



California Legal Aid Reporting and Evaluation Handbook **2018**

Case Summary Report (Outputs)
Main & Economic Benefits (Outcomes)
Impact and Policy Work

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Overview

Enclosed are instructions for completing the following annual legal aid reports: Case Summary Report (CSR), Main & Economic Benefits, and Impact & Advocacy Report. Organizations should report all civil legal aid provided between January 1 to December 31 of the evaluation year. **This includes work funded by all State Bar grants (IOLTA, EAF, Partnership, and Bank grants) and all non-State Bar funds used to provide civil legal aid to low-income people, seniors, and persons with developmental disabilities in California.** Data reported will be used to communicate the great work being done by the legal aid community in California and to help advocate for additional funding for legal services.

Legal Services Projects are required to submit all legal aid reports as indicated below, as well as grant specific reports when applicable. The CSR and Main & Economic Benefits report were not specifically designed to capture the work of Support Centers but Support Centers should complete the reports if there is applicable work. **All programs, Legal Services Projects and Support Centers, are required to submit Impact & Advocacy reports for every evaluation year**, as well as grant specific reports when applicable. Report information to the extent possible. If you have any questions about these legal aid reports contact Rocio Avalos at rocio.avalos@calbar.ca.gov.

- I. **Case Summary Report (Outputs):** Report all services (outputs) provided to low-income people, seniors, and persons with developmental disabilities in California, regardless of the funding source, for all cases closed in the evaluation year.
- II. **Main & Economic Benefits (Outcomes):** Report as many benefits (outcomes) achieved for low-income people, seniors, and persons with developmental disabilities in California in the evaluation year regardless of the funding source, to the extent you are able to track and report them.
- III. **Impact & Advocacy Report:** Report all advocacy activities and impact litigation including class action work on behalf of or in support of low-income people, seniors, and persons with developmental disabilities in California in the evaluation year (closed and open cases). Impact work includes activities that: 1) affect significant segments of the eligible population; and 2) achieve or is expected to achieve relatively permanent improvement in legal rights or basic living conditions of those affected. Use your best judgement. Impact work is not defined solely by complexity or high level of effort.

Note: We have indicated in **red text** the substantive changes found in this revised handbook.

Grant Specific Reports

In addition to the annual legal aid reports outlined above, each State Bar Legal Services Trust Fund (LSTF) grant also has its own set of reporting requirements. Grantees who receive IOLTA, Equal Access Fund, Partnership, and/or Bank grants are also required to submit the following grant specific reports:

- Equal Access Fund Grant (EAF) – Annual evaluation. Contact: LSTF Grants Administrator
- Partnership Grant(s) – Annual evaluation. Contact: Mary Tam at mary.tam@calbar.ca.gov.
- Bank Grant(s) – Two semi-annual reports per grant year, an annual evaluation, and a final end of project evaluation. Contact: Doan Nguyen at doan.nguyen@calbar.ca.gov.
- IOLTA and EAF – Combined quarterly financial reports. Contact: LSTF Grants Administrator

II. Case Summary Report (Outputs)

The Case Summary Report (CSR) collects information on all services (outputs) for cases closed and clients served from January 1 to December 31 of the evaluation year. This includes work funded by all State Bar grants (IOLTA, EAF, Partnership, and Bank grants) and all non-State Bar funds used to provide civil legal aid to low-income people, seniors, and persons with developmental disabilities in California.

To complete the client profile section, enter client characteristics according to age, ethnicity, gender and English proficiency to the extent this information is available to you. In the column titled LEP, report the number of clients with Limited English Proficiency including non-English speakers. In the column titled Veterans, include all persons who previously served in the U.S. military, regardless of discharge status, or who are currently active in the U.S. military.

Complete the services (outputs) chart by dividing closed cases by substantive area (Legal Problem Code) and highest level of service (Legal Resolution Code).

Case is defined for the purposes of this report as a legal problem of a client and the legal activities or processes used in resolving those problems, which could be limited or extended services. Programs shall report related legal problems of an eligible client as a single case when the program representing the client attempts to resolve the related legal problems simultaneously through a single legal process. Where multiple actions are filed in a court or administrative proceeding to resolve the problem in different ways, the program may adhere to other funding guidelines, or use their own best judgment regarding whether the activities should be tracked as one case or multiple cases. Programs should adopt protocols for case counting that are available for review.

Closed Case is a case in which there is a resolution of the client's problem or in which the client's problem is not resolved but it is determined that no further action will be taken on the case.

Legal Problem Codes

Legal Problem Codes are organized by substantive area in which legal problems occur. Select the substantive area that best describes the client's legal problem. If two or more closely-related legal problems are involved in the case, the category that describes the problem requiring the greatest level of effort to resolve should be selected for purposes of counting the service (output). Note, this reporting requirement is different from Main & Economic benefits where you will have the opportunity to report benefits achieved (outcomes) across multiple substantive areas. The following are brief descriptions of the Legal Problem Codes:

1. **Conservatorship (C)** refers to all types of conservatorship proceedings, including Probate, Limited, general and Lanterman-Petris-Short Act (LPS) conservatorships.
2. **Consumer/Finance (CF)** refers to Bankruptcy, Debtor Relief, Collections (including Repossession), Garnishment, Contracts, Warranties, Credit Access, Loans, Installment Purchase, Unfair Sales Practice, or other consumer finance matters.
3. **Disability Rights (D)** refers to Disability, including Mental Health Rights.
4. **Domestic Violence (DV)** refers to abuse perpetrated against any of the individuals identified in the Domestic Violence Protection Act, California Family Code §6211.
5. **Education (ED)** refers to Discipline (including Expulsion and Suspension), Special Education, Learning Disabilities, Access, and other education matters.

