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LEGAL AID SUPPORTS THE RULE OF LAW

The U.S. Constitution guarantees a right to a lawyer when someone is accused of a crime. But there is no constitutional right to an attorney when someone faces a civil action. For example, unless you can afford legal assistance, you are on your own to prevent unlawful foreclosure, obtain a protective court order against an abusive spouse, fight for custody of your children, or secure veterans’ benefits earned from military service. It is very challenging to navigate the legal system on your own. Legal assistance is critical to protecting the values of liberty and justice on which the United States was founded.

Legal Services Corporation

Congress created the Legal Services Corporation (LSC) in 1974 to ensure that low-income individuals and families have access to assistance to resolve civil legal problems. Funding for LSC provides access to justice and due process of law for millions of low-income Americans every year. Today, LSC is the largest single funder of civil legal aid in the country. As a grant-making organization, LSC distributes nearly 95% of our federal appropriation to eligible nonprofits delivering civil legal aid. LSC awards grants through a competitive process and currently funds 132 independent legal aid organizations with 855 offices serving every county in every state, the District of Columbia, and the territories.

LSC’s grantees serve thousands of low-income individuals, veterans, children, families, and seniors in every congressional district. LSC grantees handle the basic civil legal needs of low-income people, addressing matters involving safety, subsistence, and family stability. Most legal aid practices focus on family law, including domestic violence, child support and custody, and on housing matters, including evictions and foreclosures. Legal aid promotes individual empowerment and self-reliance by giving people the tools and knowledge to access the civil court system to protect and exercise their rights.

"Justice is the end of government. It is the end of civil society. It ever has been and ever will be pursued until it be obtained, or until liberty be lost in the pursuit.” —James Madison, Federalist 51

Our Mission

The United States Congress, in the declaration of purpose of the Legal Services Corporation Act, found that “there is a need to provide equal access to the system of justice in our Nation for individuals who seek redress of grievances,” that “there is a need to provide high quality legal assistance to those who would be otherwise unable to afford adequate legal counsel,” and that “providing legal assistance to those who face an economic barrier to adequate legal counsel will serve best the ends of justice and assist in improving opportunities for low-income persons.”
LSC Leadership
LSC is governed by an 11-member Board of Directors, each of whom is appointed by the President of the United States and confirmed by the Senate to serve a three-year term. By law, the Board is bipartisan; no more than six members may be of the same political party. In August 2019, the Senate confirmed eight presidential nominees to the Board, who were sworn by Chief Justice Roberts on October 2, 2019. Four of those appointees are new to the Board: Matthew D. Keenan of Kansas, Abigail L. Kuzma of Indiana, John G. Malcolm of the District of Columbia, and Frank X. Neuner Jr. of Louisiana. Four incumbent nominees were reappointed to the Board: Robert J. Grey, Jr., John G. Levi, Julie Reiskin, and Gloria Valencia-Weber. The remaining three holdover members who will continue to serve on the Board are Father Pius Pietrzyk, Victor B. Maddox, and Laurie Mikva. The Board is responsible for hiring the President of the Corporation; the President oversees LSC’s staff and is responsible for final approval of all awards made to the Corporation’s grantees. LSC’s senior management has considerable experience in both the public and private sectors.

Recent Initiatives to Improve Performance and Accountability
LSC conducts robust oversight of our grantees. To ensure grantee compliance with statutory and regulatory requirements and sound financial management practices, LSC conducts regular on-site fiscal and regulatory compliance reviews and investigations. LSC also assesses the quality of legal services our grantees deliver and provides training and technical assistance.

LSC is committed to strong management of, and accountability for, federal funds. LSC has adopted rigorous oversight, enforcement, and training to promote our grantees’ compliance with the requirements and restrictions Congress has enacted. In 2019, LSC took the following actions pursuant to our strategic plan to expand access to justice, improve performance, and enhance fiscal responsibility:

■ Awarded Pro Bono Innovation Fund grants to 14 legal aid organizations in 14 states to expand pro bono legal services for low-income clients.
■ Awarded Technology Initiative Grants to 30 legal services organizations in 20 states and territories to expand access to justice using technology.
■ Awarded $14 million in disaster relief grants to 12 legal aid organizations to assist survivors of Hurricanes Michael and Florence; other hurricanes, floods, tornadoes, typhoons, volcanic activity, snowstorms; and wildfires occurring in calendar years 2018 and 2019.
■ Hosted a congressional briefing on Legal Aid’s Importance to Domestic Violence Survivors in April in cooperation with Senator Sullivan (AK) highlighting the role of civil legal services in domestic violence cases. Speakers included LSC grantee experts from Alaska and Chicago, an in-house attorney from Discover Financial Services who provides pro bono services to domestic violence survivors, and a former legal aid client from Pittsburgh who received legal assistance after experiencing domestic violence.
In 2019, LSC leveraged the congressional investment in legal services with private support for the following projects:

- **Released LSC’s Opioid Task Force Report** in June at the U.S. Capitol Visitor Center at an event sponsored by the House Access to Civil Legal Services Caucus. The report highlights the critical role legal aid plays to support individuals and families affected by the opioid epidemic and makes recommendations for strengthening that support. LSC’s Opioid Task Force was co-chaired by Board members Robert Grey and Victor Maddox, and by David Hoffman, a partner at Sidley Austin LLP. The work of the Task Force was supported with private funds contributed by Sidley Austin. Three of the Caucus co-chairs spoke at the release event: Representatives Susan Brooks (IN-5), Joseph P. Kennedy III (MA-4), and Fred Upton (MI-6). Rep. Brian Fitzpatrick (PA-1) also spoke, as well as members of the Task Force and leaders in the healthcare and legal communities. LSC also held forums to showcase the report’s findings in Chicago, Nashville, and San Francisco.

- **Released LSC’s Disaster Task Force Report** in September at an event sponsored by Senator John Cornyn (TX) at the Hart Senate Office Building. The report makes recommendations to promote better cooperation, coordination, and communication among the emergency management community, legal services providers, the private bar, the judiciary, community-based organizations, and the business community to ensure that low-income disaster survivors receive the legal assistance they need. LSC’s Disaster Task Force, which was co-chaired by Board members Martha Minow and the Rev. Pius Pietryk, and by former Chief Judge Jonathan Lippman of New York, was supported with private funds from Latham & Watkins LLP. Speakers at the release event included American Bar Association President Judy Perry Martinez, the Task Force co-chairs, and experts on disaster-related legal issues. The New York City Office of Emergency Management also hosted a Disaster Task Force event in Brooklyn, where Congressman Donald Payne Jr, Chair of the House Committee on Homeland Security Subcommittee on Emergency Preparedness, Response, and Recovery, delivered remarks.

- **Funded the fourth round of LSC’s Rural Summer Legal Corps Grants**, which placed 30 law students with 29 LSC grantees in rural areas in 24 states. Since 2016, the program has placed 118 law students with 59 LSC grantees serving rural clients in 38 states. In 2019, law students provided direct services to more than 2,000 individuals.

- **Awarded 2019 Midwest Legal Disaster Grants**. LSC awarded disaster coordination grants totaling $985,000 to help low-income communities in the Midwest prepare for, respond to, and recover from natural disasters to five legal aid programs in Arkansas, Iowa, Montana, Nebraska, and Oklahoma. The funding was made possible by a private grant from the Margaret A. Cargill Philanthropies. Building on the successes of Iowa Legal Aid and Legal Aid of Nebraska—LSC’s partners for disaster preparedness pilot programs launched in 2015—the project will continue to enhance preparedness in Iowa and Nebraska while expanding to Arkansas, Montana, and Oklahoma.

- **Awarded the fifth round of G. Duane Vieth Leadership Development Grants** to five legal aid organizations to promote entrepreneurial and business acumen among LSC grantee leadership.
FY 2021 Budget Request

LSC requests an appropriation of $652,600,000 for FY 2021. This request reflects an increase of $59.6 million over last year’s request of $593 million. Nearly 95% of the request would fund 132 local legal aid organizations in all 50 states, the District of Columbia, and the Territories. LSC estimates that this would enable LSC grantees to provide assistance with 60% more civil legal problems than they currently serve.

Last year, LSC used its 2017 Justice Gap Report as the basis for determining the level of funding necessary to narrow the justice gap. LSC’s FY 2021 recommendation is based on a new “intake census” of all LSC grantees that focused on financially eligible individuals who sought assistance for civil legal problems during a four-week period in 2019. The 2019 intake census showed that 42% of the eligible legal problems presented received no service of any kind—an increase of one percentage point from the 2017 survey.

LSC’s funding request for FY 2021 reflects the overwhelming need for civil legal services to fulfill America’s pledge of “justice for all.” Millions of Americans qualify for LSC-funded services, but the majority of them are not able to receive the legal assistance they need because LSC’s appropriation has been inadequate to meet their needs. The request would allow LSC grantees to make substantial progress serving those persons who seek legal aid but currently receive insufficient services or no service at all.

The table below compares LSC’s request by budget category for FYs 2020 and 2021. Basic field grants, which support the day-to-day operations of LSC-funded civil legal aid programs, represent the largest component of LSC’s budget request. For FY 2021, LSC requests $608.8 million for Basic Field Grants to narrow the “Justice Gap” as measured by the percentage of eligible legal problems LSC’s grantees must turn away with no help of any kind.

<table>
<thead>
<tr>
<th>Table 1. LSC Budget Request</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budget Category</td>
</tr>
<tr>
<td>Basic Field Grants</td>
</tr>
<tr>
<td>Technology Initiative Grants</td>
</tr>
<tr>
<td>Pro Bono Innovation Fund</td>
</tr>
<tr>
<td>Loan Repayment Assistance Program</td>
</tr>
<tr>
<td>Management and Grants Oversight</td>
</tr>
<tr>
<td>Office of Inspector General</td>
</tr>
<tr>
<td>Total</td>
</tr>
</tbody>
</table>
In December 2019, Congress enacted FY 2020 omnibus appropriations legislation that funds LSC at $440 million, a $25 million increase from FY 2019. This represents a six percent increase from last year.

The White House continues to call for the elimination of funding for LSC. In its FY 2021 budget request to Congress, the administration recommends $18.2 million for LSC for closure of the Corporation. LSC has strong bipartisan support for robust funding among Members of Congress and external stakeholders. Last year, 209 members of the House of Representatives signed a bipartisan letter in support of funding for LSC, the largest number in history, and 46 bipartisan Senators signed a similar letter in support of funding for LSC. Members of the legal and business communities, state attorneys general, and law school deans across the country sent letters to the House and Senate appropriations committees advocating for increased funding for LSC. They included:

- 252 General Counsels from some of the nation’s largest corporations, including Apple, American Express, Google, Walmart, General Motors, and Walt Disney.
- 181 law firms from all 50 states and the District of Columbia.
- The Conference of Chief Justices and the Conference of State Court Administrators.
- 41 bipartisan state Attorneys General.
- 167 Deans of law schools, 80% of all ABA approved law schools in the U.S.

The table below reflects LSC’s current funding compared to LSC’s and the White House request for FY 2021.

<table>
<thead>
<tr>
<th>Budget Category</th>
<th>FY 2019 Appropriations</th>
<th>FY 2020 Appropriations</th>
<th>FY 2021 LSC Request</th>
<th>FY 2021 White House Request</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Field Grants</td>
<td>$380,500,000</td>
<td>$402,700,000</td>
<td>$608,800,000</td>
<td>$0</td>
</tr>
<tr>
<td>Technology Initiative Grants</td>
<td>$4,000,000</td>
<td>$4,000,000</td>
<td>$5,000,000</td>
<td>$0</td>
</tr>
<tr>
<td>Loan Repayment Assistance Program</td>
<td>$1,500,000</td>
<td>$1,500,000</td>
<td>$2,000,000</td>
<td>$0</td>
</tr>
<tr>
<td>Management and Grants Oversight</td>
<td>$19,400,000</td>
<td>$22,000,000</td>
<td>$26,200,000</td>
<td>$0</td>
</tr>
<tr>
<td>Pro Bono Innovation Fund</td>
<td>$4,500,000</td>
<td>$4,500,000</td>
<td>$5,000,000</td>
<td>$0</td>
</tr>
<tr>
<td>Office of Inspector General</td>
<td>$5,100,000</td>
<td>$5,300,000</td>
<td>$5,600,000</td>
<td>$0</td>
</tr>
<tr>
<td>Total</td>
<td>$415,000,000</td>
<td>$440,000,000</td>
<td>$652,600,000</td>
<td>$18,200,000</td>
</tr>
</tbody>
</table>
Eligible Population and LSC Funding
An estimated 57.3 million people, or 17.8% of the U.S. population, were eligible for LSC-funded services in 2018, the most recent year for which Census Bureau figures are available. The eligibility standard is 125% of the Federal Poverty Guidelines. The following map illustrates the geographic location of the population eligible for LSC-funded services across the United States in 2018.1

Figure 1. Geographic Location of Eligible Client Population (2018)
LSC’s congressional appropriation represented 34% of the total funding LSC grantees received in 2018, the most recent year for which LSC currently has grantee reports. LSC’s appropriation today is far lower in inflation-adjusted dollars than it was forty years ago. If LSC’s funding in 1980 had kept up with inflation, its funding today would be $879 million.

The table below shows LSC funding per eligible persons in inflation-adjusted dollars from 2009 to 2018. In 2010, basic field funding of $447 million in inflation-adjusted dollars amounted to $7.29 per eligible person. Eight years later, Basic Field Funding was only $6.71 per eligible person in inflation-adjusted dollars.

<table>
<thead>
<tr>
<th>Year</th>
<th>Inflation-Adjusted Basic Field</th>
<th>Eligible Persons</th>
<th>$/Eligible Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>$421,255,280</td>
<td>58,538,781</td>
<td>$7.38</td>
</tr>
<tr>
<td>2010</td>
<td>$447,170,464</td>
<td>62,700,708</td>
<td>$7.29</td>
</tr>
<tr>
<td>2011</td>
<td>$420,314,613</td>
<td>65,311,923</td>
<td>$6.58</td>
</tr>
<tr>
<td>2012</td>
<td>$350,161,124</td>
<td>65,514,274</td>
<td>$5.47</td>
</tr>
<tr>
<td>2013</td>
<td>$338,987,237</td>
<td>65,493,565</td>
<td>$5.29</td>
</tr>
<tr>
<td>2014</td>
<td>$354,509,051</td>
<td>64,937,577</td>
<td>$5.58</td>
</tr>
<tr>
<td>2015</td>
<td>$360,163,635</td>
<td>62,432,603</td>
<td>$5.90</td>
</tr>
<tr>
<td>2016</td>
<td>$366,347,221</td>
<td>60,267,739</td>
<td>$6.22</td>
</tr>
<tr>
<td>2017</td>
<td>$359,460,140</td>
<td>58,530,220</td>
<td>$6.30</td>
</tr>
<tr>
<td>2018</td>
<td>$384,265,636</td>
<td>57,292,156</td>
<td>$6.71</td>
</tr>
</tbody>
</table>

Sources: Eligible persons is population with incomes less than 125% of the poverty level in the fifty states, the District of Columbia, and Puerto Rico. Data from U.S. Census Bureau, American Community Survey, 1-year estimates, 2008-2018; inflation adjustments in 2019 dollars based on the composite deflator in Executive Office of the President, Office of Management and Budget, Budget of the United States Government, Fiscal Year 2019, Historical Tables, Table 13—Summary of Receipts, Outlays, and Surpluses or Deficits (–) In Current Dollars, Constant (FY 2012) Dollars, and as Percentages of GDP: 1940–2024. LSC Basic Field Funding based on FY appropriations.
LSC grantees leverage the funding they receive from our congressional appropriation with private contributions and state and local funding. Thirty-four grantees received 50% or more of their total funding from LSC in 2018. The following map shows the percentage of Basic Field funding that grantees in each state received from LSC in 2018.

**Figure 2. Percentage of Basic Field Funding of Grantees by State (2018)**

Source: LSC 2018 Grant Activity Reports
The “Justice Gap” Continues
Last year, LSC used its 2017 Justice Gap Report as the basis for determining the level of basic field funding necessary to narrow the justice gap. LSC’s FY 2021 recommendation is based on a new intake census of all LSC grantees that focused on financially eligible individuals who sought assistance for civil legal problems during a four-week period in March and April of 2019. The 2019 census showed that:

- 42% of the eligible legal problems presented received no service of any kind—an increase of one percentage point from the 2017 survey.
- Only 27% percent of eligible problems presented were fully served.
- 17% received some service, but not full service.
- 13.5% received service, but the extent of service was pending at the time of the census.

If Congress fully funds LSC’s request of $608.8 million for Basic Field grants, LSC grantees could provide some level of service for 60% more civil legal problems than they currently serve.

Washington State Legal Needs Study
The Washington State Supreme Court recently commissioned a study to survey the civil legal needs of low-income persons in Washington. The study was conducted by the Social and Economic Sciences Research Center (SESRC) at Washington State University. The results of the Washington State study were similar to LSC’s Justice Gap report of 2017. As shown in Table 4 below, high percentages of low-income persons experienced civil legal problems in a year, and most experienced multiple civil legal problems. Like the findings in LSC’s Justice Gap Report, many individuals with civil legal problems in Washington State received no or inadequate legal assistance. The Washington State study found that 76% of all households received no assistance, while LSC’s Justice Gap study found low-income Americans received no or inadequate professional help for 86% of their civil legal problems.

The Washington State study also found high percentages of low-income persons could resolve some or all their legal problems when they had legal assistance. For example, for those who were able to get some level of assistance:

- 61% could solve some portion of their legal problems.
- Nearly one-fifth (18%) resolved the problem completely.
### Table 4. Comparison of Washington State and LSC’s 2017 Justice Gap Studies

<table>
<thead>
<tr>
<th>Category</th>
<th>Washington State Study Results</th>
<th>LSC’s 2017 Justice Gap Study Results</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>All Households</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>At least one legal problem(^5)</td>
<td>71%</td>
<td>71%</td>
</tr>
<tr>
<td>With multiple problems(^6)</td>
<td>61%: &gt; than one 41%: five or more</td>
<td>54%: &gt; than one 24%: six or more</td>
</tr>
<tr>
<td>Average # of problems experienced by households with at least one problem(^7)</td>
<td>9.3</td>
<td>5.9</td>
</tr>
<tr>
<td><strong>Domestic Violence/Sexual Assault Victims</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percent with legal problems(^8)</td>
<td>100%</td>
<td>97% at least one problem 67% six or more problems</td>
</tr>
<tr>
<td>Average # of problems for those with at least one problem(^9)</td>
<td>19.7</td>
<td>9.8</td>
</tr>
<tr>
<td><strong>Other Populations</strong></td>
<td>Average Number of Legal Problems per Capita(^10)</td>
<td>Percent of Households with Legal Problem(^11)</td>
</tr>
<tr>
<td>Households with Children</td>
<td>7.0</td>
<td>80% at least one problem 35% six or more problems</td>
</tr>
<tr>
<td>Persons with Disabilities</td>
<td>8.4</td>
<td>80% at least one problem 32% six or more problems</td>
</tr>
<tr>
<td>Seniors</td>
<td>3.0</td>
<td>56% at least one problem 10% six or more problems</td>
</tr>
<tr>
<td>Veterans and Military Service members</td>
<td>6.2</td>
<td>71% at least one problem 21% six or more problems</td>
</tr>
</tbody>
</table>

### Unrepresented Litigants

Every year, millions of Americans navigate the legal system without a lawyer. Inadequate funding for legal aid, combined with a large poverty population, has increased the number of unrepresented litigants in state courts. A national study by the National Center for State Courts found that the representational imbalance among plaintiffs and defendants has dramatically worsened over the last two decades: while plaintiffs represented by attorneys declined only slightly (from 99% to 96%), attorney representation for defendants fell by more than half (from 97% to 46%).\(^{12}\) The NCSC study found this imbalance is especially acute in financial and housing cases. As shown in **Table 5**, plaintiffs are seven times more likely to be represented than defendants in debt collection cases, six times more likely to be represented in small claims cases and four times more likely to be represented in eviction / landlord-tenant\(^{13}\)
Table 5. Representation Status of Parties in Selected Civil Case Types

<table>
<thead>
<tr>
<th>Case Type</th>
<th>Plaintiff Represented</th>
<th>Defendant Represented</th>
</tr>
</thead>
<tbody>
<tr>
<td>Debt Collection</td>
<td>99%</td>
<td>14%</td>
</tr>
<tr>
<td>Landlord-Tenant</td>
<td>81%</td>
<td>21%</td>
</tr>
<tr>
<td>Small Claims</td>
<td>76%</td>
<td>13%</td>
</tr>
</tbody>
</table>

State studies also consistently show that the clear majority of civil legal cases include at least one unrepresented party. In some states and in some types of cases, as many as 80%-90% of litigants are unrepresented, even though their opponent has a lawyer. The traditional adversarial model where both parties have legal representation is not the norm.

