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COMMUNITY SERVICES ANALYSIS LLC



LEGAL AID SERVICES

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

For the Year 2023

MARYLAND LEGAL AID

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 decade, primarily based on a detailed multi-year study conducted by Social Value International, The New Economics Foundation, New Philanthropy Capital, the National Council on Voluntary Organization, and the Government of Scotland.

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 – 1990's. The results:
 - Development of a Standardized Methodology:
 - The establishment of the SROI Network
 - 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
- Full Updated Methodology Framework is scheduled for release in 2022.
- 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 State of Pennsylvania Department of Education, the State of California Department of Rehabilitation, the City of Philadelphia, 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,.

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 MARYLAND LEGAL AID 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 Maryland civil legal services programs is a measurement of the values delivered during a year-long period for the fiscal years 2021 and 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 Maryland Legal Aid

Maryland Legal Aid (MLA) is the largest provider of free, direct legal services in Maryland. As a private, non-profit law firm, MLA provides a full range of free civil legal services to low-income people statewide, in Baltimore City and in Maryland's 23 counties, from 12 office locations.

Maryland Legal Aid provides services in 17 major areas of the law, with 100 different categories of legal services. Their areas of services include Debt and Creditors; Disaster Relief; Worker's Rights and Discrimination; Divorce and Children; Fraud and Unfair Agreements; Housing; Military and Veterans; Medical and Health Care Issues; Overcoming Criminal History; Public Benefits; Student and Children's Rights; Wills, Estates, and Powers of Attorney; and Legal Help for Older Adults.

HIGHLIGHTS OF MARYLAND LEGAL AID SERVICES SOCIAL RETURN ON INVESTMENT ANALYSIS RESULTS

TOTAL NUMBER OF LEGAL AID SERVICES PROVIDED DURING 2023	16,308
IMMEDIATE GROSS DIRECT VALUE OF SERVICES	\$49,513,000
<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>	
LONG-TERM GROSS IMPACTS OF SERVICES	\$160,618,000
<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>	
TOTAL GROSS ECONOMIC IMPACT OF SERVICES	\$210,131,000
TOTAL NET ECONOMIC IMPACT OF SERVICES	\$197,636,000
<i>Gross impacts less unrealized future values due to negative realization factors.</i>	
TOTAL FUNDING FOR LEGAL AID SERVICES	\$32,027,000
SOCIAL IMPACT RETURN ON INVESTMENT	617%

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

Many types of legal services delivered result in significant future cost savings or additional income for the citizens of the State of Maryland. 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.

Another significant reason for the high value of the Maryland 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 three civil legal services programs.

These three 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 Maryland provide services in over 100 types of legal problems. The major areas of legal services are:

Housing

Family Law

Health Care

Employment

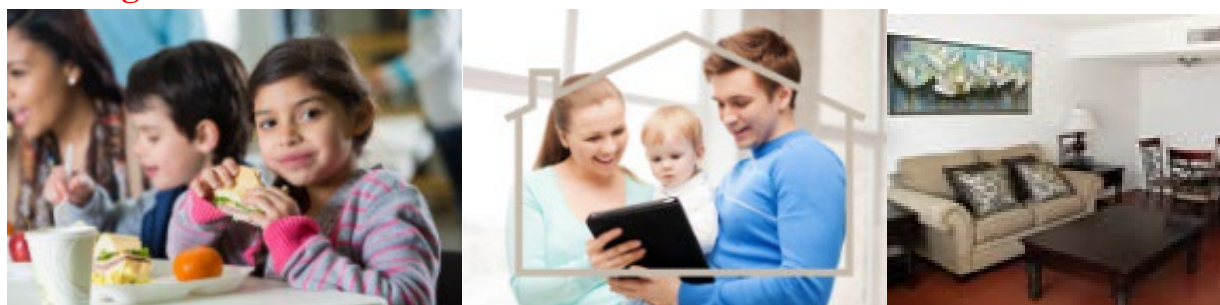
Public Benefits

Consumer Protection

Education

Other Community Issues

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:

