

JUSTICE FOR ALL



MICHIGAN STATE BAR FOUNDATION



Annual Grants Report

*2004 IOLTA Grants and Filing Fees Contracts
Supporting Civil Legal Services
for the Poor in Michigan*

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“By assisting those in need with civil legal problems, Michigan’s legal aid programs help provide access to justice for low-income families in our State.”

Hon. Clifford W. Taylor
Chief Justice, Michigan Supreme Court



“I urge all Michigan lawyers to offer pro bono services and donate to the Access to Justice Campaign to provide additional support for the important work of civil legal services agencies.”

Nancy J. Diehl
President, State Bar of Michigan
2004-2005



“Without the legal aid programs described in this report, many of our most vulnerable citizens would have no where else to turn for help with civil legal needs.”

Margaret J. Nichols
President, Michigan State Bar Foundation

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Justice For All

***“Charity begins at home,
and justice begins next
door.”***

Charles Dickens
1812-1870



In the decade since the first *Justice for All* report was published, our State’s civil legal aid programs have reported closing more than 500,000 cases for low-income individuals and families. Within this *Justice For All* report, as in the ten annual reports that have preceded it, are the stories of those in need who have been helped by Michigan’s civil legal aid providers. There are many stories to be told, each as compelling as the last, but only a few can be highlighted in these pages. They tell of keeping families safe in their homes, protecting the elderly from unscrupulous contractors, accessing medical care for the disabled, obtaining support for children and assisting with other critical civil legal needs.

During the past decade, many changes have occurred, but much has also stayed the same. There remain more than 1.3 million persons in Michigan who qualify for help from our State’s civil legal aid programs because their annual income is less than 125% of the federal poverty guideline or approximately \$19,500 in 2004 for a family of three. Then and now, there are many more legal needs than can be addressed by available funding. A federal Legal Services Corporation (LSC) study of 2004 data mirrored the results of an earlier American Bar Association report that no more than 20% of the civil legal needs of the poor are yet being met. The LSC study also showed that for every person served by legal aid, at least one person who seeks help is turned away because of insufficient resources.

Legal aid providers also faced funding challenges during the last decade, including the loss of about \$2 million in annual federal grants after the 2000 U.S. Census required redistribution of LSC funding. In addition, historically-low interest rates reduced IOLTA program revenue, despite the support of more than 80% of Michigan banks that waived all IOLTA account fees to make more grant funds available (see IOLTA Honor Roll of Banks at www.msbf.org). Other local and government grants for legal aid programs also vacillated, underscoring the importance of the filing fees and IOLTA funding that supports the programs described in this report.

Justice For All

“True peace is not merely the absence of tension; it is the presence of justice.”

Martin Luther King, Jr.
1929-1968

With dedication and creativity, Michigan’s legal aid providers worked to address these challenges. Often joining with the organized bar and funders, they began many ongoing innovations and collaborations in the last decade to leverage available resources and search for additional dollars. They designed technology advancements to help programs share information and tools and formed a new state support entity to train legal aid advocates and enhance the capacity of programs. They participated in peer review evaluations which brought in experts and legal aid leaders from around the country to assist in improving program quality. They worked with the State Bar and the Foundation to establish the Access to Justice Fund to raise private donations to support civil legal aid services through the Access to Justice Campaign. They engaged in planning processes that produced two state-based plans for effective delivery of civil legal aid for the poor and helped establish a state-based litigation assistance partnership program to link large law firm pro bono services with complex cases which legal aid lacks resources to handle. They expanded telephone hotline services to increase access for advice and brief services to solve a problem or quickly prevent it from getting worse. They partnered with local bars or courts to help create several local legal assistance centers that give citizens access to legal information and provide pro se help. And they served on many community, regional and state level committees working to enhance the justice system and assist the poor.



Legal aid programs also recruit, train and support volunteer private lawyers who provide pro bono services, expanding the amount of assistance available for indigent clients. In 2004, pro bono lawyers working with the programs noted in this report gave nearly 35,000 hours of free legal help to low-income persons. Overall, legal aid providers closed nearly 49,000 cases in Michigan in 2004 in the areas of family, housing, consumer, income and other challenges faced by clients.

Some 31,582 (65%) clients benefited from legal advice and counsel for problems that can be solved by informing clients of their legal rights and responsibilities. This often assists people in making good choices as employees, tenants, parents or citizens and it can prevent the legal problem from growing more serious.

Justice For All

“Access to justice is a dream; we must make it a reality.”

John W. Cumiskey
1917-2002

Another 7,779 (16%) were helped with brief legal services such as filling out forms, calling a landlord or reviewing documents, again often solving disputes without the need for going to court. An additional 5,220 clients received representation through litigation (5%), negotiated settlements (4%) or an administrative agency decisions (2%), helping with problems affecting basic needs such as food, shelter, employment and access to health care.

Also, 4,241 (8%) individuals were referred to other sources after assessing the nature of the problem and determining which human service providers could assist, or they received other services. Legal aid programs work closely with community agencies on referrals and to find solutions for repeat problems.

In addition, a significant and growing number of non-case “matters” were handled by legal aid programs to help clients prevent legal problems or seek community solutions. This includes activities such as referrals for human services help, legal education forums and brochures, information about services and legal problems on program web sites and self-help assistance. Also, increased collaboration with other human service agencies has resulted in educating other nonprofit organizations to spot legal issues and obtain help for clients before the problem becomes more serious.



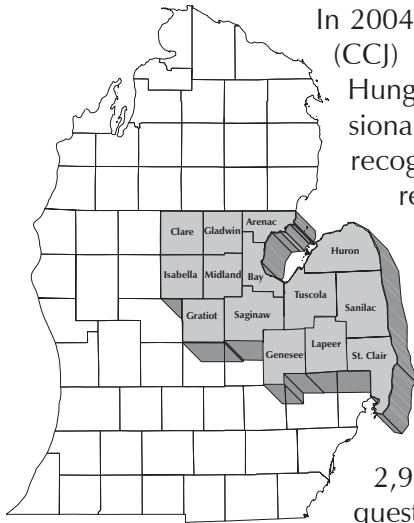
The Foundation has been very pleased to present the *Justice for All* report each year to share stories of real people for whom civil legal aid programs make a difference every day. Without these agencies, and the funding that supports them, many of our most vulnerable citizens would have no where else to turn. One way readers of this report can assist now is to donate to the Access to Justice Fund at www.atjfund.org. As the next decade unfolds, continuing support from all of us will remain essential as we work together to turn the dream of access to justice for all into a reality.

CENTER FOR CIVIL JUSTICE

2004 CCJ Office Locations: Saginaw and Flint

CCJ Service Area: Arenac, Bay, Clare, Genesee, Gladwin, Gratiot, Huron, Isabella, Lapeer, Midland, Saginaw, Sanilac, St. Clair and Tuscola Counties; Statewide on anti-hunger advocacy

Service Population: 213,110 individuals living at or below 125% of the poverty level



In 2004, the Center for Civil Justice (CCJ) received a Victory Against Hunger Award from the Congressional Hunger Center. The award recognized CCJ for its efforts to reach out to underserved persons, expand participation in food and nutrition programs, and combat legal barriers to obtaining food necessary for survival. CCJ's successful Food and Nutrition Program Helpline advised over

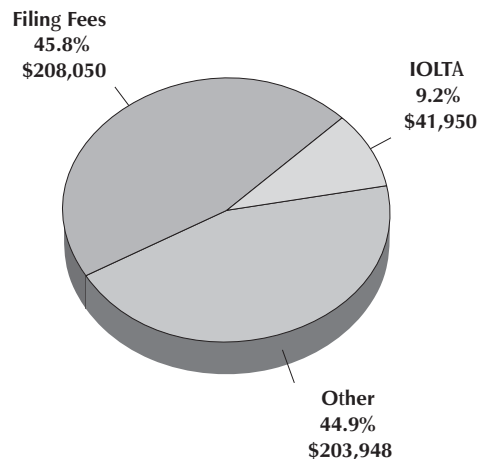
A woman was defrauded by a supposed "mortgage foreclosure mediator," who took her money and did nothing to save her house. Despite the unscrupulous company's bankruptcy, CCJ got the woman's money back in a cash settlement. She was then able to buy a used car to allow her to complete a paralegal degree and pursue employment.