Table 6 highlights a sample of states showing the percentage of represented parties in state courts in debt collection, eviction/landlord-tenant, and small claims cases.

Table 6: Represented Parties in State or County Courts

<table>
<thead>
<tr>
<th>Jurisdiction</th>
<th>Defendant Represented</th>
<th>Plaintiff Represented</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Alaska</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Debt Collection</td>
<td>7%</td>
<td>98%</td>
</tr>
<tr>
<td>Eviction</td>
<td>2%</td>
<td>60%</td>
</tr>
<tr>
<td><strong>Arkansas</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Debt Collection</td>
<td>3%</td>
<td>88%</td>
</tr>
<tr>
<td>Eviction (Landlord Tenant)</td>
<td>3%</td>
<td>83%</td>
</tr>
<tr>
<td><strong>Colorado</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Debt Collection and Eviction</td>
<td>3%</td>
<td>72%</td>
</tr>
<tr>
<td><strong>Hawaii</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eviction</td>
<td>3%</td>
<td>70%</td>
</tr>
<tr>
<td>Small Claims</td>
<td>1%</td>
<td>29%</td>
</tr>
<tr>
<td><strong>Massachusetts</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Debt Collection</td>
<td>1%</td>
<td>92%</td>
</tr>
<tr>
<td>Eviction</td>
<td>9%</td>
<td>78%</td>
</tr>
<tr>
<td><strong>North Dakota</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Debt Collection</td>
<td>3%</td>
<td>99%</td>
</tr>
<tr>
<td>Eviction</td>
<td>1%</td>
<td>92%</td>
</tr>
<tr>
<td><strong>Oklahoma</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Debt Collection</td>
<td>3%</td>
<td>98%</td>
</tr>
<tr>
<td>Eviction</td>
<td>&lt;1%</td>
<td>52%</td>
</tr>
<tr>
<td><strong>Utah</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Debt Collection</td>
<td>2%</td>
<td>100%</td>
</tr>
<tr>
<td>Eviction</td>
<td>5%</td>
<td>89%</td>
</tr>
<tr>
<td><strong>Virginia</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Debt Collection</td>
<td>2%</td>
<td>60%</td>
</tr>
<tr>
<td>Housing</td>
<td>&lt;1%</td>
<td>63%</td>
</tr>
</tbody>
</table>
Impact of Not Having a Lawyer on Defendants

The large number of unrepresented litigants is compromising the ability of the courts to provide equal justice to low-income people. Numerous studies have shown that represented parties have substantially higher success rates than unrepresented parties. Vulnerable populations such as persons with mental disabilities, domestic violence survivors, and those with limited proficiency in English are especially disadvantaged.24

Table 7 shows the outcome of debt collection cases where defendants are represented compared to unrepresented defendants in Virginia, Maryland, and Philadelphia. In Virginia, win rates for represented defendants are 10 times those of unrepresented defendants; in Philadelphia, they were nearly three times those of unrepresented defendants; and in Maryland, represented defendants were likely to prevail more than half as often as unrepresented defendants.

<table>
<thead>
<tr>
<th>State/Locality</th>
<th>Represented Defendant</th>
<th>Unrepresented Defendant</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>% of case in sample</td>
<td>Win rate</td>
</tr>
<tr>
<td>Maryland25</td>
<td>12%</td>
<td>85%</td>
</tr>
<tr>
<td>Philadelphia26</td>
<td>72%</td>
<td>94%</td>
</tr>
<tr>
<td>Virginia27</td>
<td>6%</td>
<td>23%</td>
</tr>
</tbody>
</table>

Recent studies have focused on low-income tenants facing evictions without an attorney. In many jurisdictions, reports show that nearly 90% of landlords are represented by counsel, while 90% of tenants are not.28 Having a lawyer increases the odds of being able to stay in one's home. For example, a New York City study found that unrepresented were evicted in nearly 50% of cases while represented tenants were able to stay in their homes 90% of the time.29
Table 8 highlights the outcome of housing cases for selected jurisdictions. In Virginia, represented defendants’ win rates are 20 times more than unrepresented defendants’ win rates. In Philadelphia, represented defendants are roughly twice as likely to prevail as unrepresented defendants, and in Hawaii they are also significantly more likely to prevail.

Table 8. Outcome of Housing (Eviction & Landlord-Tenant) Cases

<table>
<thead>
<tr>
<th>State/Locality</th>
<th>Represented Defendant</th>
<th>Unpresented Defendant</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>% of case in sample</td>
<td>Win rate</td>
</tr>
<tr>
<td>Hawaii³⁰</td>
<td>5%</td>
<td>45%</td>
</tr>
<tr>
<td>Philadelphia³¹</td>
<td>30%</td>
<td>30%</td>
</tr>
<tr>
<td>Virginia³²</td>
<td>2%</td>
<td>10%</td>
</tr>
</tbody>
</table>

Impact of Unrepresented Litigants on the Court System

For the past several years, LSC has heard from judges across the country about the negative impact that the increasing number of unrepresented litigants has on the nation's justice system. Large numbers of unrepresented litigants clog the courts, take up the time of court personnel, cost opposing parties more in legal fees because of disruptions and delays; cause more cases to advance to litigation, which means that fewer cases are settled, and result in cases being decided on technical errors rather than the legal merits.

The Conference of Chief Justices and the Conference of State Court Administrators detailed the consequences of lack of representation in their 2013 paper, “The Importance of Funding for the Legal Services Corporation from the Perspective of the Conference of Chief Justices and the Conference of State Court Administrators.” Highlights include:

- When an unrepresented litigant does not understand standard procedures and paperwork, judges must spend more time on the bench explaining information commonly understood by lawyers or eliciting facts that the party should have presented.
- Court clerks may have to answer more questions and provide additional assistance.
- More cases reach the courts as litigation (as opposed to being settled) when one or both parties are unrepresented.
- When one party in a case is represented by counsel and the other is not, delays and disruptions resulting from one party being unrepresented can increase the cost of counsel for the represented party.³⁴
Impact of LSC Funding on Grantee Services
There is a clear correlation between the number of cases closed by LSC grantees and the funding appropriated by Congress. In 2018, LSC grantees closed a total of nearly 744,000 cases nationwide, an increase of nearly 17,000 cases, or 2.3%, from 2017. As illustrated in Figure 3, LSC’s basic field funding closely tracks the number of cases closed by LSC grantees. The chart includes both actual appropriations for LSC basic field grants and the inflation-adjusted (real) dollars for each year from 2008 to 2018.

When LSC’s basic field funding reached $394 million in 2010, the highest in LSC’s history in absolute terms before FY 2020, the total number of cases closed by LSC grantees also increased to 932,000. When LSC’s basic field funding dropped by 20% from 2010 to 2013, cases closed declined by nearly 19% for the same period (932,000 cases closed in 2010 dropped to 759,000 in 2013).

The relationship between basic field funding and case closures provides an important measure of the efficiency of the public investment in LSC as an organization and the provision of direct civil legal services to low-income households.

LSC Grantees Provide Other Valuable Services
Case closures alone do not present a complete picture of the range of services LSC grantees provide. Grantees provide extensive other services, including providing legal information and materials that enable low-income people to learn how to enforce important legal protections. These numbers provide a broader measure of the scope of LSC grantees’ reach into their local communities and the many people with whom grantees share informational resources.
Websites
In 2018, more than 11 million people visited grantee websites for information and assistance. These websites provide information about where to find legal help; court locations, procedures, and forms; and a wide range of self-help resources to identify and pursue appropriate legal remedies, including videos, classroom modules, fact sheets, and automated systems to generate and download ready-to-file court forms.

Legal Information Provided Directly To Low-Income People
Grantees provided legal information to an additional 1.46 million low-income people at other venues and events:
- 826,000 people at legal education clinics,
- 380,000 people at court help desks,
- 249,000 people on a one-on-one basis at legal education workshops.

The information provided at these venues helps low-income people better understand their legal rights. Court help desks can take many forms. Grantee staff and volunteers help individuals understand court procedures and navigate the process to represent themselves. They can also provide legal information to targeted populations. For example, at the request of the Maine Judicial Branch, Pine Tree Legal Assistance staff and volunteers conduct court-based “information sessions,” which provide homeowners with information about the foreclosure process.

Grantees often provide one-on-one legal information to low-income persons in tandem with group legal education clinics. At the conclusion of these events, grantees provide follow-up information to individuals on a one-on-one basis. After a grantee has identified areas of the broadest concern that can be easily explained in group settings, attorneys prepare a curriculum and self-help materials for use throughout the local community.

Outreach Events And Collaborations With Partners
Grantees also conducted over 10,000 outreach events for partner organizations, such as bar associations, other legal service providers, and social service agencies. For example, grantees participate in veteran’s “stand downs” or collaborate with their state's Veterans Affairs offices and VA medical centers. Many grantees have medical-legal partnerships to educate health personnel about the types of legal problems that lawyers can help remedy.

Many grantees provide training to enhance partner organizations’ services to low-income persons. For example, over a nine-month period, a MidPenn Legal Services attorney provided training on landlord-tenant law to justices in Pennsylvania's Magisterial District Justice courts. Lakeshore Legal Aid in Michigan conducted a three-day training on enhancing judicial skills in domestic violence cases for the National Council of Juvenile and Family Court Judges. And Pine Tree Legal Assistance conducted 74 trainings
for medical staff in Maine to increase community awareness and responses to the problem of lead paint poisoning that affects individuals living in the state's old housing stock.

Some grantees convene conferences to educate larger groups. For example, Southwest Virginia Legal Aid Society (SWVLAS) sponsored a domestic and sexual violence conference attended by almost 200 professionals, including private attorneys, victim-witness agencies, shelter staff, court staff, prosecutors, and law enforcement. The conference was part of the program’s strategy that enabled them to develop more than 100 written agreements with agencies to provide comprehensive services to domestic violence survivors.

**Referrals**

LSC grantees made 590,000 referrals to non-legal entities and other legal services organizations or attorneys in 2018. These numbers highlight the relationship that LSC grantees have with other stakeholders in the community that serve low-income individuals.

**The Value of Investing in Civil Legal Aid**

A growing body of research demonstrates that investment in civil legal aid stimulates significant economic benefits for communities, state and local governments, and individuals. Studies in several states illustrate that civil legal aid positively affects the housing market, homeless shelter costs, foreclosure and eviction rates, and employment, and reduces the cost of domestic abuse. Examples of economic benefits from recent state studies include:

**California (2019)**
- Providing legal aid to survivors of domestic violence saved $2.9—$3.9 million in avoided costs.
- Providing legal aid saved $19.6 million in housing-related matters.
- Providing legal aid saved $14.8 million in costs associated with consumer finance issues.

**Vermont (2019)**
- Providing legal aid saved the state $1.8 million in housing-related matters ($1.1 million in avoided foreclosure costs and $700,000 by preventing evictions).
- Providing legal aid to survivors of domestic violence saved $800,000 in emergency medical treatments and law enforcement costs.

**Delaware (2018)**
- Providing legal aid saved $7.52 million in health insurance payments and avoided healthcare charges.
- Providing legal aid saved $1.46 million by preventing homelessness, evictions, and foreclosures.
Louisiana (2018)
- Providing legal aid saved the state $63.7 million in housing, family/juvenile costs, and education.
- Assisting survivors of domestic violence saved the state $9.5 million.

New York (2018)
Providing civil legal aid saved the state $594.5 million:
- $555.8 million in avoided emergency shelter costs.
- $28.1 million in avoided foreclosure costs.
- $10.6 million in avoided costs associated with domestic violence.

Nevada (2018)
Providing civil legal aid saved the state $38 million:
- $18 million in cost savings for unnecessary medical treatments by end-of-life medical directives.
- $12.4 million in avoided foreclosure costs.
- $4.2 million in avoided costs associated with domestic violence.
- $3.6 million in avoided emergency shelter costs.

Florida (2017)
Providing civil legal aid saved the state $60.4 million:
- $2.9 million in avoided costs of emergency shelter for low-income families.
- $50.6 million in avoided foreclosure costs.
- $6.9 million in avoided costs associated with domestic violence.

Iowa (2017)
- Providing legal aid to survivors of domestic violence saved $11.57 million in avoided costs.
- Providing legal aid saved approximately $3.6 million in housing matters, including evictions and foreclosures.

Mississippi (2017)
- Providing legal aid saved the state more than $1 million by preventing foreclosures.
- Providing legal aid saved the state nearly $1.5 million in costs associated with domestic violence, child custody, and support.

Maine (2016)
- Assisting homeowners avoid foreclosures and evictions saved the state $2.6 million in emergency shelter costs.
- Providing legal aid to survivors of domestic violence saved the state more than $300,000.
Massachusetts (2016)⁴⁷
- For every $1 spent representing families and individuals in housing court, the state saved $2.69 on other services, such as emergency shelter, health care, foster care, and law enforcement.
- Providing legal aid to survivors of domestic violence saved the state $16 million.

Minnesota (2016)⁴⁸
- Providing legal aid to survivors of domestic violence saved the state $7.3 million.
- Assisting homeowners avoid foreclosures and evictions saved $4.1 million in shelter costs.
LSC FUNDING SUPPORTS CONSTITUENT SERVICES IN EVERY CONGRESSIONAL DISTRICT

LSC requests $608.8 million for Basic Field grants to fund the day-to-day operations of legal aid organizations. LSC grantees help constituents who live in households with annual incomes at or below 125% of the federal poverty guidelines—$15,950 for an individual and $32,750 for a family of four in 2020.

Millions of Americans qualify for LSC-funded services every year. Eligible constituents span every demographic and live in rural, suburban, and urban areas. They include veterans and military families, homeowners and renters, families with children, farmers, the disabled, and the elderly.

Types of CasesHandled by LSC-Funded Programs
LSC-funded legal aid ensures that eligible constituents do not have to navigate the legal system alone. In 2018, LSC grantees helped more than 1.8 million people in all households served. Grantees closed nearly 744,000 cases nationwide, including 68,013 with the involvement of pro bono attorneys. Nearly 72% of the people assisted (531,260) were women, and nearly 20% (148,050) were at least 60 years old. More than 231,000 cases closed involved family law matters, and more than 214,000 were housing cases. LSC grantees provide quality legal counsel at no cost to low-income constituents who could not otherwise afford an attorney. They employ experienced legal professionals who are experts in civil legal matters.
Figure 4. 2018 Cases Closed by Case Type

<table>
<thead>
<tr>
<th>Case Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family</td>
<td>31.1%</td>
</tr>
<tr>
<td>Housing</td>
<td>28.9%</td>
</tr>
<tr>
<td>Income Maintenance</td>
<td>9.9%</td>
</tr>
<tr>
<td>Consumer/Finance</td>
<td>9.5%</td>
</tr>
<tr>
<td>Wills, Powers of Atty, etc.</td>
<td>4.9%</td>
</tr>
<tr>
<td>Individual Rights</td>
<td>4.6%</td>
</tr>
<tr>
<td>Health</td>
<td>4.0%</td>
</tr>
<tr>
<td>Employment</td>
<td>2.5%</td>
</tr>
<tr>
<td>Juvenile</td>
<td>1.8%</td>
</tr>
<tr>
<td>Education</td>
<td>0.7%</td>
</tr>
<tr>
<td>Other</td>
<td>2.1%</td>
</tr>
</tbody>
</table>

Note: "Other" includes cases related to Indian/Tribal law, licenses, torts, municipal legal needs, and legal assistance to groups.

- **Family Law**: LSC grantees help parents obtain and keep custody of their children, family members secure guardianship of orphaned and abused children, and survivors of domestic violence get protective orders. Nearly one-third of all cases closed by LSC grantees are family law cases.

- **Housing Cases**: The second largest category of cases closed includes efforts to resolve landlord-tenant disputes, avoid wrongful foreclosures, renegotiate mortgages, and assist renters whose landlords are facing foreclosure.

- **Consumer Issues**: Many cases involve protecting the elderly and other vulnerable individuals from being victimized by unscrupulous lenders or merchants and providing legal advice about debt management and consumer rights.

- **Income Maintenance**: LSC grantees also help clients obtain veteran’s, unemployment, disability, and healthcare benefits for which they are eligible and provide representation when benefits are wrongly denied.
<table>
<thead>
<tr>
<th>State/Territory</th>
<th>FY 2020 Appropriation</th>
<th>FY 2021 Request</th>
<th>Increase ($)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>$6,906,563</td>
<td>$10,441,309</td>
<td>$3,534,746</td>
</tr>
<tr>
<td>Alaska</td>
<td>$1,558,409</td>
<td>$2,355,997</td>
<td>$797,588</td>
</tr>
<tr>
<td>Arizona</td>
<td>$12,808,949</td>
<td>$19,364,509</td>
<td>$6,555,560</td>
</tr>
<tr>
<td>Arkansas</td>
<td>$4,052,027</td>
<td>$6,125,837</td>
<td>$2,073,810</td>
</tr>
<tr>
<td>California</td>
<td>$46,563,853</td>
<td>$70,395,016</td>
<td>$23,831,163</td>
</tr>
<tr>
<td>Colorado</td>
<td>$5,091,454</td>
<td>$7,697,238</td>
<td>$2,605,784</td>
</tr>
<tr>
<td>Connecticut</td>
<td>$2,893,153</td>
<td>$4,373,856</td>
<td>$1,480,703</td>
</tr>
<tr>
<td>Delaware</td>
<td>$1120,292</td>
<td>$1,693,653</td>
<td>$573,361</td>
</tr>
<tr>
<td>District of Columbia</td>
<td>$969,740</td>
<td>$1,466,050</td>
<td>$496,310</td>
</tr>
<tr>
<td>Florida</td>
<td>$25,491,897</td>
<td>$38,538,333</td>
<td>$13,046,436</td>
</tr>
<tr>
<td>Georgia</td>
<td>$13,389,509</td>
<td>$20,242,197</td>
<td>$6,852,688</td>
</tr>
<tr>
<td>Hawaii</td>
<td>$1,006,533</td>
<td>$2,428,750</td>
<td>$822,217</td>
</tr>
<tr>
<td>Idaho</td>
<td>$1,984,767</td>
<td>$3,000,562</td>
<td>$1,015,795</td>
</tr>
<tr>
<td>Illinois</td>
<td>$13,848,750</td>
<td>$20,936,477</td>
<td>$7,087,727</td>
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<tr>
<td>Indiana</td>
<td>$7,686,330</td>
<td>$11,620,157</td>
<td>$3,933,827</td>
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<tr>
<td>Iowa</td>
<td>$2,881,651</td>
<td>$4,356,467</td>
<td>$1,474,816</td>
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<tr>
<td>Kansas</td>
<td>$2,968,550</td>
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<tr>
<td>Kentucky</td>
<td>$6,329,167</td>
<td>$9,566,406</td>
<td>$3,237,239</td>
</tr>
<tr>
<td>Louisiana</td>
<td>$7,738,757</td>
<td>$11,699,418</td>
<td>$3,960,661</td>
</tr>
<tr>
<td>Maine</td>
<td>$1,572,728</td>
<td>$2,377,645</td>
<td>$804,917</td>
</tr>
<tr>
<td>Maryland</td>
<td>$4,844,908</td>
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<td>Massachusetts</td>
<td>$6,033,005</td>
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</tr>
<tr>
<td>Michigan</td>
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<td>Minnesota</td>
<td>$4,846,428</td>
<td>$7,326,810</td>
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</tr>
<tr>
<td>Mississippi</td>
<td>$4,964,881</td>
<td>$7,505,883</td>
<td>$2,541,002</td>
</tr>
<tr>
<td>Missouri</td>
<td>$7,020,163</td>
<td>$10,613,050</td>
<td>$3,592,887</td>
</tr>
<tr>
<td>Montana</td>
<td>$1,314,578</td>
<td>$1,987,371</td>
<td>$672,793</td>
</tr>
<tr>
<td>Nebraska</td>
<td>$1,811,362</td>
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<tr>
<td>Nevada</td>
<td>$3,545,230</td>
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</tr>
<tr>
<td>New Hampshire</td>
<td>$850,456</td>
<td>$1,285,715</td>
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<tr>
<td>New Jersey</td>
<td>$7,787,275</td>
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</tr>
<tr>
<td>New Mexico</td>
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<td>$2,107,426</td>
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<tr>
<td>North Carolina</td>
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<tr>
<td>North Dakota</td>
<td>$981,032</td>
<td>$1,483,120</td>
<td>$502,088</td>
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<tr>
<td>Ohio</td>
<td>$13,964,984</td>
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<td>Oklahoma</td>
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<td>Oregon</td>
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<td>Vermont</td>
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<td>Wyoming</td>
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<td>$1,161,659</td>
<td>$393,263</td>
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<td><strong>Territories</strong></td>
<td><strong>Total</strong></td>
<td><strong>$402,700,000</strong></td>
<td><strong>$608,800,000</strong></td>
</tr>
</tbody>
</table>

**Table 9. LSC Basic Field Grants**

LSC FY 2021 Budget Request | Constituent Services
LEGAL AID HELPS FIGHT THE OPIOID CRISIS

Opioid use disorder (OUD) and overdoses constitute an ongoing public health crisis affecting our nation. Every day, 130 Americans die from opioid overdoses. This crisis takes a huge toll on the economy as well. A recent study estimated the economic cost of the epidemic during 2015-2018 to be at least $631 billion, and predicted an additional $172-214 billion for 2019.