HOUSING ISSUES - 2023	NUMBER OF CASES	DIRECT SERVICE IMPACT	LONG-TERM IMPACT
Federally Subsidized Housing	1,879	\$4,518,000	\$18,515,000
Homeownership and Real Property	107	\$704,000	\$377,000
Private Landlord/Tenant Issues	5,109	\$7,397,000	\$25,490,000
Public Housing	241	\$502,000	\$810,000
Mobile Homes	41	\$79,000	\$388,000
Housing Discrimination	11	\$3,000	\$0
Mortgage Foreclosures	311	\$4,460,000	\$3,097,000
Mortgage Predatory Lending/Practices	19	\$177,000	\$149,000
Other Housing Issues	289	\$568,000	\$639,000

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:



FAMILY LAW ISSUES - 2023	NUMBER OF CASES	DIRECT SERVICE IMPACT	LONG-TERM IMPACT
Adoption	2	\$1,000	\$0
Custody and Visitation	1,690	\$4,874,000	\$7,677,000
Divorce/Separation/Annulment	831	\$2,680,000	\$2,633,000
Adult Conservatorship	69	\$373,000	\$3,263,000
Name Change	2	\$0	\$0
Parental Rights Termination	1	\$0	\$0
Paternity	17	\$12,000	\$239,000
Domestic Abuse	261	\$687,000	\$1,313,000
Support	286	\$221,000	\$1,435,000
Other Family Issues	57	\$143,000	\$49,000
Neglected and Abused Dependents	632	\$8,116,000	\$46,134,000

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:

HEALTH CARE ISSUES - 2023	NUMBER OF CASES	DIRECT SERVICE IMPACT	LONG-TERM IMPACT
Home and Community Based Care	27	\$179,000	\$550,000
Private Health Insurance	1	\$0	\$0
Long Term Health Care Facilities	117	\$442,000	\$12,736,000
State and Local Health Care	64	\$129,000	\$230,000
Other Health Issues	14	\$92,000	\$36,000

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:

EMPLOYMENT ISSUES - 2023	NUMBER OF CASES	DIRECT SERVICE IMPACT	LONG-TERM IMPACT
Employment Discrimination	9	\$3,000	\$0
Wage Claims and Fair Labor Standards	13	\$9,000	\$61,000
Employment Rights	9	\$3,000	\$0
Other Employment Issues	14	\$20,000	\$155,000

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:

PUBLIC BENEFITS ISSUES - 2023	NUMBER OF CASES	DIRECT SERVICE IMPACT	LONG-TERM IMPACT
Medicaid Issues	56	\$178,000	\$490,000
Medicare Issues	15	\$64,000	\$87,000
Temp. Assistance for Needy Families	20	\$63,000	\$69,000
Social Security	60	\$267,000	\$0
Nutrition Assistance (Food Stamps)	132	\$253,000	\$303,000
Social Security Disability Insurance	177	\$999,000	\$1,550,000
Supplemental Security Income	243	\$1,383,000	\$8,032,000
Unemployment Compensation	261	\$1,637,000	\$1,301,000

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:

CONSUMER PROTECTION ISSUES 2023	NUMBER OF CASES	DIRECT SERVICE IMPACT	LONG-TERM IMPACT
Bankruptcy & Debtor Relief	172	\$2,194,000	\$625,000
Collections/Repossessions/Garnishments	1,265	\$2,800,000	\$207,000
Contracts & Warranties	75	\$161,000	\$16,000
Collection Practices/Credit	19	\$65,000	\$2,000
Predatory Lending (Not Mortgage)	1	\$0	\$0
Loans & Installment Purchases	7	\$2,000	\$0
Public Utilities	12	\$12,000	\$9,000
Unfair Sales Practices	3	\$11,000	\$2,000
Other Consumer Finance Issues	41	\$72,000	\$18,000

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:

