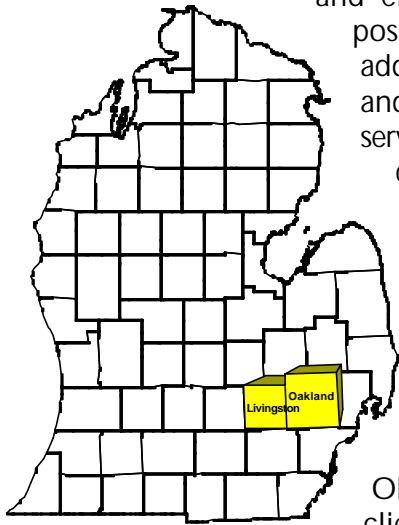


OAKLAND LIVINGSTON LEGAL AID

OLLA Office Locations: Pontiac, Oak Park, and Howell

OLLA Service Area: Oakland and Livingston Counties

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



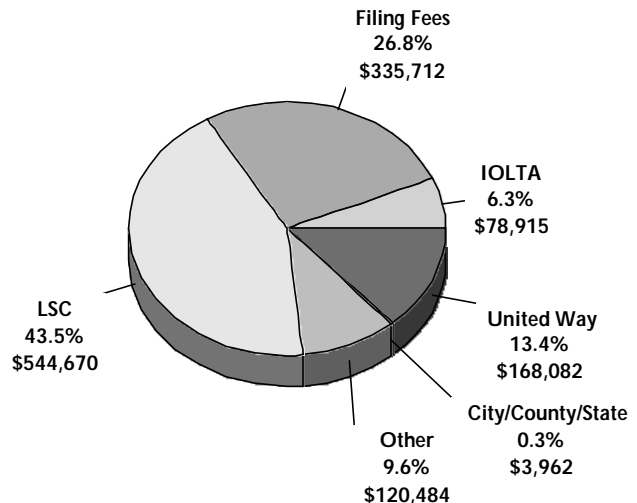
During 1999, OLLA reconfigured its staff and eliminated an administrative position to better focus on addressing the client as a whole and working with other human service agencies even more closely to maximize the benefits of each other's efforts. OLLA also improved aspects of client access, intake reliability, and recordkeeping, and the program positioned itself to continue efforts to pursue issues that affect OLLA's clients and potential clients. For instance, OLLA

A single mother of two was evicted from her mobile home lot, which, under the law, prohibited removal of the mobile home within 90 days, as long as she continued to pay her lot rent, which she did. The park owner illegally removed her home from the park less than 10 days after the eviction, decimating its value. OLLA's Law Line attorneys negotiated with the park's attorney and obtained reimbursement for the full value of the trailer. The woman was able to use this money to relocate her family into suitable new housing.

OLLA began to collaborate with the local Work First organization in an effort to educate clients about their rights and responsibilities. In addition, OLLA worked toward ensuring that assertive, effective litigation efforts were part of services available to clients. The program opened almost 5,000 cases for clients and additionally referred almost 2,000 applicants who were not eligible for OLLA's services to other agencies. As a result of its 1999 efforts, OLLA became a more visible positive force in the communities it serves.

Without medication, a single parent was unable to care for her two children or even leave her house. Despite the strong advocacy of her physician, she was repeatedly denied prescription coverage for the one drug that had proven effective for her debilitating bipolar disorder. Under her doctor's care, she had tried other medications that had not worked. OLLA attorneys negotiated with the HMO corporate counsel and presented proof that satisfied the standard for an exception. As a result, this young mother obtained emergency and ongoing prescription coverage.

OLLA Sources of Funding for 1999: \$ 1,251,825



OAKLAND LIVINGSTON LEGAL AID

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

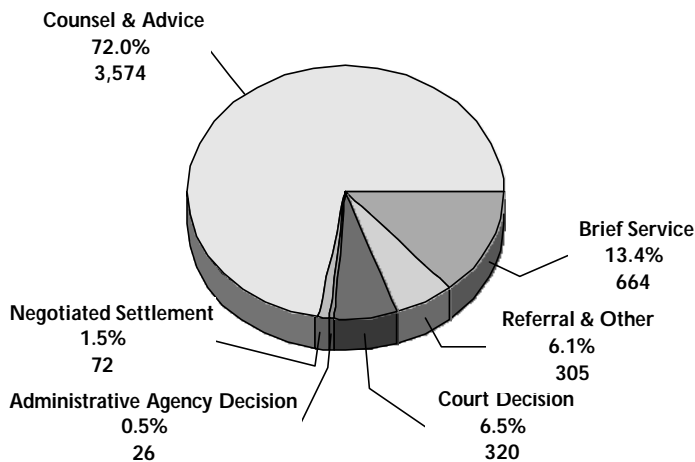
Community Outreach and Collaboration: In 1999, OLLA started the Law Line, which provides clients with eligibility screening, legal assessment, advice, brief service, referral, or case acceptance on the initial telephone call. The Law Line helped OLLA increase its new cases by 58 percent over 1998. OLLA contacted 150 community agencies to inform them of the Law Line's services. OLLA also worked with two organizations to educate their staff members about legally incapacitated clients and to represent these clients in housing matters. OLLA and the Lighthouse began to develop a program to represent senior citizens in a variety of institutional settings in housing litigation matters. OLLA partnered with a local welfare group to identify Medicaid and public benefit cases. OLLA also established a pro se (self-help) committee to study pro se programs across the state and develop a program for supporting individuals who can handle some legal problems on their own, with some help from OLLA.

18 & Under	30
19-59	3,809
60 & Over	1,122
Groups	0
Total	4,961

Pro Bono Support: In 1999, OLLA closed 433 pro bono cases. Volunteer attorneys or legal assistants saw just over 200 clients at Wednesday night clinics, including a number of clients for whom OLLA could not provide staff assistance because of a conflict of interest. About 231 cases involved litigation with an average of 10 hours spent on each case. Although OLLA has traditionally referred mostly family law cases to pro bono attorneys, the program tried to expand the types of referrals to make use of the many pro bono attorneys whose specialties lie in other areas. OLLA increased those types of referrals by 10 percent in 1999.

White	3,338
Black	1,166
Hispanic	129
Native American	41
Asian	33
Other	254
Total	4,961

OLLA Types of Service in 1999



OLLA Cases Closed in 1999: 4,961