Drug overdose death rates remain disproportionately high in rural communities, surpassing urban area rates. For example, rural counties in West Virginia, Kentucky, and Virginia had the highest per capita rates of opioid-related deaths between 2006-2012. Many counties reported death rates three times the national average. States like West Virginia are now dealing with a second opioid-related crisis. Increasing rates of neonatal abstinence syndrome have been reported, as well as a surge in the number of children in need of state child welfare services. More than twice as many children (almost 6,900) in West Virginia are now under state care as there were in 2008, 80% of whom are estimated to have been affected by the opioid crisis.

The response to this crisis requires a multidisciplinary approach. Legal aid organizations and their attorneys can play a pivotal role in this fight by partnering with health professionals, first responders, social services providers, and policymakers. Civil legal aid attorneys help those affected by OUD with legal problems such as housing, employment, health care, and family law. This casework mitigates the broader ramifications of OUD by resolving issues dealing with child custody, guardianship, and unemployment. This work also promotes addiction recovery, stability, and independence for those affected and their families.

Jesse is a 45-year-old veteran. After leaving the military, he was prescribed medication to help with severe back injuries from his service. He began using medication to cope with trauma, which then led him to opioid usage. Because of his opioid use, Jesse became homeless, hitting rock bottom. Desperate for help, he went to Bay Pines Veterans Affairs and began getting treatment for opioid addiction. He also reached out to Bay Area Legal Services in Tampa, Florida to see if he was eligible for any benefits, which would help him get back on his feet after he became clean. Because Jesse was homeless and living in a shelter, his attorney was able to expedite the benefit process, getting him a pension of $1,600 until he left the shelter. Due to the help that Jesse received, he now has a full-time job, lives in an apartment, and has been sober for many months.
LSC’s Opioid Task Force Report

LSC’s Opioid Task Force released a comprehensive report on the civil legal issues emanating from the opioid epidemic in June 2019. Co-chaired by Board members Robert Grey and Victor Maddox, and by David Hoffman, a partner atSidley Austin LLP, the Task Force includes 26 leaders from the legal and medical communities, federal and state governments, and social services organizations. The Task Force held several field hearings to examine health care, family law, domestic violence, child and elder abuse, housing, and employment issues. The Report highlights the critical role legal aid programs play to help people address opioid and other addiction-related issues, and identified thirteen recommendations for legal aid funders, judicial and law enforcement officials, and health professionals. Additional information can be found atLSC’s Opioid Task Force website at: https://www.lsc.gov/opioid-task-force.

The recommendations for LSC include:

- Develop and distribute training for civil legal aid providers on medical-legal partnerships, ethical and privacy concerns for clients affected by OUD, and unique issues faced by certain populations in the wake of the crisis.
- Partner with the American Bar Association to develop release-of-information form templates and training materials for state bars on ethical and privacy concerns for clients affected by OUD.
- Work with the National Judicial Opioid Task Force to develop pilot programs to enhance state child welfare court practices that assist children affected by the opioid epidemic.
- Continue outreach to funders of programs assisting those affected by the opioid epidemic to educate them on the benefits of including civil legal aid providers in their initiatives.
Breaking the Cycle for Mothers and Children
Many states have recognized the need to improve access to drug treatment programs for women who have used opioids while pregnant by prohibiting discrimination against pregnant women seeking care or establishing drug treatment programs for this population. LSC grantees, such as those involved in medical-legal partnerships, support these mandates by protecting pregnant women's ability to obtain treatment. In doing so, legal aid attorneys can help infants remain with their birth parent(s) when it is safe to do so, and help to reduce the number of infants born with neonatal abstinence syndrome.

Medical-Legal Partnerships
Medical-Legal Partnerships (MLPs) combine healthcare and legal services at the point of care. These partnerships integrate lawyers into the healthcare setting, where they work with medical professionals to address complex legal and medical issues for patients. For low-income people especially, MLPs can offer critical intervention to address addiction for those suffering from OUD and assist in the recovery process.

For example, LSC grantee Indiana Legal Services (ILS) has participated in MLPs for many years to make a positive difference in communities fighting the opioid crisis. One of the grantee's healthcare partners, Eskenazi Health Midtown, cites MLPs as a key tool in fighting the epidemic and preventing more lives from being lost. ILS is expanding their MLP program by partnering with Indiana Emergency Management Services to provide “wraparound services” for rapid intervention to a person following an overdose.

There are at least 60 LSC grantees operating 92 MLPs across the nation, and LSC is working to expand this type of legal service. On Veterans Day 2019, LSC hosted a Veterans Day Forum at New York University School of Law on legal aid for our nation's low-income veterans. One of the panels showcased the ways in which MLPs are helping veterans through Veterans Affairs Medical Centers across the country.
HELPING VICTIMS OF NATURAL DISASTERS

For decades LSC has mobilized a robust network of legal services organizations and national partners to serve disaster survivors. LSC grantees are a critical component of comprehensive disaster recovery.

Disasters disproportionately affect the most vulnerable groups in society, including older adults, infants and children, individuals with limited English proficiency, and persons with physical/cognitive impairments or other medical conditions. Low-income populations also encounter greater barriers to implementing emergency preparedness procedures, experience the impact more acutely, and take longer to recover.

Unfortunately, many low-income communities have experienced a rise in these disasters. Between 2017-2018, 123 federally-recognized major disasters occurred across the U.S. and its territories. During 2016-2018, a historically high number of natural disasters caused $1 billion or more in damage in the U.S. (45 separate events, or an average of fifteen events per year). In these federally-declared disaster areas, nearly 40 million people were financially eligible for LSC-funded legal services.

CLIENT STORY

Mayra is an 18-year-old homeowner in the flood-prone Rio Grande Valley, Texas. Due to violent storms in 2018, her home sustained major flood-related structural damage. The cinder blocks underneath her home shifted, and the wood was swollen and starting to crack open. There were cracks in the living room walls and ceilings. Yet when Mayra initially applied for disaster assistance from FEMA, her request was denied because her home was deemed livable. Not wanting to live in a dilapidated house, she reached out to Texas Rio Grande Legal Aid for support. An attorney helped Mayra appeal the initial denial of disaster assistance, and after reconsideration, FEMA agreed to provide disaster benefits. FEMA awarded Mayra $2,217.85 for home repairs and $1,516 for rental assistance. This allowed Mayra to pay for the necessary repairs to make her home safe and secure.
The Role of Legal Aid After Disasters

After a disaster strikes, LSC grantees mobilize attorneys to provide representation and pro bono legal assistance to survivors. Grantees partner with many organizations, such as FEMA, the American Red Cross, members of the National Voluntary Organizations Active in Disasters (VOAD), the American Bar Association's Young Lawyers Division, and other recovery organizations.

LSC-funded programs set up recovery hotlines and staff FEMA Disaster Recovery Centers. Legal aid attorneys handle a variety of cases post-disaster. They help disaster survivors by filing for FEMA benefits and appealing wrongful denials. They also help with housing issues such as evictions and improper termination of leases. LSC grantees assist with replacing essential documents and forms of identification that are lost or damaged in a disaster. Attorneys can also assist with medical, property, or life insurance claims. When necessary, these attorneys will litigate and fight predatory consumer scams that target low-income populations.

LSC’s Disaster Task Force Report

LSC’s Disaster Task Force has more than 60 members, including experts from the emergency management community, the business sector, legal aid organizations, and the judiciary. The Task Force is co-chaired by Jonathan Lippman, former Chief Judge of New York and currently counsel for Latham & Watkins LLP; Father Pius Pietrzyk, LSC Board Vice Chair; and Martha Minow, former LSC Board Vice Chair and Harvard’s 300th Anniversary University Professor. Launched in 2018, the Task Force has conducted interviews and held field hearings across the country to explore ways to foster better coordination among all stakeholders. Latham & Watkins has generously provided financial support for the Task Force’s work.

In September 2019, the Task Force published a report of recommended actions to better integrate legal services providers into emergency preparedness planning and disaster recovery efforts. Recommendations include taking concrete steps to build a systematic, coordinated, and sustainable approach to help low-income individuals, families, and communities prepare for, respond to, and recover from a disaster. Additional information can be found at LSC’s Disaster Task Force website at: https://www.lsc.gov/disaster-task-force.
Natural Disaster Funding – 2019 Emergency Supplemental Appropriations

In May 2019, Congress passed the Additional Supplemental Appropriations for Disaster Relief Act. The Act provided a total of $19.1 billion in supplemental disaster funds to address damage caused by hurricanes, wildfires, earthquakes, tornadoes, floods, and other natural disasters that occurred from 2017-2019. LSC received $15 million to support the delivery of legal services to individuals affected by disasters.

In December 2019, LSC awarded 12 disaster relief grants totaling $14,250,000 to legal aid organizations in Alaska, Arkansas, California, Florida, Iowa, Micronesia, Nebraska, North Carolina, Ohio, Oklahoma, and Texas. The grants will fund projects that marshal additional legal aid lawyers to assist low-income disaster survivors, coordinate with other disaster relief providers, mobilize pro bono attorneys, and integrate legal aid into other disaster services.

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Midwest Disaster Preparedness Grants

In June 2019, LSC awarded five legal aid organizations a total of $985,000 to help low-income communities in the Midwest prepare for, respond to, and recover from natural disasters. The funding for this project was made possible by Margaret A. Cargill Philanthropies. Building on the successes of LSC’s two prior Cargill grants, which funded preparedness activities for Iowa Legal Aid and Legal Aid of Nebraska, the project will continue to enhance and expand preparedness in Arkansas, Iowa, Montana, Nebraska, and Oklahoma.
LEGAL AID HELPS VETERANS

Legal aid offices assist veterans in need of legal assistance. Eighteen million veterans live throughout the nation, and they often encounter legal issues unique to their military service. Rural areas have higher concentrations of veteran populations, with the southeast and far western states accounting for the largest number of veterans living in poverty.

Nearly 1.7 million veterans are eligible for LSC-funded services. In 2018, LSC grantees assisted more than 98,000 veterans and their families with a range of legal problems. States with the largest number of veteran households assisted by LSC grantees were Texas, California, and New York. Texas Rio Grande Legal Aid served the largest number of veteran households in 2018.

Civil legal assistance for veterans is critically important. LSC’s 2017 Justice Gap Report found that 71% of low-income households with veterans or other military personnel had experienced a civil legal problem within the past year. Legal assistance for housing and employment is especially critical given that veterans are more likely to be homeless than non-veterans (8.6% vs. 7.1%) and are twice as likely to have a disability (29% vs. 15%).

CLIENT STORY

Manuel is a U.S. Navy Reserve member who previously served in Afghanistan. He takes pride in the home that he purchased during his years of service. However, combat injuries have left Manuel permanently disabled and unable to work. Without an income, he could not make mortgage payments, leading the lender to begin foreclosure action against him. Fearful that he would lose his home, Manuel contacted Community Legal Aid in Worcester, Massachusetts for help. After identifying multiple inappropriate shortcuts taken by the lender, Manuel's lawyer got the lender to agree to temporarily stop the foreclosure process. Simultaneously Manuel applied for disability benefits. After he was approved for a 90% disability rating, Manuel received sufficient income to permanently stop foreclosure and remain in his home.
New, Innovative Partnerships
More than 1.5 million veterans live in Florida. On November 8, 2019, the Florida Attorney General’s Military Assistance Program announced a new partnership with Bay Area Legal Services, an LSC grantee. These organizations teamed up to create a statewide legal helpline for veterans and service members. This new resource will allow for quicker assistance for Florida veterans facing legal issues such as identity theft, benefits claims, and housing.

Corporate lawyers are partnering with LSC grantees for pro bono veterans’ service projects. In California, attorneys for Fox Television Stations partnered with the Legal Aid Foundation of Los Angeles to create a pro bono program assisting the Foundation’s Veterans Justice Center. The Foundation regularly holds legal clinics at which Fox Television attorneys deliver pro bono services to low-income veterans. In New York, Legal Services NYC continues to expand its partnership with corporate attorneys at Marsh & McLennan Companies and other global companies to serve veterans through its Military Mondays program. This groundbreaking veteran project was established in the fall of 2017, partly with support from LSC’s Pro Bono Innovation grant program. Military Mondays are held on the first Monday of each month. The Legal Aid Foundation of Los Angeles and Legal Services NYC combined to help more than 1,900 veterans in 2018.

LSC’s Veterans Day Forum
LSC held its second Veterans Day Forum at New York University School of Law on November 11, 2019. Speakers from around the nation discussed how legal services are delivered to veterans and how to increase access to justice for the most vulnerable of those that served in uniform. New York University Law Dean Trevor Morrison delivered opening remarks, and LSC Board Chairman John G. Levi announced the launch of a national Veterans Task Force to strengthen the role of civil legal aid organizations in providing civil legal assistance to veterans. The new task force will begin work in 2020.
**StatesideLegal.org Website**

LSC supports StatesideLegal.org, the first website in the nation to focus exclusively on veterans’ federal legal rights. StatesideLegal is a free resource, developed by Pine Tree Legal Assistance in Portland, ME with a grant from LSC. This service aids low-income veterans, individuals with a military connection, current members of the military, and their families. It provides information on a variety of legal subjects including disability benefits, employment, and legal protections for service members facing foreclosure. Additionally, the website:

- Provides accurate, user-friendly legal content on high-demand issues for veterans and military families,
- Identifies which legal protections and programs are available for veteran specific situations, and
- Provides links to other resources on a state-by-state basis.
RURAL COMMUNITIES NEED LEGAL AID

LSC grantees provide critically needed legal services to rural communities. Nearly ten million rural residents have family incomes below 125% of the federal poverty level and are financially eligible for LSC-funded services. LSC’s 2017 Justice Gap Report found that 75% of low-income rural households had experienced a civil legal problem in the prior year, including 23% that had experienced more than six legal problems. Low-income rural residents received inadequate or no professional legal help for an estimated 86% of all their problems.

Rural America has a consistently higher poverty rate than many metropolitan areas (16.4% in rural counties compared to 12.9% in urban counties). Currently, about one in three rural counties have poverty rates above 20%. For some populations, like single mothers with children, the rural poverty rate is close to 44%.

Access to any lawyer is limited for rural Americans. Twenty percent of the nation’s population resides in rural communities, yet only two percent of lawyers serve these communities. For low-income people in rural America, barriers to accessing legal services are even harder to overcome. In seven states, 30% or more of the LSC-eligible population lives more than an hour’s drive from the nearest LSC-funded legal aid office. In Vermont, Montana, and North Dakota, most of the income eligible populations live over an hour away. In some counties in states like Georgia and Nebraska, there are no attorneys at all.

The significant shortage of lawyers in rural communities can deny critical services to vulnerable communities when legal issues arise. LSC grantees in rural areas offer the only hope many low-income people have to obtain legal help.
Timothy is 60 years old and lives by himself in a small, rural community in Wisconsin. He sustained an injury at his job and was making ends meet through worker’s compensation. After living in the same rental unit for 18 years, he received a 30-day notice to vacate when his landlord put the property up for sale. Timothy continued to pay rent on a month-to-month lease in the meantime. Timothy was then served with an eviction summons even though he continued to pay rent. With the help of a legal aid attorney at Wisconsin Judicare, Timothy was able to negotiate a settlement with the landlord to extend his lease for another 30 days. This gave Timothy enough time to safely move. Without this agreement, Timothy would have become homeless and lost most of his personal property because he could not afford to rent a storage unit.

**Rural Summer Legal Corps**

Launched in the summer of 2016, the Rural Summer Legal Corps (RSLC) is a privately funded initiative that connects law students with legal aid programs to address the civil legal needs of rural America. In partnership with Equal Justice Works, LSC grantees select 35 talented and dedicated law students to spend their summers working at LSC grantees in rural areas. The students work on projects to improve access to justice for rural residents, including providing direct legal services.

Since 2016, 118 students have worked at 59 host sites across America. Their work included providing representation to children affected by the opioid crisis in West Virginia and Kentucky, alleviating ongoing legal issues for victims of Hurricane Harvey in Texas, assisting medical legal partnerships in Arkansas, and supporting expungement petitions for rural Iowans. Over 80 rural communities in the United States have been helped by RSLC Student Fellows. Five of LSC’s grantees have hired their former fellows after graduation from law school. The Rural Summer Legal Corps is an example of how LSC uses private contributions to complement Basic Field services funded by our congressional appropriation.
PROTECTING SURVIVORS OF DOMESTIC VIOLENCE

Legal services are critical for protecting survivors of domestic violence. Survivors who received legal aid assistance experienced substantially reduced physical violence, less emotional abuse, less stalking, improved psychological well-being, and better economic self-sufficiency.86

Based on the results of LSC’s 2017 Justice Gap Report, 97% of low-income domestic violence or sexual assault survivors faced a civil legal problem in the prior year in addition to domestic violence or sexual assault,87 and 67% experienced more than six civil legal problems.88 Low-income survivors of domestic violence received inadequate or no professional legal help for an estimated 86% of all their problems.89

In 2018, LSC grantees reported closing a total of 129,186 domestic violence cases, the highest number recorded since LSC began collecting this data in 2011. The graph below shows the increasing number of domestic violence cases closed by LSC grantees from 2011 to 2018.

Figure 5. Domestic Violence Related Cases By Grant Year

Number of cases closed involving domestic violence, 2011-2018
There is a positive relationship between legal intervention and a decline in domestic violence. One study found that obtaining a permanent protection order resulted in an 80% reduction in physical violence in the 12 months after initial client services. Another study found that women represented by legal counsel obtained a protection order 83% of the time, while those without counsel only obtained protective orders 32% of the time.

In the United States, one in four women, and one in nine men, have experienced domestic violence, resulting in tens of millions of Americans experiencing domestic violence in their lifetimes. Legal aid is critical to helping low-income people limit the damage domestic violence causes.

Briana is a young mother of an infant son. In her past relationship, she experienced acts of domestic violence directed towards her and her son. After she attempted to escape, her abuser continued to stalk and send death threats to her and her son. In the most recent incident of stalking, the abuser was found hiding in the back seat of Briana’s car at the end of her work shift. Terrified, Briana reached out to Legal Aid of Western Ohio to help her file for a civil protection order. After presenting photos of the domestic abuse and approximately 2,000 text messages documenting stalking and threats, the legal aid attorney obtained a protective order against Briana’s abuser. Her attorney also referred Briana to counseling and provided extensive safety planning. The abuser violated the protective order, and Briana was able to use her safety planning to avoid physical harm and cooperate with law enforcement to put the abuser in jail. Briana and her son are now ready to lead a harm-free life.
EVICTION AND HOUSING CASES

The increased cost of housing in the United States has resulted in a widespread crisis for renters and homeowners in the United States. Experts estimate that 2.6 million evictions were filed in 2016—a rate of four every minute. Many homeowners are still facing foreclosure, even with a rebounded post-recession economy. In 2018, the Federal Deposit Insurance Corporation (FDIC) found that about one in 200 homes was foreclosed, which means that one quarter of a million people faced foreclosure every three months.

