

Colorado Legal Services

For low-income Coloradans seeking legal assistance and Colorado legal advocates

ECONOMIC IMPACT and SOCIAL RETURN ON INVESTMENT ANALYSIS

**For the year ended
December 31, 2022**

**COLORADO LEGAL SERVICES
SOCIAL RETURN ON INVESTMENT ANALYSIS
For the year ended December 31,
2022**

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Note: The Basis for Valuation Schedules referenced in the Social Value Impact Map are contained in the accompanying Valuation Worksheets book.

WHAT IS SOCIAL ECONOMIC IMPACT and SOCIAL RETURN ON INVESTMENT?

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 value created by the organization through delivery of services to the community.

These include both short-term direct economic impacts (employment, immediate cost savings or increased revenues, etc. and longer-term consequential economic impacts resulting from factors such as educational benefits, economic growth, community support cost savings, legal and law enforcement cost savings, public benefits changes, and others.

Social Return on Investment (SROI) is an approach to measuring and understanding the total economic 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. In the same way that a business plan contains more information than simply financial projections, SROI provides information about actual and long-term results of services, and the qualitative, quantitative, and financial information on which to base decisions about the delivery of social services by organizations.

SROI analysis has been developing since the 1960's. The SROI process has become more fully developed during the last decade, primarily based on a detailed multi-year study conducted by Social Value International, The New Economics Foundation, New Philanthropy Capital, the National Council on Voluntary Organization, and the Government of Scotland.

Many additional organizations are continually contributing to the SROI body of knowledge, including the Global Impact Investing Network, the International Financial Reporting Standards Foundation, the Global Reporting Initiative, and the United Nations Organization for Economic Cooperation and Development.

There are two separate phases of SROI:

Phase 1 is the measurement of the value delivered to the community by the services currently being delivered by the organization (the **“Outputs”**). The most accurate and understandable measurement basis for these outputs is the Fair Market Value of the services being delivered - what it would cost the community to acquire the same services that a social service provider delivers if that provider did not exist - plus the value of benefits received during the immediate period under study. This result is a measurement of the comparative efficiency of the organization in delivering or providing the services.

Phase 2 is the measurement of the long-term value of the results of these output services delivered - known as the **“Outcomes”**. These measurements may take years to realize. For example, people with disabilities who receive training on independent living skills and how to more fully integrate within the community require significantly less financial support from the community over the course of their lives.

By way of another example, people who receive assistance in finding and retaining employment require less future financial support from their communities, plus their future demands on the law enforcement and legal systems are less, their future needs for community-based medical assistance are less, and their future tax payments are greater.

A SROI analysis can fulfill a range of purposes. It can be used as a tool for strategic planning, as a basis for funding and investment decisions, as a basis for communicating impact and financial results to stakeholders, and as a methodology for comparative evaluation of an organization’s long-term effectiveness.

While not the only basis for funding and investment decisions, the SROI results provide the most accurate and comprehensible answer to three of the important questions asked by funding decision makers:

- **What are the long-term economic impacts from these services?**
- **What are the financial benefits we receive for our funding?**
- **What is the measurable “bang for the buck”?**

The History of Social Return on Investment and the Development of An Internationally Standardized Valuation Methodology

Social Return on Investment has existed as a conceptual research area for over 60 years.

- The First True Comprehensive Social Economic Impact Measurement Process:
 - The Government of Scotland – 1990’s. The results:
 - Development of a Standardized Methodology:
 - The establishment of the SROI Network
 - Release of the initial SROI Methodology paper 2001
 - Release of the first SROI Methodology Framework draft 2004
 - Release of finalized SROI Methodology Framework 2005
 - Measuring Value – 2 Edition Published 2008
 - Updated SROI Methodology Framework 2012
 - Consolidation of the SROI Network and Social Industry Analysts Association into Social Value International 2014
- Updated SROI Methodology Framework 2017
- Full Updated Methodology Framework is scheduled for release in 2024.
- Currently, the SROI International economic impact/social return on investment model is the internationally accepted and accredited standard in over thirty countries including the U.K., Canada, France, Japan, Russia, Australia, Italy, Sweden, South Africa, and many others.
- Social Value – United States is the U.S. Affiliate of Social Value International.

