



**SOCIAL ECONOMIC IMPACT and
RETURN ON FUNDING INVESTMENT ANALYSIS
For the Year 2018**

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***Note: The Valuation Schedules for the Impact Map
are contained in the accompanying separate volume.***

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”?**

The History of Social Return on Investment and the Development of An Internationally Standardized Valuation Methodology

Social Return on Investment has existed as a conceptual research area for over 60 years.

- The First True Comprehensive Social Economic Impact Measurement Process:
 - The Government of Scotland – 1990's. The results:
 - Development of a Standardized Methodology:
 - The establishment of the SROI Network
 - Release of the initial SROI Methodology paper 2001
 - Release of the first SROI Methodology Framework draft 2004
 - Release of finalized SROI Methodology Framework 2005
 - Measuring Value – 2nd Edition Published 2008
 - Updated SROI Methodology Framework 2012
 - Consolidation of the SROI Network and Social Industry Analysts Association into Social Value International 2014
 - Updated SROI Methodology Framework 2017

Currently the SROI International economic impact/social return on investment model is the internationally accepted and accredited standard in over 30 countries including the U.K., Canada, France, Japan, Russia, Australia, Italy, Sweden, South Africa, and many others. Social Value – United States is the U.S. Affiliate of Social Value International.

ABOUT COMMUNITY SERVICES ANALYSIS LLC

Community Services Analysis LLC is a leading provider of Social Return on Investment Analysis in the United States. Since 2007, CSACO has completed over 220 Economic Impact and SROI studies for individual organizations, social services membership associations, and local and state governmental 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, IEEE (the Institute of Electrical and Electronic Engineers) Humanitarian Foundation, the Community Investment Corporation, and multiple Legal Aid organizations nationwide.

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

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

In 2018 CSACO was named the national economic impact analysis partner for the National Family Support Network.

OREGON'S LEGAL AID ORGANIZATIONS ECONOMIC IMPACT and SOCIAL RETURN ON FUNDING INVESTMENT

EXECUTIVE SUMMARY for FISCAL YEAR 2018

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 Oregon that participated in this analysis are:

Legal Aid Services of Oregon

Legal Aid Services of Oregon (LASO) is a statewide non-profit organization that provides access to legal help for people to protect their livelihoods, their health, and their families.

Legal Aid Services of Oregon's eight regional offices serve the general low-income population, and two specialized statewide programs serve farmworkers and provide representation on Native American issues.

LASO's offices are located in:

Albany Regional Office	Central Oregon Regional Office
Klamath Falls Regional Office	Lincoln County Office
Pendleton Regional Office	Portland Regional Office
Roseburg Office	Salem Regional Office

The Native American Program

Oregon Law Center

Oregon Law Center (OLC) provides legal help to people struggling to make ends meet on matters related to their homes, livelihoods, medical care and physical safety against domestic violence.

They provide services through a network of 11 offices plus a statewide hotline telephone service.

OLC's offices are located in:

Coos Bay Regional Office

Hillsboro Regional Office

Lane County Legal Aid Office

Portland Regional Office

Salem Regional Office

Woodburn Farmworker Office

Grants Pass Regional Office

Hillsboro Farmworker Office

McMinnville Office

Ontario Regional Office

St. Helens Office

Center for Non-Profit Legal Services

The Center for Non-Profit Legal Services provides civil legal assistance to the low-income and elderly residents of Jackson County.

In addition to providing direct services on an individual basis, the organization also works to change unjust laws to low-income people as a group to prevent future legal crisis for those who live in poverty.

HIGHLIGHTS OF OREGON'S LEGAL AID PROVIDERS SOCIAL RETURN ON INVESTMENT ANALYSIS RESULTS (*\$ in thousands*)

TOTAL NUMBER OF SERVICES PROVIDED IN OREGON DURING FISCAL YEAR 2018	11,433
IMMEDIATE <u>NET</u> DIRECT VALUE OF SERVICES	
<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>	\$11,869,000
LONG-TERM <u>NET</u> CONSEQUENTIAL VALUE	
<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>	\$45,825,000
TOTAL NET VALUE OF SERVICES	
	\$57,694,000
TOTAL INVESTMENT FUNDING FOR OREGON CIVIL LEGAL AID OPERATIONS DURING 2018	\$16,831,000
SOCIAL IMPACT RETURN ON INVESTMENT	343%
For every \$1 invested in Oregon Legal Aid during the year, the citizens of Oregon receive \$3.43 of immediate and long-term consequential financial benefits.	

The Social Return on Investment analysis completed for Oregon's Legal Aid organizations is a measurement of the values delivered during the fiscal year 2018. 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 Oregon'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 Oregon. 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 Oregon's Legal Aid Social Return on Investment is the number of volunteer ("pro bono") hours of legal services delivered by attorneys in Oregon.

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

Oregon'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.

Oregon'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 2018 Oregon's Legal Aid services provided legal services in and closed 4,447 legal matters resulting in \$2,613,800 in immediate gross direct financial benefits and \$5,235,200 in gross long-term consequential financial benefits.

