

Pennsylvania IOLTA Board

Survey of the Provision of Civil Legal Assistance of IOLTA Funded Organizations

For the Applicable Calendar Year 2009, or Fiscal Year Ending in 2010

In August 2006, the American Bar Association adopted principles of a state system for the delivery of civil legal aid, similar to its ten principles for public defense delivery systems. The goal for establishing the principles is to assure “a state’s system for the delivery of civil legal aid provides a full range of high quality, coordinated and uniformly available civil law-related services to the state’s low income and other vulnerable populations who cannot afford counsel, in sufficient quantity to meet their civil legal needs.” At the same time the ABA adopted a unanimous resolution calling on federal, state, and territorial governments to provide low-income individuals with state-funded counsel when basic human needs are at stake. Shortly thereafter, in November 2007, the Pennsylvania Bar Association passed a resolution consistent with the ABA’s civil right to counsel resolution. The PBA’s resolution urges the state to provide counsel as a matter of right to low-income litigants in high-stakes civil proceedings, such as those involving “shelter, sustenance, safety, health or child custody.” A task force was formed to develop broad implementation strategies for funding a civil right to counsel and for maximizing private bar involvement in efforts to improve access to the justice system. The mission of the task force was rolled into the work of the PBA’s Legal Services to the Public Committee. In late 2010 the Committee established a Needs Assessment working group to evaluate the existing statewide civil legal aid delivery system.

The IOLTA Board modified its 2011-2012 grant application to collect additional information pertaining to 2009 calendar year or the fiscal year ending in 2010 data from all of its grant applicants. The purpose of the survey with the additional information was to assist the efforts of the Pennsylvania Bar Association Legal Services to the Public efforts in assessing the current state of the provision of civil legal assistance in Pennsylvania and how best it might develop strategies to assure a civil right to counsel in conflicts involving critical human needs. Those data are summarized in this report. Nearly all of the legal services organizations in Pennsylvania whose primary purpose is the provision of civil legal services to indigent Pennsylvanians at no charge to the client are represented in the report. Those organizations are listed in Schedule A. The report also includes clinical civil legal representation information pertaining to all eight Pennsylvania law schools, as well as information for organized pro bono efforts of the four programs which applied to the IOLTA Board for funding. The compiled survey data are grouped into four classifications: IOLTA qualified organizations that are not funded by PLAN Inc.; the PLAN Inc. funded organizations; law schools; and pro bono organizations that applied to, and received funding from, the IOLTA Board for funding during the period of the survey. When notable, comments are made as to survey results of the classifications. While the working group had intended to survey other organizations whose primary mission may be more broadly defined, but whose activities included the provision of civil legal aid, that effort was not completed.

Statewide Funding for Civil Legal Assistance. The survey of IOLTA funded civil legal assistance programs discloses total annual funding of \$87.4 million and annual in-kind contributions of \$26.5 million, or total

resources of \$113.9 million. Most of the in-kind contributions is the value of private attorneys who do pro bono representation of clients referred by the legal services organizations included in the survey. The average hourly value assigned for each attorney hour is \$188, and the average hourly rate for other volunteers is \$43. The value assigned to the attorney hours varied from a high of \$460 (for 155 hours) for representation in aids related representation, to a low of \$66 (for 1,020 hours) for legal assistance in immigration matters. There is more pro bono representation of the poor than is quantified here, but there is limited or no data available related to the non-organized pro bono efforts or organized efforts through other organizations. Some of the organizations included in this survey provide other limited non-legal services for their client base. Each organization listed in the survey demonstrates that of all the resources it uses each year to carry out its mission, at least 50% is directed to the civil legal representation of the poor. The financial data included in the survey apply only to the funding of the civil legal services unit of the organization in such instances. These data represent funding, not expenses. The actual expenses for the year may have been higher or lower than the revenue displayed.

There are 1,648,184 persons living at the federally defined poverty level in Pennsylvania as disclosed by the Census Bureau data published in the 2010 American Community Survey (ACS). At the poverty level, the annual income for one individual is at or below \$13,344; or for a family of four, \$22,491. The poverty level is a statistical benchmark, and is not representative of what it takes an individual or family to live for a year. Clients eligible for civil legal assistance with IOLTA Board funding generally must be at or below 125% of poverty adjusted for the family size in the household. However, representation up to 187.5% of poverty would still qualify for IOLTA funded civil legal services (victims of domestic violence can receive assistance in obtaining a protective order without regard to their income). As of the date of this report, the ACS had not released the estimate of persons at 125% of poverty.