ABOUT COMMUNITY SERVICES ANALYSIS LLC

Community Services Analysis LLC (CSACO) is a leading provider of Social Return on Investment Analysis in the United States. Since 2007, CSACO has completed over 300 Social Economic Impact and SROI studies for individual organizations, social services membership associations, and local and state governmental 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, IEEE (the Institute of Electrical and Electronic Engineers) Humanitarian Foundation, the Community Investment Corporation, multiple educational institutions, and over 250 Civil Legal Aid organizations nationwide,.

CSACO was the first organization in the United States to be a member of The SROI Network (now Social Value International), 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*), NFSN (*the National Family Support Network*), and NLADA (*the National Legal Aid and Defender Association*). CSACO is also a founding board member of Social Value – United States and is a member of the American Evaluation Association.

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

In 2018, CSACO was named the national economic impact analysis partner for the National Family Support Network.

John Byrnes (Founder and Principal of CSACO) has also been named the Evaluation Expert of the Year for 2021 in Finance Monthly's annual Global Awards.

COLORADO LEGAL SERVICES
SOCIAL RETURN ON INVESTMENT SUMMARY
For the Year 2022

Colorado Legal Services (CLS) operates 13 offices throughout Colorado providing free civil legal services to qualified low-income people who would not otherwise have access to the justice system.

In 2022, CLS provided services in seven major substantive areas of law, with 75 different categories of services and over 100 different types of cases. Services were provided in 9,417 legal matters that were completed during the year.

The Social Return on Investment analysis completed for CLS is a measurement of the values delivered during calendar year 2022. 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 yearly periods based on the number of matters, the types of legal issues, and the outcomes achieved in these matters.

The Social Return on Investment for CLS is typically significantly higher than 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 Colorado. These long-term values include (among others):

- Multiple year income from Social Security and/or Disability benefits that were previously denied, terminated, or reduced.
- Multiple year income from Medicare and/or Medicaid 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;

- Significant savings on costs for emergency housing and family assistance resulting from enforcement of landlord/tenant laws;
- Long-term economic benefit resulting from continued employment of lower-income workers due to enforcement of employment law; and
- 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 CLS' Social Return on Investment is the number of volunteer ("Pro-Bono") hours of legal services delivered by attorneys throughout Colorado. The Pro-Bono programs, which are supported by local Bar Associations, would be less available and less efficient if not for CLS. CLS provides the necessary infrastructure, frequently including attorney recruitment, training, and recognition, applicant screening, administrative support, technical assistance, and follow-up services for clients and pro-bono programs.

CLS also provides necessary services to a segment of the population that otherwise would have no access to legal services and no protection from predatory and unscrupulous practices. Migrant farm workers comprise an essential workforce. Without their labor, the agricultural industry could not produce all the commodities demanded by consumers. They are also among the most vulnerable workers in the country.

For the calendar year 2022, the short and long-term economic impacts produced by Colorado Legal Services are as follows (rounded to 000's):

Housing Issues:



Cases 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.

During 2022 CLS closed 4,299 legal matters resulting in \$7,853,000 in immediate direct financial benefits and \$42,718,000 in long-term consequential financial benefits.

The total gross economic impacts for Housing legal services were:

HOUSING ISSUES - 2022	NUMBER OF CASES	DIRECT SERVICE IMPACT VALUES	LONG-TERM OUTCOME IMPACT VALUES
Federally Subsidized Housing	921	\$3,358,252	\$34,299,000
Homeownership and Real Property	84	\$159,300	\$444,657
Private Landlord/Tenant Issues	2,736	\$3,319,216	\$2,896,214
Public Housing	130	\$243,200	\$1,138,800
Mobile Homes	164	\$328,377	\$1,138,800
Housing Discrimination	4	\$8,800	\$335,443
Mortgage Foreclosures	105	\$305,424	\$2,153,200
Mortgage Predatory Lending/Practices	1	\$800	\$0
Other Housing Issues	154	\$129,300	\$312,000

Domestic Relations and Family Issues:



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

During 2022 CLS closed 1,768 legal matters resulting in \$6,077,000 in immediate direct financial benefits and \$23,697,000 in long-term consequential financial benefits.