FAMILY LAW ISSUES	NUMBER OF CASES	GROSS DIRECT SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Adoption	8	\$2,000	\$205,236
Custody and Visitation	1,611	\$778,400	\$1,546,111
Divorce/Separation/Annulment	1,404	\$611,600	\$525,782
Adult Guardianship	64	\$49,000	\$579,600
Gender/Name Change	16	\$9,200	\$0
Parental Rights Termination	10	\$2,000	\$0
Paternity	6	\$1,200	\$0
Domestic Abuse	1,100	\$1,066,400	\$1,633,452
Support	76	\$30,800	\$635,580
Other Family Issues	100	\$34,800	\$0
Delinquent Juvenile	0	\$0	\$0
Neglected and Abused Dependents	8	\$7,200	\$36,480
Emancipation	42	\$20,800	\$72,960
Minor Guardianship	2	\$400	\$0
Other Juvenile	8	\$2,000	\$205,236

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 2018 Oregon's Legal Aid services provided legal services in and closed 3,740 legal matters resulting in \$4,010,700 in gross immediate direct financial benefits and \$11,491,700 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	1,254	\$1,739,266	\$8,640,972
Homeownership and Real Property	20	\$17,200	\$7,500
Private Landlord/Tenant Issues	1,798	\$1,552,641	\$1,412,240
Public Housing	160	\$133,377	\$127,000
Mobile Homes	184	\$137,010	\$91,440
Housing Discrimination	72	\$305,497	\$252,111
Mortgage Foreclosures	136	\$50,181	\$907,940
Mortgage Predatory Lending/Practices	0	\$0	\$0
Other Housing Issues	116	\$75,470	\$52,500

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 2018 Oregon's Legal Aid services provided legal services in and closed 402 legal matters resulting in \$178,400 in immediate gross direct financial benefits and \$11,858,900 in gross long-term consequential financial benefits.

HEALTH CARE ISSUES	NUMBER OF CASES	GROSS DIRECT SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Medicare	192	\$69,200	\$1,842,852
Medicaid	22	\$4,400	\$0
Govt. Children's Health Ins. Program	76	\$26,800	\$2,985,840
Home and Community Based Care	2	\$400	\$0
Private Health Insurance	58	\$52,400	\$6,912,000
Long Term Health Care Facilities	52	\$25,200	\$118,222
State and Local Health Care	192	\$69,200	\$1,842,852
Other Health Issues	22	\$4,400	\$0

Employment Issues:

Matters involving issues involving discrimination, wages, tax issues, employment rights, and fair labor standards.



During 2018 Oregon's Legal Aid services provided legal services in and closed 704 legal matters resulting in \$427,600 in immediate gross direct financial benefits and \$129,900 in gross long-term consequential benefits.

EMPLOYMENT ISSUES	NUMBER OF CASES	GROSS DIRECT SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Employment Discrimination	214	\$90,800	\$0
Wage Claims and Fair Labor Standards	84	\$77,200	\$18,464
Earned Income Tax Credit	22	\$22,800	\$4,800
Tax Issues	262	\$180,000	\$44,160
Employment Rights	50	\$24,400	\$10,880
Agricultural Worker Issues	20	\$5,600	\$45,320
Other Employment Issues	52	\$26,800	\$6,240

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 2018 Oregon's Legal Aid services provided legal services in and closed 490 legal matters resulting in \$192,400 in immediate gross direct financial benefits and \$11,883,600 in gross long-term consequential benefits.

PUBLIC BENEFITS ISSUES	NUMBER OF CASES	GROSS DIRECT SERVICE IMPACT VALUES	GROSS LONG-TERM OUTCOME IMPACTS
Temp. Assistance for Needy Families	22	\$5,600	\$24,288
Social Security	44	\$10,400	\$0
Food Stamps (SNAP)	58	\$12,400	\$121,200
Social Security Disability Insurance	106	\$82,400	\$4,717,459
Supplemental Security Income	142	\$47,200	\$6,954,900
Unemployment Compensation	118	\$34,400	\$65,780

Consumer Protection:



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

During 2018 Oregon's Legal Aid services provided legal services in and closed 777 legal matters resulting in \$2,881,400 in gross immediate direct financial benefits and \$5,316,200 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	512	\$2,733,200	\$5,220,000
Collections/Repossessions/Garnishments	150	\$96,600	\$51,600
Contracts & Warranties	38	\$8,000	\$800
Collection Practices/Credit	18	\$6,800	\$2,400
Predatory Lending (Not Mortgage)	0	\$0	\$0
Loans & Installment Purchases	2	\$3,200	\$3,200
Public Utilities	10	\$5,200	\$8,800
Unfair Sales Practices	12	\$10,800	\$9,600
Other Consumer Finance Issues	35	\$17,600	\$19,836

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 2018 Oregon's Legal Aid services legal services in and closed XXX legal matters resulting in \$XXX in gross immediate direct financial benefits and \$XXX 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	16	\$23,200	\$2,200
Veterans Benefits	4	\$3,600	\$44,460
State and Local Income Maintenance	8	\$1,600	\$0
Other Income Maintenance Issues	18	\$4,000	\$5,976
Immigration and Naturalization	90	\$47,600	\$612,000
Criminal Record Expungement	28	\$18,400	\$0
Mental Health Issues	18	\$16,400	\$24,000
Prisoner's Rights	28	\$18,400	\$135,960
Physically Disabled Rights	241	\$87,600	\$2,445,110
Civil Rights	52	\$20,800	\$0
Other Individual Rights	0	\$0	\$0

Assistance for Non-Profits	4	\$3,600	\$44,460
Indian Tribal Law	124	\$107,200	\$0
Licenses (Incl. Specialized Drivers)	6	\$2,000	\$18,000
Torts	6	\$1,600	\$0
Wills and Estates	124	\$48,000	\$124,000
Advance Directives/Power of Attorney	10	\$2,800	\$0
Municipal Legal Needs	0	\$0	\$0
Other Miscellaneous Legal Issues	100	\$30,800	\$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 2018 Oregon's Civil Legal Aid organizations provided services and assistance in a total of XXX legal matters which reduced the services required by the court systems and other Oregon 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 Oregon. 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 Oregon during the year 2018 was \$61,196,000.

Of this total, approximately \$3,503,000 (5.7%) will not actually be realized 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 Oregon Legal Aid activities during the year totaled \$57,693,000.

The total funding investment for civil legal aid services (*see the Social Impact Value Map for detailed amounts and sources*) totaled \$16,831,000.

The total Net Social Return on Investment for Oregon's Legal Aid legal services programs during the 2018 fiscal year was **343 %**.

For Every \$1 invested in Oregon's Civil Legal Aid services, they deliver \$3.43 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.

