

Legal Services

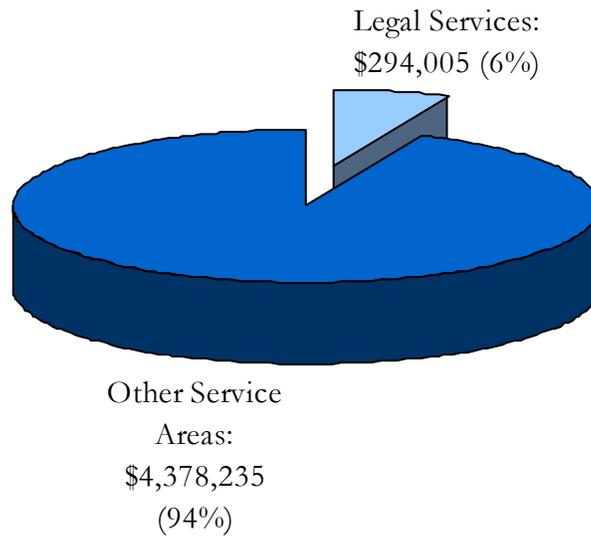
Goals and Services

Programs within this service area have a central goal to provide legal assistance to improve the navigation of systems, access to services, and knowledge of legal rights. Some examples of services provided by programs within this service area include legal services such as legal education and advocacy.

Contracted Service Providers included in this Service Area

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Percent of Investment in Legal Services and Other Service Areas, 2008



Highlights of Community Conditions

Legal services span a wide range of legal issues and serve a diverse array of clients. TCHHS/VS has contracted programs that offer legal services and related internal programs. Contracted services in this issue area primarily focus on at-risk children and youth or on immigration law. Legal services related to landlord and tenant issues are covered in the Housing Continuum issue area.

For many Texans, particularly those in poverty, access to the justice system is limited. Texas ranks 42nd in per capita funding for legal aid and **an estimated 20-25% of low-income Texans have unmet civil legal needs.**¹⁹⁷ “The major problems that impact access to the justice system in Texas are limited resources, restrictions on uses of funding, scarcity of legal services in rural areas of the state, and a rapidly increasing poverty population.”¹⁹⁸ There is a shortage of attorneys who can provide long-term legal services. Thus, only counsel/advice or brief consultation periods may be available to clients unable to afford legal services, some of whom must be referred to non-profit or community resources to obtain necessary services.¹⁹⁹

Demand for legal services continues to grow in the community. In 2006, the South Central Texas area had a 25% increase in 2-1-1 calls with requests for legal assistance.²⁰⁰ The Lawyer Referral Service of Central Texas, a local non-profit program, saw a 62% increase in clients requiring reduced-fee legal services in 2007-2008 compared to the previous year.²⁰¹ Several contracted agencies also reported an increase in referrals and caseloads in 2008.

At-risk children require legal services for **conservatorship proceedings**, and many of the cases are due to parental abuse or neglect. In 2007, there were close to 12,000 alleged victims of child abuse/neglect in Travis County.²⁰² Conservatorship was granted for 854 children, and 362 children were removed from their homes.²⁰³ The Texas Department of Family and Protective Services (DFPS) maintains legal responsibility for children removed from their homes. The Travis County rate of the annual number of children in DFPS legal responsibility (8.3 per 1,000 children) exceeds that of Texas (7.4).²⁰⁴ However, Travis County’s rate of 10.6 confirmed victims of child abuse/neglect per 1,000 children is lower than the state rate (11.2).²⁰⁵

Youth at risk of involvement or already involved in the **juvenile justice** system also require legal services. Contracted services assist at-risk youth enrolled in special education. A 2005 study by Texas A&M University’s Public Policy Research Institute found that the most important predictor of involvement in the juvenile justice system was a history of disciplinary referrals at school.²⁰⁶ Special education students statewide are disproportionately overrepresented in discretionary disciplinary referrals such as in-school and out-of-school suspension and Disciplinary Alternative Education Programs (DAEP).²⁰⁷ In Travis County schools²⁰⁸, 10% of the student population receives special education services,²⁰⁹ but they comprise 28% of the students referred to DAEP.²¹⁰

