

Application: LLA-CALL - 2026

LLA Lakeshore Legal Aid
Legal Services Annual Grant

Summary

ID: LS2026-0000000171

Last submitted: Oct 10 2025 04:41 PM (EDT)

Grant Application Narrative

Completed - Oct 10 2025

Organization Information

Have you reviewed the Organization Information Task?

Yes

Have you updated any information in the Organization Information Task?

Yes

If you selected "Yes", please indicate below the sections in which you have made significant changes.

1-ORGANIZATIONAL OVERVIEW

B) CASE DEVELOPMENT

2-Describe your program's impact work

3) PRO BONO PROGRAM/PRIVATE ATTORNEY INVOLVEMENT

g-Describe roles played by other organizations vis-à-vis your pro bono program - such as, State Bar's MI-Lapp, local bar associations, other legal services providers, client organizations, or others.

5) COLLABORATION

b-Describe your participation in CORT, LSAM, State Planning Body and other similar organizations.

d-Describe sharing of in-house training, materials, resources, or backup & support services; and sharing of pro bono lawyers to cover geographic exigencies.

j-Describe how your program is involved with the access to justice campaign.

QUALITY SYSTEMS

7-Describe types of training provided to all staff, indicate the sources and typical amount of training provided.

13-Describe how training is provided to staff, private lawyers, volunteers or other persons involved in service delivery.

FINANCIAL ADMINISTRATION AND TECHNOLOGY SYSTEM

2-Describe your program's systems and procedures for financial administration and management.

4- Indicate the number of full-time equivalent accounting and financial staff

5-List your program's accounting and financial staff, including their duties and responsibilities; and their qualifications and training.

9- Describe how your program's board exercises its fiscal oversight responsibilities.

14-Describe the backup protocol for any data on individual computers.

Description of Services

1- Briefly list the purposes and use for your IOLTA grant and/or Filing Fees contract:

The Counsel and Advocacy Law Line (CALL) plays a critical role in advancing access to justice by providing free legal services to people living with low income and vulnerable adults throughout Michigan. Staffed by attorneys, CALL offers legal advice, brief services, pro se assistance, and referrals to community resources for those who might otherwise go without legal support. By addressing legal issues in areas such as housing, consumer rights, family law, education, healthcare, and public benefits, CALL delivers essential support to underserved populations. These interventions not only resolve immediate legal challenges but also promote long-term stability and self-sufficiency for individuals and families in need.

CALL takes a holistic approach to assessing callers' needs, delivering the highest level of service possible. When appropriate, CALL refers cases electronically to field offices for extended legal services. CALL also empowers individuals to advocate for themselves, offering guidance to represent themselves in court and resolve legal issues independently.

To promote accessibility, CALL uses Jeenie for on-demand language interpretation in 300 languages and employs staff fluent in Spanish, French, Chaldean, Hindi, and Russian to overcome language and cultural barriers. Attorneys also communicate with hearing-impaired clients using Michigan Relay and other ASL services.

Through a centralized system, CALL ensures a seamless continuum of services. Clients access services by contacting the toll-free number directly, submitting an online intake application through Michigan Legal Help (MLH), or referral by a local field office or community partner. CALL provides eligible callers immediate legal assistance over the phone, while directing those who are not eligible to lawyer referral services, social service providers, or government agencies, ensuring that all callers have a pathway to legal help.

2- Describe how the funds leverage your ability to obtain specific funding from other sources.

MSBF funding is the foundation for CALL, which helps integrate legal aid services statewide. Grants that support administration and other fixed costs, such as MSBF funds, are critical to Lakeshore's ability to employ over 44 CALL staff, provide legal support to residents of all 83 Michigan counties, and secure additional funding.

With additional funding support from MSBF, CALL has engaged a consultant to evaluate its processes and identify strategies to maximize CALL's effectiveness in serving partner legal aid programs across the state. Once the review is complete, CALL will implement the consultant's recommendations to strengthen operations, enhance client services, and expand access to justice.