6. **Employment (E)** refers to Job Discrimination, Wage Claims, Employee Rights, and other employment matters. (Note: Earned Income Tax Credits should be captured under Miscellaneous).
7. **Family (F)** refers to Adoption, Custody, Visitation, Divorce, Separation, Annulment, Parental Rights Termination, Paternity, Support, and other family matters. (Note that Name Changes should be captured under Miscellaneous).
8. **Guardianship (G)** refers to cases brought by persons other than the child's parent seeking to be appointed guardian of a minor by the probate or other court.
9. **Health and Long-Term Care (HL)** refers to Medicare, Medicaid, Medi-Cal, and other health and long-term care matters.
10. **Housing (HO)** refers to Federally-Subsidized Housing Rights, Foreclosure or Title Fraud, Landlord-Tenant (including Foreclosure Evictions), Public Housing, Homelessness, and other housing matters.
11. **Immigration (I)** refers to Naturalization, Asylum, Adjustment of Status, Citizenship, Family Petition, Special Immigrant Juvenile Status, Trafficking, T-Visa, U-Visa, and other immigration matters.
12. **Income Maintenance (IM)** refers to CalWorks, Food Stamps, Social Security, SSI, Unemployment Compensation, Veteran Benefits, Workers' Compensation, and other income maintenance matters.
13. **Juvenile (J)** refers to obtaining adoption, or emancipation, delinquent, neglected, abused, dependent, and other juvenile matters.
14. **Miscellaneous (M)** includes Incorporation, Corporate Dissolution, Indian and Tribal Law, License (auto and others), Taxes, Torts, Wills, Estates, Prisoners' Rights, and other individual rights matters.
15. **Access to Justice (AJ)** includes measurable benefits that could not be captured in other substantive areas. These benefits might consist of increased individual access or a much broader impact than to the individual served.

Please provide a brief description in the appropriate section of the form for all cases listed under the Miscellaneous Legal Problem Code.

Legal Resolution Codes

Legal Resolution Codes identify the highest level of service provided before the case was closed. Select the case category that best describes the highest level of service for each case. Because counting an impact case as an extended service does not nearly capture the work, count the work as a single case, **but also complete and submit an Impact & Advocacy Report for each case**. See page 19 for more information. Note that both Limited Service and Extended Service case categories **assume a client-attorney relationship has been established**. In the future, this report will be modified to enable you to also report self-help services and outreach and events in which an attorney-client relationship has not been established. The following are brief descriptions of the Legal Resolution Codes:

Limited Service Case Categories:

Counsel and Advice includes preparing and providing advice to the client reviewing relevant information, and counseling the client on how to take action to resolve the issue.

Limited Action refers to services provided to a client that involved preparation of relatively simple or routine documents and relatively brief interactions with other parties. Examples include preparing short letters, drafting a routine will or power of attorney, making a telephone call, or helping a pro se client prepare court or other legal documents.

Extended Service Case Categories:

Negotiated Settlement without Litigation applies to those cases in which the program negotiated and reached an actual settlement on behalf of a client prior to the initiation of a court or administrative action.

Negotiated Settlement with Litigation applies to those cases in which the program negotiated and reached an actual settlement on behalf of a client after initiation of a court or administrative action - e.g., resolution of a dispute after suit has been filed.

Administrative Agency Decision applies to all cases in which the program represented a client in an administrative agency action that resulted in a case dispositive decision by the administrative agency or body after a hearing or other formal administrative process.

Court Decision applies to all cases in which the program represented a client that resulted in a case dispositive decision made by the court.

Extensive Service (not resulting in settlement, court or administrative action) applies in cases where the program undertook extensive activities (research, preparation of complex legal documents, interaction with third parties on behalf of the client, ongoing assistance to clients, etc.) that did not conclude with a negotiated settlement or a decision from an administrative agency or court. Cases in which an order of withdrawal or voluntary dismissal is entered should also be closed in this category.

Other Reasons Why Case Was Closed: This category is for cases closed where the program determined that no further action is to be taken on the case for reasons not included in the Limited Service or Extended Service case categories.

Legal Services to Organizations

If you provided more than 10 percent of your services to organizations (whether qualifying or non-qualifying), the following information is required for the five organizations that received the most services: 1) name and primary purpose, 2) 501c3 tax exempt status, and 3) description of services the organizations provide on behalf of, or in support of, indigent persons (Eligibility Guidelines 2.3.3). Upload a document with this information, if applicable, in the appropriate section.

I. Main & Economic Benefits (Outcomes)

Report all benefits (outcomes) achieved for low-income people, seniors and persons with developmental disabilities in California in the evaluation year, regardless of the funding source. This includes all benefits achieved from services funded by all State Bar grants (IOLTA, EAF, Partnership, and Bank grants) and all non-State Bar funds used to provide civil legal aid to low-income people, seniors, and persons with developmental disabilities in California. Main & Economic Benefits will be collected in the same substantive areas as the CSR. Refer to the main benefit codes and guiding principles below and use your best judgment.

Note: Generally, Main & Economic Benefits should be reported for cases closed in the evaluation year. However, we heard from certain programs that this results in potentially losing track of significant main benefits accomplished at interim stages of the case. In that case, if your CMS allows you to track benefits that already have been reported (to avoid double counting at the time of case closing), you may report all benefits achieved in the evaluation year regardless of whether the case is open or closed.

Main Benefits

You are encouraged to report as many benefits across substantive areas as you achieved in the evaluation year and to the extent your system is able to track and report them. Both Limited Service and Extended Service case categories **assume a client-attorney relationship has been established. Report benefits achieved for both Limited and Extended services.** For Counsel and Advice, **IF** you can confirm an outcome, report it. Otherwise, counsel and advice should only be counted as a service in the CSR, but not as a separate main benefit.

Economic Benefits

Note: Per feedback from the community and in consultation with the Reboot Committee, we are providing more opportunities to report main and economic benefits. You are not expected to report benefits in every category.

