

csaco COMMUNITY SERVICES ANALYSIS LLC



**INDIANA'S CIVIL
LEGAL AID PROVIDERS**

**ECONOMIC IMPACT and
SOCIAL VALUE RETURN ON
INVESTMENT ANALYSIS**

**For the year ended
December 31, 2017**

With Support from the Indiana Bar Foundation



**INDIANA’S CIVIL LEGAL AID SERVICES
ECONOMIC IMPACT and SOCIAL VALUE
RETURN ON INVESTMENT ANALYSIS
For the year ended December 31, 2017**

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WHAT IS SOCIAL ECONOMIC IMPACT and SOCIAL RETURN ON INVESTMENT?

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

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

There are two types of SROI analysis:

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

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

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

There are two separate phases of SROI:

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

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

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

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

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

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

ABOUT COMMUNITY SERVICES ANALYSIS LLC

Community Services Analysis LLC is the leading provider of Social Return on Investment Analysis in the United States. Since 2007, CSACO has completed over 150 Economic Impact and SROI studies for local and state agencies around the country, including such clients as the State of Pennsylvania Department of Education, the State of California Department of Rehabilitation, the City of Philadelphia, United Way, United Cerebral Palsy, Habitat for Humanity, the State of Arizona Library and Public Archives, and multiple Legal Aid organizations.

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

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

INDIANA’S LEGAL AID ORGANIZATIONS ECONOMIC IMPACT and SOCIAL RETURN ON FUNDING INVESTMENT

EXECUTIVE SUMMARY for FISCAL YEAR 2017

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

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

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

Indiana Legal Services

ILS was established in 1966 and serves clients in every county in Indiana. They have more than 60 attorneys and numerous other staff members working in 8 offices around the state. ILS has several specialized projects to address the needs of particular client communities, including the Senior Law Project, Homeless Legal Project, Immigrants’ and Language Rights Center, Low Income Taxpayer Clinic, Consumer Law Center, Housing Law Center, Migrant Farmworker Project, Military Assistance Project, LGBT Project, and several medical-legal partnerships.

Indianapolis Legal Aid Society

The Indianapolis Legal Aid Society is dedicated to ensuring that qualified low income persons living in the central Indiana community have immediate and direct access to quality legal assistance for civil disputes.

The Indianapolis Legal Aid Society has been serving the poor of central Indiana for over seven decades. They deal with important family issues such as guardianship, paternity, visitation, support, custody, adoption, and divorce.

They regularly assist women in need of protective orders for themselves and their children, individuals and couples wishing to adopt, elderly individuals needing to resolve housing issues so they can remain in their own home, and grandparents wishing to properly care for their grandchildren through guardianships or adoptions. Huge obstacles are removed when any of these legal issues are resolved for a family.

Northwest Indiana Volunteer Attorneys (Pro Bono District A)

NWI Volunteer Lawyers provide free legal services to low income people in Lake, Porter, Jasper, and Newton Counties.

They screen for eligibility, provide immediate legal advice, information, or referrals to other agencies, and where appropriate refer applicants to a volunteer attorney for further legal services.

The Volunteer Lawyer Network, Inc. (Pro Bono District B)

The Volunteer Lawyer Network, Inc. is dedicated to facilitating the provision of free legal assistance and representation from community lawyers to low-income individuals located in St. Joseph, Elkhart, LaPorte, Starke, Marshall, and Kosciusko counties.

Their purpose is to promote equal access to justice for all residents of those counties, regardless of economic status, by creating and promoting opportunities for attorneys to provide pro bono civil legal services to persons of limited means; to improve the overall delivery of civil legal services to persons of limited means; and to foster the growth of a public service culture within our community which values pro bono publico service.

Volunteer Lawyer Program of Northeast Indiana, Inc. (Pro Bono District C)

The Volunteer Lawyer Program of Northeast Indiana provides free legal services to qualifying low income people in Adams, Allen, De Kalb, Huntington, Lagrange, Noble, Steuben, Wells, and Whitley counties.

They screen for eligibility, provide immediate legal advice, information, or referrals to other agencies, and where appropriate refer applicants to a volunteer attorney for further legal services.

District 10 Pro Bono Project, Inc. (Pro Bono District H)

The District 10 Pro Bono Project provides free legal services to qualifying low income people in Hendricks, Putnam, Morgan, Owen, Clay, Vigo, Sullivan, Greene, Monroe, and Lawrence counties.

They screen for eligibility, provide immediate legal advice, information, or referrals to other agencies, and where appropriate refer applicants to a volunteer attorney for further legal services.

