

Massachusetts Legal Assistance Corporation

# **FACT BOOK**

**FY10**

April 2011

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# Massachusetts Legal Assistance Corporation Fiscal Year 2010 Overview

MLAC Fiscal Year 2010 is 7/1/2009 to 6/30/2010

## Grants and Related Support Funding

General Support Grants <sup>1</sup>	\$ 8,000,000
Battered Women's Legal Assistance Project Grants	\$2,437,261
Disability Benefits Project Grants	\$1,178,889
Medicare Advocacy Project Grants	\$532,119
Technology Grants	\$237,488
Fellowships	\$129,934
Other Support <sup>2</sup>	\$302,088
MLAC-Based Technical Assistance <sup>3</sup>	\$1,093,124

## Programs Funded by the Massachusetts Legal Assistance Corporation (MLAC)

Number of Direct Grantees	12
Local Programs	
Greater Boston Legal Services	
Legal Assistance Corporation of Central Massachusetts	
Neighborhood Legal Services	
South Coastal Counties Legal Services	
Western Massachusetts Legal Services	
Statewide Programs	
Center for Law and Education	
Center for Public Representation	
Disability Law Center	
Massachusetts Advocates for Children	
Massachusetts Law Reform Institute	
National Consumer Law Center	
Prisoners' Legal Services	
Number of Sub-Grantees	5
Boston College Legal Assistance Bureau	
Children's Law Center of Massachusetts	
Community Legal Services and Counseling Center	
Merrimack Valley-North Shore Legal Services	
MetroWest Legal Services	
Total Number of Programs Funded	17
Total Number of Offices <sup>4</sup>	29
Number of Full Time Equivalent (FTE) Paid Staff as of June 30, 2010 <sup>5</sup>	403.5
Management/Administration	41.0
Attorneys	205.2
Paralegals	51.3
Support Staff	56.5
Others (including IT Staff)	49.5
Number of Cases Closed in FY10	30,894

<sup>1</sup> Includes \$124,004 in Loan Repayment.

<sup>2</sup> Includes Websites (\$282,087) and Farm Workers Advocacy (\$20,000).

<sup>3</sup> Includes central technology, Diversity Coalition, Equal Justice Coalition and client board member support.

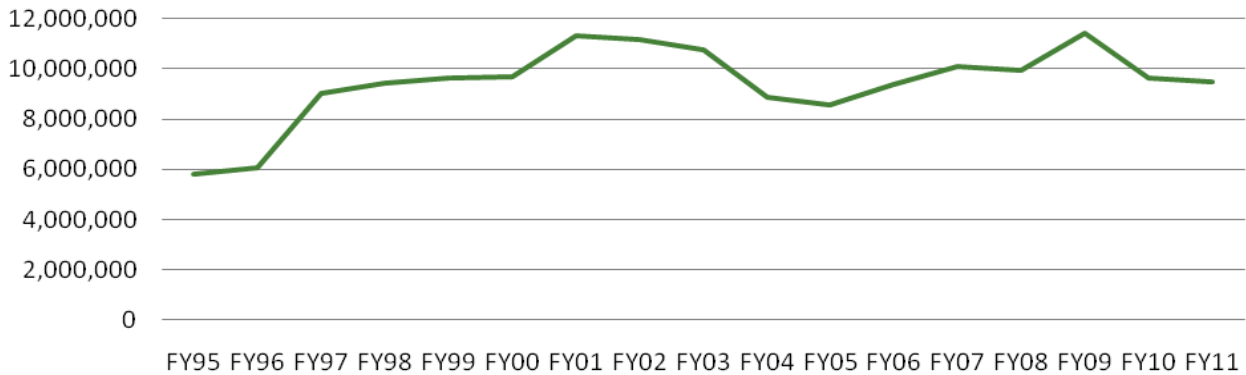
<sup>4</sup> Not including offices available by appointment only.

<sup>5</sup> For staff involved in the provision of legal services at programs receiving MLAC General Support. Not including out-of-state offices of national programs.

# Funding

## Total MLAC State Budget Appropriation

FY95-FY11, in 2011 dollars



Fiscal Year	State Appropriation for MLAC <sup>6</sup>	Appropriation Adjusted for Inflation <sup>7</sup>
1995	4,010,073	5,823,263
1996	4,310,073	6,079,400
1997	6,538,875	9,016,273
1998	6,937,826	9,419,652
1999	7,253,119	9,634,937
2000	7,552,323	9,706,139
2001	9,076,799	11,342,616
2002	9,066,799	11,153,776
2003	8,959,858	10,776,615
2004	7,564,142	8,861,899
2005	7,564,142	8,571,494
2006	8,564,142	9,401,397
2007	9,470,424	10,108,372
2008	9,670,424	9,940,186
2009	11,070,424	11,419,869
2010	9,500,000	9,641,723
2011	9,500,000	9,500,000

<sup>6</sup> The MLAC state budget appropriation is line item 0321-1600.

<sup>7</sup> Base year: 2011.

