

SERVICE DELIVERY, CASE ACCEPTANCE & OUTCOMES



13,493
REQUESTS FOR ASSISTANCE



4,922
TOTAL CASES CLOSED



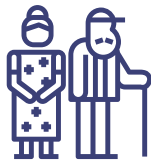
90%
POSITIVE CASE OUTCOMES



\$8.45 mill
ECONOMIC BENEFIT TO CLIENTS



359
VETERANS



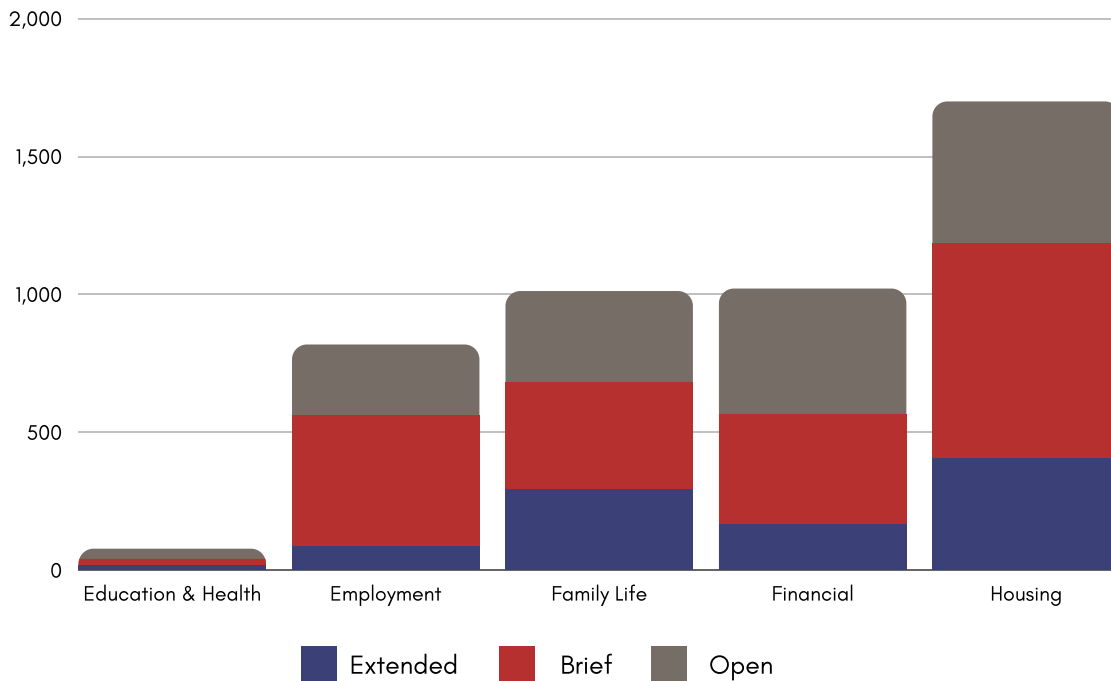
731
SENIORS



1,221
DOMESTIC VIOLENCE VICTIMS



1,272
DISABLED



PRO BONO WORK

186

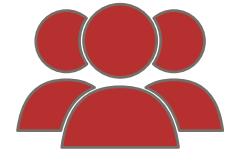
VOLUNTEERS WORKED ON CASES



917
NEW CASES PLACED



1,231
TOTAL CASES HANDLED



2,857
TOTAL PEOPLE HELPED

OUTREACH



600
COMMUNITY EVENTS

409
NEW PAGE LIKES



102
MEDIA APPEARANCES

143
NEW PAGE FOLLOWS



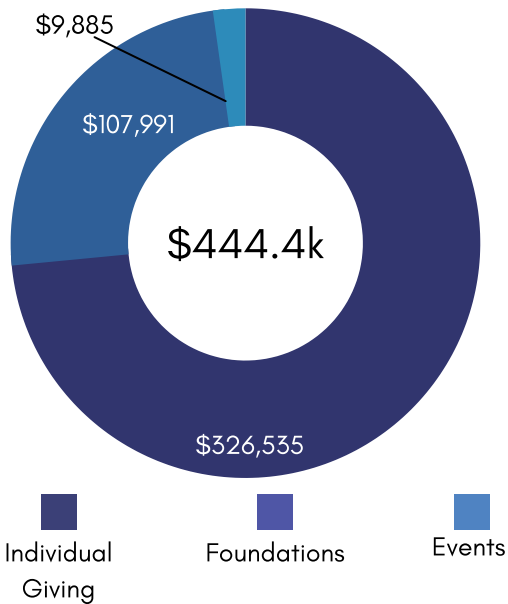
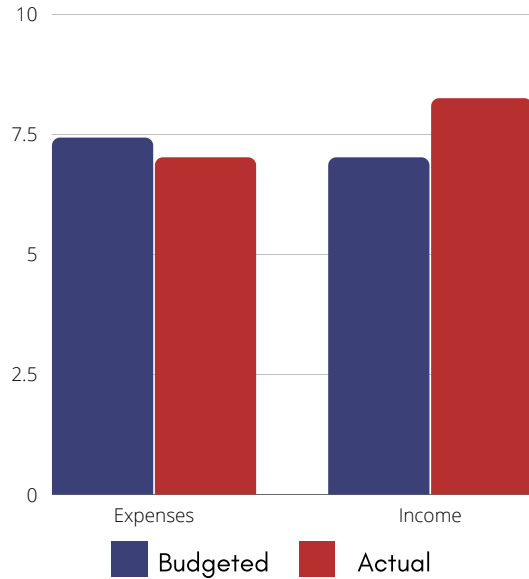
39
PRESS RELEASES

37%
NEWSLETTER READ RATE

FINANCIAL UPDATE

BUDGET SNAPSHOT

(IN MILLIONS)



Dollars Raised does not include unfulfilled pledges.

OUTCOMES REPORT



376

HOMES SAVED



119

FRESH STARTS THROUGH BANKRUPTCY



112

PROTECTION ORDERS OBTAINED



15

EDUCATION RESOLUTIONS



49

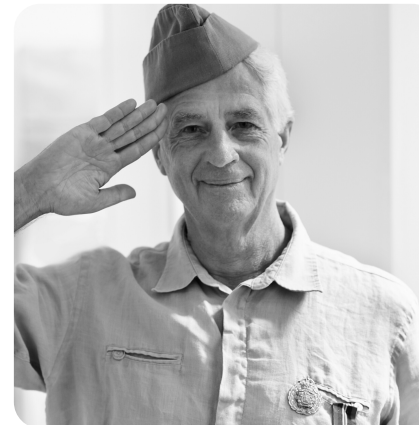
CRIMINAL RECORD RESOLUTIONS

These outcomes reflect only a portion of Legal Aid's work. They are intended to provide a snapshot of the types of outcomes we see in each area of the law we practice.

Note: Legal Aid provides a variety of support to our clients, including counsel and advice or brief assistance. Due to the nature of this work, it's difficult to track outcomes from clients we only speak to once or twice. In other cases, we provide extended representation in court or other legal proceedings or negotiations outside the courtroom. The outcomes reported here are for those extended service cases.

CLIENT SPOTLIGHT

NAME
Paul
CASETYPE:
veteran
COUNTY:
Stark
OUTCOME:
positive



An elderly veteran, Paul takes pride in the apartment he's rented for more than a decade. When his complex was infested with bedbugs, his landlord treated the bugs, but then charged Paul for the cost - increasing his rent far beyond what he could afford. Paul fell behind and was facing eviction. Legal Aid stepped in, got the eviction, dismissed, and won Paul a settlement to pay for personal effects he had to throw away because of the bugs.