Legal Aid District 11, Inc. (Pro Bono District I)

Legal Aid - District Eleven, Inc. is a non-profit agency that coordinates pro bono referrals for five counties in south central Indiana. It is supported in part by the Indiana Bar Foundation and the Indiana Pro Bono Commission.

They provide services in the areas of consumer, Debt/Credit/Bankruptcy, Family & Juvenile, and Housing Foreclosure.

Volunteer Lawyer Program of Southwestern Indiana, Inc. (Pro Bono District K)

The Volunteer Lawyer Program of Southwestern Indiana provides free legal services to qualifying low income people in Daviess, Dubois, Gibson, Knox, Martin, Perry, Pike, Posey, Vanderburgh, and Warrick counties.

Southern Indiana Pro Bono Referrals, Inc. (Pro Bono District L)

Southern Indiana Pro Bono Referrals, Inc. (SI-PBR) is a non-profit organization that refers qualifying low-income Indiana residents with civil legal needs to volunteer attorneys.

SI-PBR covers Crawford, Clark, Floyd, Harrison, Orange, Scott, and Washington Counties in Indiana.

Legal Aid Society of Evansville, Inc.

The Legal Aid Society of Evansville provides free legal services to qualifying low income people in Vanderburgh county.

Hammond Legal Aid Clinic

The Hammond Legal Aid Clinic offers free legal services to Hammond residents meeting certain economic guidelines. The clinic offers services in the areas of Family Law, Bankruptcy and Consumer Protection, Wills and Estates, Social Security, Real Estate and Foreclosure, Unemployment, and other miscellaneous legal issues.

Volunteer Lawyer Program of Southwestern Indiana, Inc.

The Volunteer Lawyer Program of Southwestern Indiana provides free legal services to qualifying low income people in Daviess, Dubois, Gibson, Knox, Martin, Perry, Pike, Posey, Vanderburgh, and Warrick counties.

Neighborhood Christian Legal Clinic

The NCLC provides free legal services to consumers with tax, foreclosure, bankruptcies, and other financial issues; immigrants; homeless youth, homeless veterans; victims of violent crimes, individuals with criminal histories; and Indiana citizens outside of traditional service areas.

Other Legal Aid Providers

Note: Due to personnel and data collection restrictions, several other Legal Aid providers in the state were unable to supply their 2017 case transaction data in time for this report. The organizations included in this report encompass approximately 97% of the Legal Aid services provided in Indiana.

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

TOTAL NUMBER OF SERVICES PROVIDED IN INDIANA DURING FISCAL YEAR 2017	19,353
IMMEDIATE NET DIRECT VALUE OF SERVICES	\$12,856,000
<i>The direct value of Legal Aid services is the fair market replacement cost value of those service (what it would cost the members of the community to replace the services if the Legal Aid organization did not exist, plus the actual dollar amount of legal settlements and court awards.</i>	
LONG-TERM NET CONSEQUENTIAL VALUE	\$83,632,000
<i>The long-term impacts of Legal Aid services are the consequential financial impacts to the community resulting from the outcomes of the legal aid services. These consequential benefits include savings in community supports costs, reductions in community medical care expenses, additional community income and taxation revenues from benefit programs, savings in housing and support costs for homeless families, and savings in community law enforcement, court systems, and other government agency costs.</i>	
TOTAL NET VALUE OF SERVICES	\$96,487,000
TOTAL TAX-BASED FUNDING FOR INDIANA CIVIL LEGAL AID OPERATIONS	\$14,411,182
SOCIAL IMPACT RETURN ON INVESTMENT	670%
For every \$1 invested in Indiana Legal Aid during the year, the citizens of Indiana receive \$6.70 of immediate and long-term financial benefits.	

The Social Return on Investment analysis completed for Indiana’s Legal Aid organizations is a measurement of the values delivered during the fiscal year 2017. These values are based on the number of clients and the types of legal matters handled during this period.

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

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

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

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

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

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

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

Indiana's Legal Aid organizations provide services in over 100 types of civil legal problems. Their major areas of services are: (*Impact Values rounded to 000's*)

Family Issues:



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

During 2017 Indiana’s Legal Aid services provided assistance in 7,999 legal matters resulting in \$4,514,000 in immediate gross direct financial benefits and \$50,222,000 in gross long-term consequential financial benefits.