By supporting this evaluation while keeping funding levels stable for CALL and its partner programs, MSBF enables these organizations to continue critical work without reducing staff or services. This investment supports innovation and efficiency while also protecting ongoing legal aid for Michigan residents most in need.

Lakeshore also received TIG funding to enhance its regional knowledgebase, "the Wiki," which helps Michigan legal aid programs deliver services more efficiently and strengthens CALL's role in supporting a coordinated statewide legal response.

3- Explain any plans or activities and a timeline for developing new or expanding current services.

As part of a comprehensive review of the statewide triage process, CALL is working with consultants to improve the hotline experience for both clients and project partners. The ongoing process focuses on identifying the highest and best use for the hotline. Staff engaged in a process-mapping session of CALL, which revealed some inconsistencies in procedure. This discovery enabled CALL to modify some processes and re-train staff to improve the efficiency of referrals to the partner programs. Over the next several months, CALL plans to implement consultant recommendations to improve additional processes to enhance and expand access for clients.

Additionally, CALL is collaborating with Michigan Legal Help to improve the online intake process by developing an appointment system for clients to schedule a convenient time to talk with an attorney. Currently, thousands of clients apply each year for assistance through the online portal. However, CALL is often unsuccessful in connecting with the client over the phone when following up on the application. This results in significant unproductive staff time processing applications that do not result in client services. The hope is that this process will improve client satisfaction, reduce wasted staff time, and improve access to justice.

4- Describe the unmet client and/or community needs addressed with help of this funding.

The statewide CALL hotline serves as a safety net for eligible residents by providing immediate legal advice and community resources. CALL's services are essential for callers in rural and remote areas of the state, who may be far from legal services offices, or regions with limited private attorneys. Thousands of clients rely on CALL's holistic hotline service to resolve their legal matters, particularly those who may not qualify for extended direct representation. Due to limited resources and capacity in field offices, along with anticipated funding reductions to social service agencies, CALL fills a critical justice gap. Additionally, CALL has the ability to pivot with changing statewide needs by adjusting hotline messages, phone queue routing, and referral protocols to adapt to field office staffing changes and community needs.

MSBF's funding allows CALL to provide resources and referrals not only to clients, but also to ineligible callers and community partners. This funding will allow CALL to continue to coordinate services by providing essential advice to clients. By shifting some of the burden away from legal services offices, litigation attorneys have additional time to focus on direct representation in more cases.

5- Indicate what region and target population you are proposing to serve with IOLTA and/or Filing Fees funds.

Target Population

Responses Selected:

General low-income population

Region

Responses Selected:

Statewide

The estimated number of people eligible for services in the geographic areas indicated above are as follows (based on the 2022 ACS 5-year estimate at 125% poverty level with a 2020 midpoint):

Eastern - 256,473 (15.3308%)

Metro - 682,661 (40.8063%)

Northern - 136,705 (8.1716%)

Southeast - 267,748 (16.0047%)

Western - 329,343 (19.6866%)

Statewide Programs: the estimated number of people eligible for your service area

1,672,930

Source of the estimate:

2022 ACS 5-year estimate at 125% poverty level with a 2020 midpoint

Description of Services (cont.)

6- Describe your program's recent community impact and accomplishments.

CALL is a vital access point for individuals across the state seeking legal assistance, playing a pivotal role in connecting underserved populations with timely, high-quality legal services. CALL connected with over 31,000 callers in 2024, providing legal advice, referrals, and advocacy. In its statewide capacity, CALL has the unique position to identify emerging trends and unmet legal needs in Michigan. CALL conducts weekly analyses of key data including call volumes, newly opened cases, case types, and online intake submissions. This continuous statewide data monitoring allows CALL to detect shifts in caller trends, respond to evolving issues, and identify training needs. This data-driven approach enables CALL to respond proactively to shifting legal issues and informs systemic advocacy efforts.

CALL data was used in an amicus brief before the Michigan Supreme Court to show the real-world harms of the court's interpretation of exemptions to the Michigan Consumer Protection Act. CALL statistics illustrated the statewide impact of unfair and deceptive practices involving auto repairs and sales, home improvement contractors, and rental housing conditions. The data provided a persuasive argument by showing the number of individuals impacted by the law.

