

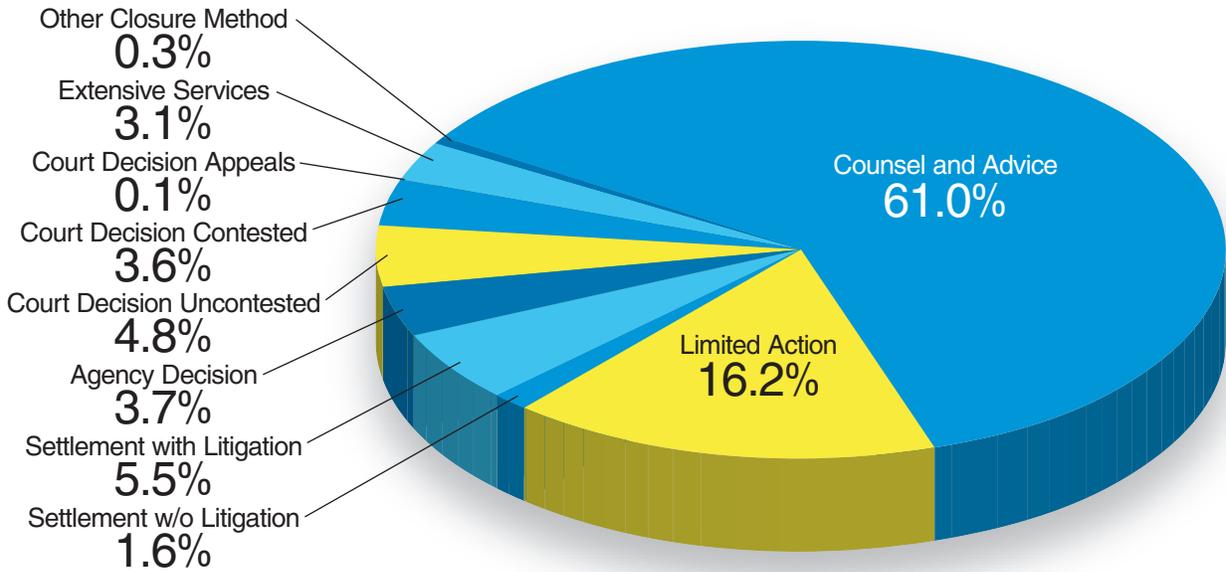
CLIENT SERVICES

LSC grantees handle the basic civil legal needs of the poor, addressing matters involving safety, subsistence, and family stability. Most legal aid practices are focused on family law, including domestic violence, child support and custody, and housing matters, including evictions and foreclosures.

More than a third of all cases closed by LSC grantees are family law cases. LSC grantees help parents obtain and keep custody of their children, extended family members secure guardianship of orphaned and abused children, and victims of domestic violence get protective orders. LSC grantees also work on housing cases to help people stay in their homes, including by avoiding wrongful evictions and foreclosures, renegotiating mortgages, assisting renters whose landlords are being foreclosed upon, and resolving landlord-tenant disputes.