In summary, the civil legal providers received the following support in 2010 (see Schedule B for more details):

SOURCES	AMOUNT	PERCENT OF FUNDING	PERCENT OF ALL RESOURCES
State Government	\$28,764,779	33%	25%
Federal Government	21,922,737	25%	19%
Local Government	10,497,202	12%	9%
Other local and private	<u>26,176,100</u>	<u>30%</u>	<u>23%</u>
Total Funding	\$87,360,818	<u>100%</u>	77%
In-Kind Resources	<u>26,537,282</u>		<u>23%</u>
Total Funding and In-Kind	<u>\$113,898,100</u>		<u>100%</u>

The largest funder of civil legal aid in Pennsylvania is the PA IOLTA Board of the Supreme Court of Pennsylvania, followed by the federally funded Legal Services Corporation, and then the Pennsylvania Legal Aid Network, Inc. (PLAN Inc.) which administers the state appropriated funding. But, by far, the value of pro bono volunteerism and in-kind contributions account for the largest single source (classification) of resources directed to the civil legal representation of the poor in Pennsylvania.

The organizations that receive state funding through PLAN Inc. received \$54 million of support from all sources, \$4.5 million of which was related to in-kind resources. This contrasts with the \$54 million of support from all sources of the other legal assistance organizations that do not receive funding from the PLAN Inc., but that receive direct IOLTA grant funding (referred to as IOLTA qualified organizations). The IOLTA qualified organizations received nearly \$22 million of in-kind resource. Some of the IOLTA qualified organizations rely almost exclusively on pro bono volunteerism by private attorneys, law students and others for the legal representation of eligible clients. The largest of those organizations are located in Philadelphia County where many attorneys, and law schools, also are located. The Philadelphia connection and that county bar association’s culture of pro bono account for the larger reliance on pro bono by the IOLTA qualified organizations. The three organizations that rely most heavily on pro bono volunteerism are Philadelphia Volunteer Lawyers for the Indigent (VIP), Support Center for Child Advocates, and the Philadelphia Homeless Advocacy Project which recorded 66,434 of attorney pro bono hours among them.

Legal Services Staffing and Volunteers. The full time equivalent (FTE) staffing for legal services, pro bono programs, and law school civil legal clinics (see Schedule D), as well as the private attorneys and paralegals (see Schedule C) who volunteer their time through those organizations to help clients are summarized below.

	Attorneys	Paralegals	Other	Total
Legal services and law school programs	493	162	366	1,021
Volunteers	<u>61</u>	<u>49</u>	<u>2</u>	<u>112</u>
Totals	<u>554</u>	<u>211</u>	<u>368</u>	<u>1,133</u>

The FTE’s for attorney and other volunteers were estimated by assuming a forty hour work week, allowing three weeks for vacation and sick leave, and one week for administrative, training, or other non-representation time, with the remaining time assumed as available for representation of clients (if a thirty five hour work week is assumed, the number of attorney and other volunteer FTE’s would be 17 higher than displayed above). Volunteer attorneys constitute 11% of the FTE attorneys. Thirty five of the volunteer attorneys (40 assuming a 40 hour work week) are related to the pro bono activity of the three Philadelphia organizations mentioned earlier, Philadelphia VIP, the Support Center for Child Advocates, and the Homeless Advocacy Project. Of the 493 FTE staff attorneys, nearly 9% were primarily or exclusively involved in administrative activities, leaving 431 available for actual legal

representation, or about one legal services attorney per 3,824 poor persons (at 100% of poverty) in Pennsylvania. Similarly, of the 162 staff paralegals, nearly 5% were primarily or exclusively involved in administrative activities, leaving 154 available to provide legal assistance. The funding (including in-kind resources) per FTE staff/volunteer was \$100,528. Excluding FTE volunteers and the value of their time, the funding per FTE staff was \$85,564.

Diversity of Paid Staff. The survey of the diversity of staff does not consider the amount of time an individual may work. Therefore, the diversity count differs from the count of FTEs. There were 1,062 individuals employed by legal services, pro bono, and law school civil legal clinical programs; 72% were female and 28% males. Nearly three fourth (74%) were Caucasian, 15% African American, 8% Hispanic, and 3% other races/ethnicities. Of the 509 attorney staff, 60% were female and 40% male. 86% were Caucasian, 8% African American, 3% Hispanic, and the remaining 3% other races/ethnicities (see Schedule D for more information). The organizations were not surveyed regarding the diversity of their clients.

Cases by Legal Problem. Statewide, 113,337 cases were closed by the 52 organizations participating in the survey (see Schedule E). The law schools reported only the cases closed by civil clinical programs; no cases were reported related to placements at civil legal assistance organizations external to the law school. Nearly half of the caseload involves family and housing issues; 26% were family law matters such as custody and seeking protection from an abusing partner; and 23% involved housing matters such as landlord/tenant disputes and mortgage foreclosures. Next largest areas of the caseload were consumer/finance and income maintenance issues at 11% each. Nearly 65% of the closed cases involved advice and/or brief service (see Schedule F). Each brief service case had a direct impact on nearly two people. Extended representation cases may involve representation in court or before an administrative tribunal. Some of the organizations are involved in complex litigation, for example class actions, and administrative rule making, or legislative advocacy such that many people are affected by the outcomes of the representation. Thus, while the percentage of extended representation cases is about 35%, the impact on persons affected by such representation is quite broad. The largest client populations served in order of magnitude are children, people with mental and/or physical disabilities, elderly persons, and non-English speaking people.