In addition to the primary legal hotline, CALL maintains a distinct Disaster Hotline to provide advice and support to survivors of government-declared emergencies. The hotline is a collaboration with State Bar of Michigan, Federal Emergency Management Agency (FEMA), ABA Young Lawyers Section, and legal services partner programs. When a disaster was declared in northern Michigan in March 2025, resulting from ice storms and power-outages, the Disaster Hotline was activated immediately to assist clients.

7- What are your program's goals in increasing private attorney involvement for the upcoming year.

CALL continues to identify and refer clients to volunteer-led in-person clinics, ensuring they attend and benefit from services. Lakeshore hosts regular clinics that provide advice and brief services, primarily staffed by volunteer attorneys. Key clinics include the Family Law Assistance Project (FLAP) Clinic, held twice monthly at the Oakland County Friend of the Court; the monthly Homes for Generations Clinic at our Dearborn office; and expungement clinics offered throughout the year at various locations. This ongoing engagement maximizes client access to legal services and strengthens connections between clients and pro bono volunteers.

In 2025, the Lakeshore Pro Bono Department collaborated with the CALL hotline to redirect driver's license restoration cases to the pro bono team, creating a new pathway for volunteers to provide limited-scope representation through brief advice and phone consultations. This approach frees the hotline to focus on other client needs and expands volunteer opportunities outside of in-person clinics. The pro bono team has adapted CALL's established advice and brief service model for volunteers, developing a manual and testing procedures internally to ensure a smooth and effective volunteering experience. Volunteers will provide advice through call-backs for clients who complete an online intake or are referred for driver's license restoration. The system is being finalized for a full 2026 launch, when volunteers will serve as virtual attorneys providing timely guidance and legal information.

CALL also maintains active involvement with VetLex, a specialized online network coordinating pro bono legal services for veterans. Through the VetLex Detroit Coordination Center, CALL receives electronic referrals, verifies applicant eligibility, and provides support ranging from advice and brief services to referrals for more comprehensive representation.

8- Describe any new recent innovations or collaboration in your program's service delivery area.

With support from the Michigan State Bar Foundation (MSBF) and the Unemployment Legal Assistance Relief Fund (Relief Fund), CALL expanded its capacity to assist unemployment insurance claimants in Michigan. As the centralized intake point for clients calling for advice on unemployment matters, CALL had existing collaborations with partner programs. However, the local field offices did not always have the capacity or expertise to handle direct representation in this area of law. A formal partnership with the legal aid programs and The Sugar Law Center for Economic & Social Justice (Sugar Law) utilizes this funding to ensure that assistance is available for claimants in every Michigan county. Capacity for direct representation is now available throughout the state. This collaboration has played a pivotal role in fostering meaningful dialogue among partners, identifying and addressing staff training needs, and developing responsive, time-sensitive training strategies that are aligned with the evolving legal needs of clients. Most recently, this group collaborated in response to collection actions initiated by the Unemployment Insurance Agency impacting over 350,000 Michigan claimants.

Also, CALL is engaged in the process of transforming its knowledgebase known as the "Wiki" to expedite high quality service delivery for the hotline and other Michigan legal services programs that rely on its content. Despite the vast resources in the Wiki, the outdated search function and structure make it difficult for some staff to retrieve information. Natural language and AI features will be integrated into the improved knowledge base. Consultants are in the process of evaluating the functionality of the Wiki, gathering feedback from users, and developing recommendations. Improvements in the Wiki's usability and reliability will positively impact service delivery speed, client wait times, staff and client satisfaction, supervisory time, and case note speed.

9- Describe the measures with which you will evaluate your organization's progress in meeting the needs to be addressed.

A team supported by the Justice for All Commission and the MSBF is developing tools to evaluate Michigan's Triage and Referral system overall, including CALL. The team created a text survey that Justice Server will automatically send upon case closure, enabling CALL to gather timely feedback and assess service quality and client satisfaction. Prior to the implementation of the updated survey, CALL's texting feature only surveyed clients with specific legal issues, providing limited data. The updated survey gathers additional information for a more comprehensive evaluation.

