

# QUARTER 1 DASHBOARD

## SERVICE DELIVERY CASE ACCEPTANCE & OUTCOMES



4,247

REQUESTS FOR ASSISTANCE



1,159

TOTAL CASES CLOSED



83%

POSITIVE CASE OUTCOMES



\$4.7 mil

ECONOMIC BENEFIT TO CLIENTS



319

VETERAN CASES



484

SENIOR CASES



868

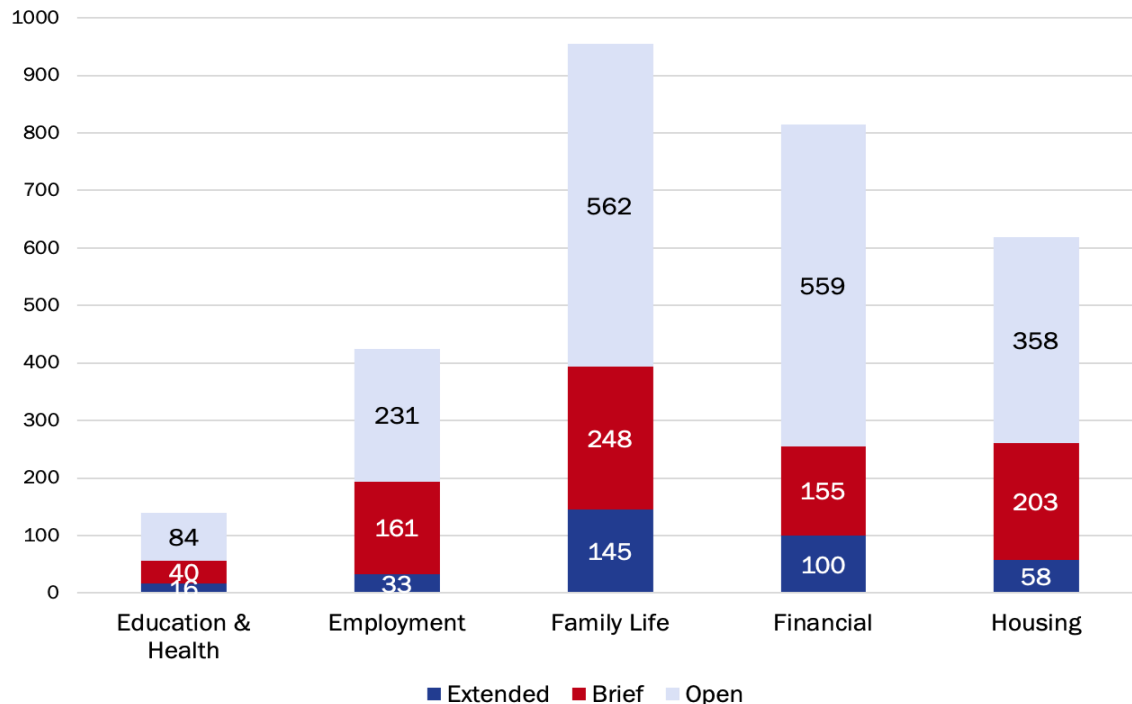
DV VICTIM CASES



858

DISABLED PERSON CASES

Case Totals



## PRO BONO WORK

163

volunteers  
WORKED ON  
CASES



269

NEW CASES  
PLACED



837

TOTAL CASES  
HANDLED



1,980

TOTAL PEOPLE  
HELPED

## OUTREACH



125 (9\*)  
COMMUNITY  
EVENTS

246  
NEW PAGE  
LIKES



20  
MEDIA  
APPEARANCES

20  
NEW PAGE  
FOLLOWERS



11  
PRESS  
RELEASES

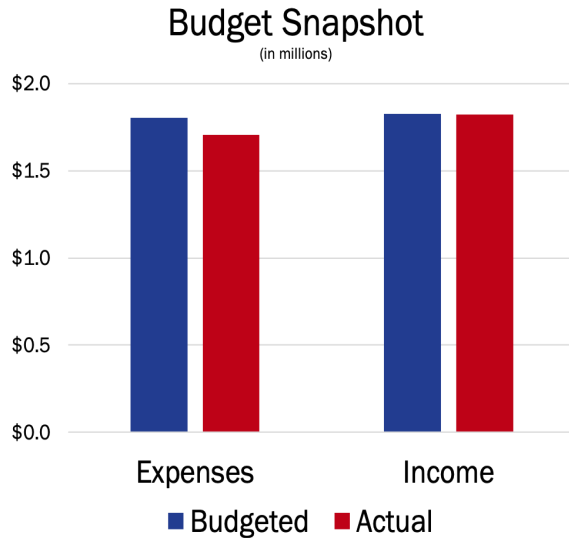
29%  
E-NEWSLETTER  
READ RATE



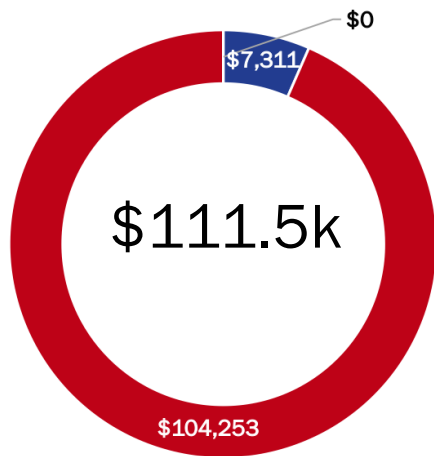
*\*denotes virtual events offered during Covid-19 health crisis and social distancing requirements*

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## FINANCIAL UPDATE



### Dollars Raised



Note: "Dollars Raised" does not include unfulfilled pledges.

## OUTCOMES REPORT



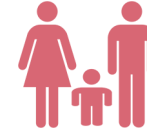
32

HOMES SAVED



60

FRESH STARTS  
THROUGH  
BANKRUPTCY



49

PROTECTION  
ORDERS OBTAINED



11

EDUCATION  
RESOLUTIONS



13

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:  
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."