2,950 callers in 2004 as to their eligibility for food assistance and answered questions concerning food aid. Additionally, CCJ's Healthcare Eligibility Law Project in Genesee County continued to identify and address barriers to health

insurance. This project generated changes benefiting low-income persons throughout Michigan, correcting practices that had led to improper denial of Medicaid assistance to persons with disabilities, and to improper termination of health care coverage to new mothers following the birth of their babies. CCJ gives technical assistance and training to local human services agency staff so they are better equipped to assist clients so that simple problems are identified and resolved by lay advocates before they become larger legal problems, and legal services resources can be reserved for more complicated issues.

CCJ offers training to community agencies such as the Saginaw Diocese so that volunteers have the tools needed to help low-income clients navigate the Medicaid Health System. The trained volunteers work to reduce delays and address other problems that would otherwise prevent their Medicaid eligible clients from receiving much-needed health care services.

CCJ Sources of Funding for 2004: \$ 453,948



CENTER FOR CIVIL JUSTICE

Contact: Terri L. Stangl, Executive Director • (989) 755-3120

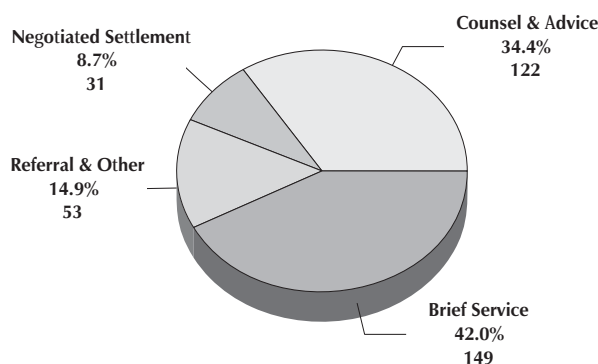
Community Outreach and Collaboration. In 2004, CCJ’s advocates provided information or training for non-profit entities and associations at over 42 events or meetings at the state and local level. As part of its new Healthcare Eligibility Law Project, CCJ provided training on Medicaid law affecting young mothers and their infants to over 40 human services and health care staff members in Genesee County. In addition, CCJ sponsors quarterly health care information forums in partnership with the local Red Cross. CCJ also worked with Cooley Law School’s 60+ Law Clinic and AARP to draft and publish 2000 “Temporary Authorization for Kinship Care” kits to provide information and help relatives who are caring for family members know their legal rights and responsibilities. These kits were distributed statewide and are available on the internet at www.michiganlegalaid.org. CCJ also worked with the Michigan Poverty Law Program (MPLP) to develop pro se materials to help parents who cannot be physically present at court proceedings involving their children to participate by telephone in accordance with a new court rule.

| Client Age | |
|------------|-----|
| 18 & Under | 1 |
| 19-59 | 335 |
| 60 & Over | 19 |
| Groups | 0 |
| Total | 355 |

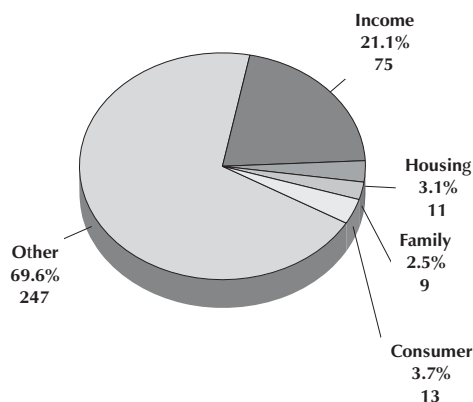
Pro Bono Support. CCJ refers clients to and works cooperatively with Legal Services of Eastern Michigan which operates a pro bono program in the region. CCJ has also continued to work with the Michigan Poverty Law Program to help train a group of law students at the University of Michigan Law School to undertake Food Stamp eligibility screening and referrals at local emergency food providers located in Washtenaw County. CCJ staff participate in the Saginaw County pro bono committee which produces clinics and legal educational materials. Because of the complex nature of CCJ’s work, CCJ also seeks volunteer lawyer assistance on a case by case basis from the Michigan Litigation Assistance Partnership Program or the University of Michigan Clinical Law Program.

| Client Ethnicity | |
|------------------|-----|
| White | 195 |
| Black | 113 |
| Hispanic | 27 |
| Native American | 2 |
| Asian | 0 |
| Other | 18 |
| Total | 355 |

CCJ Types of Service in 2004



CCJ Cases Closed in 2004: 355

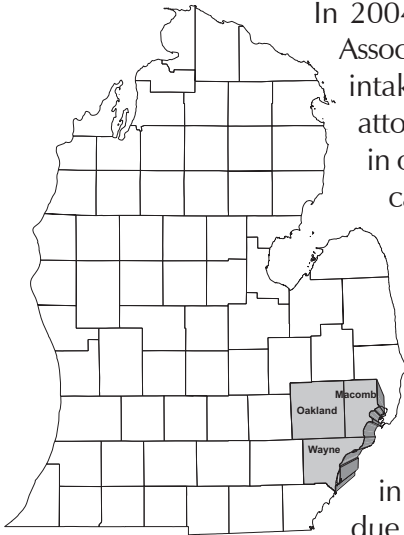


LEGAL AID AND DEFENDER ASSOCIATION

2004 LAD Office Locations: Detroit, Pontiac and Clinton Township

LAD Service Area: Wayne, Oakland and Macomb Counties

Service Population: 569,314 individuals living at or below 125% of the poverty level



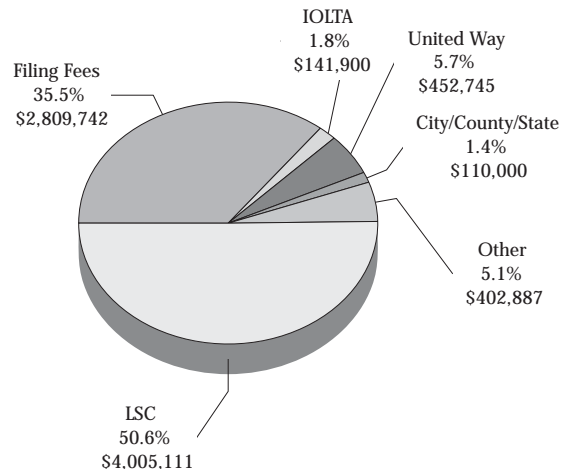
In 2004, Legal Aid and Defender Association (LAD) increased client intake hours and trained private attorneys in several areas of law in order to assist the many daily callers requesting legal help. LAD staff and volunteers also used power point presentations to educate and guide pro se clients through the court system. In addition, LAD developed a special hotline to quickly help clients in danger of losing their homes due to property tax foreclosure.

A mother of young children suffered constant mental and physical abuse from her husband who threatened to kill her if she told police. He threw her against a wall and beat her until her jaw and ear drum were broken. LAD obtained a divorce for the woman, including an order awarding her the family mobile home, preserving a safe and familiar home for herself and her small children.

Also, in 2004, Bankruptcy Court judges and the U.S. Trustee's Office asked LAD to assist clients and help stop a bankruptcy fraud scheme that was causing people to unfairly lose their homes. LAD worked closely with the U.S. Trustee on cases referred by the Bankruptcy court. Information from these cases later led to the indictments of those who perpetrated fraud on the courts and individuals. The homes of 50 families were saved and the scam was ended before any more victims could fall prey to it.

A single mother diagnosed with Legionnaire's Disease was unable to keep her job due to her illness. Her Social Security disability benefits had also been incorrectly stopped. Without income or the ability to work, she was unable to support her family and was facing eviction. LAD requested an expedited hearing on her disability benefits and negotiated an agreement with the landlord to stop the eviction pending her hearing. The disability benefits were restored so the woman could pay for rent and prevent homelessness for herself and her daughter.