FAMILY LAW ISSUES	NUMBER OF CASES	GROSS DIRECT SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Adoption	110	\$64,000	\$522,000
Custody and Visitation	2,439	\$1,531,000	\$20,017,000
Divorce/Separation/Annulment	2,748	\$2,052,000	\$18,447,000
Adult Guardianship	251	\$121,000	\$1,770,000
Gender/Name Change	125	\$55,000	\$0
Parental Rights Termination	20	\$14,000	\$0
Paternity	185	\$86,000	\$1,695,000
Domestic Abuse	283	\$239,000	\$433,000
Support	761	\$467,000	\$4,039,000
Other Family Issues	395	\$152,000	\$355,000
Delinquent Juvenile	6	\$4,000	\$0
Neglected and Abused Dependents	26	\$19,000	\$82,000
Emancipation	24	\$19,000	\$0
Minor Guardianship	625	\$396,000	\$9,788,000
Other Juvenile	1	\$200	\$0

Housing Issues:



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

During 2017 Indiana’s Legal Aid services provided assistance in 2,672 legal matters resulting in \$1,217,000 in gross immediate direct financial benefits and \$9,904,000 in gross long-term consequential financial benefits.

HOUSING ISSUES	NUMBER OF CASES	GROSS DIRECT SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Federally Subsidized Housing	267	\$134,000	\$4,239,000
Homeownership and Real Property	116	\$45,000	\$148,000
Private Landlord/Tenant Issues	1,567	\$735,000	\$2,703,000
Public Housing	100	\$49,000	\$161,000
Mobile Homes	42	\$27,000	\$67,000
Housing Discrimination	5	\$2,000	\$7,000
Mortgage Foreclosures	195	\$137,000	\$2,595,000
Mortgage Predatory Lending/Practices	3	\$600	\$0
Other Housing Issues	377	\$168,000	\$276,000

Health Care Issues:



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

During 2017 Indiana’s Legal Aid services provided assistance in 52 legal matters resulting in \$28,000 in immediate gross direct financial benefits and \$247,000 in gross long-term consequential financial benefits.

HEALTH CARE ISSUES	NUMBER OF CASES	GROSS DIRECT SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Govt. Children's Health Ins. Program	2	\$2,000	\$4,000
Home and Community Based Care	3	\$600	\$0
Private Health Insurance	10	\$5,000	\$25,000
Long Term Health Care Facilities	12	\$11,000	\$179,000
State and Local Health Care	2	\$400	\$0
Other Health Issues	23	\$9,000	\$40,000

Public Benefits Issues:



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

During 2017 Indiana’s Legal Aid services closed 772 legal matters resulting in \$433,000 in immediate gross direct financial benefits and \$3,831,000 in gross long-term consequential benefits.

PUBLIC BENEFITS ISSUES	NUMBER OF CASES	GROSS DIRECT SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Medicaid Issues	217	\$98,000	\$185,000
Medicare Issues	47	\$28,000	\$303,000
Temp. Assistance for Needy Families	12	\$6,000	\$14,000
Social Security	41	\$17,000	\$92,000
Food Stamps	75	\$33,000	\$2,291,000
Social Security Disability Insurance	177	\$147,000	\$670,000
Supplemental Security Income	153	\$63,000	\$195,000
Unemployment Compensation	50	\$41,000	\$81,000

Consumer Protection:



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

During 2017 Indiana’s Legal Aid services closed 2,000 legal matters resulting in \$1,846,000 in gross immediate direct financial benefits and \$1,948,000 in gross long-term consequential financial benefits.

CONSUMER PROTECTION ISSUES	NUMBER OF CASES	GROSS SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Bankruptcy & Debtor Relief	1,035	\$1,491,000	\$1,819,000
Collections/Repossessions/Garnishments	584	\$274,000	\$72,000
Contracts & Warranties	58	\$38,000	\$1,000
Collection Practices/Credit	57	\$21,000	\$1,000
Predatory Lending (Not Mortgage)	3	\$1,000	\$5,000
Loans & Installment Purchases	7	\$3,000	\$3,000
Public Utilities	13	\$8,000	\$4,000
Unfair Sales Practices	22	\$11,000	\$0
Other Consumer Finance Issues	221	\$0	\$43,000

Other Community Issues:



Matters involving varied areas such as education, employment, mental health and disabilities, immigration, wills and estates, powers of attorney and advance directives, criminal record expungements, licenses (including Specialized Driver’s Licenses), civil rights, torts, civil rights, licenses, and other individual miscellaneous legal issues.

During 2017 Indiana’s Legal Aid services closed 5,056 legal matters resulting in \$2,256,000 in gross immediate direct financial benefits and \$18,488,000 in gross long-term consequential financial benefits.

