



**LOUISIANA BAR
FOUNDATION**
FUNDING CIVIL LEGAL AID

**THE ECONOMIC IMPACT
and
SOCIAL RETURN ON
INVESTMENT
of
CIVIL LEGAL AID SERVICES
in
THE STATE OF LOUISIANA**

Update Report for Fiscal Year 2021-22

<u>Sections</u>	<u>Page</u>
What Is Social Economic Impact And Return on Investment?	1
Louisiana Civil Legal Aid Service Summary Report	5
Consolidated Social Impact Value Map	25
CSACO Opinion Letter	46

WHAT IS SOCIAL ECONOMIC IMPACT and SOCIAL RETURN ON INVESTMENT?

In normal financial analysis, Return on Investment is the ratio of money gained or lost relative to the money invested. In social service organizations, Social Return on Investment measures the financial value created by the organization through delivery of services to the community.

These include both short-term direct economic impacts (employment, immediate cost savings or increased revenues, etc. and longer-term consequential economic impacts resulting from factors such as educational benefits, economic growth, community support cost savings, legal and law enforcement cost savings, public benefits changes, and others.

Social Return on Investment (SROI) is an approach to measuring and understanding the total economic impact of a social services organization. While SROI is built on the logic of cost/benefit analysis, it is different in that it measures the comparable value of organizations whose results cannot be easily measured in money. In the same way that a business plan contains more information than simply financial projections, SROI provides information about actual and long-term results of services, and the qualitative, quantitative, and financial information on which to base decisions about the delivery of social services by organizations.

SROI analysis has been developing since the 1960's. The SROI process has become more fully developed during the last decade, primarily based on a detailed multi-year study conducted by Social Value International, The New Economics Foundation, New Philanthropy Capital, the National Council on Voluntary Organization, and the Government of Scotland.

Many additional organizations are continually contributing to the SROI body of knowledge, including the Global Impact Investing Network, the International Financial Reporting Standards Foundation, the Global Reporting Initiative, and the United Nations Organization for Economic Cooperation and Development.

There are two separate phases of SROI:

Phase 1 is the measurement of the value delivered to the community by the services currently being delivered by the organization (the “**Outputs**”). The most accurate and understandable measurement basis for these outputs is the Fair Market Value of the services being delivered - what it would cost the community to acquire the same services that a social service provider delivers if that provider did not exist - plus the value of benefits received during the immediate period under study. This result is a measurement of the comparative efficiency of the organization in delivering or providing the services.

Phase 2 is the measurement of the long-term value of the results of these output services delivered - known as the “**Outcomes**”. These measurements may take years to realize. For example, people with disabilities who receive training on independent living skills and how to more fully integrate within the community require significantly less financial support from the community over the course of their lives.

By way of another example, people who receive assistance in finding and retaining employment require less future financial support from their communities, plus their future demands on the law enforcement and legal systems are less, their future needs for community-based medical assistance are less, and their future tax payments are greater.

A SROI analysis can fulfill a range of purposes. It can be used as a tool for strategic planning, as a basis for funding and investment decisions, as a basis for communicating impact and financial results to stakeholders, and as a methodology for comparative evaluation of an organization’s long-term effectiveness.

While not the only basis for funding and investment decisions, the SROI results provide the most accurate and comprehensible answer to three of the important questions asked by funding decision makers:

- **What are the long-term economic impacts from these services?**
- **What are the financial benefits we receive for our funding?**
- **What is the measurable “bang for the buck”?**

The History of Social Return on Investment and the Development of An Internationally Standardized Valuation Methodology

Social Return on Investment has existed as a conceptual research area for over 60 years.

- The First True Comprehensive Social Economic Impact Measurement Process:
 - The Government of Scotland – 1990’s. The results:
 - Development of a Standardized Methodology:
 - The establishment of the SROI Network
 - Release of the initial SROI Methodology paper 2001
 - Release of the first SROI Methodology Framework draft 2004
 - Release of finalized SROI Methodology Framework 2005
 - Measuring Value – 2 Edition Published 2008
 - Updated SROI Methodology Framework 2012
 - Consolidation of the SROI Network and Social Industry Analysts Association into Social Value International 2014

- Updated SROI Methodology Framework 2017

- Full Updated Methodology Framework is scheduled for release in 2022.

- Currently, the SROI International economic impact/social return on investment model is the internationally accepted and accredited standard in over thirty countries including the U.K., Canada, France, Japan, Russia, Australia, Italy, Sweden, South Africa, and many others.

- Social Value – United States is the U.S. Affiliate of Social Value International.

ABOUT COMMUNITY SERVICES ANALYSIS LLC

Community Services Analysis LLC (CSACO) is a leading provider of Social Return on Investment Analysis in the United States. Since 2007, CSACO has completed over 300 Social Economic Impact and SROI studies for individual organizations, social services membership associations, and local and state governmental agencies around the country, including such clients as the State of Pennsylvania Department of Education, the State of California Department of Rehabilitation, the City of Philadelphia, United Way, United Cerebral Palsy, Habitat for Humanity, the State of Arizona Library and Public Archives, IEEE (the Institute of Electrical and Electronic Engineers) Humanitarian Foundation, the Community Investment Corporation, multiple educational institutions, and over 250 Civil Legal Aid organizations nationwide,.

CSACO was the first organization in the United States to be a member of The SROI Network (now Social Value International), the international Social Return on Investment standards and accreditation organization, and has been recognized by many national social services organizations such as ANCOR (*the American Network of Community Options and Resources*), ACCSES (*the American Congress of Community Support and Employment Services*), NFSN (*the National Family Support Network*), and NLADA (*the National Legal Aid and Defender Association*). CSACO is also a founding board member of Social Value – United States and is a member of the American Evaluation Association.

In 2013, following a detailed analysis of multiple Cost Benefit/Return on Investment methodologies and providers, the National Legal Aid and Defender Association selected CSACO as their exclusive SROI analysis national partner.

In 2018, CSACO was named the national economic impact analysis partner for the National Family Support Network.

John Byrnes (Founder and Principal of CSACO) has also been named the Evaluation Expert of the Year for 2021 in Finance Monthly's annual Global Awards.

**LOUISIANA’S LEGAL AID ORGANIZATIONS
ECONOMIC IMPACT and
SOCIAL RETURN ON INVESTMENT
EXECUTIVE SUMMARY for FISCAL YEAR 2021-22**

In normal financial analysis, Return on Investment is the ratio of money gained or lost relative to the money invested. In social service organizations, Social Return on Investment measures the both the immediate value and long-term consequential financial values created by the organization through delivery of services to the community.

Social Return on Investment (SROI) is an internationally standardized and accepted process for measuring and understanding the financial impact of a social services organization. While SROI is built on the logic of cost/benefit analysis, it is different in that it measures the comparable value of organizations whose results cannot be easily measured in money.

The organizations providing Civil Legal Aid services in the State of Louisiana that participated in this analysis are:

Acadiana Legal Services Corporation (ALSC) is a private, non-profit law firm that provides free legal assistance in civil cases to low-income individuals in the southwest and central regions of Louisiana. ALSC provides services in a variety of areas of law including consumer, education, family, juvenile, health, housing, and public benefits.