## Total MLAC Revenue

	General Support	Appropriated Projects <sup>8</sup>	Filing Fee <sup>9</sup>	DPW Contract <sup>10</sup>	IOLTA <sup>11</sup>	MLAC Total	Total Adjusted <sup>12</sup>
<b>FY1990</b>	-	1,955,245	2,769,091	735,838	2,930,188	<b>8,390,362</b>	<b>13,998,231</b>
<b>FY1991</b>	-	2,149,675	3,169,923	892,893	6,289,748	<b>12,502,239</b>	<b>20,016,066</b>
<b>FY1992</b>	-	1,714,338	2,988,137	1,032,651	6,918,536	<b>12,653,662</b>	<b>19,666,478</b>
<b>FY1993</b>	-	1,563,073	2,360,997	1,086,534	4,668,503	<b>9,679,107</b>	<b>14,606,141</b>
<b>FY1994</b>	-	1,710,073	2,612,372	1,226,202	3,969,981	<b>9,518,628</b>	<b>14,005,357</b>
<b>FY1995</b>	2,300,000	1,710,073	-	1,242,000	3,421,932	<b>8,674,005</b>	<b>12,410,885</b>
<b>FY1996</b>	2,300,000	2,010,073	-	460,969	4,430,016	<b>9,201,058</b>	<b>12,787,418</b>
<b>FY1997</b>	3,800,000	2,738,875	-	-	4,607,625	<b>11,146,500</b>	<b>15,143,684</b>
<b>FY1998</b>	3,800,000	3,137,826	-	-	6,065,437	<b>13,003,263</b>	<b>17,395,335</b>
<b>FY1999</b>	3,800,000	3,453,119	-	-	6,922,231	<b>14,175,350</b>	<b>18,553,542</b>
<b>FY2000</b>	3,800,000	3,752,323	-	-	6,229,112	<b>13,781,435</b>	<b>17,451,362</b>
<b>FY2001</b>	4,800,000	4,276,799	-	-	7,315,435	<b>16,392,234</b>	<b>20,183,089</b>
<b>FY2002</b>	4,800,000	4,266,799	-	-	9,263,177	<b>18,329,976</b>	<b>22,217,683</b>
<b>FY2003</b>	4,734,750	4,225,408	-	-	10,580,414	<b>19,540,572</b>	<b>23,157,277</b>
<b>FY2004</b>	3,338,734	4,225,408	-	-	9,637,735	<b>17,201,877</b>	<b>19,856,922</b>
<b>FY2005</b>	3,338,734	4,225,408	-	-	9,794,993	<b>17,359,135</b>	<b>19,381,790</b>
<b>FY2006</b>	4,338,734	4,266,799	-	-	12,066,232	<b>20,671,765</b>	<b>22,359,139</b>
<b>FY2007</b>	5,230,541	4,239,883	-	-	16,220,861	<b>25,691,285</b>	<b>27,018,833</b>
<b>FY2008</b>	5,430,541	4,239,883	-	-	17,018,993	<b>26,689,417</b>	<b>27,030,685</b>
<b>FY2009</b>	6,246,857	4,823,567	-	-	6,132,743	<b>17,203,167</b>	<b>17,485,347</b>
<b>FY2010</b>	5,351,732	4,148,268	-	-	5,832,496	<b>15,332,496</b>	<b>15,332,496</b>

<sup>8</sup> Appropriated Projects are the Battered Women's Legal Assistance Project, the Disability Benefits Project and the Medicare Advocacy Project.

<sup>9</sup> MLAC was originally funded by a surcharge on court filing fees. Beginning in FY94 the filing fee surcharge revenue was diverted to the General Fund and in its place the Legislature began appropriating General Support funds to MLAC in the state budget.

<sup>10</sup> From FY86 to FY94, the Department of Public Welfare (DPW, now the Department of Transitional Assistance) contracted with MLAC to provide legal representation to recipients of General Relief (now Emergency Aid to Elders, the Disabled and Children) who were applying for federal SSI benefits.

<sup>11</sup> The Interest on Lawyers' Trust Accounts (IOLTA) program, established by the Massachusetts Supreme Judicial Court, requires lawyers and law firms to set up interest-bearing accounts for client deposits which are nominal in amount or are large amounts held for a short period of time. The pooled interest from these accounts supports civil legal aid and the administration of justice. MLAC receives 67% of IOLTA, with the remainder going to the Massachusetts Bar Foundation and the Boston Bar Foundation.

<sup>12</sup> Base year: 2010.

## 125% Poverty Population<sup>13</sup> and MLAC FY10 Funding by Program and Region

	125% Poverty Percent	MLAC General Support	Battered Women's Legal Assistance	Disability Benefits Project	Medicare Advocacy Project	MLAC Other	MLAC Total
<b>LOCAL PROGRAMS<sup>14</sup></b>							
<b>Eastern Region</b>							
Greater Boston Legal Services	32.539%	2,082,496	766,096	295,161	335,004	119,344	3,598,101
Sub-grantees of Greater Boston Legal Services:							
Boston College Legal Assistance Bureau	NA			32,123			32,123
Community Legal Services and Counseling Center	0.899%	57,536	21,166	25,086			103,788
MetroWest Legal Services	4.271%	273,344	100,556	49,315		15,360	438,575
<b>Eastern Region Total</b>	<b>37.709%</b>	<b>2,413,376</b>	<b>887,818</b>	<b>401,685</b>	<b>335,004</b>	<b>134,704</b>	<b>4,172,587</b>
<b>Central/West Region</b>							
Legal Assistance Corporation of Central Mass.	11.668%	746,750	274,711	111,443	49,670	104,716	1,287,290
Western Massachusetts Legal Services	16.684%	1,067,777	392,807	126,792	71,023		1,658,399
<b>Central/West Region Total</b>	<b>28.352%</b>	<b>1,814,527</b>	<b>667,518</b>	<b>238,235</b>	<b>120,693</b>	<b>104,716</b>	<b>2,945,689</b>
<b>Southeast Region</b>							
South Coastal Counties Legal Services	17.952%	1,148,927	422,661	171,464	76,420	84,587	1,904,059
<b>Southeast Region Total</b>	<b>17.952%</b>	<b>1,148,927</b>	<b>422,661</b>	<b>171,464</b>	<b>76,420</b>	<b>84,587</b>	<b>1,904,059</b>
<b>Northeast Region</b>							
Neighborhood Legal Services	14.863%	951,232		152,696			1,103,928
Sub-grantees of Neighborhood Legal Services:							
Children's Law Center of Massachusetts <sup>15</sup>	1.124%	71,937				1,545	73,482
Merrimack Valley – North Shore Legal Services	NA		376,397				376,397
<b>Northeast Region Total</b>	<b>15.987%</b>	<b>1,023,169</b>	<b>376,397</b>	<b>152,696</b>	<b>-</b>	<b>1,545</b>	<b>1,553,807</b>
<b>LOCAL PROGRAMS TOTAL</b>	<b>100%</b>	<b>6,399,999</b>	<b>2,354,394</b>	<b>964,080</b>	<b>532,117</b>	<b>325,552</b>	<b>10,576,142</b>
<b>STATEWIDE PROGRAMS</b>							
Center for Law and Education	NA	80,000				2,233	82,233
Center for Public Representation	NA	136,000		32,560		7,385	175,945
Children's Law Center of Massachusetts - Statewide <sup>16</sup>	NA	16,800					16,800
Disability Law Center	NA	160,000		182,256		1,671	343,927
Massachusetts Advocates for Children	NA	63,200					63,200
Massachusetts Law Reform Institute	NA	960,000	82,867			377,353	1,420,220
National Consumer Law Center	NA	80,000					80,000
Prisoners' Legal Services	NA	104,000				2,577	106,577
<b>TOTAL STATEWIDE TOTAL</b>		<b>1,600,000</b>	<b>82,867</b>	<b>214,816</b>	<b>-</b>	<b>391,219</b>	<b>2,288,902</b>
<b>GRAND TOTAL</b>		<b>7,999,999</b>	<b>2,437,261</b>	<b>1,178,896</b>	<b>532,117</b>	<b>716,771</b>	<b>12,865,044</b>

<sup>13</sup> Percentage, based on 2000 U.S. Census, of Massachusetts residents with incomes at or below 125% of the federal poverty line, the MLAC income standard for eligibility. For example, currently a family of four would qualify if their total income was less than \$537 per week.