OTHER COMMUNITY SUPPORT ISSUES	NUMBER OF CASES	GROSS DIRECT SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Education Issues	34	\$20,000	0
Employment Issues	433	\$216,000	\$404,000
Veterans Benefits	18	\$7,000	\$31,000
State and Local Income Maintenance	1	\$200	\$0
Other Income Maintenance Issues	15	\$6,400	\$8,964
Immigration and Naturalization	1,517	\$772,000	\$10,449,000
Criminal Record Expungement	773	\$385,400	\$3,797,112
Mental Health Issues	0	\$0	\$0
Prisoner's Rights	0	\$0	\$0
Physically Disabled Rights	10	\$6,000	\$18,000
Civil Rights	6	\$2,800	\$2,000

Other Individual Rights	110	\$51,800	\$0
Assistance for Non-Profits	8	\$2,800	\$0
Indian Tribal Law	0	\$0	\$0
Licenses (Incl. Specialized Drivers)	879	\$255,600	\$2,997,000
Torts	19	\$8,200	\$0
Wills and Estates	446	\$173,000	\$387,000
Advance Directives/Power of Attorney	390	\$146,000	\$384,000
Municipal Legal Needs	1	\$200	\$0
Criminal Issues	4	\$7,000	\$7,000
Other Miscellaneous Legal Issues	635	\$312,600	\$0

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

During 2017 Indiana's Civil Legal Aid organizations provided services and assistance in a total of 16,370 legal matters which reduced the services required by the court systems and other Indiana government agencies, resulting in \$2,606,000 in immediate direct financial savings for the court systems and other government operations.

Note to these total values:

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

SUMMARY OF SOCIAL RETURN ON INVESTMENT ANALYSIS VALUE

The **gross total** immediate direct and longer-term consequential value of Civil Legal Aid services delivered in Indiana during the year 2017 was \$105,659,000.

Of this total, approximately \$9,172,000 (8.7%) will not actually be received due to various factors such as parents not making required child support payments; nonpayment of wage claims; nonpayment of housing claims and repairs; criminal record expungement recidivists; and the death or relocation out of the state by benefit recipients.

The **net realizable economic impact value** resulting from Indiana Legal Aid activities during the year totaled \$96,488,000.

The total tax-based funding investment for civil legal aid services (*see the Social Impact Value Map for detailed amounts*) totaled \$14,411,000.

The total Net Social Return on Investment for Indiana's Legal Aid legal services programs during the 2017 fiscal year was **670 %**.

For Every \$1 invested in Indiana's Civil Legal Aid services, they deliver \$6.70 in immediate and long-term consequential financial benefits.

**Social Return on Investment Analysis
Impact Map and Valuation Schedules****Description of the SROI Methodology
and Data Elements****STAKEHOLDERS and CHANGES****Stakeholders**

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

Intended Changes

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

Unintended Changes

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

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

INPUTS**Input Elements**

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

Unit of Measure (UOM)

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

Value per Unit of Measure

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

OUTPUTS

Output Deliverables

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

Value per Unit of Measure

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

Basis for Valuation

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

Output SROI Gross Fiscal Impact

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

OUTCOMES

Outcome Results (Description of Change)

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

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

Measurement Indicators

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

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

Duration of Change

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

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

BASIS FOR VALUATIONS

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

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

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

- The Travel Cost method recognizes that people are generally willing to travel some distance to access goods or services on which they place a value. This inconvenience and expense can be translated into money to derive an estimate of the values of the benefits of those goods and services.

Source of Valuation

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

VALUATION NEGATIVE IMPACTS

Deadweight %

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

Attribution %

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

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

Drop-Off %

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

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

SROI NET FISCAL IMPACT

The Outcome Net Fiscal Impact is the total value of all fiscal benefits for each direct output valuation and each consequential outcome valuation (both anticipated and unanticipated) following inclusion of the Valuation Impact and Net Present Value discounting.

INDIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map - 2017

FUNDING REVENUES FOR THE YEAR

SOURCE **AMOUNT**

ILS - LSC	\$6,700,000
CLAF	\$691,342
Other Federal funding	\$126,000
Foundations	\$544,000
Other government funds	\$72,000
Title III	\$459,000
Individual donations	\$264,000
United Way	\$205,000
Earned income from services	\$231,000
ILAS	\$950,772
Pro Bono District A	\$101,199
Pro Bono District B	\$174,289
Pro Bono District C	\$291,693
Pro Bono District H	\$249,292
Pro Bono District I	\$379,839
Pro Bono District L	\$160,529
Neighborhood Christian Legal Clinic	\$2,811,227

