

2023 ANNUAL REPORT

THE LEGAL AID SOCIETY OF CLEVELAND



-Langston Hughes



Executive Director's Note

Our dreams are what keep us inspired and give us hope. But for some, dreams can feel like a luxury. When you are fighting to avoid eviction, escape domestic violence, access much-needed benefits, or protect your job, there is little room to focus on anything but your immediate needs.

Legal Aid helps people overcome pivotal challenges to ensure that everyone has the chance to dream and that they can take real steps toward achieving those dreams. That is justice.

Through Legal Aid's collaborative work, we learn from our clients, we hear their voices, and together, we pursue those things that our clients need and deserve.

In 2023, Legal Aid continued to support community goals by:

- Partnering with our clients to provide impactful testimony to the Ohio Senate for legislation limiting debt-related driver's license suspensions, which trap people in cycles of debt and create barriers to stable employment.
- Guiding community-based organizations and entrepreneurs through the legal aspects of creating non-profits and small businesses, helping local residents harness their own power to create community change.
- Advocating with organized groups of tenants to address defective conditions in large apartment complexes that threaten the health and safety of residents.

And every day, Legal Aid works to guard the individual dreams of people like Bonnie (*alias for privacy*). Bonnie was excited to start her new business and bought lots of supplies to get started. Boxes of supplies were delivered to her home just before she was scheduled to go out of town, so she left them to deal with upon her return. Unfortunately, Bonnie's landlord did a surprise inspection while she was gone and found the boxes blocking the furnace and water heater – a violation of Bonnie's lease. When Bonnie came home, she found a summons telling her that she was being evicted.

Determined to fight for her home and all the dreams she planned to pursue there, Bonnie called Legal Aid. One of our attorneys represented Bonnie in housing court, arguing that the landlord did not follow proper procedures. Eventually, the landlord agreed to drop the eviction if Bonnie passed a new inspection. She passed without problem, and the eviction was dropped. With help from Legal Aid, Bonnie protected her home and her dreams of becoming an entrepreneur.

It was Langston Hughes who penned the poem with the line, "Hold fast to dreams." Legal Aid protects the rights and basic needs of our clients so they can pursue their dreams - those highest ambitions that keep people moving forward and communities growing stronger.

Hughes also wrote, "The only way to get a thing done is to start to do it, then keep on doing it." Your support has allowed Legal Aid to take meaningful strides in our work, and together, we will continue extending justice in Northeast Ohio. There is much more work to do, and we are grateful to have such a dedicated community to join us on this journey.

With sincere gratitude,

Colleen M. Cotter, Esq. Executive Director

Colleen M. Cotts

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Legal Aid uses the power of the law to ensure access to basic needs and lift people out of poverty. Thanks to thousands of supporters and community partners, Legal Aid provides services that improve safety and health; promote education and economic stability; secure decent, affordable housing; and ensure the justice system and government entities are accountable and accessible.

Legal Aid's mission is to secure justice, equity, and access to opportunity for and with people who have low incomes through passionate legal representation and advocacy for systemic change.

2023 Finances

REVENUE AND OTHER SUPPORT	2023	2022
Legal Services Corporation (LSC)	\$3,598,535	\$2,983,635
Ohio Access to Justice Foundation	\$6,586,109	\$4,346,517
Donations and Private Grants	\$3,766,923	\$4,890,891
Donated Services	\$1,413,579	\$1,052,794
Other Government Grants	\$2,925,765	\$1,668,936
United Ways	\$1,030,426	\$1,057,692
Partner Agencies (contracts for legal services with partner agencies)	\$902,106	\$926,414
Other Income [including investment income (loss), net]	\$1,233,610	(\$1,106,959)
Special One-Time Philanthropic Gift	\$2,500,000	\$0
TOTAL REVENUE	\$23,957,053	\$15,819,920
EXPENSES	2023	2022
Program Services	\$17,439,984	\$15,022,204
Support Services (administration & development)	\$3,305,563	\$2,764,088
TOTAL EXPENSES	\$20,745,547	\$17,786,292
Excess of Revenue over Expenditures	\$3,211,506	(\$1,966,372)
Beginning Net Assets	\$14,107,257	\$16,073,629
NET ASSETS as of year end	\$17,318,763	\$14,107,257
BREAKDOWN OF NET ASSETS	2023	2022
Without donor restrictions		
-Undesignated	\$0	\$99,085
-Net Investment in Property	\$2,980,746	\$2,992,518
-Board Designated Endowment	\$36,214	\$30,821
-Board Designated Reserve Fund	\$9,726,374	\$9,384,765
-Board Designated - LLC Capital Reserve	\$355,138	\$0
-Board Designated - Foundation Supplemental	\$2,500,000	\$0
	\$15,598,472	\$12,507,189
Temporarily Restricted	\$1,014,104	\$1,054,640
Permanently Restricted	\$706,187	\$545,428
NET ASSETS	\$17,318,763	\$14,107,257