Legal aid is critical in eviction cases because it helps level the playing field and gives renters the chance to assert their rights. In 2018, LSC grantees helped more than 500,000 people secure or retain access to safe, affordable housing. LSC’s Justice Gap survey indicated that 29% of low-income households had experienced at least one housing-related legal problem in the previous year.

The disparity between tenants without legal representation and landlords is striking. In many jurisdiction, ninety percent of landlords are represented by counsel while 90% of tenants are not. Having a lawyer increases the odds of being able to stay in one’s home. The Office of Civil Justice in New York conducted an analysis and found that tenants with a lawyer were able to remain in their homes 90% of the time, while those without a lawyer were evicted nearly half the time.

Housing cases are the second largest category of cases closed by LSC grantees, comprising 29% of total cases closed in 2018. Legal representation is critical to keeping low-income tenants in their homes.

CLIENT STORY

Mary is a stay-at-home mom with three children. In 2018, her husband lost his job, which caused them to get behind on rent. Mary was served with an eviction notice and a demand for rent that was more than what the landlord was owed. Mary contacted the Legal Advice & Referral Center in New Hampshire for help. Her attorney filed a motion for reconsideration of the eviction case and showed the judge that the landlord had requested double the amount owed. The judge asked the landlord to provide an accounting that demonstrated how the demanded amount had been calculated, and within a few days the landlord dismissed the case. Mary can now live in her home without fear of eviction. She was diagnosed with cancer shortly after her eviction trial and says that the self-confidence she gained by having her eviction case dismissed will help her beat this diagnosis.
EXPUNGEMENT GIVES PEOPLE ANOTHER CHANCE

After a defendant has paid their debt to society, expungement can offer a chance for a fresh start. It is the legal process that seals or removes certain criminal records through court petition. Federal law prohibits LSC grantees from representing clients in criminal cases, but criminal record expungement is a civil process in most states. Not having access to an attorney is a major reason why people cannot expunge their records.

About one in three adults has been arrested by age 23. For many low-income individuals, criminal records can be impediments to gaining employment, accessing education, obtaining government services, and securing housing. Nearly nine out of ten employers conduct background checks on job candidates, and an estimated four in five landlords use background checks to screen prospective tenants. Nearly two-thirds of colleges and universities collect criminal justice information as part of the admissions process.

Data on criminal records are widely available even though inaccurate information poses risks to millions. The U.S. Attorney General and the Government Accountability Office report that criminal records data are often inaccurate, incomplete, and not up-to-date. The majority of criminal records are for arrests without conviction or for minor offenses. As a consequence, having even a minor criminal record, such as a misdemeanor or an arrest without conviction, can create a lifetime of barriers.

Expungement can help people move on from mistakes and build a productive life. LSC grantees closed 18,502 expungement cases in 2018 (45% more than in 2017), assisting more than 45,000 clients and their family members.

Other benefits of expungement include reducing recidivism, increasing government tax revenues, and reducing the cost of public assistance. The ability for people to expunge and seal records has drawn attention from a cross-section of Americans including local Chambers of Commerce and Koch Industries. NFL players are also highlighting this issue; Malcolm Jenkins of the Philadelphia Eagles helped secure reforms to automatically seal minor records in Pennsylvania.

Fourteen years ago, Mark was convicted of second degree possession of stolen property. After he completed the terms of his conviction, he was unable to find a job because of his criminal record. Mark turned to Northwest Justice Project in Washington, and with the help of a legal aid lawyer, Mark obtained a certificate of discharge. This allowed him access to employment and housing options that had been previously denied. Mark is now able to work towards a better life.
PROTECTING SENIORS

Low-income senior citizens require the assistance of legal aid attorneys to preserve resources, obtain and maintain safe affordable housing, secure adequate incomes, and fend off consumer scams. Seniors often cope with social and geographic isolation, disabilities, and health problems that compound legal issues other low-income people may not face.

Approximately 7.2 million seniors are eligible for LSC-funded assistance. According to LSC’s 2017 Justice Gap Report, nearly 56% of low-income seniors experienced a civil legal problem in the prior year, including 10% that experienced more than six legal problems. LSC grantees served an estimated 363,000 seniors and their family members in 2018, and seniors represented approximately 20% of all clients assisted by LSC in cases closed in 2018.

According to the U.S. Department of Housing and Urban Development, approximately four million seniors eligible for LSC-funded assistance live in inadequate housing or must pay more than 50% of their income for rent. Nearly one-half of seniors living in poverty have a disability. Because low-income seniors have higher rates of dementia than other aging populations, they are especially at risk of financial exploitation. These seniors are more vulnerable to consumer scams, predatory lending, and other types of financial exploitation.

CLIENT STORY

Frank is 60 years old and lives alone with two emotional support dogs. His only source of income is Social Security disability benefits. A year ago, his partner of 10 years passed away from cancer, which left Frank without his partner’s contributing income. As a result, Frank was unable to pay rent and faced eviction during his grief. Without legal assistance, Frank would have immediately been evicted with no alternative housing or connection to community resources. Frank reached out to South Coastal Counties Legal Services in Massachusetts, and an attorney was able to negotiate for Frank to stay in his home rent-free for three additional months due to housing condition claims. This allowed Frank enough time to successfully apply for and get accepted into public housing. Frank now lives in an elder public housing community with his dogs.
HELPING PERSONS WITH DISABILITIES

LSC grantees provide critically needed legal services to persons with disabilities. Low-income individuals with disabilities require the assistance of legal aid attorneys to address a range of issues that other low-income people may face, but disabilities can increase the severity and scope of legal problems they often confront. These issues include housing, domestic violence and abuse, public benefits issues, and consumer scams. Approximately 11 million Americans with disabilities are eligible for LSC services. Persons with a disability are nearly twice as likely as persons without a disability to live in poverty (20% vs. 10.4%).

Among households with one or more disabled persons, almost one in four pays more than 50% of their income for housing, versus 16.1% of households with no disabled person. Compared to all adults in families with children, adults in families who spend time in emergency shelters or temporary housing programs during the year are 2.5 times more likely to have a disability. Of low-income households with someone with a disability, 80% have experienced a civil legal problem in the past year, including 32% that have experienced six or more problems. Low-income persons with a disability receive inadequate or no professional legal help for an estimated 87% of their problems.

Persons with disabilities also experience discrimination in the housing market and with employment. Nearly half a million (496,896) disabled veterans live in poverty. People with disabilities are less likely to have graduated from college, be employed full-time, or work in management or professional occupations. They are more than twice as likely to be unemployed regardless of education level.

In 2018, LSC grantees helped more than 81,000 individuals and their family members obtain or preserve federal assistance for disabled persons, secure access to appropriate educational services, and protect their rights.

Jack has severe autism, which makes him unable to live independently. Months before his 18th birthday, Jack’s adopted parents unexpectedly passed away, forcing him to re-enter the foster care system. Suddenly Jack had to navigate nearing adulthood with no living relatives while grieving the loss of his family. When Jack’s special needs teacher of two years learned about his family’s deaths, she stepped in and offered to foster him temporarily. With the help of a Bay Area Legal Services attorney in Florida, Jack’s permanent adoption by his teacher was finalized a week before he turned 18. Today, Jack lives happily with his new family.
LSC FUNDING SUPPORTS ACCESS TO JUSTICE THROUGH TECHNOLOGY

LSC requests $5 million for the Technology Initiative Grants (TIG) program for FY 2021—the same amount LSC has requested for the past eight years. Currently the TIG program is funded at $4 million.

Since its inception in 2000, TIG has funded more than 755 projects totaling nearly $69 million. The TIG program is a success story. It has played a significant role in promoting technology to address the civil legal needs of low-income people. Technology helps stretch limited resources and allows grantees to automate functions and provide easy-to-use legal information for self-represented litigants. With these grants, LSC grantees have built a foundation for better service delivery that includes statewide websites; instructional videos; enhanced capacity for intake; improved case management systems; and automated forms to support clients, staff, and pro bono efforts.

In FY 2019, LSC awarded technology grants to 30 legal services organizations totaling $4,230,718. Grant recipients have used this funding to create new ways to serve clients, strengthen program capacity, and support the work of pro bono attorneys. Among the 30 initiatives funded in 2019 are several projects that improve online self-help resources. Others will increase access to justice for vulnerable populations. For example, American Samoa Legal Aid, the Atlanta Legal Aid Society, and Northeast New Jersey Legal Services Corporation will use TIG funding to ensure their services are accessible to individuals with limited English proficiency, while Northwest Justice Project in Washington State will use technology to better reach deaf and hard-of-hearing clients.

Figure 6. 2019 Technology Initiative Grants

$4,230,718  
Total Funding

30  
Projects

20  
States & Territories
Examples of projects funded in 2019 include:

**Using Business Process Analysis to Improve Client Intake**
A core function of legal aid programs is client intake. Improved intake will enable clients to connect more quickly and easily to the services and information they need to address their legal problem. LSC’s *Report of The Summit on the Use of Technology to Expand Access to Justice* identified Business Process Analysis (BPA)—the rigorous review of how a task or function is currently performed, along with how it can be streamlined and enhanced—as one of five initiatives that offered the most potential for improving access.

TIG awarded four grants to programs in three states—Minnesota, New Jersey, and Missouri—to work with outside experts to identify and address areas of improvement in their intake workflow, staffing, and use of technology. The process includes an assessment and mapping of each program’s current approach to intake and development of a more efficient process, with a focus on the needs of limited English proficiency individuals. The project teams will also develop metrics and apply them to determine any measurable improvement in the grantee’s intake process.

Through these grants, the project teams hope to create the foundation for a nationally available learning framework for process improvement in legal services and showcase improved intake systems for replication in other legal aid programs.

**Online Interactive Tutorials on Landlord-Tenant Law**
Georgia Legal Services Program (GLSP) received funding for an eLearning project to build three interactive, online training modules focused on defending eviction cases and other aspects of landlord-tenant law. The three modules will: (1) teach tenants their rights and how to proceed with a case on their own when they do not have access to an attorney; (2) train pro bono attorneys to take more cases in this area; and (3) help GLSP staff become better advocates on eviction and housing issues. These tutorials will require participants to answer multiple-choice questions to gauge user understanding and maximize effectiveness by requiring participants to apply what they learned.

**Virtual Courthouse Tour for Self-Represented Litigants**
Colorado Legal Services will use an augmented reality application to create a virtual courthouse tour and explainer videos for self-represented litigants (SRLs). These resources will help SRLs prepare for court, including an understanding of what the inside of the courthouse looks like, how to locate the clerk’s office and self-help center, where to go for a hearing, and how to interact respectfully with judges and other court personnel. This project will help self-represented litigants be better prepared and more comfortable and confident when interacting with the court.
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<td>Create a web application, BeneFactor, to inform and assist applicants for social security disability. Users will be empowered with the knowledge and assistance necessary to take control of their disability application throughout the process, even during a reconsideration or appeal. Users will be able to submit their case file to a legal representative if they need additional help.</td>
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<td>AS</td>
<td>American Samoa Legal Aid</td>
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<td>Upgrade the website in three ways: 1) add more relevant legal information, 2) create interactive online tools for pro se clients with high-demand case types, and 3) improve online accessibility for disabled and non-English speaking individuals.</td>
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<td>Expand and modify an existing online case management system for litigants with consumer debt cases. The project will include automation tools for legal document production to be used by legal professionals in consumer debt cases.</td>
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<td>Legal Aid Society of San Diego, Inc.</td>
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<td>Develop and deploy an enhanced data migration system for the Health Consumer Alliance (HCA) of Legal Aid Society of San Diego. This will allow for HCA’s seamless transmission of client health advocacy data to the new HCA database as well as their partners, including the state’s nine other LSC grantees.</td>
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<td>Colorado Legal Services</td>
<td>$100,200</td>
<td>Develop an augmented reality (AR) application to create a virtual court house tour and explainer videos for self-represented litigants (SRLs). These resources will help SRLs prepare for court, including what the courthouse looks like, how to locate the clerk’s office and self-help center, where to go for a hearing, and how to respectfully approach and interact with judges and other court personnel.</td>
</tr>
<tr>
<td>DC</td>
<td>Neighborhood Legal Services Program of the District of Columbia</td>
<td>$27,500</td>
<td>Conduct a full assessment of the current technological state of the legal services program and identify areas for improvement and investment.</td>
</tr>
<tr>
<td>GA</td>
<td>Atlanta Legal Aid Society, Inc.</td>
<td>$90,650</td>
<td>Improve the accessibility of its Spanish self-help website, AyudaLegalGeorgia.org, and improve online intake for Spanish speaking clients through their integrated case management system. Will develop best practices for sustaining and promoting the Spanish self-help website.</td>
</tr>
<tr>
<td>GA</td>
<td>Georgia Legal Services Program</td>
<td>$218,007</td>
<td>Build three online, interactive tutorials on landlord-tenant law: (1) teaching tenants their rights and proceeding with a case pro se, (2) training for pro bono attorneys, and (3) staff training. These tutorials will require participants to answer multiple choice questions to gauge user understanding and maximize effectiveness by requiring participants to apply what they learned.</td>
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<td>ST</td>
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<tr>
<td>IL</td>
<td>Legal Aid Chicago</td>
<td>$184,200</td>
<td>Coordinate with Illinois Legal Aid Online and legal experts to improve online content for both Legal Aid Chicago as well as the statewide system. Utilize a new content organization model for delivering legal information while ensuring the content is accurate and up-to-date. Improved information distribution and sharing between different operating systems will enhance accessibility.</td>
</tr>
<tr>
<td>IL</td>
<td>Prairie State Legal Services, Inc.</td>
<td>$27,500</td>
<td>Conduct an evaluation of Prairie State’s tech capabilities. The evaluation will identify weaknesses and needs regarding hardware, software, and security among others. The findings will be used in a prioritized plan for system upgrades.</td>
</tr>
<tr>
<td>KY</td>
<td>Kentucky Legal Aid</td>
<td>$26,500</td>
<td>Retain an independent consultant to perform a technology assessment. The consultant will then help develop a Technology Improvement Plan with Legal Aid staff and their tech support, including plan implementation priorities.</td>
</tr>
<tr>
<td>KY</td>
<td>Legal Aid of the Bluegrass</td>
<td>$176,966</td>
<td>Redesign its website, kyjustice.org, to make it more user-friendly and add new content. Easy-to-use guides and templates will be new resources for users. The new content will have user-friendly search functions so pro se litigants can learn about laws relevant to their case and the legal process.</td>
</tr>
<tr>
<td>MI</td>
<td>Legal Services of Eastern Michigan</td>
<td>$180,838</td>
<td>Develop a mobile-friendly web application that enhances the fair housing tester experience for both testers and fair housing centers across the country.</td>
</tr>
<tr>
<td>MI</td>
<td>Michigan Advocacy Program</td>
<td>$114,300</td>
<td>Build the capacity to engage in simple, automated text conversations with users of Michigan Legal Help, including exchanges focused on follow-up assistance and tracking user outcomes.</td>
</tr>
<tr>
<td>MI</td>
<td>Michigan Advocacy Program</td>
<td>$177,500</td>
<td>Increase the usability of the legal aid community’s guided interviews and other key client-facing applications by having a professional user experience (UX) reviewer provide feedback on individual applications and by leading an in-depth user experience training. This project also includes efforts to enhance the widely-used NSMI.</td>
</tr>
<tr>
<td>MN</td>
<td>Central Minnesota Legal Services, Inc.</td>
<td>$102,478</td>
<td>Upgrade the website with better interactive content to improve user learning. The new content will integrate short videos and tests within the site’s existing fact sheets. Also, this project will incorporate real-time feedback for the online test takers through LiveChat and other tools based on their answers.</td>
</tr>
<tr>
<td>MN</td>
<td>Legal Aid Service of Northeastern Minnesota</td>
<td>$177,500</td>
<td>Work with the Legal Lean Sigma Institute to co-design and test a legal aid specific process improvement learning framework and toolkit. The initial framework will focus on improving legal aid programs intake processes.</td>
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<td>ST</td>
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<tr>
<td>MN</td>
<td>Southern Minnesota Regional Legal Services, Inc.</td>
<td>$27,500</td>
<td>Work with process improvement professionals to address intake, workflow, staffing, and technology configurations. Better intake processes will enable clients to access information and resources they need quickly and easily. Process improvements that utilize collaborative and inclusive approaches will also lead to long-lasting, higher-impact results for the organization.</td>
</tr>
<tr>
<td>MO</td>
<td>Legal Aid of Western Missouri</td>
<td>$27,500</td>
<td>Consult with process improvement professionals to address intake, workflow, and technology. Identifying ways to improve those areas will yield better results for clients. Rooting out the causes of existing process issues will make the organization more efficient and committed to long-term improvement.</td>
</tr>
<tr>
<td>MS</td>
<td>Mississippi Center for Legal Services</td>
<td>$27,500</td>
<td>Retain outside consultants to conduct a comprehensive technology assessment and develop a strategic plan. Prioritized recommendations will address the immediate needs for both North MS Legal Services and the Mississippi Center for Legal Services.</td>
</tr>
<tr>
<td>NH</td>
<td>Legal Advice &amp; Referral Center, Inc.</td>
<td>$62,290</td>
<td>Create an online self-help pilot project for pro se litigants with housing and consumer related cases, among others. This project will utilize legal document assembly software and other tools with the goal to empower lower-income individuals with their cases.</td>
</tr>
<tr>
<td>NJ</td>
<td>Northeast New Jersey Legal Services Corporation</td>
<td>$27,500</td>
<td>Assess the program’s current intake systems and technologies and develop a plan to improve the efficiency of the intake process, with a focus on the needs of limited English proficiency (LEP) individuals.</td>
</tr>
<tr>
<td>OH</td>
<td>Community Legal Aid Services, Inc.</td>
<td>$162,500</td>
<td>Develop Drupal functionality that will allow Ohio statewide website users to access a private, feature-rich hub that enhances their document assembly (and overall website use) experience.</td>
</tr>
<tr>
<td>OH</td>
<td>Ohio State Legal Services</td>
<td>$790,000</td>
<td>Continue growing the capability and reliability of its free online resource for drafting legal forms and documents. That resource, LawHelp Interactive (LHI), is the product of Pro Bono Net (PBN), a leading nonprofit that utilizes technology to increase access to justice. Through this continued partnership with PBN, potential improvements to LHI could add functions like LiveChat and texting.</td>
</tr>
<tr>
<td>PA</td>
<td>North Penn Legal Services, Inc.</td>
<td>$195,000</td>
<td>Create a statewide online intake and triage system allowing low-income individuals and families in Pennsylvania to be connected with the legal aid provider or resources that best meet their needs.</td>
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<tr>
<td>PA</td>
<td>Philadelphia Legal Assistance Center</td>
<td>$298,500</td>
<td>Develop automated tools to assist debtors after they file for Chapter 7 bankruptcy, including an artificial intelligence system that will monitor the bankruptcy court dockets and translate docket entries into plain-language guidance.</td>
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<tr>
<td>SC</td>
<td>South Carolina Legal Services, Inc.</td>
<td>$155,940</td>
<td>Expand the number of online “classrooms&quot; they offer with six new courses. The new courses will focus on cases dealing with eviction, criminal records expungement, foreclosure, heir’s property/quiet title, education rights, and debt collection. This project is in partnership with the S.C. Bar Pro Bono Board.</td>
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<tr>
<td>VT</td>
<td>Legal Services Vermont</td>
<td>$152,266</td>
<td>Enhance the statewide VTLawHelp.org website for self-represented litigants by adding a library of video-based self-help tutorials.</td>
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<tr>
<td>WA</td>
<td>Northwest Justice Project</td>
<td>$51,330</td>
<td>Implement technologies to increase legal services for deaf, hard-of-hearing, and deaf blind individuals. Tablets with unique software will be placed in each of the field offices so that deaf clients can immediately communicate with staff or an attorney without having to wait for an interpreter.</td>
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<tr>
<td>WY</td>
<td>Legal Aid of Wyoming, Inc.</td>
<td>$105,000</td>
<td>Build on a previous grant to create an end-to-end case management system starting with online client intake and case assignment. The system will have built-in features like automated messaging to improve the effectiveness of the client experience. The grantee will also implement a comprehensive outreach plan to publicize the legal services and resources they offer.</td>
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**Total** | **$4,230,718**
PRO BONO INNOVATION FUND
LSC FUNDING SUPPORTS PRO BONO THROUGH ROBUST PARTNERSHIPS

LSC requests $5 million for the Pro Bono Innovation Fund (PBIF)—the same amount LSC has requested for the past seven years. Currently, the Pro Bono program is funded at $4.5 million.