The total gross economic impacts for Family Issues legal services were:

FAMILY LAW ISSUES - 2022	NUMBER OF CASES	DIRECT SERVICE IMPACT	LONG-TERM OUTCOME IMPACT
Adoption	16	\$62,300	\$969,300
Custody and Visitation	598	\$977,612	\$4,468,464
Divorce/Separation/Annulment	815	\$3,968,885	\$15,193,499
Adult Conservatorship	32	\$93,800	\$563,808
Name Change	2	\$4,600	\$0
Domestic Abuse	160	\$765,500	\$405,054
Support	15	\$23,400	\$526,186
Other Family Issues	34	\$41,557	\$36,720
Minor Guardianship	10	\$46,200	\$280,519
Other Juvenile Issues	86	\$93,400	\$1,253,139

Health Care Issues:



Cases involving private health insurance, long-term health care facilities, home and community-based care, state and local health care, and other health issues.

During 2022 CLS closed 9 legal matters resulting in \$6,000 in immediate direct financial benefits and \$397,000 in long-term consequential financial benefits.

The total gross economic impacts for Health Care legal services were:

HEALTH CARE ISSUES - 2022	NUMBER OF CASES	DIRECT SERVICE IMPACT	LONG-TERM OUTCOME IMPACT
Home and Community Based Care	4	\$3,000	\$366,880
Private Health Insurance	0	\$0	\$0
Long Term Health Care	0	\$0	\$0
State and Local Health Care	1	\$600	\$6,059
Other Health Issues	4	\$2,400	\$24,236

Employment Issues:



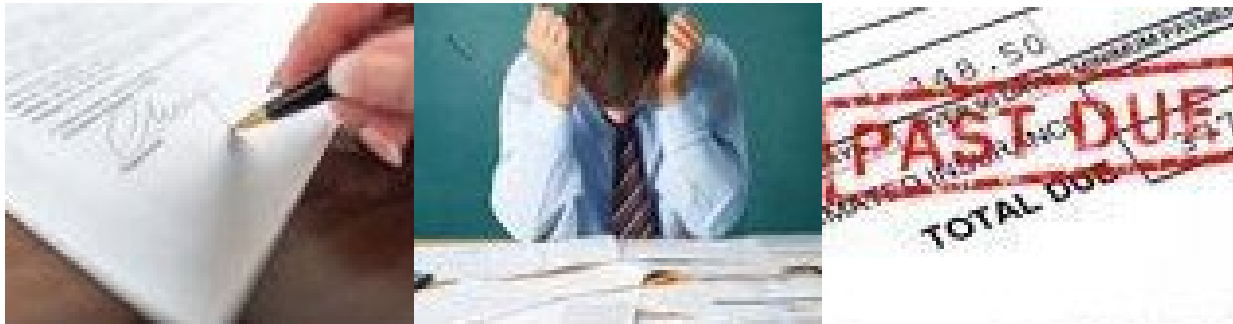
Matters involving employment discrimination, wage claims and Fair Labor Standards Act violations, tax issues, employment rights, and other employment issues.

During 2022 CLS closed 144 legal matters resulting in \$158,000 in immediate direct financial benefits and \$503,000 in long-term consequential financial benefits.

The total gross economic impacts for Employment Issues legal services were:

EMPLOYMENT ISSUES - 2022	NUMBER OF CASES	DIRECT SERVICE IMPACT	LONG-TERM OUTCOME IMPACT
Employment Discrimination	0	\$0	\$0
Wage Claims and Fair Labor Standards	10	\$22,700	\$73,440
Earned Income Tax Credit	0	\$0	\$0
Tax Issues	116	\$122,917	\$0
Employment Rights	5	\$2,800	\$48,960
Agricultural Workers Issues	0	\$0	\$0
Other Employment Issues	13	\$9,300	\$380,520

Consumer Protection:



Matters involving deceptive and predatory lending practices, debt collection, auto repossessions, fraud, deficiencies, garnishments and bankruptcy.