Social Economic Impact and Return on Funding Investment from Oregon Legal Aid Services for the Year 2018

Stage 1 - Stakeholders Goals & Resource Inputs

Stakeholder Goals
Who does this have an effect on and what are the desired results of the funding provided?
The goals of Legal Aid services are to:
- Resolve the serious legal problems of low income people, provide economic and family stability, and reduce poverty through effective legal assistance;
- Ensure that state and federal laws affecting low income people are enforced and reduce the systematic barriers to justice that these people face;
- Empower individuals, protect fundamental rights, strengthen communities, create opportunities, and achieve justice.



Inputs	
Input Sources	Value of Inputs
Sources of Investment Funding	What is the value of the inputs in U.S. currency?
State and Local Grants	\$7,654,531
Federal Grants	\$5,183,718
Private Grants	\$3,423,038
Attorney Fees	\$433,289
Contract Revenues	\$136,435
TOTAL INVESTMENT FUNDING	\$16,831,011

Stage 2 - Activity Outputs



Outputs

Output Services	Quantity	Value in currency	Financial Impact Basis
What are the direct results or the activities (the Outputs)?	How many client services were delivered?	What is the value of the outputs delivered?	What is the basis for valuation of the change and the source of the valuation?
CONSUMER PROTECTION ISSUES			
Bankruptcy & Debtor Relief	512	\$2,733,200	See Valuation Worksheet 01
Collections/Repossessions/Garnishments	150	\$96,600	See Valuation Worksheet 02
Contracts & Warranties	38	\$8,000	See Valuation Worksheet 03
Collection Practices/Credit	18	\$6,800	See Valuation Worksheet 04
Predatory Lending Practices	0	\$0	See Valuation Worksheet 05
Loans & Installment Purchases	2	\$3,200	See Valuation Worksheet 06
Public Utilities	10	\$5,200	See Valuation Worksheet 07
Unfair Sales Practices	12	\$10,800	See Valuation Worksheet 08
Other Consumer Finance Issues	35	\$17,600	See Valuation Worksheet 09
EDUCATION ISSUES			
Student Discipline	2	\$4,800	See Valuation Worksheet 12
Special Education and Learning Disabilities	4	\$8,000	See Valuation Worksheet 13

Output Services	Quantity	Value in currency	Financial Impact Basis
What are the direct results or the activities (the Outputs)?	How many client services were delivered?	What is the value of the outputs delivered?	What is the basis for valuation of the change and the source of the valuation?
Student Financial Aid	8	\$10,000	See Valuation Worksheet 16
Other Education Issues	2	\$400	See Valuation Worksheet 19
EMPLOYMENT ISSUES			
Employment Discrimination	214	\$90,800	See Valuation Worksheet 21
Wage Claims and Fair Labor Standards	84	\$77,200	See Valuation Worksheet 22
Earned Income Tax Credit	22	\$22,800	See Valuation Worksheet 23
Tax Issues	262	\$180,000	See Valuation Worksheet 24
Employment Rights	50	\$24,400	See Valuation Worksheet 25
Agricultural Worker Issues	20	\$5,600	See Valuation Worksheet 26
Other Employment Issues	52	\$26,800	See Valuation Worksheet 29

Output Services	Quantity	Value in currency	Financial Impact Basis
What are the direct results or the activities (the Outputs)?	How many client services were delivered?	What is the value of the outputs delivered?	What is the basis for valuation of the change and the source of the valuation?
DOMESTIC RELATIONS AND FAMILY ISSUES			
Adoption	8	\$2,000	See Valuation Worksheet 30
Custody and Visitation	1,611	\$778,400	See Valuation Worksheet 31
Divorce/Separation/Annulment	1,404	\$611,600	See Valuation Worksheet 32
Conservatorship	64	\$49,000	See Valuation Worksheet 33
Name Change	16	\$9,200	See Valuation Worksheet 34
Parental Rights Termination	10	\$2,000	See Valuation Worksheet 35
Paternity	6	\$1,200	See Valuation Worksheet 36
Domestic Abuse	1,100	\$1,066,400	See Valuation Worksheet 37
Support	76	\$30,800	See Valuation Worksheet 38
Other Family Issues	100	\$34,800	See Valuation Worksheet 39
Delinquent	0	\$0	See Valuation Worksheet 41
Neglected & Abused Dependents	8	\$7,200	See Valuation Worksheet 42
Minor Guardianship	42	\$20,800	See Valuation Worksheet 44
Other Juvenile	2	\$400	See Valuation Worksheet 49
HEALTH CARE ISSUES			
Medicaid Issues	192	\$69,200	See Valuation Worksheet 51

Output Services	Quantity	Value in currency	Financial Impact Basis
What are the direct results or the activities (the Outputs)?	How many client services were delivered?	What is the value of the outputs delivered?	What is the basis for valuation of the change and the source of the valuation?
Medicare Issues	22	\$4,400	See Valuation Worksheet 52
Home and Community Based Care	76	\$26,800	See Valuation Worksheet 54
Private Health Insurance	2	\$400	See Valuation Worksheet 55
Long Term Health Care	58	\$52,400	See Valuation Worksheet 56
Other Health Issues	52	\$25,200	See Valuation Worksheet 59
HOUSING ISSUES			
Federally Subsidized Housing	1,254	\$1,739,266	See Valuation Worksheet 61
Homeownership and Real Property	20	\$17,200	See Valuation Worksheet 62
Private Landlord/Tenant Issues	1,798	\$1,552,641	See Valuation Worksheet 63
Public Housing	160	\$133,377	See Valuation Worksheet 64
Mobile Homes	184	\$137,010	See Valuation Worksheet 65
Housing Discrimination	72	\$305,497	See Valuation Worksheet 66
Mortgage Foreclosures	136	\$50,181	See Valuation Worksheet 67
Mortgage Predatory Lending	0	\$0	See Valuation Worksheet 68
Other Housing Issues	116	\$75,470	See Valuation Worksheet 69
PUBLIC BENEFITS ISSUES			
Temp. Assistance for Needy Families	22	\$5,600	See Valuation Worksheet 71

