

## Montana Legal Services Association

### Summary of 2017 Services

<u>Total New Requests for Assistance:</u>	<b>7,879</b>
Referred to other service providers without intake:	<u>1,098</u>
<u>Total New Intake Requests:</u>	6,781
New cases opened and <b>served</b> :	<b><u>3,013</u></b>
New Intakes <b>not served</b> :	<b>3,768</b>
<u>Total Number of Cases Handled (new and ongoing):</u>	<b>3,843</b>
Handled by 366 volunteer Pro Bono Advocates:	1,246
Handled by MLSA Staff:	2,597

#### Nature of Problems Served:

Consumer:	495	17%
Education:	2	0%
Employment	146	5%
Family	1,198	41%
Juvenile	25	1%
Health	19	1%
Housing	682	23%
Income Maintenance	91	3%
Individual Rights	12	0%
Miscellaneous/Other	234	8%

Services Provided in 2017 Cases Closed:

Advice or Brief service:	2,590
Settlement negotiated:	80
Handled through administrative agency:	22
Uncontested court action:	40
Contested court action:*	93
Appeals	1
Other	<u>78</u>
<b>Total Cases Closed:</b>	<b>2,904</b>

**Closed cases resolved without court action: 95.4%**

\*Of the cases with contested court action, 48 involved family law (of 1,198 total family law cases handled), and 13 involved housing issues (of 682 total housing cases handled).

**On-line Access to Legal Information:**

Visitors to MontanaLawHelp.org:	100,380
Pages viewed on MontanaLawHelp.org:	229,403
Self-Help materials downloaded:	12,237
Documents finalized using LawHelp Interactive forms:	6,276