LAD Sources of Funding for 2004: \$ 7,922,385



LEGAL AID AND DEFENDER ASSOCIATION

Contact: Joan Glanton Howard, Chief Counsel, Civil Law Group • (313) 964-4111 ext. 224

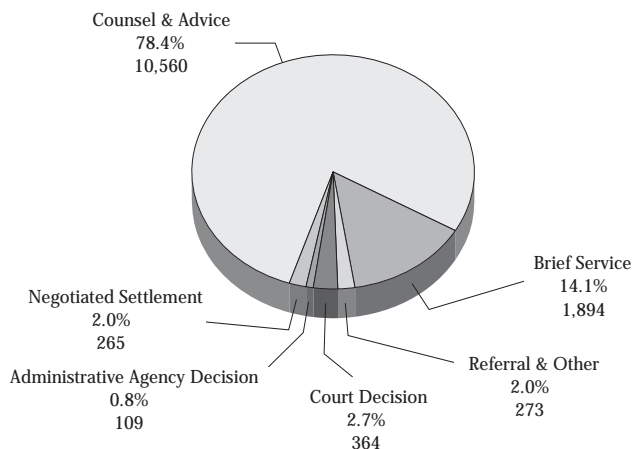
Community Outreach and Collaboration. In 2004, LAD conducted a workshop on Family Law (addressing the issues of abuse, neglect and divorce) for over 200 low-income parents and social service agency representatives as part of the Macomb County Agency CARE (Community Assessment Referral and Education) Program. Also in Macomb County, LAD staff participated in the first Macomb Hispanic Fair which allowed rural Hispanic residents to attend a one-stop community resource event including on-site intake by LAD. LAD also provided many community legal education forums throughout all of its three county service area and makes available numerous written materials in Arabic, English and Spanish.

| Client Age | |
|------------|--------|
| 18 & Under | 149 |
| 19-59 | 11,165 |
| 60 & Over | 2,151 |
| Groups | 0 |
| Total | 13,465 |

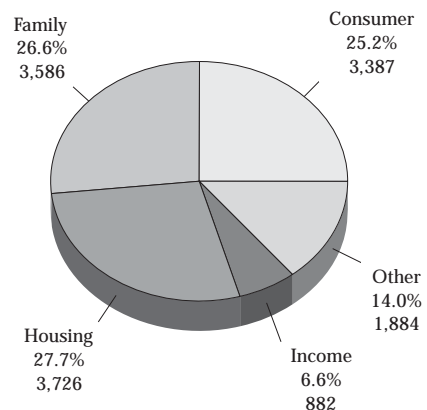
Pro Bono Support. Pro bono attorneys give LAD the capacity to serve more clients. In 2004, LAD continued its efforts to coordinate pro bono efforts with various other agencies within the region to provide efficient service to clients. LAD has worked with the Oakland County Bar Association, the Woman’s Survival Center and the HELP Task Force to develop a coordinated pro bono effort including shared pro bono lists and jointly prepared recruitment literature to increase volunteer attorney participation. Similarly, in Macomb County, LAD worked with the Macomb County Bar Association, its Pro Bono Committee, and other legal services providers to coordinate county-wide pro bono efforts. The LAD Private Attorney Involvement Program in Detroit continues to refer cases to the Detroit Metropolitan Bar Associations’ Legal Service Clinic. LAD also continues to support the Free Legal Aid Clinic at Wayne State University where law students provide supervised pro bono assistance in family matters.

| Client Ethnicity | |
|------------------|--------|
| White | 3,676 |
| Black | 9,316 |
| Hispanic | 312 |
| Native American | 21 |
| Asian | 34 |
| Other | 106 |
| Total | 13,465 |

LAD Types of Service in 2004



LAD Cases Closed in 2004: 13,465



LEGAL AID OF WESTERN MICHIGAN

2004 LAWM Office Locations: Big Rapids, Grand Rapids, Holland, Kalamazoo, Muskegon, Niles, and St. Joseph

LAWM Service Area: Allegan, Berrien, Cass, Ionia, Kalamazoo, Kent, Lake, Mason, Mecosta, Montcalm, Muskegon, Newaygo, Oceana, Osceola, Ottawa, St. Joseph, and Van Buren Counties

Service Population: 261,773 individuals living at or below 125% of the poverty level



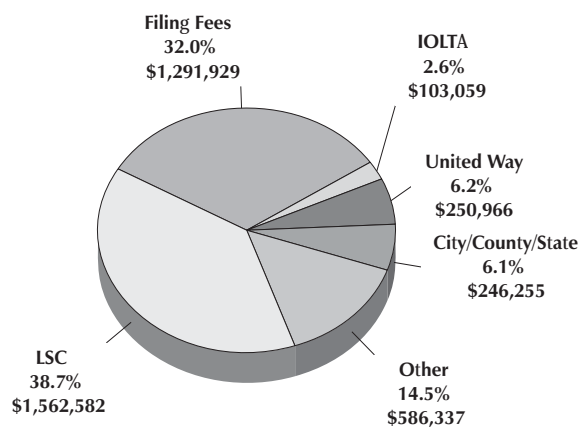
Legal Aid of Western Michigan (LAWM) helped families avoid homelessness in many of the 1869 housing cases closed in 2004. LAWM also provided much-needed security to families in 728 family law cases involving spouse abuse, child abuse, or the defense of a custody matter. LAWM assisted with approximately 200 hearings before the Social Security Administration for disabled persons, often helping these clients receive or maintain critical health care and provide stable income maintenance.

In 2004, LAWM partnered with the Counsel & Advocacy Law Line (CALL) and increased client access to attorneys with more advice and counsel and extended legal services available to Western Michigan low-income residents. Also in 2004, a LAWM attorney received a State Bar Champion of Justice Award for outstanding efforts to provide legal services to the poor.

A husband repeatedly abused his wife, on one occasion twisting her arm so violently that the three spiral breaks required surgery. He constantly followed her and kept threatening to take their child to his native country. The husband was convicted for the domestic assaults. LAWM not only obtained a divorce for the woman, but also an order allowing police to retrieve the child's passport from the father and preventing him from obtaining a replacement so he could not illegally take the child out of the country. Now the mother and child are safe from harm and no longer need to fear that the child will be taken from the home and the parent that he has known his entire life.

Low-income senior tenants in subsidized housing were sent notices that they must provide the name of in-home health care services. Management then used this information to interview home health care providers to identify and evict any senior deemed incapable of independent living. LAWM helped file a complaint with the Department of Housing and Urban Development about this illegal lease provision. As a result a new lease was created that now allows residents to live without fear of eviction if help is needed to maintain their independence.

LAWM Sources of Funding for 2004: \$ 4,041,128



LEGAL AID OF WESTERN MICHIGAN

Contact: Michael C. Chielens, Executive Director • (616) 774-0672

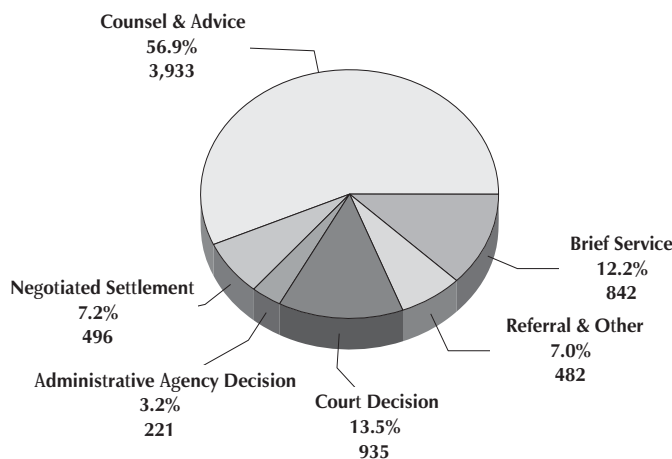
Community Outreach and Collaboration. In 2004, LAWM continued to use many outreach avenues to contact clients in Western Michigan. These included meeting clients at courthouses, and domestic violence and homeless shelters, community action agencies or senior centers and continues to expand opportunities to provide clients with access to legal services. Also in 2004, LAWM worked with a community group in Grand Rapids that rehabilitates homes in deteriorating neighborhoods and helps low-income families purchase these homes after contributing “sweat equity” and attending educational sessions at which LAWM attorneys provide legal education on consumer and debt issues better preparing families for home ownership. LAWM staff also continued to assist staff of the Kent County Legal Assistance Center which provides pro se help and legal information to the community.

| Client Age | |
|------------|-------|
| 18 & Under | 115 |
| 19-59 | 6,128 |
| 60 & Over | 666 |
| Groups | 0 |
| Total | 6,909 |