OTHER COMMUNITY SUPPORT ISSUES 2023	NUMBER OF CASES	DIRECT SERVICE IMPACT	LONG-TERM OUTCOME IMPACT
Education Issues	5	\$2,000	\$0
Veterans Benefits	3	\$0	\$87,000
State and Local Income Maintenance	4	\$3,000	\$0
Other Income Maintenance Issues	24	\$51,000	\$15,000
Mental Health Issues	2	\$1,000	\$0
Physically Disabled Rights	12	\$6,000	\$3,000
Civil Rights	1	\$0	\$0
Criminal Record Expungement	1,272	\$1,075,000	\$21,697,000
Other Individual Rights	45	\$50,000	\$0
Wills and Estates	163	\$112,000	\$87,000
Advance Directives/Power of Attorney	68	\$80,000	\$42,000
Other Misc. Legal Issues	27	\$36,000	\$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 Maryland Government and Legal System's cost savings resulting from Legal Aid services activities are:

GOVERNMENT COST SAVINGS 2023	NUMBER OF ISSUES	DIRECT SERVICE IMPACT VALUES
Court Cost Savings	6,312	\$1,262,000
Inquiry Services Cost Savings	10,048	\$251,000

SUMMARY OF SOCIAL RETURN ON INVESTMENT ANALYSIS VALUE

The total immediate direct and longer-term consequential value of Civil Legal Aid services delivered by Maryland Legal Aid during 2023 was \$210,131,000. Of this total, approximately \$12,495,000 (5.9% 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 Maryland Legal Aid in 2023 was \$197,636,000.

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 \$32,027,000 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 Maryland Legal Aid during 2023 was 617%

For Every \$1 invested in Maryland Legal Aid in 2023, they delivered \$6.17 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.

Principal 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.

Principal 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.

Principal 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.

Principal 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).

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.

MARYLAND LEGAL AID
Social Return on Investment Analysis Impact Map for 2023

FUNDING REVENUES FOR THE YEAR

SOURCE	AMOUNT
Grant Revenues	\$29,543,348
Contributions	\$907,108
Program Revenues	\$1,576,182
TOTAL OPERATING REVENUES	\$32,026,638

TOTAL FUNDING INVESTMENT	\$34,509,928
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MARYLAND LEGAL AID
Social Return on Investment Analysis Impact Map for 2023

Description	(see Valuation Detail Book)	Number of Matters	GROSS Direct Economic Impact
Bankruptcy & Debtor Relief	Schedule 01	172	\$2,193,784
Collections/Repossessions/Garnishment	Schedule 02	1,265	\$2,800,380
Contracts & Warranties	Schedule 03	75	\$161,205
Collection Practices/Credit	Schedule 04	19	\$64,692
Predatory Lending (Not Mortgage)	Schedule 05	1	\$492
Loans & Installment Purchases	Schedule 06	7	\$1,744
Public Utilities	Schedule 07	12	\$12,494
Unfair Sales Practices	Schedule 08	3	\$11,350
Other Consumer Finance Issues	Schedule 09	41	\$71,547
Discipline	Schedule 12	0	\$0
Special Education/Learning Disabilities	Schedule 13	1	\$100
Access to Education	Schedule 14	1	\$326
Vocational Education	Schedule 15	0	\$0
Student Financial Aid	Schedule 16	1	\$654
Other Education	Schedule 19	2	\$630
Employment Discrimination	Schedule 21	9	\$2,986
Wage Claims and Fair Labor Standards	Schedule 22	13	\$9,190
Earned Income Tax Credit	Schedule 23	0	\$0
Tax Issues	Schedule 24	0	\$0

