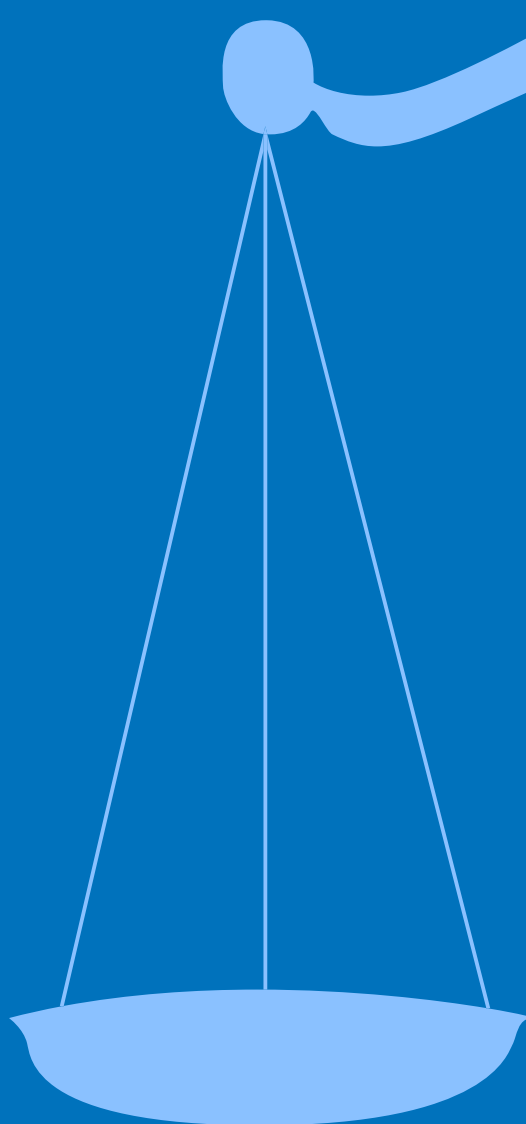




MARYLAND CENTER *for*  
LEGAL ASSISTANCE

# ANNUAL REVIEW

2019



# ABOUT **MCLA**



The Maryland Center for Legal Assistance (MCLA) is a wholly-owned subsidiary of Maryland Legal Aid. Through a contract with the Maryland Judiciary, MCLA operates the District Court Self-Help Resource Centers in Baltimore City, Glen Burnie, Upper Marlboro, and Salisbury, a satellite District Court Self-Help Resource Center in Cambridge, and the Maryland Courts Self-Help Centers in Frederick and Annapolis (call center only).

The Self-Help Centers address a wide range of civil legal matters, including landlord-tenant, consumer (e.g., debt collection and credit card cases), family law, and criminal record expungements, which remove barriers to obtaining housing, employment, and child custody.

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*Designer:* Danielle Anderson

*Printer:* Pavsner Press

# FROM THE MANAGING DIRECTOR

In 2019, the Maryland Center for Legal Assistance (MCLA) served more than 100,000 litigants—a record for MCLA since its establishment in 2017. The number of individuals that MCLA is able to assist and our ability to do so is made possible by the commitment and compassion of MCLA staff, pro bono attorneys, and most notably, the Maryland Judiciary. The Maryland Judiciary's dedication to providing access to justice for all Marylanders is evidenced by their significant funding for MCLA to manage and operate the Maryland Courts and District Courts Self-Help Resource Centers (DCSHRC).

MCLA is continually developing new ways to serve Marylanders, including launching a pilot video conference service for pro se litigants to receive legal assistance. Through video conference, litigants can speak with an attorney “face-to-face” and share documents in real time allowing for a comprehensive level of assistance. In the coming years, MCLA anticipates that this model of providing legal assistance to pro se litigants will be replicated in other parts of the state. The Self-Help Resource Center in Cambridge—a satellite location of the DCSHRC in Salisbury—has been well received in the community. MCLA will launch a similar

service in Washington County as a satellite location of the DCSHRC in Frederick.

Throughout 2019, MCLA presented monthly webinars on relevant topics for pro se litigants, including child custody, filing for divorce, and landlord-tenant issues. Participants expressed a high level of satisfaction with the webinars and MCLA is working to create future webinars on new topics.

MCLA has also been working with the Maryland Judiciary to improve MCLA's data collection processes and technology. MCLA will go live with a streamlined data collection application in the new year, which will enhance efficiency.