The PLAN Inc. funded organizations closed 67,484 cases; 42,988 (64%) by the provision of brief services and 24,496 (36%) by extended representation. The IOLTA qualified organizations closed 41,987 cases; 28,790 (69%) by the provisions of brief services and 13,197 (31%) by extended representation. The law school civil legal clinical programs closed 3,386 cases; 1,376 (41%) by the provision of brief services and 2,010 (59%) by extended representation. The PLAN Inc. funded organizations report a significant number of referrals, contacts for pro se assistance, and non-case activities before state and local administrative rule making bodies, while the IOLTA funded organization report significant non-case activities before state and local legislative bodies, broadly focused impact projects, and negotiation activities.

Geographical Dispersion of Closed Cases. The American Bar Association “Principles of a State System for the Delivery of Civil Legal Aid” included a “Self-Assessment Tool” to aid in evaluating a state’s progress in meeting the Principles. Principle six provides that a state system should make services fully accessible and uniformly available throughout the state. The self-assessment tool suggests comparing the ratio of services to the poverty population expressed as a decimal, then comparing the three counties with the highest level of service to the three counties with the lowest. The closer that ratio is to 1, the more uniform the level of service is among the counties. Using the number of closed cases for all organizations in the survey as the measure of service, and census 2000 poverty data by county which serves as the basis for allocating funding among legal aid programs and regions, Pennsylvania’s measure of relative disparity is 4.2 (see Schedule G). Since legal aid funds and IOLTA grants are allocated based on six geographical regions, the relative disparity among the regions (which accumulates all closed cases and all poverty population for the region) was computed resulting in 1.9. In this analysis, every closed case is weighted equally; a brief service case counts the same as a complex class action case. Although the self-assessment tool does not specify, this statistical tool may best be viewed over time to gauge whether progress is being made toward achieving more uniformity of services availability, and whether that degree of uniformity is relatively consistent over time.

When viewed at the county level, Wyoming, Allegheny, and Butler are those with the highest level of closed cases, over four times as many when weighted by their poverty populations, as the lowest three counties, Juniata, Clinton and Centre Counties. Eligible clients in the highest counties were four times more likely to have access to a legal services or pro bono attorney volunteering through a legal services program to handle their case in 2010.

When viewed at the region level, Philadelphia (which is a region itself) had the highest level of closed cases per poverty population, with the Northeastern region having the lowest level, nearly half as many closed cases per poverty population, as in Philadelphia in 2010.

Summary. Scientifically valid statistical studies have determined that about 20% of the civil legal problems of the poor are being addressed by pro bono representation and legal aid. Additionally, the federal Legal Services Corporation has conducted two studies and in each has determined that one of every two eligible persons who contact one of its legal aid funded organization must be turned away because of a lack of resources. Although much remains to attempt to close the gap, there is reason for celebration too. There is a significant amount of pro bono activities that leverage the services provided by a core system of poverty law professionals. And the diversified funding of the core service delivery system demonstrates a public/private partnership. The IOLTA Board thanks all of those who participated in the survey, and appreciates the broad spectrum of legal representation provided to less fortunate Pennsylvania residents by the dedicated staffs of the organizations and volunteers.

**Pennsylvania IOLTA Board
 Data of Organizations Providing Civil Legal Assistance to Eligible Clients
 Complied From IOLTA Grant Application, 2011-2012 & Surveys
 Data from Calendar Year 2009 or Fiscal Year 2009-2010**

