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*COMMUNITY SERVICES ANALYSIS LLC*



## **Kansas Legal Services**

We are legal aid in Kansas,  
providing equal access to justice for the most vulnerable Kansans.

# **The Social Economic Impact of Legal Aid Services in Johnson County**

## **For the Year 2023**

## **THE ECONOMIC IMPACT of LEGAL AID SERVICES in JOHNSON COUNTY FOR THE YEAR 2023**

In normal financial analysis, Return on Investment is the ratio of money gained or lost relative to the money invested. In social service services, Social Return on Investment measures the financial values created by the organization through delivery of services to the community.

Social Return on Investment (SROI) is an internationally standardized and accepted process for measuring and understanding the economic impact 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 services whose results cannot be easily measured in money.

The Social Return on Investment analysis completed for the Kansas civil legal aid services programs is a measurement of the values delivered during a year-long period for the year 2023. These values are based on the number of clients, the types of legal matters, and the results of the cases handled during this period.

The Social Return on Investment value varies between different time periods and between different civil legal services programs based on factors that are not fully within the service provider's control such as the mix of case types coming in the door; the amounts of court, agency, settlement, and negotiation awards during the year; changes in public benefit programs; and changes in overall economic trends

The methodology used in the valuation analysis follows the guidelines and processes as defined by the Social Value International standards and accreditation organization. These processes and guidelines are accepted as the standard accredited methodology in over 30 countries worldwide.

### **About Kansas Legal Services**

Kansas Legal Services (KLS) operates 11 legal service offices and two mediation offices in all 105 counties throughout Kansas providing free civil legal services to qualified low-income people who would not otherwise have access to the justice system.

In 2023, KLS provided services in seven major substantive areas of law, with 75 different categories of services and over 100 different types of legal issues. Services were provided in over 18,000 legal matters that were completed during the year, with a total net economic impact of \$73,989,000 and a Return on Funding Investment of 749%.

A total of 1,330 Legal Aid cases were completed in Johnson County in 2023.

The total net economic impact in Johnson County in 2023 was \$4,609,000.

## HIGHLIGHTS OF KLS SERVICES in JOHNSON COUNTY

<b>TOTAL NUMBER OF LEGAL AID SERVICES PROVIDED DURING 2023</b>	<b>1,330</b>
<b>IMMEDIATE GROSS DIRECT VALUE OF SERVICES</b>	<b>\$1,070,000</b>
<i>The direct value of Legal Aid services is the fair market replacement cost value of those service (what it would cost the members of the community to replace the services if the Legal Aid organization did not exist, plus the actual dollar amount of legal settlements and court awards.</i>	
<b>LONG-TERM GROSS IMPACTS OF SERVICES</b>	<b>\$3,909,000</b>
<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 supports 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>	
<b>TOTAL GROSS ECONOMIC IMPACT OF SERVICES</b>	<b>\$4,979,000</b>
<b>TOTAL NET ECONOMIC IMPACT OF SERVICES</b>	<b>\$4,609,000</b>

The basis of these economic impact valuations consists of two factors: the short-term (within a one year period) direct economic impact based on the fair market value of services delivered plus the inclusion of any immediate cash awards or amounts avoided as a result of the legal services, and the longer term consequential outcome economic impacts in the areas of community health costs, social support costs, law enforcement costs, taxation revenues, property valuation effects, and other community cost changes. The effective time period for the outcomes for each type of legal service varies by type of service and type of outcome.