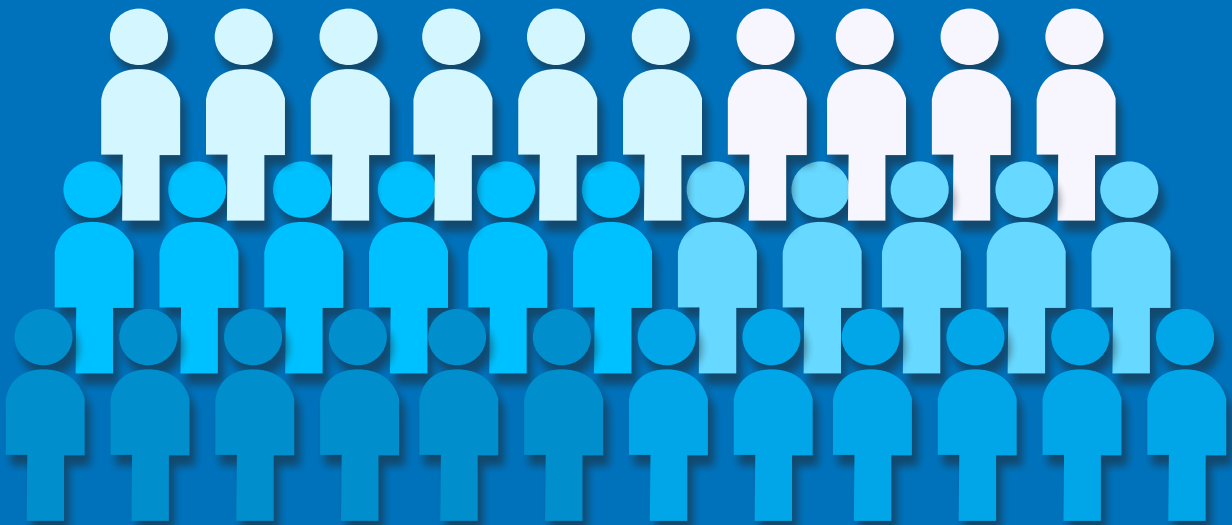
Pro Bono opportunities with MCLA have expanded and now volunteer attorneys can assist pro se litigants at walk-in locations in Glen Burnie and Salisbury, through live chat, and at expungement clinics held at the DCSHRC in Upper Marlboro. To effectively recruit, train, and retain pro bono attorneys, MCLA will hire staff to coordinate MCLA's Pro Bono program.

We are extremely proud of our accomplishments from this past year and the high-quality service MCLA continues to provide pro se litigants. We look forward to our continuing partnership with the Maryland Judiciary on new initiatives to increase access to justice throughout Maryland.

**Chijioke Akamigbo,  
Managing Director**

**Number of visitors  
assisted by the Maryland  
Courts Self-Help and  
District Court Self-Help  
Resource Centers in 2019:**

**108,497**



# MARYLAND COURTS SELF-HELP CENTERS

MCLA is grateful to the Maryland Judiciary for entrusting MCLA to operate its Maryland Self-Help and District Court Self-Help Resource Centers.

