



Meeting Community Legal Needs

Community Challenge

- Crisis of unmet community civil legal needs.
- Legal representation is not an option.
- Complex, intimidating legal system.
- Life altering legal problems affecting work, children, families, housing.

Legal Assistance Center Solution

- Unique, single site community legal resource center.
- Information, forms, resources, guidance, and referrals.
- Someone to talk to who can really help.
- Helping people help themselves.

Everyone Does Better

- People get the help they need. Problems are solved.
- People can focus on work and family.
- Courts work better, more effectively, more efficiently.
- Community services are not burdened by conflict.

2023 By the Numbers

Patrons Served

- Record High Year – **27,007**
- Record High Month, March 2023 – **2263**

Continued Quality Service

- **99%** found LAC information helpful, received the help needed, found staff and volunteers kind and respectful, and were satisfied with their experience.
- **99%** found instructions helpful, were able to accomplish what they wanted, and would recommend the LAC to others.

"You are great." "Very helpful!!" "So glad to have this resource!"

Advancing Diversity, Equity, and Inclusion

Racial and Ethnic Diversity

- 23% of Kent County residents identify as diverse.
- 54% of LAC patrons identify as diverse.

Economic Equity

- 23% of Kent County households are challenged to meet basic needs. (ALICE)
- 56% of LAC patron households earn under \$35K. 72% are employed.

Technology Inclusion

- Low-tech in-person services assure access to a high-tech world.
- LAC provides access to tech tools and tech skills.

Improving Justice, Engagement, and Community

Court Efficiency, Effectiveness, and Fairness

- Judges and court staff depend on LAC services.
- Prepared litigants save court time and resources
- Critical decisions are made on the merits, not procedural missteps.

Workforce Participation and Engagement

- Employees with legal problems are absent or distracted.
- Solutions assure present, engaged workers.
- Conviction set asides create access to jobs and housing.

Community Well Being

- Solutions reduce demands on law enforcement and social services.
- The depth and breadth of LAC services are unique to Kent County.
- Assuring needed legal help makes this a better place to live.

Legal Assistance Center, 180 Ottawa Ave NW, Suite 5100, Grand Rapids, MI 49503

Website www.legalassistancecenter.org

Deborah J. Hughes, Executive Director, 616-632-6007, deborah@legalassistancecenter.org