<sup>14</sup> By statute, MLAC is required to distribute at least 80% of its Legal Assistance Fund to programs that provide civil legal services to low-income residents of particular regions of the state. The remaining portion may go to programs that provide services statewide to special populations or that provide support to legal services programs statewide in particular areas of law. Funds for Appropriated Projects are not part of the Legal Assistance Fund.

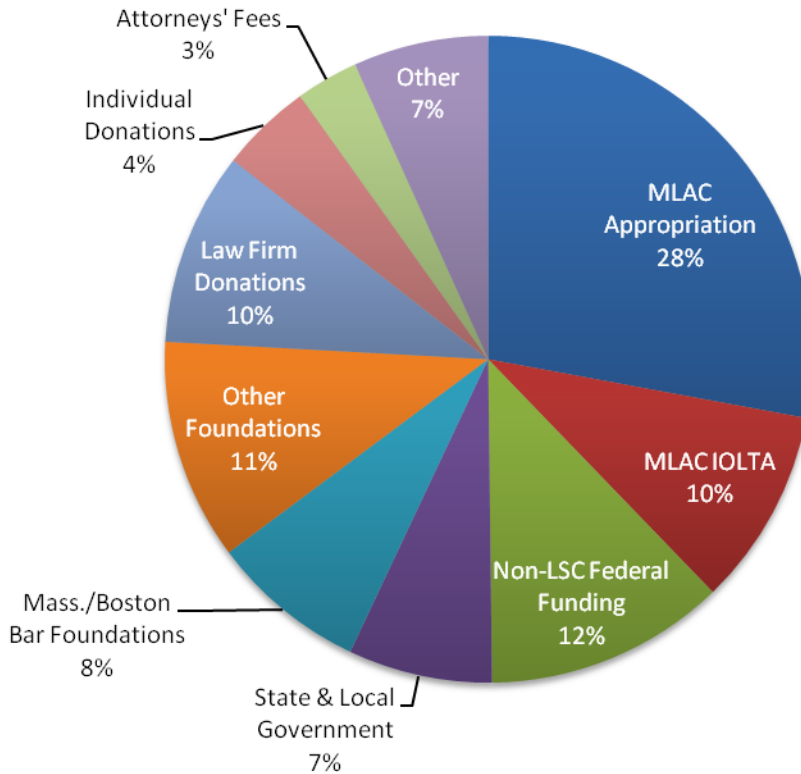
<sup>15</sup> CLCM receives MLAC funding for both local and statewide services.

<sup>16</sup> CLCM receives MLAC funding for both local and statewide services.

## Sources of Revenue

For Programs Receiving MLAC General Support in FY10\*

Total: \$34,040,193



Revenue Source	Amount
<b>MLAC Appropriation</b>	\$9,500,000
<b>MLAC IOLTA</b>	\$3,362,044
<b>Non-LSC Federal Funding**</b>	\$4,094,911
<b>State &amp; Local Government</b>	\$2,452,196
<b>Mass./Boston Bar Foundations</b>	\$2,654,077
<b>Other Foundations</b>	\$3,761,823
<b>Law Firm Donations</b>	\$3,293,650
<b>Individual Donations</b>	\$1,558,571
<b>Attorneys' Fees</b>	\$1,065,728
<b>Other</b>	\$2,297,194
<b>Total</b>	<b>\$34,040,193</b>

\*Three MLAC grantees, the Center for Law and Education, Center for Public Representation and National Consumer Law Center are national organizations. This chart includes only the portion of their revenue that is directed towards Massachusetts work.

\*\*The Legal Services Corporation (LSC) distributes federal funding for civil legal aid. MLAC grants General Support only to non-recipients of LSC funds, as receipt of LSC funds imposes restrictions on all of a program's funds.

Source: MLAC Program Reports FY10

**MLAC and Non-MLAC Funding of All Programs Receiving MLAC General Support in FY10**

	MLAC Total	Older Americans Act/Title III	Other Federal Funding*	Other State and Local Government	United Way	Mass. Bar Foundation	Boston Bar Foundation	Other Foundations	Law Firm Donations	Individual Donations	Attorney Fees	All Other	Total
<b>Eastern Region</b>													
Community Legal Svcs. and Counseling Ctr.	103,788			145,752	43,930	146,458	41,865	65,275	3,160	98,975		11,597	680,600
Greater Boston Legal Services	3,630,224	455,674	478,289	859,171	374,431	230,080	492,759	1,340,345	3,083,574	790,926	499,682	771,466	13,006,621
MetroWest Legal Services	438,575	91,638	114,795	73,964	72,583	167,017	50,332	273,588	13,500	85,714	-	44,247	1,425,953
<b>Northeast Region</b>													
Neighborhood Legal Services**	1,480,325	65,902	130,585	-	-	142,690	82,837	140,601	-	46,412	10,450	68,169	2,167,971
Children's Law Center of Massachusetts***	90,282			58,808		135,708	10,000	111,408		56,834	33,538	254,800	751,378
<b>Southeast Region</b>													
South Coastal Counties Legal Services	1,904,059	229,349	396,542	230,014	-	231,499	-	-	-	-	34,284	616,746	3,642,502
<b>Central/West Region</b>													
Legal Assistance Corporation of Central Mass.	1,287,290	118,605	270,961	52,642	116,749	240,833	-	84,165	116,566	5,823	108,534	79,303	2,459,481
Western Massachusetts Legal Services	1,658,399	143,660	-	79,637	20,400	263,896	-	39,278	15,523	6,195	90,855	148,631	2,466,474
<b>Local Program Total</b>	<b>10,592,942</b>	<b>1,104,828</b>	<b>1,391,192</b>	<b>1,441,180</b>	<b>686,901</b>	<b>1,558,181</b>	<b>677,593</b>	<b>2,034,660</b>	<b>3,232,323</b>	<b>1,090,879</b>	<b>775,353</b>	<b>1,994,959</b>	<b>26,580,990</b>
<b>Statewide Programs</b>													
Center for Law and Education****	82,233					27,500	-	26,500				138,000	274,233
Center for Public Representation****	175,945					37,500					235,000		448,445
Disability Law Center	343,927		1,588,891	34,000	77,343	22,500	-	12,500	5,000	20,961	5,015	19,428	2,139,565
Massachusetts Advocates for Children	63,200			75,000	64,320	46,367	20,836	475,674	35,577	199,317		130,048	1,110,339
Massachusetts Law Reform Institute	1,420,220					96,000		361,425	20,750	197,099	45,860	48,887	2,190,241
National Consumer Law Center****	80,000					55,100	20,000						155,100
Prisoners' Legal Services	106,577			902,016		80,000	40,000	50,000		50,315	4,500	1,372	1,234,779
<b>Statewide Program Total</b>	<b>2,272,102</b>	<b>-</b>	<b>1,588,891</b>	<b>1,071,016</b>	<b>141,663</b>	<b>364,967</b>	<b>80,836</b>	<b>926,099</b>	<b>61,327</b>	<b>467,692</b>	<b>290,375</b>	<b>337,735</b>	<b>7,552,702</b>
<b>Grand Total</b>	<b>12,865,044</b>	<b>1,104,828</b>	<b>2,990,083</b>	<b>2,452,196</b>	<b>828,564</b>	<b>1,923,148</b>	<b>758,429</b>	<b>2,960,759</b>	<b>3,293,650</b>	<b>1,558,571</b>	<b>1,065,728</b>	<b>2,332,694</b>	<b>34,133,693</b>