Output Services	Quantity	Value in currency	Financial Impact Basis
What are the direct results or the activities (the Outputs)?	How many client services were delivered?	What is the value of the outputs delivered?	What is the basis for valuation of the change and the source of the valuation?
Social Security	44	\$10,400	See Valuation Worksheet 72
Food Stamps (SNAP)	58	\$12,400	See Valuation Worksheet 73
Social Security Disability Insurance	106	\$82,400	See Valuation Worksheet 74
Supplemental Security Income	142	\$47,200	See Valuation Worksheet 75
Unemployment Compensation	118	\$34,400	See Valuation Worksheet 76
OTHER COMMUNITY ISSUES			
Veterans Benefits	4	\$3,600	See Valuation Worksheet 77
State and Local Income Maintenance	8	\$1,600	See Valuation Worksheet 78
Other Income Maintenance Issues	18	\$4,000	See Valuation Worksheet 79
Immigration and Naturalization	90	\$47,600	See Valuation Worksheet 81
Disability Rights	28	\$18,400	See Valuation Worksheet 84
Civil Rights	18	\$16,400	See Valuation Worksheet 85
Human Trafficking	28	\$18,400	See Valuation Worksheet 86
Criminal Record Expungement	241	\$87,600	See Valuation Worksheet 87
Other Individual Rights	52	\$20,800	See Valuation Worksheet 89
Legal Assistance to Non-Profits	0	\$0	See Valuation Worksheet 91
Indian Tribal Law	124	\$107,200	See Valuation Worksheet 92
Licenses	6	\$2,000	See Valuation Worksheet 93

Output Services	Quantity	Value in currency	Financial Impact Basis
What are the direct results or the activities (the Outputs)?	How many client services were delivered?	What is the value of the outputs delivered?	What is the basis for valuation of the change and the source of the valuation?
Torts	6	\$1,600	See Valuation Worksheet 94
Wills and Estates	124	\$48,000	See Valuation Worksheet 95
Advance Directives/ Powers of Attorney	10	\$2,800	See Valuation Worksheet 96
Municipal Legal Needs	0	\$0	See Valuation Worksheet 97
Other Miscellaneous Legal Issues	100	\$30,800	See Valuation Worksheet 99
GOVERNMENT and LEGAL COST SAVINGS			
Govt/Court System Efficiency Savings	11,433	\$1,130,700	

Stage 3 - Outcome Impact Valuation



The Outcomes (what changes)

Service Long-term Outcomes	Value in currency	Source
What are the long-term consequential economic impacts of the outcomes of the services?	What is the value of the change?	What is the source of the valuation?
CONSUMER PROTECTION ISSUES		
Bankruptcy & Debtor Relief	\$5,220,000	See Valuation Worksheet 01
Collections/Repossessions/Garnishments	\$51,600	See Valuation Worksheet 02
Contracts & Warranties	\$800	See Valuation Worksheet 03
Collection Practices/Credit	\$2,400	See Valuation Worksheet 04
Predatory Lending Practices	\$0	See Valuation Worksheet 05
Loans & Installment Purchases	\$3,200	See Valuation Worksheet 06
Public Utilities	\$8,800	See Valuation Worksheet 07
Unfair Sales Practices	\$9,600	See Valuation Worksheet 08
Other Consumer Finance Issues	\$19,836	See Valuation Worksheet 09
EDUCATION ISSUES		
Student Discipline	\$0	See Valuation Worksheet 12
Special Education and Learning Disabilities	\$0	See Valuation Worksheet 13

Service Long-term Outcomes	Value in currency	Source
What are the long-term consequential economic impacts of the outcomes of the services?	What is the value of the change?	What is the source of the valuation?
Student Financial Aid	\$2,232	See Valuation Worksheet 16
Other Education Issues	\$0	See Valuation Worksheet 19
EMPLOYMENT ISSUES		
Employment Discrimination	\$0	See Valuation Worksheet 21
Wage Claims and Fair Labor Standards	\$18,464	See Valuation Worksheet 22
Earned Income Tax Credit	\$4,800	See Valuation Worksheet 23
Tax Issues	\$44,160	See Valuation Worksheet 24
Employment Rights	\$10,880	See Valuation Worksheet 25
Agricultural Worker Issues	\$45,320	See Valuation Worksheet 26
Other Employment Issues	\$6,240	See Valuation Worksheet 29

Service Long-term Outcomes	Value in currency	Source
What are the long-term consequential economic impacts of the outcomes of the services?	What is the value of the change?	What is the source of the valuation?
DOMESTIC RELATIONS AND FAMILY ISSUES		
Adoption	\$205,236	See Valuation Worksheet 30
Custody and Visitation	\$1,546,111	See Valuation Worksheet 31
Divorce/Separation/Annulment	\$525,782	See Valuation Worksheet 32
Conservatorship	\$579,600	See Valuation Worksheet 33
Name Change	\$0	See Valuation Worksheet 34
Parental Rights Termination	\$0	See Valuation Worksheet 35
Paternity	\$0	See Valuation Worksheet 36
Domestic Abuse	\$1,633,452	See Valuation Worksheet 37
Support	\$635,580	See Valuation Worksheet 38
Other Family Issues	\$0	See Valuation Worksheet 39
Delinquent	\$0	See Valuation Worksheet 41
Neglected & Abused Dependents	\$36,480	See Valuation Worksheet 42
Minor Guardianship	\$72,960	See Valuation Worksheet 44
Other Juvenile	\$0	See Valuation Worksheet 49
HEALTH CARE ISSUES		
Medicaid Issues	\$1,842,852	See Valuation Worksheet 51

