**SERVICE DELIVERY CASE ACCEPTANCE & OUTCOMES**

- **Requests for Assistance**: 4,247
- **Requests for Assistance**: 1,159
- **Requests for Assistance**: 319
- **Requests for Assistance**: 484
- **Requests for Assistance**: 868
- **Requests for Assistance**: 858
- **Requests for Assistance**: 246
- **Requests for Assistance**: 1,159
- **Requests for Assistance**: 83%
- **Requests for Assistance**: 279
- **Requests for Assistance**: 837
- **Requests for Assistance**: 1,980
- **Requests for Assistance**: $4.7 mil
- **Requests for Assistance**: $4.7 mil

**Positive Case Outcomes**

- **Positive Case Outcomes**: 83%
- **Positive Case Outcomes**: 279
- **Positive Case Outcomes**: 837

**Economic Benefit to Clients**

- **Economic Benefit to Clients**: $4.7 mil
- **Economic Benefit to Clients**: $4.7 mil
- **Economic Benefit to Clients**: $4.7 mil

**Volunteers**

- **Volunteers**: 163
- **Volunteers**: 269
- **Volunteers**: 11
- **Volunteers**: 20
- **Volunteers**: 11
- **Volunteers**: 29%

**New Cases Placed**

- **New Cases Placed**: 269
- **New Cases Placed**: 246
- **New Cases Placed**: 20
- **New Cases Placed**: 29%

**Outreach**

- **Community Events**: 125 (9*)
- **Press Releases**: 11
- **Media Appearances**: 20
- **Media Appearances**: 20

*denotes virtual events offered during Covid-19 health crisis and social distancing requirements
QUARTER 1 DASHBOARD

FINANCIAL UPDATE

- Budgeted:
  - Expenses: $2.0 million
  - Income: $1.5 million
- Actual:
  - Expenses: $1.5 million
  - Income: $1.0 million

Dollars Raised

- Total: $111.5k
- Individual Giving: $104,253
- Foundations: $7,311
- Event Revenue: $0

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

OUTCOMES REPORT

- Homes Saved: 32
- Fresh Starts Through Bankruptcy: 60
- Protection Orders Obtained: 49
- Education Resolutions: 11
- Criminal Record Resolutions: 13

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: David Holmes
- Case Type: Grandparent power of attorney (volunteer)
- County: Summit
- Outcome: Positive

“It was David and Goliath in my mind...it was this huge bureaucracy and me. I needed somebody that understood how things worked and would help me.”