



**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 2023-24

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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.

Social Return on Investment (SROI) is an approach to 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. 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.

There are two types of SROI analysis:

- Evaluative analysis - which is based on actual outputs and outcomes that have already taken place or are currently in process;
- Forecast analysis - which predicts the values created when the activities meet their intended results.

An SROI analysis can take many different forms. It can encompass the social value generated by an entire organization or focus on just one specific aspect of the organization's work.

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 Co-Operation 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 and 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 – 2nd 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
- Currently, the SROI International economic impact/social return on investment model is the internationally accepted and accredited standard in over 30 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 CSACO

Community Services Analysis LLC (CSACO) is a leading provider of Social Economic Impact and Social Return on Investment Analysis in the United States. Since 2007, CSACO has completed over 300 SROI studies for local and state organizations and agencies around the country, including such clients as the U.S. Dept. of the Interior, the U.S. Department of Education, the National Science Foundation, the State of California Department of Rehabilitation, United Way, United Cerebral Palsy, Community College Districts in multiple states, Disability Service Providers (disability, substance abuse, and mental/physical handicaps) in multiple states, Habitat for Humanity, State Libraries and Public Archives, Community Investment Corporations, Cultural Events organizations, Community Foundations, and **over 250 Legal Aid organizations nationwide.**

Community Services Analysis LLC 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*), and NLADA (*the National Legal Aid and Defenders Association*). CSACO is also a member of Social Value International, Social Value - United States, and 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 Defenders Association selected CSACO as their SROI analysis national partner.

In 2021, John Byrnes (Founder and Principal) was named the Evaluation Expert of the Year by Global Finance Magazine.

**LOUISIANA’S LEGAL AID ORGANIZATIONS
ECONOMIC IMPACT and
SOCIAL RETURN ON INVESTMENT
EXECUTIVE SUMMARY for FISCAL YEAR 2023-24**

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 Diocese of Baton Rouge 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 Archdiocese of New Orleans 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) is a 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. provides shelter, legal services, education, and children's services to victims of domestic violence. (Lincoln, Jackson, Union, Bienville, and Claiborne Parishes)

Disability Rights Louisiana provides people with disabilities the tools, resources, and assistance that empower them to exercise maximum independence and self-determination; works on behalf of people with disabilities to combat all forms of discrimination, abuse, and neglect through monitoring, investigations, and legal action; and supports people with disabilities of all ages in order to advance individual rights and create systems change that focuses on community integration and quality of life.

The ELLA Project believes in the importance of the culture of New Orleans and Louisiana and empowers the creators of their culture in a way that is just, equitable, and serves the artists, patrons and our diverse community. The Ella Project provides direct pro bono legal assistance to moderate income artists, musicians, and grassroots nonprofits in Louisiana, presents regular workshops on arts law and arts business topics, provides assistance to moderate income inventors via its Louisiana Invents Patent Pro Bono Program, and advocates for forward thinking policy changes and the development of a local, state and national government that supports and values the creators of our culture.

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 provides pro bono immigration legal services for children in the Greater New Orleans area.

Fostering Communities provides foster care support programs designed to provide holistic and ongoing assistance to foster families, ensuring they have the resources, guidance, and community they need throughout their fostering journey. We provide continuous support to caseworkers and foster families by hosting supervised family visitations in a warm and nurturing environment, complete with both indoor and outdoor spaces for families to connect and create lasting memories.

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.

Lagniappe Law Lab is a new technology-focused resource serving Louisiana's civil justice system. The Lab provides in-house service delivery consulting to civil legal aid organizations, and facilitates the design, development, and implementation of new legal aid technology projects. It will also provide a home for and maintain existing technology programs, such as the Louisiana Civil Legal Navigator. Experimenting with new technology, design, and operations principles, Lagniappe Law Lab aims to help service providers increase their impact on our community, increasing Access to Justice for all.

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 College of Law - Education Clinic 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 University College of Law Immigration Clinic provides representation to asylum seekers who fled their home country due to persecution and victims of crimes and abuse, neglect, or abandonment by their parent(s), and other vulnerable populations. The Law Clinic does not base access to services on nationality but does verify that individuals receiving services belong to a vulnerable population and are low-income. This is accomplished through an in-person consultation process.

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.

Northeast Louisiana Bar Foundation provides legal advice on a variety of issues through free Ask-A-Lawyer clinics that are open to the public.

Oasis – A Safe Haven provides support to victims of domestic violence and sexual assault through hotline crisis and support hotlines, community education, training workshops, and legal advocacy.