During 2022 CLS closed 825 legal matters resulting in \$1,470,000 in immediate direct financial benefits and \$616,000 in long-term consequential financial benefits.

The total gross economic impacts for Consumer Protection services were:

CONSUMER PROTECTION ISSUES 2022	NUMBER OF CASES	DIRECT SERVICE IMPACT	LONG-TERM OUTCOME IMPACT
Bankruptcy & Debtor Relief	262	\$647,811	\$332,539
Collections/Repossessions/Garnishments	449	\$742,563	\$248,400
Contracts & Warranties	31	\$20,700	\$4,200
Collection Practices/Credit	2	\$1,200	\$0
Predatory Lending (Not Mortgage)	4	\$1,200	\$0
Loans & Installment Purchases	4	\$3,000	\$400
Public Utilities	1	\$1,800	\$2,200
Unfair Sales Practices	26	\$15,600	\$0
Other Consumer Finance Issues	46	\$36,500	\$28,800

Public Benefits Issues:



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

During 2022 CLS closed 386 legal matters resulting in \$1,169,000 in immediate direct financial benefits and \$16,627,000 in long-term consequential financial benefits.

The total gross economic impacts for Public Benefits legal services were:

PUBLIC BENEFITS ISSUES - 2022	NUMBER OF CASES	DIRECT SERVICE IMPACT	LONG-TERM OUTCOME IMPACT
Medicaid Issues	86	\$109,100	\$3,102,288
Medicare Issues	5	\$6,600	\$1,353,072
Temp. Assistance for Needy Families	1	\$1,200	\$0
Social Security	31	\$46,800	\$0
Food Stamps	80	\$127,584	\$26,628
Social Security Disability Insurance	63	\$317,144	\$3,101,364
Supplemental Security Income	65	\$431,719	\$8,827,427
Unemployment Compensation	55	\$128,700	\$216,000

Other Community Support Issues:



Matters involving varied areas such as wills and estates, powers of attorney and advance directives, immigration and naturalization, Indian and Tribal law, civil rights, torts, licenses, non-profit organizations, municipal organizations, and other miscellaneous legal issues.

During 2022 CLS closed 1,003 legal matters resulting in \$1,452,000 in immediate direct financial benefits and \$38,707,000 in long-term consequential financial benefits.

The total gross economic impacts for Other Community Issues legal services were:

OTHER COMMUNITY SUPPORT ISSUES 2022	NUMBER OF CASES	DIRECT SERVICE IMPACT	LONG-TERM OUTCOME IMPACT
The ID Project	618	\$941,600	\$37,700,994
Education Issues	0	\$0	\$0
Veterans Benefits	0	\$0	\$0
State and Local Income Maintenance	12	\$7,800	\$20,916
Other Income Maintenance Issues	33	\$31,958	\$77,688
Immigration and Naturalization	39	\$87,200	\$315,000
Criminal Record Expungement	57	\$107,400	\$328,738
Wills and Estates	130	\$194,100	\$139,000
Advance Directives/Power of Attorney	101	\$71,200	\$125,000
Other Misc. Legal Issues	12	\$10,100	\$0

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 Colorado Legal Services.

During the year CLS provided services and assistance in a total of 9,417 legal matters resulting in \$734,000 in immediate direct financial savings for the courts systems and other government operations.

The total immediate direct and longer-term consequential value of CLS activities delivered during 2022 was \$117,101,000. Of this total, approximately \$12,218,000 (10.4%) in value will be unrealized due to various actors such as parents not making required child support payments; death of public benefits recipients; nonpayment of wage claims; and nonpayment of housing claims.

The net value resulting from CLS activities during 2022 totaled \$104,883,000. The funding investment made by the federal, state, and local governments and other funders totaled \$16,931,000.

The total net Social Return on Investment for Colorado Legal Services during 2022 was 619%.

