

## Welcome To Maryland Legal Aid,

a nonprofit 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

We advocate with and for Marylanders experiencing poverty to achieve equity and social justice through free civil legal services, community collaboration, and systems change.

Established in 1911, Maryland Legal Aid is a statewide private, nonprofit law firm that provides free, civil legal services to low-income and vulnerable people to address their most fundamental legal problems. From our 12 offices throughout the state and through our community-based clinics, we help our clients preserve and access safe and affordable housing, maintain and regain custody of their children, and be safe from domestic violence. Maryland Legal Aid increases our clients' economic security by defending against consumer debt, including foreclosures and tax sales, removing barriers to employment, and accessing critical income supports such as unemployment, food stamps and other vital public benefits. Through special projects, we represent elder adults, nursing home residents, children in alleged abuse and neglect cases, and migrant farmworkers. In its advocacy, Maryland Legal Aid seeks systemic change through impact litigation, in our advocacy, and by storytelling.

## Maryland Legal Aid Offices

**Centralized Intake:** 1-888-465-2468  
is now serving all jurisdictions:

### Offices

#### **Alleghany/Garrett**

138 Baltimore Street  
Suite 204  
Cumberland, MD 21502

#### **Anne Arundel/Howard**

2024 West Street  
Suite 204  
Annapolis, MD 21401  
3451 Court House Drive  
2nd Floor  
Ellicott City, MD 21043

#### **Baltimore City**

500 E. Lexington Street  
Baltimore, MD 21202

#### **Baltimore County**

215 Washington Avenue  
Suite 305  
Towson, MD 21204

#### **Cecil/Harford**

103 S. Hickory Avenue  
Bel Air, MD 21014

#### **Lower Eastern Shore Dorchester, Somerset, Wicomico, Worcester**

201 E. Main Street  
Salisbury, MD 21801

#### **Midwestern Maryland Carroll, Frederick, Washington**

22 S. Market Street  
Suite 11  
Frederick, MD 21701

#### **Montgomery County**

600 Jefferson Plaza  
Suite 430  
Rockville, MD 20852

#### **Prince George's County**

8401 Corporate Drive  
Suite 200  
Landover, MD 20785

#### **Southern Maryland Calvert, Charles, St. Mary's**

15045 Burnt Store Road  
Hughesville, MD 20637

#### **Upper Eastern Shore Caroline, Kent, Queen Anne's, Talbot**

106 N. Washington Street  
Suite 101  
Easton, MD 21601

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

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

For more information

[www.peoples-law.org](http://www.peoples-law.org)

For self-help legal information and  
community resources

9.13.2024



# WELCOME TO 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, 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
- Addressing denial of needed health care, disability, and other income assistance (e.g., social security and medical assistance)
- Litigating matters involving child custody
- Preventing foreclosures
- Recovering unpaid wages
- Restoring utilities
- Dealing with debts and debt collectors
- Resolving subsidized housing problems
- Obtaining unemployment benefits

**ALL OF OUR SERVICES ARE PROVIDED FREE OF CHARGE.**

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

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

## 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. 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 caseloads, 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 get help from Maryland Legal Aid or consult with a private attorney call Maryland Legal Aid’s centralized intake at 1-888-465-2468. To find a private attorney, you can reach out to the Lawyer Referral Service in your county.

## 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.

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.