

# Consumer Group Snapshot

## Persons with Legal Issues

Consumer Category:  
**Special Needs**



February 2007

<b>CONSUMER GROUP: Persons with legal issues</b>	
<b>THE CONSUMERS</b>	See Attachment 1: Family of Services & Attachment 2: Consumer Matrix
<i>Stage One: At Risk</i> (Estimated Number/ Percent County Population)	<p>Total Cuyahoga County population per U.S. Census 2000: 1,393,978</p> <p>In Cuyahoga County in 2000, 147,008 individuals 18 and older were estimated to be living at less than 125 percent of poverty which is the eligibility level for federal government funded legal services.<sup>1</sup> This was 10.5 percent of total county population in 2000. In 2000, this amounted to \$21,312 for a family of four; in 2007, \$25,813.</p>
<i>Stage Two: In Crisis</i> (Estimated Number/ Percent County Population)	<p>Per an American Bar Association study conducted in 1992, 47 percent of low income households will have a legal need during a year.<sup>2</sup> Applying this figure to Cuyahoga County results in approximately 69,000 low-income individuals (those with incomes under 125 percent of poverty) estimated to have a legal need each year. This is 4.9 percent of total county population in 2000.</p> <p>According to the same American Bar Association study, categories of needs reported most often were personal finances and consumer issues (13 percent of low income individuals reporting a legal need in this area or approximately 19,000 individuals in Cuyahoga County) and matters pertaining to housing and real property (also 13 percent of low income individuals reporting a legal need in this area, or approximately 19,000 in Cuyahoga County).<sup>3</sup> Each of these is 1.4 percent of the total county population in 2000.</p> <p>In Cuyahoga County in 2004, there were 19,638 evictions.<sup>4</sup> In Cuyahoga County in 2005, there were 10,935 foreclosures.<sup>5</sup></p>
<i>Stage Three: Recently Stabilized</i> (Estimated Number/Percent County Population)	Those whose legal issues have been resolved with assistance from the community safety net.
Age by Generation	Crosses generations
Risk Factors	<p>Causes and risk factors for needing legal services according to the National Legal Aid and Defender Society (2004):<sup>6</sup></p> <ul style="list-style-type: none"> <li>• Being indigent;</li> <li>• Housing instability;</li> <li>• Lack of financial planning skills and financial insecurity;</li> <li>• Victim of domestic violence;</li> <li>• Grandparents as caregiver;</li> </ul>

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	<ul style="list-style-type: none"> <li>• Being vulnerable to predatory lending (often targeting elderly or unsophisticated consumers);</li> <li>• Having a mental illness; and</li> <li>• Receiving public assistance.</li> </ul>
Historic Trend Line	Number of persons <125 percent of poverty in Cuyahoga County per U.S. Census: <sup>7</sup> 1990: 242,585 2000: 231,842 2004: 230,065
Influencing Factors Underlying Historic Trend Line (+/-)	The decrease in the number of persons <125 percent of poverty in the 1990s is attributed to the strength of the nation's, state's, and region's economy. <sup>8</sup> Some also results from population decreases.
Life Trajectory	Prevention and early intervention on legal issues ⇒ Attempt at resolution through mediation or legal action ⇒ Individual's legal issues are resolved ⇒ Move toward economic self sufficiency for individuals for whom it is appropriate
Consumer Impact Strategy	Enable individuals without economic cushions, and whose basic needs for shelter, family security, and access to services have been compromised, of their lawful rights to have resolution in a formalized setting.
Future Projection	Substantial increases or decreases in Cuyahoga County's and the City of Cleveland's poverty rate are not anticipated as the high poverty rate is the result of 30 years of decline from complex causes. <sup>9</sup>
<b>THE SAFETY NET:</b> Which of the 80 safety net core services are needed to empower consumers to positively alter their life trajectory?	Note that the following can be the focus of legal services: general civil legal support for low income persons; legal services in conjunction with other services such as health care, employment services, homeless services, and alternative sentencing strategies; personal finance, consumer law, housing and landlord/tenant law; criminal law; and family law. Some legal intermediary organizations use a model where the legal service is supporting a particular outcome such as long term employment or access to health care.
<i>Stage One:</i> At Risk	<b>Primary Service</b> <ul style="list-style-type: none"> <li>• General Legal Aid</li> <li>• Mediation</li> </ul> <b>Supportive Services</b> <ul style="list-style-type: none"> <li>• Landlord/Tenant Assistance</li> </ul>
<i>Stage Two:</i> In Crisis	<b>Primary Services</b> <ul style="list-style-type: none"> <li>• General Legal Aid</li> </ul>

