

# Legal Services

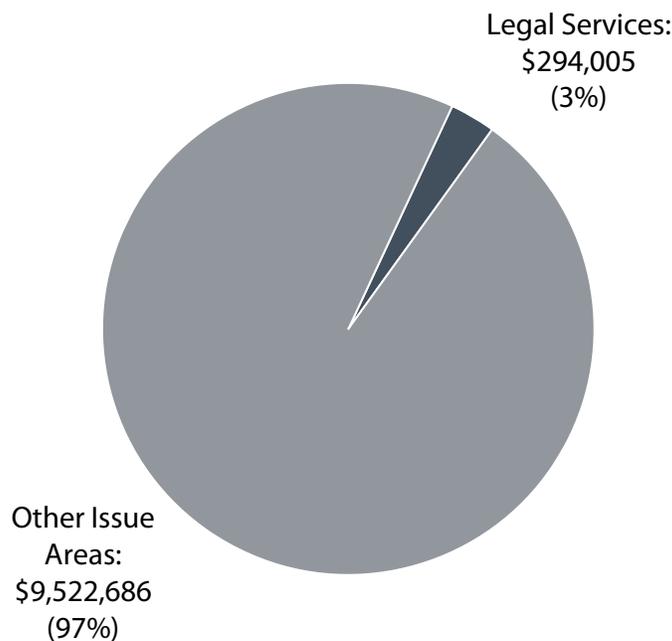
## GOALS AND SERVICES

Programs within this issue 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 issue area include legal education and advocacy.