\*MLAC General Support funding is granted only to non-recipients of federal Legal Services Corporation funds, as receipt of LSC funds imposes restrictions on all of a program's funds.

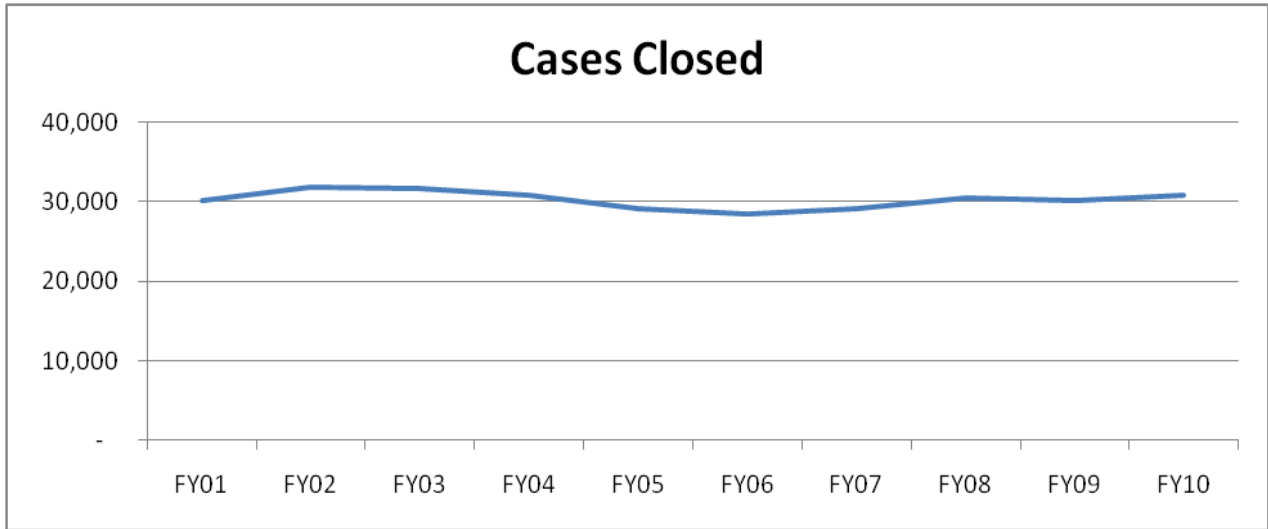
\*\*Includes \$437,573 for Merrimac Valley Legal Services for the Battered Women's Legal Assistance Project.

\*\*\*CLCM receives both local and statewide funding from MLAC.

\*\*\*\*CJE, CPR and NCLC are national organizations. This chart includes only revenue that is directed towards Massachusetts work.

# **Client Services**

## Cases Closed by MLAC-Funded Programs FY01-FY10<sup>17</sup>



	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	FY09	FY10
<b>Cases Closed</b>	30,196	31,900	31,641	30,888	29,228	28,418	29,070	30,501	30,172	30,894

