

Michigan's Legal Aid Organizations

# Social Economic Impact and Social Return on Funding Investment



2019 - 2020

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# Executive Summary

Thanks to years of dedicated advocacy by many organizations, including the State Bar of Michigan, residents are fortunate to have an array of legal aid resources available to help meet their needs. Legal aid organizations statewide provide services in more than 100 types of legal problems, including family-related concerns such as divorce or custody, housing, health care, public benefits such as SSI, consumer protection, and many others.

This study examined the social value of these services in 2019 and 2020 both in terms of immediate value to parties and the long-term consequential value to the community as a whole. These long-term benefits are substantial and include: savings in community support costs; reductions in community medical care expenses; additional community and 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.

The combined immediate and long-term value is then compared to the money invested in legal aid, resulting in a measurement of the Social Return on Investment (SROI).



## 2019

Researchers found that in 2019, for every \$1 invested in Michigan legal aid, the people of Michigan received \$7.60 of immediate and long-term financial benefits. This SROI reflects the fact that \$28 million in funding for Michigan civil legal aid operations generated more than \$213 million in total net value. This includes more than \$25 million in immediate net value and more than \$187 million in long-term net consequential value.

**\$213  
Million**

\$28 million in funding for Michigan civil legal aid operations generated more than \$213 million in total net value.

## 2020

As might be expected, data regarding SROI in 2020 is much different, reflecting the impact of the COVID-19 pandemic. In particular, the volume of cases handled by courts was lower and many high economic impact values were reduced by governmental emergency measures, including restrictions on evictions. As a result, for every \$1 invested in Michigan legal aid in 2020, the people of Michigan received \$5.82 of immediate and long-term financial benefits.

**\$5.82**

For every \$1 invested in Michigan legal aid in 2020, the people of Michigan received \$5.82 of immediate and long-term financial benefits.

## 2019-2020 As a Whole

Looking at 2019-2020 as a whole, the study estimated that for every \$1 invested in Michigan's civil legal aid services, the people received \$6.69 in immediate and long-term consequential financial benefits. Over the two years, total investment in legal was about \$57 million and resulted in more than \$383 million in net, realizable economic value. That's a 669% total net social return on investment.

**669%**

669% Total Net Social Return on investment for Michigan's legal aid services during the years 2019 and 2020.



Of particular note, the study found that the SROI for Michigan's legal aid organizations is higher than the comparative values for many other types of social service agencies. Two key factors were cited as contributing to this difference:

## **1 Many types of legal services delivered result in significant future costs savings or additional income to the State of Michigan.**

This factor includes multiple years of Social Security and/or Disability benefits or unemployment benefits that had previously been denied. Savings include children's medical or other support costs from payments that were previously not obtained.

## **2 The high SROI is also directly related to the significant number of volunteer hours of legal services delivered by Michigan attorneys.**

In this regard, Michigan's legal aid operations provide the necessary infrastructure for clients and volunteers, including attorney recruitment and training, client screening, administrative support, technical assistance, and follow-up services. This critical infrastructure makes services more available and more efficient.

Looking more closely at several specific services provided by civil legal aid, the study found that over the two years:

In more than **8,400 cases** involving divorce, separation, or annulment, Michigan residents received more than **\$7.2 million** in immediate direct benefits and nearly **\$80 million** in gross long-term consequential financial benefits.

In more than **25,000 cases** involving housing issues, Michigan residents received more than **\$19 million** in immediate direct benefits and more than **\$160 million** in gross long-term consequential financial benefits.

In more than **5,300 cases** involving public benefits like Social Security Disability Insurance, Michigan residents received more than **\$2.2 million** in immediate direct benefits and nearly **\$84 million** in long-term consequential financial benefits.

This SROI analysis was conducted by CSACO Community Services Analysis LLC for the Justice for All Commission (JFAC) which was created to expand access to and enhance quality of the civil legal justice system in Michigan. JFAC's comprehensive approach includes innovative technology, common sense procedural improvements, and creative steps to provide more ways for people to solve legal problems with or without a lawyer. This study, demonstrating the effectiveness of civil legal aid, will help drive recommendations for future action and investment.

# Overview

In historical 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 the social impacts of delivery of services to the community.

**Social Return on Investment (SROI)** is an internationally standardized and accepted process for measuring and understanding the financial impacts 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 social economic impact long-term results cannot be easily quantified in financial results.

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## Immediate value. e.g.:

- 👤 Increased employment
- 💰 Immediate cost savings
- 📈 Increased revenues, etc.