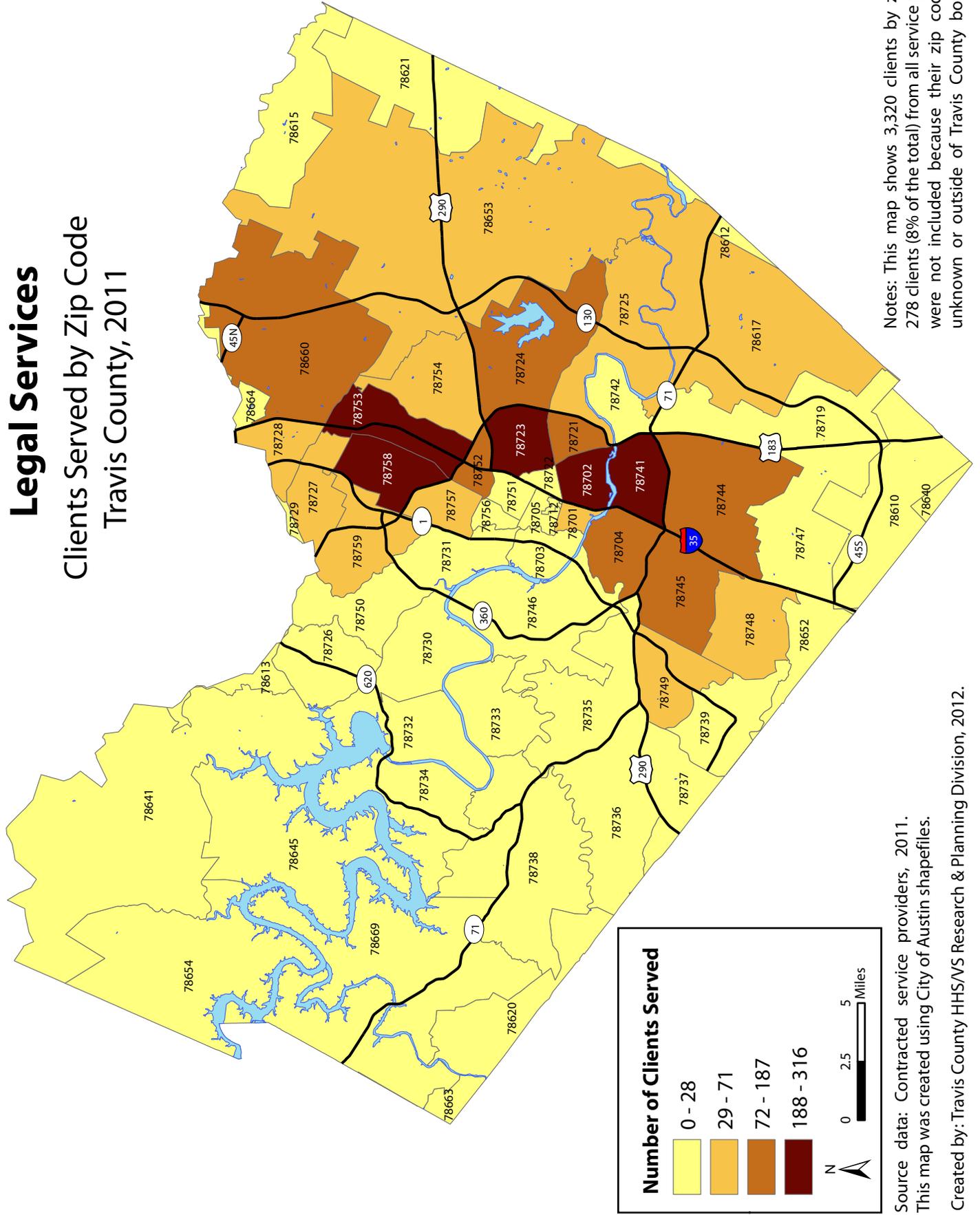
## CONTRACTED SERVICE PROVIDERS

- The Arc of the Capital Area: Juvenile Justice Services
- CASA of Travis County
- Immigration Counseling and Outreach Services
- Texas RioGrande Legal Aid

## INVESTMENT IN LEGAL SERVICES AND OTHER ISSUE AREAS, 2011



# Legal Services Clients Served by Zip Code Travis County, 2011



Notes: This map shows 3,320 clients by zip code. 278 clients (8% of the total) from all service providers were not included because their zip codes were unknown or outside of Travis County boundaries.

Source data: Contracted service providers, 2011. This map was created using City of Austin shapefiles.

Created by: Travis County HHS/VIS Research & Planning Division, 2012.

# 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 positive alternatives to criminal behavior among youth with developmental disabilities in order to prevent criminal involvement or re-offense. The program also helps participants remain in school, reach graduation and successfully transition into the community. Services provided include:

- Resource development: locate and assist clients with appropriate resource providers to meet individual needs, including job coaches, educational/vocational opportunities, and other services
- Person-centered planning: assist clients in determining individual goals and methods and plans to achieve those goals
- Legal advocacy: work with probationers, juveniles, and parents to assure that the juvenile is meeting probation requirements
- Special education advocacy: attend education planning sessions, advocate for clients during Admission, Review, and Dismissal (ARD) meetings, assist parents/guardians with understanding the special education system, and track special education documents and outcomes to assure appropriate educational settings
- Job placements and vocational training: work with the community for summer job placements for clients and evaluate vocation training options as needed with education planning

### Funding

The total TCHHS/VS investment in the Juvenile Justice Services program for 2011 was \$25,025. This investment comprised 20.6% of the total program budget. TCHHS/VS also funds The Arc of the Capital Area's Case Management 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

The Juvenile Justice Services program served mostly male (93%) clients. All clients were youth between the ages of 10 and 14 (57%) or age 15 to 17 (43%). Half of the youth served were Hispanic or Latino. Nearly two-thirds (65%) of youth were White and 30% were Black or African American. Over one-third (37%) of youth lived in households with incomes between 50% and 100% of the Federal Poverty Income Guideline (FPIG) level, while 24% lived in households with incomes between 101% and 150% of FPIG. (See Appendix C for specific guideline income levels.)

Gender			Age		
	Num.	Pct.		Num.	Pct.
Female	3	7%	10 to 14	26	57%
Male	43	93%	15 to 17	20	43%
<i>Total</i>	46	100%	<i>Total</i>	46	100%

Ethnicity			Income		
	Num.	Pct.		Num.	Pct.
Hispanic or Latino	23	50%	<50% of FPIG	3	7%
Not Hispanic or Latino	21	46%	50% to 100%	17	37%
Unknown	2	4%	101% to 150%	11	24%
<i>Total</i>	46	100%	151% to 200%	5	11%
			>200%	6	13%
			Unknown	4	9%
			<i>Total</i>	46	100%

Race		
<i>Population of one race:</i>		
Black or African American	14	30%
White	30	65%
<i>Other and Unknown:</i>		
Unknown	2	4%
<i>Total</i>	46	100%

Note: Percentages may not total to 100% due to rounding.