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	<ul style="list-style-type: none"> <li>• Mediation</li> </ul> <p><b>Supportive Services</b></p> <ul style="list-style-type: none"> <li>• Adult Protective Services (Note that this only includes guardianships for mentally incompetent adults who are indigent, not the full range of adult protective services.)</li> <li>• Landlord/Tenant Assistance</li> </ul>
<i>Stage Three: Stabilized</i>	Legal issues addressed adequately.
Intended or Unintended Philosophy Underlying Service Delivery (i.e., assumptions about what will work)	<ul style="list-style-type: none"> <li>• <i>Historical philosophy:</i> Legal aid was viewed as a form of charity provided on a case-by-case basis with no effort to address the fundamental problems of poor people (National Legal Aid and Defender Society, 2004).<sup>10</sup></li> <li>• <i>Current philosophy:</i> Beginning in early 1960, a new model of <i>legal services</i> (as opposed to legal aid) emerged with programs located in multi-service centers, and legal services should be considered a component of the anti-poverty effort. Services should not be limited to criminal defense but should address all areas of the law. Poor people and organizations that represented them should be supported to advocate in front of the Supreme Court, administrative agencies, legislative bodies, and lower courts in order to improve conditions in such areas as income, housing, employment, working conditions, and education. Advocacy for change of laws and policies affecting poor people is also an important component of this philosophy (National Legal Aid and Defender Society, 2004).<sup>11</sup> As the American Bar Association summarizes, the goal of providing legal services is to accomplish “meaningful and lasting results” through resolving individual legal problems of clients, improving laws and practices that affect low income persons, and assisting low income individuals in becoming economically self-sufficient (American Bar Association, 2005).<sup>12</sup></li> <li>• Mediation is increasingly being viewed as the preferred first step in resolving family and housing disputes; however, in reality, few legal problems are actually resolved through mediation.</li> <li>• Current philosophy regarding guardianship is that it should be the last resort if another less restrictive legal status cannot be sustained in assisting low income individuals with compromised decision making capabilities.</li> </ul>
What Works	<ul style="list-style-type: none"> <li>• For all legal needs, early intervention and prevention before an issue needs to be taken to the courts.</li> <li>• Mediators that reflect the diversity of the community.<sup>13</sup></li> <li>• The results of the first randomized experimental evaluation of a legal assistance program for low-income</li> </ul>

