

csaco COMMUNITY SERVICES ANALYSIS LLC

**Corinne
Wolfe**
children's law center



 **UNM** SCHOOL of LAW

**THE ECONOMIC IMPACT and SOCIAL RETURN ON INVESTMENT
OF NEW MEXICO CIVIL LEGAL SERVICES ACTIVITIES
FOR LOW INCOME CHILDREN AND THEIR FAMILIES**

SUMMARY REPORT

For the Year Ended June 30, 2014

NEW MEXICO CIVIL LEGAL SERVICES PROGRAMS ECONOMIC IMPACT and SOCIAL RETURN ON INVESTMENT FOR CHILDREN AND FAMILY SERVICES

The Corinne Wolfe Children's Law Center of the University of the New Mexico School of Law has retained Community Services Analysis LLC (CSACO) to perform an Economic Impact and Social Return on Investment analysis of the long-term value of services provided by civil legal aid organizations in the State of New Mexico to children and their families and to measure the potential benefits resulting from the additional attorneys specializing in children's law issues.

In addition, the Children's Law Center also retained CSACO to perform two additional analysis efforts:

- To quantify the unmet legal needs of low-income children and their families and the reasons their legal problems are not addressed by these civil legal aid providers;
- To summarize these unmet legal needs by Judicial District within the State of New Mexico.

These projects are a follow-on to the Social Return on Investment analysis performed by CSACO for the civil legal aid organizations in New Mexico that was completed in March, 2015.

The civil legal services programs in the State of New Mexico that participated in this analysis are:

Disability Rights New Mexico

The mission of Disability Rights New Mexico (DRNM) is to protect, promote and expand the legal and civil rights of persons with disabilities. DRNM is an independent, private nonprofit agency operating federally mandated and other advocacy programs in pursuit of this mission.

DRNM provides several basic services: information and referral about services for persons with disabilities and about their legal rights; individual case advocacy services to resolve specific disability rights problems; advocacy efforts to improve service systems and to generally promote, protect and expand the rights of persons with disabilities; and training activities to increase awareness of disability rights and increase consumer empowerment.

DNA- People's Legal Services (Dine'Beina' Nahlilna Ba Agha'diit'ahii)

DNA-People's Legal Services provides free legal aid in remote portions of three states and seven Native American nations, helping thousands of low income people annually to achieve long lasting economic stability by providing access to tribal, state and federal justice systems. DNA provides legal assistance, advice and representation in U.S. and tribal courts, promotes tribal sovereignty, and offer community education programs that promote greater understanding of the law. DNA's services have helped people living in poverty use existing policies and laws to protect their property and assets, stay safe from physical, mental and financial abuse, avoid exploitation and safeguard their civil rights.

Enlace Comunitario

Enlace Comunitario is a social justice organization led by Latina immigrants in Central New Mexico. It is a non-profit community based organization that provides direct services to Spanish-speaking victims of domestic violence and advocates for the rights of Latino immigrants and their children. Their holistic approach includes counseling, legal services, community education, leadership development and organizing to impact system change.

Law Access New Mexico

Law Access New Mexico provides free telephone legal advice and referrals for low-income New Mexicans to help them solve civil legal problems.

New Mexico Legal Aid

New Mexico Legal Aid is a civil legal advocacy organization dedicated to opening the door to equal access to justice for all disenfranchised and low-income people and communities throughout New Mexico by providing outreach, training, education, and quality representation.

New Mexico Legal Aid provides legal assistance, advice and representation in U.S. and tribal courts, promotes tribal sovereignty, and offer community education programs that promote greater understanding of the law.

Pegasus Legal Services for Children

Pegasus provides civil legal services to children and youth in dire situations. Most of the clients we serve have suffered extreme hardships such as abuse and neglect. Pegasus is committed to helping them find positive, long-term solutions. We offer a unique range of services to homeless and runaway youth, teen parents, children in the abuse/neglect system, children being raised by their grandparents, and children who have been denied appropriate educational services.

Senior Citizens Law Center

Established in 1983, SCLO provides critically needed systemic advocacy and legal representation to Central New Mexico residents Sixty (60) years of age and older in order to uphold their rights, maximize their autonomy and ensure that they receive the benefits to which they are entitled. SCLO gives special priority to seniors who are economically needy, socially isolated, medically frail and institutionalized. Services are provided at SCLO's centrally located office, at senior centers and meal sites, and at the residences of homebound seniors including assisted living and nursing facilities.

