

**csaco**

*COMMUNITY SERVICES ANALYSIS LLC*



## **Kansas Legal Services**

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

# **SOCIAL ECONOMIC IMPACT and RETURN ON INVESTMENT ANALYSIS**

**For the Year 2023**

**KANSAS LEGAL SERVICES**

**SOCIAL ECONOMIC IMPACT**  
**and**  
**RETURN ON INVESTMENT ANALYSIS**

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## WHAT IS SOCIAL ECONOMIC IMPACT and SOCIAL RETURN ON INVESTMENT?

In normal 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 the financial value created by the organization through delivery of services to the community.

These include both short-term direct economic impacts (employment, immediate cost savings or increased revenues, etc. and longer-term consequential economic impacts resulting from factors such as educational benefits, economic growth, community support cost savings, legal and law enforcement cost savings, public benefits changes, and others.

Social Return on Investment (SROI) is an approach to measuring and understanding the total 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 organizations whose results cannot be easily measured in money. In the same way that a business plan contains more information than simply financial projections, SROI provides information about actual and long-term results of services, and the qualitative, quantitative, and financial information on which to base decisions about the delivery of social services by organizations.

SROI analysis has been developing since the 1960's. The SROI process has become more fully developed during the last two decades, primarily based on detailed studies conducted by Social Value International, The New Economics Foundation, New Philanthropy Capital, the National Council on Voluntary Organization, and the American Evaluation Association.

Many additional organizations are continually contributing to the SROI body of knowledge, including the Global Impact Investing Network, the International Financial Reporting Standards Foundation, the Global Reporting Initiative, and the United Nations Organization for Economic Cooperation and Development.

There are two separate phases of SROI:

Phase 1 is the measurement of the value delivered to the community by the services currently being delivered by the organization (the “Outputs”). The most accurate and understandable measurement basis for these outputs is the Fair Market Value of the services being delivered - what it would cost the community to acquire the same services that a social service provider delivers if that provider did not exist - plus the value of benefits received during the immediate period under study. This result is a measurement of the comparative efficiency of the organization in delivering or providing the services.

Phase 2 is the measurement of the long-term value of the results of these output services delivered - known as the “Outcomes”. These measurements may take years to realize. For example, people with disabilities who receive training on independent living skills and how to more fully integrate within the community require significantly less financial support from the community over the course of their lives.

By way of another example, people who receive assistance in finding and retaining employment require less future financial support from their communities, plus their future demands on the law enforcement and legal systems are less, their future needs for community-based medical assistance are less, and their future tax payments are greater.

A SROI analysis can fulfill a range of purposes. It can be used as a tool for strategic planning, as a basis for funding and investment decisions, as a basis for communicating impact and financial results to stakeholders, and as a methodology for comparative evaluation of an organization’s long-term effectiveness.

While not the only basis for funding and investment decisions, the SROI results provide the most accurate and comprehensible answer to three of the important questions asked by funding decision makers:

- What are the long-term economic impacts from these services?
- What are the financial benefits we receive for our funding?
- What is the measurable “bang for the buck”?

## The History of Social Return on Investment and the Development of An Internationally Standardized Valuation Methodology

Social Return on Investment has existed as a conceptual research area for over 60 years.

The First True Comprehensive Social Economic Impact Measurement Process: The Government of Scotland and the establishment of the SROI Network – 1990’s.

The results:

Development of a Standardized Methodology:

Release of the initial SROI Methodology paper	2001
Release of the first SROI Methodology Framework draft	2004
Release of finalized SROI Methodology Framework	2005
Measuring Value – 2 Edition Published	2008
Updated SROI Methodology Framework	2012
Consolidation of the SROI Network and Social Industry Analysts Association into Social Value International	2014
Updated SROI Methodology Framework	2017
Updated SROI Methodology Framework	2022

A Full Updated Methodology Framework is scheduled for release in 2024.

Currently, the SROI International economic impact/social return on investment model is the internationally accepted and accredited standard in over thirty countries including the U.K., Canada, France, Japan, Russia, Australia, Italy, Sweden, South Africa, and many others.

Social Value – United States is the U.S. Affiliate of Social Value International.

## *ABOUT COMMUNITY SERVICES ANALYSIS LLC*

Community Services Analysis LLC (CSACO) is a leading provider of Social Return on Investment Analysis in the United States. Since 2007, CSACO has completed over 300 Social Economic Impact and SROI studies for individual organizations, social services membership associations, and local and state governmental agencies around the country, including such clients as the U.S. Department of the Interior, the U.S. Department of Education, the National Science Foundation, the States of Pennsylvania, California, Arizona, Alabama, New Mexico, Michigan, Indiana, Oregon, Nevada, Illinois, United Way, United Cerebral Palsy, Habitat for Humanity, the State of Arizona Library and Public Archives, IEEE (the Institute of Electrical and Electronic Engineers) Humanitarian Foundation, the Community Investment Corporation, multiple educational institutions, and over 250 Civil Legal Aid organizations nationwide, including:

- Alabama:** Seven Legal Aid organization plus a consolidated statewide report with multiple updates every two years.
- Arizona:** Three Legal Aid organizations plus a consolidated statewide report and reports by state legislative districts, with multiple updates every two years.
- California:** Two Legal Aid organizations with extended analysis of housing, senior care, and conservatorship issues.
- Colorado:** Colorado Legal Aid with multiple updates every two years plus reports by 63 individual counties.
- Florida:** Community Legal Services plus impact reports by 12 individual counties.
- Hawaii:** Eight Legal Aid organizations plus a consolidated statewide report.
- Indiana:** Eight Legal Aid organizations plus a consolidated statewide report.
- Kentucky:** Legal Aid of the Bluegrass
- Louisiana:** 34 Legal Aid organizations plus a consolidated statewide report with multiple updates every two years.

- Maryland:** Maryland Legal Aid with reports for economic impacts in 48 counties plus a current project in process for statewide analysis of 48 Legal Aid grant recipient programs.
- Michigan:** Six Legal Aid organizations plus a consolidated statewide report.
- Nebraska:** Legal Aid of Nebraska
- New Mexico** Multiple projects for the Southwest Women’s Law Center, New Mexico Legal Aid, and 13 individual Legal Aid organizations statewide.
- Oregon:** Special analysis for the Oregon Law Foundation of the economic impacts of the Oregon Legal Immigration legal services and the Association of Oregon Legal Services Programs client and community work.
- Texas:** Multiple projects for Legal Aid of Northwest Texas including multi-year social economic impact analysis of over 30 Community Revitalization projects funded by the Texas Access to Justice Commission and separate analysis of Driver’s License Reinstatement activities funded by the LSC Pro Bono Innovation Fund.
- Utah:** Three Legal Aid organizations plus a consolidated statewide report.

CSACO was the first organization in the United States to be a member of The SROI Network (now Social Value International), the international Social Return on Investment standards and accreditation organization and has been recognized by many national social services organizations such as ANCOR (the American Network of Community Options and Resources), ACCSES (the American Congress of Community Support and Employment Services), NFSN ( the National Family Support Network), and NLADA (the National Legal Aid and Defender Association). CSACO is also a founding board member of Social Value – United States and is a member of the American Evaluation Association.

In 2013, following a detailed analysis of multiple Cost Benefit/Return on Investment methodologies and providers, the National Legal Aid and Defender Association selected CSACO as their exclusive SROI analysis national partner.

In 2018, CSACO was named the national economic impact analysis partner for the National Family Support Network.

John Byrnes (Founder and Principal of CSACO) has also been named the Evaluation Expert of the Year for 2021 in Finance Monthly's annual Global Awards.



## **THE ECONOMIC IMPACT and SOCIAL RETURN ON INVESTMENT of KANSAS LEGAL SERVICES 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 organizations, 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 organizations whose results cannot be easily measured in money.

The Social Return on Investment analysis completed for the Kansas Legal Services civil legal services programs is a measurement of the values delivered during a year-long period for the calendar 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, a statewide non-profit corporation, is devoted to helping low income Kansans meet their basic needs through the provision of important legal and mediation services.