## Long-term consequential value, e.g.:

- 👤 Community support cost savings
- ❤️ Community medical care savings
- 📈 Community income & taxation revenue
- 🏠 Savings in housing & support costs
- ⚖️ Law enforcement, court, & government savings

The organizations providing Civil Legal Aid services in the State of Michigan that participated in this analysis are:

### Full-Service Legal Aid Organizations:

Lakeshore Legal Aid  
Legal Aid of Western Michigan  
Legal Services of Eastern Michigan  
Legal Services of Northern Michigan  
Michigan Advocacy Program\*

### The Counsel and Advocacy Law Line

is an attorney-staffed hotline for low-income people that completes intakes, provides advice and brief services, and makes referrals to the regional Legal Aid programs that participated in this report.

*\*(Note: This report does not include data from Farmworker Legal Services)*



For every **\$1** invested in Michigan Legal Aid during the year 2019, the citizens of Michigan received **\$7.60** of immediate and long-term financial benefits.

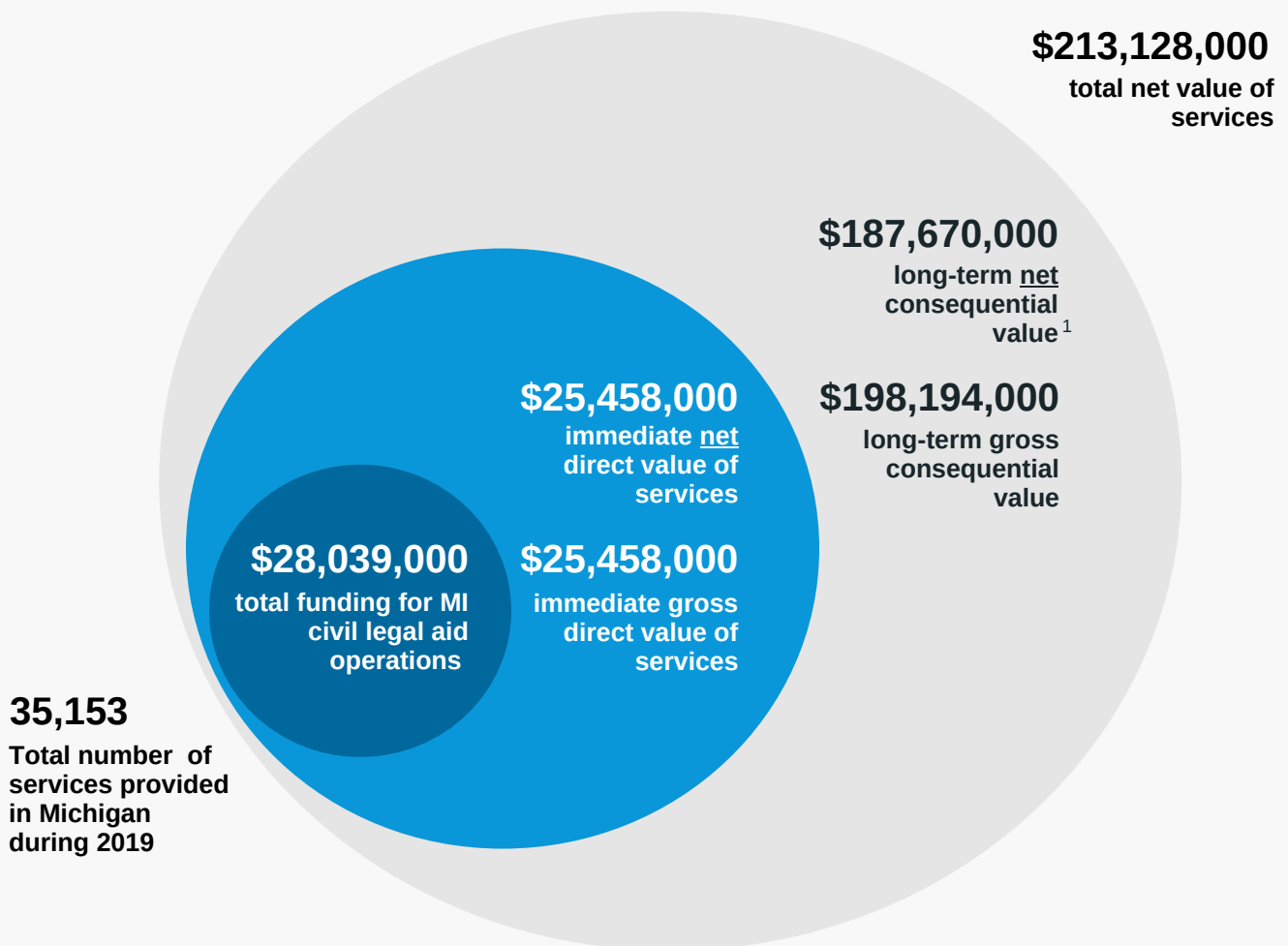
# Highlights of Michigan's Legal Aid Providers Social Return on Investment Analysis Results, 2019