You have the **opportunity to report economic benefits for any main benefit code** that resulted in an award recovered for the client or savings for the client. We recognize many benefits will not have a parallel economic benefit to report. To the extent possible, economic benefits should be reported any time a case resulted in a financial award for the client or savings to the client.

If the amount was awarded as a monthly benefit for a set period of time, calculate the total (monthly amount x length of time) and report it in the lump sum column. If the award was a monthly benefit for an unknown duration, do not annualize and only report the known amount in the monthly benefits column. If you are able to track and report savings or costs averted for your client, report those in the appropriate columns. Do not report the same amount in both Recovered for Client and Saved for the Client as that will result in double counting.

\$ Recovered for client		\$ Saved for client (cost averted)	
Back Awards, Lump Sum Settlement, Sanction, or monthly benefit with set time (provide lump sum)	Monthly Benefits Obtained with unknown period of time (do not annualize)	Reduction or Elimination of Claimed Amounts	Amount of monthly garnishment prevented, if total amount is not eliminated

Data collected will be used to communicate the great work being done by the legal aid community in California and to help advocate for additional funding for legal services. If you have additional outcomes that do not fit within the codes provided or information that could potentially help with advocacy efforts, please let us know.

Main & Economic Benefits Guiding Principles

1. **Report Main & Economic Benefits for the organization, not just Trust Fund grants:** Report benefits from all activities for the entire organization, not just those activities funded by the Trust Fund Program. This includes all State Bar grants (ex. Bank Grants) and non-State Bar funds that served low-income people, seniors, and persons with developmental disabilities in California.
2. **Report on as Many Benefits as Achieved:** If several benefits to the client were achieved through one service, at a minimum, choose the one that best describes the benefit that was achieved. However, if several benefits to the client were achieved through one service *and* the organization's case management system (CMS) has the capacity, then report as many benefits as achieved.
3. **Choose Specific over General:** If there is a main benefit option that is specific and one that is general, choose the specific over the general to avoid double-counting. E.g., the "other benefit" category is only used if there is not a more specific option that is available.
4. **Report Main & Economic Benefits for both Limited and Extended Services if you can confirm the benefit was achieved.** While counsel and advice in and of itself is an important benefit conferred on the person seeking assistance, because that benefit is generally the same as the service conferred, advocates should count counsel and advice as a service in the CSR, but not in the Main Benefits section unless you can confirm a separate outcome (ex. your organization completed a follow up call or witnessed an outcome in court, such as obtained TRO, after giving counsel and advice).
5. **Outcome at the time service is complete.** Generally, Main & Economic Benefits should be reported when a case is closed. However, outcomes may be reported before a case is closed if necessary to avoid losing track of significant main benefits accomplished at an interim stage of the case, if the program has a mechanism to avoid double counting the benefit at the time of case/file closing.
6. **Fit Benefits to Program Priorities:** The main benefits are organized by substantive area of law for ease of reference only. Many of the described benefits could logically be placed in multiple areas. Each organization should review the main benefits and adopt benefits described under different substantive areas, or delete any benefits that fall outside of the organization's programmatic goals.
7. **Descriptions are Only Guidelines:** The number of benefits are deliberately collected in broad categories to simplify data collection. Within these broad categories the descriptions are intended to provide guidance and to standardize the way in which advocates report benefits. The descriptions provide examples, but should not be read as the complete list of all included benefits. Advocates should familiarize themselves with the benefit categories.
8. **Avoid Double Counting:** If a benefit has already been captured under one substantive area, do not double count by marking the same outcome in another substantive area.
9. **Construe the Words Logically, not Technically:** For example, "Obtained, preserved, increased" might be selected as a benefit if a reduction in benefits is less than it would have been without legal aid's help, even if the result, strictly viewed, does not necessarily fall under "obtained," "increased" or "preserved."
10. **Reporting on Impact and Policy Work:** The main benefit codes are not developed to capture major policy change or the significance of impact work. Because counting an impact case as one benefit does not nearly capture the work, count the work, **but also complete and submit an Impact & Advocacy Report for each activity.** See page 19 for more information.

11. **Advocates should use their best, conservative, professional judgment** in identifying main and economic benefits achieved.

12. **Report the number of people in the household for all benefits achieved.** If you believe there is a better measure to use, share that number with us and an explanation in the “Feedback” tab of the Main & Economic Benefits report in Smart Simple.

***Note:** This is in response to community feedback that not counting number of people impacted is a lost opportunity to capture the work of legal services.*

California Main Benefit Codes

Conservatorship

C1. Obtained or preserved conservatorship

Includes all types of conservatorship proceedings, including LPS, general, and limited conservatorships, where the conservatorship is granted, conservator is reappointed, request to terminate is denied.

C2. Prevented or ended conservatorship

Includes all types of conservatorship proceedings, including LPS, Probate and limited developmental disability, where the conservatorship is denied or not continued.

C3. Obtained protection from abuse or neglect in conservatorship context

Includes removed conservator who violated rights of conservatee; obtained conservatorship because of abuse or neglect; obtained a restraining order (temporary and/or after-hearing) to prevent elder or dependent adult abuse; and removed an abusive agent under power of attorney.

C4. Obtained other benefit in a Conservatorship matter

Includes added co-conservator to existing conservatorship, responded to OSC re failure to file an accounting and other benefits not described above. Use this category **ONLY** if your matter does not match another defined category.

Consumer/Finance

CF1. Obtained federal bankruptcy protection

Includes obtained discharge of debt; prevailed in adversarial proceeding or otherwise secured federal bankruptcy protection.

CF2. Prevented repossession, prevented or reduced deficiency judgments (secured or unsecured, not housing) Includes prevented repossessed vehicle or personal property, provided relief from defective notices, and defective sales procedures.