## Client Zip Codes

Over one-third (35%) of youth in this program were located in the Northeast area of Travis County and 20% of youth resided in the Southwest area. The North and Southeast areas had equal shares of youth in residence, each with 17% of the population served. (See Appendix F for zip code classification map.)

Northeast			Southwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78653	2	4.3%	78704	2	4.3%	78757	1	2.2%
78660	5	10.9%	78739	1	2.2%	78758	6	13.0%
78752	2	4.3%	78745	4	8.7%	78759	1	2.2%
78753	6	13.0%	78748	2	4.3%	<i>Total North</i>	8	17.4%
78754	1	2.2%	<i>Total Southwest</i>	9	19.6%			
<i>Total Northeast</i>	16	34.8%						
Southeast						East		
78741	1	2.2%				78702	2	4.3%
78744	7	15.2%				78723	2	4.3%
<i>Total Southeast</i>	8	17.4%				78725	1	2.2%
						<i>Total East</i>	5	10.9%

Note: Percentages may not total to 100% due to rounding.

## Performance Goals and Results

The Arc of the Capital Area exceeded all performance goals in 2011. Staff believe that increased Arc involvement with school personnel to identify student needs and enhanced collaborations and services at middle schools have led to higher numbers of youth remaining in school or work (see the first outcome). Staff noted that Arc program provisions have been modified and improved by broadening parental involvement for student cooperation and improvement. These efforts are also believed to have positively impacted the number of youth who did not offend or re-offend while receiving services (see the second outcome).

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served	46	45	102%
Number of special education/ARD meetings and/or juvenile court appearances attended by staff	274	250	110%
Number of direct client visits	154	140	110%
<b>Outcomes</b>			
Percentage of clients that remained in school or worked while receiving services	96% (44/46)	80% (36/45)	120%
Percentage of clients who did not offend/re-offend while receiving services	91% (42/46)	80% (36/45)	114%

# CASA of Travis County

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## Child Advocacy

### Program Description

The Child Advocacy program provides an advocate for abused and neglected children, with a vision of ensuring that every child lives in a secure, safe, and permanent home. The program recruits, screens, trains, and supervises volunteers to provide guardian ad litem representation. The volunteers spend an average of 20 hours per month with each child, research the details of the case, advocate for the child's legal, placement, medical, educational, and therapeutic needs, and present clear, detailed reports to the judge advocating for the child's best interest.

### Funding

The total TCHHS/VS investment in the Child Advocacy program for 2011 was \$85,000. This investment comprised 4.3% of the total program budget.

### Eligibility Criteria

This program serves all children under the jurisdiction of the Travis County courts from birth to age 18. The Travis County courts appoint CASA to cases of child abuse and neglect that require intensive advocacy.

## Client Demographics

Slightly more children and youth in this program were male (51%). Over one-third (35%) were children under the age of five and 26% were between the ages of five and nine. Hispanic or Latino children and youth comprised 44% of the population served. More than half (60%) of children and youth were White and 28% were Black or African American. This program serves children ages 18 and younger under the jurisdiction of Travis County courts, so income information is not collected.

Gender			Age		
	Num.	Pct.		Num.	Pct.
Female	695	49%	Under 5	505	35%
Male	729	51%	5 to 9	372	26%
<i>Total</i>	<i>1,424</i>	<i>100%</i>	10 to 14	317	22%
			15 to 17	183	13%
			18 to 24	29	2%
			Unknown	18	1%
			<i>Total</i>	<i>1,424</i>	<i>100%</i>

Ethnicity		
	Num.	Pct.
Hispanic or Latino	621	44%
Not Hispanic or Latino	770	54%
Unknown	33	2%
<i>Total</i>	<i>1,424</i>	<i>100%</i>

Race		
<i>Population of one race:</i>		
	Num.	Pct.
American Indian or Alaska Native	3	0.2%
Asian	3	0.2%
Black or African American	405	28%
White	852	60%
<i>Population of two races:</i>		
Black or African American <b>and</b> White	7	0.5%
All other two race combinations	118	8%
<i>Other and Unknown:</i>		
Other	3	0.2%
Unknown	33	2%
<i>Total</i>	<i>1,424</i>	<i>100%</i>

Income		
	Num.	Pct.
Not Applicable	1,424	100%
<i>Total</i>	<i>1,424</i>	<i>100%</i>

Note: Percentages may not total to 100% due to rounding.