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	<p>tenants in New York City's Housing Court demonstrate that the provision of legal counsel produces large differences in outcomes for low-income tenants in housing court, independent of the merits of the case. For example, only 22 percent of represented tenants had final judgments against them, compared with 51 percent of tenants without legal representation. Similarly large advantages for tenants with an attorney also were found in eviction orders and stipulations requiring the landlord to provide rent abatements or repairs. In addition, the results suggest that a program of legal assistance for low-income tenants would not increase significantly the number of appearances in court, although it would increase the number of days to final judgment. The program may enhance the efficiency of adjudication by reducing the number of motions filed, particularly post-judgment motions.<sup>14</sup></p>																		
<p>What Doesn't Work</p>	<ul style="list-style-type: none"> <li>• For mediation services: requiring mediation to be mandatory. Mediation by its very nature is a willingness of both parties to enter into mediation collaboratively.</li> <li>• For adult guardianship: not first utilizing other less restrictive arrangements before having an adult take an appointed guardian.</li> <li>• For legal services: not recognizing that system change can be an essential component to securing justice for low-income individuals.</li> </ul>																		
<p>Community-wide Strategies to Impact Life Trajectories</p>	<p>Allow low-income individuals and groups to have access to legal pathways to secure justice and to support efforts at self-sufficiency.</p>																		
<p>First Call for Help</p>	<p>Between 2000 and 2004, there were 2,892 requests for services for persons with legal issues. Of these, 49 (2 percent) were unmet, meaning that there was no agency to which to refer callers. See Attachment 3: First Call for Help for more detail.</p>																		
<p><b>RESOURCES</b></p>																			
<p>Identified Resources 2003-04</p>	<table border="1" data-bbox="892 1112 1669 1356"> <thead> <tr> <th colspan="3">Identified Legal Needs Revenues</th> </tr> <tr> <th colspan="3">As of 5/11/06</th> </tr> <tr> <th></th> <th>Community</th> <th>UW*</th> </tr> </thead> <tbody> <tr> <td>General Legal Aid</td> <td>\$5,300,108</td> <td>\$132,361</td> </tr> <tr> <td>Mediation</td> <td>\$357,478</td> <td>\$16,871</td> </tr> <tr> <td><b>Total</b></td> <td><b>\$5,657,586</b></td> <td><b>\$149,232</b></td> </tr> </tbody> </table> <p>* UW revenues are included in community totals.</p> <p>NOTE: This does not include all monies for this consumer group. See Attachment 4 for details and Attachment 5 for a Revenue Checklist.</p>	Identified Legal Needs Revenues			As of 5/11/06				Community	UW*	General Legal Aid	\$5,300,108	\$132,361	Mediation	\$357,478	\$16,871	<b>Total</b>	<b>\$5,657,586</b>	<b>\$149,232</b>
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Government Resource Trend Line	Increasing funding for adult protective services, mediation, and legal assistance.
Future Direction of Government Funding	<p>There is no reserved source of federal funding for mediation. While there has been little funding for mediation programs over the years, the one reported funder, the Cuyahoga County Department of Justice Affairs, has increased its funding levels. Between calendar years 2002 and 2004, Justice Affairs funding for mediation programs in Cuyahoga County has increased from \$154,143 to \$321,107. Overall government funding between calendar years 2002 and 2004 has increased in Cuyahoga County from \$172,643 to \$340,607.</p> <p>According to a Legal Services Corporation study conducted in 2005, 50 percent of people eligible for legal services in America are turned away because of lack of funding. The primary source of funding for civil legal aid in Ohio is the Ohio Legal Aid Fund (OLAF). The Ohio Legal Assistance Foundation administers this fund, which consists of interest proceeds from Interest on Lawyers' Trust Accounts (IOLTA) and Interest on Trust Accounts (IOTA) and from a filing fee surcharge on civil cases filed in municipal, county, and common pleas courts (Ohio Legal Assistance Foundation, n.d.).<sup>15</sup> Total funding from these two state sources has increased from \$13.9 million in 2000 to \$20.3 million in 2005, due to rate increases for the trust accounts and an increase in the filing fees. Additionally, legal aid providers receive federal funding from the Legal Services Corporation. Federal funding from the Legal Services Corp. (as appropriated by Congress) decreased from \$11 million in 2000 to \$10 million in 2005 (Ohio Legal Aid Fund, 2006).<sup>16</sup> The Legal Aid Society of Cleveland relies heavily on this state and federal funding; about half of its \$5.5 million annual budget comes from OLAF and another 40 percent from the Legal Services Corporation. Given the political climate for funding for social services at the federal level, funding is expected to remain stagnant or decrease.</p>
Return on Investment	<p>Legal adult guardianship services shield individuals who are at risk of physical, emotional, or financial abuse either from themselves or from others, and ensure that they receive the appropriate care and services they need. Additionally, in situations where directives on medical care are needed, decisions that often cannot be made by a medical facility or medical practitioner alone can be made, and consent given, so that an individual will receive medical care. In addition to protecting the dignity of the vulnerable elderly, adult guardianship focused on indigent clients also benefits society by allowing individuals to be linked with appropriate services that may then permit less restrictive care and less cost to public systems.</p> <p>Per Heeden (2004):<sup>17</sup> "Studies have shown mediation to be a cost saving for both consumers and society by reducing utilization of the court system. For example, in fiscal year 2001 the Juvenile and Domestic Relations courts of Virginia adjudicated 56,575 cases. The cost to the state was \$47,709,118 or \$843 per case. During the same year, the number of cases that were mediated totaled 6,649 at a cost of \$120.75 per case."<sup>18</sup> Mediation also is a more appropriate process for resolving some problems, and is an alternative to the</p>

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adversarial litigation process. In the state of Michigan, which has a strong mediation program, parties mediating disputes typically reach agreements in 8 out of 10 cases; and the same percentage keep their agreements. These resolution rates demonstrate that the collaborative environment is an effective alternative to the adversarial courtroom environment.”

