

**UNITED WAY CONSUMER INVESTMENT STRATEGY FOR  
LEGAL ISSUES**

**Definition of consumer population:**

Individuals 18+ who are in need of legal services to settle a civil dispute.

**Desired outcomes as a result of investing in services for this population:**

- Low-income persons are enabled of their lawful rights to have resolutions in a formalized setting
- Low-income persons have access to legal assistance to secure justice and support

**United Way's Legal Issues Investment Strategies:**

- A) **Mediation and dispute resolution:** Provision of mediation, dispute resolution and other prevention-related efforts to help low income individuals avoid the court system
- B) **Legal services:** Legal services that enable low income individuals avoid the court system