## Client Zip Codes

One-quarter of children and youth in this program lived in the East area of Travis County. Larger numbers of children and youth also resided in the Southeast (19%) and Northeast (18%) areas of the county. (See Appendix F for zip code classification map.)

Northeast			Northwest			North		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78621	8	0.6%	78613	5	0.4%	78727	21	1.5%
78653	18	1.3%	78641	5	0.4%	78728	29	2.0%
78660	51	3.6%	78645	1	0.1%	78729	7	0.5%
78664	9	0.6%	78654	3	0.2%	78757	25	1.8%
78752	61	4.3%	78726	9	0.6%	78758	83	5.8%
78753	90	6.3%	78731	2	0.1%	78759	11	0.8%
78754	22	1.5%	78732	1	0.1%	<i>Total North</i>	<i>176</i>	<i>12.4%</i>
<i>Total Northeast</i>	<i>259</i>	<i>18.2%</i>	78734	1	0.1%			
			78750	3	0.2%			
			<i>Total Northwest</i>	<i>30</i>	<i>2.1%</i>			
Southeast			Southwest			East		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78612	3	0.2%	78652	2	0.1%	78702	103	7.2%
78617	45	3.2%	78704	60	4.2%	78721	68	4.8%
78640	3	0.2%	78735	12	0.8%	78722	5	0.4%
78719	3	0.2%	78736	2	0.1%	78723	99	7.0%
78741	119	8.4%	78745	72	5.1%	78724	76	5.3%
78742	7	0.5%	78748	30	2.1%	78725	11	0.8%
78744	80	5.6%	78749	12	0.8%	<i>Total East</i>	<i>362</i>	<i>25.4%</i>
78747	14	1.0%	<i>Total Southwest</i>	<i>190</i>	<i>13.3%</i>			
<i>Total Southeast</i>	<i>274</i>	<i>19.2%</i>						
West			Others			Central		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78620	4	0.3%	Outside of Travis Co.	45	3.2%	78701	31	2.2%
78703	3	0.2%	Unknown	36	2.5%	78705	1	0.1%
78738	4	0.3%	<i>Total Others</i>	<i>81</i>	<i>5.7%</i>	78751	3	0.2%
78746	4	0.3%				78756	2	0.1%
<i>Total West</i>	<i>15</i>	<i>1.1%</i>				<i>Total Central</i>	<i>37</i>	<i>2.6%</i>

Note: Percentages may not total to 100% due to rounding.

## Performance Goals and Results

The Child Advocacy program exceeded all performance targets. Staff members noted that CASA was assigned to a record number of cases in the first quarter of 2011 and the assignments continued to be high throughout the year, which led to a large number of clients served (see the first output). Staff believe that the high number of volunteers completing training (see the second output) reflects their successful volunteer recruitment activities. The program began the year with 364 active volunteers assigned to a case, and additional volunteers accepted assignments to cases throughout the year (see the third output).

The number of children whose cases closed was higher than anticipated (see the first outcome), which reflects a higher number of children served overall and successfully completing the program. Finally, CASA's Program Director determined that the tracking system for the five outcome categories led to under-reporting of positive outcomes (see the second outcome). A change was made to the way outcomes are tracked, which staff believe more accurately reflects the outcomes for these children. The goal of 85% was set before the change in tracking was made; therefore the program exceeded this goal during each quarter of the contract year.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served	1,424	1,200	119%
Number of volunteers completing training	199	135	147%
Number of volunteers assigned to a case	653	500	131%
<b>Outcomes</b>			
Percentage of unduplicated clients successfully completing the program	88% (500/570)	85% (327/385)	103%
Percentage of clients with overall positive outcomes (i.e. showing improvements in legal, placement, medical, educational, and therapeutic outcome categories)	95% (1,359/1,424)	85% (816/960)	112%