Names of Organizations

<p>IOLTA Qualified Organizations (i.e., meet the IOLTA primary purpose test)</p> <p>Aids Law Project Allegheny County Bar Foundation Allegheny County CASA Program Consumer Bankruptcy Assistance Project Disability Rights Network of PA Education Law Center PA Franklin County Legal Services HIAS & Counsel Migration Services of Philadelphia Homeless Advocacy Project Juvenile Law Center KidsVoice Pennsylvania Lackawanna Pro Bono Legal Clinic for the Disabled Legal Clinic for the Disabled Legal Services for Immigrants & Internationals Montgomery Child Advocacy Project PA Immigration Resource Center Philadelphia Legal Assistance Philadelphia Volunteer Lawyers for the Arts Philadelphia Volunteers for the Indigent Protection from Abuse Coordinated Services Public Interest Law Center of Philadelphia SeniorLaw Center Support Center for Child Advocates Westmoreland Bar Foundation Women Against Abuse Legal Center Women's Center & Shelter of Greater Pittsburgh</p>	<p>PLAN Inc. Funded</p> <p>Commonwealth Advocacy Project (aka, Community Justice Project) Community Legal Services Friends of Farmworkers Laurel Legal Services Legal Aid of Southeastern PA MidPenn Legal Services Neighborhood Legal Services Association North Penn Legal Services Northwestern Legal Services PA Health Law Project PA Institutional Law Project PLAN Inc. Regional Housing Legal Services Southwestern PA Legal Services</p> <p>Pro Bono Organizations</p> <p>Butler County Bar Association Cumberland County Bar Association Face to Face, Philadelphia Washington County Bar Foundation</p>
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<p>LawSchools</p> <p>Pennsylvania State University, Dickinson Drexel University, Earle Mack School of Law Duquesne University School of Law Temple University, Beasley School of Law University of Pennsylvania School of Law University of Pittsburgh School of Law Villanova University School of Law Widener University School of Law</p>	<p>Other Organizations</p> <p>None</p>
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Schedules Compiled
 Sources of Funding (Available for the Primary Purpose. Law school data related to IOLTA funded clinics/internships only)
 Volunteer and In-Kind Resources (Excludes Law Schools)
 Current Staffing (All staff of the Organization, not just Primary Purpose)
 Legal Services Provided-Closed Cases & People Benefited (Law school data includes all civil legal clinics, not only IOLTA funded)
 Cases by Legal Problem (Law school data includes all civil legal clinics, not only IOLTA funded)
 Cases by County (Law school data includes all civil legal clinics, not only IOLTA funded)

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Sources of Funding

Please provide a breakdown, by funding source, of your organization's estimated total revenues for its LEGAL SERVICES UNIT ONLY for the past calendar/fiscal year using experience from past years and your best professional judgement.

Source	IOLTA Funded	PLAN Inc.-Funded	Law Schools	CY	Other Organizations	Pro Bono	TOTALS
	CY Programs 2009 (audited) FY Programs 2009-2010 (audited)	FY Programs 2009-2010 (audited)	Programs 2009 FY Programs 2009-2010		CY Programs 2009 FY Programs 2009-2010	CY Programs 2009 FY Programs 2009-2010	
Total Program Revenue	49,932,994	54,247,744	5,663,962		0	60,843	113,898,100
Estimated Sources of the Revenue							
1. IOLTA Board Funding	1,021,674	12,522,705	1,635,000				15,179,379
2. LSC	3,478,747	10,750,707					14,229,454
3. PLAN Inc. Funding	157,950	10,943,873					11,101,823
4. Federal Funds (non-LSC, non-PLAN)	6,192,458	1,500,825					7,693,283
5. State Appropriation (non-PLAN)	1,536,155	947,422					2,483,577
6. Local Gov't Funds	6,341,810	4,155,392					10,497,202
7. Bar Associations/Bar Foundations	1,067,257	1,164,020				26,196	2,257,473
8. Foundations	5,328,183	2,394,004				5,500	7,727,687
9. Corporations	625,553	1,040,271				6,100	1,671,924
10. Attorney Fees	860,840	339,039					1,199,879
11. United Way	597,981	460,956					1,058,937
12. Annual Appeal-Private Attorneys	385,173	379,005				23,047	787,225
13. Annual Appeal-Others	1,377,826	109,669					1,487,495
14. Cy Pres Awards	32,231	360,290					392,521
15. Special Events	771,570	114,346					885,916
16. Religious Orgs	74,320	0					74,320
17. Planned Giving or Endowments	116,770	73,636					190,406
18. Other (excluding In-Kind)	2,141,224	2,272,131	4,028,962				8,442,317
19. Total Funding Sources	32,107,722	49,528,291	5,663,962		0	60,843	87,360,818
20. In-Kind Resources	21,919,037	4,523,354				94,891	26,537,282
21. Total Cash and In-Kind Resources:	54,026,759	54,051,645	5,663,962		0	155,734	113,898,100

S tate	28,764,779	25%
F ederal	21,922,737	19%
L ocal	10,497,202	9%
O ther	26,176,100	23%
T otal Funding	87,360,818	77%
I nkind	26,537,282	23%
T otal Resources	113,898,100	100%

A. Data for IOLTA funded legal services organizations are the amounts related to the organization's primary purpose only, the provision of civil legal assistance.
 B. Law school funding data are related to the IOLTA funded clinics and internships only.

Note: Inkind revenue is linked (determined) based on the detailed estimates used for tab B of this spreadsheet, not the inkind revenue listed on the revenue tab of the survey instrument.

Volunteer and In-Kind Resources

1. Value of Volunteer Services

o Please provide the estimated amounts requested below for the past calendar/fiscal year (CY2009, FY 2009-2010).

o When estimating amounts, reference your most recently completed program audit for guidance and/or apply your best professional judgement.