Total number of services provided in Michigan during 2019	35,153
Immediate gross direct value of services	\$25,458,000
Long-term gross consequential value	\$198,194,000
Immediate net direct value of services	\$25,458,000
Long-term net 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 support 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>	
	\$187,670,000
Total net value of services	\$213,128,000
Total funding for Michigan civil legal aid operations	\$28,039,000
Social impact return on investment	760%

# 760%

Social impact return on investment

For every **\$1** invested in Michigan Legal Aid during the year 2019, the citizens of Michigan received **\$7.60** of immediate and long-term financial benefits.



*1 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 support 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.*

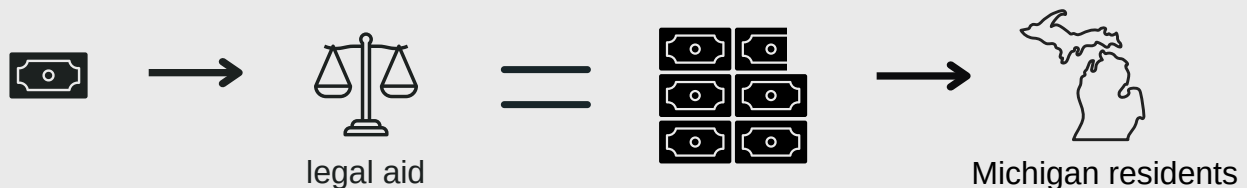


# Highlights of Michigan's Legal Aid Providers SROI Analysis Results, 2020

Total number of services provided in Michigan during 2020	34,714
Immediate gross direct value of services	\$26,881,000
Long-term gross consequential value	\$151,373,000
Immediate net direct value of services	\$26,881,000
Long-term net 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 support 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>	
	\$143,334,000
Total net value of services	\$170,214,000
Total funding for Michigan civil legal aid operations	\$29,238,000
Social impact return on investment	582%

*NOTE: The variance in the impacts between the years 2019 and 2020 was also greatly affected by the COVID-19 pandemic. While the total number of issues decreased by only 1%, the number of full-service cases that could be handled through the court systems was severely reduced by the closure of courts during the pandemic. In addition, many types of high economic impact values were reduced by governmental emergency measures (such as the restrictions on rental evictions and mortgage foreclosures) implemented during the pandemic.*