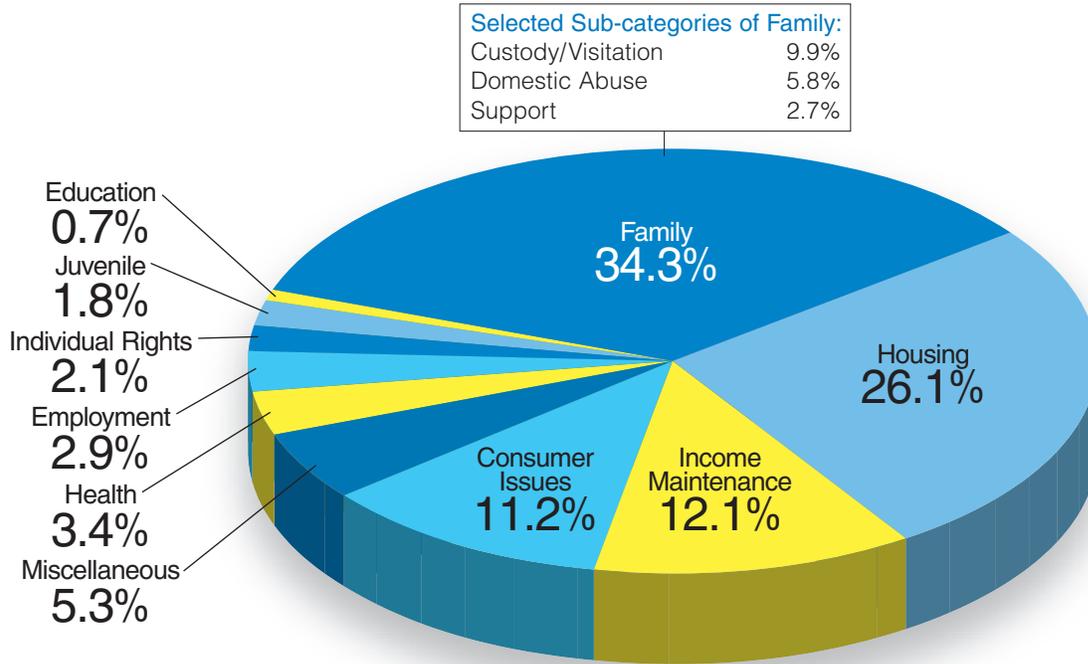
2000 – 2012 Total LSC-Eligible Cases Closed by LSC-Funded Programs ¹⁴							
Year	Basic Field - General			Basic Field Native American	Basic Field Migrant	Totals	Changes From Prior Year
	Program Staff	Private Attorneys	Totals				
2000	873,199	121,030	994,229	11,481	6,658	1,012,368	–
2001	877,492	118,749	996,241	10,334	7,538	1,014,113	0.2%
2002	847,642	114,632	962,274	10,053	6,507	978,834	-3.5%
2003	806,735	112,300	919,035	9,986	6,772	935,793	-4.4%
2004	782,793	102,256	885,049	10,527	5,491	901,067	-3.7%
2005	792,644	97,493	890,137	10,967	5,234	906,338	0.6%
2006	786,923	93,922	880,845	9,796	4,847	895,488	-1.2%
2007	793,997	97,531	891,528	9,716	5,263	906,507	1.2%
2008	781,501	93,174	874,675	9,552	4,928	889,155	-1.9%
2009	800,711	103,753	904,464	11,275	4,708	920,447	3.5%
2010	806,783	107,621	914,404	12,462	5,540	932,406	1.3%
2011	780,085	102,655	882,740	12,106	4,971	899,817	-3.5%
2012	694,934	99,586	794,645	10,958	4,352	809,830	-10.0%

2012 LSC-Eligible Case Services Summary by Reason for Closure¹⁵



Reason for Closure	Total Closed Cases	Percent
Counsel and Advice	493,901	61.0%
Limited Action	131,305	16.2%
Settlement w/o Litigation	13,148	1.6%
Settlement with Litigation	44,855	5.5%
Agency Decision	29,713	3.7%
Court Decision Uncontested	39,086	4.8%
Court Decision Contested	29,527	3.6%
Court Decision Appeals	456	0.1%
Extensive Services	25,064	3.1%
Other Closure Method	2,775	0.3%
Total	809,830	100.0%

2012 LSC-Eligible Case Services by Case Type¹⁶



Case Type	Total Closed Cases	Percent
Family	277,964	34.3%
Housing	211,603	26.1%
Income Maintenance	98,328	12.1%
Consumer	90,875	11.2%
Miscellaneous	42,588	5.3%
Health	27,668	3.4%
Employment	23,646	2.9%
Individual Rights	16,693	2.1%
Juvenile	14,600	1.8%
Education	5,865	0.7%
Total	809,830	100.0%