Projects funded under this program develop, test, and replicate innovative pro bono efforts that enable LSC grantees to expand client access to high-quality legal assistance using private, volunteer lawyers. The grant criteria require both innovation (new ideas or new applications of existing best practices) and replicability (likelihood that the innovation, if successful, could be implemented by other legal aid programs).

Although pro bono volunteers cannot replace the work of legal aid lawyers, many of whom are subject-matter experts, the private bar is a critical resource to address the civil legal needs of the low-income community. Private practitioners, in-house corporate counsel, retired lawyers, law students, and paralegals are eager to assist by donating their time.

In August 2019, LSC awarded $4.3 million in grants to expand pro bono legal services for low-income clients in 13 states and the District of Columbia. Many of the projects focus on building new partnerships between legal aid programs and law schools, law firms, and other local service providers. The projects engage more pro bono lawyers and other volunteers to leverage LSC’s funding and increase the legal resources available to meet the civil legal needs of low-income Americans. The projects offer effective, replicable solutions to persistent challenges in current pro bono delivery systems.

Examples of FY 2019 Projects

Many of the projects seek to remove barriers to success facing low-income Americans. For example, Legal Aid of Northwest Texas (LANWT) will use its grant to expand its Driver’s License Restoration Project. Losing a license can result in job loss and create a cycle of escalating debt. To prevent this, LANWT will enlist pro bono attorneys to assist low-income clients working to restore their driver’s licenses.

The Volunteer Lawyers Project of the Boston Bar Association’s grant will fund two clinics to assist victims of wage theft and defendants in debt collection cases. Legal Action of Wisconsin will use its grant to improve employment outcomes for low-income technical college students by addressing the civil legal problems preventing them from getting a degree.

Several of the funded projects will focus on increasing the recruitment and training of pro bono attorneys. Other initiatives will foster community partnerships to better meet the needs of legal aid clients. For example, Maryland Legal Aid will use its grant to create weekly general legal advice and intake clinics
located in Baltimore schools. Community Legal Aid Services in Ohio will partner with its local bar association and the judiciary to launch a pro bono clinic.

Projects in New York, Missouri, and Washington D.C. will focus on stabilizing housing for clients in need.

- **Legal Services of NYC** will use its grant to secure pro bono representation for low-income tenants in New York City who struggle with housing conditions, including mold, vermin, and lack of heat, plumbing and appliances. The project will scale pro bono tenant representation though innovative “study groups” of lawyers from large law firms and corporate legal departments. These hybrid study groups will commit to providing full representation on pre-screened cases. Legal Services NYC will support volunteers through structured training and mentorship designed to build expertise and momentum for the project.

- **Legal Services of Eastern Missouri** will use its grant to expand the Neighborhood Vacancy Initiative, initially launched in 2018. The project seeks to engage law firms and pro bono volunteers to help stabilize housing, return vacant property to productive use, and improve the quality of life in low-income neighborhoods. The project provides access to legal representation for urban neighborhoods and residents plagued by vacant and abandoned property.

- **Neighborhood Legal Services Program of the District of Columbia** will use its grant to expand their Housing Cooperative Preservation Initiative—an effort to preserve low-income resident-owned affordable housing. Housing cooperatives enable low-income families to acquire an ownership interest in a resident-controlled building. However, the cooperatives require specialized legal assistance, much of which is transactional in nature, to sustain them. The project seeks to engage law firms and volunteer attorneys to provide specialized transactional services to housing cooperatives and legal services to clients that live in the housing cooperative.
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<tr>
<th>State</th>
<th>Grantee</th>
<th>Amount</th>
<th>Project Description</th>
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<tbody>
<tr>
<td>AR</td>
<td>Legal Aid of Arkansas</td>
<td>$241,312</td>
<td>Develop a pro bono program that is technology-enabled, uses data and evaluation to make program decisions, and provides comprehensive support for volunteers. The project’s goal is to offer a variety of pro bono opportunities to attorneys and to collaborate closely with community partners and corporate legal departments. To achieve this, Legal Aid of Arkansas will conduct an analysis of organizational policies and processes for pro bono and employ community asset-mapping to evaluate unmet legal needs and untapped resources. The organization will update its pro bono volunteer database and work with statewide partners to streamline pro bono processes.</td>
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<tr>
<td>D.C.</td>
<td>Neighborhood Legal Services Program of the District of Columbia</td>
<td>$285,596</td>
<td>Expand the Housing Cooperative Preservation Initiative (HCPI) by recruiting pro bono volunteers to provide services in their areas of expertise. The HCPI provides legal services to Low Equity Cooperatives (LECs) in the District of Columbia. LECs make up a significant portion of affordable housing in the District. Over 100 LECs in D.C. are providing more than 3,000 residents affordable housing. Many LECs were formed under D.C.’s first right of purchase law, which allows tenants to acquire buildings slated for sale.</td>
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<tr>
<td>IL</td>
<td>Prairie State Legal Services</td>
<td>$331,148</td>
<td>Incorporate new technologies to expand the grantee's outreach to law firms and attorneys in Chicago. The project will collect and review data from other pro bono programs and conduct internal assessments to develop recommendations for integrating pro bono into its overall legal services delivery. Prairie State Legal Services’ goal is to increase accepted pro bono referrals over the next two years by 15% and 20%. Staff will develop and set organizational goals for pro bono services in every office, project, or region. Prairie State Legal Services will also hire a new Director of Pro Bono and reshape its pro bono staffing and capacity.</td>
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<tr>
<td>MA</td>
<td>Volunteer Lawyers Project of the Boston Bar Association</td>
<td>$234,161</td>
<td>Strengthen the Economic Fairness Project, which established a partnership between the grantee and the Massachusetts Attorney General’s Office. The project created two clinics that allow pro bono volunteers to assist victims of wage theft and defendants in debt collection cases. In its first 18 months, the Economic Fairness Project has secured more than $640,000 in debt relief and $24,626 in lost wages for clients. It has provided legal assistance in 487 consumer debt cases and 44 wage theft cases. The clinics are now being replicated by courts in Massachusetts and legal aid organizations in other states.</td>
</tr>
<tr>
<td>MD</td>
<td>Maryland Legal Aid</td>
<td>$268,280</td>
<td>Support the Lawyers in Schools Project, which establishes weekly general legal advice and intake clinics in Baltimore City schools. More than one-half of students attending Baltimore City Public Schools are living in poverty. Low-income families often rely on schools for needed resources and information, such as medical services, food pantries, social workers, and mental health counselors. Schools are an ideal access point for families who already frequent the school building for student pick-up and drop-off and parent-teacher meetings.</td>
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<tr>
<td>ME</td>
<td>Pine Tree Legal Assistance</td>
<td>$389,636</td>
<td>Expand the grantee’s pro bono program by producing a three-year roadmap to integrate and restructure its pro bono efforts. The project includes: (1) launching a pilot project for new associates at large law firms to provide direct representation to low-income tenants; (2) creating training opportunities and resources; and (3) developing print and online marketing materials to enhance the organization’s pro bono support and recruitment efforts.</td>
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<tr>
<td>MI</td>
<td>Michigan Indian Legal Services</td>
<td>$181,084</td>
<td>Increase access to high-quality legal assistance for Native populations residing throughout the state. The goal is to recruit late career and retired attorneys to offer community legal education on critical topics, to provide direct representation to individuals, and to mentor Michigan Indian Legal Services’ junior staff attorneys to build the organization’s capacity to serve clients.</td>
</tr>
<tr>
<td>MO</td>
<td>Legal Services of Eastern Missouri</td>
<td>$316,361</td>
<td>Expand the Neighborhood Vacancy Initiative program, initially launched in 2018, by engaging law firms and pro bono volunteers to help stabilize housing, return vacant property to productive use, and improve the quality of life in low-income neighborhoods. The project provides access to legal representation for urban neighborhoods and residents plagued by vacant and abandoned property.</td>
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<tr>
<td>NE</td>
<td>Legal Aid of Nebraska</td>
<td>$357,475</td>
<td>Increase the number of clients in rural areas receiving legal assistance by enabling the organization to use Colorado Legal Services’ asset-mapping process to design and implement pro bono service-delivery models in three rural areas of the state.</td>
</tr>
<tr>
<td>NY</td>
<td>Legal Services NYC</td>
<td>$310,663</td>
<td>Enhance pro bono representation for low-income tenants in New York City who struggle with housing conditions including mold, vermin, lack of heat, plumbing and appliances. The project will increase pro bono tenant representation though innovative “study groups” of lawyers from large law firms and corporate legal departments. These hybrid study groups will commit to providing full representation on pre-screened cases. Legal Services NYC will support volunteers through structured training and mentorship designed to build expertise and momentum for the project.</td>
</tr>
<tr>
<td>NY</td>
<td>Legal Services NYC</td>
<td>$162,787</td>
<td>Expand the grantee’s “Military Mondays” program—a monthly free legal clinic for low-income veterans. Initially supported by a 2017 Pro Bono Innovation Fund grant, the program is now on track to help 800 veterans and other low-income clients on critical legal issues.</td>
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<tr>
<td>OH</td>
<td>Community Legal Aid Services</td>
<td>$369,422</td>
<td>Create a pro bono legal clinic located at the Trumbull County Bar Association offices. This project will be a partnership among the organization’s Volunteer Legal Services Program, the local bar, and the county’s eight courts. The pro bono project’s initial focus will be on issues relating to housing evictions, foreclosure, and consumer debt and credit matters.</td>
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<tr>
<td>TX</td>
<td>Legal Aid of NorthWest Texas</td>
<td>$296,224</td>
<td>Expand the Driver’s License Restoration Project to include pro bono volunteers. Nearly two million Texans are unable to obtain a valid driver’s license because of nonpayment of fines, fees, or surcharges. In total, four out of five license suspensions in Texas are financially related, with only the remaining 20% directly resulting from unsafe driving. The loss of a license can perpetuate a downward cycle of escalating debt and job loss for low-income Texans. Most drivers requiring such services do not have the funds to hire an attorney. Expanding the Driver’s License Restoration Project to include pro bono attorneys will allow Legal Aid of NorthWest Texas to better meet the significant need for this type of legal assistance.</td>
</tr>
<tr>
<td>VA</td>
<td>Legal Services of Northern Virginia</td>
<td>$232,440</td>
<td>Sustain the Veterans Law Pro Bono Project, which provides holistic legal assistance to former service members on a variety of issues. Services offered include legal checkups conducted by law students, review of records by pro bono volunteers, civil legal aid assistance, and individual pro bono case placements. Legal Services of Northern Virginia has built up a strong referral network and recruited corporations and law firms to take on discharge-upgrade and veterans’ benefits cases.</td>
</tr>
<tr>
<td>WI</td>
<td>Legal Action of Wisconsin</td>
<td>$371,554</td>
<td>Develop new pro bono opportunities to improve the education and employment outcomes of low-income students by resolving or mitigating civil legal problems that prevent them from getting a degree, using their degree, or achieving the highest level of occupational credentialing and licensing. The project also aims to build and test a new place-based model of pro bono delivery for replication in other communities that have technical or community colleges as partners.</td>
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LSC IS A GOOD STEWARD OF TAXPAYER DOLLARS

For the first time in almost a decade, LSC is requesting an increase in the Management Grants Oversight (MGO) budget for FY 2021. Since 2015, LSC has covered its current MGO expenses with a combination of appropriated funds and funds carried over from prior years. LSC projects that we will come close to exhausting our carryover funds by the end of FY 2021 without an increased congressional appropriation. In addition, as funding for Basic Field grants increases, we require additional resources to conduct proper oversight and accountability of the grants LSC awards to our 132 grantees. As a responsible steward of taxpayer dollars, we have an obligation to maintain a robust oversight program.

LSC requests $26.2 million for MGO in FY 2021— a $4.2 million increase over FY 2020. The FY 2020 omnibus legislation included $22 million for LSC’s MGO budget—a $2.6 million increase from FY 2019. This represents the largest significant increase to MGO in recent years. The additional funding for FY 2021 will be used for the following:

1. **Personnel:** Seventy-eight percent of LSC’s MGO budget is spent on personnel costs—salaries, payroll taxes, and benefits. The proposed increase will enable LSC to meet its commitments under a new Collective Bargaining Agreement, including performance-based incentive compensation, employer retirement contributions, and step increases consistent with the recommendations of Quatt Associates, the consultant that provides a comparison of LSC’s compensation schedule with competitive market data. The increase also covers projected inflation, such as rising healthcare costs.

2. **Training and Technical Assistance for Grantees:** A critical component of LSC’s oversight of its grantees is preventing problems before they occur. Given the high demand for training and technical assistance by LSC grantees, increased resources will enable LSC to hire additional staff in both the Office of Program Performance and the Office of Compliance and Enforcement to achieve more progress in LSC’s oversight responsibilities, particularly with regard to grantee financial operations. Additional funding would cover the following:
   - Design and conduct a “Financial Bootcamp” to provide training to grantee Chief Financial Officers (CFOs) and Executive Directors (EDs).
   - An additional Program Counsel to augment oversight of the Basic Field grant program would reduce the average portfolio of 11 grantees per Program Counsel to nine, thereby ensuring more time to provide high-quality technical assistance and more frequent visits to grantees.
Develop a **Leadership Mentoring Program** to pair new or challenged EDs with experienced and successful EDs and/or new or struggling CFOs with experienced CFOs. Seventy-one grantees experienced 85 Executive Director transitions between 2014-2019.

3. **Fiscal Oversight:** Given the importance of fiscal compliance, LSC would increase staff by adding an additional Fiscal Compliance Analyst in the Office of Compliance and Enforcement to enhance grantee oversight.

4. **Data Analysis and Field Support:** LSC has greatly increased its data collection and analysis capacity in the last few years. The need for technical support relating to data issues is considerable. LSC grantees are gathering more detailed data but often do not have the capacity to analyze the data to improve client service and program management or to communicate the impact of their work to funders and prospective funders. LSC’s Office of Data Governance and Analysis (ODGA) is working to address this capacity gap by convening a Grantee Data Working Group, which has broad participation among LSC’s grantees. Two years ago, the Data Working Group was instrumental in reviewing and updating procedures for collecting data from our grantees. ODGA is also developing tools to consolidate data resources and improve grantee monitoring. Last year, they built the first LSC-wide grantee risk-assessment tool, combining over 50 indicators that monitor program performance, regulatory compliance, and fiscal health into a single resource. The assessment tool is of great value in identifying grantees for oversight visits or other assistance. Increasing staff capacity will enable LSC to provide more “hands-on” support to grantees and improve their ability to produce more reliable data.

5. **Infrastructure and Technology Leadership:** LSC plans to continue to improve and upgrade its information technology systems, accounting systems, and website functionality.

6. **Disaster Leadership:** LSC’s work in the disaster arena has increased significantly over the past five years. In addition to having received three congressional Disaster Supplemental Appropriations, LSC launched a Disaster Task Force and became a member of the National Association of Voluntary Organizations Active in Disaster (VOAD). As a result, LSC’s visibility and participation in the emergency management community has increased. The number, frequency, and intensity of disasters continues to increase, and LSC needs to be appropriately staffed to help grantees prepare for disasters, to meet the needs of disaster survivors, and to conduct programmatic and fiscal oversight of its grantees.
Oversight Visits Completed in 2019

LSC’s Office of Compliance and Enforcement (OCE) has primary responsibility for monitoring grantee compliance with the LSC Act, regulations, and funding restrictions. OCE also enforces LSC’s Accounting Guide; conducts oversight reviews regarding compliance with the LSC Act and other LSC guidance, including fiscal-related regulations; initiates questioned-cost proceedings; identifies required corrective actions and necessary follow-ups; and provides technical assistance and training to grantees.

In 2019, OCE conducted 28 onsite visits. Onsite assessments were completed in Alabama, Arizona, California, Connecticut, Florida, Illinois, Indiana, Kentucky, Louisiana, Massachusetts, Maine, Minnesota, Nebraska, New York, Puerto Rico, South Dakota, Tennessee, Texas, Virginia, and Washington. OCE expects to complete at least 24 oversight visits in 2020.
In addition, OCE conducted four trainings related to Private Attorney Involvement compliance, LSC fiscal regulations, LSC regulatory changes, and compliance concerns at national conferences, as well as a training on fiscal and regulatory compliance during LSC’s annual Innovations in Technology Conference.

Through 45 C.F.R. Part 1630 proceedings and informal negotiations, OCE resolved three referrals from the Office of Inspector General, resulting in the recoupment of more than $16,000 in LSC funds.

LSC’s Office of Program Performance (OPP) invests in program assessment visits, technical assistance, and other initiatives for grantee support. OPP has primary responsibility for administering the competitive grants application and awards process, sharing best practices for providing high-quality civil legal services, and promoting innovative uses of technology by grantees.

LOAN REPAYMENT ASSISTANCE PROGRAM
HERBERT S. GARTEN LOAN REPAYMENT ASSISTANCE PROGRAM

LSC requests $2 million for the Herbert S. Garten Loan Repayment Assistance Program (LRAP) for FY 2021—the same amount LSC has requested for the past three years. Currently, the LRAP program is funded at $1.5 million.

In 2019, LSC received 170 new applications from attorneys at 82 grantee offices in 42 states and Puerto Rico. The average law school debt for first-year applicants was more than $167,000. LSC provided loan repayment assistance to a total of 210 recipients, including 109 new recipients.

LSC’s evaluation of the program shows that large law school loan debts, coupled with low salaries, constitute major barriers for grantees in hiring and retaining lawyers. The evaluation found that the availability of LRAP mitigates the economic hardships confronting grantee staff attorneys and increases their ability and willingness to stay with legal aid organizations. Overall, the tenure for LRAP participants was 4.29 years, whereas the tenure for non-participants was 3.58 years. Attorneys who participated in LRAP as currently structured remained with their funded programs on average an additional 8.5 months, or 20% longer, than those who did not participate.

LSC uses a lottery selection process to identify new participants for each annual cycle. Each year, qualified applicants are denied assistance because of insufficient LRAP funding. LSC has provided loan repayment assistance to an average of 70-80 new participants annually. LSC has had to turn away a total of 384 applicants, an average of 48 per year, since 2011. With the $500,000 increase in FY 2019, LSC was able to provide assistance to 125 applicants, 45 more than the previous year. Increased funding for FY 2021 will enable LSC to expand the program by extending the grant period, adopting a tiered payment structure to incentivize those remaining in the program, and/or increasing the total loan payment amounts.

Over the past seven years, there has been a dramatic increase in the average law school debt among participants. The average law school debt in 2011 was $104,000. Seven years later, the average debt increased to more than $165,000, a nearly a 60% increase.

According to the National Association for Law Placement (NALP), civil legal aid lawyers continue to be the lowest paid group in the legal profession, earning less than public defenders and other public interest lawyers. Entry-level legal aid attorneys at LSC-funded programs earned an average salary of $51,304 in 2017. With an average of more than $150,000 in law school debt, first-year attorneys participating in LSC’s LRAP need significant loan repayment assistance to supplement low salaries.
OFFICE OF INSPECTOR GENERAL
(This section was prepared by the OIG and included without change.)

Request:
For FY 2021, the Office of Inspector General (OIG) is requesting $5.6 million to continue providing comprehensive and effective oversight of the federal funds Congress provides to LSC. The OIG contributes to LSC’s mission success by providing decision-makers with objective audits, investigations, and reviews aimed at strengthening governance and accountability and enhancing performance in LSC’s and grant recipients’ programs and operations.