Service Long-term Outcomes	Value in currency	Source
What are the long-term consequential economic impacts of the outcomes of the services?	What is the value of the change?	What is the source of the valuation?
Medicare Issues	\$0	See Valuation Worksheet 52
Home and Community Based Care	\$2,985,840	See Valuation Worksheet 54
Private Health Insurance	\$0	See Valuation Worksheet 55
Long Term Health Care	\$6,912,000	See Valuation Worksheet 56
Other Health Issues	\$118,222	See Valuation Worksheet 59
HOUSING ISSUES		
Federally Subsidized Housing	\$8,640,972	See Valuation Worksheet 61
Homeownership and Real Property	\$7,500	See Valuation Worksheet 62
Private Landlord/Tenant Issues	\$1,412,240	See Valuation Worksheet 63
Public Housing	\$127,000	See Valuation Worksheet 64
Mobile Homes	\$91,440	See Valuation Worksheet 65
Housing Discrimination	\$252,111	See Valuation Worksheet 66
Mortgage Foreclosures	\$907,940	See Valuation Worksheet 67
Mortgage Predatory Lending	\$0	See Valuation Worksheet 68
Other Housing Issues	\$52,500	See Valuation Worksheet 69
PUBLIC BENEFITS ISSUES		
Temp. Assistance for Needy Families	\$24,288	See Valuation Worksheet 71

Service Long-term Outcomes	Value in currency	Source
What are the long-term consequential economic impacts of the outcomes of the services?	What is the value of the change?	What is the source of the valuation?
Social Security	\$0	See Valuation Worksheet 72
Food Stamps (SNAP)	\$121,200	See Valuation Worksheet 73
Social Security Disability Insurance	\$4,717,459	See Valuation Worksheet 74
Supplemental Security Income	\$6,954,900	See Valuation Worksheet 75
Unemployment Compensation	\$65,780	See Valuation Worksheet 76
OTHER COMMUNITY ISSUES		
Veterans Benefits	\$44,460	See Valuation Worksheet 77
State and Local Income Maintenance	\$0	See Valuation Worksheet 78
Other Income Maintenance Issues	\$5,976	See Valuation Worksheet 79
Immigration and Naturalization	\$612,000	See Valuation Worksheet 81
Disability Rights	\$0	See Valuation Worksheet 82
Civil Rights	\$24,000	See Valuation Worksheet 85
Human Trafficking	\$135,960	See Valuation Worksheet 86
Criminal Record Expungement	\$2,445,110	See Valuation Worksheet 87
Other Individual Rights	\$0	See Valuation Worksheet 89
Legal Assistance to Non-Profits	\$0	See Valuation Worksheet 91
Indian Tribal Law	\$0	See Valuation Worksheet 92
Licenses	\$18,000	See Valuation Worksheet 93

Service Long-term Outcomes	Value in currency	Source
What are the long-term consequential economic impacts of the outcomes of the services?	What is the value of the change?	What is the source of the valuation?
Torts	\$0	See Valuation Worksheet 94
Wills and Estates	\$124,000	See Valuation Worksheet 95
Advance Directives/ Powers of Attorney	\$0	See Valuation Worksheet 96
Municipal Legal Needs	\$0	See Valuation Worksheet 97
Other Miscellaneous Legal Issues	\$0	See Valuation Worksheet 99
GOVERNMENT and LEGAL COST SAVINGS		
Govt/Court System Efficiency Savings	\$0	See Valuation Worksheet 19
TOTALS	\$49,327,284	

Interim GROSS Impact Valuations

	GROSS Direct Impact Value	GROSS Long-Term Consequential Impact	Total GROSS Impact
	Total of GROSS direct impact values	Total of GROSS lon-term impact values	Sum of short-term direct impacts and longer-term consequential impacts.
CONSUMER PROTECTION ISSUES			
Bankruptcy & Debtor Relief	\$2,733,200	\$5,220,000	\$7,953,200
Collections/Repossessions/ Garnishments	\$96,600	\$51,600	\$148,200
Contracts & Warranties	\$8,000	\$800	\$8,800
Collection Practices/Credit	\$6,800	\$2,400	\$9,200
Predatory Lending Practices	\$0	\$0	\$0
Loans & Installment Purchases	\$3,200	\$3,200	\$6,400
Public Utilities	\$5,200	\$8,800	\$14,000
Unfair Sales Practices	\$10,800	\$9,600	\$20,400
Other Consumer Finance Issues	\$17,600	\$19,836	\$37,436
EDUCATION ISSUES			
Student Discipline	\$4,800	\$0	\$4,800
Special Education and Learning Disabilities	\$8,000	\$0	\$8,000

	Total of GROSS direct impact values	Total of GROSS lon-term impact values	Sum of short-term direct impacts and longer-term consequential impacts.
Student Financial Aid	\$10,000	\$2,232	\$12,232
Other Education Issues	\$400	\$0	\$400
EMPLOYMENT ISSUES			
Employment Discrimination	\$90,800	\$0	\$90,800
Wage Claims and Fair Labor Standards	\$77,200	\$18,464	\$95,664
Earned Income Tax Credit	\$22,800	\$4,800	\$27,600
Tax Issues	\$180,000	\$44,160	\$224,160
Employment Rights	\$24,400	\$10,880	\$35,280
Agricultural Worker Issues	\$5,600	\$45,320	\$50,920
Other Employment Issues	\$26,800	\$6,240	\$33,040