TOTAL FUNDING INVESTMENT FOR 2017 **\$14,411,182**

INDIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map - 2017

Description	Number of Matters	(see Valuation Detail Book)
Bankruptcy & Debtor Relief	1,035	Schedule 01
Collections/Repossessions/Garnishments	584	Schedule 02
Contracts & Warranties	58	Schedule 03
Collection Practices/Credit	57	Schedule 04
Predatory Lending (Not Mortgage)	3	Schedule 05
Loans & Installment Purchases	7	Schedule 06
Public Utilities	13	Schedule 07
Unfair Sales Practices	22	Schedule 08
Other Consumer Finance Issues	221	Schedule 09
Student Financial Aid	0	Schedule 11
Discipline	4	Schedule 12
Special Education/Learning Disabilities	2	Schedule 13
Access to Education	3	Schedule 14
Vocational Education	1	Schedule 15
Student Financial Aid	15	Schedule 16
Other Education	9	Schedule 19
Employment Discrimination	37	Schedule 21
Wage Claims and Fair Labor Standards	38	Schedule 22
Earned Income Tax Credit	1	Schedule 23

INDIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map - 2017

Description	Number of Matters	(see Valuation Detail Book)
Tax Issues	192	Schedule 24
Employment Rights	15	Schedule 25
Agricultural Workers Issues	1	Schedule 26
Other Employment Issues	149	Schedule 29
Adoption	110	Schedule 30
Custody and Visitation	2,439	Schedule 31
Divorce/Separation/Annulment	2,748	Schedule 32
Adult Guardianship	251	Schedule 33
Name Change	125	Schedule 34
Parental Rights Termination	20	Schedule 35
Paternity	185	Schedule 36
Domestic Abuse	283	Schedule 37
Support	761	Schedule 38
Other Family Issues	395	Schedule 39
Delinquent Juvenile	6	Schedule 41
Neglected and Abused Dependents	26	Schedule 42
Emancipation	24	Schedule 43
Minor Guardianship	625	Schedule 44

INDIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map - 2017

Description	Number of Matters	(see Valuation Detail Book)
Other Juvenile	1	Schedule 49
Medicaid Issues	217	Schedule 51
Medicare Issues	47	Schedule 52
Govt. Children's Health Ins. Program	2	Schedule 53
Home and Community Based Care	3	Schedule 54
Private Health Insurance	10	Schedule 55
Long Term Health Care Facilities	12	Schedule 56
State and Local Health Care	2	Schedule 57
Other Health Issues	23	Schedule 59
Federally Subsidized Housing	267	Schedule 61
Homeownership and Real Property	116	Schedule 62
Private Landlord/Tenant Issues	1,567	Schedule 63
Public Housing	100	Schedule 64
Mobile Homes	42	Schedule 65
Housing Discrimination	5	Schedule 66
Mortgage Foreclosures	195	Schedule 67
Mortgage Predatory Lending/Practices	3	Schedule 68
Other Housing Issues	377	Schedule 69
Temp. Assistance for Needy Families	12	Schedule 71

INDIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map - 2017

Description	Number of Matters	(see Valuation Detail Book)
Social Security	41	Schedule 72
Food Stamps	75	Schedule 73
Social Security Disability Insurance	177	Schedule 74
Supplemental Security Income	153	Schedule 75
Unemployment Compensation	50	Schedule 76
Veterans Benefits	18	Schedule 77
State and Local Income Maintenance	1	Schedule 78
Other Income Maintenance Issues	15	Schedule 79
Immigration and Naturalization	1,517	Schedule 81
Mental Health Issues	0	Schedule 82
Prisoner's Rights	0	Schedule 83
Physically Disabled Rights	10	Schedule 84
Civil Rights	6	Schedule 85
Criminal Record Expungement	773	Schedule 87
Other Individual Rights	110	Schedule 89
Assistance for Non-Profits	8	Schedule 91
Indian Tribal Law	0	Schedule 92
Licenses & Specialized Drivers Licenses	879	Schedule 93
Torts	19	Schedule 94

INDIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map - 2017

Description	Number of Matters	(see Valuation Detail Book)
Wills and Estates	446	Schedule 95
Advance Directives/Power of Attorney	387	Schedule 96
Municipal Legal Needs	1	Schedule 97
Criminal Issues	4	Schedule 98
Other Miscellaneous Legal Issues	635	Schedule 99
Govt/Court System Efficiency Savings		Schedule 100

INDIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map - 2017

GROSS ECONOMIC IMPACT VALUES

Description	Direct Economic Impact	Consequential Social Value Impact
Bankruptcy & Debtor Relief	\$1,490,520	\$1,818,900
Collections/Repossessions/Garnishments	\$274,060	\$72,000
Contracts & Warranties	\$37,888	\$800
Collection Practices/Credit	\$21,200	\$600
Predatory Lending (Not Mortgage)	\$800	\$4,800
Loans & Installment Purchases	\$3,000	\$3,200
Public Utilities	\$7,600	\$4,400
Unfair Sales Practices	\$11,400	\$0
Other Consumer Finance Issues	\$0	\$43,200
Student Financial Aid	\$0	\$0
Discipline	\$4,000	\$0
Special Education/Learning Disabilities	\$3,200	\$0
Access to Education	\$800	\$0
Vocational Education	\$200	\$0
Student Financial Aid	\$7,800	\$0
Other Education	\$3,800	\$0
Employment Discrimination	\$14,000	\$0
Wage Claims and Fair Labor Standards	\$19,600	\$85,680
Earned Income Tax Credit	\$400	\$0

**INDIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map - 2017**

GROSS ECONOMIC IMPACT VALUES

Description	Direct Economic Impact	Consequential Social Value Impact
Tax Issues	\$100,600	\$0
Employment Rights	\$9,200	\$36,720
Agricultural Workers Issues	\$800	\$0
Other Employment Issues	\$71,000	\$281,520
Adoption	\$64,400	\$522,000
Custody and Visitation	\$1,531,256	\$20,017,452
Divorce/Separation/Annulment	\$2,051,940	\$18,446,540
Adult Guardianship	\$121,200	\$1,769,600
Name Change	\$55,200	\$0
Parental Rights Termination	\$14,000	\$0
Paternity	\$85,800	\$1,695,456
Domestic Abuse	\$238,800	\$432,750
Support	\$467,252	\$4,038,600
Other Family Issues	\$152,200	\$354,960
Delinquent Juvenile	\$4,200	\$0
Neglected and Abused Dependents	\$19,200	\$82,080
Emancipation	\$18,600	\$0
Minor Guardianship	\$395,800	\$9,788,100

**INDIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map - 2017**

GROSS ECONOMIC IMPACT VALUES

Description	Direct Economic Impact	Consequential Social Value Impact
Other Juvenile	\$200	\$0
Medicaid Issues	\$98,000	\$185,225
Medicare Issues	\$28,000	\$302,997
Govt. Children's Health Ins. Program	\$1,800	\$3,928
Home and Community Based Care	\$600	\$0
Private Health Insurance	\$5,400	\$24,835
Long Term Health Care Facilities	\$11,400	\$178,740
State and Local Health Care	\$400	\$0
Other Health Issues	\$8,600	\$39,736
Federally Subsidized Housing	\$133,608	\$4,239,228
Homeownership and Real Property	\$45,200	\$147,901
Private Landlord/Tenant Issues	\$734,716	\$2,702,546
Public Housing	\$49,192	\$161,346
Mobile Homes	\$26,985	\$67,228
Housing Discrimination	\$2,400	\$6,722
Mortgage Foreclosures	\$137,328	\$2,595,432
Mortgage Predatory Lending/Practices	\$600	\$0
Other Housing Issues	\$167,600	\$275,602
Temp. Assistance for Needy Families	\$6,200	\$13,824

INDIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map - 2017

GROSS ECONOMIC IMPACT VALUES

Description	Direct Economic Impact	Consequential Social Value Impact
Social Security	\$16,600	\$91,723
Food Stamps	\$33,000	\$2,290,500
Social Security Disability Insurance	\$147,240	\$670,464
Supplemental Security Income	\$63,400	\$194,912
Unemployment Compensation	\$40,718	\$81,120
Veterans Benefits	\$7,100	\$31,375
State and Local Income Maintenance	\$200	\$0
Other Income Maintenance Issues	\$6,400	\$8,964
Immigration and Naturalization	\$772,000	\$10,449,000
Mental Health Issues	\$0	\$0
Prisoner's Rights	\$0	\$0
Physically Disabled Rights	\$6,000	\$18,000
Civil Rights	\$2,800	\$2,000
Criminal Record Expungement	\$385,400	\$3,797,112
Other Individual Rights	\$51,800	\$0
Assistance for Non-Profits	\$2,800	\$0
Indian Tribal Law	\$0	\$0
Licenses	\$255,600	\$2,997,000
Torts	\$8,200	\$0

INDIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map - 2017

GROSS ECONOMIC IMPACT VALUES

Description	Direct Economic Impact	Consequential Social Value Impact
Wills and Estates	\$173,000	\$387,000
Advance Directives/Power of Attorney	\$146,000	\$384,000
Municipal Legal Needs	\$200	\$0
Criminal Issues	\$7,000	\$7,000
Other Miscellaneous Legal Issues	\$312,600	\$0
Govt/Court System Efficiency Savings	\$2,606,073	\$0
Gross Benefits	\$13,804,076	\$91,854,815
Total Gross Benefits		\$105,658,891

**INDIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map - 2017**

VALUATION NEGATIVE IMPACTS

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

**INDIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map - 2017**

VALUATION NEGATIVE IMPACTS

Description of Change	Deadweight %	Attribution %	Drop-off %
Tax Issues	0%	0%	0%
Employment Rights	0%	0%	10%
Agricultural Workers Issues	0%	0%	30%
Other Employment Issues	0%	0%	0%
Adoption	0%	0%	5%
Custody and Visitation	0%	0%	10%
Divorce/Separation/Annulment	5%	0%	5%
Adult Guardianship	0%	0%	5%
Name Change	0%	0%	0%
Parental Rights Termination	0%	0%	0%
Paternity	0%	0%	40%
Domestic Abuse	5%	0%	35%
Support	0%	0%	40%
Other Family Issues	0%	0%	0%
Delinquent Juvenile	0%	0%	0%
Neglected and Abused Dependents	0%	0%	10%
Emancipation	0%	0%	0%
Minor Guardianship	0%	0%	5%

**INDIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map - 2017**

VALUATION NEGATIVE IMPACTS

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

INDIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map - 2017

VALUATION NEGATIVE IMPACTS

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

INDIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map - 2017

VALUATION NEGATIVE IMPACTS

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

INDIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map - 2017

Description of Change	NET DIRECT IMPACT	NET CONSEQUENTIAL (10 YEAR) IMPACT	NET TOTAL IMPACT
Bankruptcy & Debtor Relief	\$1,490,520	\$1,818,900	\$3,309,420
Collections/Repossessions/Garnishments	\$260,357	\$68,400	\$328,757
Contracts & Warranties	\$34,099	\$720	\$34,819
Collection Practices/Credit	\$21,200	\$600	\$21,800
Predatory Lending (Not Mortgage)	\$800	\$4,800	\$5,600
Loans & Installment Purchases	\$3,000	\$3,200	\$6,200
Public Utilities	\$7,600	\$4,400	\$12,000
Unfair Sales Practices	\$9,120	\$0	\$9,120
Other Consumer Finance Issues	\$0	\$41,040	\$41,040
Student Financial Aid	\$0	\$0	\$0
Discipline	\$2,400	\$0	\$2,400
Special Education/Learning Disabilities	\$3,200	\$0	\$3,200
Access to Education	\$800	\$0	\$800
Vocational Education	\$190	\$0	\$190
Student Financial Aid	\$7,800	\$0	\$7,800
Other Education	\$3,800	\$0	\$3,800
Employment Discrimination	\$11,200	\$0	\$11,200
Wage Claims and Fair Labor Standards	\$17,640	\$77,112	\$94,752
Earned Income Tax Credit	\$360	\$0	\$360

INDIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map - 2017

Description of Change	NET DIRECT IMPACT	NET CONSEQUENTIAL (10 YEAR) IMPACT	NET TOTAL IMPACT
Tax Issues	\$100,600	\$0	\$100,600
Employment Rights	\$8,280	\$33,048	\$41,328
Agricultural Workers Issues	\$560	\$0	\$560
Other Employment Issues	\$71,000	\$522,000	\$593,000
Adoption	\$61,180	\$495,900	\$557,080
Custody and Visitation	\$1,378,130	\$18,015,707	\$19,393,837
Divorce/Separation/Annulment	\$1,846,746	\$16,601,886	\$18,448,632
Adult Guardianship	\$115,140	\$1,681,120	\$1,796,260
Name Change	\$55,200	\$0	\$55,200
Parental Rights Termination	\$14,000	\$0	\$14,000
Paternity	\$51,480	\$1,017,274	\$1,068,754
Domestic Abuse	\$143,280	\$259,650	\$402,930
Support	\$280,351	\$2,423,160	\$2,703,511
Other Family Issues	\$152,200	\$354,960	\$507,160
Delinquent Juvenile	\$4,200	\$0	\$4,200
Neglected and Abused Dependents	\$17,280	\$73,872	\$91,152
Emancipation	\$18,600	\$0	\$18,600
Minor Guardianship	\$376,010	\$9,298,695	\$9,674,705

INDIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map - 2017

Description of Change	NET DIRECT IMPACT	NET CONSEQUENTIAL (10 YEAR) IMPACT	NET TOTAL IMPACT
Other Juvenile	\$200	\$0	\$200
Medicaid Issues	\$98,000	\$185,225	\$283,225
Medicare Issues	\$28,000	\$302,997	\$330,997
Govt. Children's Health Ins. Program	\$1,800	\$3,928	\$5,728
Home and Community Based Care	\$540	\$0	\$540
Private Health Insurance	\$5,400	\$24,835	\$30,235
Long Term Health Care Facilities	\$9,120	\$142,992	\$152,112
State and Local Health Care	\$360	\$0	\$360
Other Health Issues	\$7,740	\$35,762	\$43,502
Federally Subsidized Housing	\$133,608	\$4,239,228	\$4,372,836
Homeownership and Real Property	\$40,680	\$133,110	\$173,790
Private Landlord/Tenant Issues	\$661,244	\$2,432,291	\$3,093,535
Public Housing	\$49,192	\$161,346	\$210,538
Mobile Homes	\$24,287	\$60,505	\$84,791
Housing Discrimination	\$2,400	\$6,722	\$9,122
Mortgage Foreclosures	\$137,328	\$2,595,432	\$2,732,760
Mortgage Predatory Lending/Practices	\$600	\$0	\$600
Other Housing Issues	\$167,600	\$275,602	\$443,202
Temp. Assistance for Needy Families	\$6,200	\$13,824	\$20,024

INDIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map - 2017

Description of Change	NET DIRECT IMPACT	NET CONSEQUENTIAL (10 YEAR) IMPACT	NET TOTAL IMPACT
Social Security	\$16,600	\$91,723	\$108,323
Food Stamps	\$33,000	\$2,290,500	\$2,323,500
Social Security Disability Insurance	\$139,878	\$636,941	\$776,819
Supplemental Security Income	\$60,230	\$185,166	\$245,396
Unemployment Compensation	\$38,682	\$77,064	\$115,746
Veterans Benefits	\$7,100	\$31,375	\$38,475
State and Local Income Maintenance	\$200	\$0	\$200
Other Income Maintenance Issues	\$6,400	\$8,964	\$15,364
Immigration and Naturalization	\$772,000	\$10,449,000	\$11,221,000
Mental Health Issues	\$0	\$0	\$0
Prisoner's Rights	\$0	\$0	\$0
Physically Disabled Rights	\$6,000	\$18,000	\$24,000
Civil Rights	\$2,520	\$1,800	\$4,320
Criminal Record Expungement	\$269,780	\$2,657,978	\$2,927,758
Other Individual Rights	\$51,800	\$0	\$51,800
Assistance for Non-Profits	\$2,800	\$0	\$2,800
Indian Tribal Law	\$0	\$0	\$0
Licenses	\$255,600	\$2,997,000	\$3,252,600
Torts	\$8,200	\$0	\$8,200

INDIANA CONSOLIDATED LEGAL AID SERVICES
Social Return on Investment Analysis Impact Map - 2017

Description of Change	NET DIRECT IMPACT	NET CONSEQUENTIAL (10 YEAR) IMPACT	NET TOTAL IMPACT
Wills and Estates	\$173,000	\$387,000	\$560,000
Advance Directives/Power of Attorney	\$146,000	\$384,000	\$530,000
Municipal Legal Needs	\$200	\$0	\$200
Criminal Issues	\$4,900	\$4,900	\$9,800
Other Miscellaneous Legal Issues	\$312,600	\$0	\$312,600
Govt/Court System Efficiency Savings	\$2,606,073	\$0	\$2,606,073
TOTAL NET FISCAL IMPACTS	\$12,856,185	\$83,631,653	\$96,487,839
TOTAL FUNDING FOR 2017			\$14,411,182
TOTAL SOCIAL RETURN ON INVESTMENT FOR THE FISCAL YEAR 2017			670%



**The Economic Impact and Social Value Return on Investment
from the services provided by the State of Indiana’s Legal Aid Services
during the year 2017.**

Overview

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

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

Scope of the Project

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

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

Conclusion

Based on a review of the transaction records, internal reports, financial statements, and reports submitted to various state and federal stakeholders by the participating organizations, and the detailed analysis of values delivered to the community of the individual services provided by the organizations, this report presents on a conservative basis the Economic Impacts and Social Value Return on Funding Investment for the Civil legal Aid provider organizations in the State of Indiana for the year ending December 31, 2017.

July 30, 2018

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

John Byrnes
Principal
Community Service Analysis, LLC