### Q4 Dashboard - YTD

**Service Delivery Case Acceptance & Outcomes**

- **12,848** Requests for Assistance
- **5,626** Total Cases Closed
- **547** Veteran
- **893** Senior
- **1,914** DV Victim
- **1,776** Disabled

**Positive Case Outcomes**

- **91%**

**Economic Benefit to Clients**

- **$29.1 mil**

**Pro Bono Work**

- **193** Volunteers Worked on Cases
- **255** New Cases Placed
- **1,472** Total Cases Handled
- **3,477** Total People Helped

**Case Totals**

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Education &amp; Health</td>
<td>231</td>
</tr>
<tr>
<td>Employment</td>
<td>729</td>
</tr>
<tr>
<td>Family Life</td>
<td>802</td>
</tr>
<tr>
<td>Financial</td>
<td>615</td>
</tr>
<tr>
<td>Housing</td>
<td>1,176</td>
</tr>
</tbody>
</table>

*Other categories include probate, drivers license, immigration, and other case categories*

**Outreach**

- **220 (+287*) Community Events**
- **847** New Page Likes
- **109** Media Appearances
- **110** New Page Followers
- **27** Press Releases
- **26.8%** E-Newsletter Read Rate

*Denotes virtual events, as part of Covid-19 response
Angel Whited

name: Angel Whited
case type: landlord-tenant issues
county: Mahoning
outcome: successful

Angel approached Legal Aid after more than two months without heat in her apartment building. With temperatures for the upcoming weekend forecasted at below zero, Legal Aid’s team worked around the clock with community partners to make sure all 8 tenants had temporary emergency housing, while also filing in court to compel the landlord to turn the heat back on. Angel’s attorneys are now helping her and other tenants find safe, affordable housing elsewhere.