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

KLS served more than 18,500 persons in all 105 counties last year through two mediation offices and eleven legal services offices across the state.

These offices are located in:

### **Dodge City**

**Counties served:** Clark, Comanche, Edwards, Finney, Ford, Grant, Gray, Greeley, Hamilton, Haskell, Hodgeman, Kearny, Kiowa, Lane, Meade, Morton, Pawnee, Scott, Seward, Stanton, Stevens, Wichita

### **Emporia**

**Counties served:** Anderson, Chase, Coffey, Greenwood, Lyon, Marion, Morris

### **Hays**

**Counties served:** Barton, Cheyenne, Decatur, Ellis, Gove, Graham, Logan, Ness, Norton, Osborne, Phillips, Rawlins, Rooks, Rush, Russell, Sheridan, Sherman, Smith, Thomas, Trego, Wallace

### **Hutchinson**

**Counties served:** Kingman, Reno, Rice, Stafford

### **Kansas City**

400 State Avenue, Suite 1015

**Counties served:** Franklin, Johnson, Leavenworth, Linn, Miami, Wyandotte

### **Manhattan**

**Counties served:** Clay, Geary, Pottawatomie, Riley

### **Pittsburg**

**Counties served:** Allen, Bourbon, Cherokee, Crawford, Labette, Montgomery, Neosho, Wilson, Woodson

**Salina**

**Counties served:** Cloud, Dickinson, Ellsworth, Jewell, Lincoln, McPherson, Mitchell, Ottawa, Republic, Rice, Saline

**Seneca**

**Counties served:** Atchison, Brown, Doniphan, Jackson, Marshall, Nemaha, Washington

**Topeka**

**Counties served:** Douglas, Jefferson, Osage, Shawnee, Wabaunsee

**Wichita**

**Counties served:** Barber, Butler, Chautauqua, Cowley, Elk, Harper, Harvey, Pratt, Sedgwick, Sumner

The Kansas Legal Services administrative offices are located in Topeka.

Applications for Legal Aid assistance can be made in person, online, or via a free 800 application telephone line.

It is the policy of Kansas Legal Services, Inc., to make no distinction in the provision of legal assistance to eligible persons on the basis of race, color, religion, gender, national origin, age, disability, marital status, political affiliation, or any other consideration prohibited by law.

## HIGHLIGHTS OF KANSAS LEGAL SERVICES SERVICES SOCIAL RETURN ON INVESTMENT ANALYSIS RESULTS

<b>TOTAL NUMBER OF LEGAL AID SERVICES PROVIDED DURING 2023</b>	<b>18,013</b>
<b>IMMEDIATE GROSS DIRECT VALUE OF SERVICES</b>	<b>\$22,259,000</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>\$53,657,000</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>\$75,916,000</b>
<b>TOTAL NET ECONOMIC IMPACT OF SERVICES</b>	<b>\$73,989,000</b>
<i>Gross impacts less unrealized future values due to negative realization factors.</i>	
<b>TOTAL FUNDING FOR KANSAS LEGAL SERVICES</b>	<b>\$9,885,000</b>
<b>SOCIAL IMPACT RETURN ON INVESTMENT</b>	<b>749%</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 Social Return on Investment 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 analysis methodology is more fully described in the methodology section of this report, while the detail of the valuation basis, valuation calculations, and effective outcome time period for each immediate and consequential outcome is presented in the Valuation Schedules accompanying this report.

The Social Return on Investment for Kansas's Civil Legal Aid programs is higher than comparative values for many other types of social service organizations based on two primary factors:

1. Many types of legal services delivered result in significant future cost savings or additional income for 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 mortgage foreclosure and mortgage predatory lending issue resolutions.
  
2. Another significant reason for the high value of the Kansas civil legal aid provider's 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 the Kansas civil legal services programs. These organizations 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 organizations in Kansas provide services in over 100 types of legal problems. The major areas of legal services are:

<b>Housing</b>	<b>Family Law</b>	<b>Health Care</b>
<b>Employment</b>	<b>Public Benefits</b>	<b>Consumer Protection</b>
<b>Education</b>	<b>Other Community Issues</b>	

### **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 (in 000's):**

<b>HOUSING ISSUES - 2023</b>	<b>NUMBER OF CASES</b>	<b>DIRECT SERVICE IMPACT</b>	<b>LONG-TERM IMPACT</b>
Federally Subsidized Housing	160	\$69,000	\$1,127,000
Homeownership and Real Property	324	\$124,000	\$1,598,000
Private Landlord/Tenant Issues	1,468	\$665,000	\$344,000
Public Housing	23	\$38,000	\$32,000
Mobile Homes	66	\$27,000	\$85,000
Housing Discrimination	25	\$3,000	\$11,000
Mortgage Foreclosures	135	\$567,000	\$1,967,000
Mortgage Predatory Lending/Practices	2	\$1,000	\$0
Other Housing Issues	23	\$14,000	\$53,000

## 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>
Adoption	121	\$44,000	\$4,071,000
Custody and Visitation	1,093	\$396,000	\$1,885,000
Divorce/Separation/Annulment	1,911	\$3,766,000	\$5,289,000
Adult Conservatorship	377	\$151,000	\$4,881,000
Name Change	170	\$282,000	\$0
Parental Rights Termination	64	\$28,000	\$0
Paternity	905	\$484,000	\$2,654,000
Domestic Abuse	1,740	\$3,026,000	\$953,000
No Threat Restraining Orders	61	\$56,000	\$0
Support	373	\$92,000	\$292,000
Other Family Issues	70	\$19,000	\$24,000
Delinquent Juvenile	60	\$36,000	\$0
Neglected and Abused Dependents	119	\$176,000	\$999,000
Emancipation	24	\$3,000	\$0
Minor Guardianship	503	\$283,000	\$726,000
Other Juvenile Issues	2	\$0	\$0

## 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>
Govt. Children's Health Ins. Program	2	\$0	\$0
Home and Community Based Care	1	\$0	\$0
Private Health Insurance	8	\$1,000	\$0
Long Term Health Care Facilities	11	\$2,000	\$0
State and Local Health Care	0	\$0	\$0
Other Health Issues	59	\$6,000	\$0



## 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>
Employment Discrimination	9	\$1,000	\$0
Wage Claims and Fair Labor Standards	15	\$67,000	\$0
Earned Income Tax Credit	0	\$0	\$0
Tax Issues	115	\$229,000	\$0
Employment Rights	14	\$2,000	\$0
Agricultural Workers Issues	0	\$0	\$0

## 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>
Medicaid Issues	60	\$84,000	\$249,000
Medicare Issues	26	\$7,000	\$0
Temp. Assistance for Needy Families	4	\$8,000	\$0
Social Security	26	\$2,000	\$0
Food Stamps	21	\$6,000	\$2,000
Social Security Disability Insurance	175	\$1,113,000	\$1,690,000
Supplemental Security Income	481	\$2,963,000	\$14,453,000
Unemployment Compensation	86	\$10,000	\$4,000

## 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:**

<b>CONSUMER PROTECTION ISSUES 2023</b>	<b>NUMBER OF CASES</b>	<b>DIRECT SERVICE IMPACT</b>	<b>LONG-TERM IMPACT</b>
Bankruptcy & Debtor Relief	159	\$2,830,000	\$323,000
Collections/Repossessions/Garnishments	1,250	\$379,000	\$315,000
Contracts & Warranties	290	\$266,000	\$6,000
Collection Practices/Credit	13	\$2,000	\$0
Predatory Lending (Not Mortgage)	1	\$1,000	\$2,000
Loans & Installment Purchases	8	\$1,000	\$0
Public Utilities	9	\$3,000	\$4,000
Unfair Sales Practices	57	\$36,000	\$6,000
Other Consumer Finance Issues	72	\$9,000	\$3,000

## 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 organizations 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>
Education Issues	112	\$30,000	\$0
Veterans Benefits	9	\$3,000	\$22,000
State, Local, and Other Income Maintenance	15	\$2,000	\$0
Mental Health Issues	19	\$10,000	\$54,000
Immigration and Naturalization	41	\$10,000	\$102,000
Physically Disabled Rights	2	\$0	\$0
Civil Rights/Racial Profiling	197	\$54,000	\$12,000
Criminal Record Expungement	1,159	\$453,000	\$3,188,000
Other Individual Rights/Human Trafficking	13	\$119,000	\$0
Assault	52	\$59,000	\$1,400,000
Wills and Estates	950	\$472,000	\$395,000
Advance Directives/Power of Attorney	1,010	\$220,000	\$838,000
Licenses	830	\$312,000	\$779,000
Torts	124	\$14,000	\$0
Municipal-Nonprofit Legal Needs	12	\$2,000	\$0
Criminal Issues	447	\$264,000	\$1,397,000
Other Misc. Legal Issues	61	\$56,000	\$0

**Government and Legal System Cost Savings:**

Cost savings to the community’s government agencies and court systems through work reduction and increases in efficiencies from the legal aid and assistance services provided by Legal Aid services.