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

Project SAVE provides legal representation and free emergency legal services to victims of domestic violence in Orleans Parish.

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.

Safe Harbor non-profit, non-government agency in St. Tammany Parish serving survivors and their minor children who are victims of domestic abuse. We can provide a safe place to stay and a variety of critical support services ranging from crisis intervention, legal advocacy, playgroups, emotional support, and community-based referrals for kids.

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.

STARC of Louisiana provides a lifetime of Services, Training, Advocacy, Resources and Community Connections for individuals with disabilities in St. Tammany and four surrounding parishes through programs and services in early intervention, day care, respite care, work training, vocational employment, home care and residential living.

The Extra Mile is a non-profit organization serving the offices of mental health services including the Office of Behavioral Health, Office of Addictive Disorders, Office for Citizens with Developmental Disabilities, the Department of Children and Family Services, and special programs to fill gaps in needed services.

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 LEGAL AID CASES COMPLETED IN LOUISIANA DURING FISCAL YEAR 2023-24	37,399
IMMEDIATE GROSS DIRECT VALUE OF SERVICES	\$59,267,000
<i>The direct value of Legal Aid services is the fair market replacement cost value of those services (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 GROSS CONSEQUENTIAL VALUE	\$119,621,000
<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 GROSS VALUE OF SERVICES DELIVERED	\$178,888,000
TOTAL NET VALUE REALIZED	\$162,988,000
<i>Net Consequential Value is the total gross long-term economic impact less negative impact factors such as death, movement out of state, failure to pay the court awarded amounts (i.e. alimony, child support, etc.) and failure to fulfill negotiated agreements (i.e. landlord/tenant disputes, loan repayments, and other financial arrangements.</i>	
TOTAL TAX-BASED FUNDING FOR LOUISIANA CIVIL LEGAL AID OPERATIONS	\$12,277,000
SOCIAL IMPACT RETURN ON INVESTMENT	1,328%
For every \$1 invested in Louisiana Legal Aid during the fiscal year 2023-24, the citizens of Louisiana receive \$13.28 of immediate and long-term financial benefits.	

The Social Return on Investment analysis completed for Louisiana’s Legal Aid organizations is a measurement of the values delivered during the fiscal year 2023-24. 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 results 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;

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.

NOTE ON THE SROI PERCENTAGE RESULT

The SROI percentage for 2023-24 (1,328%) is lower than the value for the previous report for 2021-22 (1,799%) due to two major factors that materially increased the impact values: the court system was closed during the COVID-19 period, resulting in an higher quantity of court judgements, and the catastrophic damage from hurricane Ida. This higher SROI value was described in detail in the 2021-2022 SROI report.

Louisiana's Legal Aid services continue to have a SROI impact percentage in the top 10% of Legal Aid services in other states.

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)

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 2023-24 Louisiana’s Legal Aid services closed 4,290 legal matters resulting in \$14,127,000 in immediate direct financial benefits and \$42,525,000 in long-term consequential financial benefits.

HOUSING ISSUES	NUMBER OF CASES	GROSS DIRECT SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Federally Subsidized Housing	708	\$3,462,423	\$8,676,822
Homeownership and Real Property	140	\$513,068	\$506,572
Private Landlord/Tenant Issues	3,009	\$6,554,792	\$31,812,132
Public Housing	0	\$449,807	\$0
Mobile Homes	51	\$18,800	\$99,165
Housing Discrimination	24	\$7,400	\$0
Mortgage Foreclosures	243	\$3,007,247	\$1,282,318
Mortgage Predatory Lending/Practices	5	\$2,400	\$8,854
Other Housing Issues	110	\$110,876	\$138,824

Family Issues:

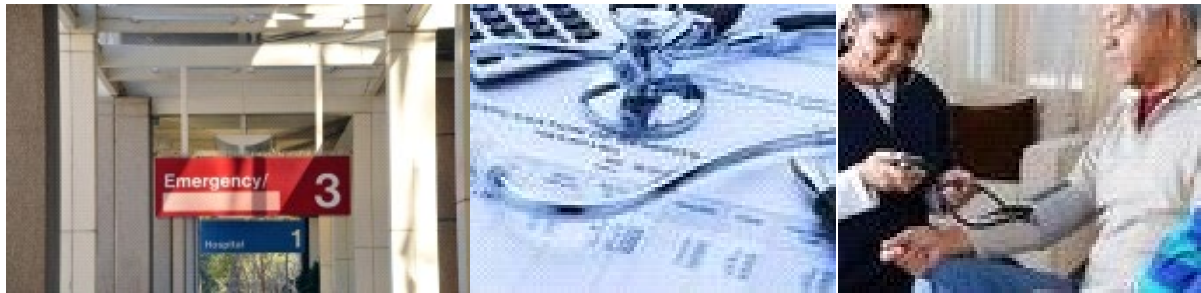


Matters involving domestic violence, divorce, separation and annulment, child custody and visitation, guardianship, and adoption.