2012 LSC-Eligible Cases Closed by Case Type¹⁷

Case Category	Number of Cases	Percent	Case Category	Number of Cases	Percent
Consumer/Finance			Health		
Bankruptcy/Debtor Relief	31,052	3.8%	Medicaid	19,297	2.4%
Collection (Incl Repossession/Deficiency/Garnishment)	40,297	5.0%	Medicare	1,505	0.2%
Contracts/Warranties	6,478	0.8%	Government Children's Health Insurance Programs	320	0.0%
Collection Practices/Creditor Harassment	2,672	0.3%	Home and Community Based Care	731	0.1%
Predatory Lending Practices (Not Mortgages)	199	0.0%	Private Health Insurance	238	0.0%
Loans/Installment Purchase (Not Collections)	829	0.1%	Long Term Health Care Facilities	412	0.1%
Public Utilities	3,207	0.4%	State and Local Health	1,142	0.1%
Unfair & Deceptive Sales & Prac (Not Real Property)	1,019	0.1%	Other Health	4,023	0.5%
Other Consumer/Finance	5,122	0.6%		27,668	3.4%
	90,875	11.2%			
Education			Housing		
Discipline (Incl Expulsion and Suspension)	900	0.1%	Federally Subsidized Housing	35,695	4.4%
Special Education/Learning Disabilities	1,986	0.2%	Homeownership/Real Property (Not Foreclosure)	8,709	1.1%
Access (Including Bilingual, Residency, Testing)	515	0.1%	Private Landlord/Tenant	120,065	14.8%
Vocational Education	63	0.0%	Public Housing	11,664	1.4%
Student Financial Aid	518	0.1%	Mobile Homes	3,539	0.4%
Other Education	1,883	0.2%	Housing Discrimination	1,135	0.1%
	5,865	0.7%	Mortgage Foreclosures (Not Predatory Lending/Practices)	18,954	2.3%
			Mortgage Predatory Lending/Practices	981	0.1%
			Other Housing	10,861	1.3%
				211,603	26.1%
Employment			Income Maintenance		
Employment Discrimination	2,082	0.3%	TANF	9,764	1.2%
Wage Claims and other FLSA Issues	3,108	0.4%	Social Security (Not SSDI)	2,442	0.3%
EITC (Earned Income Tax Credit)	1,397	0.2%	Food Stamps	16,065	2.0%
Taxes (Not EITC)	4,395	0.5%	SSDI	10,590	1.3%
Employee Rights	3,284	0.4%	SSI	28,679	3.5%
Agricultural Worker Issues (Not Wage Claims/FLSA)	384	0.0%	Unemployment Compensation	20,520	2.5%
Other Employment	8,996	1.1%	Veterans Benefits	815	0.1%
	23,646	2.9%	State and Local Income Maintenance	5,390	0.7%
			Other Income Maintenance	4,063	0.5%
				98,328	12.1%
Family			Individual Rights		
Adoption	2,645	0.3%	Immigration/Naturalization	6,858	0.8%
Custody/Visitation	79,977	9.9%	Mental Health	452	0.1%
Divorce/Separation	102,877	12.7%	Disability Rights	320	0.0%
Guardianship	4,928	0.6%	Civil Rights	461	0.1%
Name Change	3,577	0.4%	Human Trafficking	197	0.0%
Parental Rights Termination	1,696	0.2%	Other Individual Rights	8,405	1.0%
Paternity	6,668	0.8%		16,693	2.1%
Domestic Abuse	46,648	5.8%			
Support	21,553	2.7%			
Other Family	7,395	0.9%			
	277,964	34.3%			
Juvenile			Miscellaneous		
Delinquent	1,771	0.2%	Lgl Assist to Non-Profit Org or Grp (Incl Incorp/Dissol)	339	0.0%
Neglected/Abused/Dependent	4,862	0.6%	Indian/Tribal Law	2,024	0.2%
Emancipation	1,223	0.2%	Licenses (Drivers, Occupational, and Others)	2,802	0.3%
Minor Guardian/Conservatorship	6,343	0.8%	Torts	2,496	0.3%
Other Juvenile	401	0.0%	Wills/Estates	16,669	2.1%
	14,600	1.8%	Advance Directives/Powers of Attorney	11,444	1.4%
			Municipal Legal Needs	104	0.0%
			Other Miscellaneous	6,710	0.8%
				42,588	5.3%
			Total	809,830	100.0%