**The total economic impacts for the Kansas Government and Legal System’s cost savings resulting from Legal Aid services activities are:**

<b>GOVERNMENT COST SAVINGS 2023</b>	<b>NUMBER OF ISSUES</b>	<b>DIRECT SERVICE IMPACT VALUES</b>
<b>Court Cost Savings</b>	6,623	\$1,325,000
<b>Inquiry Services Cost Savings</b>	11,390	\$285,000

## **SUMMARY OF SOCIAL RETURN ON INVESTMENT ANALYSIS VALUE**

The total immediate direct and longer-term consequential value of Civil Legal Aid services delivered by Kansas Legal Services during 2023 was \$75,916,000. Of this total, approximately \$1,927,000 (2.5% overall) in value will not actually be received due to various negative impact factors such as parents not making required child support and alimony payments; nonpayment of wage claims; nonpayment of housing claims and repairs; and the death or relocation out of the state by benefit recipients.

**The total net value resulting from the legal services activities of Kansas Legal Services in 2023 was \$73,989,000.**

**The total funding investment for these legal aid services made by city, state, and federal government agencies, and from contributions from foundations, corporations, and individuals was \$9,885,000 for 2023.**

*Note: The funding revenue totals do not include amounts received from non-mission funding sources such as asset sales, interest income, and in-kind contributions, and for non-cash contributions such as volunteer pro-bono attorney services.*

**The total Net Social Return on Investment for Kansas Legal Services during 2023 was 749%.**

**For Every \$1 invested in Kansas Legal Services in 2023, they delivered \$7.49 in immediate and long-term consequential financial benefits.**

**Description of the Social Economic Impact  
Principles, Data Elements, and  
CSACO analysis methodology**

**THE LEGAL AID SOCIAL VALUE PRINCIPLES  
(based on the Social Value International standards)**

The Principles of Social Value (“principles”) provide the basis for the approach and methodology used in the Social Return on Investment (SROI) report. They are drawn from the same principles that underlie social accounting and audit, sustainability reporting, cost benefit analysis, financial accounting, and evaluation practice. The principles allow for a wider definition of value to be taken into account, including societal benefits that will achieve greater equality, improve wellbeing, and increase environmental sustainability.

The Social Value Principles:

**Principle 1: Involve Stakeholders**

Inform what gets measured, and how it is measured by involving stakeholders and understanding what is valued.

**Principle 2: Understand What Changes**

Articulate how change is created by investment and evaluate this through evidence gathered, recognizing positive and negative changes both intended and unintended.

**Principle 3: Value the Things That Matter**

Recognize that the values of stakeholders drive decision making about how to allocate resources among different options. Value refers to the relative importance of different outcomes, and it is informed by stakeholder preference.

**Principle 4: Only Include What Is Material**

Establish the parameters about what information and evidence must be included in an account of value to give a true and fair picture, and ensure the account is based on evidence from stakeholders so that decisions focus on changes that matter.

**Principle 5: Do Not Overclaim**

Only claim the value that correlates to activities directly responsible for creating that value.



**Principal 6: Be Transparent**

Demonstrate the basis on which the analysis relies to support its accuracy and honesty. Ensure that it is reported to and discussed with stakeholders.

**Principal 7: Verify the Result**

Ensure appropriate verification of results aligned with the decisions that support an identified value. Require independent assurance of results when reported to external audiences and/or supporting significant decisions.

**Principal 8: Be Responsive**

Pursue optimum Social Value based on decision making that is timely and supported by appropriate accounting and reporting.

*Note: The full description of each of these Principles and a full Principles Documents is available for download on the Social Value International website ([www.socialvalueint.org](http://www.socialvalueint.org)).*

## **THE SOCIAL ECONOMIC IMPACT DATA ELEMENTS**

### **Stakeholders**

Stakeholders are defined as the people or organizations that experience change (whether positive or negative) as a result of the activities being analyzed. In SROI analysis the primary stakeholders are those who provide the inputs that enable the services being analyzed.

### **Intended Changes**

Intended changes are those anticipated changes that result from the completion of the activities being delivered through the inputs from stakeholders. These anticipated changes typically are the reasons that the stakeholders have contributed the input resources.

### **Unintended Changes**

Unintended changes are those short- and long-term results that are not expected and were not part of the basis for the stakeholders providing the input resources. (An example of unintended changes is the increase in transportation time and fuel costs resulting from state and local regulations requiring disability services providers to pick up and drop off disabled persons at their doors).

These unintended changes are not forecast, but all changes – both intended and unintended – have financial impacts and are relevant to a SROI analysis.



## INPUTS

### **Input Elements**

Inputs are activities resulting in changes with a goal of achieving the planned outputs and the projected outcomes. The SROI analysis process focuses on those input resources that can be measured in financial value terms and that are used up in the course of the activity (i.e., money and time).

### **Unit of Measure (UOM)**

The Unit of Measure is the basis for identifying the quantity of the individual input element. This may be in units such as Dollars, Hours, Portions of Hours, or other measurements as appropriate to each input.

### **Value per Unit of Measure**

Value per Unit of Measure is the calculated financial impact of each input element per the appropriate Unit of Measure used for that input. These values can also include non-monetized inputs such as contributions of goods and services.

## OUTPUTS

### **Output Deliverables**

Outputs are the quantitative summary of the deliverable results from an activity. These results are the planned short-term goals of the activities and are typically well measured on a timely basis as completed.

### **Value per Unit of Measure**

Value per Unit of Measure is the calculated financial impact of each output per the appropriate Unit of Measure used for that output.

### **Basis for Valuation**

The Basis for Valuation is a description of the methodology and reasoning for the selection of the most appropriate Value per Unit of Measure for each output.

### **Output SROI Gross Fiscal Impact**

The Gross Fiscal Impact is the Fair Market Value replacement cost for each output service delivered. This is the short-term SROI value that primarily measures the immediate SROI value and the comparative efficiency of the services delivered to the community by the provider.

## **OUTCOMES**

### **Outcome Results (Description of Change)**

Outcomes are the results of the output services delivered. These outcomes may either be the projected and anticipated changes that were the basis of the stakeholders provision of the resources required, or may be unintended and unanticipated changes resulting from these same outputs.

The description of the outcomes needs to be as precise as possible to avoid uncertainty on the measurement indicator basis used and the basis for valuation. Care must also be taken not to confuse outcomes resulting from resource inputs from one shareholder with inputs from other shareholders that can result in double counting of the outcome valuations.

### **Measurement Indicators**

Indicators are measurement points that demonstrate that changes are taking place – that the outcomes are being achieved. These indicators are actions that are capable of being measured on a quantitative basis and that are capable of having financial impacts associated with their changes.

Frequently these outcomes have intermediate results that can occur over a period of years, but there may be observable and measurable changes along the way. It is important to understand what these intermediate changes may be and the financial impacts of these intermediate results, as the time period involved requires indicator tracking to gauge the progress of the activity and because the activities being analyzed may not bring about the anticipated final results but only some intermediate changes in the chain.