Baton Rouge Bar Foundation offers a variety of programming for the public, including coordination of free legal services for the poor, law-related education events for children and the public and a teen court for first-time misdemeanor offenders.
(Baton Rouge)

Baton Rouge Children's Advocacy Center works to lessen the trauma experienced by child victims when abuse allegations are investigated, and to provide support during any subsequent proceedings within the criminal justice system. They serve abused children in East Baton Rouge, Iberville, Pointe Coupee, and West Baton Rouge Parishes. (Baton Rouge)

Beauregard Community Concerns - June Jenkins Women's Shelter provides housing, counseling, and brief legal services to victims of domestic violence in Beauregard and Vernon Parishes. (DeRidder and Leesville)

Catholic Charities of Baton Rouge - Immigration Services provides free legal services to immigrants and refugees across Louisiana. A staff attorney and small staff represent clients before U. S. Citizenship and Immigration Services. Their services focus primarily on removal and detention issues. (Baton Rouge)

Catholic Charities of New Orleans - Immigration Services provides immigration legal services to crime survivors and educates the community and statewide stakeholders on the unique challenges faced by immigrant survivors generally and, in particular, in accessing help from law enforcement. (New Orleans)

Catholic Charities of North Louisiana provides quality social services to families and individuals without discrimination and in accordance with Catholic Social Teachings and professional standards. Their Immigration and Family Services practitioners work with individuals who need help in navigating forms, legal documents, immigration standing and understanding the requirements necessary for immigrants and their families to successfully live in the community. (Shreveport)

Central Louisiana Pro Bono Project coordinates the provision of free legal services to low-income people in Avoyelles, Rapides, and Vernon Parishes. The Project recruits volunteer attorneys to handle cases referred by Central Louisiana Legal Services. The Project also organizes free legal advice clinics in the community where volunteer attorneys answer questions and provide general information concerning various legal matters. (Alexandria)

Chez Hope, Inc. provides a variety of services to victims of domestic violence in St. Mary, Lafourche, and Assumption Parishes. Chez Hope offers shelter, legal services, education, and children's services. (Franklin and Thibodaux)

CrescentCare (formerly the NO/AIDS Task Force)

CrescentCare is a non-profit healthcare agency providing medical and social services to the Greater New Orleans area. Originally founded as NO/AIDS Task Force in 1983, the organization offers community-based wellness services including primary medical care, dental services, gender affirming care, pediatrics, case management, behavioral health, health education, food and housing assistance, advocacy, and legal services.

D.A.R.T. of Lincoln provides shelter, legal services, education, and children's services to victims of domestic violence. (Lincoln, Jackson, Union, Bienville, and Claiborne Parishes)

Faith House, Inc. provides a multitude of services to victims of domestic violence in Acadia, Evangeline, Lafayette, St. Landry, and Vermillion Parishes. These services include shelter, counseling, and legal services. The program's legal advocate assists with protective orders, sets up victim notification systems and advocates on behalf of survivors with the justice system. They also provide domestic violence education to law enforcement, judges, attorneys, hearing officers and clerk of court employees. (Lafayette)

Family Justice Center of Central Louisiana provides collaboration and coordination services for multiple partner agencies to provide long-term support for victims and children of domestic violence.

Family Violence Center of St. Bernard serves victims of domestic violence in St. Bernard and Plaquemines Parishes. The program offers a wide variety of services, including a 50-bed shelter and a legal advocacy program, which assists victims with completing the petitions for protective orders, educates them on the cycle of abuse, informs them of their rights under the Crime Victim's Reparation Act and accompanies them to court for their hearing.

First Grace Community Alliance is an immigration legal clinic for children located inside First Grace United Methodist Church in New Orleans. Their main goals are to meet some of the immigration legal needs of children in New Orleans through direct representation and education, to coordinate volunteer attorneys to help meet the diverse legal needs of women and children who currently live at Hagar's House, and to challenge systemic injustices that allow children and their families to be separated, harassed, deported, or incarcerated based on skin color or immigration status.

Frontline Legal Services is a Louisiana nonprofit corporation founded in 2015 to meet the legal needs of Louisiana citizens living with HIV/AIDS (as well as their family members) who have experienced legal challenges related to their HIV/AIDS status, as well as meet the legal needs of the community through Legal Clinics at prisons, jails, hospitals, hospices, homes, and HIV/AIDS community organizations throughout the State of Louisiana.

Innocence Project New Orleans frees innocent, life-sentenced prisoners in Louisiana and Mississippi, provides emotional and financial support to freed prisoners, and advocates for change in the disproportionate imprisonment rates of racial minorities.

Jeff Davis Communities Against Domestic Abuse operates the only emergency battered women's shelter in Jeff Davis Parish. Since its inception it has provided free of charge a safe lodging place for survivors and their dependent children who are victims of domestic abuse regardless of race, creed, color, national origin, age, or sexual orientation.

Justice and Accountability Center of Louisiana works to eliminate obstacles to opportunity for people harmed by the systemic racism and economic impacts of the criminal legal system through policy advocacy, public education, and legal representation.

Lafayette Parish Bar Foundation utilizes its Lafayette Volunteer Lawyers pro bono program to ensure that access to justice is available to low-income residents in Lafayette Parish. The Foundation also maintains a law library where pro se litigants can access information relevant to their legal matters.

Louisiana Center for Children’s Rights is a nonprofit law office that defends the rights and dignity of young people in Louisiana's juvenile justice system by providing holistic, skilled, and client-directed legal representation; leadership in juvenile defense reform; and training and practice resources for public defenders. (New Orleans)

Louisiana Center for Law & Civic Education is a statewide organization that coordinates, implements, and develops legal and civic education programs, trains educators in the delivery of these programs and assists with their implementation.

Loyola University Education Project works to combat school push-out and increase educational opportunities for all students regardless of socio-economic, race, or disability status by providing direct legal representation to children and their families in special education and school disciplinary matters, working with community groups and other children and youth advocacy groups to provide public education and “know your rights” presentations for students, their parents, and other community members, and engaging in larger systemic reform and impact work through strategic litigation and policy advocacy on the local and state levels.

Loyola Workplace Justice Project empowers all workers who earn low wages. Our work is rooted in improving economic outcomes through education, direct representation, and policy work to promote access to systems of redress, build economic opportunity, and increase fairness and equity.

Metro Centers for Community Advocacy provides services for survivors of trauma through trauma-informed care. As an agency Metro constantly researches best practices to seek new ways to assist survivors. Metro Centers for Community Advocacy wants to help families regain their physical and emotional strength, resulting in empowerment and transformation. Metro is also active in community education and outreach, based on the premise that an informed public makes for a safer and more concerned citizenry.

Oasis – A Safe Haven provides a variety of services to victims of domestic violence in Allen, Calcasieu, and Cameron Parishes. These services include shelter, counseling, legal advocacy, job training, adult education, and childcare. (Lake Charles, Allen, and Cameron)

Project Celebration serves survivors of domestic violence in northwest Louisiana. The program provides shelter, legal advocacy, and other services.