2012 LSC-Eligible Cases Closed by Case Type and Reason for Closure¹⁸

Case Category	Counsel And Advice	Limited Action	Negotiated Settlement w/o Litigation	Negotiated Settlement Litigation	Admin Agency Decision	Uncontested Court Decision	Contested Court Decision	Appeals	Other	Extensive Service	Total	Percent
CONSUMER/FINANCE												
Bankruptcy/Debtor Relief	23,308	1,829	35	98	25	4,548	432	2	62	713	31,052	3.8%
Collection (Including Repossession/Deficiency/Garnishment)	28,276	5,260	606	2,218	43	1,166	1,427	13	85	1,203	40,297	5.0%
Contracts/Warranties	4,863	1,009	158	141	6	46	91	4	42	118	6,480	0.8%
Collection Practices/Creditor Harassment	1,868	515	48	89	8	34	49	0	14	47	2,670	0.3%
Predatory Lending Practices (Not Mortgages)	155	26	7	5	0	0	4	0	0	2	199	0.0%
Loans/Installment Purchase (Not Collections)	570	142	28	29	14	10	11	0	3	22	829	0.1%
Public Utilities	1,921	918	162	39	24	45	16	0	2	80	3,207	0.4%
Unfair and Deceptive Sales & Practices (Not Real Property)	808	132	17	21	1	7	12	0	3	18	1,019	0.1%
Other Consumer/Finance	3,994	739	96	80	13	31	45	3	20	101	5,122	0.6%
	65,763	10,570	1,157	2,720	134	5,887	2,087	22	231	2,304	90,875	11.2%
EDUCATION												
Discipline (Including Expulsion and Suspension)	427	129	103	29	112	3	1	2	15	79	900	0.1%
Special Education/Learning Disabilities	777	289	398	63	188	9	15	1	14	232	1,986	0.2%
Access (Including Bilingual, Residency, Testing)	117	303	50	7	2	4	11	5	0	16	515	0.1%
Vocational Education	33	20	1	1	1	0	0	0	0	7	63	0.0%
Student Financial Aid	236	250	7	1	10	0	0	0	1	13	518	0.1%
Other Education	629	1,089	59	7	19	4	17	0	3	56	1,883	0.2%
	2,219	2,080	618	108	332	20	44	8	33	403	5,865	0.7%
EMPLOYMENT												
Employment Discrimination	1,625	142	59	27	155	3	3	1	27	40	2,082	0.3%
Wage Claims and other FLSA Issues	1,600	490	247	332	198	60	24	1	45	111	3,108	0.4%
EITC (Earned Income Tax Credit)	371	799	42	17	73	12	2	0	1	80	1,397	0.2%
Taxes (Not EITC)	1,861	1,287	401	60	334	35	16	2	14	385	4,395	0.5%
Employee Rights	2,789	305	30	18	75	3	17	2	4	41	3,284	0.4%
Agricultural Worker Issues (Not Wage Claims/FLSA Issues)	89	47	47	51	86	0	1	0	3	60	384	0.0%
Other Employment	5,768	1,887	190	68	217	486	109	5	28	238	8,996	1.1%
	14,103	4,957	1,016	573	1,138	599	172	11	122	955	23,646	2.9%
FAMILY												
Adoption	1,470	161	4	22	3	654	100	4	155	72	2,645	0.3%
Custody/Visitation	58,623	8,032	335	4,651	15	2,335	4,163	34	159	1,630	79,977	9.9%
Divorce/Separation	63,169	13,139	376	4,573	14	12,814	4,255	23	311	4,203	102,877	12.7%
Guardianship	3,055	499	8	29	4	1,005	130	1	24	173	4,928	0.6%
Name Change	1,495	1,156	0	6	13	735	35	1	84	52	3,577	0.4%
Parental Rights Termination	1,360	53	2	30	2	95	122	2	2	28	1,696	0.2%
Paternity	4,754	792	15	240	4	331	321	1	9	201	6,668	0.8%
Domestic Abuse	17,676	3,507	253	7,738	20	7,129	7,573	38	108	2,606	46,648	5.8%
Support	16,479	1,545	100	962	82	503	1,376	7	72	427	21,553	2.7%
Other Family	4,925	1,385	59	167	42	273	208	9	63	264	7,395	0.9%
	173,006	30,269	1,152	18,418	199	25,874	18,283	120	987	9,656	277,964	34.3%
JUVENILE												
Delinquent	335	52	29	580	40	151	541	5	1	37	1,771	0.2%
Neglected/Abused/Dependent	1,246	120	51	530	22	1,244	1,377	11	8	253	4,862	0.6%
Emancipation	683	304	1	2	21	64	7	0	0	141	1,223	0.2%
Minor Guardian/Conservatorship	3,066	1,362	18	60	1	1,099	195	3	96	443	6,343	0.8%
Other Juvenile	183	49	10	36	16	42	40	5	4	16	401	0.0%
	5,513	1,887	109	1,208	100	2,600	2,160	24	109	890	14,600	1.8%