### **Duration of Change**

Many types of outcomes have a finite life expectancy of the resulting benefits. The duration of change element defines this expected useful life of the outcome (when appropriate).

The Duration of Change element is also related to the ‘Drop-Off’ factor, which defines the reduction of benefits attributed to the outcome over longer periods of time.

## **BASIS FOR VALUATIONS**

The Basis for Valuation is a description of the methodology and reasoning behind the selection of the most appropriate value per Unit of Measure for each outcome. When needed for complete understanding, alternative values are identified and discussed.

There can be types of outcomes that are difficult to value in monetary terms that are routinely left out of traditional economic appraisals. There are several techniques available in SROI analysis to approximate financial values via “proxy” methods that measure financial values via indirect comparative approaches:

- Contingent Valuation assesses via survey people’s willingness to pay, or to accept compensation, for a hypothetical product or service.
- Revealed Preference infers valuations from the price of related market-supplied goods or services;

### **Source of Valuation**

The Source of Valuation is a description or listing of the research sources used in determining the Basis for Valuation.

## **VALUATION NEGATIVE IMPACTS**

### **Deadweight %**

Deadweight is a measure of the amount of the individual outcome that would have happened even if the output activity had not taken place. It is expressed as a percentage.

### **Attribution %**

Attribution is an assessment of how much of the outcome was not caused by the contribution of each individual output service. This is expressed as a percentage.

The assessment of individual output service contribution can be a highly variable process with multiple conflicting factors. The relative contribution weight of an individual factor can vary from individual to individual, and the calculations can become problematic over long periods of time.

**Drop-Off%**

In longer periods of time (greater than one year), the amount of outcome is likely to be less, or if the same, will be more likely to be influenced by other factors. Drop-off is an assessment of the ongoing reduced attribution to the outcome factors.

It is expressed as a fixed percentage of deduction from the remaining level of outcome at the end of each year.

**SROI NET FISCAL IMPACT**

The Outcome Net Fiscal Impact is the total value of all fiscal benefits for each direct output valuation and the net value (after reduction due to negative factors) of each consequential outcome valuation.

# THE CSACO SOCIAL ECONOMIC IMPACT MEASUREMENT METHODOLOGY

*This describes the generalized but consistent approach used by Community Services Analysis LLC in performing a Social Economic Impact/Return on Funding Investment analysis. Each project is unique and may require modification or expansion of each of these processes.*

## **Step 1 – Stakeholder’s Input, Project Scheduling, and Data Requirements**

The process starts with a review with stakeholders on the needs and goals of the project. This can include identification of the historical and/or planned direct and consequential social impacts, the planned uses of the project results, and the potential audience for the results.

This step also includes definition of a project task schedule with task element responsibilities and task schedules. This project task schedule will be used for periodic project schedule reviews to identify and address any project time or performance issues.

This step also reviews all available data and identifies the specific data needed on the activities, quantities, and results of the tasks being performed.

## **Step 2 – Identification of Specific Direct and Indirect Consequential Outcomes**

Identification of the actions performed or planned that can result in either immediate direct benefits or longer-term outcome impacts and the definition of what these benefit and outcome results might be.

## **Step 3 – Valuation of the Direct Impacts**

Valuation of the immediate (short-term) economic impacts of the actions under analysis are investigated and calculated. These amounts are typically based on the Fair Market Value of the services delivered and any economic impacts achieved on a short-term basis.

## **Step 4 – Valuation of the Long-Term Consequential Economic Impacts**

Valuation of the longer-term consequential economic impacts takes multiple steps:

- Definition of the detailed outcomes (multiple outcomes for Legal Aid services)
- Research on economic impacts of these detailed outcomes:
  - o Based on database research and previous experience
  - o Multiple impact results collected
  - o Some eliminated for bias/age/inadequate methodology/other reasons
  - o Some sources are based on governmental analysis and are very precise (i.e., SSI/SSDI)
  - o Remaining valuations examined for “congruity” of results
    - If an outlier exists, their results are examined more closely
    - Occasionally their results appear more accurate
  - o Congruent results and multiple studies are used for valuation.
  - o Most recognizable and appropriate sources are used in Valuation Schedules references.

**Step 5 – The Social Impact Value Map and Valuation Schedules**

Preparation of the Social Impact Value Map and accompanying Valuation Schedules for inclusion of the impact report(s).

**Step 6 – Delivery of the Draft Report(s) for review**

Draft copies of any reports are delivered for review by the client.

**Step 7 – Joint discussion of comments and suggestions following draft review**

Any comments or suggestions following the review are considered and report modification made be made if appropriate.

**Step 8 – Delivery of final signed report.**

This step may also involve presentation of the report results, process, valuations, and other issues to stakeholder, internal staff, or other interested parties.

**KANSAS LEGAL SERVICES  
SOCIAL IMPACT VALUE MAP - 2023**

**FUNDING REVENUES FOR THE YEAR**

<b>SOURCE</b>	<b>AMOUNT</b>
<b>Grants and Contracts:</b>	
Legal Services Corporation	\$3,936,597
IOLTA	\$82,000
Kansas Bar Foundation	\$264,164
Area Agency on Aging	\$316,951
United Way	\$114,720
City & County Grants	\$243,566
Federal Victims of Crime Act	\$785,619
Private and Foundations Grants and Contributions	\$554,957
<b>Contracts for Services</b>	<b>\$3,485,111</b>
<b>Bar Program Fees</b>	<b>\$35,857</b>
<b>Court Awards</b>	<b>\$23,088</b>
<b>Cost Reimbursements and Other Funds</b>	<b>\$42,167</b>
<b>TOTAL FUNDING INVESTMENT</b>	<b>\$9,884,797</b>

**KANSAS LEGAL SERVICES  
SOCIAL IMPACT VALUE MAP - 2023**

<b>Description</b>	<b>(see Valuation Detail Book)</b>	<b>Number of Matters</b>
<b>Bankruptcy &amp; Debtor Relief</b>	<b>Schedule 01</b>	<b>159</b>
<b>Collections/Repossessions/Garnishments</b>	<b>Schedule 02</b>	<b>1,250</b>
<b>Contracts &amp; Warranties</b>	<b>Schedule 03</b>	<b>290</b>
<b>Collection Practices/Credit</b>	<b>Schedule 04</b>	<b>13</b>
<b>Predatory Lending (Not Mortgage)</b>	<b>Schedule 05</b>	<b>1</b>
<b>Loans &amp; Installment Purchases</b>	<b>Schedule 06</b>	<b>8</b>
<b>Public Utilities</b>	<b>Schedule 07</b>	<b>9</b>
<b>Unfair Sales Practices</b>	<b>Schedule 08</b>	<b>57</b>
<b>Other Consumer Finance Issues</b>	<b>Schedule 09</b>	<b>72</b>
<b>Discipline</b>	<b>Schedule 12</b>	<b>92</b>
<b>Special Education/Learning Disabilities</b>	<b>Schedule 13</b>	<b>5</b>
<b>Access to Education</b>	<b>Schedule 14</b>	<b>1</b>
<b>Vocational Education</b>	<b>Schedule 15</b>	<b>0</b>
<b>Student Financial Aid</b>	<b>Schedule 16</b>	<b>1</b>
<b>Other Education</b>	<b>Schedule 19</b>	<b>13</b>
<b>Employment Discrimination</b>	<b>Schedule 21</b>	<b>9</b>
<b>Wage Claims and Fair Labor Standards</b>	<b>Schedule 22</b>	<b>15</b>
<b>Earned Income Tax Credit</b>	<b>Schedule 23</b>	<b>0</b>



