**SERVICE DELIVERY CASE ACCEPTANCE & OUTCOMES**

- **Requests for Assistance:** 3,514
- **Total Cases Closed:** 996
- **Positive Case Outcomes:** 88%
- **Economic Benefit to Clients:** $2.6 mil

**PRO BONO WORK**

- **Volunteers Worked on Cases:** 167
- **New Cases Placed:** 42
- **Total Cases Handled:** 772
- **Total People Helped:** 1,798

**VETERAN:** 249
**SENIOR:** 378
**DV Victim:** 830
**DISABLED:** 832

**Case Totals**

- **Education & Health:** 373
- **Employment:** 393
- **Family Life:** 485
- **Financial:** 738
- **Housing:** 243

**Outreach**

- **Community Events:** 39 (+118*)
- **Media Appearances:** 25
- **Press Releases:** 14
- **New Page Likes:** 169
- **New Page Followers:** 85
- **E-Newsletter Read Rate:** 34%

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

*Denotes online event.
Vincent lost his job in HR when his employer took a hit at the start of the COVID-19 pandemic. For the first time in his life, he couldn’t find a job and was struggling to pay his bills. By the time he was offered a new job, his landlord had served him with an eviction notice. Vincent reached out to Legal Aid. His attorney immediately got in touch with his landlord’s attorney and worked with the Summit CARES program to help Vincent get caught up on his rent and the eviction dismissed.

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