The immigrant population in Travis County (172,946 or 18% of the total population) impacts the need for **immigration-related legal services.**²¹¹ The social service contract funded by TCHHS/VS provides legal services to those individuals classified as refugees^{ee} who have incomes at or below 200% of the Federal Poverty Income Guideline level. In 2007, 4,551 individuals in the Austin-

^{ee} This program defines refugees as: persons who, at least one year ago, have been admitted to the United States with the legal status of Refugee, or are Cuban nationals with the legal status of Parole, or have been granted political asylum in the United States and are residing in Travis County.

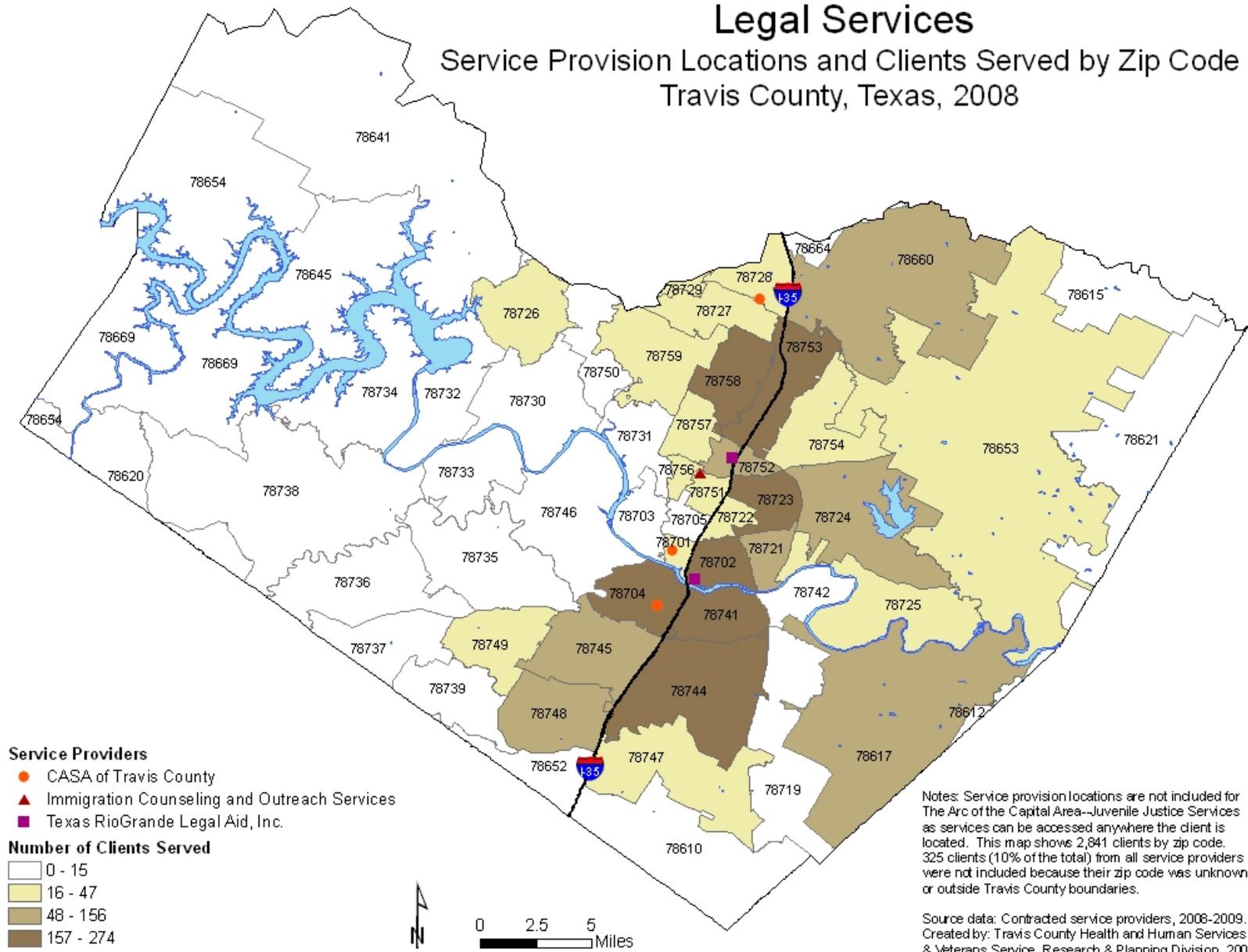
Round Rock Metropolitan Statistical Area (MSA) obtained legal permanent residency status. In the same time period 77,278 individuals in the state of Texas obtained legal permanent residency.²¹²