Project SAVE provides free, emergency legal representation to survivors of domestic violence in Orleans Parish. Staff attorneys help with legal orders to keep survivors safe and to protect their legal rights. Project SAVE's legal services include temporary restraining and protection orders, temporary child support, custody, and use of property. (New Orleans)

Safe Harbor, Inc. provides shelter and a variety of other services to victims of domestic violence in St. Tammany and Washington parishes. Safe Harbor's legal outreach program assists women with the preparation of petitions for temporary restraining orders and protective orders and provides court escort for hearings.

Shreveport Bar Foundation provides free legal assistance through volunteer attorneys to low-income and indigent residents of Caddo and Bossier Parishes in both civil and juvenile matters. In addition, the Shreveport Bar Foundation Pro Bono Project offers educational presentations on law-related issues to the general public. (Shreveport)

Southeast Louisiana Legal Services (SLLS) is a private, non-profit law firm that provides free legal assistance in civil cases to low-income individuals in southeast Louisiana. SLLS provides services in a variety of areas of law, including consumer, education, family, juvenile, health, housing, wills, and public benefits. (Covington, Baton Rouge, Hammond, Marrero, and New Orleans)

Southeast Spouse Abuse Program dba Southeast Advocates for Family Empowerment (SAFE) is a family violence prevention and intervention agency assisting survivors of domestic violence and their dependent children serving Livingston, Tangipahoa, St. Helena, and Washington parishes. (Hammond)

Southwest Louisiana Bar Foundation provides comprehensive legal services to Lake Charles area residents with particular emphasis on the socio-economically disadvantaged and Children in Need of Care representation to Louisiana children in foster care.

Southwest Louisiana Law Center is a not-for-profit law firm who is a United Way agency that provides reduced fee legal services to those who are technically above the poverty level and do not qualify for free Legal Aid services. Their fees range from one-third to one-half of private attorney costs and are based on a sliding scale, with long-term payment plans available.

The Advocacy Center is a non-profit advocacy organization established in 1977 that believes in the dignity of every life and in the freedom of all people to experience the highest degree of self-determination. Embracing this philosophy, the Advocacy Center protects and advocates for the human and legal rights of people living in Louisiana who are disabled or elderly. Individuals in Louisiana who are eligible for the AC's advocacy programs include those who are 60 years of age or older; individuals with physical, developmental, and/or mental disabilities; nursing home residents; and clients or applicants of Louisiana Rehabilitation Services.

The ELLA Project offers pro-bono legal assistance to low-income artists, musicians, and grass roots non-profits in Louisiana. ELLA provides assistance with copyright and intellectual property, business incorporation, non-profit incorporation, contract review, contract disputes and other civil law matters. ELLA is a partnership between the Arts Council, Tipitina's and Tulane Law School.

The Haven works to establish a community-based response to interpersonal and family violence through advocacy, education, prevention, resource development and treatment. The Haven operates an 18-bed shelter in Houma and runs a legal advocacy program that assists victims of domestic violence in navigating the restraining order process.

The Pro Bono Project utilizes volunteer attorneys from across southeast Louisiana to provide free civil legal services to the poor in Orleans, Jefferson, St. Bernard, St. Tammany, and Washington parishes. The Pro Bono Project provides services in areas of law including employment, housing, public benefits, family, and consumer law.

Training, Education and Mediation for Students (TEAMS) serves juveniles in need of education advocacy services in Caddo and Bossier Parishes. TEAMS has court appointed education advocates on staff to serve students who are at risk of becoming involved with the court system or who are already involved with the courts. These advocates ensure that the special education and mental health rights of these young people are honored both by schools and the justice system.

The Wellspring Alliance for Families works to strengthen the family and individuals through direct service, education, advocacy, and women's leadership. The Wellspring's domestic violence program provides safe shelter, a crisis hotline and legal advocacy for victims in the northeast corner of Louisiana. The Wellspring is an active partner of the Family Justice Center in Monroe, which is a multi-agency collaboration between legal services, social services and law enforcement that provides a coordinated response to the needs of victims of domestic violence.

Youth Service Bureau of St. Tammany provides advocacy, counseling, education and intervention for at-risk youth and their families, helping them reach their full potential. The program includes courses for young people already involved in the criminal justice system and outreach to more general audiences such as schools.

HIGHLIGHTS OF LOUISIANA’S LEGAL AID PROVIDERS SOCIAL RETURN ON INVESTMENT ANALYSIS RESULTS

TOTAL NUMBER OF SERVICES PROVIDED IN LOUISIANA DURING FISCAL YEAR 2021-22	27,992
IMMEDIATE <i>NET</i> DIRECT VALUE OF SERVICES	\$70,252,000
<i>The direct value of Legal Aid services is the fair market replacement cost value of those service (what it would cost the members of the community to replace the services if the Legal Aid organization did not exist, plus the actual dollar amount of legal settlements and court awards.</i>	
LONG-TERM <i>NET</i> CONSEQUENTIAL VALUE	\$78,503,000
<i>The long-term impacts of Legal Aid services are the consequential financial impacts to the community resulting from the outcomes of the legal aid services. These consequential benefits include savings in community supports costs, reductions in community medical care expenses, additional community income and taxation revenues from benefit programs, savings in housing and support costs for homeless families, and savings in community law enforcement, court systems, and other government agency costs.</i>	
TOTAL <i>NET</i> VALUE OF SERVICES	\$148,755,000
TOTAL TAX-BASED FUNDING FOR LOUISIANA CIVIL LEGAL AID OPERATIONS	\$8,270,000
SOCIAL IMPACT RETURN ON INVESTMENT	1,799%
For every \$1 invested in Louisiana Legal Aid during the fiscal year 2022-22, the citizens of Louisiana receive \$17.99 of immediate and long-term financial benefits.	

Important Note:

These economic impact values are extraordinarily higher than in previous years due to a combination of multiple circumstances including:

The effects of COVID-19 resulting in closure of the court systems for an extended period with a resulting delay then increased volumes of high-impact case decisions including Neglected and Abused Dependents, Social Security Disability Insurance decisions, mortgage foreclosures, and private landlord/tenant issues (Example: in the report for the year 2020, there were a total of only 129 court decisions for the high long-term consequential impact

value Neglected and Abused Children cases with an impact of \$6.4 million dollars; during the 2022 year there were 2,076 completed court decisions with an impact of \$36.4 million dollars).

Catastrophic hurricane damage in Louisiana resulting in a surge in demand for real estate successions involving disaster benefits and preserving the client's equity in their homes (Example: In 2020 there was a direct economic impact of \$4.5 million in Willes and Estates amounts awarded, while in the 2022 report the direct amount awarded were \$10.8 million.

In total, there were 3,076 cases decided in court during the 2020 report period; there were 8,969 decided in court during 2022 as the backlog of cases were resolved once the courts were re-opened following the COVID-19 closures.

People faced both personal and professional challenges due to Hurricane Ida and the pandemic. After a disaster, civil legal aid needs are dramatically increased as those affected experience a variety of legal issues. Many families need help with successions and title clearing to access federal recovery dollars. Domestic violence centers become overcrowded with individuals seeking asylum. Vulnerable children need protection due to family instability and separation. The economic security of the elderly is in jeopardy.