Mission:
The OIG was established under the IG Act of 1978, as amended, as an independent office to prevent and detect fraud, waste, and abuse, to promote economy, efficiency, and effectiveness in LSC and grantee programs and operations, and to review compliance with applicable laws and regulations. Since 1996, LSC’s annual Congressional appropriations have directed that grantee compliance with legal requirements be monitored through the annual grantee audits conducted by Independent Public Accountants (IPAs) under the guidance of the OIG.

The OIG conducts audits, investigations, and reviews, as well as a variety of fraud prevention and outreach efforts, to protect and maximize federal taxpayer dollars invested in civil legal aid. While carrying out this work the OIG adheres to the audit and investigative standards of the Council of Inspectors General on Integrity and Efficiency (CIGIE) and other relevant governmental and professional organizations (including the Government Accountability Office).

Performance:
The OIG request is $300,000 more than the FY 2019 payment and will be used to increase OIG staff by two professional positions and to offset inflation. This amount is on par with increased funding and activity levels within LSC and its grant recipient network—placing more funds at risk—and will ensure proper OIG oversight. From FY 2017 to FY 2020, total direct federal funding to LSC has increased by $54.7 million\(^{132}\) to $440 million; an additional $30 million was provided in disaster-aid funding. In 2018, LSC grant recipients received approximately $794 million in funding from non-LSC sources, an increase of approximately $71 million from 2017\(^{133}\). The requested appropriation will enable the OIG to continue to help improve the integrity and accountability of LSC and its grant recipient programs and operations; LSC’s recipient network includes 132 grantees in over 800 field offices in every U.S. state and territory.
In FY 2019 the OIG:

- Audited controls over handling and use of LSC funds at grantees, providing 82 recommendations for grantee program and operational improvements via OIG grantee internal control audit reports.

- Reviewed 144 audits of LSC grant recipients and subrecipients issued by the IPAs, referring 48 significant findings to LSC for corrective action. Released a proactive Audit Bulletin on 2018 revisions to Government Auditing Standards.

- Provided oversight for the Corporation's 2018 financial statement audit. Continued IT vulnerability assessments of grant recipients' information technology networks.

- Completed 35 Quality Control Reviews (QCRs), assessing the quality of the grant recipient IPAs’ audit work and provided an annual summary report. The QCR program is designed to assess all grant recipient IPAs’ work over a four-year cycle, enabling the OIG to identify deficiencies in IPA work; advance IPAs’ compliance with applicable standards and OIG guidance; and improve the overall effectiveness and quality of LSC grantee audits. The QCRs also have resulted in the OIG debarring four IPAs from performing LSC grantee audit work.

- Opened 41 and closed 60 investigations involving matters such as contract fraud, prohibited political activity, payroll fraud, time and attendance fraud, fraudulent travel claims, computer hacking, program integrity violations, unauthorized outside practice of law, diversion of prospective grantee clients for personal gain and other potential violations of LSC regulations.

- Cases arising from OIG investigations resulted in: one indictment; one guilty plea; the filing of two criminal charges (resulting in arrests during early FY 2020); one sentencing action; one personnel action resulting in termination; restitution orders totaling over $20,500; $10,727 in investigative questioned costs referred to LSC management; and an LSC management decision sustaining $5,058 in investigative questioned costs from a previous referral.

- Conducted an active educational outreach and fraud prevention program, including: performing nine Fraud Vulnerability Assessments; nine Regulatory Vulnerability Assessments; four Fraud Awareness Briefings (FABs); and three FAB webinars for LSC recipients; and produced four grantee fraud advisories and online “Fraud Corner” articles to help prevent and minimize fraud, waste, and abuse.

- Since initiating the FAB program in 2009, the OIG has conducted 160 briefings for grantees and subgrantees in all 50 states, the District of Columbia, and five territories, as well as briefings for the LSC Board of Directors, LSC headquarters personnel, a presentation at a National Legal Aid and Defender Association annual conference, and nine webinars.
Overall, the work of the OIG reduces fraud, waste, and abuse and helps to ensure that LSC and its grantees are functioning as responsible stewards of taxpayer funds. These and other achievements are reported in the OIG’s Semiannual Reports to Congress (https://www.oig.lsc.gov/products/sar).

**Planned Activities:**
In FY 2021, guided by the *OIG Strategic Plan*, the OIG will use its continual risk assessments and annual work planning process to help allocate available OIG resources. The OIG will perform its statutory requirements, including activities furthering fraud prevention and detection, promoting economy and efficiency of LSC and its grant recipients, and oversight of the grantee audit process. The OIG will continue to respond timely to requests from the Congress, the Board of Directors, LSC management, and other interested parties.

A major component of the OIG’s budget goes to the OIG’s audit program, which carries out audits of LSC and grantee programs and operations, including the review of the LSC grant recipients’ annual audits, covering financial statements, internal controls, and compliance with mandated restrictions and prohibitions. This appropriation will allow the OIG to continue its comprehensive audit quality control review program at a rate of 35 QCRs per year; assess the security of LSC and grantees’ computer networks; and additional reviews of LSC, grant recipient, or subrecipient programs and operations. In addition, the OIG will continue to fund and oversee the annual audit of LSC’s financial statements and issue updated audit guidance to recipients of LSC funds.

Also included in the budget is the OIG’s investigative program. The OIG will conduct investigations of criminal and civil fraud committed against LSC and its grant recipients, and operate a national fraud, waste, and abuse reporting hotline. In addition, the OIG regularly conducts compliance investigations, administrative inquiries, fraud and regulatory vulnerability assessments, and fraud prevention briefings.

For FY 2021, the OIG is considering new or modified oversight programs, targeting high-risk operational areas for LSC and the grant recipients including the following OIG-identified LSC management challenge areas: performance management and accountability; grants management and procurement; governance and control systems; human capital management; and information technology management and security.

Further, the OIG will continue to improve effectiveness and efficiency in the operations of LSC and its grantees through its other reviews and advisories, and will provide comments on significant legislative, regulatory, management, and policy initiatives affecting LSC and grant recipients.
Internally, the OIG will continue to improve the effectiveness of its own operations by ensuring the recruitment and retention of a highly skilled, high-performing OIG workforce; the maintenance of secure technology systems; and the development of information management systems to facilitate the efficient and secure production of OIG work.

The request includes $64,000 to satisfy foreseeable OIG professional training activities required to maintain the OIG professional credentials for FY 2021. The OIG also anticipates contributing $17,000 to support the operations of the Council of the Inspectors General on Integrity and Efficiency.

In summary, the OIG requests $5.6 million to effectively carry out its congressionally-mandated oversight activities and to help increase the efficiency and effectiveness of LSC’s vital programs. The OIG greatly appreciates the continuing support of the Congress and the LSC Board as it carries out the Inspector General’s mission at LSC.
ENDNOTES

1 U.S. Census Bureau, 2018 American Community Survey 1-year Estimates, Table S1701, Poverty Status in the Past 12 Months.

2 2008-2017 LSC Basic Field Appropriations; U.S. Census Bureau, 2008-2017 American Community Survey 1-year Estimates, Table S1701, Poverty Status in the Past 12 Months; Inflation adjustments in 2018 dollars based on the composite deflator in the Executive Office of the President, Office of Management and Budget, Budget of the United States Government, Fiscal Year 2020, Historical Tables, Table 1.3—Summary of Receipts, Outlays, and Surpluses or Deficits (-) In Current Dollars, Constant (FY 2012) Dollars, and as Percentages of GDP: 1940-2024.


4 The results are not strictly comparable because of methodological differences. For example, the wording and focus of questions varied, and the 2017 LSC Justice Gap Study survey sample was persons with household incomes less than 125% of federal poverty level, while the 2015 Washington State Civil Legal Needs Study Update survey sample was persons with household incomes less than 200% of federal poverty level.


9 2015 Washington State Civil Legal Needs Study Update, p.14; 2017 LSC Justice Gap Study, analysis of unpublished data. These data are not strictly comparable. The Washington data are the number of problems per household, while the Justice Gap data are for the number of individuals.

10 2015 Washington State Civil Legal Needs Study Update, Master Table 1A: Relative Percentage of Legal Problems Shown as a Percentage of Total Number of Legal Problems by Substantive Problem Area and Demographic Group, p.27.


Arkansas Administrative Office of the Courts CourtConnect Website. (2018 data) [https://caseinfo.arcourts.gov/cconnect/PROD/public/ck_public_qry_main.cp_main_idx](https://caseinfo.arcourts.gov/cconnect/PROD/public/ck_public_qry_main.cp_main_idx). Cases in which a party is listed without an associated attorney are assumed to be unrepresented in these calculations.

Colorado Judicial Branch, Office of the State Court Administrator, Court Services Division, Cases and Parties without Attorney Representation in Civil Cases, FY 2018, January 2018. Table “Pro Se Rate by Party Type.” These are for all cases in county civil courts. The report notes that “County Court civil cases are made up primarily of collection cases (“money”). In addition, county court civil cases include eviction cases (“forcible entry and detainer”), as well as restraining order cases.” [https://www.courts.state.co.us/userfiles/file/Administration/Planning_and_Analysis/Research%20Data/Cases%20Parties%20without%20Attorney%20Representation/Cases%20and%20Parties%20Without%20Attorney%20Representation%20in%20Civil%20Cases%20FY2018.pdf](https://www.courts.state.co.us/userfiles/file/Administration/Planning_and_Analysis/Research%20Data/Cases%20Parties%20without%20Attorney%20Representation/Cases%20and%20Parties%20Without%20Attorney%20Representation%20in%20Civil%20Cases%20FY2018.pdf).

State of Hawaii Judiciary, Research and Statistics Office, Cases in District Court, unpublished data provided to LSC. Eviction data: “Summary Possession Cases in District Court, 1/1/2015 through 9/30/2019: Representation and Filing of Judgment of Possession.” Small Claims data: “Small Claims Cases in District Court, 1/1/2015 through 9/30/2019: Representation and Disposition of Case.”


North Dakota Courts Records Inquiry Website. [http://publicsearch.ndcourts.gov/default.aspx](http://publicsearch.ndcourts.gov/default.aspx). (2018 data) Cases in which a party is listed without an associated attorney are assumed to be unrepresented in these calculations.

Oklahoma State Courts Network Website. [http://www.oscn.net/dockets/](http://www.oscn.net/dockets/). (2018 data) Cases in which a party is listed without an associated attorney are assumed to be unrepresented in these calculations. Debt Collection is defined as any case categorized under “civil relief less than $10,000: indebtedness.”

Utah Administrative Office of the Courts, Disposition of Cases in Utah District Courts, FY2016-FY2019, unpublished data provided to LSC. The plaintiff percent representation rate for debt collection cases was 99.98%, which rounded to 100%.

Shauna Strickland, Scott Graves, and Richard Schauffler, *Virginia Self-Represented Litigant Study: Outcomes of Civil Cases in General District Court, Juvenile & Domestic Relations Court, and Circuit Court*, National Center for State Courts, December 2017. Data for cases are from Table A1: Case Outcomes, by Representation, in GDC Debt Cases; data for housing cases are from Table A2: Case Outcomes, by Representation, in GDC Housing Cases.


27 Shauna Strickland, Scott Graves, and Richard Schauffler, Virginia Self-Represented Litigant Study: Outcomes of Civil Cases in General District Court, Juvenile & Domestic Relations Court, and Circuit Court, National Center for State Courts, December 2017. Table A1: Case Outcomes, by Representation, in GDC Debt Cases.


30 State of Hawaii Judiciary, Research and Statistics Office, Cases in District Court, unpublished data provided to LSC. Eviction data: “Summary Possession Cases in District Court, 1/1/2015 through 9/30/2019: Representation and Filing of Judgment of Possession.”

31 Jonathan Pyle, Philadelphia Legal Assistance, analysis of data from Court of Common Pleas of Philadelphia County, http://fjdefile.phila.gov/efsfd/zh_fjd_public_qry_00.zp_main_idx. Universe of cases: landlord-tenant cases filed in 2015, 2016, 2017, 2018, or 2019 where the rent mentioned in the complaint is under $1,000, where the lease is residential, and where the plaintiff is represented.

32 Shauna Strickland, Scott Graves, and Richard Schauffler, Virginia Self-Represented Litigant Study: Outcomes of Civil Cases in General District Court, Juvenile & Domestic Relations Court, and Circuit Court, National Center for State Courts, December 2017. Table A-2: Case Closures, by Representation, in GDC Housing Cases.


34 Ibid.

35 Basic Field funding data are based on Legal Services Corporation Appropriations and are inflation-adjusted in 2017 dollars. Case closures data are from Legal Services Corporation, Grant Activity Reports.

36 The studies cited use a range of methodologies to calculate savings and benefits including shelter costs, domestic violence impacts, state services, and federal benefits. The variation in methodology makes comparing summary statistics, such as return on investment, difficult. LSC uses relevant portions of the studies that can be understood independently.


44 David Swenson and Iowa Legal Aid, Making an Impact. 2018.


47 Massachusetts Legal Assistance Corporation, Civil Legal Aid Yields Economic Benefits to Clients and to the Commonwealth: Examples of Benefits from FY15 Advocacy. 2016.


52 See supra note 51.


55 See supra note 54.


60 Ibid.


These are for all FEMA-declared major disasters with at least $1 million in combined public assistance dollars approved and individual assistance dollars approved that began between January 2017 and December 2018, as specified in FEMA’s disaster database. (https://www.fema.gov/disasters). Population U.S. Census Bureau, 2013-2017 American Community Survey at OnTheMap for Emergency Management, https://onthemap.ces.census.gov/em/. 5-year estimates, 2013-2017, Table S1701: Poverty Status in the Past 12 Months. American Samoa (1 event), Guam (1 event), Northern Mariana Islands (2 events), and the Virgin Islands (2 events) were excluded from the population count due to a lack of data. Population data for tribal areas were obtained using the “American Indian Area/Alaska Native Area/Hawaiian Home Land” geography selection.

See the American Bar Association’s list of disaster legal hotlines by visiting https://www.americanbar.org/groups/committees/disaster/resources/disaster_legal_hotlines/. See information from FEMA on Disaster Recovery Centers by visiting https://www.fema.gov/disaster-recovery-centers.


U.S. Census Bureau, 2018 American Community Survey, 1-Year Estimates, Table S2101.

U.S. Bureau of the Census, 2018 American Community Survey 1-year estimates, Table S2101, Veterans Status.

U.S. Census Bureau, 2018 American Community Survey 1-Year Estimates Public Use Microdata Sample; generated by LSC staff using IPUMS online analysis system; https://usa.ipums.org/usa/sda/; (13 January 2020).

U.S. Census Bureau, 2018 American Community Survey 1-Year Estimates Public Use Microdata Sample; generated by LSC staff using IPUMS online analysis system; https://usa.ipums.org/usa/sda/; (13 January 2020).

Legal Services Corporation, 2018 Grant Activity Reports.


78 Ibid.


81 Ibid.


83 Analysis by Legal Services Corporation, Office of Data Governance and Analysis.

84 Ibid.


88 Ibid.

89 Ibid.


93 The National Low-Income Housing Coalition reports that “Only 35 affordable and available rental homes exist for every 100 extremely low income renter households.” (These are households with incomes are at or below the poverty level or 30% of their area median income). Andrew Aurand, Dan Emmanuel, Diane Yentel, Ellen Errico, Marjorie Pang, THE GAP, The National Low Income Housing Coalition, 2018, p.2.

94 Matthew Desmond, Ashley Gromis, Lavar Edmonds, James Hendrickson, Katie Krywokulski, Lillian Leung, and Adam Porton. Eviction Lab National Database: Version 1.0. Princeton: Princeton University, 2018, www.evictionlab.org. Please note that these figures are likely underestimated, as Eviction Lab does not have data from Alaska or Arkansas, and only limited information about California.

96 Legal Services Corporation, 2018 Grant Activity Reports.


100 Legal Services Corporation, Grantee Activity Report 2018.


There is widespread agreement that a large majority of arrests end in no conviction or led to convictions of minor offenses, but there are no official estimates of this number. One study estimated that as many as nine in ten of those with criminal records have never been convicted or received probation-only sentences for low-level crimes. Rebecca Vallas, Melissa Boteach, Rachel West, and Jackie Odum, *Removing Barriers to Opportunity for Parents With Criminal Records and Their Children. A Two-Generation Approach*, Appendix. See also: Megan T. Stevenson, “The Scale of Misdemeanor Justice,” 98 Boston University Law Review 731, 2018, who estimates there are more than 13 million arrests each year; Kimani Paul-Emile, “Beyond Title VII: Rethinking Race, Ex-Offender Status, And Employment Discrimination In The Information Age,” 100 VA. L. REV. n.49 (2014), http://www.virginialawreview.org/volumes/content/beyond-title-vii-rethinking-race-ex-offender-status-and-employment-discrimination.


Legal Services Corporation, 2018 Grant Activity Reports.


See supra note 109.

U.S. Census Bureau, 2018 American Community Survey 1-Year Estimates, Table C17024, Age By Ratio Of Income To Poverty Level In The Past 12 Months.


Legal Services Corporation, 2018 Grant Activity Reports. This number is calculated by multiplying the number of cases in which a senior was the named client (148,050) by the average number of persons in all cases closed by LSC grantees (743,113). (The average number of persons in the household in those cases was 2.455).

Legal Services Corporation, LSC by the Numbers: The Data Underlying Legal Aid Programs, 2018, p. 70.

U.S. Department of Housing and Urban Development, Office of Policy Development and Research, *Worst Case Housing Needs 2017 Report To Congress*, Calculated from data in Tables A-7 and A-8. These data are for “very low-income” renters and “extremely low-income renters.” These are households with incomes no more than 30% and 50%, respectively, of the HUD Area Median Income (AMI). In 2015, 30% and 50% of the national AMI for 4-person and 3-person households were $28,400 and $17,050 per year, respectively. The LSC income limits for 4-person and 3-person households that year were $30,313 and $25,113, respectively.
118 U.S. Census Bureau, 2018 American Community Survey 1-Year Estimates, Table B18130, Age By Disability Status By Poverty Status.


122 U.S. Census Bureau, 2018 American Community Survey 1-year estimates, S1811, Selected Economic Characteristics for the Civilian Noninstitutionalized Population by Disability Status.

123 U.S. Census Bureau, American Housing Survey, 2017; generated by LSC staff using the American Housing Survey Table Creator; https://www.census.gov/programs-surveys/ahs/data/interactive/ahstablecreator.html; (28 September 2018). This measure includes households with zero or negative income.


126 Ibid.


129 U.S. Census Bureau, 2018 American Community Survey 1-year estimates, B21007, Age by Veteran Status by Poverty Status in the Past 12 Months by Disability Status for the Civilian Population 18 Years and Over.


131 Estimate of persons served based on (1) LSC, 2018 Grant Activity Reports (GAR) data for cases related to Supplemental Security Income, Social Security Disability Insurance, Special Education/Learning Disabilities, and Disability Rights and (2) GAR data for average number of persons served. 86% of cases related to SSI were estimated to be disability-related, in alignment with national estimates published in the U.S. Social Security Administration’s 2019 SSI Annual Report.
Calculation of $54.7 million increase in LSC appropriated dollars is ($440 million in FY 2020-LSC funding minus $385 million in FY 2017), minus the OIG increase of $300,000.

LSC: 2018 LSC By the Numbers: The Data Underlying Legal Aid Programs; Table 2. Total LSC and Non-LSC Funding in Inflation-Adjusted Dollars by Year, 2009-2018.
Appendix A—Legal Services By Jurisdiction

The following includes data on the services provided by LSC’s 132 grantees in 2018 in every state and territory. The figures for the special populations (veterans, seniors, domestic violence survivors) represent the estimated number of people served in the household.