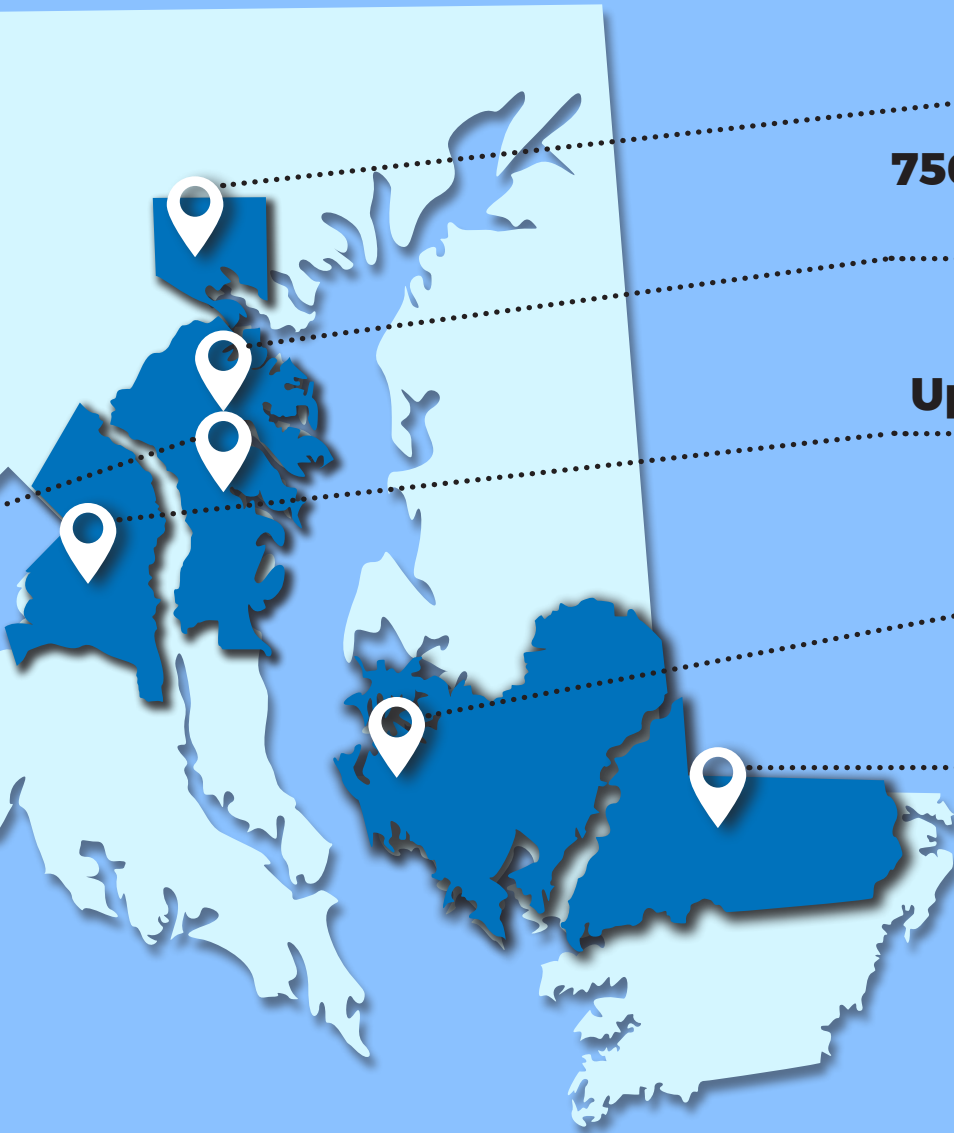


**100 West Patrick Street  
Frederick, MD 21701**

**Call Center: Annapolis, MD  
(410) 260 - 1392**

Thanks to the support of the Maryland Judiciary, MCLA is able to help provide access to legal information and resources for all Marylanders.