United South Broadway

USBC is a non-profit community development corporation founded in 1986 to revitalize historic neighborhoods in Albuquerque. It seeks to increase the availability of safe, decent and affordable housing for low and moderate income home buyers. With the mortgage meltdown of 2007-8 the corporation expanded statewide to offer free legal help and housing counseling to New Mexico homeowners facing unfair and unnecessary foreclosures.

The New Mexico Center on Law and Poverty

The New Mexico Center on Law and Poverty is dedicated to advancing economic and social justice through education, advocacy and litigation. It works with low-income New Mexicans to improve living conditions, increase opportunities and protect the rights of people living in poverty

The data and results of the organizations that provided civil legal aid services to children and their families were included in these analysis projects. The organizations who did not provide direct services to children and their families, and whose data was not included, are:

Disability Rights New Mexico -	Their focus is on expanding the legal and civil rights of persons with disabilities. They do not provide services focus on the legal issue and needs of children.
Law Access New Mexico -	Their services are limited to providing telephone legal advice to qualifying low-income persons. Their services do not directly address the legal needs of children.
Senior Citizens Law Center -	Their services are focused on older people and do not directly address the legal needs of children.
The New Mexico Center on Law and Poverty -	Their mission is focused on strategic advocacy and education efforts and does not provide direct legal services to children.

A note on the value calculations for DNA - People's Legal Services and the other civil legal aid organizations in New Mexico:

DNA provides legal services to seven Native American nations (the largest of which is the Navajo Nation) and in many instances does not have the same long-term outcome benefit valuation structure as other civil legal aid providers. Some examples of these differences are in the areas of long-term community medical care cost savings that can result from legal aid services. These costs are not applicable in the case of DNA's legal services outcome, as the medical costs are covered by the Indian Health Service agency of the U.S. Department of Health and Human Services.

Long-term economic impacts are also significantly different in the areas of housing, community support costs, employment outcomes, and consumer protection issues.

As a result of these economic impact differences, this analysis presents separate Social Impact Value Maps and Economic Impact Valuation Schedules for DNA – People's legal Services and the consolidated results for the other civil legal aid organizations in New Mexico.

**HIGHLIGHTS OF NEW MEXICO’S LEGAL AID PROVIDERS
ECONOMIC IMPACT and SOCIAL RETURN ON INVESTMENT
ANALYSIS RESULTS FOR CHILDREN AND THEIR FAMILIES
(including both DNA and other Legal Aid organizations)**

TOTAL NUMBER OF SERVICES PROVIDED IN NEW MEXICO DURING FISCAL YEAR 2014 FOR CHILDREN AND THEIR FAMILIES	4,250
IMMEDIATE DIRECT VALUE OF SERVICES	\$5,029,449
<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 IMPACTS OF SERVICES	\$19,387,733
<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 ECONOMIC IMPACT VALUE OF SERVICES	\$23,489,022
TOTAL FUNDING FOR CHILDREN AND FAMILY SERVICES	\$4,899,457
SOCIAL IMPACT RETURN ON INVESTMENT	498%
For every \$1 invested in New Mexico Legal Aid services for children and their families during the year ended June 30, 2014, the State of New Mexico receives \$4.98 of immediate and long-term financial benefits.	

The Social Return on Investment analysis completed for New Mexico’s Civil Legal Services Programs is a measurement of the values delivered during a year-long period ending on June 30, 2014. These values are based on the number of clients and the types of legal matters handled during this period.

The Social Return on Investment value varies between the 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 Social Return on Investment for New Mexico's Civil Legal Services 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 to the State of New Mexico. These long-term values include (among many others):

- Long-term savings on children's medical and other support costs resulting from child support payments that were previously not obtained;
- Long-term income benefits resulting from children's Social Security Disability Insurance claims 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;
- 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 New Mexico's Legal Aid Social Return on Investment is the number of volunteer ("pro bono") hours of legal services delivered by attorneys in New Mexico.

These pro bono services would be less available and less efficient if not for the operations of the Civil Legal Services Programs.

New Mexico's Civil Legal Services Programs 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.