Source: MLAC Program Applications and Reports

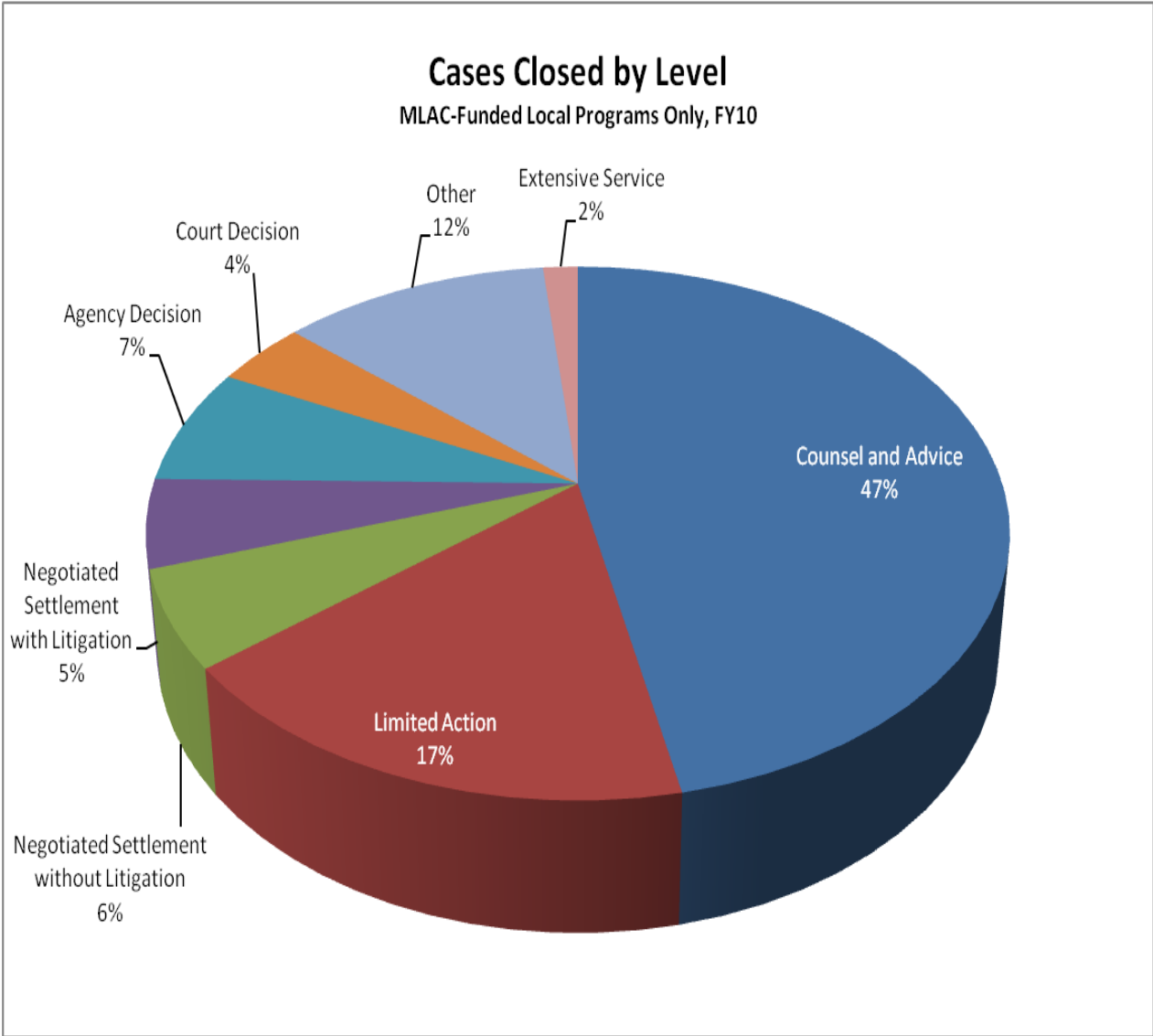
### Cases Closed per FTE, FY06-FY10

Fiscal Year	Cases Closed per FTE
<b>2006</b>	64.9
<b>2007</b>	63.8
<b>2008</b>	65.7
<b>2009</b>	70.1
<b>2010</b>	76.5

<sup>17</sup> For programs that receive only Appropriated Project funding, only the cases from those projects were included (Battered Women’s Legal Assistance Project for Merrimack Valley-North Shore Legal Services and Disability Benefits Project for Boston College Legal Assistance Bureau).

## Cases Closed by MLAC-Funded Programs

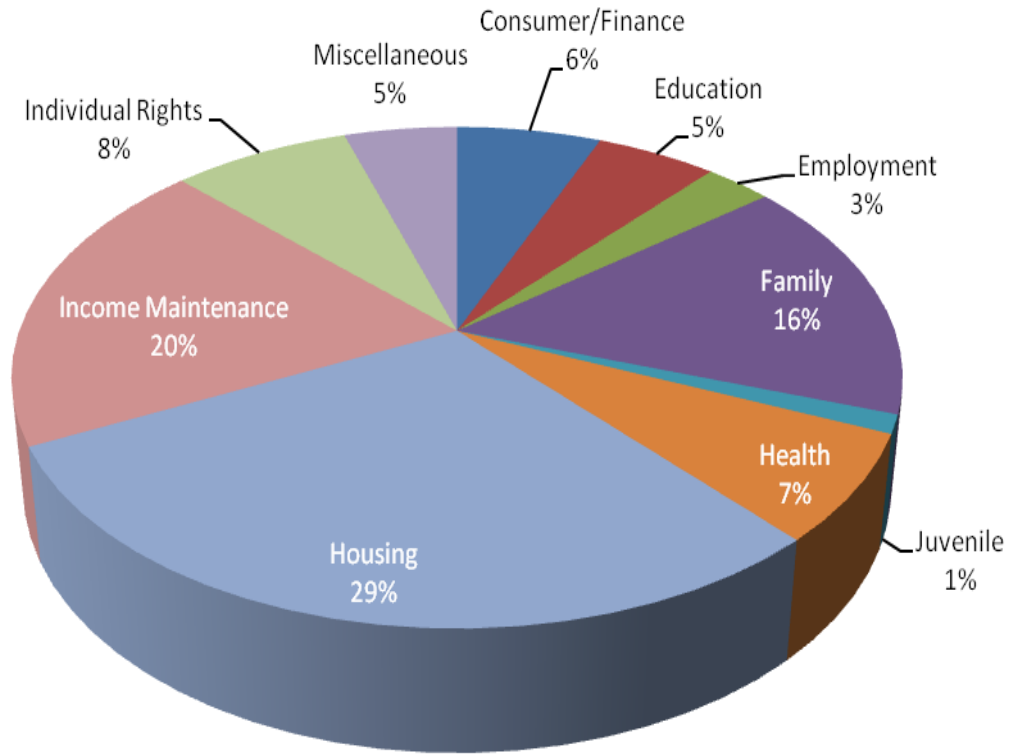
Region	Program	Cases
<b>Eastern</b>	Greater Boston Legal Services	12,040
	Boston College Legal Assistance Bureau (Disability Benefits Project only)	27
	Community Legal Services and Counseling Center	512
	MetroWest Legal Services	1,423
	<b>Total Eastern</b>	<b>13,975</b>
<b>Northeastern</b>	Neighborhood Legal Services	2,607
	Children's Law Center of Massachusetts	1,896
	Merrimack Valley - North Shore Legal Services (Battered Women's Legal Assistance Project only)	252
	<b>Total Northeastern</b>	<b>4,755</b>
<b>Southeastern</b>	South Coastal Counties Legal Services	4,078
	<b>Total Southeastern</b>	<b>4,078</b>
<b>Central/Western</b>	Legal Assistance Corporation of Central Massachusetts	2,608
	Western Massachusetts Legal Services	1,816
	<b>Total Central/Western</b>	<b>4,424</b>
<b>Statewide Programs</b>	Center for Public Representation	206
	Disability Law Center	595
	Massachusetts Advocates for Children	832
	Prisoners' Legal Services	2,029
	<b>Total Statewide Programs</b>	<b>3,662</b>
<b>Total</b>		<b>30,894</b>