# DISTRICT COURTS SELF-HELP RESOURCE CENTERS



**501 East Fayette Street  
3rd Floor  
Baltimore, MD 21202**

**7500 Governor Ritchie Hwy  
Glen Burnie, MD 21061**

**14735 Main Street  
Upper Marlboro, MD 20772**

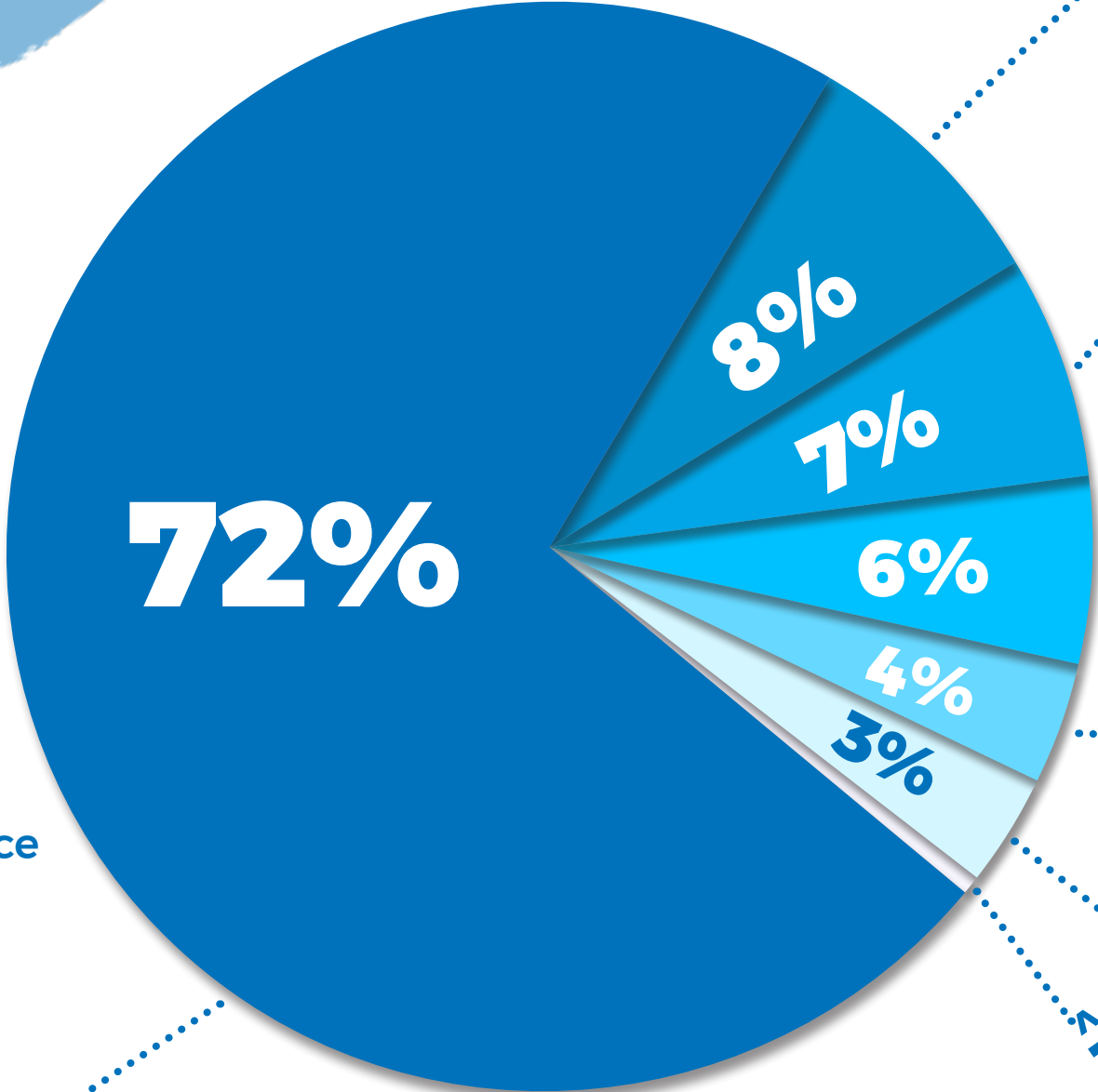
**310 Gay Street  
Cambridge, MD 21613**

**201 Baptist Street  
Salisbury, MD 21801**

# STATS

TOTAL VISITORS SERVED IN 2019 =

👤👤👤👤 **108,497**



## KEY



Phone



Walk-in



Live Chat



Email



Video Conference

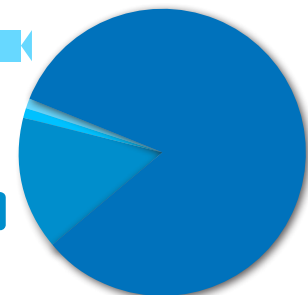


## ANNAPOLIS CALL CENTER

5

👤👤👤👤 = **78,457**

- <1% 📺
- 1% ✉️
- 16% 💬



83% 📞

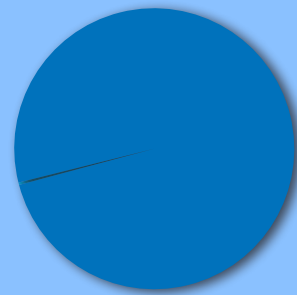




# UPPER MARLBORO

👤👤👤👤 = 8,499

<1% 💬 + 📌



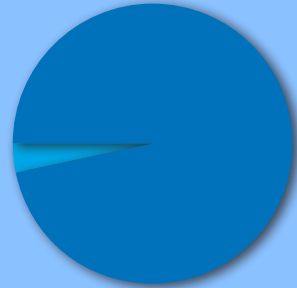
99% 👤



# BALTIMORE

👤👤👤👤 = 7,133

3% 📌



97% 👤



# GLEN BURNIE

👤👤👤👤 = 5,958

1% 💬

21% 📌



78% 👤



# FREDERICK

👤👤👤👤 = 4,449

7% 💬 + 📌



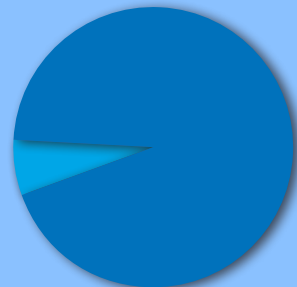
93% 👤



# SALISBURY

👤👤👤👤 = 3,672

6% 📌



94% 👤



# CAMBRIDGE

👤👤👤👤 = 329

22% 📌



78% 👤

# PRO BONO PROGRAM

## Pro Bono Attorneys

Bernadette Chimah

Sarah Coffey Frush

Brian Hochheimer

Olajumoke Olawale

Ebony Shunda

Joyce Ann Williams

This year, MCLA expanded its Pro Bono program for volunteer attorneys interested in providing services to self-represented litigants. Volunteers provide legal assistance through live chat and one-on-one consultations to walk-in clients in addition to providing criminal record expungements at legal clinics. Areas of law covered include family law, landlord-tenant, debt collection, peace and protective orders, criminal record expungement, and foreclosure.



