

QUARTER 4 DASHBOARD - YTD

SERVICE DELIVERY CASE ACCEPTANCE & OUTCOMES



12,848

REQUESTS FOR ASSISTANCE



5,626

TOTAL CASES CLOSED



91%

POSITIVE CASE OUTCOMES



\$29.1 mil

ECONOMIC BENEFIT TO CLIENTS



547

VETERAN



893

SENIOR



1,914

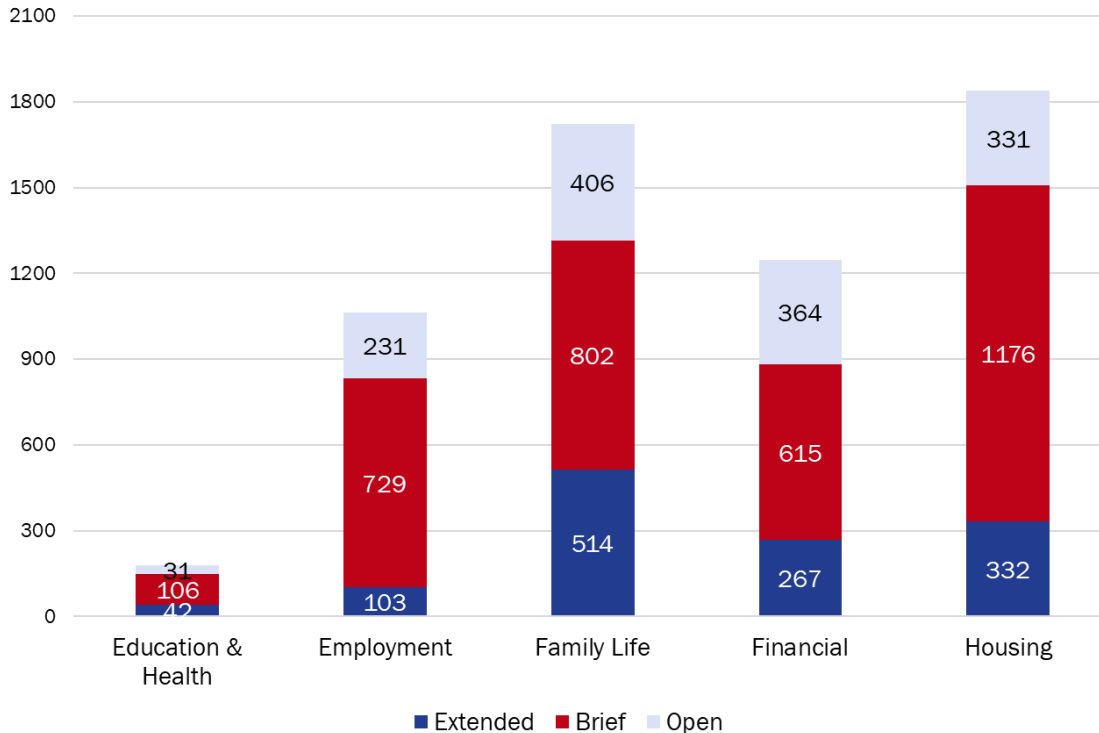
DV VICTIM



1,776

DISABLED

Case Totals



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

PRO BONO WORK

193

volunteers
WORKED ON
CASES



255

NEW CASES
PLACED



1,472

TOTAL CASES
HANDLED



3,477

TOTAL PEOPLE
HELPED

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

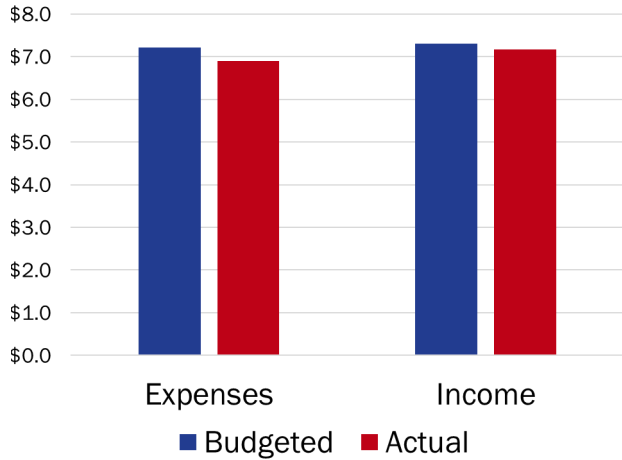


*Denotes virtual events, as part of Covid-19 response

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FINANCIAL UPDATE

Budget Snapshot
(in millions)



Dollars Raised



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

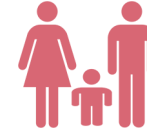
OUTCOMES REPORT



217
HOMES SAVED



164
FRESH STARTS
THROUGH
BANKRUPTCY



152
PROTECTION
ORDERS OBTAINED



32
EDUCATION
RESOLUTIONS



32
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:
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.