For more detailed information about LSC-funded grantees, please visit our website at [www.lsc.gov/grants-grantee-resources/our-grantees](http://www.lsc.gov/grants-grantee-resources/our-grantees)
ALABAMA

Out of 1,045,821 eligible people, 33,211 were served, including:

- **2,639** Veterans
- **7,736** Seniors
- **4,272** Domestic Violence Survivors

Numbers refer to Congressional Districts
Out of 100,355 eligible people, 4,145 were served, including:

- **338 Veterans**
- **1,243 Seniors**
- **1,028 Domestic Violence Survivors**

Alaska has a single at-large Congressional District.
Out of 1,319,148 eligible people, 26,313 were served, including:

- 1,053 Veterans
- 5,732 Seniors
- 6,156 Domestic Violence Survivors

Numbers refer to Congressional Districts.
Out of 674,173 eligible people, 23,771 were served, including:

- **1,006** Veterans
- **3,719** Seniors
- **4,600** Domestic Violence Survivors

Case Closures:

- Family: 39.2%
- Housing: 14.1%
- Income: 7.9%
- Consumer/Finance: 12.0%
- Wills / Powers of Attorney: 4%
- Health: 2.9%
- Employment: 2.5%
- Individual Rights: 8.5%
- Juvenile: 7.3%
- Education: 1.0%
- Miscellaneous: 0.6%

Numbers refer to Congressional Districts.
Out of 6,665,447 eligible people, 198,497 were served, including:

- 10,086 Veterans
- 51,883 Seniors
- 23,172 Domestic Violence Survivors

Case Closures:

- Family: 13.8%
- Housing: 43.9%
- Income: 11.0%
- Consumer/Finance: 4.6%
- Wills / Powers of Attorney: 1.2%
- Health: 11.9%
- Employment: 3.0%
- Individual Rights: 7.1%
- Juvenile: 1.0%
- Education: 0.8%
- Miscellaneous: 1.7%

Numbers refer to Congressional Districts.
Out of 718,908 eligible people, 17,303 were served, including:

- 1,507 Veterans
- 3,775 Seniors
- 5,245 Domestic Violence Survivors

Colorado Legal Services

LSC Grantee Main Office

LSC Grantee Branch Office

Numbers refer to Congressional Districts
Out of 470,748 eligible people, 14,628 were served, including:

- 231 Veterans
- 1,790 Seniors
- 172 Domestic Violence Survivors

**CONNECTICUT**

- Family: 20.8%
- Housing: 57.5%
- Income: 16.1%
- Consumer/Finance: 2.4%
- Wills / Powers of Attorney: 0.3%
- Health: 1.8%
- Employment: 0.1%
- Individual Rights: 0.3%
- Juvenile: 0%
- Education: 0.7%
- Miscellaneous: 0.1%

Numbers refer to Congressional Districts.

LSC Grantee Main Office

LSC Grantee Branch Office

Wethersfield

Statewide Legal Services of Connecticut

LSC FY 2021 Budget Request | Appendix A
Out of 149,652 eligible people, 2,933 were served, including:

- 151 Veterans
- 607 Seniors
- 72 Domestic Violence Survivors

Legal Services Corporation of Delaware
LSC Grantee Main Office
LSC Grantee Branch Office

Delaware has a single at-large Congressional District

<table>
<thead>
<tr>
<th>Case Closures</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family</td>
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<tr>
<td>Housing</td>
<td>59.5%</td>
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<tr>
<td>Income</td>
<td>3.1%</td>
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<tr>
<td>Consumer/Finance</td>
<td>37.2%</td>
</tr>
<tr>
<td>Wills / Powers of Attorney</td>
<td>0%</td>
</tr>
<tr>
<td>Health</td>
<td>0%</td>
</tr>
<tr>
<td>Employment</td>
<td>0.2%</td>
</tr>
<tr>
<td>Individual Rights</td>
<td>0%</td>
</tr>
<tr>
<td>Juvenile</td>
<td>0%</td>
</tr>
<tr>
<td>Education</td>
<td>0%</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>0%</td>
</tr>
</tbody>
</table>
Out of 133,555 eligible people, 1,565 were served, including:

- Veterans: 33
- Seniors: 192
- Domestic Violence Survivors: 78

Case Closures:
- Family: 35.1%
- Housing: 36.7%
- Income: 12.3%
- Consumer/Finance: 4.4%
- Wills / Powers of Attorney: 0.4%
- Health: 0%
- Employment: 3.2%
- Individual Rights: 5.5%
- Juvenile: 0%
- Education: 1.7%
- Miscellaneous: 0.8%

Numbers refer to Congressional Districts.
Out of 3,859,725 eligible people, 80,506 were served, including:

- 6,496 Veterans
- 20,343 Seniors
- 14,088 Domestic Violence Survivors

Florida

Case Closures

- 30.4% Family
- 35.5% Housing
- 9.1% Income
- 10.2% Consumer/Finance
- 4.8% Wills / Powers of Attorney
- 1.3% Health
- 2.0% Employment
- 2.4% Individual Rights
- 0.7% Juvenile
- 0.9% Education
- 2.7% Miscellaneous

Numbers refer to Congressional Districts

LSC Grantee Main Office

Florida Rural Legal Services
Legal Services of North Florida
Three Rivers Legal Services
Community Legal Services of Mid-Florida
Bay Area Legal Services
Legal Services of Greater Miami
Coast to Coast Legal Aid of South Florida

Case Closures

LSC FY 2021 Budget Request | Appendix A
Out of 1,954,123 eligible people, 47,498 were served, including:

- 3,274 Veterans
- 14,405 Seniors
- 8,728 Domestic Violence Survivors

Case Closures

- Family: 32.7%
- Housing: 26.0%
- Income: 11.6%
- Consumer/Finance: 8.7%
- Wills / Powers of Attorney: 7.1%
- Health: 7.5%
- Employment: 1.1%
- Individual Rights: 1.3%
- Juvenile: 1.8%
- Education: 1.1%
- Miscellaneous: 1.1%

Georgia Legal Services Program
Atlanta Legal Aid Society
LSC Grantee Main Office
LSC Grantee Branch Office
Numbers refer to Congressional Districts
Out of 163,511 eligible people, 10,698 were served, including:

- **474 Veterans**
- **2,851 Seniors**
- **2,205 Domestic Violence Survivors**

Numbers refer to Congressional Districts.
Out of 295,600 eligible people, 7,659 were served, including:

- 832 Veterans
- 2,264 Seniors
- 2,359 Domestic Violence Survivors

Numbers refer to Congressional Districts

IDAHO

Case Closures

- 36.3% Family
- 35.0% Housing
- 3.4% Income
- 6.8% Consumer/Finance
- 4.9% Wills / Powers of Attorney
- 4.8% Health
- 0.5% Employment
- 2.0% Individual Rights
- 3.1% Juvenile
- 0.1% Education
- 3.2% Miscellaneous
Out of 1,997,989 eligible people, 61,497 were served, including:

- 2,593 Veterans
- 13,212 Seniors
- 13,613 Domestic Violence Survivors

Numbers refer to Congressional Districts.
Out of 1,143,102 eligible people, 22,165 were served, including:

- 870 Veterans
- 3,719 Seniors
- 2,086 Domestic Violence Survivors

Indiana Legal Aid Services

LSC Grantee Main Office

LSC Grantee Branch Office

Numbers refer to Congressional Districts
Out of 471,351 eligible people, 30,375 were served, including:

- 1,157 Veterans
- 5,748 Seniors
- 6,629 Domestic Violence Survivors

Case Closures

- Family: 28.0%
- Housing: 29.5%
- Income: 9.0%
- Consumer/Finance: 12.0%
- Wills / Powers of Attorney: 3.7%
- Health: 3.2%
- Employment: 4.6%
- Individual Rights: 4.9%
- Juvenile: 2.4%
- Education: 0.7%
- Miscellaneous: 2.0%
Out of 460,532 eligible people, 22,113 were served, including:

- 1,695 Veterans
- 3,178 Seniors
- 6,612 Domestic Violence Survivors

Numbers refer to Congressional Districts.
Out of 938,992 eligible people, 43,634 were served, including:

- 2,225 Veterans
- 7,878 Seniors
- 13,121 Domestic Violence Survivors
Out of 1,113,022 eligible people, 39,025 were served, including:

- **1,544 Veterans**
- **6,691 Seniors**
- **4,417 Domestic Violence Survivors**

Out of 1,113,022 eligible people, 39,025 were served, including:

- **Veterans**
- **Seniors**
- **Domestic Violence Survivors**

Case Closures:

- **Family**
- **Housing**
- **Income**
- **Consumer/Finance**
- **Wills / Powers of Attorney**
- **Health**
- **Employment**
- **Individual Rights**
- **Juvenile**
- **Education**
- **Miscellaneous**

- **Acadiana Legal Service Corporation**
- **Southeast Louisiana Legal Services**
- **LSC Grantee Main Office**

Numbers refer to Congressional Districts.
Out of 204,217 eligible people, 7,142 were served, including:

- 458 Veterans
- 1,214 Seniors
- 22 Domestic Violence Survivors

**MAINE**

- **Family:** 1.2%
- **Housing:** 76.4%
- **Income:** 6.7%
- **Consumer/Finance:** 9.7%
- **Wills / Powers of Attorney:** 0.4%
- **Health:** 3.0%
- **Employment:** 0.6%
- **Individual Rights:** 1.1%
- **Juvenile:** 0.1%
- **Education:** 0.2%
- **Miscellaneous:** 0.5%
Out of 697,991 eligible people, 21,228 were served, including:

- **Veterans**: 931
- **Seniors**: 4,024
- **Domestic Violence Survivors**: 980

Numbers refer to Congressional Districts.
Out of 873,162 eligible people, 23,705 were served, including:

- **646 Veterans**
- **5,795 Seniors**
- **3,219 Domestic Violence Survivors**

**Numbers refer to Congressional Districts**
Out of 1,782,688 eligible people, 82,768 were served, including:

- 3,637 Veterans
- 13,511 Seniors
- 15,263 Domestic Violence Survivors

Out of 1,782,688 eligible people, 82,768 were served, including:

- 3,637 Veterans
- 13,511 Seniors
- 15,263 Domestic Violence Survivors

Numbers refer to Congressional Districts

* Michigan Indian Legal Services serves Native Americans in all counties, including Reservations.
Out of 713,715 eligible people, 42,097 were served, including:

- 1,035 Veterans
- 6,169 Seniors
- 4,569 Domestic Violence Survivors

**MINNESOTA**

*Anishinabe Legal Services serves Native Americans living within the boundaries of the Leech Lake, White Earth, and Red Lake Indian Reservations.*

Numbers refer to Congressional Districts.
Out of 744,760 eligible people, 16,821 were served, including:

- **460 Veterans**
- **2,717 Seniors**
- **721 Domestic Violence Survivors**

Numbers refer to Congressional Districts.
Out of 1,066,683 eligible people, 29,102 were served, including:

- 949 Veterans
- 4,191 Seniors
- 10,676 Domestic Violence Survivors

Legal Services of Southern Missouri
Legal Aid of Western Missouri
Legal Services of Eastern Missouri
Mid-Missouri Legal Services Corporation
LSC Grantee Main Office

Numbers refer to Congressional Districts

Case Closures

- Family: 44.3%
- Housing: 17.1%
- Income: 6.0%
- Consumer/Finance: 7.3%
- Wills / Powers of Attorney: 2.5%
- Health: 13.5%
- Employment: 1.4%
- Individual Rights: 2.0%
- Juvenile: 3.2%
- Education: 1.7%
- Miscellaneous: 1.0%
Out of 185,654 eligible people, 6,632 were served, including:

- 526 Veterans
- 1,087 Seniors
- 1,842 Domestic Violence Survivors

Case Closures

- Family: 44.3%
- Housing: 20.8%
- Income: 3.8%
- Consumer/Finance: 17.3%
- Wills / Powers of Attorney: 3.4%
- Health: 1.5%
- Employment: 4.6%
- Individual Rights: 0.6%
- Juvenile: 0.7%
- Education: 0%
- Miscellaneous: 3.0%
Out of **290,437** eligible people, **22,493** were served, including:

- **446** Veterans
- **3,473** Seniors
- **3,949** Domestic Violence Survivors

**Case Closures**

- Family: 49.7%
- Housing: 12.2%
- Income: 5.2%
- Consumer/Finance: 14.6%
- Wills / Powers of Attorney: 3.6%
- Health: 1.3%
- Employment: 2.3%
- Individual Rights: 3.2%
- Juvenile: 3.2%
- Education: 0.2%
- Miscellaneous: 4.6%

Numbers refer to Congressional Districts.
Out of 521,573 eligible people, 8,546 were served, including:

- 496 Veterans
- 2,236 Seniors
- 447 Domestic Violence Survivors

Case Closures

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Family</td>
<td>7.7%</td>
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<tr>
<td>Housing</td>
<td>73.6%</td>
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<tr>
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<tr>
<td>Consumer/Finance</td>
<td>4.1%</td>
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<tr>
<td>Wills / Powers of Attorney</td>
<td>2.7%</td>
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<tr>
<td>Health</td>
<td>0.7%</td>
</tr>
<tr>
<td>Employment</td>
<td>0.2%</td>
</tr>
<tr>
<td>Individual Rights</td>
<td>2.2%</td>
</tr>
<tr>
<td>Juvenile</td>
<td>0.3%</td>
</tr>
<tr>
<td>Education</td>
<td>0.1%</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>0.6%</td>
</tr>
</tbody>
</table>
Out of 136,377 eligible people, 4,504 were served, including:

- 354 Veterans
- 509 Seniors
- 804 Domestic Violence Survivors

**Case Closures**

- Family: 38.7%
- Housing: 52.9%
- Income: 0.8%
- Consumer/Finance: 1.9%
- Wills / Powers of Attorney: 1.1%
- Health: 0.2%
- Employment: 0.2%
- Individual Rights: 0.9%
- Juvenile: 2.3%
- Education: 0.1%
- Miscellaneous: 0.9%

Numbers refer to Congressional Districts.
Out of 1,117,605 eligible people, 47,200 were served, including:

- **1,454 Veterans**
- **10,840 Seniors**
- **5,376 Domestic Violence Survivors**

Case Closures

- Family: 17.4%
- Housing: 40.9%
- Income: 17.9%
- Consumer/Finance: 14.5%
- Wills / Powers of Attorney: 2.9%
- Health: 1.7%
- Employment: 0.8%
- Individual Rights: 3.6%
- Juvenile: 0.1%
- Education: 0%
- Miscellaneous: 0.3%

Numbers refer to Congressional Districts

LSC Grantee Main Office: Somerville, New Jersey, Newark, New Brunswick, Camden, South Jersey Legal Services, Legal Services of Northwest Jersey, Central Jersey Legal Services, Northeast New Jersey Legal Services, Essex-Newark Legal Services Project.

LSC FY 2021 Budget Request | Appendix A
Out of 526,096 eligible people, 10,007 were served, including:

- 723 Veterans
- 1,891 Seniors
- 2,904 Domestic Violence Survivors

Map of New Mexico showing locations of legal aid services.
Out of **3,381,210** eligible people, **131,759** were served, including:

- **6,398** Veterans
- **19,404** Seniors
- **12,555** Domestic Violence Survivors

NEW YORK

**Case Closures**

- Family: 16.4%
- Housing: 40.7%
- Income: 22.3%
- Consumer/Finance: 5.1%
- Wills / Powers of Attorney: 2.6%
- Health: 4.8%
- Employment: 2.2%
- Individual Rights: 3.7%
- Juvenile: 0.6%
- Education: 0.5%
- Miscellaneous: 0.6%

Numbers refer to Congressional Districts

- Legal Aid Society of Northeastern New York
- Legal Aid Society of Mid-New York
- Legal Assistance of Western New York
- Legal Services of the Hudson Valley
- Neighborhood Legal Services
- Nassau/Suffolk Law Services
- Legal Services NYC
- LSC Grantee Main Office

Buffalo 23
Geneva 22
Albany 20
Utica 19
Hempstead 18
White Plains 17
New York 16
Hempstead 15
Geneva 14
Utica 13
Albany 12
Hempstead 11
White Plains 10
New York 9
Hempstead 8
Geneva 7
Utica 6
Albany 5
Hempstead 4
White Plains 3
New York 2
Hempstead 1

LSC FY 2021 Budget Request | Appendix A
Out of **1,900,667** eligible people, **39,950** were served, including:

- 2,465 Veterans
- 8,388 Seniors
- 12,889 Domestic Violence Survivors

### Case Closures

- Family: 31.7%
- Housing: 31.2%
- Income: 7.7%
- Consumer/Finance: 9.2%
- Wills / Powers of Attorney: 7.3%
- Health: 3.2%
- Employment: 0.2%
- Individual Rights: 8.1%
- Juvenile: 0%
- Education: 1.2%
- Miscellaneous: 0.2%

*Numbers refer to Congressional Districts*
Out of **107,592** eligible people, **7,501** were served, including:

- **228 Veterans**
- **1,508 Seniors**
- **657 Domestic Violence Survivors**

North Dakota has a single at-large Congressional District.
Out of 2,047,923 eligible people, 57,304 were served, including:

- 3,957 Veterans
- 11,256 Seniors
- 8,739 Domestic Violence Survivors

Numbers refer to Congressional Districts
Out of 783,754 eligible people, 24,210 were served, including:

- 1,570 Veterans
- 5,144 Seniors
- 7,960 Domestic Violence Survivors

Legal Aid Services of Oklahoma

* LSC Grantee Main Office
* LSC Grantee Branch Office

* Oklahoma Indian Legal Services serves Native Americans in all counties, including its more than 34 Indian tribes.

Numbers refer to Congressional Districts.
Out of 705,051 eligible people, 10,708 were served, including:

- **Veterans**: 702
- **Seniors**: 2,046
- **Domestic Violence Survivors**: 3,728

**OREGON**

![Map of Oregon showing locations and case closures]

**Case Closures**

- **Family**: 39.3%
- **Housing**: 33.5%
- **Income**: 5.3%
- **Consumer/Finance**: 5.9%
- **Wills / Powers of Attorney**: 0.9%
- **Health**: 3.6%
- **Employment**: 5.3%
- **Individual Rights**: 3.8%
- **Juvenile**: 0.4%
- **Education**: 0.1%
- **Miscellaneous**: 1.9%

*Numbers refer to Congressional Districts*
Out of 2,012,077 eligible people, 73,632 were served, including:

- 3,050 Veterans
- 10,593 Seniors
- 15,073 Domestic Violence Survivors

PENNSYLVANIA

MidPenn Legal Services
North Penn Legal Services
Northwestern Legal Services
Laurel Legal Services
Southwestern Pennsylvania Legal Services
Neighborhood Legal Services
Legal Aid of Southeastern Pennsylvania
Philadelphia Legal Assistance Center

LSC Grantee Main Office
Numbers refer to Congressional Districts

Family 36.7%
Housing 33.6%
Income 10.3%
Consumer/Finance 9.3%
Wills / Powers of Attorney 2.0%
Health 1.7%
Employment 1.2%
Individual Rights 3.2%
Juvenile 1.3%
Education 0.1%
Miscellaneous 0.7%
Out of 170,195 eligible people, 10,283 were served, including:

- 123 Veterans
- 2,042 Seniors
- 1,263 Domestic Violence Survivors

### Case Closures

- Family: 18.7%
- Housing: 20.6%
- Income: 19.4%
- Consumer/Finance: 8.5%
- Wills / Powers of Attorney: 0.2%
- Health: 6.6%
- Employment: 4.5%
- Individual Rights: 4.2%
- Juvenile: 14.1%
- Education: 1.5%
- Miscellaneous: 1.7%

Numbers refer to Congressional Districts.

