**QUARTER 3 DASHBOARD - YTD**

**SERVICE DELIVERY CASE ACCEPTANCE & OUTCOMES**

- **14,072** Requests for Assistance
- **3,181** Total Cases Closed
- **575** Veteran
- **1,019** Senior
- **1,491** DV Victim
- **1,673** Disabled

**%** Positive Case Outcomes

**$7.18 mil** Economic Benefit to Clients

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**OUTREACH**

- **250** Community Events
- **112** Media Appearances
- **38** Press Releases
- **189** New Page Likes
- **87** New Page Followers

**EVENTS**

**31%** E-Newsletter Read Rate

**PRO BONO WORK**

- **217** Volunteers Worked on Cases
- **827** New Cases Placed
- **1,348** Total Cases Handled
- **3,144** Total People Helped

**Case Totals**

<table>
<thead>
<tr>
<th>Category</th>
<th>Extended</th>
<th>Brief</th>
<th>Open</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education &amp; Health</td>
<td>90</td>
<td>341</td>
<td>133</td>
<td>364</td>
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<tr>
<td>Employment</td>
<td>296</td>
<td>526</td>
<td>376</td>
<td>1,198</td>
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<td>Family Life</td>
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<td>198</td>
<td>598</td>
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<td>Financial</td>
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</tr>
<tr>
<td>Housing</td>
<td>387</td>
<td>387</td>
<td>387</td>
<td>3,144</td>
</tr>
</tbody>
</table>

*Other refers to cases from probate, drivers license, immigration, and other case categories*
FINANCIAL UPDATE

Budget Snapshot
(in millions)

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budgeted</td>
<td>Actual</td>
</tr>
</tbody>
</table>

Dollars Raised

$262.2k

QUARTER 3 DASHBOARD - YTD

OUTCOMES REPORT

102
HOMES SAVED

112
FRESH STARTS THROUGH BANKRUPTCY

129
PROTECTION ORDERS OBTAINED

17
EDUCATION RESOLUTIONS

75
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 services cases.

CLIENT SPOTLIGHT

name: Beth Tenda

case type: special education needs for child

county: Summit

outcome: successful

“I really felt that I was in the process of having a nervous breakdown. Had I not had Legal Aid, the school would have won, because I was so tired of fighting. I really knew that I couldn’t do this one on my own.”

Note: “Dollars Raised” does not include unfulfilled pledges.