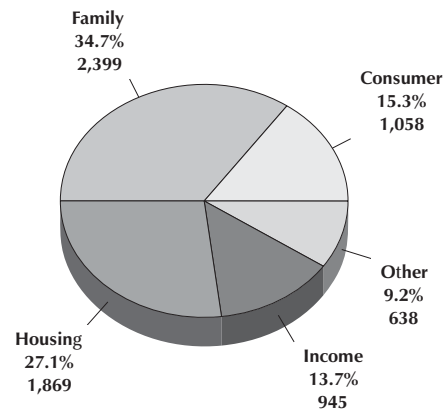
Pro Bono Support. In 2004, the pro bono program at LAWM raised over \$200,000 in donations, most of which was contributed through the Access to Justice Fund. Also, pro bono attorneys volunteered their time to close 210 individual cases. Seventy-eight percent of closed pro bono cases were resolved after litigation in court or before an administrative agency. LAWM also continues to support the Kalamazoo County Bar Association pro bono clinics which occur several times a month. Pro bono attorneys give advice and counsel and conduct evening intake for LAWM at various Kalamazoo community centers. In recognition of the generous donations of time and financial resources to help low-income people in West Michigan, in 2004, LAWM held pro bono events in Grand Rapids and Kalamazoo honoring the top pro bono lawyers in each community.

| Client Ethnicity | |
|------------------|-------|
| White | 4,466 |
| Black | 1,779 |
| Hispanic | 353 |
| Native American | 116 |
| Asian | 37 |
| Other | 158 |
| Total | 6,909 |

LAWM Types of Service in 2004



LAWM Cases Closed in 2004: 6,909

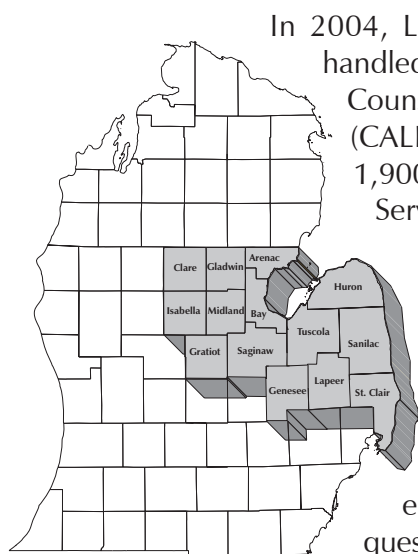


LAKESHORE LEGAL AID

2004 LLA Office Locations: Caro, Clinton Township, Port Huron and Southfield

LLA Service Area: Arenac, Bay, Clare, Genesee, Gladwin, Gratiot, Huron, Isabella, Lapeer, Macomb, Midland, Saginaw, St. Clair, Sanilac and Tuscola Counties; also senior services in Oakland County

Service Population: 213,110 individuals living at or below 125% of the poverty level



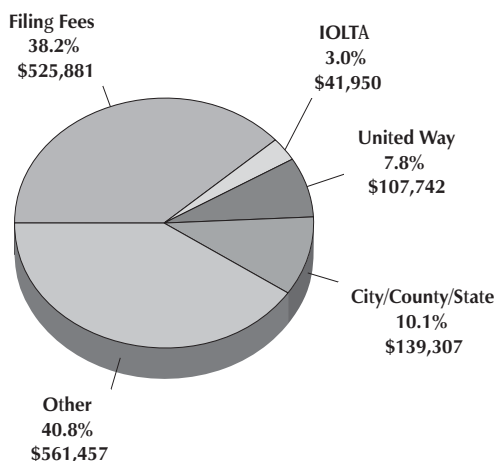
In 2004, Lakeshore Legal Aid (LLA) handled 5,332 client cases with its Counsel and Advocacy Law Line (CALL), assisting approximately 1,900 additional clients for Legal Services of Northern Michigan, Legal Aid of Western Michigan and Legal Services of South Central Michigan. LLA continues to provide telephone hotline intake and brief services through the CALL hotline. Experienced CALL attorneys answer

An elderly widow's home of 40 years fell into disrepair after the death of her husband. Losing her husband also caused her income to decrease substantially so she was unable to pay for needed repairs. LLA helped her obtain a HUD loan that would suspend payments until the home was sold. This made it possible for the senior to remain in her long-time home, which was now habitable with repaired roofing and plumbing.

questions, provide advice or negotiate a solution to a client's problem, resolving more than 60 percent of client calls for help over the phone. LLA also offers self-help materials for clients able to proceed on their own with CALL attorneys remaining available to help overcome stumbling blocks encountered in the court system. Attorneys in LLA's local field offices also provided extended legal assistance to 562 clients. In 2004, nearly 2,400 people were provided with information on their legal rights and responsibilities through face to face community presentations and materials. In rural areas, LLA continues to work with local shelters, judges, prosecutors, and law enforcement in Coordinated Community Councils to support the use of First Response Teams and established protocols to help all agencies effectively respond to domestic violence cases.

An elderly man living alone was convinced by a well drilling company that his well would go dry and a new well was needed or he would not be able to sell his home as planned. When the drilling company did not hit water, the senior did not make payments and the company put a lien on his home. LLA successfully litigated to remove the lien so the senior could sell his home.

LLA Sources of Funding for 2004: \$ 1,376,337



LAKESHORE LEGAL AID

Contact: William R. Knight, Jr., Executive Director • (586) 469-5903

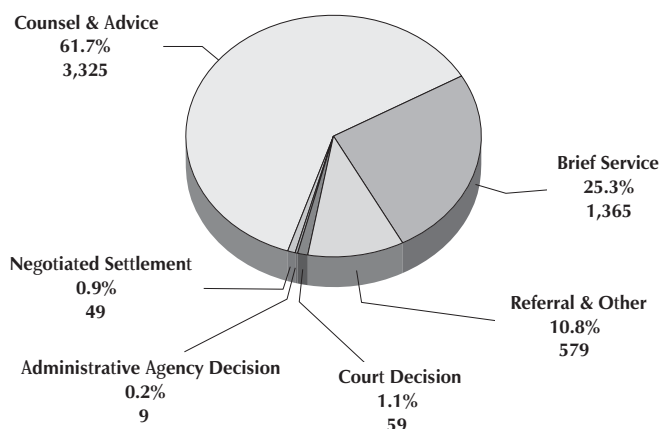
Community Outreach and Collaboration. LLA staff continue to serve on community boards such as emergency shelter coalitions, domestic violence councils, area food programs, community action groups, and coalitions serving seniors. CALL also developed an electronic referral manual with information on hundreds of agencies allowing for accurate referrals to assist callers. In 2004, LLA helped to convene local landlords to talk with program advocates and local shelter representatives about domestic violence dynamics and the difficulty that victims have escaping their situation when they cannot find a place to live. Lack of access to funds for a security deposit is often a barrier which prevents a survivor's independence. From LLA's efforts to convene and educate landlords, at least one landlord agreed to assist women leaving the shelter to rent his units without a security deposit. Other landlords agreed to work with the shelters to help place survivors into low income housing units, allowing many women and children the opportunity to escape violent situations and secure a safe environment.

| Client Age | |
|------------|-------|
| 18 & Under | 44 |
| 19-59 | 2,859 |
| 60 & Over | 2,483 |
| Groups | 0 |
| Total | 5,386 |

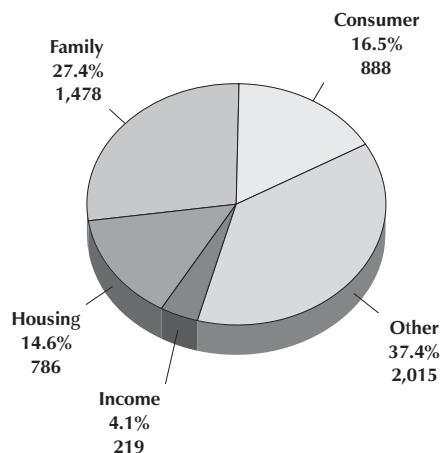
Pro Bono Support. Lakeshore focuses its pro bono efforts mainly in the area of domestic violence and senior work, partnering with domestic violence shelters and senior service agencies to recruit specialized pro bono panels. LLA also worked closely with the Saginaw Bar Association where members of the Senior Bar Association offer advice, counsel and brief services to senior clients pro bono at outreach sites in Saginaw County. LLA's general pro bono panels use a variety of methods to assist low-income clients; taking individual cases or assisting at outreach events, self-help clinics, or trainings. LLA uses a mentoring approach to pro bono work by matching less experienced pro bono lawyers with others who have more expertise.