Closing Level for Cases Closed by Local Programs	Number of Cases
Advice and Counsel	12,766
Limited Action	4,693
Negotiated Settlement without Litigation	1,581
Negotiated Settlement with Litigation	1,484
Administrative Agency Decision	1,924
Court Decision - Contested	337
Court Decision - Uncontested	738
Court Decision - Appeals	42
Other	3,230
Extensive Service	437
<b>Total</b>	<b>27,232</b>
Cases Closed by Statewide Programs (All Levels of Closure)	3,662
<b>Grand Total</b>	<b>30,894</b>

## Cases Closed by Type

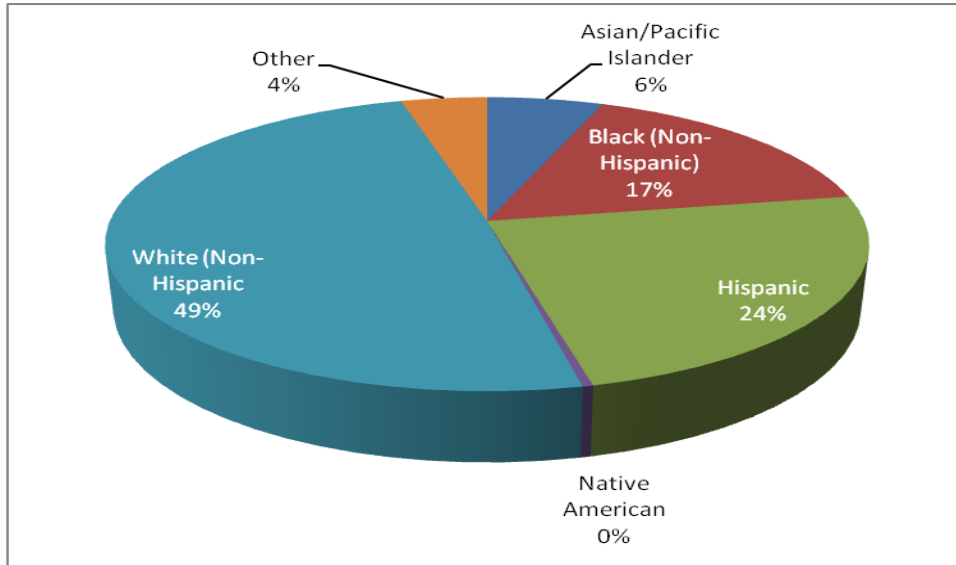
MLAC-Funded Local Programs Only, FY10



Case Type for Cases Closed by Local Programs	Number of Cases
Consumer	1699
Education	1448
Employment/Unemployment	803
Family	4362
Juvenile	327
Health	1900
Housing	7834
Income Maintenance	5361
Individual Rights	2136
Miscellaneous	1362
<b>Total</b>	<b>27,232</b>
Cases Closed by Statewide Programs (All Types of Cases)	3,662
<b>Grand Total</b>	<b>30,894</b>

# **Client Demographics**

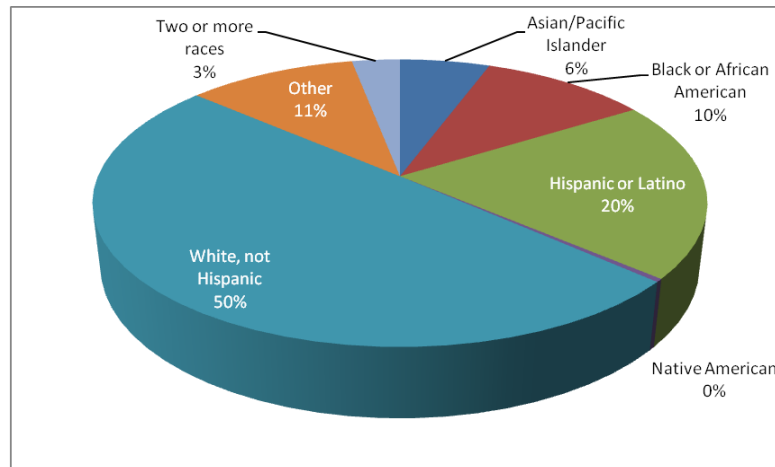
### Ethnicity of Clients Served by MLAC-Funded Programs<sup>18</sup>



Ethnicity	Total Individual Clients
Asian/Pacific Islander	1,413
Black (Non-Hispanic)	4,070
Hispanic	5,922
Native American	95
White (Non-Hispanic)	12,152
Other	1,048

### Ethnicity of All Income-Eligible<sup>19</sup> Massachusetts Residents

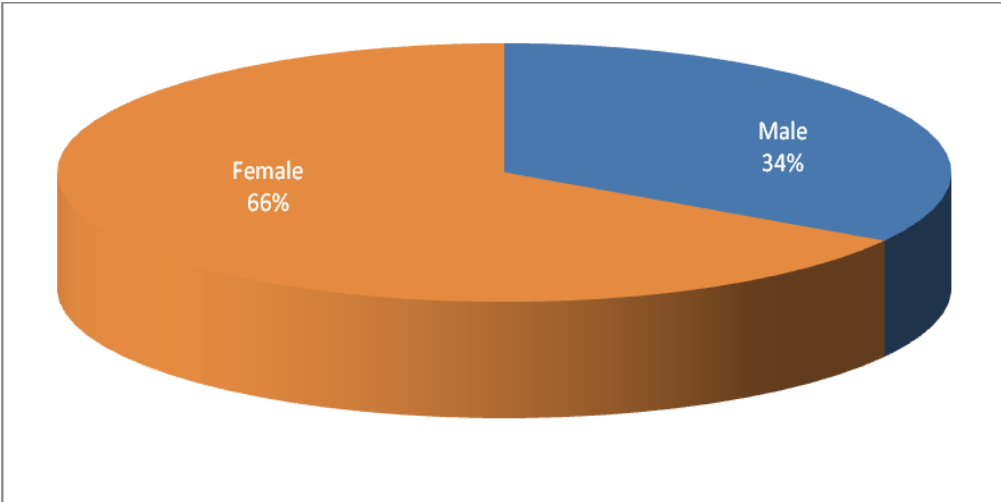
from 2006-2008 American Community Survey of the Census Bureau



<sup>18</sup> Of clients whose race/ethnicity was reported. Note that one MLAC-funded program (Prisoners' Legal Services) does not collect data on ethnicity of clients.