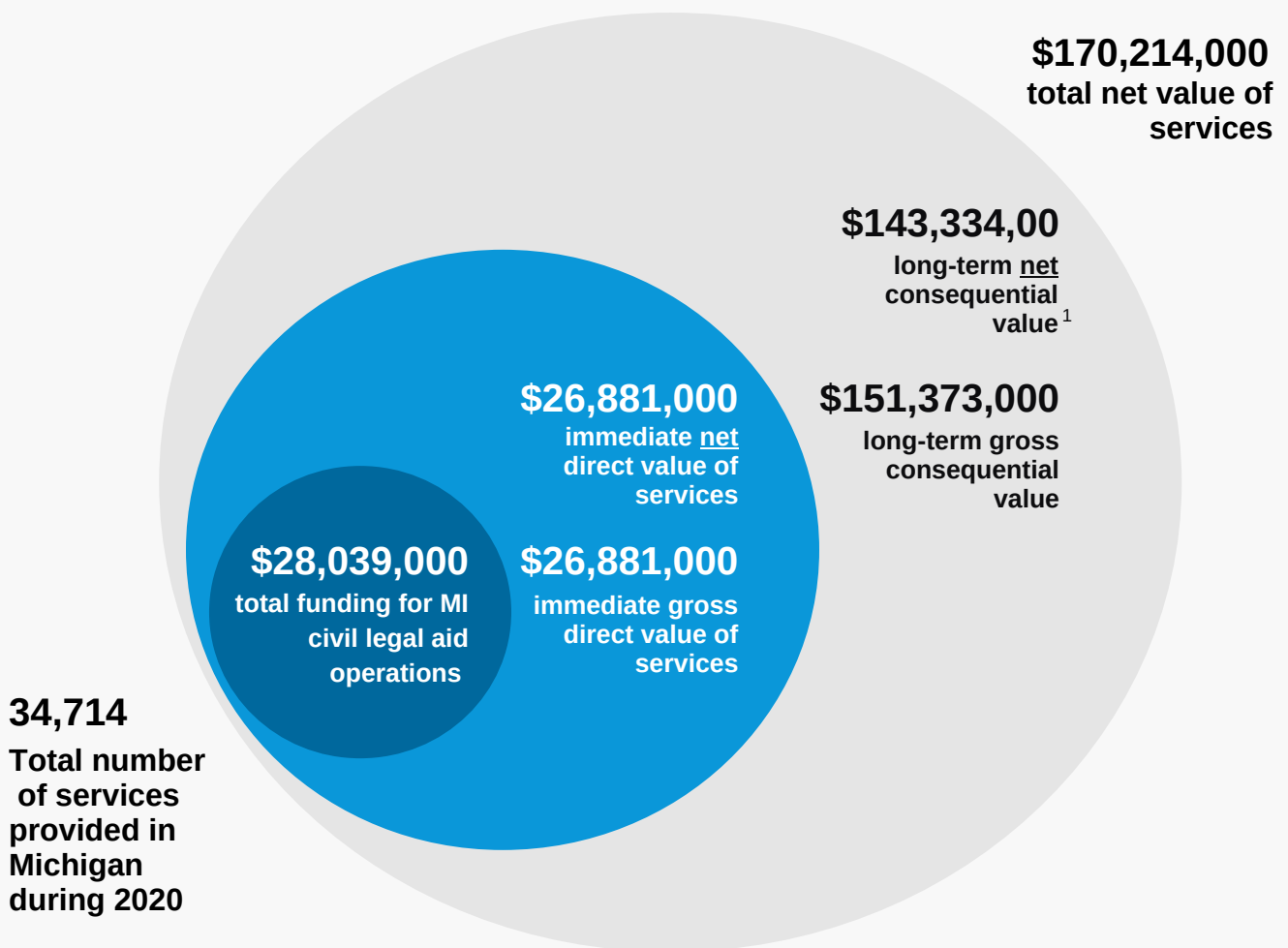
For every **\$1** invested in Michigan Legal Aid during the year 2020, the citizens of Michigan received **\$5.82** of immediate and long-term financial benefits.



# 582%

Social impact return on investment

For every **\$1** invested in Michigan Legal Aid during the year 2020, the citizens of Michigan received **\$5.82** of immediate and long-term financial benefits.



*NOTE: The variance in the impacts between the years 2019 and 2020 was also greatly affected by the COVID-19 pandemic. While the total number of issues decreased by only 1%, the number of full-service cases that could be handled through the court systems was severely reduced by the closure of courts during the pandemic. In addition, many types of high economic impact values were reduced by governmental emergency measures (such as the restrictions on rental evictions and mortgage foreclosures) implemented during the pandemic.*



# Analysis Impact Map

The Social Return on Investment analysis completed for Michigan's Legal Aid organizations is a measurement of the values delivered from services completed during the years 2019 and 2020.

Michigan's Legal Aid organizations provide services in over one hundred types of civil legal problems. Their major areas of service are: family issues, housing issues, healthcare issues, public benefits, consumer protection, and other community issues. 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 Michigan's Legal Aid organizations is higher than comparative values for many other types of social service organizations.



This is based on two primary factors:

## 1 **Many types of legal services delivered result in significant future cost savings or additional income to the State of Michigan.**

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.
-  Cost savings and benefits resulting from other legal aid services available to qualified low-income individuals & families.
-  Obtaining unemployment compensation benefits that had previously been unfairly denied.
-  The significantly greater number of Self-Help Center services delivered statewide compared to other states with similar services.
-  Significant savings on costs for emergency housing and family assistance resulting from enforcement of landlord/tenant law.
-  Long-term savings on children's medical and other support costs resulting from child support payments that were previously not obtained.

## 2 **The number of volunteer (pro bono) hours of legal services delivered by attorneys in Michigan**

is another significant reason for the high value of Michigan's Legal Aid Social Return on Investment. These pro bono services would be less available and less efficient if not for the operations of the Legal Aid organizations. Michigan's Legal Aid operations provide the necessary infrastructure for clients and pro bono volunteers; this includes attorney recruitment, training, and recognition, client screening, administrative support, technical assistance, and follow-up services.