During the year 2023-24 Louisiana’s Legal Aid services closed 12,590 legal matters resulting in \$13,341,000 in immediate direct financial benefits and \$47,002,000 in long-term consequential financial benefits.

FAMILY LAW ISSUES	NUMBER OF CASES	GROSS DIRECT SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Adoption	44	\$22,485	\$126,000
Custody and Visitation	2,583	\$1,790,598	\$11,778,984
Divorce/Separation/Annulment	2,857	\$2,834,372	\$4,485,826
Adult Conservatorship	81	\$54,600	\$1,119,888
Name Change	942	\$380,840	\$0
Parental Rights Termination	31	\$77,900	\$0
Paternity	9	\$7,400	\$505,680
Domestic Abuse	3,892	\$4,094,135	\$7,141,434
Support	219	\$324,850	\$776,160
Other Family Issues	136	\$35,100	\$24,480
Delinquent Juvenile	847	\$958,000	\$6,317,709
Neglected and Abused Dependents	904	\$2,668,900	\$14,696,880
Minor Guardianship	3	\$1,000	\$0
Other Juvenile	32	\$70,607	\$29,393

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 2023-24 Louisiana’s Legal Aid services provided closed 6,538 legal matters resulting in \$1,152,000 in immediate direct financial benefits and \$8,846,000 in long-term consequential financial benefits.

HEALTH CARE ISSUES	NUMBER OF CASES	GROSS DIRECT SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Govt. Children's Health Ins. Program	44	\$22,485	\$126,000
Home and Community Based Care	2,583	\$1,790,598	\$11,778,984
Private Health Insurance	2,857	\$2,834,372	\$4,485,826
Long Term Health Care Facilities	81	\$54,600	\$1,119,888
State and Local Health Care	942	\$380,840	\$0
Other Health Issues	31	\$77,900	\$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 2023-24 Louisiana’s Legal Aid services closed 980 legal matters resulting in \$3,624,000 in immediate direct financial benefits and \$13,958,000 in long-term consequential benefits.

PUBLIC BENEFITS ISSUES	NUMBER OF CASES	GROSS DIRECT SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Medicaid Issues	92	\$589,348	\$644,000
Medicare Issues	9	\$9,114	\$239,520
Temp. Assistance for Needy Families	12	\$6,236	\$11,616
Social Security	54	\$73,920	\$0
Food Stamps	127	\$141,299	\$335,700
Social Security Disability Insurance	259	\$715,554	\$2,319,072
Supplemental Security Income	292	\$1,498,237	\$10,184,580
Unemployment Compensation	135	\$590,040	\$223,440

Consumer Protection:



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

During the year 2023-24 Louisiana’s Legal Aid services closed 1,078 legal matters resulting in \$4,037,000 in immediate direct financial benefits and \$249,000 in long-term consequential financial benefits.

CONSUMER PROTECTION ISSUES	NUMBER OF CASES	GROSS SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Bankruptcy & Debtor Relief	401	\$2,542,000	\$229,000
Collections/Repossessions/Garnishment	415	\$415,000	\$10,000
Contracts & Warranties	65	\$1,010,000	\$5,000
Collection Practices/Credit	23	\$11,000	\$300
Predatory Lending (Not Mortgage)	13	\$4,000	\$0
Loans & Installment Purchases	12	\$3,000	\$0
Public Utilities	12	\$4,000	\$2,000
Unfair Sales Practices	35	\$8,000	\$700
Other Consumer Finance Issues	102	\$40,000	\$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 2023-24 Louisiana's Legal Aid services closed 432 legal matters resulting in \$824,000 in immediate direct financial benefits and \$196,000 in long-term consequential benefits.