	IOLTA-Funded	PLAN Inc. Funded	Law Schools	Other Organizations	Pro Bono
Pro Bono Attorneys					
Hours of Service Donated:	91,177	22,847			689
Dollar Value per Hour*:	196	158			72
Total	17,874,855	3,599,065	0	0	49,435

Estimated Percentage of Hours Donated by "Attorney" Category					
Private Attorney	\$16,636,331	\$3,577,915			\$45,095
Retired Attorney	\$46,150	\$14,100			\$0
Government Attorney	\$513,088	\$0			\$4,340
Other Professional	\$679,286	\$7,050			\$0
Total Percentage	\$17,874,855	\$3,599,065	\$0	\$0	\$49,435

Others					
Hours of Service Donated:	72,392	23,184			372
Dollar Value per Hour*:	44	37			21
Total	3,220,450	856,056	0	0	7,812

Estimated Percentage of Hours Donated by "Other" Category					
Law School/Student Assistance	\$1,947,815	\$237,332			\$7,500
Lay Volunteers	\$191,720	\$2,225			\$0
Lay Advocates	\$1,080,914	\$616,500			\$312
Total	\$3,220,450	\$856,056	\$0	\$0	\$7,812

Value of Volunteer Services:	\$21,095,305	\$4,455,121	\$0	\$0	\$57,247
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2. Value of Other In-Kind

o Please provide the estimated amounts requested below for the past calendar/fiscal year (CY 2009, FY 2009-2010).

o For estimating amounts, reference to your most recently completed program audit for guidance and/or apply your best professional judgement.

Type of In-Kind Anticipated	Amount**				
(1) Office Support	\$209,343	\$32,000			\$37,644
(2) Office Space	\$443,609	\$33,633			\$0
(3) Consultant and Contract Services	\$6,780	\$0			\$0
(4) Fundraising Support	\$164,000	\$0			\$0
(5) Furniture and Equipment	\$0	\$2,600			\$0
Total -- Other In-Kind:	\$823,732	\$68,233	\$0	\$0	\$37,644

3. Total Value of In-Kind (sum of "1" and "2"):

\$21,919,037	\$4,523,354	\$0	\$0	\$94,891
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Current Staffing (All of the Organization, not just Primary Purpose)

Full Time Equivalent (FTE)

FTE count will not equal the count of individuals in the Cultural Diversity of Staff chart below.

Type of Work Performed	IOLTA Funded	PLAN Inc. Funded	Law School	Other Organizations	Pro Bono	TOTAL
LEGAL WORK						
Lawyers	141.04	224.51	64.00		1.00	430.55
Paralegals	50.15	100.18	4.00		-	154.33
Others	72.17	36.90	17.00		5.00	131.07
OTHER WORK - FOR EXAMPLE, ADMINISTRATION AND MANAGEMENT						
Lawyers	14.95	47.29				62.24
Paralegals	2.00	6.16				8.16
Others	91.85	143.17				235.02
Total Staffing (Filled Positions)	372.16	558.21	85.00	-	6.00	1,021.37

Total - Attorneys	155.99	271.80	64.00	-	1.00	492.79
Paralegals	52.15	106.34	4.00	-	-	162.49
Others	164.02	180.07	17.00	-	5.00	366.09
All Staff (FTE's)	372.16	558.21	85.00	-	6.00	1,021.37

Cultural Diversity of Staff	Paid Staff - Individuals						%
	IOLTA Funded	PLAN Inc. Funded	Law Schools	Other Organizations	Pro Bono	Total	
1 Attorneys							
Gender - Male	48	127	27		-	202	40%
Female	119	150	37		1	307	60%
TOTAL	167	277	64	-	1	509	100%
Race/Ethnicity - White/Caucasian	142	239	51		1	433	85%
Black/African-American (non-Hispanic)	12	24	6		-	42	8%
Hispanic	6	6	3		-	15	3%
American Indian/Alaskan	-	1	-		-	1	0%
Asian American	2	7	2		-	11	2%
Race/Ethnicity Not Listed	5	-	2		-	7	1%
TOTAL	167	277	64	-	1	509	100%
2 Paralegals							
Gender - Male	12	19	-		-	31	18%
Female	43	90	4		-	137	82%
TOTAL	55	109	4	-	-	168	100%
Race/Ethnicity - White/Caucasian	32	58	4		-	94	56%
Black/African-American (non-Hispanic)	12	24	-		-	36	21%
Hispanic	8	26	-		-	34	20%
American Indian/Alaskan	-	-	-		-	-	0%
Asian American	3	1	-		-	4	2%
Race/Ethnicity Not Listed	-	-	-		-	-	0%
TOTAL	55	109	4	-	-	168	100%
3 Others							
Gender - Male	35	24	3		-	62	16%
Female	142	162	14		5	323	84%
TOTAL	177	186	17	-	5	385	100%
Race/Ethnicity - White/Caucasian	122	124	12		5	263	68%
Black/African-American (non-Hispanic)	37	35	4		-	76	20%
Hispanic	13	23	-		-	36	9%
American Indian/Alaskan	-	2	-		-	2	1%
Asian American	5	1	-		-	6	2%
Race/Ethnicity Not Listed	-	1	1		-	2	1%
TOTAL	177	186	17	-	5	385	100%
4 Totals							
Gender - Male	95	170	30		-	295	28%
Female	304	402	55		6	767	72%
TOTAL	399	572	85	-	6	1,062	100%
Race/Ethnicity - White/Caucasian	296	421	67		6	790	74%
Black/African-American (non-Hispanic)	61	83	10		-	154	14%
Hispanic	27	55	3		-	85	8%
American Indian/Alaskan	-	3	-		-	3	0%
Asian American	10	9	2		-	21	2%
Race/Ethnicity Not Listed	5	1	3		-	9	1%
TOTAL	399	572	85	-	6	1,062	100%

