

NEW MEXICO CIVIL LEGAL SERVICES PROGRAMS SOCIAL RETURN ON INVESTMENT SUMMARY

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 financial 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 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 are 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 service 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

This is a special organization that does not directly provide client services. See page 6 for a description of their services and potential economic impact results.

HIGHLIGHTS OF NEW MEXICO'S LEGAL AID PROVIDERS SOCIAL RETURN ON INVESTMENT ANALYSIS RESULTS (not including the New Mexico Center on Law and Poverty)

TOTAL NUMBER OF SERVICES PROVIDED IN NEW MEXICO DURING FISCAL YEAR 2014	17,834
IMMEDIATE DIRECT VALUE OF SERVICES	\$14,099,000
<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 IMPACTS OF SERVICES	\$28,421,000
<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 VALUE OF SERVICES	\$42,520,000
TOTAL FUNDING FOR NEW MEXICO OPERATIONS	\$11,037,067
SOCIAL IMPACT RETURN ON INVESTMENT	356%
For every \$1 invested in New Mexico Legal Aid during the year, the citizens of New Mexico receive \$3.54 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):

- Multiple year 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;
- 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. Their major areas of services 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.

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.

Employment Issues:

Matters involving employment discrimination, wage claims and Fair Labor Standards Act violations, tax issues, and employment rights issues.

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.

Consumer Protection:

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

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.

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.

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.

In its' work, NMCLP makes use of various strategies and methods, including:

- Overseeing the implementation of poverty law and programs and advocate for their continuous improvement. Often, it advises and collaborates with state agencies to improve their programs or practices.
- Coordinating closely with client advocacy organizations that assist people in accessing benefits so as to identify systemic problems or areas which, if improved, could have a significant effect on benefits recipients.
- Serving as a resource of information for the state program administrators, advocacy organizations, client advocates, policy-makers and others concerning public benefits and other programs designed to assist low-income people.
- When legislation or administration of these programs runs counter to law, NMCLP has the resources and experience to litigate.
- Providing training for client advocates working to ensure that the system is effective. The training keeps them current on law and program matters that they need to know to best serve their clients.
- Monitoring legislation that could impact very low-income people. NMCLP educates lawmakers about the potential impact of their proposals on the poor and advocate for designing laws in the ways most supportive of the best interests of the poor.

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 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.

The Potential Economic Impacts of the NMCLP achievements during 2014:

RESULTS NOT REQUIRING ADDITIONAL ACTION

ACCOMPLISHED RESULT	DIRECT ECONOMIC IMPACT	LONG-TERM CONSEQUENTIAL IMPACT
Won litigation forcing the state to cease using computers to automatically close or deny benefits cases until serious procedural deficiencies are addressed.	\$119,016,000	\$2,618,352
Prevented proposed cuts in the services provided to Medicaid recipients.	\$11,748,272	\$2,584,620

RESULTS THAT REQUIRE ADDITIONAL ACTIONS

ACCOMPLISHED RESULT	DIRECT ECONOMIC IMPACT	LONG-TERM CONSEQUENTIAL IMPACT
Won litigation forcing the state to provide individualized, accurate, and easy-to-read notices for SNAP and Medicaid as required by federal law.	Unknown	Unknown

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.	\$24,360,000	\$482,328
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; bringing NM into compliance with federal law.	\$19,185,336	\$844,155
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.	\$297,372	\$588,348
Won decisions from two separate courts of law upholding agricultural laborers’ right to worker’s compensation.	\$6,456,000	\$1,420,320
Convinced the Department of Workforce Solutions to conduct outreach and education about agricultural workers’ rights to receive the state minimum wage (instead of federal minimum wage).	\$4,334,207	\$953,657
Presentations and Training	\$233,500	NA

The potential immediate direct and long-term consequential economic values delivered by the New Mexico Center on Law and Poverty’s activities during the year was \$196,056,000.

Of this gross amount, it is projected that \$6,455,000 will not be realized due to factors such as the death or relocation out of state by recipients or failures to claim benefits due.

NOTE: THESE POTENTIAL ECONOMIC IMPACT VALUES ARE NOT INCLUDED IN THE FOLLOWING SOCIAL RETURN ON INVESTMENT SUMMARY:

SUMMARY OF SOCIAL RETURN ON INVESTMENT ANALYSIS VALUE

The total immediate direct and longer-term consequential value of New Mexico Legal Aid services delivered in New Mexico during the year was \$45,326,000.

Of this total, approximately \$2,806,000 in value will not actually be received due to various factors such as parents not making required child support 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 New Mexico Civil Legal Aid activities during the year totaled \$42,520,000.

The total funding investment for legal aid services made by city, state, and federal government agencies, and from contributions from foundations, corporations and individuals totaled \$11,932,092.

The total Net Social Return on Investment for New Mexico's Legal Aid legal services programs during the fiscal year ended June 30, 2014, was **356%.**

For Every \$1 invested in New Mexico's Legal Aid services, they deliver \$3.56 in immediate and long-term consequential financial 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.