**KANSAS LEGAL SERVICES  
SOCIAL IMPACT VALUE MAP - 2023**

<b>Description</b>	<b>(see Valuation Detail Book)</b>	<b>Number of Matters</b>
<b>Tax Issues</b>	<b>Schedule 24</b>	<b>115</b>
<b>Employment Rights</b>	<b>Schedule 25</b>	<b>14</b>
<b>Agricultural Workers Issues</b>	<b>Schedule 26</b>	<b>0</b>
<b>Other Employment Issues</b>	<b>Schedule 29</b>	<b>8</b>
<b>Adoption</b>	<b>Schedule 30</b>	<b>121</b>
<b>Custody and Visitation</b>	<b>Schedule 31</b>	<b>1,093</b>
<b>Divorce/Separation/Annulment</b>	<b>Schedule 32</b>	<b>1,911</b>
<b>Adult Conservatorship</b>	<b>Schedule 33</b>	<b>377</b>
<b>Name Change</b>	<b>Schedule 34</b>	<b>170</b>
<b>Parental Rights Termination</b>	<b>Schedule 35</b>	<b>64</b>
<b>Paternity</b>	<b>Schedule 36</b>	<b>905</b>
<b>Domestic Abuse</b>	<b>Schedule 37</b>	<b>1,740</b>
<b>Support</b>	<b>Schedule 38</b>	<b>373</b>
<b>Other Family Issues</b>	<b>Schedule 39</b>	<b>70</b>
<b>Delinquent Juvenile</b>	<b>Schedule 41</b>	<b>60</b>
<b>Neglected and Abused Dependents</b>	<b>Schedule 42</b>	<b>119</b>
<b>Emancipation</b>	<b>Schedule 43</b>	<b>24</b>
<b>Minor Guardianship</b>	<b>Schedule 44</b>	<b>503</b>
<b>Other Juvenile</b>	<b>Schedule 49</b>	<b>2</b>

**KANSAS LEGAL SERVICES  
SOCIAL IMPACT VALUE MAP - 2023**

<b>Description</b>	<b>(see Valuation Detail Book)</b>	<b>Number of Matters</b>
<b>Medicaid Issues</b>	<b>Schedule 51</b>	<b>60</b>
<b>Medicare Issues</b>	<b>Schedule 52</b>	<b>26</b>
<b>Govt. Children's Health Ins. Program</b>	<b>Schedule 53</b>	<b>2</b>
<b>Home and Community Based Care</b>	<b>Schedule 54</b>	<b>1</b>
<b>Private Health Insurance</b>	<b>Schedule 55</b>	<b>8</b>
<b>Long Term Health Care Facilities</b>	<b>Schedule 56</b>	<b>11</b>
<b>State and Local Health Care</b>	<b>Schedule 57</b>	<b>0</b>
<b>Other Health Issues</b>	<b>Schedule 59</b>	<b>59</b>
<b>Federally Subsidized Housing</b>	<b>Schedule 61</b>	<b>160</b>
<b>Homeownership and Real Property</b>	<b>Schedule 62</b>	<b>324</b>
<b>Private Landlord/Tenant Issues</b>	<b>Schedule 63</b>	<b>1,468</b>
<b>Public Housing</b>	<b>Schedule 64</b>	<b>23</b>
<b>Mobile Homes</b>	<b>Schedule 65</b>	<b>66</b>
<b>Housing Discrimination</b>	<b>Schedule 66</b>	<b>25</b>
<b>Mortgage Foreclosures</b>	<b>Schedule 67</b>	<b>135</b>
<b>Mortgage Predatory Lending/Practices</b>	<b>Schedule 68</b>	<b>2</b>
<b>Other Housing Issues</b>	<b>Schedule 69</b>	<b>23</b>
<b>Temp. Assistance for Needy Families</b>	<b>Schedule 71</b>	<b>4</b>
<b>Social Security</b>	<b>Schedule 72</b>	<b>26</b>

**KANSAS LEGAL SERVICES  
SOCIAL IMPACT VALUE MAP - 2023**

<b>Description</b>	<b>(see Valuation Detail Book)</b>	<b>Number of Matters</b>
<b>Food Stamps</b>	<b>Schedule 73</b>	<b>21</b>
<b>Social Security Disability Insurance</b>	<b>Schedule 74</b>	<b>175</b>
<b>Supplemental Security Income</b>	<b>Schedule 75</b>	<b>481</b>
<b>Unemployment Compensation</b>	<b>Schedule 76</b>	<b>86</b>
<b>Veterans Benefits</b>	<b>Schedule 77</b>	<b>9</b>
<b>State and Local Income Maintenance</b>	<b>Schedule 78</b>	<b>2</b>
<b>Other Income Maintenance Issues</b>	<b>Schedule 79</b>	<b>13</b>
<b>Immigration and Naturalization</b>	<b>Schedule 81</b>	<b>19</b>
<b>Mental Health Issues</b>	<b>Schedule 82</b>	<b>41</b>
<b>Physically Disabled Rights</b>	<b>Schedule 84</b>	<b>2</b>
<b>Civil Rights</b>	<b>Schedule 85</b>	<b>195</b>
<b>Human Trafficking</b>	<b>Schedule 86</b>	<b>1</b>
<b>Criminal Record Expungement</b>	<b>Schedule 87</b>	<b>1,159</b>
<b>Other Individual Rights</b>	<b>Schedule 89</b>	<b>12</b>
<b>Physical/Sexual Assault</b>	<b>Schedule 90</b>	<b>52</b>
<b>Assistance for Non-Profits</b>	<b>Schedule 91</b>	<b>4</b>
<b>Licenses</b>	<b>Schedule 93</b>	<b>830</b>
<b>Wills and Estates</b>	<b>Schedule 95</b>	<b>950</b>
<b>Advance Directives/Power of Attorney</b>	<b>Schedule 96</b>	<b>1,010</b>

**KANSAS LEGAL SERVICES  
SOCIAL IMPACT VALUE MAP - 2023**

(see Valuation Detail  
Book)

<b>Description</b>		<b>Number of Matters</b>
<b>Criminal Activities</b>	<b>Schedule 98</b>	<b>447</b>
<b>No Threat Restraining Orders</b>	<b>Schedule 99</b>	<b>61</b>
<b>Racial Profiling</b>	<b>Schedule 995</b>	<b>2</b>
<b>Govt/Court System Efficiency Savings</b>	<b>Schedule 101</b>	
		<b>18,112</b>

**KANSAS LEGAL SERVICES  
SOCIAL IMPACT VALUE MAP - 2023**

<b>Description</b>	<b>GROSS Direct Economic Impact</b>	<b>GROSS Consequential Social Value Impact</b>
<b>Bankruptcy &amp; Debtor Relief</b>	<b>\$2,830,064</b>	<b>\$323,460</b>
<b>Collections/Repossessions/Garnishments</b>	<b>\$378,596</b>	<b>\$315,000</b>
<b>Contracts &amp; Warranties</b>	<b>\$266,286</b>	<b>\$6,000</b>
<b>Collection Practices/Credit</b>	<b>\$2,156</b>	<b>\$381</b>
<b>Predatory Lending (Not Mortgage)</b>	<b>\$1,440</b>	<b>\$1,786</b>
<b>Loans &amp; Installment Purchases</b>	<b>\$1,112</b>	<b>\$0</b>
<b>Public Utilities</b>	<b>\$3,357</b>	<b>\$4,400</b>
<b>Unfair Sales Practices</b>	<b>\$36,000</b>	<b>\$6,400</b>
<b>Other Consumer Finance Issues</b>	<b>\$9,212</b>	<b>\$3,200</b>
<b>Discipline</b>	<b>\$22,884</b>	<b>\$0</b>
<b>Special Education/Learning Disabilities</b>	<b>\$1,650</b>	<b>\$0</b>
<b>Access to Education</b>	<b>\$40</b>	<b>\$0</b>
<b>Vocational Education</b>	<b>\$0</b>	<b>\$0</b>
<b>Student Financial Aid</b>	<b>\$50</b>	<b>\$0</b>
<b>Other Education</b>	<b>\$5,348</b>	<b>\$0</b>
<b>Employment Discrimination</b>	<b>\$1,278</b>	<b>\$0</b>
<b>Wage Claims and Fair Labor Standards</b>	<b>\$66,801</b>	<b>\$0</b>
<b>Earned Income Tax Credit</b>	<b>\$0</b>	<b>\$0</b>

