

## WELCOME to Maryland Legal Aid,

a non-profit law firm for people who are low-income. We look forward to assisting you and would like you to know more about our organization.

Maryland Legal Aid is an equal opportunity employer and provider. Individuals who need assistance communicating with Maryland Legal Aid staff (e.g., language interpreters) should make their needs known to a staff member.

Visit our website at [www.mdlab.org](http://www.mdlab.org).

## Who We Are

Maryland Legal Aid, established in 1911, is a private, non-profit law firm that provides free civil legal services to people who are low-income statewide. We are dedicated to providing high-quality legal advocacy to protect and advance human rights for individuals, families, and communities. Maryland Legal Aid serves Baltimore City and Maryland's 23 counties from 12 full-service offices. Maryland Legal Aid receives funding from federal, state, and local governments, the United Way, and other private sources. Some of our funders prohibit us from representing clients whose income exceeds a certain amount and limit the types of cases that we can accept.

Because of these funding limitations, most of the clients we represent have incomes at or below 125% of the federal poverty guidelines. We cannot accept criminal, personal injury, or traffic court matters, even if a person is financially eligible. Maryland Legal Aid does, however, provide assistance with criminal record expungements to remove barriers to obtaining housing, employment, and child custody.



## Maryland Legal Aid Offices

### Anne Arundel County

229 Hanover Street  
Annapolis, MD 21401  
(410) 972-2700  
(800) 666-8330

### Baltimore City

500 E. Lexington Street  
Baltimore, MD 21202

#### Telephone Intake Lines:

(410) 951-7750  
(866) MD LAW 4U  
(or 866-635-2948)

#### Business Line:

(410) 951-7777  
(800) 999-8904

### Baltimore County

215 Washington Avenue  
Suite 305  
Towson, MD 21204  
(410) 427-1800  
(877) 878-5920

### Lower Eastern Shore

Dorchester, Somerset,  
Wicomico, Worcester  
111 High Street  
Salisbury, MD 21801  
(410) 546-5511  
(800) 444-4099

### Metropolitan Maryland

Howard, Prince George's  
8401 Corporate Drive  
Suite 200  
Landover, MD 20785  
(301) 560-2100  
(888) 215-5316

### Howard County

3451 Court House Drive  
2nd Floor  
Ellicott City, MD 21043  
(410) 480-1057

### Midwestern Maryland

Carroll, Frederick, Washington  
22 S. Market Street  
Suite 11  
Frederick, MD 21701  
(301) 694-7414  
(800) 679-8813

### Montgomery County

600 Jefferson Plaza  
Suite 430  
Rockville, MD 20852  
(240) 314-0373  
(855) 880-9487

### Northeastern Maryland

Cecil, Harford  
103 S. Hickory Avenue  
Bel Air, MD 21014  
(410) 836-8202  
(800) 444-9529

### Southern Maryland

Calvert, Charles, St. Mary's  
15045 Burnt Store Road  
P.O. Box 249  
Hughesville, MD 20637  
(301) 932-6661  
(877) 310-1810

### Upper Eastern Shore

Caroline, Kent,  
Queen Anne's, Talbot  
106 N. Washington Street  
Suite 101  
Easton, MD 21601  
(410) 763-9676  
(800) 477-2543

### Western Maryland

Allegany, Garrett  
110 Greene Street  
Cumberland, MD 21502  
(301) 777-7474  
(866) 389-5243

### Statewide

**Farmworker Program**  
(800) 444-4099

**Foreclosure Legal Assistance Project**  
(888) 213-3320

**Long-Term Care Assistance Project**  
(866) 635-2948

**Maryland Senior Legal Helpline**  
(866) 635-2948

**Veterans' Hotline**  
(443) 863-4040

TTY Users: Call Maryland Relay, Dial 7-1-1

Visit [www.peoples-law.org](http://www.peoples-law.org) for self-help legal information and community resources.

For more information visit [www.mdlab.org](http://www.mdlab.org).