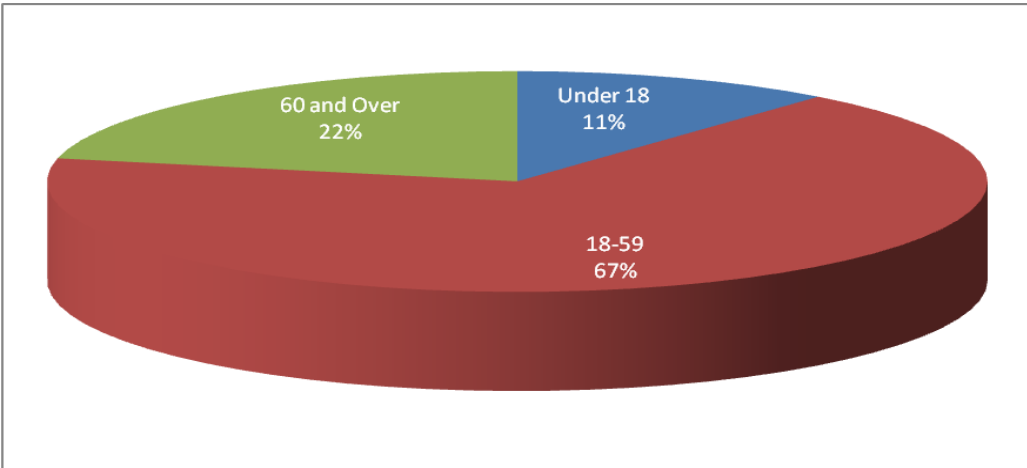
<sup>19</sup> Incomes up to 125% of the federal poverty line.

**Gender of Clients of MLAC-Funded Programs<sup>20</sup>**



Gender	Total Individual Clients
Male	10,197
Female	16,913

**Age of Clients of MLAC-Funded Programs<sup>21</sup>**



Age Group	Total Individual Clients
Under 18	2,703
18-59	16,320
60 and Over	5,286

<sup>20</sup> Of clients whose gender was reported.

<sup>21</sup> Of clients whose age was reported. Note that one MLAC program (Prisoners’ Legal Services) does not collect data on age of clients.

# **Private Attorney Involvement**

## Private Attorney Involvement (PAI) for MLAC-Funded Programs

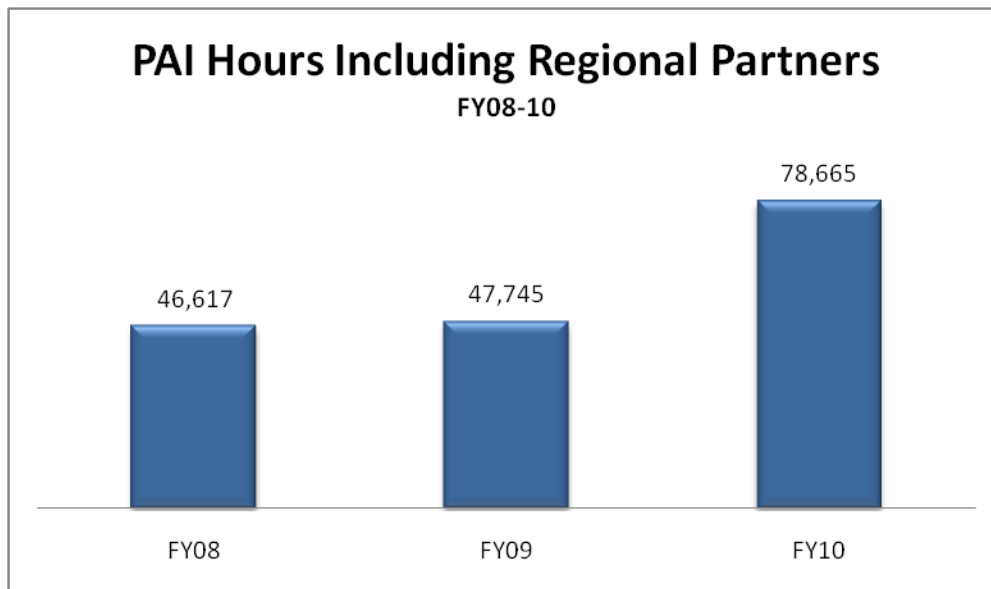
### Pro Bono Services Coordinated by MLAC-Funded Programs Only

Service Type	Attorneys Accepting Referrals	Hours	Estimated Value <sup>22</sup>
<b>Pro Bono</b>	545	47,745	\$10,742,625

### Pro Bono Services Coordinated by Regions Including LSC Partners<sup>23</sup>

	Eastern Region	Northeast Region	Southeast Region	Central/ West Region	Statewide Programs	Total
Number of Attorneys	884	122	374	782	84	2,246
Hours	56,440	4,825	4,350	6,832	6,218	78,665

### Total PAI Hours Coordinated FY08-FY10<sup>24</sup>

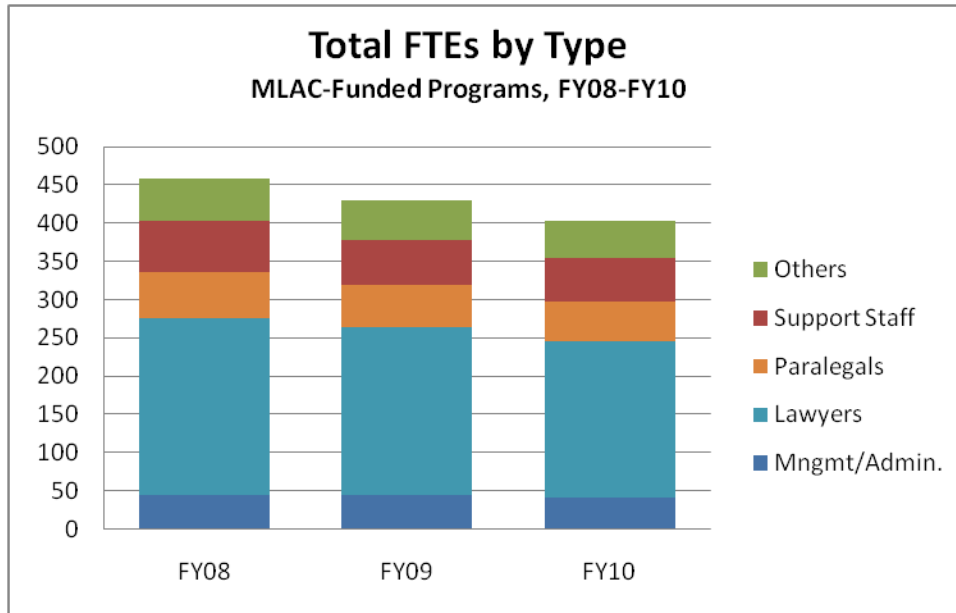


<sup>22</sup> Average value of pro bono attorney hours is estimated at \$225 per hour.

