

2024 Report to the Service Delivery Committee of the Commission on Aging SeniorLAW



Please share a success from the second half of 2024.

- A client in her early 80's missed a rent payment due to a problem with her Social Security benefits. The landlord refused to negotiate a settlement that would avoid an eviction. A Legal Action attorney represented the client in court and was able to get the case dismissed and sealed due to mistakes made by the landlord in providing the eviction notice to the client.
- A low-income client in his mid-70's was being fined by the city for failure to finish repairs related to code violations on his home. He also had past due property taxes that he was trying to pay off. A Legal Action attorney represented him before the Municipal Court and was able to negotiate more time to make repairs; which were ultimately completed, as well as a satisfaction of judgment on the property taxes.



Please share a challenge from the second half of 2024.

- Legal Action was able to resolve several cases associated with a medical clinic that had gone into receivership and whose debt was purchased by a debt collector. Hundreds of cases were brought by the new owner against former patients of the clinic. It was not clear that the patients of the clinic owed anything to the clinic and the debt collector often had no proof that the patients had ever been billed by the clinic. Nonetheless, patients were being sued for thousands of dollars by the debt collector. Legal Action successfully represented many clients in court and received favorable court decisions. Once the debt collector realized that our arguments were strong, our clients received positive negotiated settlements involving case dismissal and seals. Our last cases involving these issues were settled in the second half of 2024.



Report on 2024 Performance Objectives

32 Cases Opened in December

557 New Cases in 2024

4004 Service Units (Hours)

Monetary impact	\$550,000	1,009,173
Closed cases that helped clients obtain or maintain public benefits	75	156
Hours dedicated to case work	2000	1,999
% of clients satisfied with services received from Legal Action	80%	94%
Number of clients assisted through pro bono counsel	40	61



**MILWAUKEE
COUNTY**

Funding Summary

- Total Agency Budget: \$19,600,000
- ADS funding amount, and percentage of agency budget: \$405,079, 2%
- Contract spending: \$405,079



Please share one service improvement or planned change for the beginning of half of 2025.

- Legal Action plans to coordinate services with the 5 new EBSs hired by the County last year. This may allow for the prioritization of more types of housing and consumer issues.