# Immigration Counseling and Outreach Services

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## Status Improvement Assistance

### Program Description

The Status Improvement Assistance (SIA) program has three components: Refugee Adjustment of Status Assistance, Citizenship, and Green Card Replacement. The program strives to improve the immigration status of low-income immigrants through applications to the United States Citizenship and Immigration Services (USCIS). Services include outreach to immigrants, eligibility screening, providing legal and technical assistance necessary to complete the appropriate applications to the USCIS, mailing the application packets to the correct USCIS site, and providing any follow-up advocacy and action that may be necessary.

### Funding

The total TCHHS/VS investment in the Status Improvement Assistance program for 2011 was \$10,305. This investment comprised 16.2% of the total program budget.

### Eligibility Criteria

This program serves three distinct groups of immigrants: refugees who must apply for Adjustment of Status to Lawful Permanent Residency (LPR) one year after being admitted to the United States; persons who are able to apply to “naturalize” as citizens of the United States and also children who must document derived citizenship because a parent naturalized; and Lawful Permanent Residents who must renew or replace their LPR card. All clients are Travis County residents with incomes at or below 200% of the Federal Poverty Income Guideline level.

## Client Demographics

Slightly more than half (55%) of clients served in this program were male. Over one-quarter (28%) of clients were age 25 to 39 and 24% of clients were between 40 and 59 years old. More than one-third (38%) of clients were Hispanic or Latino. Asian clients comprised 43% of the population served; the remainder were White (33%) or Black or African American (23%). Close to half (45%) of clients had incomes below 50% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

Please note that client demographics reflect those clients who had LPR, U.S. citizenship, and/or LPR card renewal/replacement applications processed.

<b>Gender</b>			<b>Age</b>		
	Num.	Pct.		Num.	Pct.
Female	145	45%	Under 5	14	4%
Male	178	55%	5 to 9	20	6%
<i>Total</i>	<i>323</i>	<i>100%</i>	10 to 14	26	8%
			15 to 17	16	5%
			18 to 24	44	14%
			25 to 39	91	28%
			40 to 59	78	24%
			60 to 74	28	9%
			75 and over	6	2%
			<i>Total</i>	<i>323</i>	<i>100%</i>

<b>Ethnicity</b>			<b>Income</b>		
	Num.	Pct.		Num.	Pct.
Hispanic or Latino	122	38%	<50% of FPIG	145	45%
Not Hispanic or Latino	201	62%	50% to 100%	90	28%
<i>Total</i>	<i>323</i>	<i>100%</i>	101% to 150%	57	18%
			151% to 200%	27	8%
			>200%	4	1%
			<i>Total</i>	<i>323</i>	<i>100%</i>

<b>Race</b>		
	Num.	Pct.
<i>Population of one race:</i>		
Asian	140	43%
Black or African American	75	23%
White	108	33%
<i>Total</i>	<i>323</i>	<i>100%</i>

Note: Percentages may not total to 100% due to rounding.

## Client Zip Codes

Over one-quarter (29%) of clients in this program resided in the East area of Travis County. The Northeast (27%) area also had a sizeable share of the client population. (See Appendix F for zip code classification map.)

Please note that client zip codes reflect those clients who had LPR, U.S. citizenship, and/or LPR card renewal/replacement applications processed.

<b>Northeast</b>			<b>Northwest</b>			<b>North</b>		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78653	1	0.3%	78613	1	0.3%	78727	1	0.3%
78660	13	4.0%	78641	3	0.9%	78728	2	0.6%
78664	5	1.5%	78726	1	0.3%	78757	5	1.5%
78752	12	3.7%	<i>Total Northwest</i>	5	1.5%	78758	51	15.8%
78753	55	17.0%				78759	2	0.6%
<i>Total Northeast</i>	86	26.6%				<i>Total North</i>	61	18.9%
<b>Southeast</b>			<b>Southwest</b>			<b>East</b>		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78610	1	0.3%	78704	9	2.8%	78702	15	4.6%
78617	1	0.3%	78735	1	0.3%	78721	1	0.3%
78741	44	13.6%	78737	1	0.3%	78723	77	23.8%
78744	8	2.5%	78745	3	0.9%	78724	2	0.6%
<i>Total Southeast</i>	54	16.7%	78748	1	0.3%	<i>Total East</i>	95	29.4%
			<i>Total Southwest</i>	15	4.6%			
<b>Others</b>			<b>Central</b>					
	Num.	Pct.		Num.	Pct.	78751	2	0.6%
Outside of Travis Co.	5	1.5%				<i>Total Central</i>	2	0.6%
<i>Total Others</i>	5	1.5%						

Note: Percentages may not total to 100% due to rounding.