# Family Issues

Matters involving domestic violence, divorce, separation and annulment, child custody and visitation, guardianship, and adoption. During 2019 Michigan's Legal Aid services provided assistance in **10,979** legal cases resulting in **\$7,807,000** in immediate gross direct financial benefits and **\$54,563,000** in gross long-term consequential financial benefits.

Family Law Issues - 2019	Number of Cases	Gross Direct Service Impact Values	Gross Long-term Outcome Impacts
Adoption	38	\$7,800	N/A (2)
Custody and Visitation	3,458	\$1,937,024	\$3,345,451
Divorce/Seperation/Annulment	4,514	\$3,895,898	\$42,493,713
Adult Guardianship	433	\$187,200	\$2,194,955
Gender/Name Change	91	\$47,800	N/A (1)
Parental Rights Termination	32	\$7,200	N/A (1)
Paternity	270	\$97,000	\$1,169,280
Domestic Abuse	742	\$1,034,800	\$1,440,192
Support	778	\$304,096	\$1,462,800
Other Family Issues	192	\$123,400	\$526,320
Delinquent Juvenile	4	\$900	N/A (1)
Neglected and Abused Dependents	80	\$20,400	\$22,800
Emancipation	10	\$2,000	N/A (1)
Minor Guardianship	335	\$140,600	\$1,693,251
Other Juvenile	2	\$600	N/A (1)

*(Impact Values rounded to 000's)*

During 2020 Michigan's Legal Aid services provided assistance in **9,443** legal cases resulting in **\$6,334,000** in immediate gross direct financial benefits and **\$47,163,000** in gross long-term consequential financial benefits.

<b>Family Law Issues - 2020</b>	<b>Number of Cases</b>	<b>Gross Direct Service Impact Values</b>	<b>Gross Long-term Outcome Impacts</b>
Adoption	22	\$5,800	\$18,000
Custody and Visitation	3,030	\$1,446,400	\$4,023,583
Divorce/Seperation/Annulment	3,907	\$3,337,178	\$37,086,242
Adult Guardianship	387	\$153,400	\$1,630,538
Gender/Name Change	78	\$33,400	N/A (1)
Parental Rights Termination	28	\$5,600	N/A (1)
Paternity	217	\$67,600	\$760,032
Domestic Abuse	665	\$653,800	\$1,066,296
Support	607	\$204,500	\$795,000
Other Family Issues	196	\$104,000	\$403,920
Delinquent Juvenile	4	\$800	N/A (3)
Neglected and Abused Dependents	46	\$9,800	\$0
Emancipation	8	\$1,600	\$0
Minor Guardianship	273	\$110,000	\$1,379,686
Other Juvenile	2	\$600	\$0

*(Impact Values rounded to 000's)*



# Housing Issues

This includes 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 2019 Michigan's Legal Aid services provided assistance in **11,692** legal cases resulting in **\$8,163,000** in gross immediate direct financial benefits and **\$79,464,000** in gross long-term consequential financial benefits.

Housing Issues - 2019	Number of Cases	Gross Direct Service Impact Values	Gross Long-term Outcomes Impacts
Federally Subsidized Housing	2,569	\$1,959,782	\$6,9237,075
Homeownership and Real Property	860	\$350,000	\$337,995
Private Landlord/Tenant Issues	6,469	\$4,419,628	\$2,124,540
Public Housing	281	\$236,658	\$1,094,460
Mobile Homes	669	\$757,361	\$1,392,218
Housing Discrimination	17	\$6,600	\$16,095
Mortgage Foreclosures	468	\$267,796	\$4,782,060
Mortgage Predatory Lending/Practices	25	\$24,000	\$59,711
Other Housing Issues	354	\$141,600	\$329,470

*(Impact Values rounded to 000's)*







During 2020 Michigan's Legal Aid services provided assistance in **13,787** legal cases resulting in **\$10,892,000** in gross immediate direct financial benefits and **\$80,684,000** in gross long-term consequential financial benefits.

<b>Housing Issues - 2020</b>	<b>Number of Cases</b>	<b>Gross Direct Service Impact Values</b>	<b>Gross Long-term Outcome Impacts</b>
Federally Subsidized Housing	2,094	\$1,500,816	\$52,143,555
Homeownership and Real Property	609	\$246,200	\$217,283
Private Landlord/Tenant Issues	9,449	\$7,695,636	\$2,309,633
Public Housing	245	\$240,952	\$1,158,840
Mobile Homes	762	\$898,370	\$1,689,975
Housing Discrimination	21	\$7,600	\$16,095
Mortgage Foreclosures	335	\$176,212	\$2,813,075
Mortgage Predatory Lending/Practices	26	\$20,400	\$46,442
Other Housing Issues	246	\$105,800	\$289,536
<i>(Impact Values rounded to 000's)</i>			



# Health Care Issues

This includes 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 2019 Michigan's Legal Aid services provided assistance in **276** legal cases resulting in **\$135,000** in immediate gross direct financial benefits and **\$1,836,000** in gross long-term consequential financial benefits.