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Legal Services Provided - Closed Cases & People Benefited

Section A		Closed Cases				
I. Case Services	IOLTA Funded	PLAN Inc. Funded	Law Schools	Other Organizations	Pro Bono	Total
a. Advice/Brief Service - Cases	28,790	42,988	1,376			73,154
People Directly Benefited	45,081	96,175	1,761			143,017
b. Extended Representation - Cases	13,197	24,496	2,010		480	40,183
People Directly Benefited	1,090,917	55,287	2,844		480	1,149,528
Total Number of Cases Closed:	41,987	67,484	3,386	0	480	113,337
Total Number of People Directly Benefited:	1,135,998	151,462	4,605	0	480	1,292,545

Number of Contacts						
II. Other Legal Services (not included in "I. Case Services" above)	IOLTA Funded	PLAN Inc. Funded	Law Schools	Other Organizations	Pro Bono	Total
a. Outreach and Community Legal Education - Contacts	3,579	315,629	688			319,896
People Directly Benefited	14,258	542,467	3,865			560,590
b. Pro Se Assistance - Contacts	5,291	457,420	730			463,441
People Directly Benefited	9,373	460,005	734			470,112
c. Representation in negotiations - Contacts	347	0	223			570
People Directly Benefited	35,785	0	223			36,008
d. Assistance in Alternative Dispute Resolution - Contacts	0	0	43			43
People Directly Benefited	0	0	183			183
e. Transactional assistance - Contacts	45	0	99			144
People Directly Benefited	45	0	439			484
f. Non-case activities in administrative and judicial proceedings - Contacts	27	0	130			157
People Directly Benefited	1,623	0	130			1,753
g. Non-case activities before state or local administrative bodies that make law or adopt policies - Contacts	37	100	15			152
People Directly Benefited	199,158	140,250	17			339,425
h. Non-case activities before state or local legislative bodies that make law or adopt policies - Contacts	9	0	8			17
People Directly Benefited	2,735,400	0	48			2,735,448
i. Referrals to Other Service Providers - Contacts	5,539	71,492	1,775			78,806
People Directly Benefited	6,718	98,164	4,314			109,196
j. Impact Projects Other Than Impact Cases - Contacts*	21	95	0			116
People Directly Benefited	229,375	1,350	0			230,725
k. Other Legal Services (specify):						
Other Activities - Contacts	50,737	16				50,753
People Directly Benefited	330,963	28,000				358,963
Total Number of Other Legal Services - Contacts	65,632	844,752	3,711	0	0	914,095
Total People Directly Benefited	3,562,698	1,270,236	9,953	0	0	4,842,887

* Impact Projects Other Than Cases = Efforts other than cases that have systemic or far-reaching impacts similar to those identified above for impact cases; for example, collaborative effort with another organization that streamlines court procedures and improves access for low-income people.

Section B						
Populations Benefiting...	IOLTA Funded	PLAN Inc. Funded	Law Schools	Other Organizations	Pro Bono	Total
a. Non-Citizens	5,263					5,263
b. Incarcerated Persons	331					331
c. Older persons with social or economic need	119,620					119,620
d. People with mental or physical disabilities	324,733					324,733
e. Homeless persons	4,332					4,332
f. Institutionalized persons	11,049					11,049
g. Children	682,958					682,958
h. Migrant workers	9,909					9,909
i. Native Americans	278					278
j. Non-English speaking persons	111,297					111,297
k. Persons with access barriers	5,851					5,851
l. Victims of domestic violence	521					521

Pennsylvania IOLTA Board
Data of Organizations Providing Civil Legal Assistance to Eligible Clients
Complied From IOLTA Grant Application, 2011-2012 & Surveys
Data from Calendar Year 2009 or Fiscal Year 2009-2010

Cases by Legal Problem

Legal Problem Category <i>(See detailed problem types below)</i>	IOLTA Funded	PLAN Inc. Funded	Law Schools	Other Organizations	Pro Bono	TOTAL	%
a. Consumer/Finance	3,880	8,516	208		287	12,891	11%
b. Education	2,503	182	30		2	2,717	2%
c. Employment	566	3,086	176		4	3,832	3%
d. Family	5,048	23,429	871		35	29,383	26%
e. Juvenile	5,692	756	157		2	6,607	6%
f. Health	879	1,841	307		4	3,031	3%
g. Housing	8,388	17,334	100		21	25,843	23%
h. Income Maintenance	2,661	8,765	581		32	12,039	11%
i. Individual Rights	474	579	70		0	1,123	1%
j. Immigration	3,853	311	77		0	4,241	4%
k. Other	8,043	2,685	809		93	11,630	10%
Total Cases Closed	41,987	67,484	3,386	0	480	113,337	100%