| Client Ethnicity | |
|------------------|-------|
| White | 4,706 |
| Black | 387 |
| Hispanic | 116 |
| Native American | 37 |
| Asian | 21 |
| Other | 119 |
| Total | 5,386 |

LLA Types of Service in 2004



LLA Cases Closed in 2004: 5,386

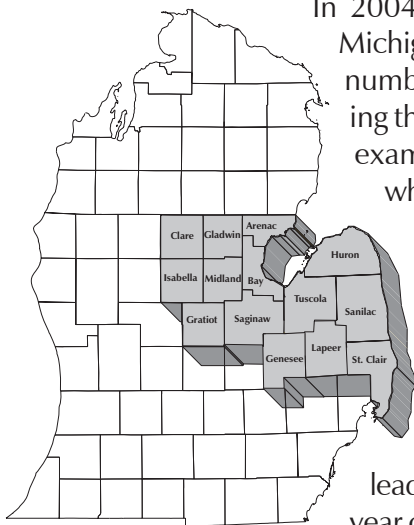


LEGAL SERVICES OF EASTERN MICHIGAN

2004 LSEM Office Locations: Flint, Midland, Port Huron and Saginaw

LSEM Service Area: Arenac, Bay, Clare, Genesee, Gladwin, Gratiot, Huron, Isabella, Lapeer, Midland, Saginaw, Sanilac, St. Clair and Tuscola Counties; also, senior services in Shiawassee County

Service Population: 213,110 individuals living at or below 125% of the poverty level



In 2004, Legal Services of Eastern Michigan (LSEM) was involved in a number of new programs impacting the poverty community. One example is the GAIN\$ project, which creates Individual Development Accounts that uses matching money so the poor can build savings for first time home purchases, car purchases or post-secondary education. The project

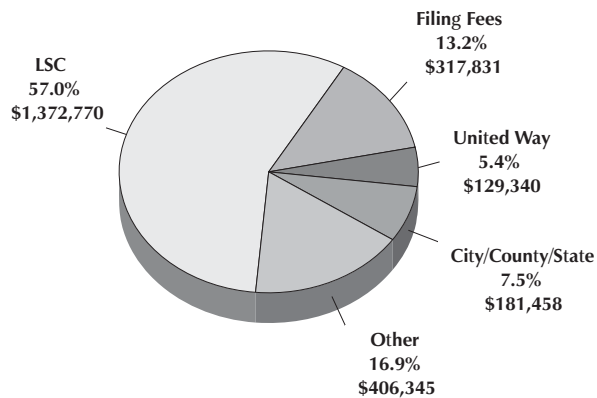
A deaf woman suffered ongoing abuse from her husband. LSEM obtained an interpreter to assist her in using LSEM's pro se divorce kit. With the information provided and a completed set of paperwork, the woman was able to file for and successfully secure a divorce. She is not only safer but better empowered to understand and use the court system.

included direct service agencies, funders and banks, with LSEM providing leadership to assist clients and the community. LSEM is also completing its third year of working with the Genesee County Treasurer's Office assisting clients who are behind in their property tax to keep their homes. Modifications were made to

fit rural needs for a similar program now in use in Sanilac County. In 2004, LSEM also began a health law project for individuals who need medical coverage and a tax program helping low-income families navigate tax controversies with the IRS. LSEM also developed materials and services for a new hospice program being implemented through the Genesee County Bar to provide assistance with wills and estates to those who are terminally ill. This project is being piloted in Genesee County for replication in LSEM's other service areas.

A mentally disabled woman disputed a debt to her landlord. LSEM discovered that she should have been given credit in her rent from a public housing voucher. The low-income housing complex had incorrectly omitted informing the Court about the credit when the Court ordered the debt against the woman. LSEM explained this to the landlord's attorney, and the debt against the woman was dropped and her rent recalculated. The corrected rent figures allowed her to maintain her apartment and prevented her from becoming homeless.

LSEM Sources of Funding for 2004: \$ 2,407,744



LEGAL SERVICES OF EASTERN MICHIGAN

Contact: Edward J. Hoort, Executive Director • (800) 322-4512

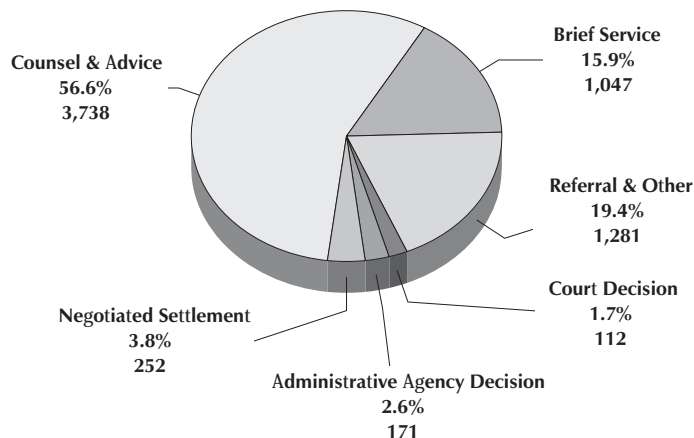
Community Outreach and Collaboration. LSEM is very active in the community, including homeless consortiums across the service area, housing cooperatives, race relations groups, and many other projects which assist low-income clients. LSEM staff serve on the Board of the Michigan Nonprofit Association, the Governor’s Land Use Commission, and the Lead Paint Task Force, as well as boards of local nonprofit agencies serving a like population. LSEM also operates the Fair Housing Center of Eastern Michigan serving Genesee, Saginaw, Bay, and Midland Counties and conducts training to educate people about both state and federal fair housing laws. LSEM is involved in Elder Abuse Task Forces in three counties which has led to the development of a Department of Justice funded Elder Abuse Protocol Manual for local agencies and an Elder Exploitation Training Manual.

| Client Age | |
|------------|-------|
| 18 & Under | 152 |
| 19-59 | 6,065 |
| 60 & Over | 382 |
| Groups | 2 |
| Total | 6,601 |

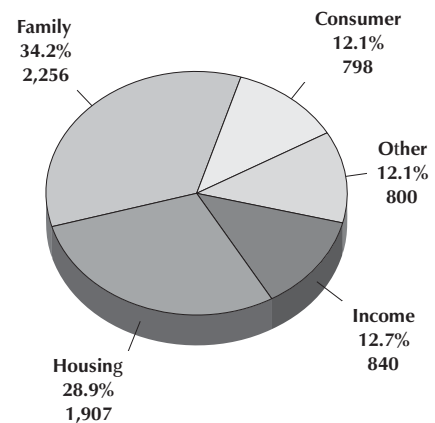
Pro Bono Support. LSEM’s pro bono program recruits and trains volunteer lawyers for individual cases, pro se clinics, and preparation and trainings of community legal education materials. LSEM volunteer attorneys have also developed a variety of pro se kits such as small claims matters and requests for a personnel file. LSEM organized the Saginaw County Senior Circuit Bar, a group of retired attorneys, and supports them in providing pro bono legal assistance at senior centers. LSEM will also be involving volunteers in its expanded Teens and the Law Program funded by an Access to Justice grant from the Michigan State Bar Foundation which will develop new educational materials on legal issues pertaining to teens and young adults.

| Client Ethnicity | |
|------------------|-------|
| White | 3,612 |
| Black | 2,196 |
| Hispanic | 240 |
| Native American | 20 |
| Asian | 5 |
| Other | 528 |
| Total | 6,601 |

LSEM Types of Service in 2004



LSEM Cases Closed in 2004: 6,601

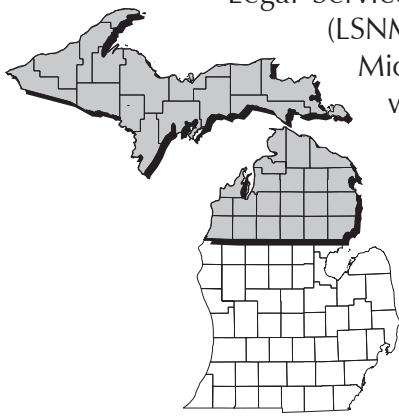


LEGAL SERVICES OF NORTHERN MICHIGAN

2004 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



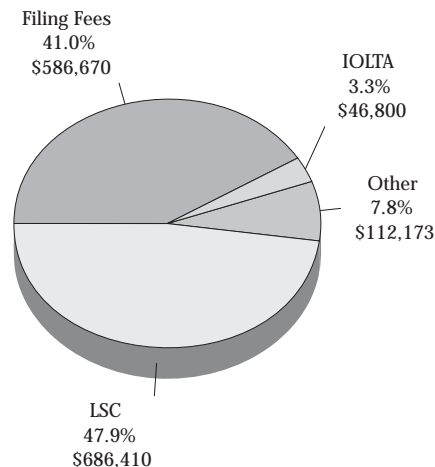
Legal Services of Northern Michigan's (LSNM) service area covers 36 of Michigan's 83 counties. To help with serving a large geographic area, LSNM attorneys regularly travel to outlying areas to meet with clients and began planning for the delivery of advice using the services of pro bono attorneys via Internet technology. One effective response to this challenge in recent years is the

collaborative partnership forged with the Counsel and Advocacy Law Line (CALL). CALL increases access to legal services by providing advice and brief services over the phone and returning priority cases to LSNM for direct representation or extended services. With this partnership LSNM has increased the amount of counsel and advice given to the widely dispersed client population and maintained active extended services in all of LSNM's service area.