2012 LSC-Eligible Cases Closed by Case Type and Reason for Closure¹⁸

Case Category	Counsel And Advice	Limited Action	Negotiated Settlement w/o Litigation	Negotiated Settlement Litigation	Admin Agency Decision	Uncontested Court Decision	Contested Court Decision	Appeals	Other	Extensive Service	Total	Percent
HEALTH												
Medicaid	9,441	5,532	927	756	2,063	19	35	17	34	473	19,297	2.4%
Medicare	908	467	41	15	49	0	2	0	1	22	1,505	0.2%
Government Children's Health Insurance Prog.	114	151	18	11	25	0	0	0	0	1	320	0.0%
Home and Community Based Care	318	173	30	63	103	0	2	1	2	39	731	0.1%
Private Health Insurance	176	43	5	2	2	1	1	0	1	7	238	0.0%
Long Term Health Care Facilities	197	85	27	31	41	1	5	0	2	23	412	0.1%
State and Local Health	831	206	23	28	34	2	1	2	2	13	1,142	0.1%
Other Health	1,823	1,845	64	48	101	8	16	9	9	100	4,023	0.5%
	13,808	8,502	1,135	954	2,418	31	62	29	51	678	27,668	3.4%
HOUSING												
Federally Subsidized Housing	19,955	5,765	1,778	4,248	1,616	290	1,190	35	71	747	35,695	4.4%
Homeownership/Real Property (Not Foreclosure)	5,791	1,488	235	355	37	118	207	11	86	381	8,709	1.1%
Private Landlord/Tenant	86,697	14,927	1,793	10,819	85	1,018	3,417	41	165	1,103	120,065	14.8%
Public Housing	6,420	1,894	622	1,368	521	130	412	16	17	264	11,664	1.4%
Mobile Homes	2,425	494	110	270	4	22	94	1	1	118	3,539	0.4%
Housing Discrimination	577	270	116	68	23	4	17	2	1	57	1,135	0.1%
Mortgage Foreclosures (Not Predatory Lending/Practices)	12,988	2,647	414	905	19	198	406	12	39	1,326	18,954	2.3%
Mortgage Predatory Lending/Practices	586	194	36	62	2	6	15	1	8	71	981	0.1%
Other Housing	6,385	3,335	173	294	75	95	106	1	58	339	10,861	1.3%
	141,824	31,014	5,277	18,389	2,382	1,881	5,864	120	446	4,406	211,603	26.1%
INCOME												
TANF	4,395	2,774	713	527	1,004	3	27	5	35	281	9,764	1.2%
Social Security (Not SSDI)	1,511	490	44	10	246	8	4	0	13	116	2,442	0.3%
Food Stamps	8,821	5,160	553	454	623	6	9	3	32	404	16,065	2.0%
SSDI	6,525	1,303	84	51	2,203	4	27	6	37	350	10,590	1.3%
SSI	13,542	3,706	239	64	9,219	19	48	16	97	1,729	28,679	3.5%
Unemployment Compensation	11,731	1,850	71	101	6,123	35	285	63	44	217	20,520	2.5%
Veterans Benefits	551	149	12	1	40	1	0	1	3	57	815	0.1%
State and Local Income Maintenance	2,574	1,788	308	222	354	3	5	4	19	113	5,390	0.7%
Other Income Maintenance	2,117	1,311	196	58	199	28	8	2	21	123	4,063	0.5%
	51,767	18,531	2,220	1,488	20,011	107	413	100	301	3,390	98,328	12.1%
INDIVIDUAL												
Immigration/Naturalization	2,337	1,302	33	8	2,547	9	26	7	63	526	6,858	0.8%
Mental Health	192	148	67	13	5	6	14	1	0	6	452	0.1%
Disability Rights	156	91	13	20	19	0	3	0	0	18	320	0.0%
Civil Rights	341	55	2	3	3	5	4	1	10	37	461	0.1%
Human Trafficking	58	23	0	0	93	8	1	0	0	14	197	0.0%
Other Individual Rights	5,101	2,386	32	33	25	547	96	1	32	152	8,405	1.0%
	8,185	4,005	147	77	2,692	575	144	10	105	753	16,693	2.1%
MISCELLANEOUS												
Legal Assistance to Non-Profit Org or Group (Incl Incorpor/Dissolution)	104	100	2	5	8	1	1	0	6	112	339	0.0%
Indian/Tribal Law	432	280	192	708	4	146	101	1	12	148	2,024	0.2%
Licenses (Drivers, Occupational, and Others)	1,347	1,118	40	15	59	140	28	2	6	47	2,802	0.3%
Torts	1,928	325	15	83	0	23	52	5	33	32	2,496	0.3%
Wills/Estates	7,703	6,815	26	64	12	913	63	1	178	894	16,669	2.1%
Advance Directives/Powers of Attorney	1,999	9,083	2	1	4	6	5	0	57	287	11,444	1.4%
Municipal Legal Needs	58	34	3	0	1	1	3	0	0	4	104	0.0%
Other Miscellaneous	4,142	1,735	37	44	219	282	45	3	98	105	6,710	0.8%
	17,713	19,490	317	920	307	1,512	298	12	390	1,629	42,588	5.3%
Totals	493,901	131,305	13,148	44,855	29,713	39,086	29,527	456	2,775	25,064	809,830	-
Percentages	61.0%	16.2%	1.6%	5.5%	3.7%	4.8%	3.6%	0.1%	0.3%	3.1%	100.0%	-

Additional Information Relating to Cases Closed for Eligible Clients ¹⁹	
Total number of Persons in all Households Served	
Total number of adults	1,140,002
Total number of children	856,858
Total number of all persons served	1,996,860
Total number of cases involving domestic violence	112,044