For every \$1 invested in Colorado Legal Services in 2022, the State of Colorado receives \$6.19 of immediate and long-term consequential financial benefits.

The Social Return on Investment results for 2022 are rising to the previous pre-COVID levels as the legal aid impacts resulting from the COVID-19 pandemic are resolved.

***Note:** CLS also provides other non-quantifiable services such as legal clinics, public legal education and other educational services and assistance to the people of Colorado. If these additional services could be measured and the resulting values quantified, the overall Social Return on Investment for CLS would increase.*

**Social Return on Investment Analysis
Impact Map and Valuation Schedules****Description of the SROI Methodology
and Data Elements****STAKEHOLDERS and CHANGES****Stakeholders**

Stakeholders are defined as the people or organizations that experience change (whether positive or negative) as a result of the activities being analyzed. In SROI analysis the primary stakeholders are those who provide the inputs that enable the services being analyzed.

Intended Changes

Intended changes are those anticipated changes that result from the completion of the activities being delivered through the inputs from stakeholders. These anticipated changes typically are the reasons that the stakeholders have contributed the input resources.

Unintended Changes

Unintended changes are those short- and long-term results that are not expected and were not part of the basis for the stakeholders providing the input resources. (An example of unintended changes is the increase in transportation time and fuel costs resulting from state and local regulations requiring disability services providers to pick up and drop off disabled persons at their doors).

These unintended changes are not forecast, but all changes – both intended and unintended – have financial impacts and are relevant to a SROI analysis.

INPUTS**Input Elements**

Inputs are activities resulting in changes with a goal of achieving the planned outputs and the projected outcomes. The SROI analysis process focuses on those input resources that can be measured in financial value terms and that are used up in the course of the activity (i.e. money and time).

Unit of Measure (UOM)

The Unit of Measure is the basis for identifying the quantity of the individual input element. This may be in units such as Dollars, Hours, Portions of Hours, or other measurements as appropriate to each input.

Value per Unit of Measure

Value per Unit of Measure is the calculated financial impact of each input element per the appropriate Unit of Measure used for that input. These values can also include non-monetized inputs such as contributions of goods and services.

OUTPUTS

Output Deliverables

Outputs are the quantitative summary of the deliverable results from an activity. These results are the planned short-term goals of the activities and are typically well measured on a timely basis as completed.

Value per Unit of Measure

Value per Unit of Measure is the calculated financial impact of each output per the appropriate Unit of Measure used for that output.

Basis for Valuation

The Basis for Valuation is a description of the methodology and reasoning for the selection of the most appropriate Value per Unit of Measure for each output.

Output SROI Gross Fiscal Impact

The Gross Fiscal Impact is the Fair Market Value replacement cost for each output service delivered. This is the short-term SROI value that primarily measures the immediate SROI value and the comparative efficiency of the services delivered to the community by the provider.

OUTCOMES

Outcome Results (Description of Change)

Outcomes are the results of the output services delivered. These outcomes may either be the projected and anticipated changes that were the basis of the stakeholders provision of the resources required, or may be unintended and unanticipated changes resulting from these same outputs.

The description of the outcomes needs to be as precise as possible to avoid uncertainty on the measurement indicator basis used and the basis for valuation. Care must also be taken not to confuse outcomes resulting from resource inputs from one shareholder with inputs from other shareholders that can result in double counting of the outcome valuations.

Measurement Indicators

Indicators are measurement points that demonstrate that changes are taking place – that the outcomes are being achieved. These indicators are actions that are capable of being measured on a quantitative basis and that are capable of having financial impacts associated with their changes.

Frequently these outcomes have intermediate results that can occur over a period of years, but there may be observable and measurable changes along the way. It is important to understand what these intermediate changes may be and the financial impacts of these intermediate results, as the time period involved requires indicator tracking to gauge the progress of the activity and because the activities being analyzed may not bring about the anticipated final results but only some intermediate changes in the chain.

Duration of Change

Many types of outcome have a finite life expectancy of the resulting benefits. The duration of change element defines this expected useful life of the outcome (when appropriate).