Detailed Problem Types In Each Category Above

Consumer/Finance	Health
Bankruptcy/Debtor Relief	Medicaid
Collection (Inc. Repossession/	Medicare
Deficiency/Garnishment)	Government Children's Health Insurance
Contracts/Warranties	Home and Community Based Care
Collection Practices/Creditor Harassment	Private Health Insurance
Predatory Lending Practices (Not Mortgages)	Long Term Health Care Facilities
Loans/Installment Purchase (Not Collections)	State and Local Health
Public Utilities	Other Health
Unfair and Deceptive Sales and Practices	Housing
(Not Real Property)	Homeownership/Real Property (Not Foreclosure)
Other Consumer/Finance	Private Landlord/Tenant
Education	Public Housing
Student Financial Aid	Mobile Homes
Discipline (Inc. Expulsion and Suspension)	Housing Discrimination
Special Education/Learning Disabilities	Mortgage Foreclosures
Access (Inc. Bilingual, Residency, Testing)	Lending/Practices)
Vocational Education	Mortgage Predatory Lending/Practices
Other Education	Other Housing
Employment	Income Maintenance
Job Discrimination	TANF
Wage Claims and other FLSA Issues	Social Security (Not SSDI)
EITC	Food Stamps
Taxes (Not EITC)	SSDI
Employee Rights	SSI
Agricultural Worker Issues (Not Wage Claims/FLSA)	Unemployment
Other Employment	Veterans Benefits
Family	State and Local Income Maintenance
Adoption	Other Income Maintenance
Custody/Visitation	Individual Rights
Divorce/Separation/Annulment	Mental Health
Adult Guardian/Conservatorship	Disability Rights
Name Change	Civil Rights
Paternal Rights Termination	Human Trafficking
Paternity	Other Individual Rights
Domestic Abuse	Immigration
Support	Immigration/Naturalization
Other Family	Miscellaneous
Juvenile	Legal Assistance to Non-Profit Org or Group
Delinquent	(Incorporation/Dissolution)
Neglected/Abused/Dependent	Indian/Tribal Law
Emancipation	License (Drivers, Occupational, and Others)
Minor Guardian/Conservatorship	Torts
Other Juvenile	Wills/Estates
	Advance Directives/Powers of Attorney
	Municipal Legal Needs
	Other Miscellaneous

Pennsylvania IOLTA Board
Data of Organizations Providing Civil Legal Assistance to Eligible Clients
Compiled From IOLTA Grant Application, 2011-2012 & Surveys
Data from Calendar Year 2009 or Fiscal Year 2009-2010

Cases by County

Displays the total number of cases closed by county
for [CY Programs 2009](#) / [FY Programs 2009-2010](#)