**KANSAS LEGAL SERVICES  
SOCIAL IMPACT VALUE MAP - 2023**

<b>Description</b>	<b>GROSS Direct Economic Impact</b>	<b>GROSS Consequential Social Value Impact</b>
<b>Tax Issues</b>	<b>\$228,754</b>	<b>\$0</b>
<b>Employment Rights</b>	<b>\$2,156</b>	<b>\$0</b>
<b>Agricultural Workers Issues</b>	<b>\$0</b>	<b>\$0</b>
<b>Other Employment Issues</b>	<b>\$800</b>	<b>\$23,040</b>
<b>Adoption</b>	<b>\$43,669</b>	<b>\$4,071,060</b>
<b>Custody and Visitation</b>	<b>\$396,391</b>	<b>\$1,884,624</b>
<b>Divorce/Separation/Annulment</b>	<b>\$3,765,944</b>	<b>\$5,288,693</b>
<b>Adult Conservatorship</b>	<b>\$150,613</b>	<b>\$4,881,072</b>
<b>Name Change</b>	<b>\$281,666</b>	<b>\$0</b>
<b>Parental Rights Termination</b>	<b>\$28,292</b>	<b>\$0</b>
<b>Paternity</b>	<b>\$483,691</b>	<b>\$2,654,400</b>
<b>Domestic Abuse</b>	<b>\$3,026,004</b>	<b>\$952,916</b>
<b>Support</b>	<b>\$92,053</b>	<b>\$291,984</b>
<b>Other Family Issues</b>	<b>\$18,916</b>	<b>\$24,480</b>
<b>Delinquent Juvenile</b>	<b>\$35,854</b>	<b>\$0</b>
<b>Neglected and Abused Dependents</b>	<b>\$176,148</b>	<b>\$998,914</b>
<b>Emancipation</b>	<b>\$3,183</b>	<b>\$0</b>
<b>Minor Guardianship</b>	<b>\$282,680</b>	<b>\$726,233</b>
<b>Other Juvenile</b>	<b>\$200</b>	<b>\$0</b>

**KANSAS LEGAL SERVICES  
SOCIAL IMPACT VALUE MAP - 2023**

<b>Description</b>	<b>GROSS Direct Economic Impact</b>	<b>GROSS Consequential Social Value Impact</b>
<b>Medicaid Issues</b>	<b>\$83,595</b>	<b>\$249,240</b>
<b>Medicare Issues</b>	<b>\$6,760</b>	<b>\$0</b>
<b>Govt. Children's Health Ins. Program</b>	<b>\$190</b>	<b>\$0</b>
<b>Home and Community Based Care</b>	<b>\$100</b>	<b>\$0</b>
<b>Private Health Insurance</b>	<b>\$1,072</b>	<b>\$0</b>
<b>Long Term Health Care Facilities</b>	<b>\$2,310</b>	<b>\$0</b>
<b>State and Local Health Care</b>	<b>\$0</b>	<b>\$0</b>
<b>Other Health Issues</b>	<b>\$6,077</b>	<b>\$0</b>
<b>Federally Subsidized Housing</b>	<b>\$69,118</b>	<b>\$1,127,232</b>
<b>Homeownership and Real Property</b>	<b>\$124,137</b>	<b>\$1,598,400</b>
<b>Private Landlord/Tenant Issues</b>	<b>\$665,077</b>	<b>\$343,656</b>
<b>Public Housing</b>	<b>\$37,620</b>	<b>\$31,968</b>
<b>Mobile Homes</b>	<b>\$26,618</b>	<b>\$85,248</b>
<b>Housing Discrimination</b>	<b>\$2,660</b>	<b>\$10,656</b>
<b>Mortgage Foreclosures</b>	<b>\$566,715</b>	<b>\$1,966,656</b>
<b>Mortgage Predatory Lending/Practices</b>	<b>\$1,020</b>	<b>\$0</b>
<b>Other Housing Issues</b>	<b>\$14,008</b>	<b>\$53,280</b>
<b>Temp. Assistance for Needy Families</b>	<b>\$8,260</b>	<b>\$0</b>
<b>Social Security</b>	<b>\$1,974</b>	<b>\$0</b>

**KANSAS LEGAL SERVICES  
SOCIAL IMPACT VALUE MAP - 2023**

<b>Description</b>	<b>GROSS Direct Economic Impact</b>	<b>GROSS Consequential Social Value Impact</b>
<b>Food Stamps</b>	<b>\$6,320</b>	<b>\$2,298</b>
<b>Social Security Disability Insurance</b>	<b>\$1,113,007</b>	<b>\$1,690,475</b>
<b>Supplemental Security Income</b>	<b>\$2,962,859</b>	<b>\$14,452,570</b>
<b>Unemployment Compensation</b>	<b>\$10,000</b>	<b>\$4,080</b>
<b>Veterans Benefits</b>	<b>\$0</b>	<b>\$22,230</b>
<b>State and Local Income Maintenance</b>	<b>\$180</b>	<b>\$0</b>
<b>Other Income Maintenance Issues</b>	<b>\$1,651</b>	<b>\$0</b>
<b>Immigration and Naturalization</b>	<b>\$9,690</b>	<b>\$54,000</b>
<b>Mental Health Issues</b>	<b>\$10,016</b>	<b>\$102,000</b>
<b>Physically Disabled Rights</b>	<b>\$80</b>	<b>\$0</b>
<b>Civil Rights</b>	<b>\$53,522</b>	<b>\$12,000</b>
<b>Human Trafficking</b>	<b>\$40</b>	<b>\$0</b>
<b>Criminal Record Expungement</b>	<b>\$453,360</b>	<b>\$3,188,063</b>
<b>Other Individual Rights</b>	<b>\$119,177</b>	<b>\$0</b>
<b>Physical/Sexual Assault</b>	<b>\$58,850</b>	<b>\$1,400,000</b>
<b>Assistance for Non-Profits</b>	<b>\$1,020</b>	<b>\$0</b>
<b>Licenses</b>	<b>\$311,763</b>	<b>\$778,500</b>
<b>Wills and Estates</b>	<b>\$471,651</b>	<b>\$395,000</b>
<b>Advance Directives/Power of Attorney</b>	<b>\$220,073</b>	<b>\$838,000</b>



**KANSAS LEGAL SERVICES  
SOCIAL IMPACT VALUE MAP - 2023**

<b>Description</b>	<b>GROSS Direct Economic Impact</b>	<b>GROSS Consequential Social Value Impact</b>
<b>Criminal Activities</b>	<b>\$264,012</b>	<b>\$1,396,500</b>
<b>No Threat Restraining Orders</b>	<b>\$56,462</b>	<b>\$0</b>
<b>Racial Profiling</b>	<b>\$90</b>	<b>\$0</b>
<b>Govt/Court System Efficiency Savings</b>	<b>\$1,609,350</b>	<b>NA</b>
	<b>\$22,258,894</b>	<b>\$53,656,593</b>
		<b>\$75,915,487</b>

**KANSAS LEGAL SERVICES  
SOCIAL IMPACT VALUE MAP - 2023**

**VALUATION NEGATIVE IMPACTS**

<b>Description of Change</b>	<b>Deadweight %</b>	<b>Attribution %</b>	<b>Drop-off %</b>
<b>Bankruptcy &amp; Debtor Relief</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>Collections/Repossessions/Garnishments</b>	<b>5%</b>	<b>0%</b>	<b>0%</b>
<b>Contracts &amp; Warranties</b>	<b>5%</b>	<b>0%</b>	<b>5%</b>
<b>Collection Practices/Credit</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>Predatory Lending (Not Mortgage)</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>Loans &amp; Installment Purchases</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>Public Utilities</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>Unfair Sales Practices</b>	<b>10%</b>	<b>0%</b>	<b>10%</b>
<b>Other Consumer Finance Issues</b>	<b>0%</b>	<b>0%</b>	<b>5%</b>
<b>Discipline</b>	<b>0%</b>	<b>0%</b>	<b>40%</b>
<b>Special Education/Learning Disabilities</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>Access to Education</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>Vocational Education</b>	<b>0%</b>	<b>0%</b>	<b>5%</b>
<b>Student Financial Aid</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>Other Education</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>Employment Discrimination</b>	<b>10%</b>	<b>0%</b>	<b>10%</b>
<b>Wage Claims and Fair Labor Standards</b>	<b>0%</b>	<b>0%</b>	<b>10%</b>
<b>Earned Income Tax Credit</b>	<b>0%</b>	<b>0%</b>	<b>10%</b>