Additionally, CALL gathers weekly data from Justice Server and the phone system to measure case outcomes, service levels and client needs. Lakeshore analyzes the number of clients that received advice and brief services and the number that received extended services. Ongoing feedback from clients and partner programs enables CALL to adjust training to meet client and community needs.

Also, CALL is working closely with business process consultants supported by JFA and MSBF. This team is working to better understand the role that CALL should play in Michigan's Triage and Referral system. CALL will continue to learn from this process and adapt services as appropriate.

Administrative Capacity

1- If you have had a peer review or funder review in the past 3 years, list the major recommendations or suggestions from your recent peer review team and specify the actions your program has begun or completed in response to each. Include estimated time frames for any steps not yet under way or those which are in process.

N/A. CALL has not had a peer or funder review in the past three years.

2- List training or professional development opportunities you anticipate providing to staff, including administrative staff, in the upcoming year.

Lakeshore combines in-person, hybrid, pre-recorded, virtual, and interactive training programs. Lakeshore's Staff Development Director structures courses to address the specific training needs of each job description and varied experience levels.

Lakeshore assigns internal virtual learning via its Learning Management System. All staff complete quarterly required compliance video courses with imbedded testing. 64 other video courses are available on-demand and the course catalog continues to grow.

All staff must attend quarterly program wide meetings, quarterly compliance training, internal and external skills courses by job description.

New hires engage in orientation programs spread over the first three weeks of their employment. Sessions combine in-person lectures, hands-on technology training, video training courses, peer mentoring, shadowing, and structured self-study.

New Management Team members engage in a curriculum during their first two months as managers combining individual meetings, group sessions, and LMS video training. Lakeshore teaches leadership, providing meaningful feedback, reporting, technology, and other management skills.

The 2026 Litigation skills curriculum features beginner-level courses the first month each quarter, and experienced-level courses the second month each quarter. All courses include lectures, small group in-person intensive skill training sessions, and reference materials. New litigation staff are required to take all beginner courses. All litigation staff participate in the experienced courses, with senior staff acting as mentors.

CALL staff will continue their monthly Third Friday skills training sessions. Lakeshore has issue-specific LMS video training courses available both on-demand and by assignment to supplement in-person and hybrid training.

Lakeshore has an operations training curriculum with a combination of live and recorded classes focusing on each section of Lakeshore's Operations Manual. All administrative and support staff are included.

Client Support Advocates train internally with the teams they support. External training sources include Wayne State University, Senior Regional Collaborative, Jewish Family Services of Metro Detroit, various Community Action Agencies, and other programs.

All Lakeshore staff are encouraged to register for Lakeshore's internal Project Management 5-session course. Lakeshore will offer three cohorts in 2026: two in-person and one virtual course available by supervisor assignment through the Lakeshore LMS. Other elective sessions internally include: justiceserver training, writing skills, and wellness sessions. External training sources include LSC, SBM, MPLP, COURT, NITA, ABA, MCESDV, MIE, National Association of Paralegals, and Shriver Center. Staff participation in annual meetings and conferences with LSC, SBM, NLADA, ABA, NCLC, NACA, and NHLP continues. Additionally, Accounting Department staff engage in external training through LSC, MIE, and Bridgespan.

Administrative Capacity (cont.)

3a- Check boxes (1) through (4) below to indicate activities that are performed by your organization:

Responses Selected:

4 - Representing individuals whose income is greater than 200 percent of the federal poverty standard

Indicate below the safeguards that are used to ensure that the IOLTA funds are not being used for specifically prohibited purposes. Specify record-keeping and accounting procedures used to verify that IOLTA funds are being spent only for eligible clients/cases.

Senior clients, domestic violence survivors, and eviction prevention clients who meet AMI income limits with incomes greater than 200% may be served by Lakeshore staff, as other funding sources allow for serving clients regardless of income or with higher income levels. Lakeshore's data management system, timekeeping, and reporting ensures IOLTA funds are not used for such clients. The Compliance Director verifies that each case's funding code corresponds to the client eligibility information within JusticeServer.