CF3. Ended or reduced debt collection or wage garnishment and enforcement of fair debt collection

Includes ended or reduced garnishment or levy, and enforced state and federal fair debt collection rights. Includes “stop contact” letters, and stopped creditor harassment of consumer, regardless of whether or not debt ended or reduced. Issues may involve credit card debt, medical debt, or student loans.

CF4. Obtained relief from fraudulent sales practices or unlawful, unfair or deceptive acts or practices

Includes unfair and deceptive acts and practices, predatory lending, credit discrimination, and general consumer scams. Issues may involve proprietary trade schools, immigration consultant fraud, auto fraud, credit card contracts, and telemarketing fraud. (Use best judgment whether matter is best

reported here or as a breach of contract in number CF5 below.)

CF5. Enforced sales contracts and/or warranties, including breach of contract

Includes enforced sales contracts, established claims under auto and personal property warranty, and other consumer contract issues. (Use best judgment regarding whether your matter belongs here or in CF4 above.)

CF6. Obtained or preserved credit, or resolved credit reporting errors

Includes prevented negative consumer reporting, such as the reporting of an eviction to a landlord registry.

CF7. Prevented or delayed utility termination, or obtained utility services

CF8. Resolved issues related to identity theft

Includes obtained fraud alerts on credit reports, drafted reinvestigation letters, and resolved other identity theft issues.

CF9. Obtained protection from financial abuse

Includes resolved finance abuse related to domestic violence and abuse of elders, dependent adults, and children.

CF10. Obtained reasonable and affordable loan

Includes obtained modifications of existing loans or obligations as well as new loans, obligations or extensions of credit; includes secured and unsecured loans. Issues may include real property related loans or loans related to automobiles or other personal property.

CF11. Obtained other consumer benefit

Please use this category ONLY if your matter does not match another defined category.

Consumer/Finance Economic Benefit Examples:

\$ Recovered for Client: Includes amount recovered for creditors (Lump sum); Amount of any cash settlement or judgement (Lump Sum)

\$ Saved for Client: Includes amount of debt discharged (Reduction of claimed amounts); Amount of debt avoided or amount of garnishment or levy prevented (Reduction or Elimination of Claimed Amounts); Amount of monthly garnishment prevented if not eliminated (Monthly cost savings and payment reductions); Amount of contract enforced or prevented (Reduction or Elimination of Claimed Amounts).

Disability Rights

D1. Obtained, preserved or improved rights of institutionalized persons

Includes access to disability services while institutionalized, statutory and constitutional rights while institutionalized, right to treatment in least restrictive setting, and release from institution. Does not include prisoner rights and jail conditions, which are identified under "Miscellaneous."

D2. Obtained, preserved or improved access to public facilities/accommodations

Includes ADA claims and similar state statutory claims against place of public accommodation. Does not include housing accommodations, or discrimination claims, which are identified under "Housing."

D3. Obtained, preserved or improved access to government services/accommodations

Includes ADA, Section 504 of the Rehabilitation Act of 1973 and similar state statutory claims against governmental entities. Does not include employment discrimination, reasonable accommodation claims identified under “Employment.”

D4. Obtained, preserved or increased community residential & support services

Includes access to appropriate community residential and support services including those to avoid placement in an institution; includes access to regional center services. Does not include leaving an institution, which is covered under D1 above. Does not include access to services included in “Health and Long-term Care,” “Education,” “Housing” and “Employment.”

D5. Obtained other benefits (or rights) for person with disabilities

Does not include benefits included in “Health and Long-term Care,” “Education” and “Employment” categories. Use this category ONLY if your matter does not match another defined category.

**See Family/Domestic Violence for DV codes* Per feedback of the community and in consultation with the Reboot Committee, Family and DV main benefit codes have been reorganized so they are together. Organizations can now more easily report multiple benefits that tend to overlap across these two substantive areas. Note: Family and DV remain separate in the CSR for the purpose of reporting services.*

Education

ED1. Prevented, reduced or reversed suspension or expulsion

Includes all areas related to school discipline: advocated for students at a manifestation determination and/or expulsion hearing; worked with Districts to implement alternatives to suspension and/or expulsion; and, enforced student’s due process rights.

ED2. Obtained enrollment in school

Includes eliminated barriers to getting into school, such as obtained services to address healthcare issues; got a special letter; ensured access to either early intervention, general education or special education.

ED3. Obtained, improved or increased special education services, i.e., individualized education program (IEP) and individual family service plan (IFSP) or other appropriate services or placements consistent with law

Includes enforced parent’s or educational holder’s rights at due process proceedings or other appropriate venues, and combated noncompliance or systemic discrimination utilizing Compliance Complaints. Also includes obtained least restrictive environment, or prevented inappropriate special education classification, such as ensuring that student’s eligibility category appropriately reflects the student’s needs and impairments.

ED4. Obtained, improved or increased accommodations or other services under Section 504 or the ADA

Includes advocated for a range of appropriate services and accommodations; enforced parent’s or educational holder’s rights to oppose a 504 decision by utilizing the hearing process; combated discriminatory conduct by filing OCR complaints with compensatory remedies. (Does not include post-secondary education outcomes from 504 work, which should be captured in ED5)

ED5. Obtained, improved or increased access to post-secondary education or reduced barriers to post-secondary education

Pertains to services to help achieve admission to post-secondary education, e.g., advocated for students to receive accommodations on “high stakes” exams such as the SAT and ACT; includes reduced barriers within post-secondary education; ensured that student has sufficient 504 and ADA accommodations when entering higher education; and obtained foster education-related benefits such as scholarships, loan forgiveness and other financial assistance to attend school. (Does not include

efforts to help students graduate which should be placed in ED6)

ED6. Obtained, increased or improved other education-related benefits or rights

Includes efforts to help students stay on track to graduate, removed barriers to graduation, obtained access to and clarified records, credit recovery or obtained graduation credits, including enforcing AB167 rights for partial credits and/or early graduation; obtained access to extra- curricular activities, interpreter and translation services; increased and improved access to transition services; advocated for foster children impacted by changes in foster home placements; protected the rights of students who are victims of bullying; includes obtained OCR- or CDE- ordered remedy of training for school staff on the rights of special education students; protected FAPE rights of special education students in juvenile detention; facilitated coordination between school staff and other service agencies, including working with the public defender's office. Use this category ONLY if your matter does not match another defined category.