A disabled man made an agreement with his landlord that he would incur no financial liability by moving out of his apartment. The court's consent judgment that reflected this agreement was used by another housing complex to improperly deny the man's rental application. LSNM successfully challenged the denial so that the earlier agreement could not be held against the man, and the housing complex accepted the client as a new tenant.

A senior came to LSNM after purchasing a mobile home and discovering that the mobile home had many defects that the manufacturer would not repair. LSNM helped the client file a complaint to have the defects repaired and/or end the contract to purchase the home. The case was settled with the defects being repaired by the manufacturer and the client receiving other modest compensation to allow him to make additional needed repairs and keep his home. LSNM's interaction with the manufacturer also helped stop others from falling prey to the same situation.

LSNM Sources of Funding for 2004: \$ 1,432,053



LEGAL SERVICES OF NORTHERN MICHIGAN

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

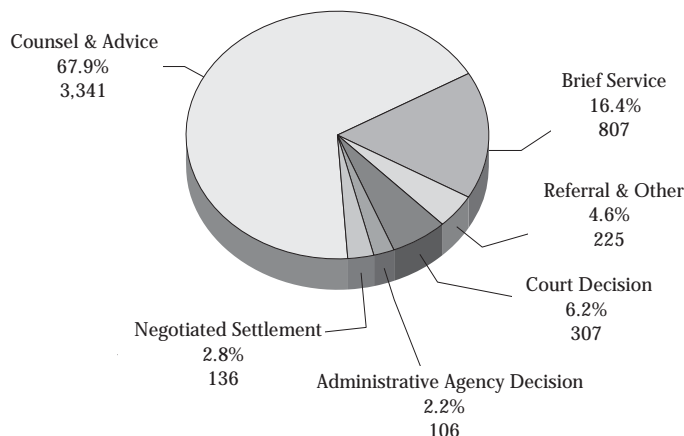
Community Outreach and Collaboration. In 2004, LSNM was able to increase community education and outreach opportunities reaching large segments of several communities. Collaboration and involvement with local domestic violence task forces has been one of LSNM’s most successful efforts in outreach. LSNM attorneys have acted as founders, leaders, and participants in these groups which have altered the way northern communities respond to domestic violence. In 2004, 12 of the 13 shelters in the LSNM service area across Northern Michigan participated in the second Northern Michigan Domestic Violence Conference where agencies come together to discuss reoccurring domestic violence issues, seek regional solutions, and share best practices. LSNM organized and led the conference with financial assistance from the Michigan State Bar Foundation. LSNM also provided training for CALL staff on various substantive issues including Social Security law, made presentations at Senior Expo event seminars on consumer fraud, and provided legal education at school presentations and senior center visits. In 2004, LSNM worked closely with the State Bar’s Access to Justice Campaign toward establishing an endowment for the future of LSNM so it can continue to deliver legal services to low-income clients.

Pro Bono Support. LSNM refers clients to pro bono panels in the Grand Traverse, Leelanau, Antrim, Wexford and Missaukee counties. LSNM also works with the Third Level Crisis Intervention Center pro bono clinic and referral program in Traverse City in which clients are assisted with divorce forms and how to file and complete a non-contested divorce. LSNM also participated in the statewide domestic violence pro bono project resulting in adding several more pro bono attorneys for these cases. The pro bono clinic and referral program used the volunteer services of over 110 local attorneys in 2004 and assisted approximately 284 people.

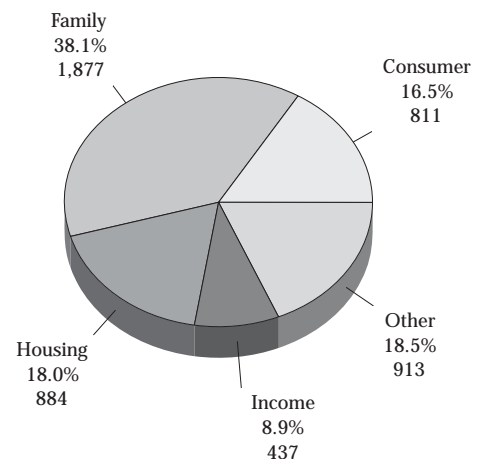
| Client Age | |
|------------|-------|
| 18 & Under | 71 |
| 19-59 | 4,168 |
| 60 & Over | 683 |
| Groups | 0 |
| Total | 4,922 |

| Client Ethnicity | |
|------------------|-------|
| White | 4,632 |
| Black | 44 |
| Hispanic | 42 |
| Native American | 193 |
| Asian | 11 |
| Other | 0 |
| Total | 4,922 |

LSNM Types of Service in 2004



LSNM Cases Closed in 2004: 4,922

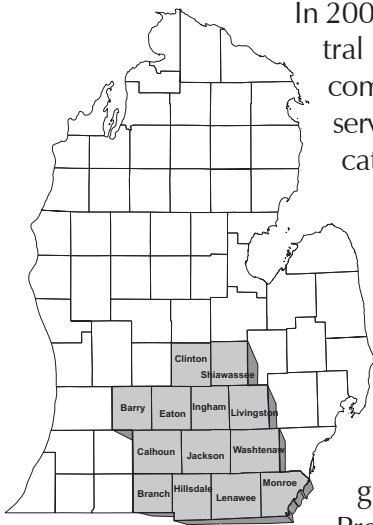


LEGAL SERVICES OF SOUTH CENTRAL MICHIGAN

2004 LSSCM Office Locations: Ann Arbor, Bangor, Battle Creek, Jackson
Lansing and Monroe

LSSCM Service Area: Barry, Branch, Calhoun, Clinton, Eaton, Hillsdale, Ingham, Jackson, Lenawee, Livingston, Monroe, Shiawassee, and Washtenaw Counties
Farmworker Legal Services—Statewide
Michigan Poverty Law Program—Statewide

Service Population: 195,329 individuals living at or below 125% of the poverty level



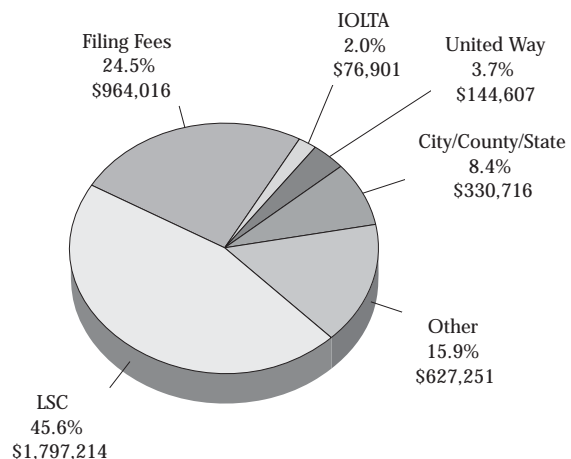
In 2004, Legal Services of South Central Michigan (LSSCM) expanded community outreach in many of its service areas. The Community Education and Outreach Program in Battle Creek supported by a Kellogg Foundation grant enabled staff to work with other human service agencies to educate low-income tenants on housing rights and responsibilities as well as safe housing and public benefits eligibility. The Tenant Counseling

A distraught mother came to LSSCM upon discovering that her daughter and paternal grandmother had spent the night on a park bench after the father had threatened to kill them. An LSSCM attorney filed for an emergency hearing and the mother was awarded full custody with very limited supervised visitation for the father. Now the mother and the daughter can live in a home without the threat of violence.