	Total of GROSS direct impact values	Total of GROSS lon-term impact values	Sum of short-term direct impacts and longer-term consequential impacts.
DOMESTIC RELATIONS AND FAMILY ISSUES			
Adoption	\$2,000	\$205,236	\$207,236
Custody and Visitation	\$778,400	\$1,546,111	\$2,324,511
Divorce/Separation/ Annulment	\$611,600	\$525,782	\$1,137,382
Conservatorship	\$49,000	\$579,600	\$628,600
Name Change	\$9,200	\$0	\$9,200
Parental Rights Termination	\$2,000	\$0	\$2,000
Paternity	\$1,200	\$0	\$1,200
Domestic Abuse	\$1,066,400	\$1,633,452	\$2,699,852
Support	\$30,800	\$635,580	\$666,380
Other Family Issues	\$34,800	\$0	\$34,800
Delinquent	\$0	\$0	\$0
Neglected & Abused Dependents	\$7,200	\$36,480	\$43,680
Minor Guardianship	\$20,800	\$72,960	\$93,760
Other Juvenile	\$400	\$0	\$400
HEALTH CARE ISSUES			
Medicaid Issues	\$69,200	\$1,842,852	\$1,912,052

	Total of GROSS direct impact values	Total of GROSS lon-term impact values	Sum of short-term direct impacts and longer-term consequential impacts.
Medicare Issues	\$4,400	\$0	\$4,400
Home and Community Based Care	\$26,800	\$2,985,840	\$3,012,640
Private Health Insurance	\$400	\$0	\$400
Long Term Health Care	\$52,400	\$6,912,000	\$6,964,400
Other Health Issues	\$25,200	\$118,222	\$143,422
HOUSING ISSUES			
Federally Subsidized Housing	\$1,739,266	\$8,640,972	\$10,380,238
Homeownership and Real Property	\$17,200	\$7,500	\$24,700
Private Landlord/Tenant Issues	\$1,552,641	\$1,412,240	\$2,964,881
Public Housing	\$133,377	\$127,000	\$260,377
Mobile Homes	\$137,010	\$91,440	\$228,450
Housing Discrimination	\$305,497	\$252,111	\$557,608
Mortgage Foreclosures	\$50,181	\$907,940	\$958,121
Mortgage Predatory Lending	\$0	\$0	\$0
Other Housing Issues	\$75,470	\$52,500	\$127,970
PUBLIC BENEFITS ISSUES			
Temp. Assistance for Needy Families	\$5,600	\$24,288	\$29,888

	Total of GROSS direct impact values	Total of GROSS lon-term impact values	Sum of short-term direct impacts and longer-term consequential impacts.
Social Security	\$10,400	\$0	\$10,400
Food Stamps (SNAP)	\$12,400	\$121,200	\$133,600
Social Security Disability Insurance	\$82,400	\$4,717,459	\$4,799,859
Supplemental Security Income	\$47,200	\$6,954,900	\$7,002,100
Unemployment Compensation	\$34,400	\$65,780	\$100,180
OTHER COMMUNITY ISSUES			
Veterans Benefits	\$3,600	\$44,460	\$48,060
State and Local Income Maintenance	\$1,600	\$0	\$1,600
Other Income Maintenance Issues	\$4,000	\$5,976	\$9,976
Immigration and Naturalization	\$47,600	\$612,000	\$659,600
Disability Rights	\$18,400	\$0	\$18,400
Civil Rights	\$16,400	\$24,000	\$40,400
Human Trafficking	\$18,400	\$135,960	\$154,360
Criminal Record Expungement	\$87,600	\$2,445,110	\$2,532,710
Other Individual Rights	\$20,800	\$0	\$20,800
Legal Assistance to Non- Profits	\$0	\$0	\$0
Indian Tribal Law	\$107,200	\$0	\$107,200
Licenses	\$2,000	\$18,000	\$20,000

	Total of GROSS direct impact values	Total of GROSS lon-term impact values	Sum of short-term direct impacts and longer-term consequential impacts.
Torts	\$1,600	\$0	\$1,600
Wills and Estates	\$48,000	\$124,000	\$172,000
Advance Directives/ Powers of Attorney	\$2,800	\$0	\$2,800
Municipal Legal Needs	\$0	\$0	\$0
Other Miscellaneous Legal Issues	\$30,800	\$0	\$30,800
GOVERNMENT and LEGAL COST SAVINGS			
Govt/Court System Efficiency Savings	\$1,130,700	N/A	\$1,130,700
TOTALS	\$11,868,942	\$49,327,284	\$61,196,226

Stage 4 - Negative Impact Factors



	Deadweight %	Displacement %	Attribution %	Drop off %
	What would have happened without the activity?	What activity did this displace?	Who else contributed to the change?	Does the outcome drop off in future years?
CONSUMER PROTECTION ISSUES				
Bankruptcy & Debtor Relief	0%	0%	0%	0%
Collections/Repossessions/ Garnishments	5%	0%	0%	5%
Contracts & Warranties	0%	0%	0%	0%
Collection Practices/Credit	0%	0%	0%	0%
Predatory Lending Practices	0%	0%	0%	0%
Loans & Installment Purchases	0%	0%	0%	0%
Public Utilities	0%	0%	0%	0%
Unfair Sales Practices	10%	0%	0%	10%
Other Consumer Finance Issues	0%	0%	0%	5%
EDUCATION ISSUES				
Student Discipline	0%	0%	0%	40%
Special Education and Learning Disabilities	0%	0%	0%	0%

	What would have happened without the activity?	What activity did this displace?	Who else contributed to the change?	Does the outcome drop off in future years?
Student Financial Aid	0%	0%	0%	5%
Other Education Issues	0%	0%	0%	0%
EMPLOYMENT ISSUES				
Employment Discrimination	10%	0%	0%	10%
Wage Claims and Fair Labor Standards	0%	0%	0%	10%
Earned Income Tax Credit	0%	0%	0%	10%
Tax Issues	0%	0%	0%	0%
Employment Rights	0%	0%	0%	10%
Agricultural Worker Issues	0%	0%	0%	30%
Other Employment Issues	0%	0%	0%	0%