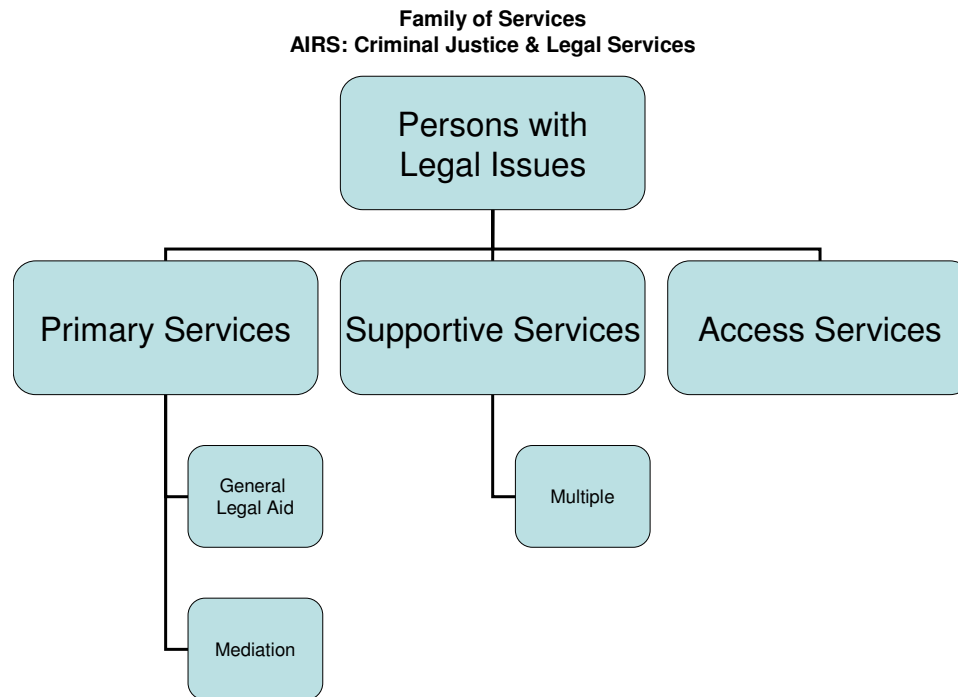
Per the Minnesota State Bar Association (2003):<sup>19</sup> “When mediation does not work, legal services in the court can be used to ensure justice. Legal needs of low income individuals often arise out of everyday problems that would be less of a burden for individuals with a greater economic cushion -- matters relating to family law, housing, employment, government benefits or consumer problems, according to the Legal Services Corporation (LSC). By ensuring, for example, that individuals are not deprived of services for which they are entitled, more extreme outcomes can be avoided. In Minnesota, for example, legal aid to low income individuals secured \$4 million in new child support orders, \$5 million in new federal disability benefits, and almost \$4 million in shelter costs by preventing families from being evicted or foreclosed. Additionally, legal services stabilize families in crisis, prevent abuse, prevent deprivation of basic needs, and school instability, thereby reducing risk factors for producing violent crime.”

For domestic violence victims, Farmer and Tiefenthaler (2003) found that one of the three important factors that likely contributed to the decline of domestic violence during the 1990s was the increased provision of legal services for victims of intimate partner abuse.<sup>20</sup>