<sup>23</sup> Includes PAI coordinated by MLAC programs only. Local MLAC programs coordinate private attorney involvement efforts with their regional partners, which are programs funded by the Legal Services Corporation.

<sup>24</sup> Includes PAI coordinated by MLAC-funded programs and regional partners. Increase in FY10 is due to a number of “deferred associates” who were paid by private firms to work temporarily in legal services programs before beginning their employment with the firm.

# **Program Staffing**



### Paid Staff Ethnicity and Tenure by Job Category for MLAC-Funded Programs

Job Category	FTEs	Average Years with Program	White/Caucasian	African American	Latino/a	Asian/Pacific Islander	Multi Other
Lawyers	205.3	11.7	82.4%	3.7%	6.9%	5.6%	1.4%
Paralegals	51.3	16.4	62.0%	8.0%	24.0%	4.0%	2.0%
Management/Administration	40.9	13.1	82.4%	5.9%	11.8%	0.0%	0.0%
Support Staff	56.5	12.2	50.0%	11.3%	33.9%	3.2%	1.6%
Others	49.5	11.9	69.0%	3.4%	10.3%	6.9%	10.3%
<b>Total Staffing</b>	<b>403.5</b>	<b>12.5</b>	<b>74.4%</b>	<b>5.6%</b>	<b>13.9%</b>	<b>4.2%</b>	<b>1.9%</b>

# **MLAC Board and Staff**

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Law Office of Martha Rush O'Mara, Melrose

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Mirick, O'Connell, DeMallie & Lougee, LLP, Worcester

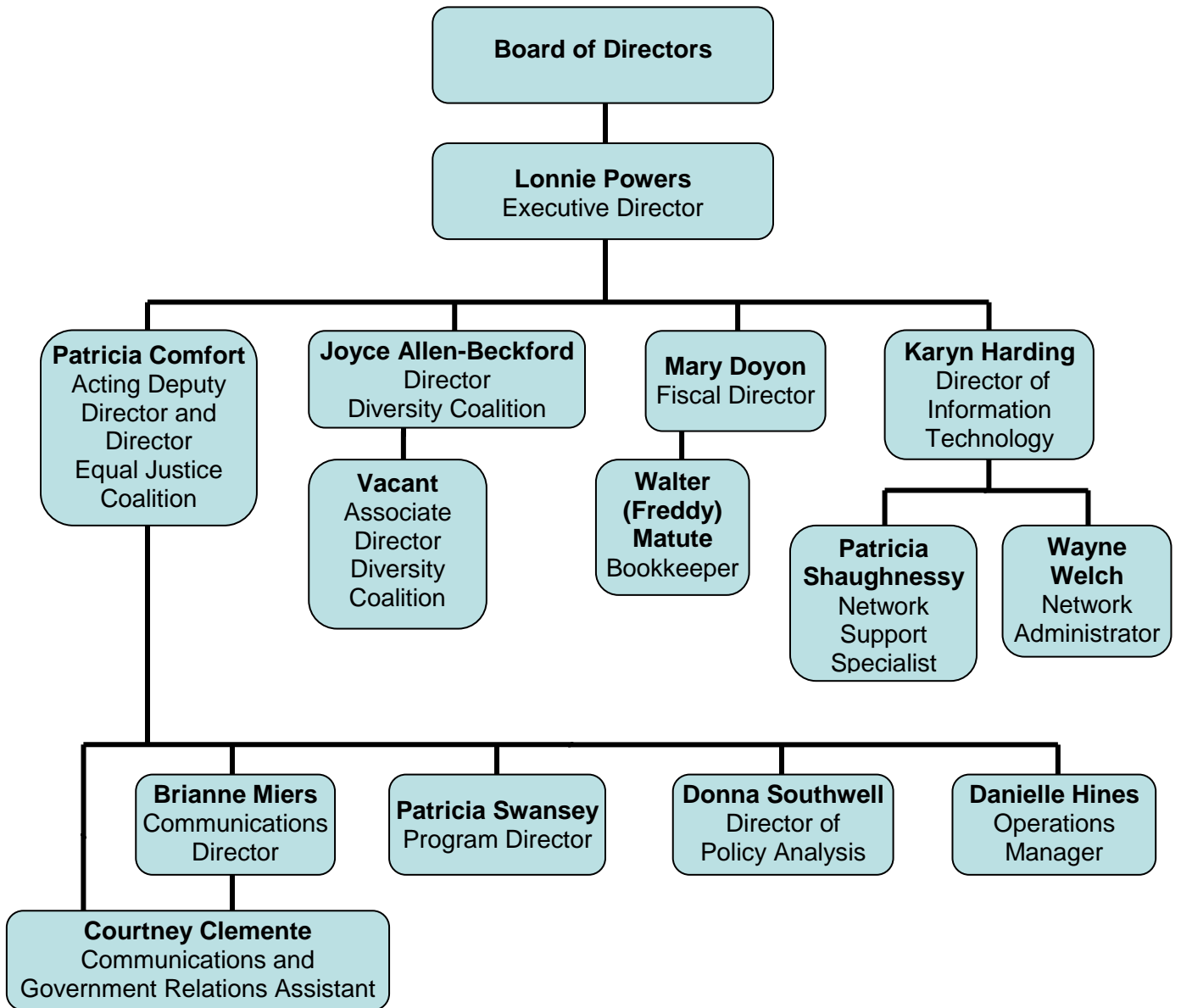
*Member since 2001; current term expires April 2011*

**Martin V. Tomassian, Jr., Esq.**

Tomassian & Tomassian, Edgartown

*Member since 2010; current term expires April 2015*

# MLAC Organizational Chart



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