**KANSAS LEGAL SERVICES  
SOCIAL IMPACT VALUE MAP - 2023**

**VALUATION NEGATIVE IMPACTS**

<b>Description of Change</b>	<b>Deadweight %</b>	<b>Attribution %</b>	<b>Drop-off %</b>
<b>Tax Issues</b>	0%	0%	0%
<b>Employment Rights</b>	0%	0%	10%
<b>Agricultural Workers Issues</b>	0%	0%	30%
<b>Other Employment Issues</b>	0%	0%	0%
<b>Adoption</b>	0%	0%	5%
<b>Custody and Visitation</b>	0%	0%	10%
<b>Divorce/Separation/Annulment</b>	5%	0%	5%
<b>Adult Conservatorship</b>	0%	0%	5%
<b>Name Change</b>	0%	0%	0%
<b>Parental Rights Termination</b>	0%	0%	0%
<b>Paternity</b>	0%	0%	40%
<b>Domestic Abuse</b>	5%	0%	35%
<b>Support</b>	0%	0%	40%
<b>Other Family Issues</b>	0%	0%	0%
<b>Delinquent Juvenile</b>	0%	0%	0%
<b>Neglected and Abused Dependents</b>	0%	0%	10%
<b>Emancipation</b>	0%	0%	0%
<b>Minor Guardianship</b>	0%	0%	5%
<b>Other Juvenile</b>	0%	0%	0%

**KANSAS LEGAL SERVICES  
SOCIAL IMPACT VALUE MAP - 2023**

**VALUATION NEGATIVE IMPACTS**

<b>Description of Change</b>	<b>Deadweight %</b>	<b>Attribution %</b>	<b>Drop-off %</b>
<b>Medicaid Issues</b>	0%	0%	0%
<b>Medicare Issues</b>	0%	0%	0%
<b>Govt. Children's Health Ins. Program</b>	0%	0%	0%
<b>Home and Community Based Care</b>	0%	0%	10%
<b>Private Health Insurance</b>	0%	0%	0%
<b>Long Term Health Care Facilities</b>	0%	0%	20%
<b>State and Local Health Care</b>	0%	0%	10%
<b>Other Health Issues</b>	0%	0%	10%
<b>Federally Subsidized Housing</b>	0%	0%	0%
<b>Homeownership and Real Property</b>	0%	5%	5%
<b>Private Landlord/Tenant Issues</b>	5%	0%	5%
<b>Public Housing</b>	0%	0%	0%
<b>Mobile Homes</b>	5%	0%	5%
<b>Housing Discrimination</b>	0%	0%	0%
<b>Mortgage Foreclosures</b>	0%	0%	0%
<b>Mortgage Predatory Lending/Practices</b>	0%	0%	0%
<b>Other Housing Issues</b>	0%	0%	0%
<b>Temp. Assistance for Needy Families</b>	0%	0%	0%
<b>Social Security</b>	0%	0%	10%

**KANSAS LEGAL SERVICES  
SOCIAL IMPACT VALUE MAP - 2023**

**VALUATION NEGATIVE IMPACTS**

<b>Description of Change</b>	<b>Deadweight %</b>	<b>Attribution %</b>	<b>Drop-off %</b>
<b>Food Stamps</b>	0%	0%	0%
<b>Social Security Disability Insurance</b>	0%	0%	10%
<b>Social Security Insurance</b>	0%	0%	10%
<b>Unemployment Compensation</b>	0%	0%	5%
<b>Veterans Benefits</b>	0%	0%	0%
<b>State and Local Income Maintenance</b>	0%	0%	0%
<b>Other Income Maintenance Issues</b>	0%	0%	0%
<b>Immigration and Naturalization</b>	0%	0%	0%
<b>Mental Health Issues</b>	0%	0%	0%
<b>Physically Disabled Rights</b>	0%	0%	0%
<b>Civil Rights</b>	0%	0%	10%
<b>Human Trafficking</b>	5%	0%	10%
<b>Criminal Record Expungement</b>	0%	0%	5%
<b>Other Individual Rights</b>	0%	0%	0%
<b>Physical/Sexual Assault</b>	10%	10%	15%
<b>Assistance for Non-Profits</b>	0%	0%	0%
<b>Licenses</b>	0%	0%	0%
<b>Wills and Estates</b>	0%	0%	0%
<b>Advance Directives/Power of Attorney</b>	0%	0%	0%

**KANSAS LEGAL SERVICES  
SOCIAL IMPACT VALUE MAP - 2023**

**VALUATION NEGATIVE IMPACTS**

<b>Description of Change</b>	<b>Deadweight %</b>	<b>Attribution %</b>	<b>Drop-off %</b>
<b>Criminal Activities</b>	5%	0%	10%
<b>No Threat Restraining Orders</b>	0%	0%	0%
<b>Racial Profiling</b>	0%	0%	0%
<b>Court System Efficiency Cost Savings</b>	0%	0%	0%

**KANSAS LEGAL SERVICES  
SOCIAL IMPACT VALUE MAP - 2023**

<b>Description of Change</b>	<b>NET DIRECT IMPACT</b>	<b>NET CONSEQUENTIAL IMPACT</b>	<b>TOTAL NET IMPACT</b>
<b>Bankruptcy &amp; Debtor Relief</b>	\$2,830,064	\$323,460	\$3,153,524
<b>Collections/Repossessions/Garnishments</b>	\$378,596	\$299,250	\$677,846
<b>Contracts &amp; Warranties</b>	\$266,286	\$5,400	\$271,686
<b>Collection Practices/Credit</b>	\$2,156	\$381	\$2,537
<b>Predatory Lending (Not Mortgage)</b>	\$1,440	\$1,786	\$3,226
<b>Loans &amp; Installment Purchases</b>	\$1,112	\$0	\$1,112
<b>Public Utilities</b>	\$3,357	\$4,400	\$7,757
<b>Unfair Sales Practices</b>	\$36,000	\$5,120	\$41,120
<b>Other Consumer Finance Issues</b>	\$9,212	\$3,040	\$12,252
<b>Discipline</b>	\$22,884	\$0	\$22,884
<b>Special Education/Learning Disabilities</b>	\$1,650	\$0	\$1,650
<b>Access to Education</b>	\$40	\$0	\$40
<b>Vocational Education</b>	\$0	\$0	\$0
<b>Student Financial Aid</b>	\$50	\$0	\$50
<b>Other Education</b>	\$5,348	\$0	\$5,348
<b>Employment Discrimination</b>	\$1,278	\$0	\$1,278
<b>Wage Claims and Fair Labor Standards</b>	\$66,801	\$0	\$66,801
<b>Earned Income Tax Credit</b>	\$0	\$0	\$0