MARYLAND LEGAL AID
Social Return on Investment Analysis Impact Map for 2023

Description	(see Valuation Detail Book)	Number of Matters	GROSS Direct Economic Impact
Employment Rights	Schedule 25	9	\$3,490
Agricultural Workers Issues	Schedule 26	0	\$0
Other Employment Issues	Schedule 29	14	\$20,384
Adoption	Schedule 30	2	\$726
Custody and Visitation	Schedule 31	1,690	\$4,874,133
Divorce/Separation/Annulment	Schedule 32	831	\$2,679,619
Adult Conservatorship	Schedule 33	69	\$372,640
Name Change	Schedule 34	2	\$256
Parental Rights Termination	Schedule 35	1	\$404
Paternity	Schedule 36	17	\$12,252
Domestic Abuse	Schedule 37	261	\$686,910
Support	Schedule 38	286	\$220,823
Other Family Issues	Schedule 39	57	\$142,681
Delinquent Juvenile	Schedule 41	0	\$0
Neglected and Abused Dependents	Schedule 42	632	\$8,116,354
Emancipation	Schedule 43	0	\$0
Minor Guardianship	Schedule 44	0	\$0
Other Juvenile	Schedule 49	0	\$0
Medicaid Issues	Schedule 51	56	\$178,154

MARYLAND LEGAL AID
Social Return on Investment Analysis Impact Map for 2023

Description	(see Valuation Detail Book)	Number of Matters	GROSS Direct Economic Impact
Medicare Issues	Schedule 52	15	\$63,504
Govt. Children's Health Ins. Program	Schedule 53	0	\$0
Home and Community Based Care	Schedule 54	27	\$178,946
Private Health Insurance	Schedule 55	1	\$340
Long Term Health Care Facilities	Schedule 56	117	\$442,034
State and Local Health Care	Schedule 57	64	\$128,906
Other Health Issues	Schedule 59	14	\$92,304
Federally Subsidized Housing	Schedule 61	1,879	\$4,518,077
Homeownership and Real Property	Schedule 62	107	\$704,237
Private Landlord/Tenant Issues	Schedule 63	5,109	\$7,396,709
Public Housing	Schedule 64	241	\$502,461
Mobile Homes	Schedule 65	41	\$79,185
Housing Discrimination	Schedule 66	11	\$3,208
Mortgage Foreclosures	Schedule 67	311	\$4,459,615
Mortgage Predatory Lending/Practices	Schedule 68	19	\$176,970
Other Housing Issues	Schedule 69	289	\$568,463
Temp. Assistance for Needy Families	Schedule 71	20	\$63,452
Social Security	Schedule 72	60	\$267,237
Food Stamps	Schedule 73	132	\$253,001
Social Security Disability Insurance	Schedule 74	177	\$998,823

MARYLAND LEGAL AID
Social Return on Investment Analysis Impact Map for 2023

Description	(see Valuation Detail Book)	Number of Matters	GROSS Direct Economic Impact
Supplemental Security Income	Schedule 75	243	\$1,383,282
Unemployment Compensation	Schedule 76	261	\$1,637,435
Veterans Benefits	Schedule 77	3	\$26,926
State and Local Income Maintenance	Schedule 78	4	\$2,658
Other Income Maintenance Issues	Schedule 79	24	\$50,752
Immigration and Naturalization	Schedule 81	0	\$0
Mental Health Issues	Schedule 82	2	\$1,300
Physically Disabled Rights	Schedule 84	12	\$5,906
Civil Rights	Schedule 85	1	\$62
Criminal Record Expungement	Schedule 87	1,272	\$1,074,502
Other Individual Rights	Schedule 89	45	\$50,184
Assistance for Non-Profits	Schedule 91	0	\$0
Licenses	Schedule 93	0	\$0
Wills and Estates	Schedule 95	163	\$112,482
Advance Directives/Power of Attorney	Schedule 96	68	\$80,234
Other Miscellaneous Legal Issues	Schedule 99	27	\$35,926
Govt/Court System Efficiency Savings	Schedule 101		\$1,513,600
		16,308	\$49,513,121

