

Cleveland Legal Aid Society's Strategic Goals Outcomes

The tables below show how Cleveland LAS combines (“rolls up”) outcomes from different case types to develop outcomes that correspond to three program strategic goals:

- Securing Decent, Affordable Housing;
- Improving Safety and Health; and,
- Promoting Education and Financial Stability.

This approach has worked for Cleveland LAS, it is not intended to be a template for other programs.

Note that “improving safety and health” many of the indicators relate to Domestic Violence and are based on the assumption that providing financial and housing stability for a victim of domestic violence makes the victim safer since it helps them victim remain independent from the abuser.

Outcomes for “Securing Decent, Affordable Housing” Strategic Goal

Problem Code #1	Problem Code #2	Problem Code #3	Problem Code #4	Indicator Question
Consumer	N/A	N/A	N/A	Obtained/restored utilities?
Family	N/A	N/A	N/A	Secured/retained shelter for client?
Housing	N/A	N/A	N/A	Foreclosure prevented and saved home?
Housing	N/A	N/A	N/A	Reduced principal?
Housing	N/A	N/A	N/A	Lowered and/or fixed interest rate?
Housing	N/A	N/A	N/A	Reduced fees, arrearages or penalties?
Housing	N/A	N/A	N/A	Prevented eviction?
Housing	N/A	N/A	N/A	Obtained/retained subsidized housing?
Housing	N/A	N/A	N/A	Reduced rent/fee?
Housing	N/A	N/A	N/A	Remedied lock-out?
Housing	N/A	N/A	N/A	Remedied defective condition?
Housing	N/A	N/A	N/A	Secured transfer or relocation?
Housing	N/A	N/A	N/A	Remedied discrimination?
Housing	N/A	N/A	N/A	Enforced other tenant right?

Outcomes for “Improving Safety and Health” Strategic Goal

Problem Code #1	Problem Code #2	Problem Code #3	Problem Code #4	Indicator Question
Family – DV	N/A	N/A	N/A	Secured/retained safety for client?
Family - DV	Family	N/A	N/A	Eliminated/reduced risk to child?
Family - DV	N/A	N/A	N/A	Secured/retained shelter for client?
Family - DV	N/A	N/A	N/A	Secured/retained child support for client?
Family - DV	N/A	N/A	N/A	Secured/retained spousal support for client?
Family - DV	N/A	N/A	N/A	Secured pension/retirement benefits?
Family - DV	Family	N/A	N/A	Secured health insurance benefits?
Family - DV	N/A	N/A	N/A	Secured/retained assets?
Family - DV	N/A	N/A	N/A	Reduced debt?
Family - DV	N/A	N/A	N/A	Retained/established parental rights?
Housing	N/A	N/A	N/A	Remedied defective condition?
Health	Income Maintenance	N/A	N/A	Increased/maintained medical coverage?

Outcomes for “Improving Safety and Health” Strategic Goal

Problem Code #1	Problem Code #2	Problem Code #3	Problem Code #4	Indicator Question
Consumer	Employment	Health	Income Maintenance	Obtained Monetary Claim?
Consumer	Family	Health	Income Maintenance	Reduced/avoided Debt?
Consumer	Employment	N/A	N/A	Reduced/ avoided garnishment?
Consumer	N/A	N/A	N/A	Avoided arbitration?
Consumer	Family	N/A	N/A	Preserved/increased assets?
Education	Individual Rights	N/A	N/A	Removed barrier to education?
Education	N/A	N/A	N/A	Prevented expulsion?
Education	N/A	N/A	N/A	Increased/obtained educational programming?
Education	N/A	N/A	N/A	Enabled child to enroll in school?
Education	N/A	N/A	N/A	Obtained bilingual services for child/parent?
Education	N/A	N/A	N/A	Obtained transportation?
Education	N/A	N/A	N/A	Decreased suspensions?
Education	N/A	N/A	N/A	Removed barrier to vocational program?
Education	N/A	N/A	N/A	Obtained student loan discharge?
Employment	Income Maintenance	N/A	N/A	Increased / maintained income?
Employment	Individual Rights	N/A	N/A	Removed barrier to employment?
Employment	N/A	N/A	N/A	Taxpayer brought into filing compliance?
Employment	N/A	N/A	N/A	Taxpayer brought into collection compliance?
Family	N/A	N/A	N/A	Secured/retained child support for client?
Family	N/A	N/A	N/A	Secured health insurance benefits?
Family	N/A	N/A	N/A	Minimized support paid by client?
Family	N/A	N/A	N/A	Removed barrier to education?
Housing	N/A	N/A	N/A	Foreclosure prevented and saved home?
Housing	N/A	N/A	N/A	Reduced principal?
Housing	N/A	N/A	N/A	Lowered and/or fixed interest rate?
Housing	N/A	N/A	N/A	Reduced fees, arrearages or penalties?
Housing	N/A	N/A	N/A	Obtained/retained subsidized housing?
Housing	N/A	N/A	N/A	Recovered personal property?
Housing	N/A	N/A	N/A	Recovered security deposit?
Individual Rights	N/A	N/A	N/A	Secured safety for DV, crime or trafficking survivor?