# ATTACHMENTS

## Attachment 1: Family of Services



**Attachment 2: Consumer Matrix**

CORE SERVICES	SUB-CONSUMER GROUPS	ESTIMATED PERSONS IN NEED			ESTIMATED UNIVERSE OF POSSIBLE CONSUMERS		
		Description	Number	% of Total Population Families Households	Description	Number	% of Total Population Families Households
General Legal Aid	Persons 18 or older below 125 percent federal poverty level in Cuyahoga County who are considered to be in need of legal services.	An American Bar Association Study (1994) estimates that 47 percent of the low income population has a legal issue in a given year. This was applied to the Census figure for persons 18+ under 125 percent of poverty.	69,094	5.0% Population	A conservative estimated universe of possible consumers for general legal aid programs is 37,550 persons 18+. This is based on applying the result of LSC's research (2005) that conservatively less than one in five – 20 percent – of those requiring civil legal assistance actually request it. (7,510 [realized access] x 5 = 37,550)	37,550	2.7% Population
Mediation	Persons 18 years or older whose income level is below 125 percent of poverty, which is the eligibility level for legal aid services, including many government funded Mediation programs.	U.S. Census 2000, SF4 (PCT 144)	147,008	10.5% Population	Because of the diversity of mediation services, it is not possible to obtain an estimated number of possible consumers.	N/A	N/A

### Attachment 3: First Call for Help

Persons with legal issues											
CORE SERVICES	TOTAL REQUESTS					%Change*	MET				
	2000	2001	2002	2003	2004		00&04	2000	2001	2002	2003
General Legal Aid	316	419	533	546	535	69%	314	413	530	538	523
Mediation	48	108	108	190	89	85%	47	108	107	177	86
<b>Total</b>	<b>364</b>	<b>527</b>	<b>641</b>	<b>736</b>	<b>624</b>	<b>71%</b>	<b>361</b>	<b>521</b>	<b>637</b>	<b>715</b>	<b>609</b>

Persons with legal issues									
CORE SERVICES	UNMET					TOTALS 00-04			%
	2000	2001	2002	2003	2004	Req.	Met	Unm.	
General Legal Aid	2	6	3	8	12	2,349	2,318	31	1%
Mediation	1	0	1	13	3	543	525	18	3%
<b>Total</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>21</b>	<b>15</b>	<b>2,892</b>	<b>2,843</b>	<b>49</b>	<b>2%</b>

**Attachment 4: Revenue Tables**

<b>General Legal Aid</b>					
<b>Revenues as of May 11, 2006</b>					
<b>Funder</b>	<b>Period</b>	<b>A</b>		<b>B</b>	
		<b>Identifiable Total Dollars Countywide</b>		<b>Total Dollars UW-Funded Agencies (Actual FY2004)</b>	
		<b>Amount</b>	<b>% of Total (A)</b>	<b>Amount</b>	<b>% of Total (B)</b>
<b>Total - Contributions and dues (less UW designations)</b>			<b>0.00%</b>	<b>4,053</b>	<b>0.11%</b>
Bruening Foundation, Eva L. and Joseph M.		130,000			
Cleveland Foundation, The		28,000			
Deaconess Community Foundation		10,000			
Gund Foundation, The George		15,000			
Murphy Foundation, The John P		5,000			
Wean Foundation, The Raymond John		12,500			
Other Private Foundations - Not Elsewhere Classified				26,975	
<b>Total - Foundations &amp; Trusts</b>		<b>200,500</b>	<b>3.78%</b>	<b>26,975</b>	<b>0.71%</b>
Legal Services Commission	2004	1,994,832		1,517,889	
Other Federal Funders - Not Elsewhere Classified				62,000	
<b>Subtotal Federal Government</b>		<b>1,994,832</b>	<b>37.64%</b>	<b>1,579,889</b>	<b>41.73%</b>
Ohio Legal Assistance Foundation	2004	2,518,219		1,948,408	
<b>Subtotal State of Ohio</b>		<b>2,518,219</b>	<b>47.51%</b>	<b>1,948,408</b>	<b>51.47%</b>
Western Reserve Area Agency on Aging (WRAAA)	2004	84,244		90,197	
<b>Subtotal Regional Funding Sources</b>		<b>84,244</b>	<b>1.59%</b>	<b>90,197</b>	<b>2.38%</b>
All Other Funding - Not Elsewhere Classified		369,952			
<b>Subtotal Other Govt Funding Sources</b>		<b>369,952</b>	<b>6.98%</b>	<b>0</b>	<b>0.00%</b>
<b>Total - Contracts/grants from government organizations</b>		<b>4,967,247</b>	<b>93.72%</b>	<b>3,618,494</b>	<b>95.58%</b>
<b>Total - All Other Revenue</b>			<b>0.00%</b>	<b>4,000</b>	<b>0.11%</b>
<b>Subtotal Non - UWGrCle Support</b>		<b>5,167,747</b>	<b>97.50%</b>	<b>3,653,522</b>	<b>96.50%</b>
<b>Total - UWGrCle designations applied to program</b>		<b>16,000</b>	<b>0.30%</b>	<b>16,000</b>	<b>0.42%</b>
<b>Total - UWGrCle investment committee allocation</b>		<b>116,361</b>	<b>2.20%</b>	<b>116,361</b>	<b>3.07%</b>
<b>Subtotal UWGrCle Support - 4001, 4701 &amp; 4703</b>		<b>132,361</b>	<b>2.50%</b>	<b>132,361</b>	<b>3.50%</b>
<b>Total Support/Revenue</b>		<b>5,300,108</b>	<b>100%</b>	<b>3,785,883</b>	<b>100%</b>