3b- Check boxes (1) through (7) below to indicate activities that are performed by your organization:

Responses Selected:

6 - Representing individuals whose income is greater than 125 percent of the federal poverty standard.

Indicate below the safeguards that are used to ensure that the Filing Fees funds were not being used for specifically prohibited purposes. Specify record-keeping and accounting procedures used to verify that Filing Fees funds are being spent only for eligible clients/cases.

Senior clients, domestic violence survivors, and eviction prevention clients who meet AMI income limits with incomes greater than 125% may be served by Lakeshore staff, as other funding sources allow for serving clients regardless of income or with higher income levels. Lakeshore's data management system, timekeeping, and reporting ensures filing fee funds are not used for such clients. The Compliance Director verifies that each case funding code corresponds to the client eligibility information within JusticeServer.

4- List training or professional development opportunities that accounting and financial staff has had in last 24 months.

ChatGPT – OIG Training,
ChatGPT for Excel,
1099 Training, MIE Administrators Training
Cybercrime Fraud Awareness Prevention,
LSC Training,
LSC CFO Bootcamp,
Compliance Training,
SAGE Intacct Training,
Multi-State Payroll Compliance Training, Cybersecurity-KnowB4 Training,
MIE Preventing and Detecting Fraud,
Cyber Fraud Risk Briefing: Business Email Compromise.

5- Has your program experienced fraud, misappropriation of funds, embezzlement, or theft within the last twenty-four months?

Yes

If you answered "Yes" or "We are currently investigating a possible incident", please describe the incident, the job title of the personnel involved, what action was taken, what changes were made to your program's fiscal oversight policies and procedures and internal controls following the incident.

In March 2025, Lakeshore discovered that a social engineering crime was committed. An external bad actor gained access to the CFO's computer where the bad actor intercepted an e-mail and directed staff to change the account number on a vendor ACH in the amount of \$51,875. Through Lakeshore's cyber security insurance, \$20,000 of the lost funds were reimbursed. A police report was filed and the Office of Inspector General was contacted. There were subsequent investigations including two forensic audits. The bad actor was identified and a warrant was issued, however the person is out of state, and extradition is unlikely. No MSBF funds were lost in this incident nor used for investigation or recovery purposes. A new policy mandating multi-step confirmation was adopted which requires staff to contact the person or vendor directly to confirm before any new ACH payments are established or changed.

6- Describe any changes made to your program's accounting manual or procedures in last 24 months.

The most significant change was the creation of a Financial Oversight Committee Charter which was adopted in May, 2025. Additionally, there were changes made in the Insurance Bonding section to mirror the LSC CFR requirements, giving FOC decision making authority to approve purchases up to \$25k, and a small change recognizing that Lakeshore went from allocating payroll by month to allocating it by-weekly.

7- If there is additional information or explanation you would like to provide, please enter it below.

Lakeshore is currently negotiating a new collective bargaining agreement with its union. Salary projections are estimates based on expectations of the the final results, but salary and other financial terms may change with the final agreement. Also, Lakeshore is projecting a reduction in LSC funding of 15% for 2026.

In addition, the outcome of the JFA/MSBF Triage and Referral evaluation process may have a significant impact on CALL's operations.

All contributions to Lakeshore Legal Aid are subject to Legal Services Corporation mandated restrictions and may not be used in any manner inconsistent with the Legal Services Act and Regulations. For further information, please see 45 CFR 1610.5.

Case Projections

Cases

Do you expect to meet your case projections for the current year. If you do not, explain why:

No. We are currently projected to close about 7% fewer limited service cases than originally projected. In 2025, CALL staff spent a significant amount of time processing online intakes. Unfortunately, many of the online applications turn out to be duplicate applications or staff are unable to connect with clients. This results in fewer cases and fewer clients served. Also, some program partners shifted intakes to local offices (for example MAP's Lansing office moved its eviction intake to dockets), reducing the number of cases opened and transferred. Overall case numbers were impacted by the transition to the Zoom phone system and changes in work flow.

