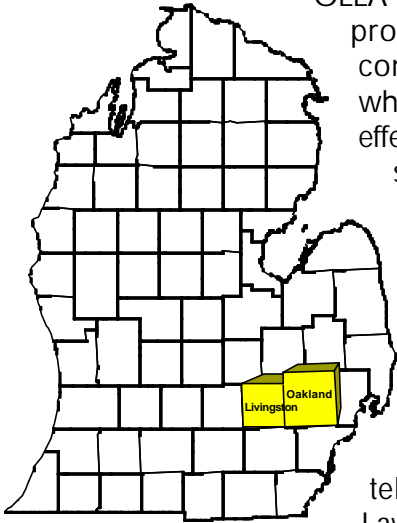


OAKLAND LIVINGSTON LEGAL AID

OLLA Office Locations: Pontiac, Oak Park, Howell

OLLA Service Area: We serve Oakland and Livingston counties.

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



OLLA served 3,132 clients in 1998.

OLLA also implemented major program, procedural, and computer system updates, which will permit more effective, efficient, and extensive service to more clients.

Comprehensive, in-depth planning sessions prompted the development and revision of office manuals and program guidelines. OLLA spent much of 1998 preparing for a new telephone hotline called the Law Line. In the fall, OLLA

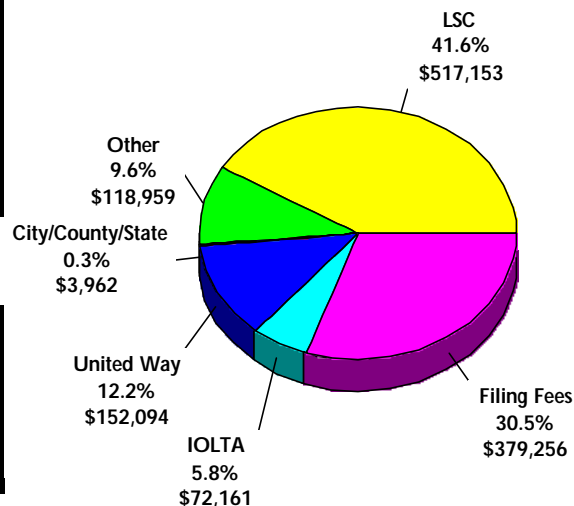
hired a hotline supervisor,

employed attorneys to staff the hotline, and trained all personnel for the fundamental changes the hotline represented. OLLA updated and expanded a substantive manual originally prepared for Lakeshore Legal Aid's hotline and wrote a practice and procedures manual. The Law Line, which allows clients to receive advice and brief services by telephone from a lawyer, opened in January 1999.

Seniors in a housing complex were being billed \$3,000 each as a pro rata share of a water bill that accumulated when the township had not properly maintained the meter and a leak had gone undetected. An OLLA attorney determined that Public Service Commission rules require a utility to bear these costs if the problem could have been detected by proper maintenance. The lawyer helped one of the seniors prepare a presentation to the township board, and he was able to get the township board to cancel the assessment for the whole complex, about 50 families.

A mother obtained a personal protection order (PPO) against an abusive husband. In retaliation, he hid their three-year-old child from her. Even though the child was missing, an OLLA attorney obtained a judgment of divorce awarding the mother custody. When the child's location was learned, OLLA convinced the local sheriff to retrieve the child. When the husband responded by leaving threatening phone messages, OLLA showed he violated the PPO, and the husband was arrested and jailed, allowing the mother and child to live in safety.

OLLA Sources of Funding for 1998: \$ 1,243,585



OAKLAND LIVINGSTON LEGAL AID

Contact: Paula M. Zimmer, Executive Director ! 248-456-8861

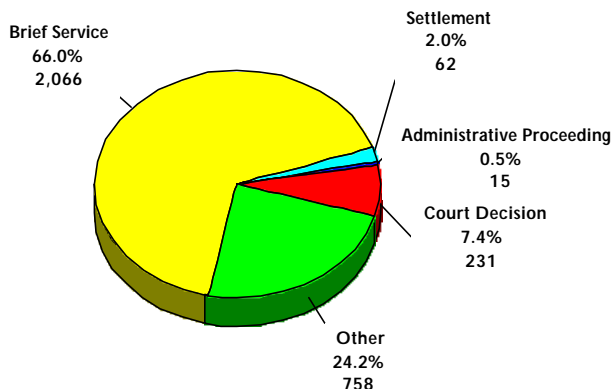
Community Outreach and Collaboration: OLLA participated in interagency meetings for the Oakland County's South Oakland Agencies Relate and North Oakland Interagency Council. OLLA was represented on the North Oakland United Way Executive Association, where 50 directors of United Way-funded organizations meet bimonthly to discuss management issues. OLLA and two community agencies received a housing law education and mediation grant from Michigan's Family Independence Agency and a local United Way domestic violence grant. OLLA's pregnant and parenting teen program educated 91 young parents in 1998. Classes were offered in six school districts, four hospital-based programs, and two community organizations. Each interactive class session lasted about two hours and addressed the legal concerns surrounding pregnancy, birth, and parenting. OLLA also reached 176 elderly citizens through legal presentations held at senior citizen centers. OLLA staff attorneys spoke on topics ranging from consumer law, health care, housing and estate planning.

18 & Under	13
19-59	2,442
60 & Over	677
Total	3,132

Pro Bono Support: OLLA's pro bono program involved 10 percent of Oakland County's attorneys. Attorneys were recruited by ongoing bar support and periodic enlistment drives. Although OLLA's pro bono panel is the largest in the state, enrolling more than 700 local lawyers, further growth is expected. Plans include recruiting attorneys who are not in full-time practice, primarily retirees or those at home with young children, by providing malpractice insurance, office space, and support staff for their pro bono cases.

White	2,142
Black	685
Hispanic	58
Native American	20
Asian	14
Other	213
Total	3,132

OLLA Types of Service in 1998



OLLA Cases Closed in 1998: 3,132