Attachment 4: Revenue Tables (continued)

<b>Mediation</b>					
<b>Revenues as of May 11, 2006</b>					
<b>Funder</b>	<b>Period</b>	<b>A</b>		<b>B</b>	
		<b>Identifiable Total Dollars Countywide</b>		<b>Total Dollars UW-Funded Agencies (Actual FY2004)</b>	
		<b>Amount</b>	<b>% of Total (A)</b>	<b>Amount</b>	<b>% of Total (B)</b>
Saint Ann Foundation				25,000	
Other Private Foundations - Not Elsewhere Classified				28,000	
<b>Total - Foundations &amp; Trusts</b>		<b>0</b>	<b>0.00%</b>	<b>53,000</b>	<b>27.18%</b>
Department of Development (includes CSBG)				45,000	
<b>Subtotal State of Ohio</b>		<b>0</b>	<b>0.00%</b>	<b>45,000</b>	<b>23.08%</b>
Department of Senior and Adult Services				60,625	
Justice Affairs	2004	321,107			
<b>Subtotal Cuyahoga County Funding Sources</b>		<b>321,107</b>	<b>89.83%</b>	<b>60,625</b>	<b>31.09%</b>
Community Development Block Grant	2004	19,500		19,500	
<b>Subtotal City of Cleveland Funding Sources</b>		<b>19,500</b>	<b>5.45%</b>	<b>19,500</b>	<b>10.00%</b>
<b>Total - Contracts/grants from government organizations</b>		<b>340,607</b>	<b>95.28%</b>	<b>125,125</b>	<b>64.17%</b>
<b>Subtotal Non - UWGrCle Support</b>		<b>340,607</b>	<b>95.28%</b>	<b>178,125</b>	<b>91.35%</b>
<b>Total - UWGrCle investment committee allocation</b>		<b>16,871</b>	<b>4.72%</b>	<b>16,871</b>	<b>8.65%</b>
<b>Subtotal UWGrCle Support - 4001, 4701 &amp; 4703</b>		<b>16,871</b>	<b>4.72%</b>	<b>16,871</b>	<b>8.65%</b>
<b>Total Support/Revenue</b>		<b>357,478</b>	<b>100%</b>	<b>194,996</b>	<b>100%</b>

Attachment 5: Revenue Checklist

Persons with legal issues						
Category	Administrator of Funding	General Legal Adv	Mediation			
Private Foundation	Bruening Foundation, Eva L. and Joseph M.	✓				
Private Foundation	Cleveland Foundation, The	✓				
Private Foundation	Deaconess Community Foundation	✓				
Private Foundation	Gund Foundation, The George	✓				
Private Foundation	Murphy Foundation, The John P	✓				
Private Foundation	Wean Foundation, The Raymond John	✓				
Federal Government	Legal Services Commission	✓				
State of Ohio	Legal Assistance Foundation	✓				
Regional	Western Reserve Area Agency on Aging (WRAAA)	✓				
Cuyahoga County	Department of Justice Affairs		✓			
City of Cleveland	Department of Community Development		✓			
Other Govt	All Other Funding - Not Elsewhere Classified	✓				
United Way Greater Cleve	United Way of Greater Cleveland investment committee allocation	✓	✓			
<p>✓ = Revenue was identified specifically for this core service and the amount allocated in Cuyahoga County appears in the revenue table of the core service report.</p> <p>x = Revenue was identified from these sources, but no dollar amount is available because either it was not possible to obtain data for Cuyahoga County alone, or it was not possible to obtain data specifically for this core service because funding covers multiple core services.</p>						