EMPLOYMENT ISSUES	NUMBER OF CASES	GROSS DIRECT SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Employment Discrimination	67	\$67,000	\$0
Wage Claims and Fair Labor Standards	65	\$30,000	\$110,000
Earned Income Tax Credit	23	\$99,000	\$0
Tax Issues	94	\$356,000	\$0
Employment Rights	92	\$66,000	\$0
Agricultural Workers Issues	0	\$0	\$0
Other Employment Issues	91	\$205,000	\$86,000

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 2023-24 Louisiana’s Legal Aid services closed 11,491 legal matters resulting in \$22,114,000 in immediate direct financial benefits and \$6,846,000 in long-term consequential financial benefits.

OTHER COMMUNITY SUPPORT ISSUES	NUMBER OF CASES	GROSS DIRECT SERVICE IMPACTS	GROSS LONG-TERM OUTCOME IMPACTS
Education Issues	394	\$437,000	0
Veterans Benefits	50	\$383,000	\$129,000
State and Local Income Maintenance	1	\$400	\$0
Other Income Maintenance Issues	96	\$1,189,000	\$175,000
Immigration and Naturalization	242	\$496,000	\$1,573,000
Mental Health Issues	92	\$19,000	\$0
Prisoner's Rights	0	\$0	\$0
Physically Disabled Rights	7	\$15,000	\$21,000
Civil Rights	2	\$5,000	\$4,000
Criminal Record Expungement	692	\$818,000	\$246,000
Other Individual Rights	53	\$48,000	\$0
Assistance for Non-Profits	543	\$677,000	\$0

Indian Tribal Law	0	\$0	\$0
Licenses	127	\$58,000	\$11,000
Torts	52	\$27,000	\$0
Wills and Estates	1,886	\$15,354,000	\$369,000
Advance Directives/Power of Attorney	259	\$154,000	\$43,000
Municipal Legal Needs	0	\$200	\$0
Criminal Issues	28	\$43,000	\$4,275,000
Other Miscellaneous Legal Issues	6,967	\$513,000	\$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 2023-24 Louisiana’s Civil Legal Aid and other organizations provided services and assistance in a total of 40,969 legal matters resulting in \$1,918,000 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 45 participating organizations in Louisiana. Not all services are provided by every organization.

The total values presented in these detailed 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 2023-24 was **\$178,888,000**.

Of this total, approximately \$15,900,000 (8.9%) will not actually be realized 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 \$162,988,000.

The total tax-based funding investment for civil legal aid services (*see the Social Impact Value Map for detailed amounts*) totaled \$12,277,000.

The total Net Social Return on Investment for Louisiana's Legal Aid legal services programs during the 2023-24 fiscal year was 1,328%.

For Every \$1 invested in Louisiana's Civil Legal Aid services during the fiscal year 2023-24, they delivered \$13.28 in immediate and long-term consequential financial impacts.

NOTE ON THE SROI PERCENTAGE RESULT

The SROI percentage for 2023-2024 (1,328%) is lower than the value for 2021-2022 (1,799%) due to two major factors that materially increased the impact values: the court system was closed during the COVID-19 period, resulting in a higher quantity of court judgements, and the catastrophic damage from hurricane Ida. This higher SROI value was described in detail in the 2021-2022 SROI report.

Louisiana's Legal Aid services continue to have a SROI impact percentage in the top 10% of Legal Aid services in other states.

**Description of the Social Economic Impact
Principles, Data Elements, and
CSACO analysis methodology**

**THE LEGAL AID SOCIAL VALUE PRINCIPLES
(based on the Social Value International standards)**

The Principles of Social Value (“principles”) provide the basis for the approach and methodology used in the Social Return on Investment (SROI) report. They are drawn from the same principles that underlie social accounting and audit, sustainability reporting, cost benefit analysis, financial accounting, and evaluation practice. The principles allow for a wider definition of value to be taken into account, including societal benefits that will achieve greater equality, improve wellbeing, and increase environmental sustainability.

The Social Value Principles:

Principle 1: Involve Stakeholders

Inform what gets measured, and how it is measured by involving stakeholders and understanding what is valued.

Principle 2: Understand What Changes

Articulate how change is created by investment and evaluate this through evidence gathered, recognizing positive and negative changes both intended and unintended.

Principle 3: Value the Things That Matter

Recognize that the values of stakeholders drive decision making about how to allocate resources among different options. Value refers to the relative importance of different outcomes, and it is informed by stakeholder preference.

Principle 4: Only Include What Is Material

Establish the parameters about what information and evidence must be included in an account of value to give a true and fair picture, and ensure the account is based on evidence from stakeholders so that decisions focus on changes that matter.