Travis County has historically had a proportionately larger immigrant population than that of both Texas and the United States. Due to recent economic conditions and increased enforcement efforts, the immigrant population is expected to decrease nationwide.²¹³ With the immigrant population currently in a state of flux, this trend bears watching for potential impact in the local community. Immigrants may need assistance negotiating the complex systems, laws, and policies pertaining specifically to immigration, as well as legal services to help assert their rights in housing or work situations.²¹⁴ Contracted agencies have noted increases in both the diversity of clients accessing services and in the number of Spanish-speaking clients; thus, language barriers may impact the types or complexity of legal service needs.

In an effort to revive the declining economy, the Federal Reserve Board has lowered interest rates significantly. This shift is likely to have an unintended negative impact on the provision of legal aid since the largest source of legal aid funding is the interest of bank accounts in which lawyers deposit revenue from their clients. An article in the *Austin American-Statesman* reports that “annual grants are expected to fall by at least 75 percent [in 2010] for agencies that address life-altering legal problems.”²¹⁵ This issue bears watching for local impact.

Legal Services

Service Provision Locations and Clients Served by Zip Code
Travis County, Texas, 2008



The Arc of the Capital Area Juvenile Justice Services

Program Description

The Arc of the Capital Area's Juvenile Justice Services program strives to provide juveniles positive alternatives to delinquent behavior in order to prevent juvenile justice system involvement or re-offense, as well as to promote staying in school, promote graduation from school and successful transition into the community. Services include resource development, person-centered planning, legal advocacy, special education advocacy, job placements, and vocational training.

Funding

The total TCHHS/VS investment in the Juvenile Justice Services program for 2008 was \$25,025. This investment comprised 27.4% of the total program budget. TCHHS/VS also funds the Arc of the Capital Area's Case Management Services program, which is described in the Supportive Services for Independent Living issue area section.

Eligibility Criteria

This program serves juveniles between the ages of 11 and 17 who reside in Travis County. Participants are also required to have a diagnosis of mental retardation or a developmental disability and either have been involved in the juvenile justice system or are at risk of involvement. They must also be enrolled in special education.

Client Demographics

Most (81%) clients served by Juvenile Justice Services were male, and 81% were between the ages of 13 and 17.^{ff} Nearly half (46%) of clients were Hispanic or Latino. White clients comprised the largest percentage of clients (48%), although a substantial amount of clients were African American (33%). A small majority (52%) had incomes at or below 100% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Gender	Number	Percent	Age	Number	Percent
Female	9	19%	6 to 12	8	17%
Male	39	81%	13 to 17	39	81%
<i>Total</i>	48	100%	18 to 24	1	2%
			<i>Total</i>	48	100%
Ethnicity			Income		
Hispanic or Latino	22	46%	<50% of FPIG	13	27%
Not Hispanic or Latino	26	54%	50% to 100%	12	25%
<i>Total</i>	48	100%	101% to 150%	3	6%
			151% to 200%	5	10%
			>200%	5	10%
Race			Balance – Not Specified	10	21%
American Indian or Alaskan Native	1	2%	<i>Total</i>	48	100%
Asian	1	2%			
Black or African American	16	33%			
White	23	48%			
Black or African American AND White	1	2%			
Balance – Multiple Races	3	6%			
Balance – Not Specified	3	6%			
<i>Total</i>	48	100%			

Note: Percentages may not total 100 due to rounding.

