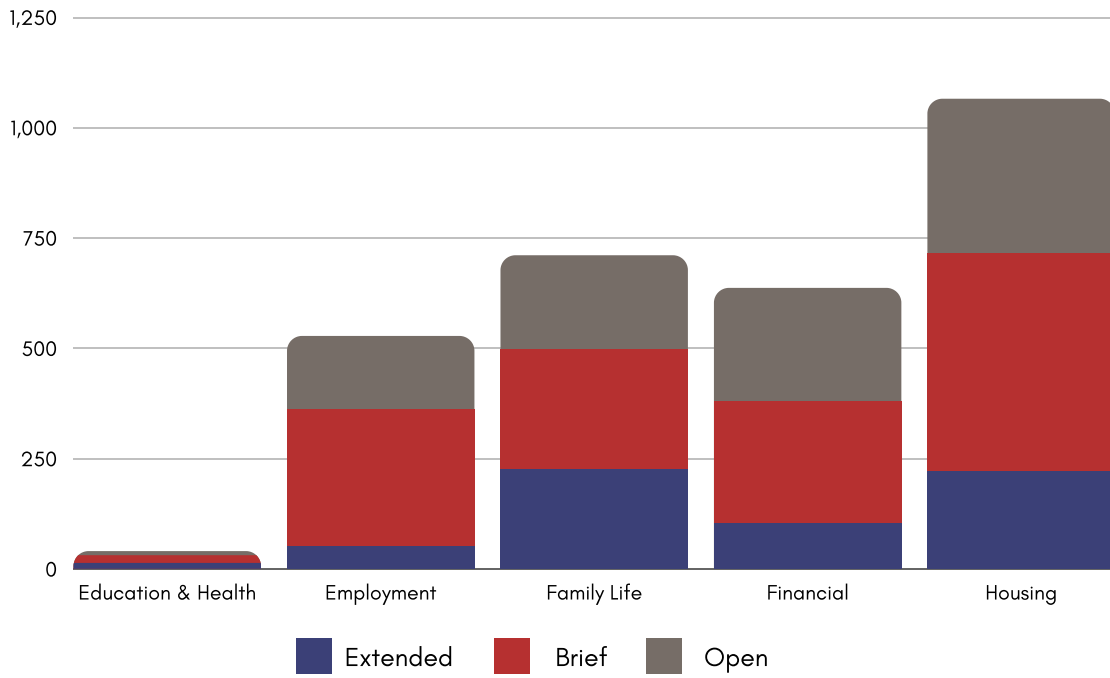


SERVICE DELIVERY, CASE ACCEPTANCE & OUTCOMES

 6,770 REQUESTS FOR ASSISTANCE	 1,983 TOTAL CASES CLOSED	 ★★★★★ 88% POSITIVE CASE OUTCOMES	 4.66M ECONOMIC BENEFIT TO CLIENTS
 235 VETERANS	 442 SENIORS	 890 DOMESTIC VIOLENCE VICTIMS	 885 DISABLED









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

PRO BONO WORK

159 VOLUNTEERS WORKED ON CASES	 478 NEW CASES PLACED
 729 TOTAL CASES HANDLED	 1,770 TOTAL PEOPLE HELPED

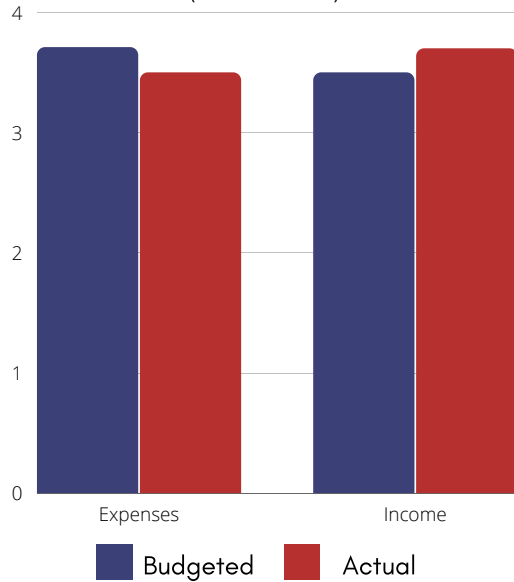
OUTREACH

 308 COMMUNITY EVENTS	 262 NEW PAGE LIKES
 46 MEDIA APPEARANCES	 103 NEW PAGE FOLLOWS
 18 PRESS RELEASES	 ~25% NEWSLETTER READ RATE

FINANCIAL UPDATE

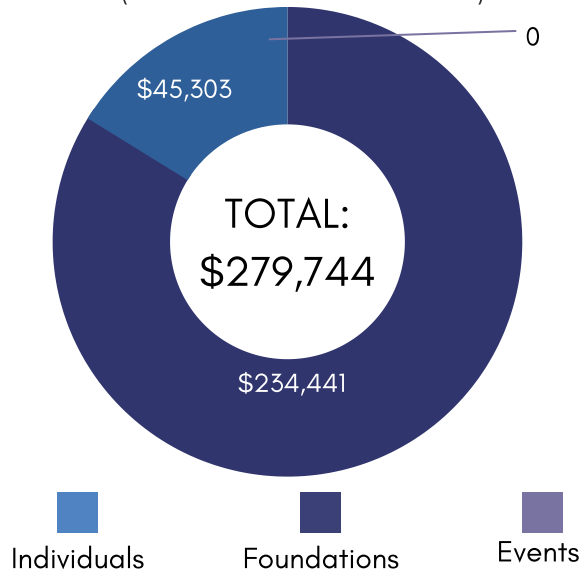
BUDGET SNAPSHOT

(IN MILLIONS)



DOLLARS RAISED

(DOES NOT INCLUDE PLEDGES)



OUTCOMES REPORT



161

HOMES SAVED



65

FRESH STARTS THROUGH BANKRUPTCY



56

PROTECTION ORDERS OBTAINED



10

EDUCATION RESOLUTIONS



26

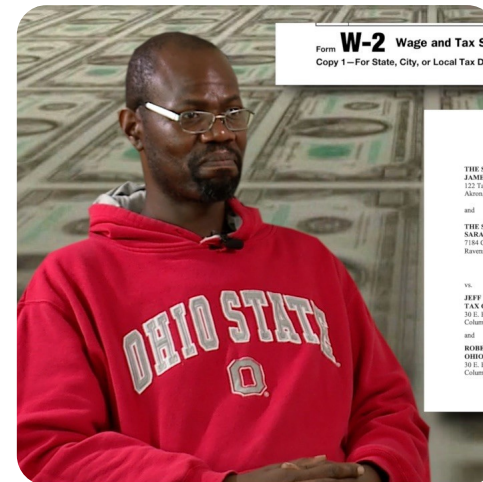
CRIMINAL RECORD RESOLUTIONS

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 service cases.

CLIENT SPOTLIGHT

NAME: James Palm
 CASETYPE: Tax
 COUNTY: Summit
 OUTCOME: In-Progress



"I felt like I was getting bullied because I was poor." James is part of Legal Aid's lawsuit against the State of Ohio for illegally double taxing taxpayers.