Program, supported by the City of Ann Arbor and Washtenaw County, expanded a website for Michigan tenants, including a web-based intake system. Washtenaw County was also the site of the new Legal Resource Center, bringing together the resources of LSSCM, Eastern Michigan University, the Washtenaw County Bar Association, and the Washtenaw County Courts to provide legal information, forms and simple instruction for many pro se litigants. The new Legal Resource Center currently serves approximately 200 people a month.

LSSCM attorneys provided presentations as part of landlord/tenant education at local homeless shelters in collaboration with Salvation Army Housing Information Sessions. The presentations discussed how to be a good tenant, each party's rights and responsibilities, and how to properly withhold rent when conditions warrant such action. This community outreach helps prevent repeated homelessness occurrences through its educational efforts.

LSSCM Sources of Funding for 2004: \$ 3,940,705



LEGAL SERVICES OF SOUTH CENTRAL MICHIGAN

Contact: Robert F. Gillett, Director • (734) 665-6181

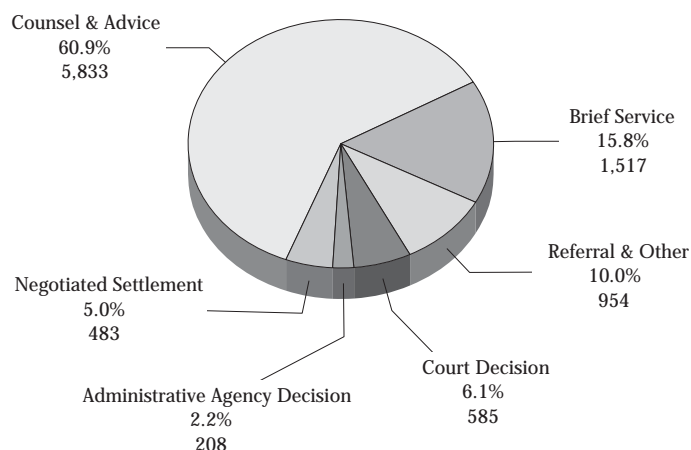
Community Outreach and Collaboration. LSSCM continues to work closely with community partners including local courts, the private bar, housing providers, homeless shelters, domestic violence shelters, local government, and human services agencies to ensure that low-income people get the assistance they need. In 2004, LSSCM provided over 200 community legal education presentations, attended by over 4,400 persons with many presentations given on behalf of seniors. LSSCM also does extensive outreach and community education at community agencies and migrant labor camps throughout the state. This outreach is essential to reach these vulnerable populations. In 2004, LSSCM actively worked on statewide initiatives, involving such issues as domestic violence advocacy and coordinating immigration services across the state. LSSCM staff authored materials and articles on issues such as serving farmworkers, landlord tenant law and domestic violence law.

| Client Age | |
|------------|-------|
| 18 & Under | 54 |
| 19-59 | 7,806 |
| 60 & Over | 1,705 |
| Groups | 15 |
| Total | 9,580 |

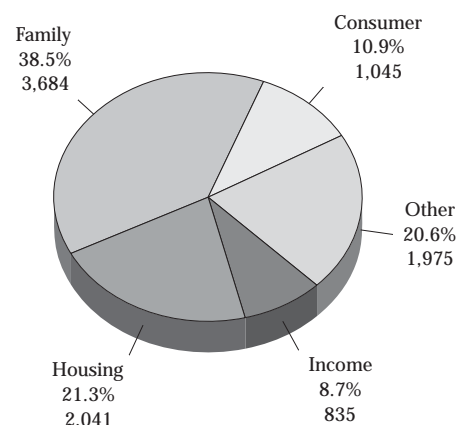
Pro Bono Support. The value of pro bono services donated in 2004 to low-income clients in south central Michigan is estimated at \$3.3 million dollars. LSSCM supports a very diverse pro bono program which includes volunteer law students, attorneys, and pro bono court reporters. LSSCM's pro bono program also includes: part-time pro bono staffing at the Ingham County Access to Justice Center; local pro bono court reporting services; and active general attorney panels managed by each of LSSCM's five field offices. LSSCM's pro bono program also includes the Friends of Legal Aid donation program and the Lansing based ATJ Committee. Both groups coordinate with the State Bar Access to Justice Campaign to increase funding and bring financial stability to legal services locally and throughout the state.

| Client Ethnicity | |
|------------------|-------|
| White | 6,264 |
| Black | 1,836 |
| Hispanic | 1,165 |
| Native American | 77 |
| Asian | 54 |
| Other | 184 |
| Total | 9,580 |

LSSCM Types of Service in 2004



LSSCM Cases Closed in 2004: 9,580



WOMEN'S SURVIVAL CENTER

2004 WSC Office Locations: Bloomfield Hills and Pontiac

WSC Service Area: Oakland

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



Women's Survival Center (WSC) provides direct family law representation to Oakland County women and families who are survivors of domestic violence, are threatened with denial of access to their children, or have special needs. WSC's services include free legal clinics, assistance obtaining Personal Protection Orders and follow-up services, in addition to information and referral, counseling services, and child care.

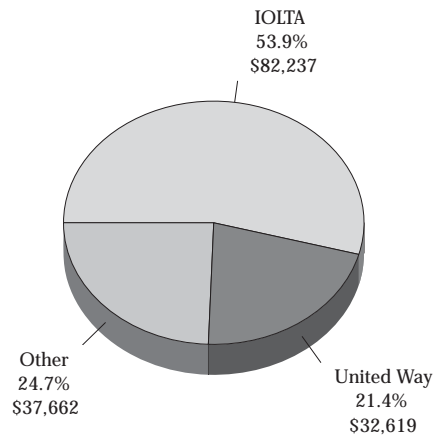
WSC partners with area shelters, HAVEN and Common Ground Sanctuary, and with the Oakland

County Bar Association and Legal Aid and Defender (LAD) to coordinate legal clinics, direct legal services, and pro bono representation. WSC is also active through the local HELP Program (Help End Legal Problems) coalition of local agencies which includes a HELPLINE phone system, a local office in the courts, regular outreach to domestic violence shelters, and community education and training on domestic violence issues.

A divorced father obtained custody of his children during their holiday visit with him by falsely telling the court the mother had abandoned them. The mother spent weeks unsuccessfully trying to see the children and correct the situation by contacting the police and filing complaints with the Friend of the Court. Her efforts had not worked because she did not know how to properly navigate the legal system. WSC immediately filed an emergency motion for custody and parenting time. Within 4 days, the mother regained custody of her two young children who are now back with the parent they have lived with their entire lives.

A mother contacted WSC seeking protection from her abusive husband. The husband often threatened to kill the mother or take away their infant child. After a beating that left the client unconscious, WSC assisted the mother in obtaining a Personal Protection Order and successfully defend it in court against the husband's objections. WSC later also helped the mother obtain a divorce. The mother was finally able to live with her child without fear and has begun steps to support herself and her child by returning to school.

WSC Sources of Funding for 2004: \$ 152,518



WOMEN'S SURVIVAL CENTER

Contact: Cassandra Scott, Executive Director • (248) 335-2685

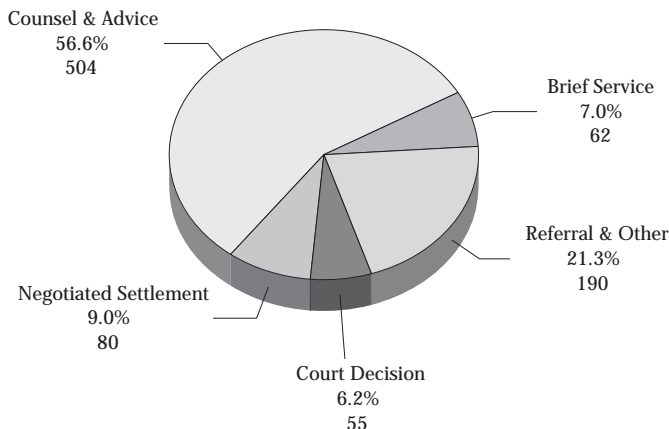
Community Outreach and Collaboration. A major part of WSC's outreach to the community is working with other domestic violence shelters in the area and legal organizations such as Legal Aid and Defender and the Oakland County Bar Association to ensure that the family law needs of Oakland County residents are being met. Holding legal clinics monthly at HAVEN, an Oakland County domestic violence shelter, eliminates many barriers such as lack of transportation and child care for shelter clients who need legal assistance. The ability to meet with an experienced attorney in a safe environment helps domestic violence survivors assess their options or begin legal action to keep themselves and their children safe. At the legal clinics conducted by WSC, volunteer counselors, social workers, or counseling interns are available to assist clients in addition to the pro se, direct legal representation or pro bono help that is offered.