New Clients &  
Applicants

# Welcome to Maryland Legal Aid

Advancing Human Rights and Justice for All in Maryland since 1911



MARYLAND  
LEGAL AID

## What We do

Maryland Legal Aid provides legal assistance to individuals, families, and communities across Maryland. We offer a broad range of services, including legal advice, brief legal assistance, criminal record expungements, information and referrals, community education and outreach, classes to help individuals represent themselves, negotiation, and representation in litigation. The types of problems we provide assistance with include housing, health care, government benefits, family, child advocacy, consumer, education, and employment. We often provide legal representation in cases that involve:

- Fighting unlawful evictions and unsafe or dangerous housing conditions
- Denial of needed health care, disability, and other income assistance (e.g., social security and medical assistance)
- Maintaining custody of children
- Preventing foreclosures
- Recovering unpaid wages
- Restoring utilities
- Dealing with debts and debt collectors
- Resolving subsidized housing problems
- Obtaining unemployment benefits

**We do not charge for our services.**

## Maryland Legal Aid has special programs that provide representation and assistance for:

- Children who are victims of abuse and neglect
- Persons who need long-term health care
- Tenants and community groups working to preserve affordable housing
- Migrant and seasonal farmworkers
- Persons with HIV/AIDS
- Homeowners facing foreclosure
- Tenants at risk of eviction because of a foreclosure
- Veterans who need help with civil legal issues including veterans' benefits

## Intake Process

Before Maryland Legal Aid can help you, we must determine whether you are eligible for our services. We will conduct an initial interview with you, either in person or over the telephone. We will ask about your income, family size, assets, and other information. All information we receive from you is kept confidential.

We will ask you about your legal problem. If it is a type of problem we are not able to handle, we will try to refer you to an organization that can help you. Sometimes, we are unable to assist an individual because we have a "conflict of interest." For example, in a dispute between two tenants, we cannot represent both tenants. We do not have enough staff to represent every client who needs our services, so we may not be able to take your case due to our current case loads, even if it involves a problem we usually handle. If Maryland Legal Aid cannot handle your case, we will refer you to appropriate organizations that may be able to provide assistance.

To obtain assistance, please contact the office which covers the city or county where you live (see reverse side).

## How We Assist You

If Maryland Legal Aid is able to accept your case, one of our legal advocates (an attorney or a paralegal under the supervision of an attorney) will be assigned to your case. The legal advocate will discuss your case with you in detail and will ask to see copies of documents and other papers relating to your legal problem.

Your legal advocate will explain what we will do on your behalf, what you will need to do, what court costs you may have to pay (if any), the approximate length of time your case will take, and what results you may achieve. We will keep you informed of the progress of your case and consult with you before important decisions are made in your case.

There are things you may need to do as part of the preparation for your case, such as locating witnesses, getting information, and keeping records. It is important that you cooperate with your legal advocate so that we can help you to resolve your legal problem.

In order to properly represent you, we must be able to keep in contact with you. If you move, you **MUST** give us your new address and telephone number as soon as possible.

## Your Rights

We will try our best to help you resolve your civil legal problems and we encourage you to let us know how we can better assist you.

You have the right to appeal a decision that you are not financially eligible for our services or that we cannot handle your type of legal problem. The first step is to contact the chief attorney of the Maryland Legal Aid office making this determination. If you are not satisfied with the chief attorney's decision, you may make a complaint to Maryland Legal Aid's Executive Unit.

If the Executive Unit is unable to resolve the matter to your satisfaction, you may submit a complaint to the grievance committee of Maryland Legal Aid's Board of Directors.

To contact the Executive Unit or the Board of Directors, write to:

Maryland Legal Aid  
500 East Lexington Street  
Baltimore, Maryland 21202

or call: (410) 951-7777 or (800) 999-8904

We hope this information will give you a better understanding of our organization. If you have other questions or need additional information, please feel free to ask a member of our staff.