MARYLAND LEGAL AID
Social Return on Investment Analysis Impact Map for 2023

Description of Change	GROSS Consequential Social Value Impact
Bankruptcy & Debtor Relief	\$625,284
Collections/Repossessions/Garnishments	\$207,000
Contracts & Warranties	\$15,600
Collection Practices/Credit	\$2,118
Predatory Lending (Not Mortgage)	\$0
Loans & Installment Purchases	\$0
Public Utilities	\$8,800
Unfair Sales Practices	\$1,600
Other Consumer Finance Issues	\$17,600
Discipline	\$0
Special Education/Learning Disabilities	\$0
Access to Education	\$0
Vocational Education	\$0
Student Financial Aid	\$0
Other Education	\$0
Employment Discrimination	\$0
Wage Claims and Fair Labor Standards	\$61,200
Earned Income Tax Credit	\$0
Tax Issues	\$0

MARYLAND LEGAL AID
Social Return on Investment Analysis Impact Map for 2023

Description of Change	GROSS Consequential Social Value Impact
Employment Rights	\$0
Agricultural Workers Issues	\$0
Other Employment Issues	\$154,680
Adoption	\$0
Custody and Visitation	\$7,676,592
Divorce/Separation/Annulment	\$2,633,149
Adult Conservatorship	\$3,263,040
Name Change	\$0
Parental Rights Termination	\$0
Paternity	\$239,148
Domestic Abuse	\$1,312,725
Support	\$1,434,888
Other Family Issues	\$48,960
Delinquent Juvenile	\$0
Neglected and Abused Dependents	\$46,133,851
Emancipation	\$0
Minor Guardianship	\$0
Other Juvenile	\$0
Medicaid Issues	\$489,560

MARYLAND LEGAL AID
Social Return on Investment Analysis Impact Map for 2023

Description of Change	GROSS Consequential Social Value Impact
Medicare Issues	\$86,712
Govt. Children's Health Ins. Program	\$0
Home and Community Based Care	\$550,320
Private Health Insurance	\$0
Long Term Health Care Facilities	\$12,736,080
State and Local Health Care	\$230,242
Other Health Issues	\$36,354
Federally Subsidized Housing	\$18,515,130
Homeownership and Real Property	\$376,695
Private Landlord/Tenant Issues	\$25,489,695
Public Housing	\$810,465
Mobile Homes	\$388,110
Housing Discrimination	\$0
Mortgage Foreclosures	\$3,096,960
Mortgage Predatory Lending/Practices	\$149,330
Other Housing Issues	\$639,240
Temp. Assistance for Needy Families	\$69,480
Social Security	\$0
Food Stamps	\$303,336
Social Security Disability Insurance	\$1,550,472

MARYLAND LEGAL AID
Social Return on Investment Analysis Impact Map for 2023

Description of Change	GROSS Consequential Social Value Impact
Social Security Insurance	\$8,031,600
Unemployment Compensation	\$1,301,300
Veterans Benefits	\$87,005
State and Local Income Maintenance	\$0
Other Income Maintenance Issues	\$14,940
Immigration and Naturalization	\$0
Mental Health Issues	\$0
Physically Disabled Rights	\$3,000
Civil Rights	\$0
Criminal Record Expungement	\$21,696,708
Other Individual Rights	\$0
Assistance for Non-Profits	\$0
Licenses	\$0
Wills and Estates	\$87,000
Advance Directives/Power of Attorney	\$42,000
Other Miscellaneous Legal Issues	\$0
Court System Efficiency Cost Savings	NA
	\$160,617,969
	\$210,131,089

