“It is better to light a candle than curse the darkness”
Dear Friends & Supporters,

When The Legal Aid Society of Cleveland began in 1905, it was founded on the principle that justice is free to all; that it is the right of the poor no less than the privilege of the rich.

Today – because of your support – The Legal Aid Society of Cleveland continues to secure justice and resolve fundamental problems for those who are low income and vulnerable by providing high quality legal services and working for systemic solutions.

This Annual Report highlights the impact Legal Aid had in 2011 on more than 26,000 people in Northeast Ohio.

However, as 2011 came to a close, we learned of a 14 percent reduction in our 2012 funding from the Legal Services Corporation. This cut is in addition to the already realized $2.6 million drop in revenue, from $3.38 million to $700,000, derived from interest on lawyers’ trust accounts (IOLTA). Meanwhile, poverty has increased in Northeast Ohio has demand for Legal Aid’s services. In 2011 we again chose to spend from our reserves rather than decrease our services.

In 2012 we are planning to make cuts to our budget, in response to these economic forces beyond our control. This will mean we will become a smaller organization, serving fewer people. But, we remain strong and continue to be a voice for the powerless. Because of your dedication to our work and our clients, we will persevere.

Your partnership is more important now than it has ever been. Thank you for your ongoing support,

Colleen M. Cotter, Esq.  
Ilah M. Adkins, Esq.  
Adrian Thompson, Esq.

The Legal Aid Society of Cleveland  
RBS Citizens Financial Group Inc. (Charter One Bank)  
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Executive Director  
Law Department / Vice-President  
Legal Aid Board President, 2011  
Legal Aid Board President, 2012

Legal Aid fielded more than 110,000 phone calls in 2011 and processed 16,292 intake applications. Of those, 7,669 (47%) were accepted for representation. The remaining 8,623 (53%) are part of the “Justice Gap” in Northeast Ohio. These are people who qualified for Legal Aid, had a case with legal merit – but because of lack of resources, were turned away.
2011 Data and Finances

Revenue and Other Support 2011 2010
Ohio Legal Assistance Foundation (OLAF) $3,028,791 $3,314,439
Legal Services Corporation (LSC) $2,342,473 $2,441,094
Donations and Private Grants $939,772 $819,815
Donated Services $2,065,688 $1,348,436
United Way $263,317 $241,528
Partner Agencies (Contracts for Legal Services) $244,673 $299,404
Other Government Grants $211,508 $235,879
Other Income $209,546 $500,788
Total Revenue $9,305,768 $9,201,383

Expenses 2011 2010
Program Services $8,895,727 $8,309,303
Support Services (Administration & Development) $1,318,910 $1,449,383
Total Expenses $10,214,637 $9,758,686

Excess of Revenue over Expenditures - $908,869 - $557,303
Opening Net Assets $7,462,739 $8,020,042
Net Assets as of 12/31/2011 $6,553,870 $7,462,739

Breakdown of Net Assets
- Undesignated $0 $269,471
- Net Investment in Plant $2,824,647 $2,806,029
- Board Designated Endowment $6,557 $10,523
- Board Designated Reserve Fund $3,427,560 $4,176,678

$6,258,764 $7,262,701

- Temporarily Restricted $241,656 $146,588
- Permanently Restricted $53,450 $53,450
Net Assets $6,553,870 $7,462,739

Total People Helped by our cases handled 26,224

Total CasesHandled in 2011 10,279
Cases Handled and Closed 8,285
Cases Continued into Next Year 1,993

Volunteer Lawyers Program (VLP) Clinics
Cases Handled at VLP Clinics 1,096
Total Neighborhood Clinics 63

Personnel 2011
Attorneys on Staff 54
Other Staff 36
Volunteer Lawyers Program (pro bono) Attorneys 1,606
Law Student Volunteers 233
In-House Volunteers 72

Languages Spoken by Legal Aid Clients [other than English]
- Arabic • Cantonese • Spanish • Swahili •
  • Russian • Vietnamese •

Client Demographics 2011

Females 69%
Males 31%

African-American 54%
Hispanic 8%
Other 2%
White 36%

Children in Household 49%

Types of Cases Handled 2011

Yearly Comparison Cases Handled

<table>
<thead>
<tr>
<th>Type of Case</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consumer (including foreclosure)</td>
<td>43%</td>
<td>44%</td>
<td>42%</td>
</tr>
<tr>
<td>Family</td>
<td>21%</td>
<td>20%</td>
<td>20%</td>
</tr>
<tr>
<td>Health-Education-Work-Income-Immigration</td>
<td>21%</td>
<td>21%</td>
<td>22%</td>
</tr>
<tr>
<td>Housing</td>
<td>10%</td>
<td>11%</td>
<td>12%</td>
</tr>
<tr>
<td>Other</td>
<td>5%</td>
<td>4%</td>
<td>4%</td>
</tr>
</tbody>
</table>

Cases by County 2011

- Ashtabula: 6%
- Cuyahoga: 77%
- Geauga: 1%
- Lake: 6%
- Lorain: 10%
In 2011 – Legal Aid increased safety for 99% of clients where safety was at risk.
In 2011 – Legal Aid prevented eviction in 99% of cases where rental housing was at risk.

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Annual Report 2011
In 2011 – Legal Aid ensured $28.7 million in assets were saved for low-income clients.
Annual Report 2011

In 2011 – Legal Aid reduced debt for low-income clients by $7.9 million.

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In 2011 – Legal Aid secured access to health insurance for 173 clients.

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In 2011 – Legal Aid secured access to health insurance for 173 clients.

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In 2011 – Legal Aid was successful in saving the home in 76% of cases when a client’s home was threatened by foreclosure.
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In 2010, an endowment gift was made to Legal Aid to create the Allen Madorsky Memorial Fund, which benefits Legal Aid’s Leadership Fund for Organizational Development. The Fund provides specific support for strategic planning and implementation, staff and volunteer training and staff leadership development. Fund raising continues for this endeavor. To make a gift, please call 216-861-5217.
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