Rhode Island Legal Services
LSC Grantee Main Office
LSC Grantee Branch Office

Numbers refer to Congressional Districts.
Out of 985,027 eligible people, 15,466 were served, including:

- 1,096 Veterans
- 3,752 Seniors
- 2,482 Domestic Violence Survivors

Numerals refer to Congressional Districts.
Out of 149,965 eligible people, 6,735 were served, including:

- 400 Veterans
- 1,078 Seniors
- 698 Domestic Violence Survivors

### Case Closures

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family</td>
<td>46.7%</td>
</tr>
<tr>
<td>Housing</td>
<td>10.7%</td>
</tr>
<tr>
<td>Income</td>
<td>3.1%</td>
</tr>
<tr>
<td>Consumer/Finance</td>
<td>6.4%</td>
</tr>
<tr>
<td>Wills / Powers of Attorney</td>
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<tr>
<td>Health</td>
<td>0.2%</td>
</tr>
<tr>
<td>Employment</td>
<td>0.6%</td>
</tr>
<tr>
<td>Individual Rights</td>
<td>4.0%</td>
</tr>
<tr>
<td>Juvenile</td>
<td>7.0%</td>
</tr>
<tr>
<td>Education</td>
<td>0.1%</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>12.0%</td>
</tr>
</tbody>
</table>

South Dakota has a single at-large Congressional District.
Out of 1,331,724 eligible people, 29,481 were served, including:

- 1,567 Veterans
- 8,024 Seniors
- 6,798 Domestic Violence Survivors

TENNESSEE

Numbers refer to Congressional Districts

Legal Aid Society of Middle Tennessee and the Cumberlands
Legal Aid of East Tennessee
West Tennessee Legal Services
Memphis Area Legal Services
LSC Grantee Main Office

Family 26.7%
Housing 23.3%
Income 16.3%
Consumer/Finance 12.0%
Wills / Powers of Attorney 8.4%
Health 4.6%
Employment 2.0%
Individual Rights 2.9%
Juvenile 1.2%
Education 0.6%
Miscellaneous 2.1%
Out of 5,559,872 eligible people, 160,516 were served, including:

- 16,946 Veterans
- 31,384 Seniors
- 39,176 Domestic Violence Survivors

*Case Closures*

- Family: 40.6%
- Housing: 15.2%
- Income: 10.3%
- Consumer/Finance: 6.4%
- Wills / Powers of Attorney: 12.5%
- Health: 2.6%
- Employment: 3.3%
- Individual Rights: 4.5%
- Juvenile: 0.3%
- Education: 0.4%
- Miscellaneous: 3.9%

*Numbers refer to Congressional Districts*
Out of 393,198 eligible people, 18,691 were served, including:

- 2,539 Seniors
- 2,704 Domestic Violence Survivors
- 924 Veterans

Numbers refer to Congressional Districts

<table>
<thead>
<tr>
<th>Case Closures</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family</td>
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<tr>
<td>Wills / Powers of Attorney</td>
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</tr>
<tr>
<td>Health</td>
<td>2.8%</td>
</tr>
<tr>
<td>Employment</td>
<td>0.1%</td>
</tr>
<tr>
<td>Individual Rights</td>
<td>4.3%</td>
</tr>
<tr>
<td>Juvenile</td>
<td>1.6%</td>
</tr>
<tr>
<td>Education</td>
<td>0%</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>0.2%</td>
</tr>
</tbody>
</table>
Out of 86,080 eligible people, 2,600 were served, including:

- **Veterans**: 156
- **Seniors**: 681
- **Domestic Violence Survivors**: 197

**Case Closures**
- **Family**: 5.4%
- **Housing**: 65.3%
- **Income**: 7.8%
- **Consumer/Finance**: 14.1%
- **Wills / Powers of Attorney**: 1.2%
- **Health**: 3.8%
- **Employment**: 0.3%
- **Individual Rights**: 1.1%
- **Juvenile**: 0.1%
- **Education**: 0.2%
- **Miscellaneous**: 0.6%

Vermont has a single at-large Congressional District.
Out of 1,146,100 eligible people, 58,006 were served, including:

- **Veterans**: 2,025
- **Seniors**: 9,857
- **Domestic Violence Survivors**: 9,817

Virginia Legal Aid Society
- Blue Ridge Legal Services
- Southwest Virginia Legal Aid Society
- Legal Services of Northern Virginia
- Central Virginia Legal Aid Society
- Legal Aid Society of Eastern Virginia
- LSC Grantee Main Office

Numbers refer to Congressional Districts

<table>
<thead>
<tr>
<th>Case Closures</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family</td>
<td>44.4%</td>
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<tr>
<td>Housing</td>
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<tr>
<td>Income</td>
<td>6.7%</td>
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<tr>
<td>Consumer/Finance</td>
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<tr>
<td>Wills / Powers of Attorney</td>
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<td>Health</td>
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</tr>
<tr>
<td>Employment</td>
<td>2.5%</td>
</tr>
<tr>
<td>Individual Rights</td>
<td>2.2%</td>
</tr>
<tr>
<td>Juvenile</td>
<td>0.3%</td>
</tr>
<tr>
<td>Education</td>
<td>0.4%</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>0.5%</td>
</tr>
</tbody>
</table>
Out of 1,002,777 eligible people, 24,253 were served, including:

- 1,815 Veterans
- 4,179 Seniors
- 4,768 Domestic Violence Survivors

Washington Case Closures

<table>
<thead>
<tr>
<th>Case Closures</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Family</td>
<td>38.3%</td>
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<tr>
<td>Housing</td>
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<tr>
<td>Income</td>
<td>4.5%</td>
</tr>
<tr>
<td>Consumer/Finance</td>
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</tr>
<tr>
<td>Wills / Powers of Attorney</td>
<td>0.7%</td>
</tr>
<tr>
<td>Health</td>
<td>2.3%</td>
</tr>
<tr>
<td>Employment</td>
<td>2.6%</td>
</tr>
<tr>
<td>Individual Rights</td>
<td>1.4%</td>
</tr>
<tr>
<td>Juvenile</td>
<td>0.6%</td>
</tr>
<tr>
<td>Education</td>
<td>0.7%</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>4.8%</td>
</tr>
</tbody>
</table>
Out of 415,783 eligible people, 13,911 were served, including:

- 700 Veterans
- 1,317 Seniors
- 3,108 Domestic Violence Survivors

### Case Closures

- Family: 17.4%
- Housing: 6.4%
- Income: 5.1%
- Consumer/Finance: 1.9%
- Wills / Powers of Attorney: 1.0%
- Health: 1.4%
- Employment: 2.4%
- Individual Rights: 2.9%
- Juvenile: 2.3%
- Education: 2.8%
- Miscellaneous: 56.3%
Out of 845,387 eligible people, 20,303 were served, including:

- 1,411 Veterans
- 3,250 Seniors
- 4,571 Domestic Violence Survivors

WISCONSIN

Case Closures

- Family: 21.0%
- Housing: 28.0%
- Income: 13.0%
- Consumer/Finance: 9.1%
- Wills / Powers of Attorney: 1.4%
- Health: 16.1%
- Employment: 4.1%
- Individual Rights: 1.9%
- Juvenile: 0.4%
- Education: 0.9%
- Miscellaneous: 4.0%

Numbers refer to Congressional Districts

LSC Grantee Main Office

WisconsinJudicare
Legal Action of Wisconsin
Legal Action of Wisconsin
Numbers refer to Congressional Districts

Wills / Powers of Attorney

Wills / Powers of Attorney
Wyoming

Out of 82,292 eligible people, 6,648 were served, including:

- **Veterans**: 359
- **Seniors**: 846
- **Domestic Violence Survivors**: 599

**Wyoming has a single at-large Congressional District**

**Case Closures**

- **Family**: 54.0%
- **Housing**: 11.0%
- **Income**: 2.0%
- **Consumer/Finance**: 16.5%
- **Wills / Powers of Attorney**: 3.9%
- **Health**: 0.3%
- **Employment**: 1.8%
- **Individual Rights**: 5.2%
- **Juvenile**: 3.7%
- **Education**: 0%
- **Miscellaneous**: 1.6%
Out of 37,167 eligible people, 4,142 were served, including:

- 63 Veterans
- 567 Seniors
- 95 Domestic Violence Survivors

**Case Closures**

- Family: 17.5%
- Housing: 9.7%
- Income: 0.9%
- Consumer/Finance: 1.1%
- Wills / Powers of Attorney: 11.1%
- Health: 0%
- Employment: 0.5%
- Individual Rights: 0.5%
- Juvenile: 30.4%
- Education: 0.2%
- Miscellaneous: 28.2%
Out of 211,743 eligible people, 37,191 were served, including:

- 609 Veterans
- 7,768 Seniors
- 274 Domestic Violence Survivors

Case Closures

- Family: 30.2%
- Housing: 6.2%
- Income: 2.5%
- Consumer/Finance: 6.2%
- Wills / Powers of Attorney: 24.5%
- Health: 0.6%
- Employment: 3.5%
- Individual Rights: 12.9%
- Juvenile: 11.0%
- Education: 0.6%
- Miscellaneous: 1.9%
Out of 1,648,770 eligible people, 59,941 were served, including:

- 29 Veterans
- 13,057 Seniors
- 4,175 Domestic Violence Survivors

Puerto Rico

Case Closures

- Family: 39.6%
- Housing: 25.5%
- Income: 2.4%
- Consumer/Finance: 5.5%
- Wills / Powers of Attorney: 4.1%
- Health: 1.5%
- Employment: 7.2%
- Individual Rights: 2.1%
- Juvenile: 4.6%
- Education: 3.9%
- Miscellaneous: 3.5%
Out of 29,871 eligible people, 1,490 were served, including:

- 2 Veterans
- 484 Seniors
- 130 Domestic Violence Survivors

### Case Closures

- **Family**: 41.0%
- **Housing**: 23.9%
- **Income**: 1.6%
- **Consumer/Finance**: 2.6%
- **Wills / Powers of Attorney**: 18.7%
- **Health**: 0.3%
- **Employment**: 5.5%
- **Individual Rights**: 1.8%
- **Juvenile**: 3.1%
- **Education**: 0%
- **Miscellaneous**: 1.5%
## Appendix B—FY 2021 Budget Request Tables

**BUDGET REQUEST - FISCAL YEAR 2021**

(dollars in thousands)

<table>
<thead>
<tr>
<th></th>
<th>FY 2020 REQUEST</th>
<th>FY 2020 FUNDING</th>
<th>FY 2021 REQUEST</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>I. DELIVERY OF LEGAL ASSISTANCE</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A. Program Services to Clients</td>
<td>556,200</td>
<td>402,700</td>
<td>608,800</td>
</tr>
<tr>
<td>B. Technology Initiative Grants</td>
<td>5,000</td>
<td>4,000</td>
<td>5,000</td>
</tr>
<tr>
<td>C. Pro Bono Innovation Funds</td>
<td>5,000</td>
<td>4,500</td>
<td>5,000</td>
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<tr>
<td><strong>TOTAL: DELIVERY OF LEGAL ASSISTANCE</strong></td>
<td>$566,200</td>
<td>$411,200</td>
<td>$618,800</td>
</tr>
<tr>
<td><strong>II. HERBERT S. GARTEN LOAN REPAYMENT ASSISTANCE PROGRAM</strong></td>
<td>$2,000</td>
<td>$1,500</td>
<td>$2,000</td>
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<tr>
<td><strong>III. MANAGEMENT &amp; GRANTS OVERSIGHT</strong></td>
<td>$19,500</td>
<td>$22,000</td>
<td>$26,200</td>
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<tr>
<td><strong>IV. OFFICE OF THE INSPECTOR GENERAL</strong></td>
<td>$5,300</td>
<td>$5,300</td>
<td>$5,600</td>
</tr>
<tr>
<td><strong>TOTAL:</strong></td>
<td>$593,000</td>
<td>$440,000</td>
<td>$652,600</td>
</tr>
</tbody>
</table>
# BUDGET IN BRIEF - FISCAL YEAR 2020

(dollars in thousands)

<table>
<thead>
<tr>
<th>I. DELIVERY OF LEGAL ASSISTANCE</th>
<th>FY 2019 ACTUAL EXPENSES</th>
<th>FY 2020 FUNDING</th>
<th>FY 2021 REQUEST</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Basic Field Programs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appropriation</td>
<td>381,050</td>
<td>402,700</td>
<td>608,800</td>
</tr>
<tr>
<td>Funds Carried from Previous Year</td>
<td>568</td>
<td>1,533</td>
<td></td>
</tr>
<tr>
<td>U.S. Court of Veterans Appeals Funds</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appropriation</td>
<td>2,580</td>
<td>2,699</td>
<td>2,580</td>
</tr>
<tr>
<td>Funds Carried from Previous Year</td>
<td>70</td>
<td>72</td>
<td></td>
</tr>
<tr>
<td>Grants From Other Funds</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appropriation</td>
<td>192</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Funds Carried from Previous Year</td>
<td>2,232</td>
<td>2,256</td>
<td></td>
</tr>
</tbody>
</table>

| B. Technology Initiative Grants  |                         |                 |                 |
| Appropriation                    | 4,619                   | 4,000           | 5,000           |
| Funds Carried from Previous Year | 10,180                  | 8,930           |                 |

| C. Emergency Supplemental Appropriation for Hurricane Sandy |                         |                 |                 |
| Appropriation                                               | 0                       | 0               | 0               |
| Funds Carried from Previous Year                           | 55                      | 55              |                 |

| D. Pro Bono Innovation Funds                                |                         |                 |                 |
| Appropriation                                               | 3,700                   | 4,500           | 5,000           |
| Funds Carried from Previous Year                           | 7,543                   | 8,074           |                 |

| E. Emergency Supplemental Appropriation for Disaster         |                         |                 |                 |
| Appropriation                                               | 6,915                   | 0               | 0               |
| Funds Carried from Previous Year                           | 14,983                  | 22,987          |                 |

**TOTAL: DELIVERY OF LEGAL ASSISTANCE** $434,687 $457,806 $621,380

| II. HERBERT S. GARTEN LOAN REPAYMENT ASSISTANCE PROGRAM (LRAP) |                         |                 |                 |
| Appropriation                                               | 1,044                   | 1,500           | 2,000           |
| Funds Carried from Previous Year                           | 1,458                   | 1,920           |                 |

**TOTAL: LRAP** $2,502 $3,420 $2,000

| III. MANAGEMENT & GRANTS OVERSIGHT (MGO)                    |                         |                 |                 |
| Appropriation                                               | 21,300                  | 22,000          | 26,200          |
| Funds Carried from Previous Year                           | 5,774                   | 4,228           |                 |

**TOTAL: MGO** $27,074 $26,228 $26,200

| IV. OFFICE OF INSPECTOR GENERAL                             |                         |                 |                 |
| Appropriation                                               | 5,057                   | 5,300           | 5,600           |
| Funds Carried from Previous Year                           | 1,635                   | 1,677           |                 |

**TOTAL: OIG** $6,692 $6,977 $5,600

**TOTAL REQUIREMENTS:** $470,955 $494,431 $655,180

LSC FY 2021 Budget Request | Appendix B
### MANAGEMENT & GRANTS OVERSIGHT BY OPERATING EXPENSES

<table>
<thead>
<tr>
<th></th>
<th>BUDGET FY 2020</th>
<th>ESTIMATE FY 2021</th>
<th>VARIANCE FY 2020 v FY 2019 (UNDER)/OVER</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OPERATING EXPENSES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personnel</td>
<td>13,222</td>
<td>14,800</td>
<td>1,578</td>
</tr>
<tr>
<td>Employee Benefits</td>
<td>4,261</td>
<td>4,700</td>
<td>439</td>
</tr>
<tr>
<td>Other Personnel Services</td>
<td>130</td>
<td>200</td>
<td>70</td>
</tr>
<tr>
<td>Consulting</td>
<td>560</td>
<td>700</td>
<td>140</td>
</tr>
<tr>
<td>Travel</td>
<td>1,018</td>
<td>1,215</td>
<td>197</td>
</tr>
<tr>
<td>Communications</td>
<td>160</td>
<td>200</td>
<td>40</td>
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<tr>
<td>Occupancy</td>
<td>1,846</td>
<td>1,860</td>
<td>14</td>
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<tr>
<td>Printing</td>
<td>163</td>
<td>175</td>
<td>12</td>
</tr>
<tr>
<td>Other Operating</td>
<td>2,938</td>
<td>2,225</td>
<td>-713</td>
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<tr>
<td>Capital Expenditures</td>
<td>132</td>
<td>125</td>
<td>-7</td>
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<tr>
<td><strong>Total</strong></td>
<td>24,298</td>
<td>26,075</td>
<td>1,777</td>
</tr>
<tr>
<td><strong>SOURCES OF FUNDS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appropriation</td>
<td>22,000</td>
<td>26,200</td>
<td>4,200</td>
</tr>
<tr>
<td>Funds Carried Forward from Previous Year</td>
<td>4,228</td>
<td>1,798</td>
<td>-2,430</td>
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<tr>
<td><strong>Total</strong></td>
<td>26,228</td>
<td>27,998</td>
<td>1,770</td>
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</table>
### OFFICE OF THE INSPECTOR GENERAL BY OPERATING EXPENSES

<table>
<thead>
<tr>
<th></th>
<th>BUDGET FY 2020</th>
<th>ESTIMATE FY 2021</th>
<th>VARIANCE FY 2021 v FY 2020 (UNDER)/OVER</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OPERATING EXPENSES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personnel</td>
<td>3,589</td>
<td>3,779</td>
<td>190</td>
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<tr>
<td>Employee Benefits</td>
<td>899</td>
<td>923</td>
<td>24</td>
</tr>
<tr>
<td>Other Personnel Services</td>
<td>10</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>Consulting</td>
<td>704</td>
<td>450</td>
<td>-254</td>
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<tr>
<td>Travel</td>
<td>235</td>
<td>235</td>
<td>0</td>
</tr>
<tr>
<td>Communications</td>
<td>24</td>
<td>24</td>
<td>0</td>
</tr>
<tr>
<td>Occupancy</td>
<td>55</td>
<td>10</td>
<td>-45</td>
</tr>
<tr>
<td>Printing</td>
<td>10</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>Other Operating</td>
<td>114</td>
<td>114</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5,640</td>
<td>5,555</td>
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<tr>
<td>Capital Expenditures</td>
<td>45</td>
<td>45</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>5,600</td>
<td>-85</td>
</tr>
<tr>
<td></td>
<td>5,685</td>
<td>5,600</td>
<td>-85</td>
</tr>
</tbody>
</table>

### SOURCES OF FUNDS

|                         |                |                  |                                          |
| Appropriation           | 5,300          | 5,600            | 300                                      |
| Funds Carried Forward from Previous Year | 1,677 | 1,500 | -177                                      |
| **Total**               |                | 6,977            | 7,100                                    | 123                                      |
### STAFF POSITIONS* - FISCAL YEARS 2019, 2020, 2021

<table>
<thead>
<tr>
<th>OFFICE</th>
<th>2019</th>
<th>2020 Budget</th>
<th>Change from 2019</th>
<th>2021 Estimate</th>
<th>Change from 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive</td>
<td>7</td>
<td>7</td>
<td>0</td>
<td>7</td>
<td>0</td>
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<tr>
<td>Legal Affairs</td>
<td>10</td>
<td>10</td>
<td>0</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>Government Relations/Public Affairs</td>
<td>8</td>
<td>8</td>
<td>0</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>Human Resources</td>
<td>6</td>
<td>6</td>
<td>0</td>
<td>6</td>
<td>0</td>
</tr>
<tr>
<td>Financial &amp; Administrative Services</td>
<td>10</td>
<td>12</td>
<td>2</td>
<td>12</td>
<td>0</td>
</tr>
<tr>
<td>Information Technology</td>
<td>10</td>
<td>9</td>
<td>-1</td>
<td>9</td>
<td>0</td>
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<tr>
<td>Program Performance</td>
<td>31</td>
<td>34</td>
<td>3</td>
<td>36</td>
<td>2</td>
</tr>
<tr>
<td>Data Governance &amp; Analysis</td>
<td>7</td>
<td>8</td>
<td>1</td>
<td>8</td>
<td>0</td>
</tr>
<tr>
<td>Compliance &amp; Enforcement</td>
<td>28</td>
<td>28</td>
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<td>30</td>
<td>2</td>
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<tr>
<td><strong>Office of the Inspector General</strong></td>
<td>117</td>
<td>122</td>
<td>5</td>
<td>126</td>
<td>4</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>147</strong></td>
<td><strong>152</strong></td>
<td><strong>5</strong></td>
<td><strong>158</strong></td>
<td><strong>6</strong></td>
</tr>
</tbody>
</table>

* Full Time Equivalents
The Legal Services Corporation is the single largest funder of civil legal services in the country and plays a vital role in a public-private partnership focused on fulfilling America’s pledge of equal justice for all. Since its founding more than four decades ago, LSC has been making a difference in the lives of low-income Americans by funding high-quality civil legal assistance to veterans, the elderly, victims of domestic abuse, tenants facing unlawful evictions, and others who cannot afford to pay for legal assistance.