Employment

E1. Obtained unpaid wages due

Includes represented at administrative hearing and in litigation that resulted in recovery of lost wages due to underpayment or wage theft.

E2. Overcame or obtained relief from job discrimination, harassment, and/or retaliation and/or other adverse employment action

Includes represented and obtained court judgment around FEHA, ADA, Title VII and other workplace protections that address discrimination, harassment and retaliation. Also includes negotiated informally with employer to prevent further adverse action and ensured compliance with employment protections. Includes activities that resulted in monetary payment to client. (Does not include obtaining disability or age related benefit, which should be reported under "Income Maintenance.")

E3. Improved employer's compliance with employment law and best practices

Includes activities that resulted in workplace-wide change in practices and policies. Use a different benefit if the employer only improved handling in regard to the individual client's circumstance.

E4. Overcame or obtained relief from health and safety violation

Includes represented and obtained court judgment around state and federal OSHA protections. Also includes accomplished relief through Cal/OSHA fines, orders or health and safety inspection.

E5. Obtained, preserved, enforced worker's rights under collective bargaining when union not advocating for member

Includes represented and obtained relief from the NLRB.

E6. Removed disability-related barriers to employment

Includes obtained reasonable accommodation to prevent someone from losing a job or helping someone keep a job; includes vocational rehabilitation services. (Does not include SSI or other employment related benefits, which should be included in Income Maintenance, IN3 below)

E7. Obtained other benefits in employment matter

Includes benefits not captured by other main benefits categories above, such as delayed discharge or prolonged health benefits; includes wrongful termination or employment-related tort claims outside of job discrimination, harassment or retaliation. Use this category ONLY if your matter does not match another defined category.

Family/Domestic Violence

- F1. Obtained or preserved custody of child(ren)**
Includes both legal and physical custody; “preserved” includes cases that resulted in client’s custody being reduced but still maintained at some level.
- F2. Obtained, preserved or increased visitation rights**
“Preserved” includes defending against an action to deny visitation to parent, even if the result is less visitation; includes actions to enforce visitation orders
- F3. Obtained protection from abuse or neglect**
Includes order for supervised or restricted visitation of children, order to prevent child abduction, exclusive possession order, and non- California Law Enforcement Telecommunication System order (non-CLETS). Does not include temporary restraining order (DV1) or restraining order after-hearing (DV4).
- F4. Obtained a divorce, separation, or annulment**
Includes assisted with negotiating settlement agreement
- F5. Obtained, preserved, or increased child support**
“Preserved” includes cases that resulted in client receiving less support, but maintaining it at some level
- F6. Obtained, preserved or increased household income and assets**
Includes *distribution* of marital property, including retirement benefits, pension plans, health insurance or other benefits or debt, but not efforts to obtain *new* government or private benefits, which should be reported under an income maintenance benefit; includes cases where assisted with divorce or where dealt only with assets; includes spousal support, including its downward modification; but does not include obtained child support which should be included in F5.
- F7. Obtained downward modification of child support**
- F8. Established parentage for a child**
- F9. Obtained other benefit in a family law matter**
Includes modified or enforced non-custody orders, and obtained other benefits such as test evaluations, appointment of minor’s counsel and other ancillary orders related to children. Use this category ONLY if your matter does not match another defined category.
- DV1. Obtained a temporary restraining order or reissuance of a TRO under the DVPA**
Do not count more than once. Does not include restraining order after-hearing, see DV4.
Note: Restraining orders after hearing have been moved to a new code, DV4.
- DV2. Obtained other services and benefits to protect from abuse or neglect**
Includes obtained accommodations or accessed rights in housing, workplace, education and other remedies not included in the DVPA, such as statutory right to break lease in circumstance of domestic violence; obtained DV-related protections from job discrimination; obtained assistance with safety planning.
- DV3. Prevented issuance or Obtained Termination of Protective Order (Family)**
Includes avoided or reversed administrative finding of child abuse/neglect and termination of order pursuant to DVPA.

DV4. Obtained a restraining order after-hearing or renewal order under the DVPA

Do not count more than once. Does not include temporary restraining order, see DV1.

Note: New code! Thank you to the community and Reboot Committee for your feedback.

Family/DV Economic Benefit Examples:

\$ Recovered for Client: Order for monthly amount for child or spousal support over a set amount of time that can be calculated into a lump sum even if dispersed incrementally (Lump Sum); Order for monthly amount of child or spousal support without a defined duration (Monthly Benefits Obtained – Do not annualize).

Guardianship

G1. Obtained or preserved guardianship.

Includes cases where guardianship is granted, successor guardian is appointed, joint-guardian is appointed, request to terminate is denied

G2. Obtained, preserved or increased visitation rights

Includes grandparent, parent, caregiver or other visitation requests that are granted

G3. Prevented or ended guardianship

Includes prevented creation of guardianship or termination of guardianship

G4. Obtained protection from abuse or neglect in a guardianship context

Includes prevented visitation, including prevented visitation due to distress, even if there is no abuse or neglect.

Health and Long-term Care

HL1. Obtained or preserved eligibility under publicly funded health insurance

Includes reduced MediCal share of cost, overcame denial of medical services, obtained HMO Services/Rights; programs include Medicare, Medicaid or MediCal, EPSDT, Child Health Disability Prevention Program (CHDP), Targeted Low-Income Children's Program, California Children's Services (CCS), county insurance programs such as county W&I 17,000 and local programs; IHSS benefits; Home and Community Based Services Waiver Program (HCBS); government health insurance premium payment programs such Medicare Savings Program and OA-HIPP.

