**SERVICE DELIVERY CASE ACCEPTANCE & OUTCOMES**

- **Requests for Assistance**: 6,864
- **Total Cases Closed**: 2,061
- **Positive Case Outcomes**: 84%
- **Economic Benefit to Clients**: $7.55 mil

**PRO BONO WORK**

- **Volunteers Worked on Cases**: 175
- **New Cases Placed**: 262

**Case Totals**

- **Veterans**: 436
- **Seniors**: 692
- **Domestic Violence Victims**: 1,457
- **Disabled**: 1,318

**TOTAL CASES HANDLED**: 2,510
**TOTAL PEOPLE HELPED**: 2,063

**Outreach**

- **Community Events**: 155 (+74*)
- **New Page Likes**: 565
- **Media Appearances**: 62
- **New Page Followers**: 40
- **Press Releases**: 21
- **E-Newsletter Read Rate**: 29%

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

*Denotes virtual events, as part of Covid-19 response
Outcomes Report

- 40 Homes Saved
- 96 Fresh Starts Through Bankruptcy
- 78 Protection Orders Obtained
- 16 Education Resolutions
- 21 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: Mark Coffman
- Case Type: Covid-19 Unemployment
- County: Summit
- Outcome: Successful

Legal Aid helped Mark, a self-employed contractor, get unemployment benefits after he was denied due to a technological glitch in the system. By fixing the glitch, thousands of other Ohioans had their benefits released, too.