| Client Age | |
|------------|-----|
| 18 & Under | 6 |
| 19-59 | 869 |
| 60 & Over | 16 |
| Groups | 0 |
| Total | 891 |

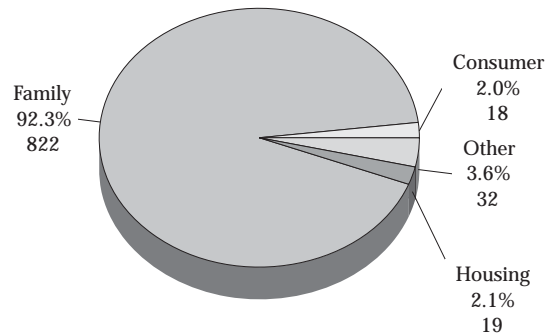
Pro Bono Support. In 2004, WSC worked with LAD and the Oakland County Bar Association to create a joint attorney recruitment campaign and brochures describing the division of legal services in Oakland County. The joint campaign was successful in recruiting local pro bono attorneys willing to help those in need of family law assistance. WSC and Common Ground Sanctuary also worked together to offer training to pro bono attorneys interested in serving family law clients but needing more substantive skills to do so. The training offered detailed information about divorce practice in Oakland County and encouraged the attorneys to offer pro bono assistance by taking direct representation cases, working on the Helpline or in WSC legal clinics.

| Client Ethnicity | |
|------------------|-----|
| White | 619 |
| Black | 201 |
| Hispanic | 38 |
| Native American | 5 |
| Asian | 9 |
| Other | 19 |
| Total | 891 |

WSC Types of Service in 2004



WSC Cases Closed in 2004: 891

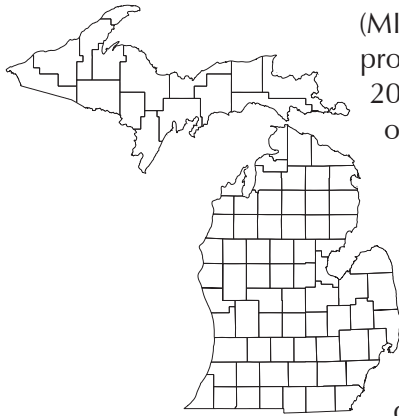


MICHIGAN INDIAN LEGAL SERVICES

2004 MILS Office Locations: Traverse City and Lansing

MILS Service Area: Statewide

Service Population: 25-50,000 individuals living at or below 125% of the poverty level



Michigan Indian Legal Services (MILS) is engaged in work which produces long term benefits. In 2004, MILS continued to focus on helping Native American tribes gain federal recognition. For a tribe, federal recognition provides access to resources enabling them to increase the percentage of tribal members with full employment, lessen dependence on welfare and increase tax revenues and economic activity for the state.

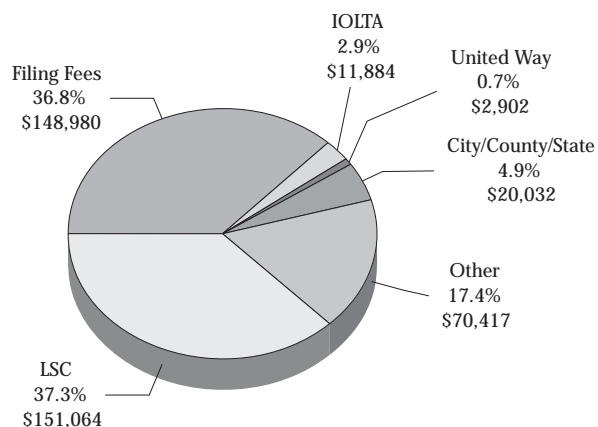
MILS continued to expand its outreach to reservation communities in 2004 to better serve clients and provide direct access to an attorney. During outreach events, clients can be helped on the spot with advice and counsel or receive additional follow-up services.

MILS has partnered with tribes to use their telephone line or Internet connection which has allowed MILS to bring legal research, legal forms, conflict checks and other services to assist clients outside of the main office. This cooperative arrangement has been instrumental in increasing MILS' efficiency and capacity to provide statewide services and immediately help clients in the field.

MILS represents an historic Indian tribe and has been working on the tribe's petition for federal recognition since 2000. During this time, MILS has functioned as the tribe's general counsel in all matters in order to help the tribe navigate the federal recognition process which can often be a lengthy and complex endeavor. MILS attorneys are involved in tribal council meetings, meetings with tribal and federal officials, and do other work toward federal recognition which will help to bring health benefits, economic opportunities, and tribal preservation to the people of the tribe.

Relatives approached MILS wishing to adopt their Indian grand nieces. The clients could not find any other legal assistance that would help them keep the children in the Indian community. MILS filed the adoption petition and represented the clients at the hearing. The children were able to be adopted by their relatives allowing them to maintain important family ties. MILS also assisted after the adoption to make sure the clients obtained the proper birth certificates and other documentation maintaining their tribal heritage.

MILS Sources of Funding for 2004: \$ 405,279



MICHIGAN INDIAN LEGAL SERVICES

Contact: James A. Keedy, Executive Director • (231) 947-0122

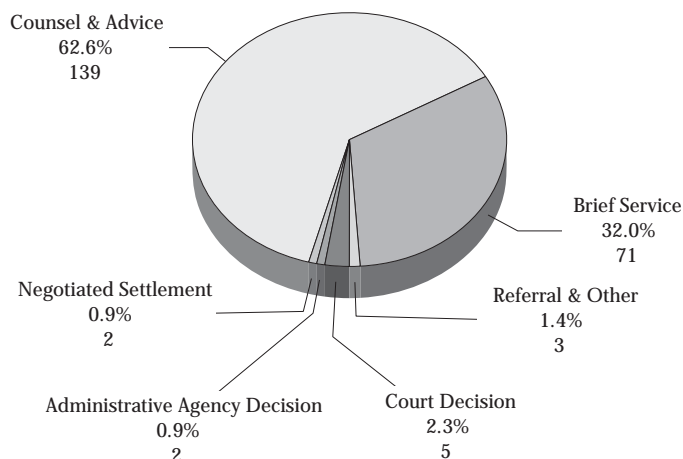
Community Outreach and Collaboration. MILS continues to work in partnership with other agencies in the Michigan Tribal/State Partnership. The Tribal/State Partnership seeks to improve compliance with the Indian Child Welfare Act (ICWA) and promote better care for Indian children. Agencies and workers who work with the Indian Child Welfare Act often call upon MILS to provide expertise on the subject. MILS and the Family Independence Agency (Department of Human Services) continue to work together to train tribal and state social workers and a small number of attorneys on the Indian Child Welfare Act and its purpose to keep Native American families together. In 2004, MILS participated in the homecoming of Three Fires Pow Wow in Grand Rapids, which was attended by thousands of people. A MILS attorney staffed a display table for two days answering legal questions and giving out information.

| Client Age | |
|------------|-----|
| 18 & Under | 3 |
| 19-59 | 202 |
| 60 & Over | 15 |
| Groups | 2 |
| Total | 222 |

Pro Bono Support. MILS involves the private bar whenever possible on a case by case basis but because of the specialized nature of MILS' work, it is difficult to engage general pro bono attorneys to assist MILS clients directly. Typically, MILS encourages other Indian law practitioners to assist clients in need of pro bono services. MILS also involves the private bar by seeking advice and counsel from the Michigan Litigation Assistance Partnership Program (MI-LAPP) and pro bono programs of the American Bar Association. Two MILS attorneys provide pro bono services at a weekly clinic at the Third Level Crisis Center in Traverse City.

| Client Ethnicity | |
|------------------|-----|
| White | 13 |
| Black | 3 |
| Hispanic | 0 |
| Native American | 202 |
| Asian | 0 |
| Other | 4 |
| Total | 222 |

MILS Types of Service in 2004



MILS Cases Closed in 2004: 222