The economic impact value varies between different time periods and between different civil legal services programs 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 Kansas's Civil Legal Aid programs is higher than comparative values for many other types of social service services based on two primary factors:

Many types of legal services delivered result in significant future cost savings or additional income to the citizens of the State of Kansas. These long-term values include (among many others):

- Multiple years income from Social Security and/or Disability benefits that were previously denied, terminated, or reduced;

- Long-term savings on children’s medical and other support costs resulting from child support payments that were previously not obtained;
- Obtaining unemployment compensation benefits that had previously been unfairly denied;
- Significant savings on costs for emergency housing and family assistance resulting from enforcement of landlord/tenant law;
- Additional family income and reductions in needed community support costs results from the resolution of wage payment and other employment issues.
- Savings in community support and assistance costs resulting from family law issues such as adoption, child custody, kinship care, and divorce and separation arrangements.
- Savings in community support and assistance costs resulting from elder adult conservatorship and care arrangements.
- Savings in community support and assistance costs resulting from mortgage foreclosure and mortgage predatory lending issue resolutions.
- Cost savings and benefits resulting from other legal aid services available to qualified low-income individuals and families.
- Cost saving and increased statewide income from providing assistance in obtaining identification documents.

Another significant reason for the high value of the Kansas civil legal aid providers Social Return on Investment is the number of volunteer (“pro bono”) hours of legal services delivered by local attorneys.

These pro bono services would be less available and less efficient if not for the operations of civil legal services programs, who provide the necessary infrastructure, including attorney recruitment, training, and recognition, client screening, administrative support, technical assistance, and follow-up services for clients and pro bono volunteers.

## **Detail and Value of Services**

The civil legal aid services in Johnson County provide services in over 100 types of legal problems. The major areas of legal services are:

### **Housing Issues:**



Cases 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.

**The total economic impacts for the Housing legal services were:**

<b>HOUSING ISSUES - 2023</b>	<b>NUMBER OF CASES</b>	<b>DIRECT SERVICE IMPACT</b>	<b>LONG-TERM IMPACT</b>
<b>Federally Subsidized Housing</b>	<b>25</b>	<b>\$15,560</b>	<b>\$234,840</b>
<b>Homeownership and Real Property</b>	<b>13</b>	<b>\$2,407</b>	<b>\$21,312</b>
<b>Private Landlord/Tenant Issues</b>	<b>175</b>	<b>\$187,154</b>	<b>\$77,256</b>
<b>Public Housing</b>	<b>0</b>	<b>\$0</b>	<b>\$0</b>
<b>Mobile Homes</b>	<b>3</b>	<b>\$1,324</b>	<b>\$21,312</b>
<b>Housing Discrimination</b>	<b>2</b>	<b>\$220</b>	<b>\$0</b>
<b>Mortgage Foreclosures</b>	<b>17</b>	<b>\$12,127</b>	<b>\$283,808</b>
<b>Mortgage Predatory Lending/Practices</b>	<b>0</b>	<b>\$0</b>	<b>\$0</b>
<b>Other Housing Issues</b>	<b>4</b>	<b>\$774</b>	<b>\$10,656</b>

## Family Issues:



Cases involving domestic violence, divorce, separation and annulment, child custody and visitation, paternity, child and elder abuse, spousal and child support, guardianship, and adoption.

**The total economic impacts for the Family Issues legal services were:**

<b>FAMILY LAW ISSUES - 2023</b>	<b>NUMBER OF CASES</b>	<b>DIRECT SERVICE IMPACT</b>	<b>LONG-TERM IMPACT</b>
<b>Adoption</b>	<b>4</b>	<b>\$520</b>	<b>\$0</b>
<b>Custody and Visitation</b>	<b>57</b>	<b>\$19,052</b>	<b>\$106,176</b>
<b>Divorce/Separation/Annulment</b>	<b>147</b>	<b>\$181,884</b>	<b>\$85,995</b>
<b>Adult Conservatorship</b>	<b>32</b>	<b>\$18,142</b>	<b>\$401,184</b>
<b>Name Change</b>	<b>15</b>	<b>\$32,260</b>	<b>\$0</b>
<b>Parental Rights Termination</b>	<b>4</b>	<b>\$320</b>	<b>\$0</b>
<b>Paternity</b>	<b>56</b>	<b>\$47,507</b>	<b>\$79,632</b>
<b>Domestic Abuse</b>	<b>71</b>	<b>\$76,171</b>	<b>\$15,579</b>
<b>Support</b>	<b>33</b>	<b>\$15,410</b>	<b>\$79,632</b>
<b>Other Family Issues</b>	<b>12</b>	<b>\$3,264</b>	<b>\$0</b>
<b>Delinquent Juvenile Neglected and Abused Dependents</b>	<b>0</b>	<b>\$0</b>	<b>\$0</b>
<b>Emancipation</b>	<b>1</b>	<b>\$75</b>	<b>\$0</b>
<b>Minor Guardianship</b>	<b>1</b>	<b>\$81</b>	<b>\$0</b>
<b>Minor Guardianship</b>	<b>27</b>	<b>\$19,109</b>	<b>\$46,753</b>

