

Indicator Target Report Program Projections

Agency Prairie State Legal Services
Civil Legal Services (Legal Aid)

Program

| FY13 Outcome indicator targets (# and %) | FY14 Outcome Indicator Targets | FY14 Changes in Indicators |
|--|--------------------------------|----------------------------|
|--|--------------------------------|----------------------------|

**85% or more of clients
experience legal case resolution**

- 2600 people will apply and be found eligible for legal services
- 2150 clients will receive legal advice, limited service, and self-help materials

At least 600 clients will be fully served by legal advice (this means the client asked for legal advice and received legal advice)

- At least 80% of respondents to a survey sent to clients receiving legal advice or limited action will state they thought the assistance they received was at least somewhat helpful in understanding their situation better, answering their questions, or obtaining ideas on how to solve their problems on their own
 - 250 (80% of the total) households given extended representation through negotiated settlement, or court or administrative hearings will obtain the primary legal results they desired

85% of respondents to surveys sent to clients receiving extended representation will report feeling “better off” due to the representation, will feel their side of the problem was heard by the legal system, will recognize they had access to

Complete one Form for each funded program

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Report12.doc
FY2014
United Way of Rock River Valley

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