	IOLTA-Funded	PLAN Inc. Funded	Law Schools	Other Organizations	Pro Bono	TOTAL	Poverty Population	Cases Per Poverty Population	State of Grace
1. Northwest Region	729	5,464	0	0	0	6,193	109,107	0.0568	
Cameron	2	35	0	0	0	37	886	0.0418	
Crawford	35	748	0	0	0	783	15,166	0.0516	
Elk	16	148	0	0	0	164	3,566	0.0460	
Erie	508	2,308	0	0	0	2,816	43,744	0.0644	
Forest	6	35	0	0	0	41	1,095	0.0374	
McKeon	25	394	0	0	0	419	7,551	0.0555	
Mercer	43	909	0	0	0	952	17,644	0.0540	
Potter	10	82	0	0	0	92	3,166	0.0291	
Venango	43	540	0	0	0	583	10,259	0.0568	
Warren	41	265	0	0	0	306	6,030	0.0507	
2. Southwest Region	8,192	20,770	800	0	284	30,046	435,560	0.0690	
Allegheny	6,875	8,493	750	0	0	16,118	180,225	0.0894	
Armstrong	31	463	0	0	0	494	11,960	0.0413	
Beaver	75	1,305	6	0	0	1,386	23,000	0.0603	
Butler	143	1,326	19	252	0	1,740	20,133	0.0864	
Cambria	103	1,455	0	0	0	1,558	25,036	0.0622	
Clarion	14	639	0	0	0	653	7,787	0.0839	
Fayette	51	1,483	0	0	0	1,534	34,313	0.0447	
Greene	30	559	0	0	0	589	7,786	0.0756	
Indiana	20	449	0	0	0	469	19,116	0.0245	
Jefferson	10	340	0	0	0	350	7,490	0.0467	
Lawrence	50	1,172	0	0	0	1,222	15,010	0.0814	
Somerset	33	589	0	0	0	622	13,240	0.0470	
Washington	130	1,382	25	32	0	1,569	26,318	0.0596	
Westmoreland	627	1,115	0	0	0	1,742	44,146	0.0395	
3. Northeast Region	1,367	10,576	19	0	0	11,962	266,861	0.0448	
Bradford	20	513	0	0	0	533	9,738	0.0547	
Carbon	48	368	0	0	0	416	7,767	0.0536	
Clinton	14	145	1	0	0	160	6,779	0.0236	
Columbia	33	413	0	0	0	446	10,405	0.0429	
Lackawanna	259	1,335	0	0	0	1,594	29,742	0.0536	
Lehigh	227	919	5	0	0	1,151	37,071	0.0310	
Luzerne	136	2,017	6	0	0	2,159	46,849	0.0461	
Lycoming	36	1,088	1	0	0	1,125	18,239	0.0617	
Monroe	129	820	1	0	0	950	16,262	0.0584	
Montour	9	58	0	0	0	67	2,146	0.0312	
Northampton	140	782	1	0	0	923	26,551	0.0348	
Northumberland	41	451	2	0	0	494	14,477	0.0341	
Pike	43	205	0	0	0	248	4,538	0.0546	
Snyder	44	118	0	0	0	162	5,077	0.0319	
Sullivan	6	63	0	0	0	69	1,302	0.0530	
Susquehanna	13	197	1	0	0	211	7,180	0.0294	
Tioga	9	174	0	0	0	183	7,341	0.0249	
Union	49	165	0	0	0	214	4,091	0.0523	
Wayne	40	338	1	0	0	379	7,357	0.0515	
Wyoming	71	407	0	0	0	478	3,949	0.1210	
4. South-Central Region	3,975	10,719	571	0	0	15,265	325,584	0.0469	
Adams	48	279	22	0	0	349	8,668	0.0403	
Bedford	22	356	0	0	0	378	7,284	0.0519	
Berks	431	1,540	9	0	0	1,980	44,013	0.0450	
Blair	65	812	0	0	0	877	21,651	0.0405	
Centre	67	586	30	0	0	683	26,895	0.0254	
Clearfield	34	497	0	0	0	531	13,998	0.0380	
Cumberland	139	775	195	0	0	1,109	17,574	0.0631	
Dauphin	241	997	269	0	0	1,507	31,338	0.0481	
Franklin	498	362	2	0	0	862	13,452	0.0641	
Fulton	46	37	0	0	0	83	2,100	0.0395	
Huntingdon	15	238	0	0	0	253	6,626	0.0382	
Juniata	7	61	0	0	0	68	3,039	0.0224	
Lancaster	248	1,670	7	0	0	1,925	47,666	0.0404	
Lebanon	268	715	10	0	0	993	12,485	0.0795	
Mifflin	12	349	0	0	0	361	8,170	0.0442	
Perry	26	143	5	0	0	174	4,895	0.0355	
Schuylkill	164	481	1	0	0	646	20,301	0.0318	
York	1,644	821	21	0	0	2,486	35,439	0.0701	
5. Southeast Region	2,441	7,835	113	0	0	10,389	161,055	0.0645	
Bucks	647	2,056	5	0	0	2,708	35,244	0.0768	
Chester	346	1,549	39	0	0	1,934	28,548	0.0677	
Delaware	600	2,264	58	0	0	2,922	53,993	0.0541	
Montgomery	848	1,966	11	0	0	2,825	43,270	0.0653	
6. Philadelphia Region	23,947	11,603	1,883	0	196	37,629	439,208	0.0857	
7. Statewide	154	0	0	0	0	154	0	not computed	
8. Other	1,182	517	0	0	0	1,699	0	not computed	
Total Cases Closed	41,987	67,484	3,386	0	480	113,337	1,737,375	0.0652	4.2

1 Poverty population numbers represent a blend of federal 2000 census poverty data. The proportion of statewide poverty is computed for each region based on 100% of federal poverty income level and 125% of the federal poverty income level. The higher proportion is taken for each region, then the blended proportion level for each region is used to arrive at a blended number of persons in poverty in each county.

2 State of Grace equals the number of cases divided by the poverty population in the county. The sum of the three largest decimals divided by the sum of the three smallest decimals is the State of Grace (a term used in the ABA "Principles of a State System for the Delivery of Civil Legal Aid"). The ABA Principles conclude that a number that approaches 1 is ideal, but recognizes that any number less than 2 "would be remarkable."

3 The State of Grace is computed as follows:

3 Highest Rates		By County	By Region	
Wyoming	0.121043302		Philadelphia	0.0857
Allegheny	0.089432654			
Butler	0.086425272			
	0.296901228			

3 Lowest Rates				
Juniata	0.022375782	Northeast		0.0448
Clinton	0.023602301			
Centre	0.025395055			
	0.071373138			