^{ff} Please note that one client served during the time period turned 18 years old in 2008 though s/he was 16 years old when s/he entered the program.

Client Zip Codes

The Juvenile Justice Services program reached clients across a wide range of zip codes within Travis County. However, a third of all clients were located in the Northeast section of the County, and 29% were located in the Southeast section. (See Appendix E for zip code classification map.)

<u>East</u>	<u>North</u>	Number	Percent	<u>Northeast</u>	Number	Percent	<u>Southwest</u>	Number	Percent		
78702	2	4.2%	78758	3	6.3%	78653	1	2.1%	78704	2	4.2%
78721	2	4.2%	<i>Total North</i>	3	6.3%	78660	5	10.4%	78745	2	4.2%
78723	1	2.1%			78664	3	6.3%	78748	2	4.2%	
78724	2	4.2%			78752	1	2.1%	<i>Total Southwest</i>	6	12.5%	
<i>Total East</i>	7	14.6%			78753	6	12.5%				
					<i>Total Northeast</i>	16	33.3%				
<u>Other/Unknown</u>	<u>Southeast</u>			<u>West</u>							
Other	0	0.0%	78617	2	4.2%	78703	1	2.1%			
Unknown	1	2.1%	78719	1	2.1%	<i>Total West</i>	1	2.1%			
<i>Total Other/Unknown</i>	1	2.1%	78741	6	12.5%						
			78744	5	10.4%						
			<i>Total</i>								
			<i>Southeast</i>	14	29.2%						

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

The Juvenile Justice Services program exceeded all performance goals and greatly exceeded the goals for the third output, which measures the number of direct visits with clients. Program staff members report that they were able to exceed output goals due to increased outreach and due to providing additional services and meetings at schools. Staff also report that the program achieved high outcomes due to the increase in client services and advocacy in schools and courts as well as intensified case management efforts.

Juvenile Justice Services Performance Measures, Actual Results, and Goals for 2008

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
<i>Outputs</i>			
Number of unduplicated clients served	48	45	107%
Number of special education/ARD meetings and/or juvenile court appearances attended by staff	286	250	114%
Number of direct client visits	220	140	157%
<i>Outcomes</i>			
Percentage of clients that remained in school or worked while receiving services	85% (41/48)	80% (36/45)	107%
Percentage of clients with developmental disabilities who did not offend/re-offend while receiving services	88% (42/48)	80% (36/45)	109%

Court Appointed Special Advocacy of Travis County, Inc. (d.b.a. CASA of Travis County)

Child Advocacy

Program Description

The Child Advocacy program provides advocates for severely abused and neglected children and operates with a vision of ensuring that every child lives in a secure, safe, and permanent home. The program recruits, screens, trains, and supervises volunteer advocates to represent clients in court. The volunteers spend one-on-one time with clients, research the details of the case, advocate for the child's placement and educational needs, and present clear, detailed reports to the judge which advocate for the child's best interest.

Funding

The total TCHHS/VS investment in the Child Advocacy program for 2008 was \$85,000. This investment comprised 3.8% of the total program budget.

Eligibility Criteria

This program serves children in Travis County who have been removed from their homes and taken into the conservatorship of the state of Texas due to severe abuse and neglect.

Client Demographics

The Child Advocacy program is split fairly evenly across gender lines, with 52% of all participants being male. The largest share (37%) of participants were 5 years old or younger, and the next largest share (34%) were between the ages of 6 and 12. Nearly half (42%) of clients were Hispanic or Latino. In terms of race, White clients comprised the largest percentage of clients (56%), although a substantial amount of clients were African American (20%). Please note that participating children do not report income; therefore, income data are unavailable.