The Duration of Change element is also related to the 'Drop-Off' factor, which defines the reduction of benefits attributed to the outcome over longer periods of time.

BASIS FOR VALUATIONS

The Basis for Valuation is a description of the methodology and reasoning behind the selection of the most appropriate value per Unit of Measure for each outcome. When needed for complete understanding, alternative values are identified and discussed.

There can be types of outcomes that are difficult to value in monetary terms that are routinely left out of traditional economic appraisals. There are several techniques available in SROI analysis to approximate financial values via "proxy" methods that measure financial values via indirect comparative approaches:

- Contingent Valuation assesses via survey people's willingness to pay, or to accept compensation, for a hypothetical product or service.
- Revealed Preference infers valuations from the price of related market-supplied goods or services;

- The Travel Cost method recognizes that people are generally willing to travel some distance to access goods or services on which they place a value. This inconvenience and expense can be translated into money to derive an estimate of the values of the benefits of those goods and services.

Source of Valuation

The Source of Valuation is a description or listing of the research sources used in determining the Basis for Valuation.

VALUATION NEGATIVE IMPACTS

Deadweight %

Deadweight is a measure of the amount of the individual outcome that would have happened even if the output activity had not taken place. It is expressed as a percentage.

Attribution %

Attribution is an assessment of how much of the outcome was not caused by the contribution of each individual output service. This is expressed as a percentage.

The assessment of individual output service contribution can be a highly variable process with multiple conflicting factors. The relative contribution weight of an individual factor can vary from individual to individual, and the calculations can become problematic over long periods of time.

Drop-Off %

In longer periods of time (greater than one year), the amount of outcome is likely to be less, or if the same, will be more likely to be influenced by other factors. Drop-off is an assessment of the ongoing reduced attribution to the outcome factors.

It is expressed as a fixed percentage of deduction from the remaining level of outcome at the end of each year.

SROI NET FISCAL IMPACT

The Outcome Net Fiscal Impact is the total value of all fiscal benefits for each direct output valuation and each consequential outcome valuation (both anticipated and unanticipated) following inclusion of the Valuation Impact and Net Present Value discounting.

COLORADO LEGAL SERVICES
Social Return on Investment Analysis Impact Map for 2022

Stakeholders

Legal Services Corporation
 The State of Colorado
 Colorado Lawyer Trust Account Foundation
 Dept. of Health and Human Services - Aging
 US Dept. of Justice - VOCA
 Denver Office of Economic Development
 Metro Caring
 American Rescue Plan
 Victim Assistance and Law Enforcement
 United Ways
 US Dept. of Justice - OVC
 County of Boulder
 City of Boulder
 City of Longmont
 Adams County

Intended Changes

The community of stakeholders has a common mission and common intended changes: to provide direct legal services to meet the fundamental civil legal needs of low income residents of Colorado. These include:

- Safety and protection for women and children who are victims of domestic violence;
- Preservation of shelter for those facing wrongful eviction from their homes or foreclosure;
- Access to public benefits for people who are hungry, without income, and unable to obtain services from the county Departments of Human Services;
- Access to long-term health care for those denied services;
- A means to survive for disabled persons who are unable to obtain Social Security benefits;
- Protection from housing discrimination and landlord/tenant abuses;
- Protection of people facing employment discrimination;
- Access to assistance for family issues including divorce, custody, separation, adoption, paternity, support, guardianship, and abuse;
- Protection from predatory lending practices;
- Protection from health care and insurance abuses.