Description of Services

New Mexico’s Civil Legal Services Programs provide services in over 200 types of legal problems. Not all of these services benefits children and their families (i.e. services such as Veteran’s benefits, Civil Rights violations, employment discrimination, tax and Earned Income Tax Credits, private landlord/tenant disputes, and many others.

The complete list of legal aid services, and the accompanying data, was reviewed with the management of the Corinne Wolfe Children’s Law Center and the relevant areas of services to children and their families were identified. They are:

Housing Issues:

Matters 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 impact on New Mexico’s low income children and their families in this legal area is:

Civil Legal Aid Providers (not including DNA – People’s Legal Services)

HOUSING ISSUES	NUMBER OF CASES	DIRECT SERVICE BENEFIT VALUES	LONG-TERM OUTCOME BENEFITS
Federally Subsidized Housing	118	\$101,317	\$152,763
Public Housing	65	\$65,582	\$70,148
Mobile Homes	22	\$22,293	\$8,382
Mortgage Foreclosures	445	\$578,850	\$11,540,777
	<i>650</i>	<i>\$768,043</i>	<i>\$11,772,070</i>

DNA – People’s Legal Services

HOUSING ISSUES	NUMBER OF CASES	DIRECT SERVICE BENEFIT VALUES	LONG-TERM OUTCOME BENEFITS
Federally Subsidized Housing	10	\$7,900	\$5,562
Public Housing	7	\$7,400	\$5,562
Mobile Homes	9	\$40,164	\$4,572
Mortgage Foreclosures	46	\$16,700	\$22,440
	<i>72</i>	<i>\$72,164</i>	<i>\$38,136</i>

Family Issues:

Matters involving domestic violence, divorce, separation and annulment, child custody and visitation, paternity, child and elder abuse, spousal and child support, guardianship, and adoption.

The impact on New Mexico’s low income children and their families in this legal area is:

Civil Legal Aid Providers (not including DNA – People’s Legal Services)

FAMILY LAW ISSUES	NUMBER OF CASES	DIRECT SERVICE BENEFIT VALUES	LONG-TERM OUTCOME BENEFITS
Custody and Visitation	561	\$445,990	\$2,745,269
Divorce/Separation/Annulment	762	\$536,479	\$399,730
Adoption	4	\$1,600	\$0
Parental Rights Termination	7	\$9,840	\$0
Paternity	20	\$16,786	\$86,112
Domestic Abuse	513	\$572,962	\$522,355
Support	92	\$46,739	\$75,111
Other Family Issues	43	\$26,326	\$0
Neglected and Abused Dependents	21	\$17,350	\$0
Minor Guardianship	76	\$30,717	\$0
	2,099	\$1,704,789	\$3,828,578

DNA – People’s Legal Services

FAMILY LAW ISSUES	NUMBER OF CASES	DIRECT SERVICE BENEFIT VALUES	LONG-TERM OUTCOME BENEFITS
Custody and Visitation	111	\$38,600	\$113,299
Divorce/Separation/Annulment	201	\$156,750	\$123,143
Adoption	9	\$5,500	\$34,200
Name Change	22	\$12,000	\$0
Parental Rights Termination	5	\$7,500	\$0
Paternity	30	\$124,104	\$233,050
Domestic Abuse	128	\$216,136	\$201,488
Support	42	\$72,771	\$76,200
Other Family Issues	18	\$20,500	\$0
Neglected and Abused Dependents	6	\$9,200	\$0
Minor Guardianship	35	\$81,900	\$0
	607	\$744,961	\$781,380

Public Benefits Issues:

Matters involving public programs such as Social Security benefits, Medicare and Medicaid, food stamps, temporary assistance for needy families, veterans' benefits, and unemployment compensation.