Do you expect PAI cases to meet your projections for the current year. If you do not, explain why:

N/A. Lakeshore does not project pro bono cases for CALL as the numbers are reflected in the Metro Region projections.

Grant Application Year

Indicate the estimated number of cases in which clients will be provided with direct legal services during the grant application year, assuming the total you budgeted for is available. Please include cases closed by CALL for your service area in the figures below.

Indicate in the last column the number of total projected cases that will be provided legal services through CALL and the case will be closed by CALL.

Grant Application Year Staff Cases

Type of Legal Problem	Cases Closed after Limited Service	Cases Closed after Extended Service	Total Projected Case Services	Number of These Cases Completed on Hotline
Consumer/Finance	2586	125	2710	2578
Education	43	2	45	33
Employment	19	0	19	18
Family	4270	614	4885	4250
Juvenile	203	9	212	194
Health	296	18	314	246
Housing	4807	806	5613	4646
Income Maintenance	994	183	1177	984
Individual Rights	231	58	289	167
Miscellaneous	810	63	873	587
Total Cases	14259.0	1878.0	16137.0	13703.0

Grant Application Year PAI Cases

Type of Legal Problem	Cases Closed after Limited Service	Cases Closed after Extended Service	Total Projected Case Services
Consumer/Finance			
Education			
Employment			
Family			
Juvenile			
Health			
Housing			
Income Maintenance			
Individual Rights			
Miscellaneous			
Total PAI Cases	0	0	0

Pro Bono Attorneys

How many pro bono attorneys do you anticipate will assist in handling cases during the grant year?

0

Staffing

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Staffing

Has your program had any significant staff increases or reductions during the current calendar year?

No

Please explain any significant staff changes.

There are an additional 2.7 FTE Lawyers handling legal casework in alignment with the additional resources provided to CALL.

Civil Legal Services Staffing

Indicate the total number of Full-Time Equivalent (FTE) paid and volunteer staff persons who were directly involved in the activities covered by the total expenditures.

Staff Function - Current Year

Type of Work Performed	Lawyers	Paralegals	Others	Total
Legal Case Work	25.1	3	.3	28.4
Supervision of Legal Case Work	5			5
Secretarial Clerical Work			1	1
Management and Administration			2	2
PAI Coordination or Pro Bono Management				0
Other 1 (specify below)			1	1
Other 2 (specify below)				0
Total	30.1	3.0	4.3	37.4

Other 1	Client Support Advocate
Other 2	(No response)

Vacant Positions - Current Year

	Lawyers	Paralegals	Others
Vacant Positions included in budget	0	0	0

Staff Function - Grant Application Year

Type of Work Performed	Lawyers	Paralegals	Others	Total
Legal Case Work	26.7	3	.3	30
Supervision of Legal Case Work	5			5
Secretarial Clerical Work			1	1
Management and Administration			2	2
PAI Coordination or Pro Bono Management				0
Other 1(specify below)				0
Other 2 (specify below)				0
Total	31.7	3.0	3.3	38.0

Other 1	(No response)
Other 2	(No response)

Vacant Positions - Grant Application Year

	Lawyers	Paralegals	Others
Vacant Positions included in budget	0	0	0

Current Year Financials

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Current Year Financials

REVENUES, EXPENSES and FUND BALANCES

Provide a breakdown of projected **Revenues, Expenses and Fund Balances** for the **Current Calendar Year**. If your organization's fiscal year is different, please pro-rate expenditures to cover the current calendar year.

Enter whole numbers, without punctuation (e.g., 10000 not 10,000.00).

Starting Current Year Funding Balance (Carryover from prior year)

Please indicate below the fund balances your program will carry over from the prior year.