	What would have happened without the activity?	What activity did this displace?	Who else contributed to the change?	Does the outcome drop off in future years?
DOMESTIC RELATIONS AND FAMILY ISSUES				
Adoption	0%	0%	0%	0%
Custody and Visitation	0%	0%	0%	10%
Divorce/Separation/ Annulment	5%	0%	0%	5%
Conservatorship	0%	0%	0%	0%
Name Change	0%	0%	0%	0%
Parental Rights Termination	0%	0%	0%	0%
Paternity	0%	0%	0%	40%
Domestic Abuse	5%	0%	0%	30%
Support	0%	0%	0%	40%
Other Family Issues	0%	0%	0%	0%
Delinquent	0%	0%	0%	0%
Neglected & Abused Dependents	0%	0%	0%	10%
Minor Guardianship	0%	0%	0%	5%
Other Juvenile	0%	0%	0%	0%
HEALTH CARE ISSUES				
Medicaid Issues	0%	0%	0%	0%

	What would have happened without the activity?	What activity did this displace?	Who else contributed to the change?	Does the outcome drop off in future years?
Medicare Issues	0%	0%	0%	0%
Home and Community Based Care	0%	0%	0%	10%
Private Health Insurance	0%	0%	0%	0%
Long Term Health Care	0%	0%	0%	20%
Other Health Issues	0%	0%	0%	10%
HOUSING ISSUES				
Federally Subsidized Housing	0%	0%	0%	0%
Homeownership and Real Property	0%	0%	5%	5%
Private Landlord/Tenant Issues	0%	0%	0%	0%
Public Housing	5%	0%	0%	5%
Mobile Homes	0%	0%	0%	0%
Housing Discrimination	0%	0%	0%	0%
Mortgage Foreclosures	0%	0%	0%	0%
Mortgage Predatory Lending	0%	0%	0%	0%
Other Housing Issues	0%	0%	0%	0%
PUBLIC BENEFITS ISSUES				
Temp. Assistance for Needy Families	0%	0%	0%	0%

	What would have happened without the activity?	What activity did this displace?	Who else contributed to the change?	Does the outcome drop off in future years?
Social Security	0%	0%	0%	0%
Food Stamps (SNAP)	0%	0%	0%	0%
Social Security Disability Insurance	0%	0%	0%	5%
Supplemental Security Income	0%	0%	0%	0%
Unemployment Compensation	0%	0%	0%	5%
OTHER COMMUNITY ISSUES				
Veterans Benefits	0%	0%	0%	0%
State and Local Income Maintenance	0%	0%	0%	0%
Other Income Maintenance Issues	0%	0%	0%	0%
Immigration and Naturalization	0%	0%	0%	0%
Disability Rights	0%	0%	0%	0%
Civil Rights	0%	0%	0%	10%
Human Trafficking	0%	0%	0%	0%
Criminal Record Expungement	0%	0%	0%	20%
Other Individual Rights	0%	0%	0%	0%
Legal Assistance to Non-Profits	0%	0%	0%	0%
Indian Tribal Law	0%	0%	0%	0%
Licenses	0%	0%	0%	0%

	What would have happened without the activity?	What activity did this displace?	Who else contributed to the change?	Does the outcome drop off in future years?
Torts	0%	0%	0%	0%
Wills and Estates	0%	0%	0%	0%
Advance Directives/ Powers of Attorney	0%	0%	0%	0%
Municipal Legal Needs	0%	0%	0%	0%
Other Miscellaneous Legal Issues	0%	0%	0%	0%
GOVERNMENT and LEGAL COST SAVINGS				
Govt/Court System Efficiency Savings	0%	0%	0%	0%

Final Values of NET Economic Impacts and Social Return on Investment Results

	NET Direct Impact	NET Consequential Impact	TOTAL NET SOCIAL VALUE IMPACT
	Gross direct economic impact less deadweight, displacement, attribution, and drop-off factors.	Gross long-term consequential economic impact less deadweight, displacement, attribution, and drop-off factors.	Total Gross economic impact less deadweight, displacement, attribution, and drop-off factors.
CONSUMER PROTECTION ISSUES			
Bankruptcy & Debtor Relief	\$2,733,200	\$5,220,000	\$7,953,200
Collections/Repossessions/ Garnishments	\$96,600	\$46,440	\$143,040
Contracts & Warranties	\$8,000	\$800	\$8,800
Collection Practices/Credit	\$6,800	\$2,400	\$9,200
Predatory Lending Practices	\$0	\$0	\$0
Loans & Installment Purchases	\$3,200	\$3,200	\$6,400
Public Utilities	\$5,200	\$8,800	\$14,000
Unfair Sales Practices	\$10,800	\$7,680	\$18,480
Other Consumer Finance Issues	\$17,600	\$18,844	\$36,444
EDUCATION ISSUES			
Student Discipline	\$4,800	\$0	\$4,800
Special Education and Learning Disabilities	\$8,000	\$0	\$8,000

	Gross direct economic impact less deadweight, displacement, attribution, and drop-off factors.	Gross long-term consequential economic impact less deadweight, displacement, attribution, and drop-off factors.	Total Gross economic impact less deadweight, displacement, attribution, and drop-off factors.
Student Financial Aid	\$10,000	\$2,120	\$12,120
Other Education Issues	\$400	\$0	\$400
EMPLOYMENT ISSUES			
Employment Discrimination	\$90,800	\$0	\$90,800
Wage Claims and Fair Labor Standards	\$77,200	\$16,618	\$93,818
Earned Income Tax Credit	\$22,800	\$4,320	\$27,120
Tax Issues	\$180,000	\$44,160	\$224,160
Employment Rights	\$24,400	\$9,792	\$34,192
Agricultural Worker Issues	\$5,600	\$31,724	\$37,324
Other Employment Issues	\$26,800	\$6,240	\$33,040