## Health Care Issues:



Cases involving private health insurance, long-term health care facilities, home and community-based care, state and local health care, and other health issues.

**The total economic impacts for the Health Care legal services were:**

<b>HEALTH CARE ISSUES - 2023</b>	<b>NUMBER OF CASES</b>	<b>DIRECT SERVICE IMPACT</b>	<b>LONG-TERM IMPACT</b>
<b>Home and Community Based Care</b>	<b>0</b>	<b>\$0</b>	<b>\$0</b>
<b>Long Term Health Care Facilities</b>	<b>2</b>	<b>\$268</b>	<b>\$0</b>
<b>State and Local Health Care</b>	<b>2</b>	<b>\$420</b>	<b>\$0</b>
<b>Other Health Issues</b>	<b>0</b>	<b>\$0</b>	<b>\$0</b>

## Employment Issues:



Cases involving employment discrimination, wage claims, tax issues, employment safety and rights, agricultural workers, and other employment issues.

**The total economic impacts for the Employment Issues legal services were:**

<b>EMPLOYMENT ISSUES - 2023</b>	<b>NUMBER OF CASES</b>	<b>DIRECT SERVICE IMPACT</b>	<b>LONG-TERM IMPACT</b>
<b>Employment Discrimination</b>	<b>2</b>	<b>\$284</b>	<b>\$0</b>
<b>Wage Claims and Fair Labor Standards</b>	<b>2</b>	<b>\$370</b>	<b>\$0</b>
<b>Earned Income Tax Credit</b>	<b>0</b>	<b>\$0</b>	<b>\$0</b>
<b>Tax Issues</b>	<b>26</b>	<b>\$55,934</b>	<b>\$0</b>
<b>Employment Rights</b>	<b>4</b>	<b>\$616</b>	<b>\$0</b>
<b>Agricultural Workers Issues</b>	<b>0</b>	<b>\$0</b>	<b>\$0</b>
<b>Other Employment Issues</b>	<b>1</b>	<b>\$100</b>	<b>\$2,880</b>
<b>Employment Discrimination</b>	<b>2</b>	<b>\$284</b>	<b>\$0</b>



## Public Benefits Issues:



Cases involving public programs such as Social Security benefits, Medicare and Medicaid, food stamps, temporary assistance for needy families, veterans' benefits, and unemployment compensation.

**The total economic impacts for the Public Benefits legal services were:**

<b>PUBLIC BENEFITS ISSUES - 2023</b>	<b>NUMBER OF CASES</b>	<b>DIRECT SERVICE IMPACT</b>	<b>LONG-TERM IMPACT</b>
<b>Medicaid Issues</b>	<b>9</b>	<b>\$13,860</b>	<b>\$81,420</b>
<b>Medicare Issues</b>	<b>11</b>	<b>\$2,860</b>	<b>\$0</b>
<b>Temp. Assistance for Needy Families</b>	<b>2</b>	<b>\$130</b>	<b>\$0</b>
<b>Social Security</b>	<b>1</b>	<b>\$26</b>	<b>\$0</b>
<b>SNAP (Food Stamps)</b>	<b>1</b>	<b>\$75</b>	<b>\$0</b>
<b>Social Security Disability Insurance</b>	<b>14</b>	<b>\$3,193</b>	<b>\$43,346</b>
<b>Supplemental Security Income</b>	<b>54</b>	<b>\$113,502</b>	<b>\$1,984,532</b>
<b>Unemployment Compensation</b>	<b>11</b>	<b>\$1,100</b>	<b>\$0</b>

## Consumer Protection:



Cases involving bankruptcy, debt and wage garnishments, unlawful collection practices, tax issues, debt collections, and repossessions.