MARYLAND LEGAL AID
Social Return on Investment Analysis Impact Map for 2023

VALUATION NEGATIVE IMPACTS

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

MARYLAND LEGAL AID
Social Return on Investment Analysis Impact Map for 2023

VALUATION NEGATIVE IMPACTS

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

MARYLAND LEGAL AID
Social Return on Investment Analysis Impact Map for 2023

VALUATION NEGATIVE IMPACTS

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

MARYLAND LEGAL AID
Social Return on Investment Analysis Impact Map for 2023

VALUATION NEGATIVE IMPACTS

Description of Change	Deadweight %	Attribution %	Drop-off %
Social Security Insurance	0%	0%	0%
Unemployment Compensation	0%	0%	5%
Veterans Benefits	0%	0%	0%
State and Local Income Maintenance	0%	0%	0%
Other Income Maintenance Issues	0%	0%	0%
Immigration and Naturalization	0%	0%	0%
Mental Health Issues	0%	0%	0%
Physically Disabled Rights	0%	0%	0%
Civil Rights	0%	0%	10%
Criminal Record Expungement	0%	0%	0%
Other Individual Rights	0%	0%	0%
Assistance for Non-Profits	0%	0%	0%
Licenses	0%	0%	0%
Wills and Estates	0%	0%	0%
Advance Directives/Power of Attorney	0%	0%	0%
Other Miscellaneous Legal Issues	0%	0%	0%
Court System Efficiency Cost Savings	0%	0%	0%

MARYLAND LEGAL AID
Social Return on Investment Analysis Impact Map for 2023

Description of Change	NET DIRECT IMPACT	NET CONSEQUENTIAL IMPACT	TOTAL NET IMPACT
Bankruptcy & Debtor Relief	\$2,193,784	\$625,284	\$2,819,068
Collections/Repossessions/Garnishments	\$2,800,380	\$196,650	\$2,997,030
Contracts & Warranties	\$161,205	\$14,040	\$175,245
Collection Practices/Credit	\$64,692	\$2,118	\$66,810
Predatory Lending (Not Mortgage)	\$492	\$0	\$492
Loans & Installment Purchases	\$1,744	\$0	\$1,744
Public Utilities	\$12,494	\$8,800	\$21,294
Unfair Sales Practices	\$11,350	\$1,280	\$12,630
Other Consumer Finance Issues	\$71,547	\$16,720	\$88,267
Discipline	\$0	\$0	\$0
Special Education/Learning Disabilities	\$100	\$0	\$100
Access to Education	\$326	\$0	\$326
Vocational Education	\$0	\$0	\$0
Student Financial Aid	\$654	\$0	\$654
Other Education	\$630	\$0	\$630
Employment Discrimination	\$2,986	\$0	\$2,986
Wage Claims and Fair Labor Standards	\$9,190	\$55,080	\$64,270
Earned Income Tax Credit	\$0	\$0	\$0
Tax Issues	\$0	\$0	\$0

MARYLAND LEGAL AID
Social Return on Investment Analysis Impact Map for 2023

Description of Change	NET DIRECT IMPACT	NET CONSEQUENTIAL IMPACT	TOTAL NET IMPACT
Employment Rights	\$3,490	\$0	\$3,490
Agricultural Workers Issues	\$0	\$0	\$0
Other Employment Issues	\$20,384	\$0	\$20,384
Adoption	\$726	\$0	\$726
Custody and Visitation	\$4,874,133	\$6,908,933	\$11,783,066
Divorce/Separation/Annulment	\$2,679,619	\$2,369,834	\$5,049,453
Adult Conservatorship	\$372,640	\$3,099,888	\$3,472,528
Name Change	\$256	\$0	\$256
Parental Rights Termination	\$404	\$0	\$404
Paternity	\$12,252	\$143,489	\$155,741
Domestic Abuse	\$686,910	\$787,635	\$1,474,545
Support	\$220,823	\$860,933	\$1,081,756
Other Family Issues	\$142,681	\$48,960	\$191,641
Delinquent Juvenile	\$0	\$0	\$0
Neglected and Abused Dependents	\$8,116,354	\$41,520,466	\$49,636,820
Emancipation	\$0	\$0	\$0
Minor Guardianship	\$0	\$0	\$0
Other Juvenile	\$0	\$0	\$0
Medicaid Issues	\$178,154	\$489,560	\$667,714