COLORADO LEGAL SERVICES
Social Return on Investment Analysis Impact Map for 2022

FUNDING REVENUES FOR THE YEAR	AMOUNT
SOURCE	
Description	Value
Legal Services Corporation	\$5,504,962
Other Grants and Contracts	\$9,680,933
General Contributions	\$1,745,215
Attorney Fees	\$348
TOTAL FUNDING FOR THE YEAR 2022	\$16,931,458

COLORADO LEGAL SERVICES
Social Return on Investment Analysis Impact Map for 2022

Description	(see Valuation Detail Book)	Number of Matters	GROSS Direct Economic Impact	GROSS Consequential Social Value Impact
Bankruptcy & Debtor Relief	Schedule 01	262	\$647,811	\$332,539
Collections/Repossessions/Garnishments	Schedule 02	449	\$742,563	\$248,400
Contracts & Warranties	Schedule 03	31	\$20,700	\$4,200
Collection Practices/Credit	Schedule 04	2	\$1,200	\$0
Predatory Lending (Not Mortgage)	Schedule 05	4	\$1,200	\$0
Loans & Installment Purchases	Schedule 06	4	\$3,000	\$400
Public Utilities	Schedule 07	1	\$1,800	\$2,200
Unfair Sales Practices	Schedule 08	26	\$15,600	\$0
Other Consumer Finance Issues	Schedule 09	46	\$36,500	\$28,800
ID Project	Schedule 10	618	\$941,600	\$37,700,994
Discipline	Schedule 12	0	\$0	\$0
Special Education/Learning Disabilities	Schedule 13	0	\$0	\$0
Access to Education	Schedule 14	0	\$0	\$0

COLORADO LEGAL SERVICES
Social Return on Investment Analysis Impact Map for 2022

Description	(see Valuation Detail Book)	Number of Matters	GROSS Direct Economic Impact	GROSS Consequential Social Value Impact
Vocational Education	Schedule 15	0	\$0	\$0
Student Financial Aid	Schedule 16	0	\$0	\$0
Other Education	Schedule 19	0	\$0	\$0
Employment Discrimination	Schedule 21	0	\$0	\$0
Wage Claims and Fair Labor Standards	Schedule 22	10	\$22,700	\$73,440
Earned Income Tax Credit	Schedule 23	0	\$0	\$0
Tax Issues	Schedule 24	116	\$122,917	\$0
Employment Rights	Schedule 25	5	\$2,800	\$48,960
Agricultural Workers Issues	Schedule 26	0	\$0	\$0
Other Employment Issues	Schedule 29	13	\$9,300	\$380,520
Adoption	Schedule 30	16	\$62,300	\$969,300
Custody and Visitation	Schedule 31	598	\$977,612	\$4,468,464
Divorce/Separation/Annulment	Schedule 32	815	\$3,968,885	\$15,193,499

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Description	(see Valuation Detail Book)	Number of Matters	GROSS Direct Economic Impact	GROSS Consequential Social Value Impact
Adult Conservatorship	Schedule 33	32	\$93,800	\$563,808
Name Change	Schedule 34	2	\$4,600	\$0
Parental Rights Termination	Schedule 35	0	\$0	\$0
Paternity	Schedule 36	0	\$0	\$0
Domestic Abuse	Schedule 37	160	\$765,500	\$405,054
Support	Schedule 38	15	\$23,400	\$526,186
Other Family Issues	Schedule 39	34	\$41,557	\$36,720
Delinquent Juvenile	Schedule 41	0	\$0	\$0
Neglected and Abused Dependents	Schedule 42	0	\$0	\$0
Emancipation	Schedule 43	0	\$0	\$0
Minor Guardianship	Schedule 44	10	\$46,200	\$280,519
Other Juvenile	Schedule 49	86	\$93,400	\$1,253,139
Medicaid Issues	Schedule 51	86	\$109,100	\$3,102,288
Medicare Issues	Schedule 52	5	\$6,600	\$1,353,072

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Social Return on Investment Analysis Impact Map for 2022

Description	(see Valuation Detail Book)	Number of Matters	GROSS Direct Economic Impact	GROSS Consequential Social Value Impact
Govt. Children's Health Ins. Program	Schedule 53	0	\$0	\$0
Home and Community Based Care	Schedule 54	4	\$3,000	\$366,880
Private Health Insurance	Schedule 55	0	\$0	\$0
Long Term Health Care Facilities	Schedule 56	0	\$0	\$0
State and Local Health Care	Schedule 57	1	\$600	\$6,059
Other Health Issues	Schedule 59	4	\$2,400	\$24,236
Federally Subsidized Housing	Schedule 61	921	\$3,358,252	\$9,406,800
Homeownership and Real Property	Schedule 62	84	\$159,300	\$444,657
Private Landlord/Tenant Issues	Schedule 63	2,736	\$3,319,216	\$2,896,214
Public Housing	Schedule 64	130	\$243,200	\$1,138,800
Mobile Homes	Schedule 65	164	\$328,377	\$1,138,800
Housing Discrimination	Schedule 66	4	\$8,800	\$335,443
Mortgage Foreclosures	Schedule 67	105	\$305,424	\$2,153,200