Principle 5: Do Not Overclaim

Only claim the value that correlates to activities directly responsible for creating that value.

Principal 6: Be Transparent

Demonstrate the basis on which the analysis relies to support its accuracy and honesty. Ensure that it is reported to and discussed with stakeholders.

Principal 7: Verify the Result

Ensure appropriate verification of results aligned with the decisions that support an identified value. Require independent assurance of results when reported to external audiences and/or supporting significant decisions.

Principal 8: Be Responsive

Pursue optimum Social Value based on decision making that is timely and supported by appropriate accounting and reporting.

Note: The full description of each of these Principles and a full Principles Documents is available for download on the Social Value International website (www.socialvalueint.org).

THE SOCIAL ECONOMIC IMPACT DATA ELEMENTS

Stakeholders

Stakeholders are defined as the people or organizations that experience change (whether positive or negative) as a result of the activities being analyzed. In SROI analysis the primary stakeholders are those who provide the inputs that enable the services being analyzed.

Intended Changes

Intended changes are those anticipated changes that result from the completion of the activities being delivered through the inputs from stakeholders. These anticipated changes typically are the reasons that the stakeholders have contributed the input resources.

Unintended Changes

Unintended changes are those short- and long-term results that are not expected and were not part of the basis for the stakeholders providing the input resources. (An example of unintended changes is the increase in transportation time and fuel costs resulting from state and local regulations requiring disability services providers to pick up and drop off disabled persons at their doors).

These unintended changes are not forecast, but all changes – both intended and unintended – have financial impacts and are relevant to a SROI analysis.

INPUTS

Input Elements

Inputs are activities resulting in changes with a goal of achieving the planned outputs and the projected outcomes. The SROI analysis process focuses on those input resources that can be measured in financial value terms and that are used up in the course of the activity (i.e., money and time).

Unit of Measure (UOM)

The Unit of Measure is the basis for identifying the quantity of the individual input element. This may be in units such as Dollars, Hours, Portions of Hours, or other measurements as appropriate to each input.

Value per Unit of Measure

Value per Unit of Measure is the calculated financial impact of each input element per the appropriate Unit of Measure used for that input. These values can also include non-monetized inputs such as contributions of goods and services.

OUTPUTS

Output Deliverables

Outputs are the quantitative summary of the deliverable results from an activity. These results are the planned short-term goals of the activities and are typically well measured on a timely basis as completed.

Value per Unit of Measure

Value per Unit of Measure is the calculated financial impact of each output per the appropriate Unit of Measure used for that output.

Basis for Valuation

The Basis for Valuation is a description of the methodology and reasoning for the selection of the most appropriate Value per Unit of Measure for each output.

Output SROI Gross Fiscal Impact

The Gross Fiscal Impact is the Fair Market Value replacement cost for each output service delivered. This is the short-term SROI value that primarily measures the immediate SROI value and the comparative efficiency of the services delivered to the community by the provider.

OUTCOMES

Outcome Results (Description of Change)

Outcomes are the results of the output services delivered. These outcomes may either be the projected and anticipated changes that were the basis of the stakeholders provision of the resources required, or may be unintended and unanticipated changes resulting from these same outputs.

The description of the outcomes needs to be as precise as possible to avoid uncertainty on the measurement indicator basis used and the basis for valuation. Care must also be taken not to confuse outcomes resulting from resource inputs from one shareholder with inputs from other shareholders that can result in double counting of the outcome valuations.

Measurement Indicators

Indicators are measurement points that demonstrate that changes are taking place – that the outcomes are being achieved. These indicators are actions that are capable of being measured on a quantitative basis and that are capable of having financial impacts associated with their changes.

Frequently these outcomes have intermediate results that can occur over a period of years, but there may be observable and measurable changes along the way. It is important to understand what these intermediate changes may be and the financial impacts of these intermediate results, as the time period involved requires indicator tracking to gauge the progress of the activity and because the activities being analyzed may not bring about the anticipated final results but only some intermediate changes in the chain.

Duration of Change

Many types of outcomes have a finite life expectancy of the resulting benefits. The duration of change element defines this expected useful life of the outcome (when appropriate).

The Duration of Change element is also related to the ‘Drop-Off’ factor, which defines the reduction of benefits attributed to the outcome over longer periods of time.

BASIS FOR VALUATIONS

The Basis for Valuation is a description of the methodology and reasoning behind the selection of the most appropriate value per Unit of Measure for each outcome. When needed for complete understanding, alternative values are identified and discussed.