The impact on New Mexico's low income children and their families in this legal area is:

Civil Legal Aid Providers (not including DNA – People's Legal Services)

PUBLIC BENEFITS ISSUES	NUMBER OF CASES	DIRECT SERVICE BENEFIT VALUES	LONG-TERM OUTCOME BENEFITS
Temp. Assistance for Needy Families	52	\$55,385	\$98,427
Social Security	21	\$16,306	\$0
Food Stamps	57	\$51,742	\$212,276
Social Security Disability Insurance	52	\$50,626	\$371,048
Unemployment Compensation	172	\$181,480	\$346,228
State and Local Income Maintenance	125	\$42,442	\$14,477
Other Income Maintenance Issues	14	\$5,600	\$6,000
	493	\$403,582	\$1,048,456

DNA – People's Legal Services

PUBLIC BENEFITS ISSUES	NUMBER OF CASES	DIRECT SERVICE BENEFIT VALUES	LONG-TERM OUTCOME BENEFITS
Temp. Assistance for Needy Families	3	\$2,827	\$4,560
Social Security	9	\$3,000	\$0
Food Stamps	4	\$1,600	\$0
Social Security Disability Insurance	21	\$123,806	\$716,558
Unemployment Compensation	9	\$3,100	\$0
Other Income Maintenance Issues	9	\$3,990	\$0
	55	\$138,323	\$721,118

Health Care Issues

Matters involving Medicaid, private health insurance, home and community based care, and other health-related issues.

Civil Legal Aid Providers (not including DNA – People’s Legal Services)

HEALTH CARE ISSUES	NUMBER OF CASES	DIRECT SERVICE BENEFIT VALUES	LONG-TERM OUTCOME BENEFITS
Medicaid Issues	73	\$67,695	\$746,183
Medicare	5	\$8,000	\$235,885
Private Health Insurance	2	\$4,800	\$45,470
Home and Community Based Care	6	\$4,400	\$36,000
Other Health Issues	8	\$1,956	\$0
	<i>94</i>	<i>\$86,851</i>	<i>\$1,063,538</i>

DNA – People’s Legal Services

HEALTH CARE ISSUES	NUMBER OF CASES	DIRECT SERVICE BENEFIT VALUES	LONG-TERM OUTCOME BENEFITS
Medicaid Issues	6	\$5,198	\$0
Private Health Insurance	1	\$400	\$0
Home and Community Based Care	3	\$1,100	\$0
Other Health Issues	2	\$9,700	\$0
	<i>12</i>	<i>\$16,398</i>	<i>\$0</i>

Consumer Protection:

Matters involving bankruptcy, debt and wage garnishments, unlawful collection practices, tax issues, debt collections, and repossessions.

The impact on New Mexico’s low income children and their families in this legal area is:

Civil Legal Aid Providers (not including DNA – People’s Legal Services)

CONSUMER PROTECTION ISSUES	NUMBER OF CASES	DIRECT SERVICE BENEFIT VALUES	LONG-TERM OUTCOME BENEFITS
Bankruptcy & Debtor Relief	8	\$2,950	\$4,500
Collections/Repossessions/Garnishments	173	\$108,543	\$94,817
Public Utilities	18	\$10,035	\$7,920
	<i>199</i>	<i>\$121,528</i>	<i>\$107,237</i>

DNA – People’s Legal Services

CONSUMER PROTECTION ISSUES	NUMBER OF CASES	DIRECT SERVICE BENEFIT VALUES	LONG-TERM OUTCOME BENEFITS
Bankruptcy & Debtor Relief	6	\$9,496	\$4,500
Collections/Repossessions/Garnishments	91	\$245,409	\$20,520
Public Utilities	2	\$1,100	\$2,200
	<i>99</i>	<i>\$256,005</i>	<i>\$27,220</i>

Other Community Issues:

Matters involving varied areas such as education, health care and health insurance, mental health and disabilities, immigration, wills and estates, powers of attorney and advance directives, health issues, torts, civil rights, licenses, Indian tribal law, assistance for non-profit organizations, and other individual rights issues.

The impact on New Mexico’s low income children and their families in this legal area is:

Civil Legal Aid Providers (not including DNA – People’s Legal Services)

OTHER COMMUNITY SUPPORT ISSUES	NUMBER OF CASES	DIRECT SERVICE BENEFIT VALUES	LONG-TERM OUTCOME BENEFITS
Agricultural Workers issues	1	\$400	\$0
Special Education/Learning Disabilities	9	\$2,813	\$0
Student Financial Aid	4	\$1,933	\$0
Mental Health Issues	2	\$3,200	\$6,000
	<i>16</i>	<i>\$8,346</i>	<i>\$6,000</i>

DNA – People’s Legal Services

None

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 New Mexico Legal Aid.