During and after a disaster, civil legal aid needs dramatically increase. Homeowners need help with successions and title clearing to access federal recovery dollars. Missed rent payments can lead to an increase in evictions and proceedings. Domestic violence centers are impacted by an increase in residents. At the same time, vulnerable children need protection due to family instability and separation, alongside the overall economic insecurity for many families. For low-income people, help for these legal issues seems unattainable.

The Louisiana Bar Foundation realizes that access to civil legal aid is crucial to Louisiana's recovery.

The Social Return on Investment analysis completed for Louisiana’s Legal Aid organizations is a measurement of the values delivered during the fiscal year 2021-22. These values are based on the number of clients and the types of legal matters handled during this period.

The Social Return on Investment value varies between the different Legal Aid organizations based on the number of matters, the types of legal issues, the long-term outcomes achieved in these matters, and the amount of time donated by volunteer lawyers to each organization.

The Social Return on Investment for Louisiana’s Legal Aid organizations is higher than comparative values for many other types of social service organizations based on two primary factors:

Many types of legal services delivered result in significant future cost savings or additional income to the State of Louisiana. These long-term values include (among many others):

- Multiple year income from Social Security and/or Disability benefits that were previously denied, terminated, or reduced;
- Long-term savings on children’s medical and other support costs resulting from child support payments that were previously not obtained;
- Obtaining unemployment compensation benefits that had previously been unfairly denied;
- Significant savings on costs for emergency housing and family assistance resulting from enforcement of landlord/tenant law;
- Cost savings and benefits resulting from other legal aid services available to qualified low-income individuals and families.

Another significant reason for the high value of Louisiana’s Legal Aid Social Return on Investment is the number of volunteer (“pro bono”) hours of legal services delivered by attorneys in Louisiana.

These pro bono services would be less available and less efficient if not for the operations of the Legal Aid organizations.

Louisiana’s Legal Aid operations provide the necessary infrastructure, including attorney recruitment, training, and recognition, client screening, administrative support, technical assistance, and follow-up services for clients and pro bono volunteers.

Louisiana’s Legal Aid organizations provide services in over 100 types of civil legal problems. Their major areas of services are:

(Impact Values rounded to 000’s)

Family Issues:



Matters involving domestic violence, divorce, separation and annulment, child custody and visitation, guardianship, and adoption.

During the year 2021-22 Louisiana’s Legal Aid services provided assistance in 15,880 legal matters resulting in \$23,110,000 in immediate direct financial benefits and \$62,443,000 in long-term consequential financial benefits.

FAMILY LAW ISSUES	NUMBER OF CASES	GROSS DIRECT SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Adoption	181	\$264,000	\$2,592,000
Custody and Visitation	3,631	\$3,052,000	\$69,000
Divorce/Separation/Annulment	5,548	\$7,361,000	\$12,467,000
Adult Conservatorship	112	\$42,000	\$562,000
Name Change	95	\$38,000	\$0
Parental Rights Termination	73	\$201,300	\$0
Paternity	20	\$9,000	\$222,000

Domestic Abuse	3,467	\$5,275,000	\$6,696,000
Support	300	\$231,000	\$3,280,000
Other Family Issues	314	\$132,000	\$73,000
Delinquent Juvenile	0	\$0	\$0
Neglected and Abused Dependents	2,089	\$6,397,000	\$36,357,000
Emancipation	8	\$2,000	\$0
Minor Guardianship	33	\$76,000	\$20,000
Other Juvenile	9	\$31,000	\$0

Housing Issues:



Matters involving loss of housing due to foreclosure, eviction from subsidized or private housing, public housing issues, private landlord/tenant problems, and sub-standard housing conditions.

During the year 2021-22 Louisiana’s Legal Aid services provided assistance in 8,576 legal matters resulting in \$22,591,000 in immediate direct financial benefits and \$18,270,000 in long-term consequential financial benefits.

HOUSING ISSUES	NUMBER OF CASES	GROSS DIRECT SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Federally Subsidized Housing	621	\$2,345,000	\$2,953,000
Homeownership and Real Property	161	\$425,000	\$250,000
Private Landlord/Tenant Issues	3,348	\$8,242,000	\$5,238,000
Public Housing	95	\$232,000	\$655,000

Mobile Homes	621	\$2,345,000	\$2,953,000
Housing Discrimination	161	\$425,000	\$249,000
Mortgage Foreclosures	3,348	\$8,242,000	\$5,238,000
Mortgage Predatory Lending/Practices	95	\$232,000	\$655,000
Other Housing Issues	621	\$2,345,000	\$2,953,000

Health Care Issues:



Matters involving Medicaid, Medicare, private health insurance, long-term health care facilities, home and community-based care, state and local health care, and other health issues.

During the year 2021-22 Louisiana’s Legal Aid services provided assistance in 64 legal matters resulting in \$16,000 in immediate direct financial benefits (*note: Long-Term Health Care Facilities benefits included in immediate direct impacts due to amounts awarded*).

HEALTH CARE ISSUES	NUMBER OF CASES	GROSS DIRECT SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Govt. Children's Health Ins. Program	0	\$0	\$0
Home and Community Based Care	2	\$400	\$0
Private Health Insurance	1	\$200	\$0
Long Term Health Care Facilities	43	\$1,444,000	\$0
State and Local Health Care	0	\$0	\$0
Other Health Issues	18	\$16,000	\$0

Public Benefits Issues:



Matters involving public programs such as Social Security benefits, Medicare and Medicaid, food stamps, temporary assistance for needy families, and unemployment compensation.

During the year 2021-22 Louisiana’s Legal Aid services closed 1,431 legal matters resulting in \$9,906,000 in immediate direct financial benefits and \$14,000,000 in long-term consequential benefits.

PUBLIC BENEFITS ISSUES	NUMBER OF CASES	GROSS DIRECT SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Medicaid Issues	42	\$210,000	\$25,000
Medicare Issues	6	\$4,000	\$43,000
Temp. Assistance for Needy Families	0	\$0	\$0
Social Security	87	\$366,000	\$0
Food Stamps	143	\$237,000	\$905,000
Social Security Disability Insurance	197	\$1,688,000	\$4,384,000
Supplemental Security Income	352	\$3,392,000	\$7,354,000
Unemployment Compensation	604	\$4,009,000	\$1,277,000

Consumer Protection:



Matters involving bankruptcy, debt and wage garnishments, tax issues, debt collections, and repossessions.

During the year 2021-22 Louisiana’s Legal Aid services closed 970 legal matters resulting in \$2,659,000 in immediate direct financial benefits and \$582,000 in long-term consequential financial benefits.

CONSUMER PROTECTION ISSUES	NUMBER OF CASES	GROSS SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Bankruptcy & Debtor Relief	348	\$1,755,000	\$548,000
Collections/Repossessions/Garnishments	310	\$512,000	\$12,000
Contracts & Warranties	31	\$157,000	\$5,000
Collection Practices/Credit	25	\$30,000	\$2,000
Predatory Lending (Not Mortgage)	16	\$3,000	\$0
Loans & Installment Purchases	16	\$3,000	\$0
Public Utilities	13	\$9,000	\$7,000
Unfair Sales Practices	56	\$32,000	\$6,000
Other Consumer Finance Issues	155	\$159,000	\$2,000

Employment Issues:



Matters involving employment discrimination, wage claims and fair labor standards, tax issues, employment rights, and other employment issues.

