

# OAKLAND LIVINGSTON LEGAL AID

2003 OLLA Office Locations: Pontiac and Southfield

**OLLA Service Area:** Oakland County

**Service Population:** 88,582 individuals living at or below 125% of the poverty level



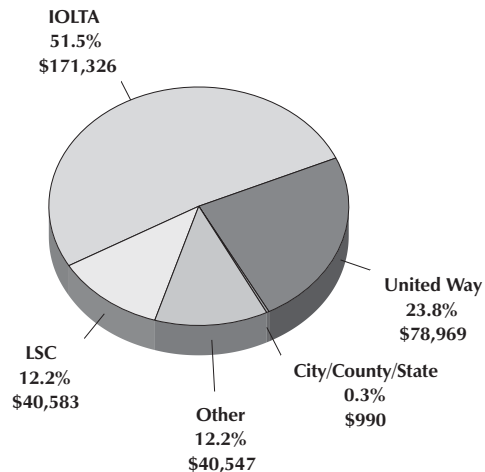
In 2003, OLLA received partial funding to provide client services in preparation for closing the organization. Clients accessed OLLA primarily through CALL, an attorney-staffed telephone central intake, brief service, pro se assistance and referral system. CALL attorneys holistically assessed clients needs, provided oral and written information and advice, conducted immediate and ongoing negotiations

When a low-income woman became unemployed, she fell victim to a predatory lender who took a lien on her modest home in exchange for a loan. When she got behind on the payments, the lender tried to evict her from her long-time home. OLLA was able to negotiate rescision of the loan and help the lady sell her house to pay the lender his costs and relocate to a dwelling more affordable for her.

with opposing parties, assisted in drafting pro se pleadings and offered legal and social service referrals. Approximately 60% of all callers received brochures, forms or other legal information in the mail. The CALL attorneys, staff, and pro bono attorneys served 957 clients in 2003; 19% of these cases received extended legal services. To facilitate the transition, OLLA worked with the local bars and other providers, including Women's Survival Center and Legal Aid and Defender, to facilitate continuation of services OLLA had been providing, and OLLA obtained assistance from many pro bono lawyers to resolve pending cases.

A young father was not able to find out where his child was living. The mother left no known address and could not be located. Even the Friend of the Court instructed the man to stop paying child support since they were unable to forward it. The mother's location was learned when the father was served with a stepparent adoption petition. An OLLA pro bono attorney showed the mother's interference with the father/child relationship and defeated the adoption. The father was then able to resume a connection and parenting time with the child.

**OLLA Sources of Funding for 2003: \$ 332,415**



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Contact: Paula M. Zimmer, Executive Director

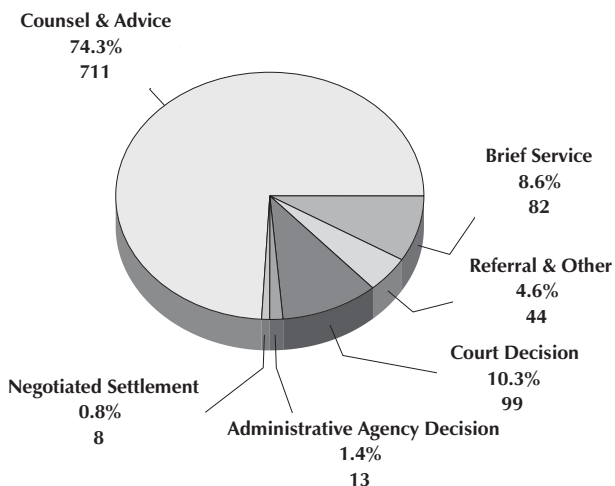
**Community Outreach and Collaboration.** OLLA staff and pro bono attorneys continued to provide community legal education for seniors, and worked closely with the community to keep the public informed of upcoming changes in service delivery. Letters were sent to more than 150 judges and Friend of the Court referees outlining the changes taking place at OLLA. Over 150 human services providers were also contacted. In early 2003, OLLA staff, along with staff from Lakeshore Legal Aid and Legal Aid and Defender, participated on a local television show to explain the transition issues affecting client services and educate viewers about the kinds of legal assistance available to the public provided by other programs. The Oakland County Bar Association estimated that several thousand viewers saw the show which was repeated multiple times so clients would understand where services would be available in the future.

Client Age	
18 & Under	10
19-59	819
60 & Over	123
Groups	5
Total	957

**Pro Bono Support.** OLLA's pro bono program continued to have strong ties and receive ongoing support from the Oakland County Bar Association. One way that the Oakland County Bar Association demonstrates its support of pro bono services is that it requires any attorney who participates in the bar association referral service to accept at least one pro bono case each year. The Oakland County Bar Association also assisted in meetings with the new service provider, Legal Aid and Defender, and several other agencies to discuss how best to use pro bono attorneys going forward. This coordination helped clients retain continuing services and helped providers collaborate in approaching pro bono attorneys.

Client Ethnicity	
White	607
Black	243
Hispanic	48
Native American	8
Asian	6
Other	45
Total	957

OLLA Types of Service in 2003



OLLA Cases Closed in 2003: 957