**NOTES**

- 1 U.S. Census 1990, STF 1 (P11); 2000, SF3 (P8), SF3 (PCT 144); 2005-2015, Ohio Department of Development, (July, 2003). Note: 2005-2015 Poverty Status derived using 2000 rates of known poverty status.
- 2 American Bar Association. (1994). Legal needs and civil justice: A survey of Americans, major findings from the comprehensive legal needs study. Retrieved April 10, 2006 from <http://www.abanet.org/legalservices/downloads/sclaid/legalneedstudy.pdf>
- 3 Ibid.
- 4 Northeastern Ohio Coalition for the Homeless. (2005). Evictions in Cuyahoga County in 2004. Retrieved from <http://www.neoch.org/> on January 25, 2005.
- 5 Policy Matters Ohio. (2006). Cuyahoga County Foreclosure Filings, 1995-2005. Retrieved April 10, 2006 from [http://www.policymattersohio.org/foreclosures\\_1995-2005/Cuyahoga.htm](http://www.policymattersohio.org/foreclosures_1995-2005/Cuyahoga.htm)
- 6 National Legal Aid and Defender Society. (2004). History of Civil Legal Aid. Retrieved April 10, 2006 from [http://www.atjsupport.org/About/About\\_HistoryCivil](http://www.atjsupport.org/About/About_HistoryCivil).
- 7 U.S. Census Bureau. (n.d.). 1990, 2000 U.S. Census; 2004 American Community Survey
- 8 Nelson, Lisa. (2002). Trends in poverty for families and children. Center for Urban Poverty and Social Change, Mandel School of Applied Social Sciences, Case Western Reserve University. Retrieved April 13, 2006 from [http://povertycenter.cwru.edu/urban\\_poverty/dev/pdf/btn001.pdf](http://povertycenter.cwru.edu/urban_poverty/dev/pdf/btn001.pdf).
- 9 Coulton, Claudia. (2005). Cleveland: What it means to be number one in poverty. Retrieved April 13, 2006 from [http://povertycenter.cwru.edu/urban\\_poverty/dev/research/view\\_publications.asp?id=35&context=child](http://povertycenter.cwru.edu/urban_poverty/dev/research/view_publications.asp?id=35&context=child).
- 10 National Legal Aid and Defender Society. (2004). History of civil legal aid. Retrieved April 10, 2006 from [http://www.atjsupport.org/About/About\\_HistoryCivil](http://www.atjsupport.org/About/About_HistoryCivil).
- 11 Ibid.
- 12 American Bar Association. (2005). Final Proposed Standard 2.6 on achieving lasting results for low income individuals and communities. Retrieved April 10, 2006 from <http://www.abanet.org/legalservices/sclaid/downloads/std2-6.pdf>
- 13 National Association for Community Mediation. (n.d.). NAFCM quality assurance statement. Retrieved April 13, 2006 from <http://www.nafcm.org/pg9.cfm>.
- 14 Seron, C., Van Ryz, G. and Frankel, M. (2001). The Impact of Legal Counsel on Outcomes for Poor Tenants in New York City's Housing Court: Results of a Randomized Experiment. *Law and Society Review*, 2001 35:2
- 15 Ohio Legal Assistance Foundation. (n.d.). Frequently asked questions: How is civil legal aid funded in Ohio? Retrieved April 11, 2006 from <http://www.olaf.org/faq/index.shtml#How%20is%20civil%20legal%20aid%20funded%20in%20Ohio>
- 16 Ohio Legal Aid Fund. (2006). Ohio legal services historical revenue calendar years 1976 to 2005. Retrieved April 11, 2006 from [http://www.olaf.org/aboutolaf/fundinghistory/Ohio%20Legal%20Services%20Historical%20Revenue%20Summary%20\(Updated%20February%202006\).pdf](http://www.olaf.org/aboutolaf/fundinghistory/Ohio%20Legal%20Services%20Historical%20Revenue%20Summary%20(Updated%20February%202006).pdf)
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