	Gross direct economic impact less deadweight, displacement, attribution, and drop-off factors.	Gross long-term consequential economic impact less deadweight, displacement, attribution, and drop-off factors.	Total Gross economic impact less deadweight, displacement, attribution, and drop-off factors.
DOMESTIC RELATIONS AND FAMILY ISSUES			
Adoption	\$2,000	\$205,236	\$207,236
Custody and Visitation	\$778,400	\$1,391,500	\$2,169,900
Divorce/Separation/ Annulment	\$611,600	\$473,204	\$1,084,804
Conservatorship	\$49,000	\$579,600	\$628,600
Name Change	\$9,200	\$0	\$9,200
Parental Rights Termination	\$2,000	\$0	\$2,000
Paternity	\$1,200	\$0	\$1,200
Domestic Abuse	\$1,066,400	\$1,061,744	\$2,128,144
Support	\$30,800	\$381,348	\$412,148
Other Family Issues	\$34,800	\$0	\$34,800
Delinquent	\$0	\$0	\$0
Neglected & Abused Dependents	\$7,200	\$32,832	\$40,032
Minor Guardianship	\$20,800	\$69,312	\$90,112
Other Juvenile	\$400	\$0	\$400
HEALTH CARE ISSUES			
Medicaid Issues	\$69,200	\$1,842,852	\$1,912,052

	Gross direct economic impact less deadweight, displacement, attribution, and drop-off factors.	Gross long-term consequential economic impact less deadweight, displacement, attribution, and drop-off factors.	Total Gross economic impact less deadweight, displacement, attribution, and drop-off factors.
Medicare Issues	\$4,400	\$0	\$4,400
Home and Community Based Care	\$26,800	\$2,687,256	\$2,714,056
Private Health Insurance	\$400	\$0	\$400
Long Term Health Care	\$52,400	\$5,529,600	\$5,582,000
Other Health Issues	\$25,200	\$106,400	\$131,600
HOUSING ISSUES			
Federally Subsidized Housing	\$1,739,266	\$8,640,972	\$10,380,238
Homeownership and Real Property	\$17,200	\$6,750	\$23,950
Private Landlord/Tenant Issues	\$1,552,641	\$1,412,240	\$2,964,881
Public Housing	\$133,377	\$114,300	\$247,677
Mobile Homes	\$137,010	\$91,440	\$228,450
Housing Discrimination	\$305,497	\$252,111	\$557,608
Mortgage Foreclosures	\$50,181	\$907,940	\$958,121
Mortgage Predatory Lending	\$0	\$0	\$0
Other Housing Issues	\$75,470	\$52,500	\$127,970
PUBLIC BENEFITS ISSUES			
Temp. Assistance for Needy Families	\$5,600	\$24,288	\$29,888

	Gross direct economic impact less deadweight, displacement, attribution, and drop-off factors.	Gross long-term consequential economic impact less deadweight, displacement, attribution, and drop-off factors.	Total Gross economic impact less deadweight, displacement, attribution, and drop-off factors.
Social Security	\$10,400	\$0	\$10,400
Food Stamps (SNAP)	\$12,400	\$121,200	\$133,600
Social Security Disability Insurance	\$82,400	\$4,481,586	\$4,563,986
Supplemental Security Income	\$47,200	\$6,954,900	\$7,002,100
Unemployment Compensation	\$34,400	\$62,491	\$96,891
OTHER COMMUNITY ISSUES			
Veterans Benefits	\$3,600	\$44,460	\$48,060
State and Local Income Maintenance	\$1,600	\$0	\$1,600
Other Income Maintenance Issues	\$4,000	\$5,976	\$9,976
Immigration and Naturalization	\$47,600	\$612,000	\$659,600
Disability Rights	\$18,400	\$0	\$18,400
Civil Rights	\$16,400	\$21,600	\$38,000
Human Trafficking	\$18,400	\$135,960	\$154,360
Criminal Record Expungement	\$87,600	\$1,956,088	\$2,043,688
Other Individual Rights	\$20,800	\$0	\$20,800
Legal Assistance to Non-Profits	\$0	\$0	\$0
Indian Tribal Law	\$107,200	\$0	\$107,200
Licenses	\$2,000	\$18,000	\$20,000

	Gross direct economic impact less deadweight, displacement, attribution, and drop-off factors.	Gross long-term consequential economic impact less deadweight, displacement, attribution, and drop-off factors.	Total Gross economic impact less deadweight, displacement, attribution, and drop-off factors.
Torts	\$1,600	\$0	\$1,600
Wills and Estates	\$48,000	\$124,000	\$172,000
Advance Directives/ Powers of Attorney	\$2,800	\$0	\$2,800
Municipal Legal Needs	\$0	\$0	\$0
Other Miscellaneous Legal Issues	\$30,800	\$0	\$30,800
GOVERNMENT and LEGAL COST SAVINGS			
Govt/Court System Efficiency Savings	\$1,130,700	\$0	\$1,130,700

TOTALS

\$11,868,942	\$45,824,824	\$57,693,766
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TOTAL NET SOCIAL ECONOMIC \$57,693,766

Total Amount of Investment \$16,831,011

**INVESTMENT PERCENTAGE FOR
OREGON LEGAL FOUNDATION
LEGAL AID SERVICE MEMBERS 343%**

The Economic Impact and Social Return on Investment from the services provided by Oregon’s Civil Legal Aid organizations.

Overview

The State of Oregon 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 delivered value of their multiple of 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 defined and international accepted valuation 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 services provided by the Civil Legal Aid organizations as a result of their operations.

Many of the transaction statistics for these areas have historically been tracked by the staff and management of these organizations, but several areas were not. The personnel at the individual organizations are to be commended for effectively researching these areas and providing accurate transaction information.

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

Conclusion

Based on a review of the individual organization's transaction records, internal reports, financial statements, reports submitted to various state and federal stakeholders, and the detailed analysis of values delivered to the community of the individual services provided by the organization, this report presents fairly the Social Return on Funding Investment for The Oregon Civil Legal Aid organizations for the year 2018.

March 6, 2020A 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