

2009 by the Numbers

AGENCY OPERATIONS*

\$504,397.05

TOTAL

- Direct Services 84% \$421,625.26
- Administration 13% 65,704.10
- Fundraising 3% 17,067.69

* based on unaudited, budgeted funds for 2009

PROGRAM SERVICES SNAPSHOT

5,598

ATTENDEES AT
84 EVENING ADVICE/
INTAKE CLINICS

127

CLIENTS ASSISTED
THROUGH PRO SE
PROCESS

\$5,058,086

CASE OUTCOMES FOR CLIENTS
BENEFITTING 4,415 TOTAL PERSONS,
INCLUDING FAMILY MEMBERS
OF PRIMARY APPLICANTS

1,726

CASES OPENED

1,258

CASES REFERRED
TO AN ATTORNEY

\$3,359,720

VALUE OF ATTORNEY TIME

2,534

TOTAL CASES CLOSED IN 2009 INCLUDING CASES OPENED IN PREVIOUS YEARS

- Family 35%
- Consumer 21%
- Housing 13%
- Wills/Estates 8%
- Torts 6%
- Employment 6%
- Individual Rights 4%
- Income Maintenance 3%
- Miscellaneous 4%

CLIENT DEMOGRAPHICS

18%

CLIENTS WITH
A DISABILITY

84%

CLIENTS WHO EARN LESS THAN 125% OF THE FEDERAL POVERTY LEVEL
(\$27,563 FOR A FAMILY OF FOUR) MANY EARN MUCH LESS THAN THIS.
THOUGH ARE CLIENTS ARE DIVERSE, THEY ARE UNITED BY POVERTY.



AGE RANGE*

- 18-59 87%
- 60+ 11%
- Under 18 1%
- Unreported 1%



GENDER

- Female 63%
- Male 36%
- Transgender 1%



ETHNICITY

- Hispanic 45%
- White 27%
- Black 22%
- Other 6%

I never thought I could get relief from the ugly, rude harassment calls from the creditors, but with God's help and his sending me his own special angel, my attorney, I can go to sleep at night.

69 YEAR OLD WOMAN WHO RECEIVED
HELP FILING FOR BANKRUPTCY.

*Please Note: These figures are based on the primary client, only, and do not include benefiting family members. Therefore, many more children benefit from our services than this graphic reveals.