**MCLA's live chat is an easy, efficient, and impactful way to provide pro bono support. I enjoy the freedom of signing in at my convenience, being assigned the case types I'm comfortable with, and truly helping folks navigate the legal system.**



Sarah Coffey Frush,  
MCLA Pro Bono Volunteer

# STAFF

Chijioke Akamigbo | Managing Director

## Board of Managers

Brian P. Hochheimer, Esq.	President
Jessica A. duHoffmann, Esq.	Member
Gustava E. Taler, Esq.	Member

## Annapolis

Emily Angel	Supervising Attorney
Nana Benneh	Staff Attorney
Naoka Clyburn	Staff Attorney
Brittaney Ferrier	Staff Attorney
Patricia Granato	Staff Attorney
Jonathan Howe	Staff Attorney
Gerard James	Staff Attorney
Gregory Nolen	Administrative Assistant
Julia Oaten	Staff Attorney
Corey Rudolph	Staff Attorney
Ariel Shaynak	Staff Attorney
Jamie Stevens	Staff Attorney
Joycelyn Stinson	Supervising Attorney
Brittany West	Staff Attorney

## Baltimore

Tracey Jones	Staff Attorney
Whitney Parham	Administrative Assistant
Abena Williams	Supervising Attorney

## Glen Burnie

Itta Englander	Staff Attorney
Tommy Fisher	Staff Attorney
Pam Flemming	Administrative Assistant
Risheena Schwemle	Supervising Attorney

## Frederick

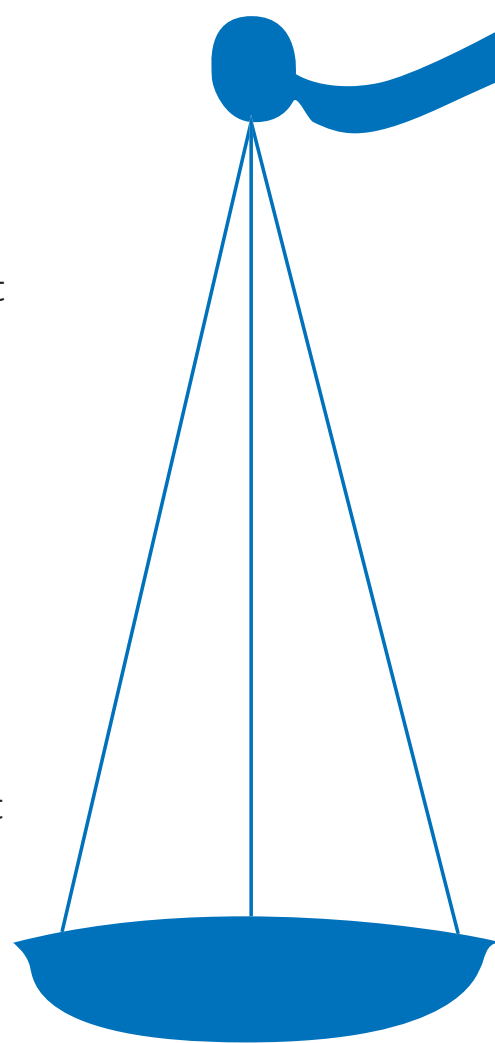
Evelyn Mejia	Administrative Assistant
Alyssa Patzoldt	Supervising Attorney
Timothy Swanson	Staff Attorney
Terry Young	Staff Attorney

## Salisbury & Cambridge

Linda Gillis	Administrative Assistant
Matthew McElroy	Staff Attorney
Sarah Rhine	Supervising Attorney

## Upper Marlboro

Megan Challender	Supervising Attorney
Kirsten Dowell	Staff Attorney
Susan Gerhart	Staff Attorney
Jenna Greever	Administrative Assistant
Sam Minnitte	Staff Attorney









MARYLAND CENTER *for*  
LEGAL ASSISTANCE

[www.mdcla.org](http://www.mdcla.org)