**KANSAS LEGAL SERVICES  
SOCIAL IMPACT VALUE MAP - 2023**

<b>Description of Change</b>	<b>NET DIRECT IMPACT</b>	<b>NET CONSEQUENTIAL IMPACT</b>	<b>TOTAL NET IMPACT</b>
<b>Tax Issues</b>	\$228,754	\$0	\$228,754
<b>Employment Rights</b>	\$2,156	\$0	\$2,156
<b>Agricultural Workers Issues</b>	\$0	\$0	\$0
<b>Other Employment Issues</b>	\$800	\$4,071,060	\$4,071,860
<b>Adoption</b>	\$43,669	\$3,867,507	\$3,911,176
<b>Custody and Visitation</b>	\$396,391	\$1,696,162	\$2,092,553
<b>Divorce/Separation/Annulment</b>	\$3,765,944	\$4,759,823	\$8,525,767
<b>Adult Conservatorship</b>	\$150,613	\$4,637,018	\$4,787,631
<b>Name Change</b>	\$281,666	\$0	\$281,666
<b>Parental Rights Termination</b>	\$28,292	\$0	\$28,292
<b>Paternity</b>	\$483,691	\$1,592,640	\$2,076,331
<b>Domestic Abuse</b>	\$3,026,004	\$571,749	\$3,597,753
<b>Support</b>	\$92,053	\$175,190	\$267,243
<b>Other Family Issues</b>	\$18,916	\$24,480	\$43,396
<b>Delinquent Juvenile</b>	\$35,854	\$0	\$35,854
<b>Neglected and Abused Dependents</b>	\$176,148	\$899,022	\$1,075,170
<b>Emancipation</b>	\$3,183	\$0	\$3,183
<b>Minor Guardianship</b>	\$282,680	\$689,921	\$972,601
<b>Other Juvenile</b>	\$200	\$0	\$200



**KANSAS LEGAL SERVICES  
SOCIAL IMPACT VALUE MAP - 2023**

<b>Description of Change</b>	<b>NET DIRECT IMPACT</b>	<b>NET CONSEQUENTIAL IMPACT</b>	<b>TOTAL NET IMPACT</b>
<b>Medicaid Issues</b>	\$83,595	\$249,240	\$332,835
<b>Medicare Issues</b>	\$6,760	\$0	\$6,760
<b>Govt. Children's Health Ins. Program</b>	\$190	\$0	\$190
<b>Home and Community Based Care</b>	\$100	\$0	\$100
<b>Private Health Insurance</b>	\$1,072	\$0	\$1,072
<b>Long Term Health Care Facilities</b>	\$2,310	\$0	\$2,310
<b>State and Local Health Care</b>	\$0	\$0	\$0
<b>Other Health Issues</b>	\$6,077	\$0	\$6,077
<b>Federally Subsidized Housing</b>	\$69,118	\$1,127,232	\$1,196,350
<b>Homeownership and Real Property</b>	\$124,137	\$1,438,560	\$1,562,697
<b>Private Landlord/Tenant Issues</b>	\$665,077	\$309,290	\$974,367
<b>Public Housing</b>	\$37,620	\$31,968	\$69,588
<b>Mobile Homes</b>	\$26,618	\$76,723	\$103,341
<b>Housing Discrimination</b>	\$2,660	\$10,656	\$13,316
<b>Mortgage Foreclosures</b>	\$566,715	\$1,966,656	\$2,533,371
<b>Mortgage Predatory Lending/Practices</b>	\$1,020	\$0	\$1,020
<b>Other Housing Issues</b>	\$14,008	\$53,280	\$67,288
<b>Temp. Assistance for Needy Families</b>	\$8,260	\$0	\$8,260
<b>Social Security</b>	\$1,974	\$0	\$1,974

**KANSAS LEGAL SERVICES  
SOCIAL IMPACT VALUE MAP - 2023**

<b>Description of Change</b>	<b>NET DIRECT IMPACT</b>	<b>NET CONSEQUENTIAL IMPACT</b>	<b>TOTAL NET IMPACT</b>
<b>Food Stamps</b>	\$6,320	\$2,298	\$8,618
<b>Social Security Disability Insurance</b>	\$1,113,007	\$1,521,427	\$2,634,434
<b>Supplemental Security Income</b>	\$2,962,859	\$13,007,313	\$15,970,172
<b>Unemployment Compensation</b>	\$10,000	\$3,876	\$13,876
<b>Veterans Benefits</b>	\$0	\$22,230	\$22,230
<b>State and Local Income Maintenance</b>	\$180	\$0	\$180
<b>Other Income Maintenance Issues</b>	\$1,651	\$0	\$1,651
<b>Immigration and Naturalization</b>	\$9,690	\$54,000	\$63,690
<b>Mental Health Issues</b>	\$10,016	\$102,000	\$112,016
<b>Physically Disabled Rights</b>	\$80	\$0	\$80
<b>Civil Rights</b>	\$53,522	\$10,800	\$64,322
<b>Human Trafficking</b>	\$40	\$0	\$40
<b>Criminal Record Expungement</b>	\$453,360	\$3,028,660	\$3,482,020
<b>Other Individual Rights</b>	\$119,177	\$0	\$119,177
<b>Physical/Sexual Assault</b>	\$58,850	\$910,000	\$968,850
<b>Assistance for Non-Profits</b>	\$1,020	\$0	\$1,020
<b>Licenses</b>	\$311,763	\$778,500	\$1,090,263
<b>Wills and Estates</b>	\$471,651	\$395,000	\$866,651
<b>Advance Directives/Power of Attorney</b>	\$220,073	\$838,000	\$1,058,073

**KANSAS LEGAL SERVICES  
SOCIAL IMPACT VALUE MAP - 2023**

<b>Description of Change</b>	<b>NET DIRECT IMPACT</b>	<b>NET CONSEQUENTIAL IMPACT</b>	<b>TOTAL NET IMPACT</b>
<b>Criminal Activities</b>	\$264,012	\$1,187,025	\$1,451,037
<b>No Threat Restraining Orders</b>	\$56,462	\$0	\$56,462
<b>Racial Profiling</b>	\$90	\$0	\$90
<b>Govt/Court System Efficiency Savings</b>	\$1,609,350	\$0	\$1,609,350
<b>TOTAL NET FISCAL IMPACTS</b>	<b>\$22,258,894</b>	<b>\$51,729,695</b>	<b>\$73,988,589</b>
<b>TOTAL FUNDING FOR 2023</b>			<b>\$9,884,797</b>
<b>TOTAL SOCIAL RETURN ON INVESTMENT FOR THE YEAR ENDED DECEMBER 31, 2023</b>			<b>749%</b>

**The Economic Impact and Social Return on Investment  
from the services provided by  
Kansas Legal Services**

**Overview**

The State of Kansas and many other governmental funding sources nationwide are reviewing their “Performance Measurement” processes, including metrics such as Return on Investment, Output and Outcome Measures, and Economic Impact Measures, in an effort to improve efficiency, effectiveness and the delivered value of their multiple of community services and funding requirements and options. This report provides these measurement results to funding sources, stakeholders, and members of the community.

This analysis follows the basic structure, definitions, and procedures encompassed in the Social Value International standardized internationally defined methodology. Additional input was taken from the New Economics Foundation study “*Measuring Real Value: a DIY Guide to Social Return on Investment*”, the Nonprofit Good Practice Guide, multiple publications from organizations such as the Global Impact Investing Network, and various financial analysis tools and methods used in the private sector.

**Scope of the Project**

The process of developing this analysis included the identification of measurable benefits provided for the legal services by Kansas Legal Services during the year 2023.

Many of the transaction statistics for these areas have historically been tracked by the staff and management, but several areas were not. The personnel at Maryland Legal Aid are to be commended for researching these areas and providing accurate transaction information.

The definitions of value to community are based on a variety of published sources where available, surveys of local cost when appropriate, surveys of State residents, and realistic formula calculations. These same methodologies have been used in multiple other social service provider engagements and have been reviewed in detail by multiple organizations and outside researchers.

## **Conclusion**

Based on a review of the transaction records, internal reports, financial statements, and reports submitted to various state and federal stakeholders by the participating organization, and the detailed analysis of values delivered to the community of the individual services provided by the organizations, this report presents on a conservative basis the Economic Impacts and Social Return on Funding Investment for the Kansas Legal Services civil legal aid provider organization during 2023.

A handwritten signature in dark ink, appearing to read "John Byrnes". The signature is fluid and cursive, with the first name "John" and last name "Byrnes" clearly distinguishable.

John Byrnes  
Principal  
Community Service Analysis, LLC