	Current Year
Beginning IOLTA Fund Balance	0
Beginning Filing Fees Fund Balance	0
Beginning Other Fund Balance	370902
Total Beginning Fund Balances	370902.0

Current Year Revenues

Source of Funding	Current Year
a- IOLTA - Civil Legal Services Grant	1984760
b- Filing Fees (1) General Civil Legal Services Grant	0
b- Filing Fees (2) Statewide Grant	0
c- Legal Services Corporation 1) Basic Field Grant	808579
c- Legal Services Corporation 2) Other Grants & Revenue	0
d- Foundations (other than IOLTA or Filing Fee program funds)	0
e- United Way	0
f- 1) State Grants	80000
f- 2) Local Grants	0
f- 3) Community Development Block Grants	0
g- 1) Title III - Administration on Aging	0
g- 2) Title XX - Health & Human Services	0
g- 3) Violence Against Women Act (VAWA)	0
g- 4) HUD Grants	0
g- 5) Other Federal Programs	0
h- Faith-based funding	0
i- Law Schools	0
j- Attorney Fee Awards or Client Services Fees	0
k- 1) Access to Justice Fund	30000
k- 2) Other Private Bar Fundraising	0
k- 3) Cy pres Awards	34911
k- 4) Other donations/Fundraising	0
l- Income from publications, training, videotapes & other products	0

m- Miscellaneous	939785
Total	3878035.0

Changes in Non-IOLTA Funding

If your program lost or gained significant amounts of non-IOLTA/non-Filing Fees funding, please explain (list sources, amounts, and reason for change).

N/A

Current Year Projections - Civil Legal Services

Personnel Costs

	Current Year Projections
1. Lawyers	2542637
2. Paralegals	102779
3. Others	102915
4. Employee Benefits	833844
Total Personnel Costs	3582175.0

Current Year Projections - Civil Legal Services

Non-Personnel Costs

	Current Year
1. Space	53201
2. Equipment Rental	
3. Supplies	16333
4. Telephone	59602
5. Travel	3525
6. Training	11066
7. Library	8923
8. Insurance	16632
9. Dues & Fees	25000
10. Audit	13876
11. Litigation	
12. *Property Acquisition	
13. Purchase Payments	
14. *Contract Services to Clients	7161
15. *Contract Services to Program	71374
16. *Other	
Total NonPersonnel Costs	286693.0

Current Year Estimated Ending Fund Balance (which is also Grant Year Beginning Fund Balance)

Total Beginning Fund Balance	370902
Current Year Projected Revenues	3878035
Current Year Projected Expenses	3868868
Total Ending Fund Balance	380069.0

Breakout of Current Year Ending Fund Balance

The total below should equal the current year Ending Fund Balance of \$380069.0.

	Current Year
Ending Fund Balance in cash, investments & grants	380069
Ending Fund Balance in property and fixed assets	0
Total	380069.0

Donated Services and Property during Current Year

	Current Year
Services, including value of contributed attorney services	0
Donated property, including space	0
Total	0.0

Grant Year Financials

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Grant Year Financials

REVENUES, EXPENSES and FUND BALANCES

Provide a breakdown of your organization's total Revenue, Expenses and Fund Balance for the grant year. If your organization's fiscal year is different, please pro-rate expenditures to cover the grant year indicated.

Enter whole numbers, without punctuation (e.g., 10000 not 10,000.00).

Beginning Grant Year Fund Balance

The total below should equal the current year Ending Fund Balance of \$380069

	Grant Year
Ending Fund Balance in cash, investments & grants	380069
Ending Fund Balance in property and fixed assets	
Total	380069.0

Grant Year Revenues

Source of Funding	Grant Year
a- IOLTA - General Civil Legal Services Grant	2088195
b- Filing Fees (1) General Civil Legal Services Grant	0
b- Filing Fees (2) Statewide Grant	0
c- Legal Services Corporation 1) Basic Field Grant	808579
c- Legal Services Corporation 2) Other Grants & Revenue	0
d- *Foundations (other than IOLTA or Filing Fee program funds)	0
e- United Way	0
f- *1) State Grants	80000
f- *2) Local Grants	0
f- *3) Community Development Block Grants	0
g- *1) Title III - Administration on Aging	0
g- *2) Title XX - Health & Human Services	0
g- *3) Violence Against Women Act (VAWA)	0
g- *4) HUD Grants	0
g- *5) Other Federal Programs	0

h- Faith-based funding	0
i- Law Schools	0
j- Attorney Fee Awards or Client Services Fees	0
k- *1) Access to Justice Fund	30000
k- *2) Other Private Bar Fundraising	0
k- *3) Cy pres Awards	0
k- *4) Other donations/Fundraising	34911
l- Income from publications, training, videotapes & other products	0
m- *Miscellaneous	939795
Total	3981480.0