Gender	Number	Percent	Age	Number	Percent
Female	545	47%	5 and Under	426	37%
Male	604	52%	6 to 12	396	34%
Balance – Not Specified	7	1%	13 to 17	285	25%
<i>Total</i>	<i>1,156</i>	<i>100%</i>	18 to 24	43	4%
			Balance – Not Specified	6	1%
			<i>Total</i>	<i>1,156</i>	<i>100%</i>
Ethnicity					
Hispanic or Latino	480	42%			
Not Hispanic or Latino	676	58%			
<i>Total</i>	<i>1,156</i>	<i>100%</i>			
Race					
American Indian or Alaskan Native	3	0.3%			
Asian	2	0.2%			
Black or African American	234	20%			
White	642	56%			
Asian AND White	9	1%			
Black or African American AND White	14	1%			
Balance – Multiple Races	57	5%			
Balance – Not Specified	195	17%			
<i>Total</i>	<i>1,156</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

The Child Advocacy program reached clients across a wide range of areas within Travis County. Prior to entering the program or foster care, the largest share (23.7%) resided in the East section of the County. Nearly one in five (19.5%) resided in the Southwest section, and 18.6% resided in the Southeast section. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	19	1.6%	78727	4	0.3%	78621	2	0.2%	78704	106	9.2%
78705	4	0.3%	78728	6	0.5%	78653	4	0.3%	78735	3	0.3%
78751	16	1.4%	78757	9	0.8%	78660	14	1.2%	78736	6	0.5%
78756	5	0.4%	78758	63	5.4%	78664	1	0.1%	78737	1	0.1%
<i>Total Central</i>	<i>44</i>	<i>3.8%</i>	78759	3	0.3%	78752	25	2.2%	78745	54	4.7%
			<i>Total North</i>	<i>85</i>	<i>7.4%</i>	78753	80	6.9%	78748	42	3.6%
						78754	14	1.2%	78749	13	1.1%
East			Northwest			<i>Total Northeast</i>	<i>140</i>	<i>12.1%</i>	<i>Total Southwest</i>	<i>225</i>	<i>19.5%</i>
78702	103	8.9%	78641	2	0.2%						
78721	39	3.4%	78726	10	0.9%	Southeast			West		
78722	7	0.6%	78731	1	0.1%	78617	39	3.4%	78733	1	0.1%
78723	73	6.3%	78732	4	0.3%	78719	3	0.3%	78738	1	0.1%
78724	48	4.2%	78734	7	0.6%	78741	90	7.8%	<i>Total West</i>	<i>2</i>	<i>0.2%</i>
78725	4	0.3%	78750	1	0.1%	78744	68	5.9%			
			<i>Total</i>			78747	15	1.3%			
<i>Total East</i>	<i>274</i>	<i>23.7%</i>	<i>Northwest</i>	<i>25</i>	<i>2.2%</i>	<i>Total Southeast</i>	<i>215</i>	<i>18.6%</i>			
Other/Unknown											
Other	52	4.5%									
Unknown	94	8.1%									
<i>Total Other/Unknown</i>	<i>146</i>	<i>12.6%</i>									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

The Child Advocacy program met the target range of performance expectations. The program greatly exceeded the goal for the second output, which measures the number of hours reported by volunteers assigned to a case. Staff members attribute this high result to encouraging volunteers to submit the hours that they worked in a timely fashion.

Child Advocacy Performance Measures, Actual Results, and Goals for 2008

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
<i>Outputs</i>			
Number of unduplicated clients served by a volunteer Guardians ad Litem and supportive relationships	1,156	1,275	91%
Number of hours reported by volunteers assigned to a case	17,733	16,000	111%
Number of active volunteers working on a case	388	430	90%
<i>Outcomes</i>			
Percentage of unduplicated clients successfully completing the program	90% (407/450)	90% (405/450)	101%
Percentage of clients served for three months or greater showing improvement in the categories of legal, placement, therapy, medical, and educational	87% (887/1,024)	85% (895/1,050)	102%

Immigrant Counseling and Outreach Services

Refugee Adjustment of Status Assistance

Program Description

The Refugee Adjustment of Status Assistance (RASA) program assists refugees living in Travis County in acquiring Lawful Permanent Residency status. Services include outreach to refugees and legal assistance for adjustment applications. The program also provides technical assistance for completing the application packet for Lawful Permanent Residency status, and any follow-up advocacy and action that may be necessary.