There can be types of outcomes that are difficult to value in monetary terms that are routinely left out of traditional economic appraisals. There are several techniques available in SROI analysis to approximate financial values via “proxy” methods that measure financial values via indirect comparative approaches:

- Contingent Valuation assesses via survey people’s willingness to pay, or to accept compensation, for a hypothetical product or service.
- Revealed Preference infers valuations from the price of related market-supplied goods or services;

Source of Valuation

The Source of Valuation is a description or listing of the research sources used in determining the Basis for Valuation.

VALUATION NEGATIVE IMPACTS

Deadweight %

Deadweight is a measure of the amount of the individual outcome that would have happened even if the output activity had not taken place. It is expressed as a percentage.

Attribution %

Attribution is an assessment of how much of the outcome was not caused by the contribution of each individual output service. This is expressed as a percentage.

The assessment of individual output service contribution can be a highly variable process with multiple conflicting factors. The relative contribution weight of an individual factor can vary from individual to individual, and the calculations can become problematic over long periods of time.

Drop-Off%

In longer periods of time (greater than one year), the amount of outcome is likely to be less, or if the same, will be more likely to be influenced by other factors. Drop-off is an assessment of the ongoing reduced attribution to the outcome factors.

It is expressed as a fixed percentage of deduction from the remaining level of outcome at the end of each year.

SROI NET FISCAL IMPACT

The Outcome Net Fiscal Impact is the total value of all fiscal benefits for each direct output valuation and the net value (after reduction due to negative factors) of each consequential outcome valuation.

THE CSACO SOCIAL ECONOMIC IMPACT MEASUREMENT METHODOLOGY

This describes the generalized but consistent approach used by Community Services Analysis LLC in performing a Social Economic Impact/Return on Funding Investment analysis. Each project is unique and may require modification or expansion of each of these processes.

Step 1 – Stakeholder’s Input, Project Scheduling, and Data Requirements

The process starts with a review with stakeholders on the needs and goals of the project. This can include identification of the historical and/or planned direct and consequential social impacts, the planned uses of the project results, and the potential audience for the results.

This step also includes definition of a project task schedule with task element responsibilities and task schedules. This project task schedule will be used for periodic project schedule reviews to identify and address any project time or performance issues.

This step also reviews all available data and identifies the specific data needed on the activities, quantities, and results of the tasks being performed.

Step 2 – Identification of Specific Direct and Indirect Consequential Outcomes

Identification of the actions performed or planned that can result in either immediate direct benefits or longer-term outcome impacts and the definition of what these benefit and outcome results might be.

Step 3 – Valuation of the Direct Impacts

Valuation of the immediate (short-term) economic impacts of the actions under analysis are investigated and calculated. These amounts are typically based on the Fair Market Value of the services delivered and any economic impacts achieved on a short-term basis.

Step 4 – Valuation of the Long-Term Consequential Economic Impacts

Valuation of the longer-term consequential economic impacts takes multiple steps:

- Definition of the detailed outcomes (multiple outcomes for Legal Aid services)
- Research on economic impacts of these detailed outcomes:
 - o Based on database research and previous experience
 - o Multiple impact results collected
 - o Some eliminated for bias/age/inadequate methodology/other reasons
 - o Some sources are based on governmental analysis and are very precise (i.e., SSI/SSDI)
 - o Remaining valuations examined for “congruity” of results
 - If an outlier exists, their results are examined more closely
 - Occasionally their results appear more accurate
 - o Congruent results and multiple studies are used for valuation.
 - o Most recognizable and appropriate sources are used in Valuation Schedules references.

Step 5 – The Social Impact Value Map and Valuation Schedules

Preparation of the Social Impact Value Map and accompanying Valuation Schedules for inclusion of the impact report(s).

Step 6 – Delivery of the Draft Report(s) for review

Draft copies of any reports are delivered for review by the client.

Step 7 – Joint discussion of comments and suggestions following draft review

Any comments or suggestions following the review are considered and report modification made be made if appropriate.

Step 8 – Delivery of final signed report.

This step may also involve presentation of the report results, process, valuations, and other issues to stakeholder, internal staff, or other interested parties.

**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-two participating organizations, but several areas were not. The personnel at these organizations 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, 2024.

A handwritten signature in dark ink, appearing to read "John Byrnes". The signature is fluid and cursive, with the first name "John" and last name "Byrnes" clearly distinguishable.

John Byrnes
Principal
Community Service Analysis, LLC

February 13, 2025