During the year 2021-22 Louisiana's Legal Aid services closed 466 legal matters resulting in \$862,000 in immediate direct financial benefits and \$392,000 in long-term consequential benefits.

EMPLOYMENT ISSUES	NUMBER OF CASES	GROSS DIRECT SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Employment Discrimination	46	\$25,000	\$0
Wage Claims and Fair Labor Standards	80	\$97,000	\$220,000
Earned Income Tax Credit	21	\$58,000	\$0
Tax Issues	121	\$484,000	\$0
Employment Rights	97	\$151,000	\$61,000
Agricultural Workers Issues	1	\$200	\$0
Other Employment Issues	100	\$47,000	\$110,000

Other Community Issues:



Matters involving varied areas such as education, mental health and disabilities, immigration, wills and estates, powers of attorney and advance directives, civil rights, torts, civil rights, licenses, and other individual miscellaneous legal issues.

During the year 2021-22 Louisiana’s Legal Aid services closed 3,433 legal matters resulting in \$19,681,000 in immediate direct financial benefits and \$2,670,000 in long-term consequential financial benefits.

OTHER COMMUNITY SUPPORT ISSUES	NUMBER OF CASES	GROSS DIRECT SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Education Issues	658	\$676,000	\$0
Veterans Benefits	35	\$105,000	\$64,000
State and Local Income Maintenance	0	\$0	\$0
Other Income Maintenance Issues	95	\$377,000	\$308,000
Immigration and Naturalization	106	\$92,000	\$957,000
Mental Health Issues	5	\$1,000	\$0
Prisoner's Rights	0	\$0	\$0
Physically Disabled Rights	149	\$184,000	\$300,000
Civil Rights	0	\$2,000	\$0
Criminal Record Expungement	87	\$408,000	\$388,000
Other Individual Rights	268	\$56,000	\$0
Assistance for Non-Profits	223	\$418,000	\$342,000
Indian Tribal Law	0	\$0	\$0

Licenses	3	\$31,000	\$4,000
Torts	3	\$20,000	\$0
Wills and Estates	1,319	\$15,861,000	\$290,000
Advance Directives/Power of Attorney	17	\$92,000	\$17,000
Municipal Legal Needs	0	\$1,000	\$0
Criminal Issues	167	\$1,214,000	\$0
Other Miscellaneous Legal Issues	303	\$143,000	\$0

Government and Legal System Cost Savings: Cost savings to the community’s government agencies and court systems through work reduction and increases in efficiencies from the legal aid and assistance services provided by Legal Aid.

During 2021-22 Louisiana’s Civil Legal Aid and other organizations provided services and assistance in a total of 27,992 legal matters resulting in \$3,363,000 in immediate direct financial savings for the court systems and other government operations.

Note to these total values:

These are the consolidated values for all the participating organizations in Louisiana. Not all services are provided by every organization.

The total values presented in these detail tables are the gross economic impacts.

SUMMARY OF SOCIAL RETURN ON INVESTMENT ANALYSIS VALUE

The **gross total** immediate direct and longer-term consequential value of Civil Legal Aid services delivered in Louisiana during the year 2021-22 was **\$168,174,000**.

Of this total, approximately \$19,412,000 (11.5%) will not actually be received due to multiple factors such as parents not making required child support payments; spouses not paying alimony; nonpayment of wage claims; nonpayment of housing claims and repairs; and the death or relocation out of the state by benefit recipients.

The **net economic impact value** resulting from Louisiana Legal Aid activities during the year totaled **\$148,762,000**.

The total tax-based funding investment for civil legal aid services (*see the Social Impact Value Map for detailed amounts*) totaled **\$8,270,000**.

The total Net Social Return on Investment for Louisiana's Legal Aid legal services programs during the 2021-22 fiscal year was **1,799%**.

For Every \$1 invested in Louisiana's Civil Legal Aid services during the fiscal year 2021-22, they delivered **\$17.99** in immediate and long-term consequential financial benefits.

LOUISIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map for 2021-22 Update

TAX-BASED FUNDING REVENUES FOR THE YEAR

SOURCE **AMOUNT**

Legal Services Corporation (Acadiana and SLLS)	\$2,200,000
Children's Legal Services	\$110,000
Domestic Violence Programs	\$500,000
Other Legal Service Providers	\$350,000
Pro Bono Projects	\$350,000
Child in Need of Care Programs	\$3,350,000
Law Related Education	\$90,000
Community Partnership Grants	\$90,000
General adult civil legal services appropriation	\$500,000
Loan repayment assistance program	\$200,000
Special program and project funding	\$483,500
Scholarships and other funding projects	\$47,000

TOTAL TAX-BASED LEGAL SERVICES FUNDING **\$8,270,500**

LOUISIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map for 2021-22 Update

IMMEDIATE OUTPUT VALUES	(see Valuation Detail Book)	
Description	Number of Matters	
Bankruptcy & Debtor Relief	348	Schedule 01
Collections/Repossessions/Garnishments	310	Schedule 02
Contracts & Warranties	31	Schedule 03
Collection Practices/Credit	25	Schedule 04
Predatory Lending (Not Mortgage)	16	Schedule 05
Loans & Installment Purchases	16	Schedule 06
Public Utilities	13	Schedule 07
Unfair Sales Practices	56	Schedule 08
Other Consumer Finance Issues	155	Schedule 09
Student Financial Aid	0	Schedule 11
Discipline	12	Schedule 12
Special Education/Learning Disabilities	47	Schedule 13
Access to Education	587	Schedule 14
Vocational Education	1	Schedule 15
Student Financial Aid	5	Schedule 16
Education Discrimination	1	Schedule 18
Other Education	5	Schedule 19
Employment Discrimination	46	Schedule 21
Wage Claims and Fair Labor Standards	80	Schedule 22

LOUISIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map for 2021-22 Update

IMMEDIATE OUTPUT VALUES	(see Valuation Detail Book)	
Description	Number of Matters	
Earned Income Tax Credit	21	Schedule 23
Tax Issues	121	Schedule 24
Employment Rights	97	Schedule 25
Agricultural Workers Issues	1	Schedule 26
Other Employment Issues	100	Schedule 29
Adoption	181	Schedule 30
Custody and Visitation	3,631	Schedule 31
Divorce/Separation/Annulment	5,548	Schedule 32
Adult Conservatorship	112	Schedule 33
Name Change	95	Schedule 34
Parental Rights Termination	73	Schedule 35
Paternity	20	Schedule 36
Domestic Abuse	3,467	Schedule 37
Support	300	Schedule 38
Other Family Issues	314	Schedule 39
Delinquent Juvenile	0	Schedule 41
Neglected and Abused Dependents	2,089	Schedule 42
Emancipation	8	Schedule 43
Minor Guardianship	33	Schedule 44

LOUISIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map for 2021-22 Update