**The total economic impacts for the Consumer Protection legal services were:**

CONSUMER PROTECTION ISSUES 2023	NUMBER OF CASES	DIRECT SERVICE IMPACT	LONG-TERM IMPACT
<b>Bankruptcy &amp; Debtor Relief</b>	<b>28</b>	<b>\$2,800</b>	<b>\$0</b>
<b>Collections/Repossessions/Garnishments</b>	<b>106</b>	<b>\$15,916</b>	<b>\$18,000</b>
<b>Contracts &amp; Warranties</b>	<b>48</b>	<b>\$9,665</b>	<b>\$600</b>
<b>Collection Practices/Credit</b>	<b>143</b>	<b>\$1</b>	<b>\$0</b>
<b>Predatory Lending (Not Mortgage)</b>	<b>1</b>	<b>\$0</b>	<b>\$0</b>
<b>Loans &amp; Installment Purchases</b>	<b>1</b>	<b>\$139</b>	<b>\$0</b>
<b>Public Utilities</b>	<b>0</b>	<b>\$0</b>	<b>\$0</b>
<b>Unfair Sales Practices</b>	<b>4</b>	<b>\$2,400</b>	<b>\$1,600</b>
<b>Other Consumer Finance Issues</b>	<b>3</b>	<b>\$956</b>	<b>\$1,600</b>

## Other Community Issues:



Cases involving many varied areas such as education, employment, veteran's benefits, immigration, wills and estates, powers of attorney and advance directives, state and local income maintenance, torts, civil rights, licenses, assistance for non-profit services and municipal governments, and other individual rights issues.

The total economic impacts for the Other Community Issues legal services were:

<b>OTHER COMMUNITY SUPPORT ISSUES 2023</b>	<b>NUMBER OF CASES</b>	<b>DIRECT SERVICE IMPACT</b>	<b>LONG-TERM OUTCOME IMPACT</b>
<b>Education Issues</b>	<b>2</b>	<b>\$405</b>	<b>\$0</b>
<b>Veterans Benefits</b>	<b>1</b>	<b>\$353</b>	<b>\$0</b>
<b>State and Local Income Maintenance</b>	<b>1</b>	<b>\$90</b>	<b>\$0</b>
<b>Other Income Maintenance Issues</b>	<b>0</b>	<b>\$0</b>	<b>\$0</b>
<b>Immigration and Naturalization</b>	<b>2</b>	<b>\$100</b>	<b>\$0</b>
<b>Mental Health Issues</b>	<b>1</b>	<b>\$133</b>	<b>\$0</b>
<b>Civil Rights</b>	<b>9</b>	<b>\$963</b>	<b>\$0</b>
<b>Expungement</b>	<b>59</b>	<b>\$15,746</b>	<b>\$89,889</b>
<b>Other Individual Rights</b>	<b>1</b>	<b>\$157</b>	<b>\$0</b>
<b>Assistance for Non-Profits</b>	<b>0</b>	<b>\$0</b>	<b>\$0</b>
<b>Licenses</b>	<b>27</b>	<b>\$48,629</b>	<b>\$24,000</b>
<b>Torts</b>	<b>10</b>	<b>\$1,090</b>	<b>\$0</b>
<b>Wills and Estates</b>	<b>113</b>	<b>\$34,178</b>	<b>\$43,000</b>
<b>Advance Directives/Power of Attorney</b>	<b>66</b>	<b>\$13,554</b>	<b>\$54,000</b>
<b>Other Miscellaneous Legal Issues</b>	<b>5</b>	<b>\$1,391</b>	<b>\$0</b>
<b>Govt/Court Efficiency Savings</b>		<b>\$94,175</b>	