Funding

The total TCHHS/VS investment in RASA for 2008 was \$10,305. This investment comprised 16.5% of the total program budget.

Eligibility Criteria

This program serves Travis County residents who, at least one year ago, have been admitted to the United States with the legal status of Refugee, or are Cuban nationals with the legal status of Parole (granted by the Immigration and Naturalization Service or the Department of Homeland Security), or have been granted Political Asylum in the United States. The term “refugee” is used to describe all such persons. Additionally, this program only serves residents who have no higher income than 200% of the Federal Poverty Income Guideline level.

Client Demographics

A slight majority (55%) of RASA clients were male. Nearly a third (30%) were between the ages of 37 and 55, and 22% were between the ages of 25 and 36. The vast majority (44%) of the remaining clients were under the age of 25. Nearly half (44%) of clients were Hispanic or Latino. In terms of race, White clients comprised the largest percentage of clients (42%), although a substantial percentage of clients were Asian (32%) and Black or African American (27%). All clients had incomes at or below 200% of the Federal Poverty Income Guideline level, and approximately half (52%) had incomes at or below 100% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Gender	Number	Percent	Age	Number	Percent
Female	85	45%	5 and Under	12	6%
Male	102	55%	6 to 12	28	15%
<i>Total</i>	<i>187</i>	<i>100%</i>	13 to 17	23	12%
			18 to 24	20	11%
			25 to 36	42	22%
			37 to 55	56	30%
			56 to 74	4	2%
			75 and Over	2	1%
			<i>Total</i>	<i>187</i>	<i>100%</i>
Ethnicity	Number	Percent		Number	Percent
Hispanic or Latino	83	44%			
Not Hispanic or Latino	104	56%			
<i>Total</i>	<i>187</i>	<i>100%</i>			
Race	Number	Percent	Income	Number	Percent
Asian	59	32%	<50% of FPIG	32	17%
Black or African American	50	27%	50% to 100%	65	35%
White	78	42%	101% to 150%	49	26%
<i>Total</i>	<i>187</i>	<i>100%</i>	151% to 200%	41	22%
			<i>Total</i>	<i>187</i>	<i>100%</i>

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Nearly half (42%) of RASA clients resided in the Northeast section of the County when they began participating in the program, and most clients in this area lived in the 78753 zip code. The next largest share (29.9%) resided in the North section of the County with most living in the 78758 zip code. (See Appendix E for zip code classification map.)

<u>East</u>	<u>North</u>	Number	Percent	<u>Northeast</u>	Number	Percent	<u>Southwest</u>	Number	Percent		
78702	15	8.0%	78727	1	0.5%	78660	4	2.1%	78704	4	2.1%
78721	1	0.5%	78728	6	3.2%	78664	11	5.9%	78745	12	6.4%
78724	3	1.6%	78729	1	0.5%	78752	5	2.7%	78749	1	0.5%
<i>Total East</i>	<i>19</i>	<i>10.2%</i>	78758	48	25.7%	78753	59	31.6%	<i>Total Southwest</i>	<i>17</i>	<i>9.1%</i>
			<i>Total North</i>	<i>56</i>	<i>29.9%</i>	<i>Total Northeast</i>	<i>79</i>	<i>42.2%</i>			
<u>Other/Unknown</u>	<u>Northwest</u>			<u>Southeast</u>							
Other	1	0.5%	78641	2	1.1%	78741	11	5.9%			
Unknown	0	0.0%	78726	1	0.5%	<i>Total Southeast</i>	<i>11</i>	<i>5.9%</i>			
<i>Total Other/Unknown</i>	<i>1</i>	<i>0.5%</i>	78731	1	0.5%						
			<i>Total</i>								
			<i>Northwest</i>	<i>4</i>	<i>2.1%</i>						