HL2. Obtained or preserved coverage under private insurance

Includes private insurance, employer based insurance, and Covered California; includes private health insurance premium payment programs such as OA-HIPP.

HL3. Increased access to health services

Includes publicly funded programs, such as ADAP; includes both increased access to health services and other medical costs reduction programs or benefits.

HL4. Obtained or preserved eligibility for long-term care services

Includes publicly funded or private health insurance

HL5. Increased access to long-term care services

Includes publicly funded or private health insurance

HL6. Obtained protection from abuse and neglect in a Health and Long-term Care context

Includes protection from abuse and neglect in nursing home and other institutions and facilities.

HL7. Obtained other benefit on a health matter

Includes prevented premature hospital discharge; prevented inappropriate discharge (patient dumping); assured quality care. Use this category ONLY if your matter does not match another defined category.

Health and Long-Term Care Economic Benefit Examples:

\$ Recovered for Client: Amount of recovery from insurance

\$ Saved for Client: Amount of debt discharged

Housing

Housing includes direct benefits to individual clients. Services that benefit organizations or whole communities generally should be captured under “Miscellaneous” category at M4.

HO1. Prevented loss of current housing

Kept client in a home; prevented eviction (eviction defense) or prevented foreclosure, including represented and/or advocated for client during the notice stage, i.e., before filing of unlawful detainer

HO2. Negotiated or facilitated move out to provide “soft landing”

Includes negotiated settlements, asserted defenses and procedural rights, and delayed foreclosure to help client avoid homelessness and/or transition to replacement housing. Also includes represented and/or advocated for the client during the notice stage, i.e., before filing of unlawful detainer. Results achieved may include time to move out (with or without payment of rent during that time); waiver of rent due; return of security deposit; money provided to move out; relocation payments; and kept eviction from being entered into the public record.

HO3. Obtained or preserved access to housing

Includes obtained or maintained eligibility for all types of public, subsidized, deed restricted or other affordable housing units or housing vouchers.

HO4. Prevented, ended or obtained relief from unfair or illegal behavior, or otherwise enforced rights or obtained remedies related to housing

Includes enforced fair housing laws, local law, regulations and rent ordinances through informal advocacy, formal administrative proceeding or filing affirmative lawsuits; includes prevented illegal rent increase, improper calculation of tenant’s income to determine rent and utility payment amounts, improper determination of household size and appropriate size unit etc. Also includes prevented unlawful discrimination; ended lockout; ensured return of security deposits and/or access to personal property; enforced DV survivor’s right to break a lease.

HO5. Enforced rights to safe and habitable housing

Includes enforced housing, health, and safety codes, prevented utility shut offs, obtained repairs or improved conditions.

HO6. Obtained, preserved, enforced rights of a landlord over a tenant

Includes assisted vulnerable landlords (low-income, elderly) with evicting a tenant or enforcing a lease provision.

HO7. Obtained relief from foreclosure or property scam

Includes delayed the impact of foreclosure to help client avoid homelessness and/or transition to

replacement housing; includes obtained relief from rent skimming

HO8. Resolved property title dispute

Includes quieted title, achieved partition, constructive trusts, or specific performance; resolved slander of title, adverse possession, boundary line or prescriptive easement issues.

HO9. Obtained other housing benefit

Includes obtained access to transitional housing or shelter. Please use this category ONLY if your matter does not match another defined category.

Housing Economic Benefit Examples:

\$ Recovered for Client: Amount of any cash settlement or judgement, including moving expenses or return of disputed (or undisputed) security deposit (Lump sum). If tenant allowed to stay in home with a waiver or reduction in rent, multiply length of time by rent (lump sum); May include value of retaining voucher or other housing subsidy

\$ Saved for Client: If tenant retains housing and a waiver or reduction or rent due, multiply length of time by rent (lump sum); Amount of attorney's fees or costs averted; Reduction in monthly payment through loan modification; Amount of cash settlement or judgement for liability under existing lease

Immigration

I1. Prevented deportation

Includes EOIR (at IJ and BIA level), or before DHS/ICE or the Federal Courts that resulted in an order allowing the person to remain in the US. Underlying applications for relief that led to favorable resolution may include adjusted status, asylum, withholding, cancelled removal, NACARA, waiver applications and any other requests or motions that terminated removal proceedings or prevented the execution of any removal orders.

I2. Obtained citizenship

Includes naturalization matters or in derivative or acquired citizenship matters, which may also include certificates of citizenship or US passports.

I3. Obtained asylum (withholding of removal, convention against torture)

Includes administrative representation before USCIS leading to the acquisition of asylum as either a principal or a derivative. This includes asylum applications, *nunc pro tunc* asylum and refugee/asylee petitions for relatives, and may include work done before the US Department of State or other US Government agency, as necessary to acquire the approval and admission of the principal or the family member.

I4. Obtained release from immigration custody

Includes bond hearings before EOIR (at IJ and BIA level), or before DHS/ICE or the Federal Courts that resulted in an order allowing the person to be released from ICE custody.

I5. Obtained lawful permanent residency

Includes adjusted status, conditional permanent residency, consular processing, removal of conditions or SIJS relief; also includes obtained lawful permanent residency for derivative(s).

I6. Obtained employment authorization

Includes initial or renewal employment authorization documents from USCIS.

17. Obtained legal status or quasi-legal status

Includes U Visa and T Visa petitions approved, and obtained quasi-legal status of VAWA self-petitioner; includes DAPA and DACA; includes SJIS; Includes assistance to principals and qualifying family members in obtaining U Visa and T Visa status, and obtained quasi-legal status under TPS, or protection or deferred action as a VAWA self-petitioner; also includes acquired deferred action status under the DAPA and DACA programs.

