625
Black	35
Hispanic	25
Native American	152
Asian	8
Other	8
Total	3,853

LSNM Types of Service in 2003



LSNM Cases Closed in 2003: 3,853