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

RASA exceeded its performance goals for both outcome performance measures but fell below performance goals for both outputs. The first output, which measures the number of clients served, was lower than expected because Refugee Services of Texas (another agency serving refugees in Travis County) became a Recognized Agency and ceased referring refugees that they resettled. Likewise, a key partner began referring their clients to Refugee Services of Texas. By the third quarter, however, referrals began rising again. Program staff members also report that the second output, which measures the number of Adjustment of Status applications processed, fell short of its target because the U.S. Citizenship and Immigration Services became temporarily backlogged during the third quarter.

Refugee Adjustment of Status Assistance Program Performance Measures, Actual Results, and Goals for 2008

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
<i>Outputs</i>			
Number of unduplicated clients served	190	260	73%
Number of Adjustment of Status applications processed	187	245	76%
<i>Outcomes</i>			
Percentage of unduplicated clients whose cases were closed and who received Lawful Permanent Residency (LPR) status (includes clients served in previous years)	99.6% (280/281)	95% (214/225)	105%
Percentage of RASA households who completed a survey and reported that they were satisfied with the agency's services	100% (61/61)	95% (95/100)	105%

Texas RioGrande Legal Aid, Inc.

Legal Assistance

Program Description

Texas RioGrande Legal Aid (TRLA) addresses the basic human needs of eligible clients by providing legal assistance to: obtain, preserve, or increase financial security for clients in their public benefits cases; obtain or preserve safe, decent, and affordable housing for clients facing eviction and/or homelessness; and obtain available resources and benefits for homeless clients.

Funding

The total TCHHS/VS investment in the Legal Assistance program for 2008 was \$173,675. This investment comprised 15% of the total program budget.

Eligibility Criteria

To be eligible for free legal services, clients must have incomes at or below 125% of the Federal Poverty Income Guideline level though, in certain cases, clients may have incomes up to 200% of the Federal Poverty Income Guideline level. This program prioritizes clients whose legal problems are life-threatening or life-altering.

Client Demographics

Over two-thirds (69%) of Legal Assistance clients were female. Close to half (47%) were between the ages of 37 and 55, and approximately a quarter (23%) were between the ages of 25 and 36. Almost a third (30%) of clients were Hispanic or Latino. In terms of race, White clients comprised the largest percentage of clients (57%), although a substantial percentage of clients were Black or African American (36%). Nearly three-quarters (72%) of clients had incomes at or below 100% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Gender	Number	Percent	Age	Number	Percent
Female	1,222	69%	5 and Under	2	0.1%
Male	548	31%	6 to 12	6	0.3%
Balance – Not Specified	5	0.3%	13 to 17	6	0.3%
<i>Total</i>	<i>1,775</i>	<i>100%</i>	18 to 24	147	8%
			25 to 36	408	23%
			37 to 55	840	47%
			56 to 74	298	17%
			75 and Over	61	3%
			Balance – Not Specified	7	0.4%
			<i>Total</i>	<i>1,775</i>	<i>100%</i>

Ethnicity	Number	Percent	Race	Number	Percent
Hispanic or Latino	541	30%	American Indian or Alaskan Native	8	0.5%
Not Hispanic or Latino	1,229	69%	Asian	16	1%
Balance – Not Specified	5	0.3%	Black or African American	643	36%
<i>Total</i>	<i>1,775</i>	<i>100%</i>	White	1,018	57%
			Black or African American AND White	46	3%
			Balance – Multiple Races	44	2%
			<i>Total</i>	<i>1,775</i>	<i>100%</i>

Race	Number	Percent	Income	Number	Percent
American Indian or Alaskan Native	8	0.5%	<50% of FPIG	677	38%
Asian	16	1%	50% to 100%	601	34%
Black or African American	643	36%	101% to 150%	301	17%
White	1,018	57%	151% to 200%	143	8%
Black or African American AND White	46	3%	>200%	53	3%
Balance – Multiple Races	44	2%	<i>Total</i>	<i>1,775</i>	<i>100%</i>
<i>Total</i>	<i>1,775</i>	<i>100%</i>			

Note: Percentages may not total 100 due to rounding.