## Performance Goals and Results

Immigration Counseling and Outreach Services met or exceeded all performance expectations. Of note, the program greatly exceeded the number of Adjustment of Status to Lawful Permanent Residency applications processed (see the second output). Staff noted that they helped more refugees file applications in the second quarter of 2011 than anticipated.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served	265	260	102%
Number of Adjustment of Status to Lawful Permanent Residency (LPR) applications processed	291	238	122%
Number of U.S. citizenship applications processed	8	8	100%
Number of LPR card renewal/replacement applications processed	24	24	100%
<b>Outcomes</b>			
Percentage of persons whose cases were resolved and who received LPR status	100% (240/241)	96% (220/230)	104%
Percentage of persons whose cases were resolved and who received U.S. citizenship	80% (4/5)	80% (4/5)	100%
Percentage of persons whose cases were resolved and who received new LPR cards	95% (18/19)	90% (18/20)	105%

# Texas RioGrande Legal Aid

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## Legal Assistance Program

### Program Description

Texas RioGrande Legal Aid (TRLA) works to address 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. TRLA offers telephone intake opportunities, walk-ins, and appointments at their office and also hosts evening law clinics in north-central and east Austin schools.

### Funding

The total TCHHS/VS investment in the Legal Assistance program for 2011 was \$173,675. This investment comprised 13.2% of the total program budget.

### Eligibility Criteria

TRLA serves low-income and disadvantaged clients in a 68-county service area that covers the southwestern third of the state of Texas, including the entire Texas-Mexico border region; however, TCHHS/VS funds are used solely for clients who reside in Travis County. To be eligible for free legal services, clients must have incomes at or below 125% of the Federal Poverty Income Guideline level. In certain cases, clients may have incomes up to 200% of the Federal Poverty Income Guideline level and be eligible for TRLA services. This program prioritizes clients whose legal problems are life-threatening or life-altering.

## Client Demographics

Close to two-thirds (65%) of clients served by Texas RioGrande Legal Aid were female. Nearly half (48%) were clients between 40 and 59 years of age and 28% were in the 25 to 39 age range. Almost one-third (31%) of clients were Hispanic or Latino. Over half (58%) of clients were White and 34% were Black or African American. Clients with incomes below 50% of the Federal Poverty Income Guideline level accounted for 45% of the client population. (See Appendix C for specific guideline income levels.)

Gender			Age		
	Num.	Pct.		Num.	Pct.
Female	1,168	65%	10 to 14	10	1%
Male	624	35%	15 to 17	7	0.4%
Unknown	13	1%	18 to 24	133	7%
<i>Total</i>	<i>1,805</i>	<i>100%</i>	25 to 39	500	28%
			40 to 59	865	48%
			60 to 74	234	13%
			75 and over	40	2%
			Unknown	16	1%
			<i>Total</i>	<i>1,805</i>	<i>100%</i>

Ethnicity		
	Num.	Pct.
Hispanic or Latino	562	31%
Not Hispanic or Latino	1,233	68%
Unknown	10	1%
<i>Total</i>	<i>1,805</i>	<i>100%</i>

Race		
	Num.	Pct.
<i>Population of one race:</i>		
American Indian or Alaska Native	2	0.1%
Asian	34	2%
Black or African American	619	34%
White	1,049	58%
<i>Population of two races:</i>		
American Indian or Alaska Native <b>and</b> White	2	0.1%
Black or African American <b>and</b> White	14	1%
<i>Other and Unknown:</i>		
Other	78	4%
Unknown	7	0.4%
<i>Total</i>	<i>1,805</i>	<i>100%</i>

Income		
	Num.	Pct.
<50% of FPIG	804	45%
50% to 100%	550	30%
101% to 150%	269	15%
151% to 200%	141	8%
>200%	41	2%
<i>Total</i>	<i>1,805</i>	<i>100%</i>

Note: Percentages may not total to 100% due to rounding.

