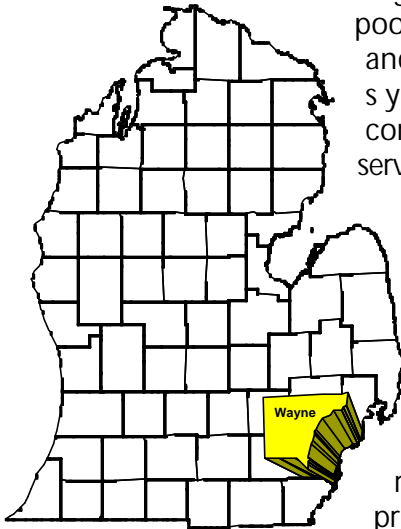


LEGAL AID AND DEFENDER ASSOCIATION, INC.

LADA Office Locations: Detroit

LADA Service Area: Wayne County

Service Population: 502,340 individuals living at or below 125% of the poverty level



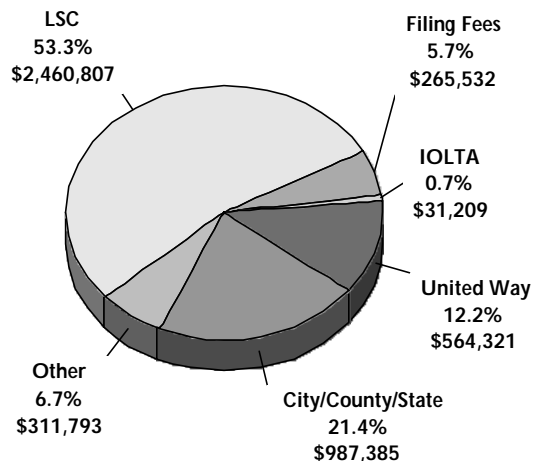
After receiving substantial new federal funding for civil legal aid to the poor, in 1999 LADA designed and began to implement a system to provide comprehensive, holistic legal services to low-income residents of Wayne County. LADA completed a countywide legal needs assessment, surveying clients by phone and holding focus groups with clients and social service agencies. LADA used the survey results to set program priorities. Expansion of the centralized telephone intake

system improved client access and speed of service by offering clients immediate eligibility screening, advice, brief service, or an appropriate referral. Through a new partnership with Wayne State University Law School's Free Legal Aid Clinic, LADA also expanded its family law services.

A single mother contacted LADA when the car she bought with a grant from the state's Work First program broke down a week after purchase. She received the grant so she could afford a used car to get to and from her new job. The used car dealer refused to fix or replace the car or to refund her money. She lost her job because she did not have reliable transportation. A LADA attorney filed a lawsuit against the dealer and the finance company for fraud and violations of the Consumer Protection Act. The dealer and the financing company immediately agreed to take the car back and return the money. She was able to purchase a reliable used car and seek other employment.

A woman lived in a house with many repair problems. The landlord refused to fix the large holes in the ceiling and walls, broken toilets, and windows that would not open. The woman withheld her rent, and when the landlord sued her for non-payment, LADA represented her. The court ordered that the landlord make the repairs to bring the house up to the housing code standards and suspended the rent payments until the property passed a city inspection. The landlord made the repairs, and the woman remained in her home with habitable conditions.

LADA Sources of Funding for 1999: \$ 4,621,047



LEGAL AID AND DEFENDER ASSOCIATION, INC.

Contact: Joan Glanton Howard, Chief Counsel, Civil Division ! (313) 964-4111 ext. 224

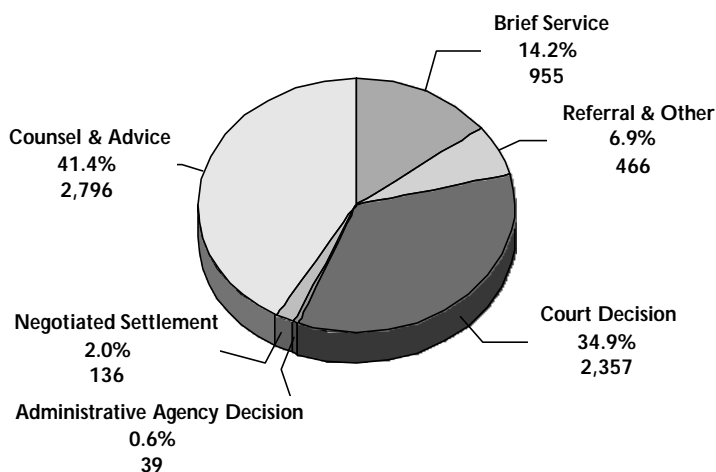
Community Outreach and Collaboration: LADA staff members continued to partner and collaborate with community groups, homeless shelters, veterans groups, schools, local governments, grassroots organizations, and social service agencies to provide access to courts and other remedies to address the legal needs of clients. In 1999, LADA enhanced service availability to the Arabic and Hispanic communities. Many of LADA's informational pamphlets were translated into those languages, and LADA also added bilingual staff. LADA also worked with ACCESS, an Arab social service agency, and conducted case intake at the agency. In addition, LADA continued to provide outreach services to senior citizens and conducted regular in-person interviews at senior centers throughout the community.

18 & Under	2,174
19-59	3,346
60 & Over	1,229
Groups	0
Total	6,749

Pro Bono Support: Through the expansion of resources dedicated to pro bono, LADA has been able to augment its established pro bono programs as well as develop and implement new projects. LADA closed 238 pro bono cases in 1999. LADA continued to provide direct legal services to clients through its Ford Motor Company Pro Bono Project, Volunteer Civil Law Project, and referrals to the Detroit Legal Services Clinic, which is operated by the Detroit Metropolitan Bar Association. In addition, new projects such as the Mentors Project and Pro Bono Training and Development Project have begun. These projects are designed for private attorneys who can provide training and support to other pro bono attorneys and LADA staff in unfamiliar areas of the law.

White	955
Black	3,564
Hispanic	52
Native American	13
Asian	39
Other	2,126
Total	6,749

LADA Types of Service in 1999



LADA Cases Closed in 1999: 6,749