Client Zip Codes

Legal Assistance clients were dispersed throughout Travis County. Just over a quarter (27.2%) resided in the East section of the County when they entered the program. The next largest share (17.1%) resided in the Southeast section of the County. (See Appendix E for zip code classification map.)

Central	Number	Percent	North	Number	Percent	Northeast	Number	Percent	Southwest	Number	Percent
78701	28	1.6%	78727	30	1.7%	78621	1	0.1%	78652	1	0.1%
78705	8	0.5%	78728	17	1.0%	78653	19	1.1%	78704	87	4.9%
78751	24	1.4%	78729	20	1.1%	78660	54	3.0%	78735	10	0.6%
78756	17	1.0%	78757	22	1.2%	78752	61	3.4%	78737	2	0.1%
<i>Total Central</i>	<i>77</i>	<i>4.3%</i>	78758	80	4.5%	78753	105	5.9%	78739	1	0.1%
			78759	17	1.0%	78754	23	1.3%	78745	88	5.0%
East			<i>Total North</i>	<i>186</i>	<i>10.5%</i>	<i>Total Northeast</i>	<i>263</i>	<i>14.8%</i>	78748	27	1.5%
78702	154	8.7%						78749	12	0.7%	
78721	74	4.2%	Northwest			Southeast		<i>Total Southwest</i>	<i>228</i>	<i>12.8%</i>	
78722	17	1.0%	78645	7	0.4%	78617	31	1.7%			
78723	152	8.6%	78726	9	0.5%	78719	1	0.1%	West		
78724	66	3.7%	78731	8	0.5%	78741	154	8.7%	78703	4	0.2%
78725	20	1.1%	78734	6	0.3%	78742	2	0.1%	78733	3	0.2%
<i>Total East</i>	<i>483</i>	<i>27.2%</i>	78750	14	0.8%	78744	95	5.4%	78738	1	0.1%
			<i>Total Northwest</i>	<i>44</i>	<i>2.5%</i>	78747	21	1.2%	78746	5	0.3%
Other/Unknown						<i>Total Southeast</i>	<i>304</i>	<i>17.1%</i>	<i>Total West</i>	<i>13</i>	<i>0.7%</i>
Other	175	9.9%									
Unknown	2	0.1%									
<i>Total Other/Unknown</i>	<i>177</i>	<i>10.0%</i>									

Note: Percentages may not total 100 due to rounding.

Performance Goals and Results

The Legal Assistance program exceeded all performance goals. The program far surpassed the goals for the output performance measures. Program staff members explain that the reason for this stems from changes in the manner in which staff calculate these performance measures. Previously, staff reported a case only once it was closed, which only represented a subset of the clients served by the program. Now, staff members include new cases and cases that are open throughout the period.

Legal Assistance Program Performance Measures, Actual Results, and Goals for 2008

Performance Measure	Total Program Performance Results	Total Program Performance Goals	% of Total Program Performance Goal Achieved
<i>Outputs</i>			
Number of unduplicated clients served	1,775	1,350	132%
Number of housing legal assistance clients served	1,222	1,095	112%
Number of public benefits legal assistance clients served	762	685	111%
<i>Outcomes</i>			
Percentage of clients who, because of being provided legal assistance, experienced improvement in their ability to maintain or access housing	96% (1,147/1,201)	95% (1,035/1,095)	101%
Percentage of clients who, as a result of receiving legal assistance, obtained, preserved or increased a public benefit	96% (709/742)	94% (645/685)	102%
Percentage of clients who were satisfied with the legal services provided	96% (1,700/1,776)	93% (1,255/1,350)	103%