Health Care Issues - 2019	Number of Cases	Gross Direct Service Impact Values	Gross Long-term Outcomes Impacts
Home and Community Based Care	22	\$13,400	\$367,530
Private Health Insurance	44	\$43,400	\$521,535
Long Term Health Care Facilities	23	\$14,200	\$315,834
State and Local Health Care	16	\$4,600	\$5,046
Other Health Issues	171	\$59,400	\$625,842

During 2020 Michigan's Legal Aid services provided assistance in **162** legal matters resulting in **\$76,000** in immediate gross direct financial benefits and **\$1,270,000** in gross long-term consequential financial benefits.

Health Care Issues - 2020	Number of Cases	Gross Direct Service Impact Values	Gross Long-term Outcomes Impacts
Home and Community Based Care	21	\$16,000	\$428,785
Private Health Insurance	2	\$3,400	\$24,835
Long Term Health Care Facilities	38	\$20,800	\$473,751
State and Local Health Care	15	\$4,600	\$5,046
Other Health Issues	86	\$31,200	\$337,756

*(Impact Values rounded to 000's)*



# Public Benefits Issues

This includes matters involving public programs such as Social Security benefits, Medicare and Medicaid, food stamps, temporary assistance for needy families, and unemployment compensation. During 2019 Michigan's Legal Aid services closed **2,520** legal cases resulting in **\$1,143,000** in immediate gross direct financial benefits and **\$48,876,000** in gross long-term consequential benefits.

<b>Public Benefits Issues - 2019</b>	<b>Number of Cases</b>	<b>Gross Direct Service Impact Values</b>	<b>Gross Long-term Outcome Impacts</b>
Medicaid Issues	414	\$178,600	\$467,831
Medicare Issues	50	\$16,800	\$202,748
Temp. Assistance for Needy Families	19	\$6,000	\$29,520
Social Security	104	\$37,800	\$3,701,628
Food Stamps	318	\$121,800	\$2,360,976
Social Security Disability Insurance	528	\$319,850	\$13,377,852
Supplemental Security Income	1,036	\$446,600	\$28,712,628
Unemployment Compensation	51	\$15,144	\$23,168

*(Impact Values rounded to 000's)*

During 2020 Michigan's Legal Aid services closed **2,783** legal cases resulting in **\$1,068,000** in immediate gross direct financial benefits and **\$34,947,000** in gross long-term consequential benefits.

<b>Public Benefits Issues - 2020</b>	<b>Number of Cases</b>	<b>Gross Direct Service Impact Values</b>	<b>Gross Long-term Outcome Impacts</b>
Medicaid Issues	265	\$95,000	\$229,502
Medicare Issues	48	\$12,200	\$130,338
Temp. Assistance for Needy Families	9	\$2,000	\$14,760
Social Security	70	\$21,600	\$1,800,792
Food Stamps	233	\$80,000	\$1,447,728
Social Security Disability Insurance	355	\$226,305	\$10,256,353
Supplemental Security Income	698	\$372,600	\$21,009,240
Unemployment Compensation	1,105	\$258,460	\$57,920

*(Impact Values rounded to 000's)*



# Consumer Protection Issues

This includes matters involving bankruptcy, debt and wage garnishments, tax issues, debt collections, and repossessions. During 2019 Michigan's Legal Aid services closed **5,368** legal cases resulting in **\$3,058,000** in gross immediate direct financial benefits and **\$4,539,000** in gross long-term consequential financial benefits.

<b>Consumer Protection Issues - 2019</b>	<b>Number of Cases</b>	<b>Gross Service Impact Values</b>	<b>Gross Long-term Outcome Impacts</b>
Bankruptcy & Debtor Relief	1,437	\$1,219,840	\$4,018,500
Collections/Repossessions/ Garnishments	2,834	\$1,392,419	\$403,200
Contracts & Warranties	709	\$208,904	\$6,400
Collection Practices/Credit	76	\$35,800	\$2,100
Predatory Lending (Not Mortgage)	7	\$10,000	\$67,200
Loans & Installment Purchases	20	\$4,600	\$4,800
Public Utilities	197	\$63,800	\$13,200
Unfair Sales Practices	39	\$13,600	N/A (1)
Other Consumer Finance Issues	357	\$108,000	\$24,000

*(Impact Values rounded to 000's)*





During 2020 Michigan's Legal Aid services closed **4,149** legal cases resulting in **\$2,105,000** in gross immediate direct financial benefits and **\$2,896,000** in gross long-term consequential financial benefits.