IMMEDIATE OUTPUT VALUES	(see Valuation Detail Book)	
Description	Number of Matters	
Other Juvenile	9	Schedule 49
Medicaid Issues	42	Schedule 51
Medicare Issues	6	Schedule 52
Govt. Children's Health Ins. Program	0	Schedule 53
Home and Community Based Care	2	Schedule 54
Private Health Insurance	1	Schedule 55
Long Term Health Care Facilities	43	Schedule 56
State and Local Health Care	0	Schedule 57
Other Health Issues	18	Schedule 59
Federally Subsidized Housing	621	Schedule 61
Homeownership and Real Property	161	Schedule 62
Private Landlord/Tenant Issues	3,348	Schedule 63
Public Housing	95	Schedule 64
Mobile Homes	20	Schedule 65
Housing Discrimination	17	Schedule 66
Mortgage Foreclosures	154	Schedule 67
Mortgage Predatory Lending/Practices	3	Schedule 68
Other Housing Issues	126	Schedule 69
Temp. Assistance for Needy Families	0	Schedule 71

LOUISIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map for 2021-22 Update

IMMEDIATE OUTPUT VALUES	(see Valuation Detail Book)	
Description	Number of Matters	
Social Security	87	Schedule 72
Food Stamps	143	Schedule 73
Social Security Disability Insurance	197	Schedule 74
Supplemental Security Income	352	Schedule 75
Unemployment Compensation	604	Schedule 76
Veterans Benefits	35	Schedule 77
State and Local Income Maintenance	0	Schedule 78
Other Income Maintenance Issues	95	Schedule 79
Immigration and Naturalization	106	Schedule 81
Mental Health Issues	5	Schedule 82
Prisoner's Rights	0	Schedule 83
Physically Disabled Rights	149	Schedule 84
Civil Rights	0	Schedule 85
Criminal Record Expungement	87	Schedule 87
Other Individual Rights	268	Schedule 89
Assistance for Non-Profits	223	Schedule 91
Indian Tribal Law	0	Schedule 92
Licenses	3	Schedule 93
Torts	3	Schedule 94
Wills and Estates	1,319	Schedule 95

LOUISIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map for 2021-22 Update

IMMEDIATE OUTPUT VALUES		
Description	Number of Matters	(see Valuation Detail Book)
Advance Directives/Power of Attorney	17	Schedule 96
Municipal Legal Needs	0	Schedule 97
Criminal Issues	167	Schedule 98
Other Miscellaneous Legal Issues	303	Schedule 99
Govt/Court System Efficiency Savings	27,992	Schedule 100

LOUISIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map for 2021-22 Update

IMMEDIATE OUTPUT VALUES		
Description	Direct Economic Impact	Consequential Social Value Impact
Bankruptcy & Debtor Relief	\$1,754,661	\$548,100
Collections/Repossessions/Garnishments	\$511,858	\$12,250
Contracts & Warranties	\$156,644	\$5,200
Collection Practices/Credit	\$29,828	\$2,100
Predatory Lending (Not Mortgage)	\$3,200	\$0
Loans & Installment Purchases	\$3,200	\$0
Public Utilities	\$8,763	\$6,600
Unfair Sales Practices	\$32,191	\$5,600
Other Consumer Finance Issues	\$158,713	\$2,000
Student Financial Aid	\$0	\$0
Discipline	\$6,800	\$0
Special Education/Learning Disabilities	\$44,000	\$0
Access to Education	\$569,000	\$0
Vocational Education	\$200	\$0
Student Financial Aid	\$1,200	\$0
Education Discrimination	\$200	\$0
Other Education	\$54,176	\$0
Employment Discrimination	\$24,800	\$0
Wage Claims and Fair Labor Standards	\$97,275	\$220,320

LOUISIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map for 2021-22 Update

IMMEDIATE OUTPUT VALUES	Direct Economic Impact	Consequential Social Value Impact
Description		
Earned Income Tax Credit	\$58,131	\$0
Tax Issues	\$483,831	\$0
Employment Rights	\$150,784	\$61,200
Agricultural Workers Issues	\$200	\$0
Other Employment Issues	\$46,844	\$110,160
Adoption	\$263,884	\$2,592,000
Custody and Visitation	\$3,052,018	\$69,384
Divorce/Separation/Annulment	\$7,360,575	\$12,467,076
Adult Conservatorship	\$41,660	\$562,464
Name Change	\$37,800	\$0
Parental Rights Termination	\$201,300	\$0
Paternity	\$9,100	\$225,792
Domestic Abuse	\$5,274,672	\$6,695,508
Support	\$231,464	\$3,280,200
Other Family Issues	\$132,222	\$73,440
Delinquent Juvenile	\$0	\$0
Neglected and Abused Dependents	\$6,396,600	\$36,347,760
Emancipation	\$1,600	\$0
Minor Guardianship	\$76,286	\$20,412

LOUISIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map for 2021-22 Update

IMMEDIATE OUTPUT VALUES		
Description	Direct Economic Impact	Consequential Social Value Impact
Other Juvenile	\$30,600	\$0
Medicaid Issues	\$209,869	\$25,470
Medicare Issues	\$3,820	\$43,285
Govt. Children's Health Ins. Program	\$0	\$0
Home and Community Based Care	\$400	\$0
Private Health Insurance	\$200	\$0
Long Term Health Care Facilities	\$1,443,800	\$0
State and Local Health Care	\$0	\$0
Other Health Issues	\$15,836	\$0
Federally Subsidized Housing	\$2,345,202	\$2,952,777
Homeownership and Real Property	\$425,033	\$249,536
Private Landlord/Tenant Issues	\$8,242,358	\$5,237,879
Public Housing	\$231,653	\$655,196
Mobile Homes	\$14,200	\$53,124
Housing Discrimination	\$7,200	\$17,708
Mortgage Foreclosures	\$4,370,872	\$1,497,896
Mortgage Predatory Lending/Practices	\$657,400	\$17,708
Other Housing Issues	\$102,819	\$79,686
Temp. Assistance for Needy Families	\$0	\$0

LOUISIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map for 2021-22 Update

IMMEDIATE OUTPUT VALUES	Direct Economic Impact	Consequential Social Value Impact
Description		
Social Security	\$366,436	\$0
Food Stamps	\$236,737	\$905,100
Social Security Disability Insurance	\$1,687,678	\$4,383,552
Supplemental Security Income	\$3,392,206	\$7,354,368
Unemployment Compensation	\$4,009,373	\$1,276,496
Veterans Benefits	\$104,708	\$63,820
State and Local Income Maintenance	\$0	\$0
Other Income Maintenance Issues	\$376,823	\$307,800
Immigration and Naturalization	\$92,400	\$956,800
Mental Health Issues	\$1,000	\$0
Prisoner's Rights	\$0	\$0
Physically Disabled Rights	\$183,600	\$300,000
Civil Rights	\$2,200	\$0
Criminal Record Expungement	\$407,935	\$388,056
Other Individual Rights	\$56,300	\$0
Assistance for Non-Profits	\$418,400	\$342,000
Indian Tribal Law	\$0	\$0
Licenses	\$30,496	\$4,500
Torts	\$19,800	\$0
Wills and Estates	\$15,860,847	\$289,600

LOUISIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map for 2021-22 Update

IMMEDIATE OUTPUT VALUES		
Description	Direct Economic Impact	Consequential Social Value Impact
Advance Directives/Power of Attorney	\$92,275	\$17,000
Municipal Legal Needs	\$1,200	\$0
Criminal Issues	\$1,214,106	\$0
Other Miscellaneous Legal Issues	\$143,340	\$0
Govt/Court System Efficiency Savings	\$3,362,723	NA
Total Gross Benefits	\$77,437,525	\$90,726,922

LOUISIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map for 2021-22 Update

VALUATION NEGATIVE IMPACTS

Description of Change	Deadweight %	Attribution %	Drop-off %
Bankruptcy & Debtor Relief	0%	0%	0%
Collections/Repossessions/Garnishments	5%	0%	0%
Contracts & Warranties	5%	0%	5%
Collection Practices/Credit	0%	0%	0%
Predatory Lending (Not Mortgage)	0%	0%	0%
Loans & Installment Purchases	0%	0%	0%
Public Utilities	0%	0%	0%
Unfair Sales Practices	10%	0%	10%
Other Consumer Finance Issues	0%	0%	5%
Student Financial Aid	0%	0%	5%
Discipline	0%	0%	40%
Special Education/Learning Disabilities	0%	0%	0%
Access to Education	0%	0%	0%
Vocational Education	0%	0%	5%
Student Financial Aid	0%	0%	0%
Education Discrimination	0%	0%	0%
Other Education	0%	0%	0%
Employment Discrimination	10%	0%	10%
Wage Claims and Fair Labor Standards	0%	0%	10%

LOUISIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map for 2021-22 Update

VALUATION NEGATIVE IMPACTS

Description of Change	Deadweight %	Attribution %	Drop-off %
Earned Income Tax Credit	0%	0%	10%
Tax Issues	0%	0%	0%
Employment Rights	0%	0%	10%
Agricultural Workers Issues	0%	0%	30%
Other Employment Issues	0%	0%	0%
Adoption	0%	0%	5%
Custody and Visitation	0%	0%	10%
Divorce/Separation/Annulment	5%	0%	5%
Adult Conservatorship	0%	0%	5%
Name Change	0%	0%	0%
Parental Rights Termination	0%	0%	0%
Paternity	0%	0%	40%
Domestic Abuse	10%	0%	40%
Support	0%	0%	40%
Other Family Issues	0%	0%	0%
Delinquent Juvenile	0%	0%	0%
Neglected and Abused Dependents	10%	0%	10%
Emancipation	0%	0%	0%
Minor Guardianship	0%	0%	5%

LOUISIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map for 2021-22 Update

VALUATION NEGATIVE IMPACTS

Description of Change	Deadweight %	Attribution %	Drop-off %
Other Juvenile	0%	0%	0%
Medicaid Issues	0%	0%	0%
Medicare Issues	0%	0%	0%
Govt. Children's Health Ins. Program	0%	0%	0%
Home and Community Based Care	0%	0%	10%
Private Health Insurance	0%	0%	0%
Long Term Health Care Facilities	0%	0%	20%
State and Local Health Care	0%	0%	10%
Other Health Issues	0%	0%	10%
Federally Subsidized Housing	0%	0%	0%
Homeownership and Real Property	0%	5%	5%
Private Landlord/Tenant Issues	5%	0%	5%
Public Housing	0%	0%	0%
Mobile Homes	5%	0%	5%
Housing Discrimination	0%	0%	0%
Mortgage Foreclosures	0%	0%	0%
Mortgage Predatory Lending/Practices	0%	0%	0%
Other Housing Issues	0%	0%	0%
Temp. Assistance for Needy Families	0%	0%	0%

LOUISIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map for 2021-22 Update

VALUATION NEGATIVE IMPACTS

Description of Change	Deadweight %	Attribution %	Drop-off %
Social Security	0%	0%	0%
Food Stamps	0%	0%	0%
Social Security Disability Insurance	0%	0%	5%
Social Security Insurance	0%	0%	5%
Unemployment Compensation	0%	0%	5%
Veterans Benefits	0%	0%	0%
State and Local Income Maintenance	0%	0%	0%
Other Income Maintenance Issues	0%	0%	0%
Immigration and Naturalization	0%	0%	0%
Mental Health Issues	0%	0%	0%
Prisoner's Rights	0%	0%	20%
Physically Disabled Rights	0%	0%	0%
Civil Rights	0%	0%	10%
Criminal Record Expungement	0%	0%	10%
Other Individual Rights	0%	0%	0%
Assistance for Non-Profits	0%	0%	0%
Indian Tribal Law	0%	0%	0%
Licenses	0%	0%	0%
Torts	0%	0%	0%
Wills and Estates	0%	0%	0%

LOUISIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map for 2021-22 Update

VALUATION NEGATIVE IMPACTS

Description of Change	Deadweight %	Attribution %	Drop-off %
Advance Directives/Power of Attorney	0%	0%	0%
Municipal Legal Needs	0%	0%	0%
Criminal Issues	10%	0%	20%
Other Miscellaneous Legal Issues	0%	0%	0%
Court System Efficiency Cost Savings	0%	0%	0%

LOUISIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map for 2021-22 Update

Description of Change	NET DIRECT IMPACT	CONSEQUENTIAL (10 YEAR) NET IMPACT	NET TOTAL IMPACT
Bankruptcy & Debtor Relief	\$1,754,661	\$548,100	\$2,302,761
Collections/Repossessions/Garnishments	\$486,265	\$11,638	\$497,903
Contracts & Warranties	\$140,980	\$4,680	\$145,660
Collection Practices/Credit	\$29,828	\$2,100	\$31,928
Predatory Lending (Not Mortgage)	\$3,200	\$0	\$3,200
Loans & Installment Purchases	\$3,200	\$0	\$3,200
Public Utilities	\$8,763	\$6,600	\$15,363
Unfair Sales Practices	\$25,753	\$4,480	\$30,233
Other Consumer Finance Issues	\$150,777	\$1,900	\$152,677
Student Financial Aid	\$0	\$0	\$0
Discipline	\$4,080	\$0	\$4,080
Special Education/Learning Disabilities	\$44,000	\$0	\$44,000
Access to Education	\$569,000	\$0	\$569,000
Vocational Education	\$190	\$0	\$190
Student Financial Aid	\$1,200	\$0	\$1,200
Education Discrimination	\$200	\$0	\$200
Other Education	\$54,176	\$0	\$54,176
Employment Discrimination	\$19,840	\$0	\$19,840
Wage Claims and Fair Labor Standards	\$87,548	\$198,288	\$285,836

LOUISIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map for 2021-22 Update