Provide a Breakdown of d - Foundations (list names, amounts and description)

N/A

Provide a Breakdown of f - State and Local Grants (list names, amounts and description)

Unemployment - \$80,000

Provide a Breakdown of g - Federal Grants (list names, amounts and description)

N/A

Provide a Breakdown of k - Fundraising (explain any fundraising outside the ATJ Fund)

Access to Justice - \$30,000

NLADA - \$34,911

Provide a Breakdown of m - Miscellaneous (list names, amounts and description)

Corewell Health - \$20,000
Interest - \$5,300
MHLO - \$140,000
LSEM - \$225,200
LSNM - \$27,805
LAWM - \$177,103
MAP LSSCM - \$306,887
MAP MICPOP - \$37,500

Changes in Non-IOLTA Funding

If your program anticipates losing or gaining significant amounts of non-IOLTA/non-Filing Fees funding, please explain (list sources, amounts, and reason for change).

N/A

Grant Year Budgeted Expenditures - Civil Legal Services

Personnel Cost

	IOLTA/Filing	Other	Total
1. Lawyers	1463783	1125304	2589087
2. Paralegals	11419	91360	102779
3. Others	15174	121405	136579
4. Employee Benefits	452179	405970	858149
Total-Personnel	1942555.0	1744039.0	3686594.0

Grant Year Budgeted Expenditures - Civil Legal Services

Non-Personnel Costs

	IOLTA/Filing	Other	Total
1. Space	31059	26453	57512
2. Equipment Rental			
3. Supplies	13477	3783	17260
4. Telephone	50560	9434	59994
5. Travel	1639	2056	3695
6. Training	10459	790	11249
7. Library	4764	4338	9102
8. Insurance	3089	13875	16964
9. Dues & Fees	12500	12500	25000
10. Audit	12714	1239	13953
11. Litigation			0
12. *Property Acquisition			0
13. Purchase Payments			0
14. *Contract Services to Clients	4272	3532	7804
15. *Contract Services to Program	1107	75494	76601
16. *Other			
Total NonPersonnel Costs	145640.0	153494.0	299134.0

Property Acquisitions, including real property (line 12).

Provide below detail/amounts. Total items should equal totals above.

N/A

Contract Services to Clients (line 14)

Provide below detail/amounts. Total items should equal total above.

Interpreter costs - \$7,804

Contract Services to Program (line 15)

Provide below detail/amounts. Total items should equal total above.

Payroll Services - \$8,331

Employee Relations and Accounting Services - \$12,839

Technology Services, including Managed Service Provider- \$55,431

Other (line 16)

Provide a breakdown of (other) expenses showing detail/amounts. Total items should equal total above.

N/A

Grant Year Estimated Ending Fund Balance

Total Beginning Fund Balance	380069
Grant Year Projected Revenues	3981480
Grant Year Projected Expenses	3985728
Total Ending Fund Balance for the Grant Year	375821.0

Projected Donated Services and Property during Grant Year

	Grant Year
Services, including value of contributed attorney services	0
Donated property, including space	0
Total	0.0

Does your program's board have a plan for increasing or decreasing your fund balance? Please explain below.

Ending Fund Balance as a Percentage of Revenue:

Grant Year: 9%

Yes. Lakeshore's plan for increasing net assets is to continue to write grants and obtain funding.

Subgrants, Contracts or Agreements

Completed - Oct 10 2025

Subgrants, Contracts or Agreements

Please list any subgrants, contracts, or agreements that your program has with others or organizations who provide legal services to indigents permitted under the IOLTA grant or Filing Fees Contract. Please include the name, the duration of the contract and geographical area covered by this contract.

	Name	Duration of the Contract	Geographical Area
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			