## Client Zip Codes

Over one-quarter (26%) of clients served were located in the East area of Travis County. Other areas with high concentrations of clients in residence include the Southeast (15%), Southwest (15%), and Northeast (14%). (See Appendix F for zip code classification map.)

<b>Northeast</b>			<b>Northwest</b>			<b>North</b>		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78653	18	1.0%	78645	4	0.2%	78727	22	1.2%
78660	56	3.1%	78726	6	0.3%	78728	26	1.4%
78752	47	2.6%	78730	2	0.1%	78729	17	0.9%
78753	94	5.2%	78731	7	0.4%	78757	26	1.4%
78754	33	1.8%	78732	3	0.2%	78758	91	5.0%
<i>Total Northeast</i>	<i>248</i>	<i>13.7%</i>	78734	12	0.7%	78759	27	1.5%
			78750	13	0.7%	<i>Total North</i>	<i>209</i>	<i>11.6%</i>
			<i>Total Northwest</i>	<i>47</i>	<i>2.6%</i>			
<b>Southeast</b>			<b>Southwest</b>			<b>East</b>		
	Num.	Pct.		Num.	Pct.		Num.	Pct.
78617	25	1.4%	78652	2	0.1%	78702	154	8.5%
78719	2	0.1%	78704	104	5.8%	78721	82	4.5%
78741	147	8.1%	78735	7	0.4%	78722	9	0.5%
78742	2	0.1%	78736	6	0.3%	78723	138	7.6%
78744	85	4.7%	78737	1	0.1%	78724	69	3.8%
78747	14	0.8%	78745	108	6.0%	78725	20	1.1%
<i>Total Southeast</i>	<i>275</i>	<i>15.2%</i>	78748	24	1.3%	<i>Total East</i>	<i>472</i>	<i>26.1%</i>
			78749	22	1.2%			
			<i>Total Southwest</i>	<i>274</i>	<i>15.2%</i>			
<b>West</b>			<b>Others</b>					
	Num.	Pct.		Num.	Pct.			
78703	5	0.3%	Unknown	192	10.6%	<b>Central</b>		
78733	4	0.2%	<i>Total Others</i>	<i>192</i>	<i>10.6%</i>	78701	31	1.7%
78738	2	0.1%				78705	8	0.4%
<i>Total West</i>	<i>11</i>	<i>0.6%</i>				78751	21	1.2%
						78756	17	0.9%
						<i>Total Central</i>	<i>77</i>	<i>4.3%</i>

Note: Percentages may not total to 100% due to rounding.

## Performance Goals and Results

The Legal Assistance program exceeded targets on all but one performance measure. Staff members explained that they lost housing staff during the year, which led to fewer housing legal assistance clients served (see the second output). The program has not been able to replace staff, so there were fewer staff able to accept new cases. Staff believe that outcome performance across all three measures may be due, in part, to staff continuing to close their pending and open cases—as well as those cases of staff who have left—once cases are disposed of and the client has been provided with the services they requested. While cases often were in case closing status for months, staff are now reminded quarterly that all cases must be closed in a timely manner.

Performance Measure	Total Program Performance Results	Total Program Performance Goals	Total Program Performance Goal Achieved
<b>Outputs</b>			
Number of unduplicated clients served	1,805	2,000	90%
Number of housing legal assistance clients served	1,339	1,620	83%
Number of public benefits legal assistance clients served	704	750	94%
<b>Outcomes</b>			
Percentage of clients who, because of being provided legal assistance, experienced improvement in their ability to maintain or access housing	98% (1,071/1,088)	95% (932/986)	104%
Percentage of clients who, because of being provided legal assistance, obtained, preserved, or increased a public benefit	97% (607/625)	94% (425/450)	103%
Percentage of clients who were satisfied with the legal services provided	98% (1,677/1,713)	96% (1,382/1,436)	102%