<b>Consumer Protection Issues - 2020</b>	<b>Number of Cases</b>	<b>Gross Service Impact Values</b>	<b>Gross Long-term Outcome Impacts</b>
Bankruptcy & Debtor Relief	993	\$822,960	\$2,487,600
Collections/Repossessions /Garnishments	2,061	\$945,969	\$249,600
Contracts & Warranties	561	\$162,216	\$3,200
Collection Practices/Credit	56	\$25,000	\$900
Predatory Lending (Not Mortgage)	11	\$13,800	\$134,400
Loans & Installment Purchases	19	\$5,400	\$1,600
Public Utilities	137	\$38,800	\$2,200
Unfair Sales Practices	23	\$6,200	N/A (1)
Other Consumer Finance Issues	288	\$84,600	\$16,000
<i>(Impact Values rounded to 000's)</i>			



# Other Community Issues

This includes 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, and other individual miscellaneous legal issues. During 2019 Michigan's Legal Aid services closed **4,358** legal cases resulting in **\$1,999,000** in gross immediate direct financial benefits and **\$9,134,000** in gross long-term consequential financial benefits.

<b>Other Community Support Issues - 2019</b>	<b>Number of Cases</b>	<b>Gross Direct Service Impact Values</b>	<b>Gross Long-term Outcome Impacts</b>
Education Issues	110	\$46,000	N/A (1)
Employment Issues	264	\$160,200	\$97,920
Veterans Benefits	4	\$1,300	\$6,275
State & Local Income Maintenance	111	\$36,000	\$68,724
Other Income Maintenance Issues	62	\$28,800	\$71,712
Immigration and Naturalization	68	\$71,000	\$549,000
Mental Health Issues	13	\$3,200	\$3,200
Physically Disabled Rights	2	\$2,800	\$6,000
Civil Rights	4	\$3,200	\$2,000
Criminal Record Expungements	724	\$458,200	\$4,688,858
Other Individual Rights	95	\$66,000	N/A (1)
Assistance for Non-Profits	3	\$4,000	N/A (1)
Licenses (Incl. Specialized Drivers)	240	\$131,200	\$1,080,000
Torts	18	\$9,600	N/A (1)
Wills and Estates	1,490	\$515,600	\$1,489,000
Advance Directives/Power of Attorney	1,071	\$448,800	\$1,071,000
Municipal Legal Needs	2	\$1,800	N/A (3)
Other Miscellaneous Legal Issues	77	\$10,800	N/A (1)

*(Impact Values rounded to 000's)*

During 2020 Michigan's Legal Aid services closed 4,390 legal cases resulting in **\$1,672,000** in gross immediate direct financial benefits and **\$4,413,000** in gross long-term consequential financial benefits.

<b>Other Community Support Issues - 2020</b>	<b>Number of Cases</b>	<b>Gross Direct Service Impact Values</b>	<b>Gross Long-term Outcome Impacts</b>
Education Issues	72	\$22,800	N/A (1)
Employment Issues	259	\$149,000	\$159,120
Veterans Benefits	6	\$1,900	\$6,275
State & Local Income Maintenance	187	\$47,600	\$44,820
Other Income Maintenance Issues	50	\$17,600	\$35,856
Immigration and Naturalization	18	\$10,600	\$81,000
Mental Health Issues	13	\$4,600	N/A (1)
Physically Disabled Rights	6	\$1,800	\$9,000
Civil Rights	2	\$2,000	\$2,000
Criminal Record Expungements	535	\$4,600	N/A (1)
Other Individual Rights	68	\$36,200	N/A (1)
Assistance for Non-Profits	1	\$400	N/A (3)
Licenses (Incl. Specialized Drivers)	110	\$51,400	\$490,500
Torts	15	\$15,000	\$0
Wills and Estates	2,197	\$663,000	\$1,228,000
Advance Directives/Power of Attorney	583	\$286,600	\$573,000
Municipal Legal Needs	0	\$0	\$0
Other Miscellaneous Legal Issues	45	\$11,200	N/A (1)

*(Impact Values rounded to 000's)*

# Counsel and Advocacy Law Line

The Counsel and Advocacy Law Line is an attorney-staffed hotline that completes intakes and makes referrals to all the regional Legal Aid programs that participated in this report. The total economic impacts of these services are included in the Legal Aid economic impacts.

