

LEGAL AID OF CENTRAL MICHIGAN

LACM Office Locations: Lansing

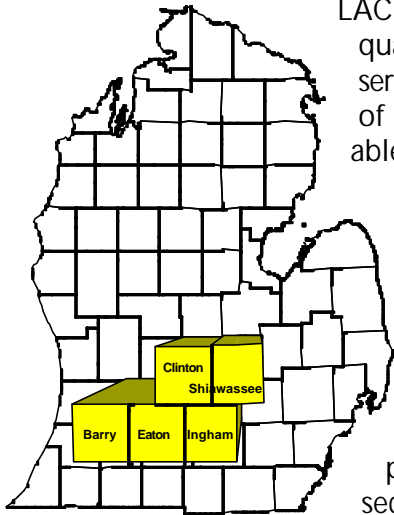
LACM Service Area: Barry, Clinton, Eaton, Ingham, and Shiawassee Counties

Service Population: 83,046 individuals living at or below 125% of the poverty level

LACM has strived to become a client-focused legal services organization. In 1999,

LACM's goal was to provide high-quality, cost-effective legal services to the greatest number of clients possible. LACM was able to do this without a waiting list for services in part because of LACM's Hotline, which provides many clients with immediate advice and brief service over the telephone. In order to further accommodate the working poor, the fastest growing segment of LACM's target population, the office was open

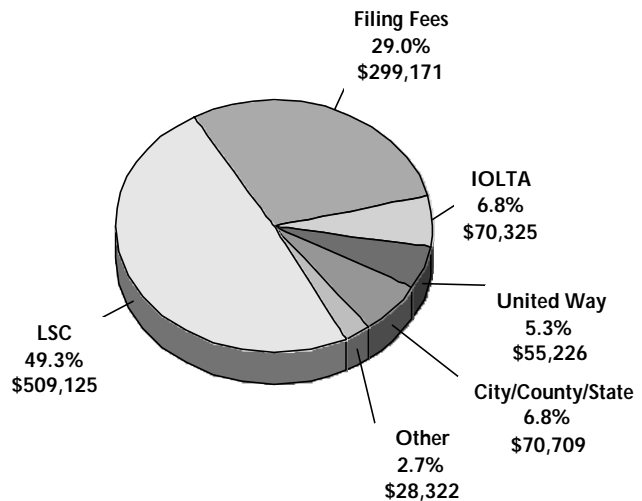
Thursday evenings until 7 p.m., during which time LACM operated the Hotline, held client consultations, and taught self-help clinics for people who could pursue their legal problems on their own with some assistance.



A grandmother needed LACM's assistance to obtain guardianship of her seven-year-old granddaughter. Her son and daughter-in-law had numerous problems with alcohol, and the son was in and out of jail. After petitioning the court, the grandmother was granted full guardianship of the child, allowing her to obtain medical coverage and therapy services to help with emotional problems the child suffered due to neglect and to improve her school performance. The granddaughter began to improve and was relieved that her dysfunctional parents could no longer threaten to remove her from her new stable environment.

A woman recovering from heart surgery came to LACM because, although she had disability insurance through her employer, no checks were arriving. The doctor's letters explaining her condition were to no avail. The woman had borrowed to the limit from friends and family and spent all of her modest savings waiting for the disability checks to arrive. Two phone calls and one letter from LACM resulted in a settlement check, ensuring that her medical bills would be paid and her treatment continued.

LACM Sources of Funding for 1999: \$ 1,032,878



LEGAL AID OF CENTRAL MICHIGAN

Contact: Carol L. Munday, Executive Director ! (517) 394-2985 ext. 235

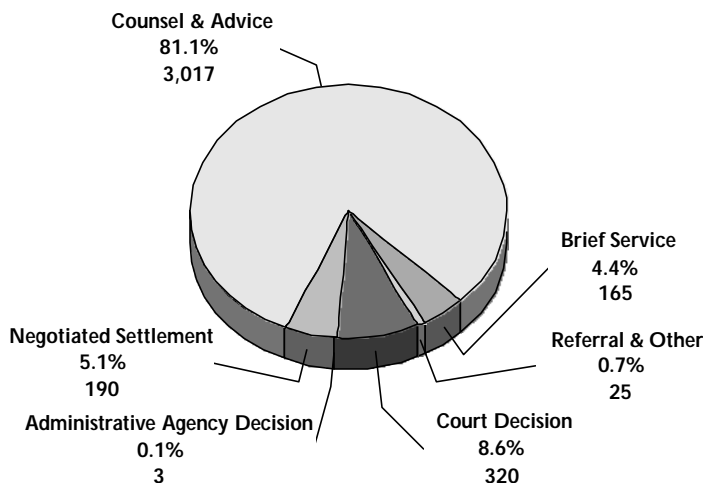
Community Outreach and Collaboration: In 1999, LACM evaluated 5,641 callers on the hotline intake system. LACM closed 3,720 cases ranging from advice or brief service to direct attorney representation through staff or pro bono attorneys. These 3,720 eligible clients had 5,695 children who indirectly also received legal assistance. LACM enrolled 525 clients in weekly self-help clinics to teach the participants how to handle some of their own legal matters. LACM provided more than 5,842 copies of community legal education materials about legal rights and responsibilities, self-help booklets, and legal forms to Hotline callers, courts, social service agencies, businesses, and self-help clinic participants. This emphasis on prevention helped resolve issues before the need for more complex legal services developed. LACM presented 40 legal education seminars and training sessions to schools, churches, police departments, social service agencies, and others totaling 1,861 participants. LACM's attorneys assisted seven family court judges with processing 194 pro se cases. In all, LACM reached out to more than 16,000 people.

18 & Under	32
19-59	3,564
60 & Over	124
Groups	0
Total	3,720

Pro Bono Support: LACM has a panel of 284 active pro bono attorneys ranging from novice attorneys to seasoned practitioners who mentor new attorneys accepting pro bono cases. LACM referred 146 cases to pro bono attorneys in 1999 and closed 197 cases. The pro bono panel contributed 1,383 hours of service, which is valued at \$243,889. One of LACM's effective strategies to recruit pro bono attorneys was to offer pro bono training sessions, which covered family court and domestic violence, bankruptcy, consumer law, and professionalism.

White	2,485
Black	804
Hispanic	227
Native American	51
Asian	26
Other	127
Total	3,720

LACM Types of Service in 1999



LACM Cases Closed in 1999: 3,720