18. Obtained other immigration benefit

Includes obtained an AB60 driver's license for an undocumented person. Also includes obtained refugee travel documents and other documents necessary for travel and return to the US, such as advance parole documents. Use this category ONLY if your matter does not match another defined category.

Income Maintenance

In the categories below, "obtained, preserved or increased" includes reduction of overpayment demands. Income Maintenance does not include child support which should be placed under Family Law F5. Also does not include education-related benefits, such as scholarships, loan forgiveness and other financial assistance to attend school, which should be placed under Education E5. Income maintenance categories include retroactive payments received under any of these benefit programs.

IM1. Obtained, preserved, or increased foster care, Kin-GAP, or AAP (adoption assistance benefits) to which entitled Includes all financial benefits available to children through foster care including but not limited to: AFDC-FC, State Foster Care Funding, Approved Relative Caregiver Program (ARC), Kinship Guardianship Assistance (KinGAP), Adoption Assistance Program (AAP), Extended Foster Care (EFC) through AB12, and Supervised Independent Living Program (SILP).

IM2. Obtained, preserved, or increased veterans or military benefits to which entitled

IM3. Obtained, preserved, or increased disability or age related benefit to which entitled Includes SSI/SSDI/SDI (including "PASS" Programs for Achieving Self-sufficiency and similar programs), CAPI, black lung, civil service retirement or disability, workers compensation, and other retirement benefits. Also includes retroactive payments received under any of these benefit programs.

IM4. Obtained, preserved, or increased benefits to relieve hunger Includes CalFresh and WIC. Also includes retroactive payments received under any of these benefit programs.

IM5. Obtained, preserved, or increased benefits to help people maintain economic self-sufficiency Includes all benefits that are NOT included in the categories above, that help people maintain self-sufficiency and to stay in their own homes, such as general relief, CalWorks, unemployment benefits, and Homeless Assistance Benefits; also includes paid family leave, pensions, and other non-government related benefits.

IM6. Obtained, preserved, or increased crime victim's compensation benefit

IM7. Obtained, preserved, or increased other income maintenance benefits to which entitled Includes childcare and any other services not covered above. Includes other income benefits not covered above. Use this category ONLY if your matter does not match another defined category.

Income Maintenance Economic Benefit Examples:

\$ Recovered for Client: Lump sum or retroactive recovery for disability, age related benefits, foster

care, hunger relief benefits, veteran's benefits, or other income maintenance (Lump sum) or monthly benefit amount won or retained for unknown period of time (Monthly Benefits- Do not annualize); IM5: Lump sum or retroactive recovery including value of services (ex. training program tuition) (Lump sum) or monthly benefit amount (Convert weekly to months, if necessary [Monthly Benefits – do not annualize]).

\$ Saved for Client: Claimed overpayment is reduced or waived

Juvenile

Includes children and youth ("youth") in both dependency/foster care and probation/delinquency. Youth transitioning out of foster care up to 21 years of age (and in some cases up to 24 years of age) may be included.

J1. Obtained adoption

Includes foster care, independent and step-parent and second parent adoption

J2. Obtained emancipation

Includes minor who received court order prior to reaching 18 years of age. (Does not apply to foster youth who transitioned out of court jurisdiction after reaching the age of 18, which should be included in 176 below.)

J3. Preserved or reunified family, including obtained or preserved parental rights

Includes reunified family in dependency case, avoided removal of youth from parental custody; represented parents in the juvenile court system; preserved parental rights against potential permanent plan of adoption or guardianship.

J4. Obtained or maintained juvenile's independence from system involvement

Prevented court or agency jurisdiction to supervise the youth; for example, youth is not held in a juvenile facility, such as juvenile hall, or a group home or foster home.

J5. Obtained name change, birth certificate (Miscellaneous)

Includes amended birth certificates, delayed registrations of birth, and judicial or court ordered fact of birth.

J6. Obtained, preserved, increased stability for youth involved in foster and juvenile justice system

Includes preserved placement or improved youth's placement

J7. Obtained other services or benefits for juvenile

Includes any additional services specific to youth: child care, pregnant and parenting teen services, summer camp; includes "Independent Living Program" (ILP)/non-minor dependent services for older foster youth and non-minor dependents, such as transitional housing, financial aid, scholarships and drivers training; includes helped youth clear barriers to employment or education such as tickets (things like metro fare evasion and breaking curfew), or sealed juvenile record. Do not include medical or disability issues, which should be included in appropriate "Health and Long-term Care" or "Disability Rights" Main Benefits. Use this category ONLY if your matter does not match another defined category.

Miscellaneous Benefits

M1. Preserved or strengthened nonprofit infrastructure or expanded its capacity

Includes provided organizational and transactional support for nonprofit organizations serving income-eligible populations: obtained incorporation or dissolution; obtained tax exempt status; created corporate policies, negotiated transactions, drafted contracts, provided intellectual property,

employment law or other representation that enabled the organization to continue or expand its programs.

M2. Empowered community to advocate on own behalf

Includes developed the capacity of low-income community members to advocate on behalf of their community, whether represented a nonprofit organization or a community group. Could include educated about legal requirements for community input, assisted with understanding proposed laws or legislative actions.

M3. Preserved or strengthened community through (other) community development

Includes provided organizational and transactional support for micro-businesses and low-income entrepreneurs; completed a legal transaction to benefit a low-income community; increased job opportunities in low-income community; created access to services (eg childcare and credit unions); and other economic development activity. Also includes environmental justice matters, healthy living for low-income communities, equity in transit oriented development and other matters in support of the protection and development of low-income communities.

M4. Obtained, preserved, increased affordable housing

Includes represented in transactions for affordable housing development; represented in anti-NIMBY efforts for affordable housing development; negotiated affordable housing policies in local jurisdiction planning; enforced state affordable housing laws.