Description of Change	NET DIRECT IMPACT	CONSEQUENTIAL (10 YEAR) NET IMPACT	NET TOTAL IMPACT
Earned Income Tax Credit	\$52,318	\$0	\$52,318
Tax Issues	\$483,831	\$0	\$483,831
Employment Rights	\$135,706	\$55,080	\$190,786
Agricultural Workers Issues	\$140	\$0	\$140
Other Employment Issues	\$46,844	\$2,592,000	\$2,638,844
Adoption	\$250,690	\$2,462,400	\$2,713,090
Custody and Visitation	\$2,746,816	\$62,446	\$2,809,262
Divorce/Separation/Annulment	\$6,624,518	\$11,220,368	\$17,844,886
Adult Conservatorship	\$39,577	\$534,341	\$573,918
Name Change	\$37,800	\$0	\$37,800
Parental Rights Termination	\$201,300	\$0	\$201,300
Paternity	\$5,460	\$135,475	\$140,935
Domestic Abuse	\$2,637,336	\$3,347,754	\$5,985,090
Support	\$138,878	\$1,968,120	\$2,106,998
Other Family Issues	\$132,222	\$73,440	\$205,662
Delinquent Juvenile	\$0	\$0	\$0
Neglected and Abused Dependents	\$5,117,280	\$29,078,208	\$34,195,488
Emancipation	\$1,600	\$0	\$1,600
Minor Guardianship	\$72,472	\$19,391	\$91,863

LOUISIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map for 2021-22 Update

Description of Change	NET DIRECT IMPACT	CONSEQUENTIAL (10 YEAR) NET IMPACT	NET TOTAL IMPACT
Other Juvenile	\$30,600	\$0	\$30,600
Medicaid Issues	\$209,869	\$25,470	\$235,339
Medicare Issues	\$3,820	\$43,285	\$47,105
Govt. Children's Health Ins. Program	\$0	\$0	\$0
Home and Community Based Care	\$360	\$0	\$360
Private Health Insurance	\$200	\$0	\$200
Long Term Health Care Facilities	\$1,155,040	\$0	\$1,155,040
State and Local Health Care	\$0	\$0	\$0
Other Health Issues	\$14,252	\$0	\$14,252
Federally Subsidized Housing	\$2,345,202	\$2,952,777	\$5,297,979
Homeownership and Real Property	\$382,530	\$224,582	\$607,112
Private Landlord/Tenant Issues	\$7,418,122	\$4,714,091	\$12,132,213
Public Housing	\$231,653	\$655,196	\$886,849
Mobile Homes	\$12,780	\$47,812	\$60,592
Housing Discrimination	\$7,200	\$17,708	\$24,908
Mortgage Foreclosures	\$4,370,872	\$1,497,896	\$5,868,768
Mortgage Predatory Lending/Practices	\$657,400	\$17,708	\$675,108
Other Housing Issues	\$102,819	\$79,686	\$182,505
Temp. Assistance for Needy Families	\$0	\$0	\$0

LOUISIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map for 2021-22 Update

Description of Change	NET DIRECT IMPACT	CONSEQUENTIAL (10 YEAR) NET IMPACT	NET TOTAL IMPACT
Social Security	\$366,436	\$0	\$366,436
Food Stamps	\$236,737	\$905,100	\$1,141,837
Social Security Disability Insurance	\$1,603,294	\$4,164,374	\$5,767,669
Supplemental Security Income	\$3,222,596	\$6,986,650	\$10,209,245
Unemployment Compensation	\$3,808,904	\$1,212,671	\$5,021,576
Veterans Benefits	\$104,708	\$63,820	\$168,528
State and Local Income Maintenance	\$0	\$0	\$0
Other Income Maintenance Issues	\$376,823	\$307,800	\$684,623
Immigration and Naturalization	\$92,400	\$956,800	\$1,049,200
Mental Health Issues	\$1,000	\$0	\$1,000
Prisoner's Rights	\$0	\$0	\$0
Physically Disabled Rights	\$183,600	\$300,000	\$483,600
Civil Rights	\$1,980	\$0	\$1,980
Criminal Record Expungement	\$367,142	\$349,250	\$716,392
Other Individual Rights	\$56,300	\$0	\$56,300
Assistance for Non-Profits	\$418,400	\$342,000	\$760,400
Indian Tribal Law	\$0	\$0	\$0
Licenses	\$30,496	\$4,500	\$34,996
Torts	\$19,800	\$0	\$19,800
Wills and Estates	\$15,860,847	\$289,600	\$16,150,447

LOUISIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map for 2021-22 Update

Description of Change	NET DIRECT IMPACT	CONSEQUENTIAL (10 YEAR) NET IMPACT	NET TOTAL IMPACT
Advance Directives/Power of Attorney	\$92,275	\$17,000	\$109,275
Municipal Legal Needs	\$1,200	\$0	\$1,200
Criminal Issues	\$849,874	\$0	\$849,874
Other Miscellaneous Legal Issues	\$143,340	\$0	\$143,340
Govt/Court System Efficiency Savings	\$3,362,723	\$0	\$3,362,723
TOTAL NET FISCAL IMPACTS	\$70,252,041	\$78,502,585	\$148,754,626
TOTAL TAX-BASED FUNDING FOR FISCAL YEAR 2021-2022			\$8,270,500
TOTAL SOCIAL RETURN ON INVESTMENT FOR THE FISCAL YEAR 2021-2022			1799%

**The Economic Impact and Social Return on Investment
from the services provided by the Civil Legal Aid organizations
in the State of Louisiana.**

Overview

The State of Louisiana and many other governmental funding sources nationwide are reviewing their “Performance Measurement” processes, including metrics such as Return on Investment, Output and Outcome Measures, and Efficiency Measures, in an effort to improve efficiency, effectiveness and the value of their multiple community services and funding requirements and options. This report provides these measurement results to funding sources, stakeholders, and members of the community.

This analysis follows the basic structure, definitions, and procedures encompassed in the Social Value International standardized internationally defined methodology. Additional input was taken from the New Economics Foundation study “*Measuring Real Value: A Guide to Social Return on Investment*”, the Nonprofit Good Practice Guide, and various financial analysis tools and methods used in the private sector.

Scope of the Project

The process of developing this analysis included the identification of measurable benefits provided to the community by the Civil Legal Aid organizations in Louisiana as a result of their operations.

Many of the transaction statistics for these areas have historically been tracked by the staff and management of the forty-seven participating organizations, but several areas were not. The personnel at these organizations, and particularly Donna Cuneo and Renee LeBoeuf (the Executive Director and the Chief Grants Administration Officer of the Louisiana Bar Foundation) are to be commended for researching these areas and providing accurate transaction information.

The definitions of value to community are based on a variety of published sources where available, surveys of local cost when appropriate, surveys of State residents, and realistic formula calculations. These same methodologies have been used in multiple other social service provider engagements and have been reviewed in detail by multiple organizations and outside researchers.

Conclusion

Based on a review of the transaction records, internal reports, financial statements, and reports submitted to various state and federal stakeholders by the participating organizations, and the detailed analysis of values delivered to the community of the individual services provided by the organizations, this report presents on a conservative basis the updated Economic Impacts and Social Return on Funding Investment for the Civil Legal Aid organizations in the State of Louisiana for the fiscal year ending June 30, 2022.

January 4, 2023

A handwritten signature in black ink, appearing to read "John Byrnes". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

John Byrnes
Principal
Community Service Analysis, LLC