**15,722**

Calls  
handled  
in 2019

**11,638**

Calls  
handled  
in 2020

## Government & 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 2019, Michigan's Civil Legal Aid and Counsel and Advocacy Law Line operations provided services and assistance which reduced the services required by the court systems and other Michigan government agencies, resulting in **\$3,155,000** in immediate direct financial savings for the court systems and other government operations.

During 2020, Michigan's Civil Legal Aid and Counsel and Advocacy Law Line operations provided services and assistance which reduced the services required by the court systems and other Michigan government agencies, resulting in **\$4,933,000** in immediate direct financial savings for the court systems and other government operations.

**\$3,155,000**

Immediate savings  
for the court systems  
& other government  
operations in 2019

**\$4,933,000**

Immediate savings  
for the court systems  
& other government  
operations in 2020



# Note to Total Values

## Participating Legal Aid Provider Organizations

These are the consolidated values for all the participating Legal Aid organizations in Michigan. Not all services are provided by every organization.

## Long-Term Economic Impact Measurement Information

Not all long-term consequential economic impacts are quantifiable, may not exist, or may be included in other impact categories. The following notations in the impact valuation table are:

**N/A (1):** Valuations are not quantifiable due to lack of sufficient research in the individual outcome long-term economic impact.

**N/A (2):** Valuations are included in other impact categories. See the individual Problem Code Valuation worksheets for details.

**N/A (3):** Services provided only included Counsel and Advice and Brief Services which did not result in long-term outcome impacts.

## Net Present Value Discounting on Long-Term Consequential Economic Impacts

Projected future outcome valuations were not discounted to Net Present Values based on the recent extremely low Federal Funds Rate and the average 10-year horizon used in consequential impact valuations. This Federal Funds rate, however, is currently significantly increasing and may continue to rise in the future.

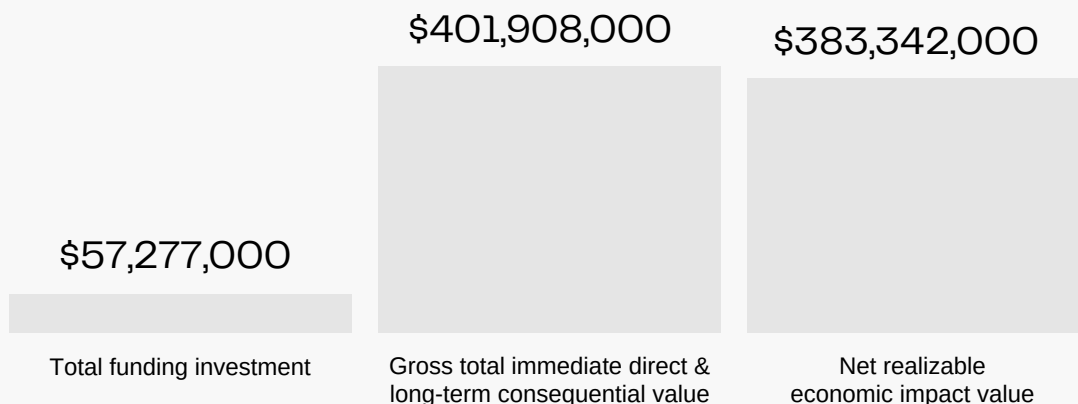


# Summary of Social Return on Investment Analysis Value

The gross total immediate direct and longer-term consequential value of Civil Legal Aid services delivered in Michigan during the years 2019 and 2020 was **\$401,908,000**.

**\$401,908,000**  
Gross total immediate direct and longer-term consequential value

Of this total, approximately **\$18,566,000 (4.5%)** will not actually be received 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 Michigan Legal Aid activities during the years 2019 and 2020 totaled **\$383,342,000**. The total funding investment for civil legal aid services (see the Social Impact Value Map for detailed amounts) totaled **\$57,277,000**.



# 669%

**Total Net Social Return on Investment** for Michigan's Legal Aid legal services programs during the years 2019 and 2020.

For Every **\$1** invested in Michigan's Civil Legal Aid services, they delivered **\$6.69** in immediate and long-term consequential financial benefits for services delivered in 2019 and 2020.

**Michigan Legal Aid SROI Report 2019 & 2020**

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