IN 2023, LEGAL AID SERVED **24,419** PEOPLE + GROUPS THROUGH 9,079 CASES

DURING 2023, LEGAL AID increased assets and income and reduced debt for our clients by more than \$10.47 million





moves **PREVENTED**

rent assistance **SECURED**

REMOVED barriers to education



REDUCED debt



CASES BY COUNTY

86% Cuyahoga **7**% Lorain **3**% Lake **3**% Ashtabula **1**% Geauga

2023 CASES BY INITIAL CONTACT (INTAKE METHOD)



client completed intake over the **PHONE**



client completed intake **ONLINE**







COMMUNITY EDUCATION AND OUTREACH

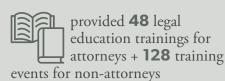


164 legal advice clinics



participated in 106 community resource fairs +

provided **82** community presentations



CASES BY PRACTICE AREA

OTHER: legal assistance to groups, wills & estates, advance directives

FAMILY: divorce / separation, custody, domestic violence

HEALTH & OPPORTUNITY: education, immigration, health & income benefits

ECONOMIC JUSTICE: taxes, bankruptcy, debt, expungements & record sealing, foreclosure, employment discrimination

HOUSING: landlord / tenant disputes, evictions, defective housing conditions

OUR PEOPLE



2023 Staff

144 total staff, including **73** attorneys



2023 Supporters

1,708 Total Donors **1,480** Individuals **107** Law Firms/Corporations **71** Foundations **9** United Ways **41** Partner Agencies

Each year, Legal Aid helps thousands more through community legal education, information, and advocacy.

CLIENT DEMOGRAPHICS



72% of households served **MAKE LESS THAN \$25,000**/year



438 cases involved
U.S. VETERANS or ACTIVE
DUTY MILITARY MEMBERS,
impacting 970 PEOPLE



39 clients were
COMMUNITY GROUPS,
NONPROFITS or
BUSINESSES represented
by Legal Aid's growing
community engagement
practice



58% of all households helped included **CHILDREN**



56% of all cases involved clients who identify as **BLACK**

(60+) 18% of all cases involved clients who are OLDER ADULTS



73% of all cases involved clients who identify as **FEMALE**

Celebrating 20 years of Medical-Legal Partnerships

The Legal Aid Society of Cleveland created the first Medical-Legal Partnership (MLP) in Ohio when we formalized our program with MetroHealth in 2003. At the time, it was only the

fourth MLP in the United States. Today, MLPs exist in 450 health organizations across the country. Through these partnerships Legal Aid works together with healthcare providers to address civil legal issues that interfere with patient health.

Legal Aid's Medical-Legal Partnerships include MetroHealth (est. 2003), St. Vincent Charity Medical Center (est. 2017), University Hospitals (est. 2018), and Cleveland Clinic (est. 2022).

VOLUNTEERS PLAY AN IMPORTANT ROLE IN HELPING LEGAL AID CLOSE THE JUSTICE GAP.

Annually, up to 20% of Legal Aid's matters are handled by *pro bono* attorneys.



In 2023 more than 800 volunteers were active with Legal Aid.
Volunteers reported more than 11,907 hours for the year.

Volunteers recorded over 5,700 hours working on cases, and over 2,450 hours providing service at advice clinics



BARRISTER SOCIETY Individual Gifts: \$20,000+

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twenty-year giving society ("@"), fifteen-year giving society ("%"), ten-year giving society ("*"), five-year giving society ("+"). We welcome our first-time donors ("#").

We honor the memory of deceased donors in italics.

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"

Destiny worked hard to provide for her children. When Destiny fell ill, she took medical leave from her first job and was terminated from her second job. Destiny fell behind in her rent. Eventually, she received a notice for eviction. Destiny contacted Legal Aid. Destiny's attorney negotiated with the landlord to allow Destiny to stay in the property and dismiss the case pending the approval of her rent assistance application. When Destiny's application was approved, she was able to pay her back rent and the case was dismissed. With the help of her Legal Aid attorney, Destiny was able to avoid homelessness.

66



Jada was a foster parent to her four great nieces. When she was granted permanent custody, she had no idea that she would lose the foster care stipends that she once received. She needed the additional money to help care for them. Jada called Legal Aid. Her attorney helped her get financial assistance from the Kinship Permanency Incentive Program (KPIP), a program to support kinship caregivers. She received \$1,575 for her first payment and \$900 six months later. Thanks to her Legal Aid attorney, Jada was able to receive the monetary assistance that she needed to provide for her great nieces.



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We honor the memory of deceased donors in *italics*.

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lacksquare Tricia's son, Parker, was struggling with undiagnosed learning disabilities. Tricia requested an individualized education plan (IEP), but the school was not initiating the evaluation. Parker was eventually suspended from school. Tricia mentioned this to her healthcare provider. Through the Medical-Legal Partnership, she was referred to Legal Aid. Tricia's Legal Aid attorney was able to get the school to implement an IEP evaluation and plan for Parker. Tricia's attorney helped her get an education plan in place for her son that ensured his needs were being accommodated, and he could return to school.

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Tara welcomed another child to her family. She reapplied for SNAP so that her newborn was added to her benefits. She was never contacted by JFS for her benefits interview. Tara told her physician. Because of the hospital's Medical-Legal Partnership with Legal Aid, she was connected with a Legal Aid attorney. Her attorney was able to get IFS to complete Tara's interview. When Tara provided JFS with the requested documentation, her benefits were approved. Tara's Legal Aid attorney was able to help her ensure that her children would not experience food insecurity.



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