The impact on New Mexico's low income children and their families in this legal area is:

Civil Legal Aid Providers (not including DNA – People's Legal Services)	\$568,160
DNA – People's Legal Services	\$136,000

A Special Organization - The New Mexico Center on Law and Poverty

The New Mexico Center on Law and Poverty is a non-profit law firm and advocacy group with the mission of addressing systemic issues that affect the poor. It works to assure that the policies, laws and practices intended to address the problems of those living in poverty are well-designed and are implemented legally, fairly and effectively.

During the fiscal year 2014, the Center achieved a number of successful outcomes from their efforts, including the following major accomplishments:

- Won litigation forcing the state to cease using computers to automatically close or deny benefits cases until serious procedural deficiencies are addressed.
- Won litigation forcing the state to provide individualized, accurate, and easy-to-read notices for SNAP and Medicaid as required by federal law.
- Prevented proposed cuts in the services provided to Medicaid recipients.
- Won litigation forcing the state to improve its screening for and delivery of emergency SNAP benefits to clients who are most at risk of hunger. As a result of this advocacy, more hungry families will receive this critical assistance when they need it most.
- Won litigation compelling the Human Services Department to provide SNAP benefits to students who are enrolled in career and technical education programs, basic adult education and remedial courses, and literacy or ESL courses. This brought New Mexico into compliance with federal law.
- Coordinated efforts to increase the state appropriation for civil legal services—winning an increase of \$250,000 in funding for legal aid for the poor.

- Won decisions from two separate courts of law upholding agricultural laborers' right to worker's compensation.
- Convinced the Department of Workforce Solutions to conduct outreach and education about agricultural workers' right to receive the state minimum wage, which is \$.25/hour higher than the federal minimum wage.

Delivered presentations about healthcare and public benefits to over 975 community members, about labor rights to 230 community members, and trainings to over 1,390 advocates, civil legal service providers, and healthcare providers to allow them to better serve their clients. During the fiscal year 2014, the Center achieved a number of successful outcomes from their efforts, including the following major accomplishments:

- Won litigation forcing the state to cease using computers to automatically close or deny benefits cases until serious procedural deficiencies are addressed.
- Won litigation forcing the state to provide individualized, accurate, and easy-to-read notices for SNAP and Medicaid as required by federal law.
- Prevented proposed cuts in the services provided to Medicaid recipients.
- Won litigation forcing the state to improve its screening for and delivery of emergency SNAP benefits to clients who are most at risk of hunger. As a result of this advocacy, more hungry families will receive this critical assistance when they need it most.
- Won litigation compelling the Human Services Department to provide SNAP benefits to students who are enrolled in career and technical education programs, basic adult education and remedial courses, and literacy or ESL courses. This brought New Mexico into compliance with federal law.
- Coordinated efforts to increase the state appropriation for civil legal services—winning an increase of \$250,000 in funding for legal aid for the poor.
- Won decisions from two separate courts of law upholding agricultural laborers' right to worker's compensation.
- Convinced the Department of Workforce Solutions to conduct outreach and education about agricultural workers' right to receive the state minimum wage, which is \$.25/hour higher than the federal minimum wage.
- Delivered presentations about healthcare and public benefits to over 975 community members, about labor rights to 230 community members, and trainings to over 1,390 advocates, civil legal service providers, and healthcare providers to allow them to better serve their clients.

The normal analysis, calculations, and reporting methodologies (following the internationally accepted standards of The SROI Network) do not exactly apply in this particular report, as several of the results accomplished as described above will not generate financial impacts in the State of New Mexico until further actions and services provided by other organizations have taken place.

The accomplishments of the New Mexico Center on Law and Poverty have resulted in making these further actions possible and “opening the door” for the citizens of New Mexico to realize these benefits.

The actual current and future economic impact to New Mexicans, and specifically to children and their families, is contingent upon their participating in the enrollment process and meeting the qualifications for these benefits. This process typically requires the guidance and assistance of other organizations for successful participation and receiving of these benefits.

ABOUT COMMUNITY SERVICES ANALYSIS LLC

Community Services Analysis LLC is the leading provider of Social Return on Investment Analysis in the United States. Since 2007 CSACO has completed over 100 SROI studies for local and state 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, and multiple Civil Legal Services Programs.

Community Services Analysis LLC is the first organization in the United States to be a member of The SROI Network, 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*), and NLADA (*the National Legal Aid and Defenders Association*).

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