MARYLAND LEGAL AID
Social Return on Investment Analysis Impact Map for 2023

Description of Change	NET DIRECT IMPACT	NET CONSEQUENTIAL IMPACT	TOTAL NET IMPACT
Medicare Issues	\$63,504	\$86,712	\$150,216
Govt. Children's Health Ins. Program	\$0	\$0	\$0
Home and Community Based Care	\$178,946	\$495,288	\$674,234
Private Health Insurance	\$340	\$0	\$340
Long Term Health Care Facilities	\$442,034	\$10,188,864	\$10,630,898
State and Local Health Care	\$128,906	\$207,218	\$336,124
Other Health Issues	\$92,304	\$32,719	\$125,023
Federally Subsidized Housing	\$4,518,077	\$18,515,130	\$23,033,207
Homeownership and Real Property	\$704,237	\$339,026	\$1,043,263
Private Landlord/Tenant Issues	\$7,396,709	\$22,940,726	\$30,337,435
Public Housing	\$502,461	\$810,465	\$1,312,926
Mobile Homes	\$79,185	\$349,299	\$428,484
Housing Discrimination	\$3,208	\$0	\$3,208
Mortgage Foreclosures	\$4,459,615	\$3,096,960	\$7,556,575
Mortgage Predatory Lending/Practices	\$176,970	\$149,330	\$326,300
Other Housing Issues	\$568,463	\$639,240	\$1,207,703
Temp. Assistance for Needy Families	\$63,452	\$69,480	\$132,932
Social Security	\$267,237	\$0	\$267,237
Food Stamps	\$253,001	\$303,336	\$556,337
Social Security Disability Insurance	\$998,823	\$1,550,472	\$2,549,295

MARYLAND LEGAL AID
Social Return on Investment Analysis Impact Map for 2023

Description of Change	NET DIRECT IMPACT	NET CONSEQUENTIAL IMPACT	TOTAL NET IMPACT
Supplemental Security Income	\$1,383,282	\$8,031,600	\$9,414,882
Unemployment Compensation	\$1,637,435	\$1,236,235	\$2,873,670
Veterans Benefits	\$26,926	\$87,005	\$113,931
State and Local Income Maintenance	\$2,658	\$0	\$2,658
Other Income Maintenance Issues	\$50,752	\$14,940	\$65,692
Immigration and Naturalization	\$0	\$0	\$0
Mental Health Issues	\$1,300	\$0	\$1,300
Physically Disabled Rights	\$5,906	\$3,000	\$8,906
Civil Rights	\$62	\$0	\$62
Criminal Record Expungement	\$1,074,502	\$21,696,708	\$22,771,210
Other Individual Rights	\$50,184	\$0	\$50,184
Assistance for Non-Profits	\$0	\$0	\$0
Licenses	\$0	\$0	\$0
Wills and Estates	\$112,482	\$87,000	\$199,482
Advance Directives/Power of Attorney	\$80,234	\$42,000	\$122,234
Other Miscellaneous Legal Issues	\$35,926	\$0	\$35,926
Govt/Court System Efficiency Savings	\$1,513,600	\$0	\$1,513,600
TOTAL NET FISCAL IMPACTS	\$49,513,121	\$148,122,420	\$197,635,541
TOTAL OPERATING FUNDING FOR 2023			\$32,026,638

MARYLAND LEGAL AID
Social Return on Investment Analysis Impact Map for 2023

Description of Change	NET DIRECT IMPACT	NET CONSEQUENTIAL IMPACT	TOTAL NET IMPACT
TOTAL SOCIAL RETURN ON INVESTMENT FOR THE YEAR ENDED DECEMBER 31, 2023			617%



COMMUNITY SERVICES ANALYSIS LLC

The Economic Impact and Social Return on Investment from the services provided by Maryland Legal Aid

Overview

The State of Maryland 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 Maryland Legal Aid 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 Maryland Legal Aid civil legal aid provider organization during 2023.

February 9, 2024

A handwritten signature in dark ink, appearing to read 'John Byrnes', is positioned above the printed name.

John Byrnes
Principal
Community Service Analysis, LLC