M5. Removed barriers that impact employment, benefits, housing and self-sufficiency

Includes overcame the taking or restriction of drivers' or other license; expunged records; kept information off records; cleared ticket or warrant; and helped people with re-entry. **Also includes obtained Certificates of Rehabilitation.**

M6. Obtained or increased tax benefit or prevented or reduced tax liability

Includes obtained EITC, child tax credit and other tax benefits, resolved disputes or controversies with any taxing agency, negotiated compromise of tax amounts owed, and resolved tax liability or obtained tax refunds.

M7. Obtained name change, birth certificate or gender change

Includes obtained amendment to birth certificate, delayed registrations of birth, and obtained judicial or court order of fact of birth.

M8. Obtained a living will, advance health care directive, health proxy and/or power of attorney

M9. Obtained a will

Includes assisted with probate matter or settled an estate.

M10. Obtained, preserved or increased civil rights of indigent people

Includes litigation or negotiation to protect rights of income-eligible populations.

M11. Obtained, preserved or increased Indian/Tribal rights of indigent people

M12. Obtained, preserved or increased prisoner rights

M13. Avoided or reduced tort liability or judgment

M14. Protected rights of victim in the criminal justice system

Includes obtained protections for victims of crime in interactions with law enforcement agencies, such as police, prosecutors and victim-witness programs; and obtained legal rights including with respect to privacy, return of personal property held by law enforcement, and under Marsy's law.

M15. Obtained protection from civil harassment and/or stalking

Includes obtained a restraining order (temporary and/or after-hearing) to prevent civil harassment, including stalking; also includes other relief that can be requested as part of a civil harassment restraining order, such as relinquishment of firearms. (Does not include protection from elder or dependent adult abuse, which should be captured in M16 below.)

M16. Obtained protection from elder or dependent adult abuse

Includes obtained a restraining order (temporary and/or after-hearing) to prevent elder or dependent adult abuse, with or without move-out order; Includes defending an elder/dependent adult in a case brought against them, and obtaining assistance with safety planning. (Does not include protection from abuse and neglect in a health or long-term care context, which should be captured in HL6 above.)

Miscellaneous Economic Benefit Examples:

\$ Recovered for Client: Federal or State tax liability amount received (Lump sum)

\$ Saved for Client: Federal or State tax liability reduced (lump sum)

Access to Justice (Optional)

Generally applies when advocacy resulted in measurable benefits different from those identified within the substantive area. In some cases, these benefits identify increased individual access, and in some cases they measure broader impact than to the individual served.

AJ1. Accessed client's rights to the justice system

Includes maintained privacy of records, obtained jurisdiction over a threshold issue; obtained standing for a client; prevented wrongful jurisdiction over an action; and, provided client representation in a court or administrative hearing which did not otherwise result in a measurable outcome. Use this category ONLY if your matter does not match another defined category.

AJ2. Avoided need for litigation

Includes discouraged client from filing a non-meritorious case; negotiated settlement without litigation and assisted client in finding alternate method of addressing the legal problem outside of the judicial system. Use this category ONLY if your matter does not match another defined category.

AJ3. Set legal precedent

Established case law that will affect a significant segment of the eligible population and that achieved relatively permanent improvement in the legal rights or basic conditions of those affected.

AJ4. Clarified or changed policy of government agency or improved agency's provision of services or appeals processes

Includes language access and quicker handling of claims.

AJ5. Assisted client with finding an attorney to represent them.

Includes helped a client tell their story so that they could get pro bono help, or found a low bono attorney to take a meritorious case. This does not include matters resolved through pro bono counsel if the benefit of that pro bono help is already captured elsewhere. Use this category ONLY if your matter does not match another defined category.

II. Impact Litigation & Advocacy Report

Acknowledging that the CSR and Main & Economic Benefits reports do not begin to capture the significance of impact work, and in an effort to improve and streamline how we collect this data, we have developed a new form. We hope this will make it easier for organizations to report their impact litigation (including class action) and advocacy activities while providing the State Bar with standardized information to help advocate for additional funding for legal services. This form will primarily be used to collect data for advocacy purposes while also replacing the grant application requirement to upload information about impact cases and advocacy activities.

All organizations should complete and submit a report for each advocacy activity and impact litigation case including class actions that took place in the evaluation year (includes open and closed cases). This includes work funded by all State Bar grants (IOLTA, EAF, Partnership, and Bank grants) and all non-State Bar funds used to provide civil legal aid to low-income people, seniors, and persons with developmental disabilities in California.

Impact work includes activities that: 1) affect significant segments of the eligible population; and 2) achieve or are expected to achieve relatively permanent improvement in legal rights or basic living conditions of those affected. Use your best judgement. Impact work is not defined solely by complexity or high level of effort.

Complete the required fields for each activity to the best of your ability. The form will be available in Smart Simple throughout the year in case you prefer to submit an activity report at the time the case is closed. Alternatively, you may submit all activities (open and closed) at the end of the year prior to the deadline. You must complete an online form for each activity. Please note that for this year we have provided the form online in a user friendly format but it does pose some limitations: you will not be able to save an activity report in progress. You must complete and submit the form before you can begin a new one. You will receive a confirmation email with a copy of your answers after submitting each activity report. We hope to further develop the forms on the SmartSimple platform next year.

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Our gratitude to the Reboot Committee who played a key role in the continued improvements and revisions herein.

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Jim Meeker, Legal Services Trust Fund Commission

Alliance for Children's Rights
Disability Rights California
Judicial Council
Legal Aid Association of California
Legal Aid Foundation of Los Angeles
Legal Aid of Sonoma County
Legal Services for Children
Legal Services of Northern California
Los Angeles Center for Law and Justice
Neighborhood Legal Services of Los Angeles
Public Counsel
Public Law Center

This truly has been a community effort, and we look to continued support from the community as we collect the important information that will enable the Commission to articulate the importance of funding for critical legal aid for low-income persons, seniors, and persons with developmental disabilities in California.