COLORADO LEGAL SERVICES
Social Return on Investment Analysis Impact Map for 2022

Description	(see Valuation Detail Book)	Number of Matters	GROSS Direct Economic Impact	GROSS Consequential Social Value Impact
Mortgage Predatory Lending/Practices	Schedule 68	1	\$800	\$0
Other Housing Issues	Schedule 69	154	\$129,300	\$312,000
Temp. Assistance for Needy Families	Schedule 71	1	\$1,200	\$0
Social Security	Schedule 72	31	\$46,800	\$0
Food Stamps	Schedule 73	80	\$127,584	\$26,628
Social Security Disability Insurance	Schedule 74	63	\$317,144	\$3,101,364
Supplemental Security Income	Schedule 75	65	\$431,719	\$8,827,427
Unemployment Compensation	Schedule 76	55	\$128,700	\$216,000
Veterans Benefits	Schedule 77	0	\$0	\$0
State and Local Income Maintenance	Schedule 78	12	\$7,800	\$20,916
Other Income Maintenance Issues	Schedule 79	33	\$31,958	\$77,688
Immigration and Naturalization	Schedule 81	39	\$87,200	\$315,000
Mental Health Issues	Schedule 82	0	\$0	\$0
Prisoner's Rights	Schedule 83	0	\$0	\$0

COLORADO LEGAL SERVICES
Social Return on Investment Analysis Impact Map for 2022

Description	(see Valuation Detail Book)	Number of Matters	GROSS Direct Economic Impact	GROSS Consequential Social Value Impact
Physically Disabled Rights	Schedule 84	0	\$0	\$0
Civil Rights	Schedule 85	0	\$0	\$0
Criminal Record Expungement	Schedule 87	57	\$107,400	\$328,738
Other Individual Rights	Schedule 89	0	\$0	\$0
Assistance for Non-Profits	Schedule 91	0	\$0	\$0
Indian Tribal Law	Schedule 92	0	\$0	\$0
Licenses	Schedule 93	0	\$0	\$0
Torts	Schedule 94	1	\$300	\$0
Wills and Estates	Schedule 95	130	\$194,100	\$139,000
Advance Directives/Power of Attorney	Schedule 96	101	\$71,200	\$125,000
Municipal Legal Needs	Schedule 97	0	\$0	\$0
Criminal Issues	Schedule 98	0	\$0	\$0
Other Miscellaneous Legal Issues	Schedule 99	12	\$10,100	\$0

COLORADO LEGAL SERVICES
Social Return on Investment Analysis Impact Map for 2022

Description	(see Valuation Detail Book)	Number of Matters	GROSS Direct Economic Impact	GROSS Consequential Social Value Impact
Govt/Court System Efficiency Savings	Schedule 101		\$542,775	NA
		8,434	\$18,727,294	\$98,373,352
				\$117,100,646

COLORADO LEGAL SERVICES
Social Return on Investment Analysis Impact Map for 2022

VALUATION NEGATIVE IMPACTS

Description of Change	Deadweight %	Attribution %	Drop-off %
Bankruptcy & Debtor Relief	0%	0%	0%
Collections/Repossessions/Garnishments	5%	0%	0%
Contracts & Warranties	5%	0%	5%
Collection Practices/Credit	0%	0%	0%
Predatory Lending (Not Mortgage)	0%	0%	0%
Loans & Installment Purchases	0%	0%	0%
Public Utilities	0%	0%	0%
Unfair Sales Practices	10%	0%	10%
Other Consumer Finance Issues	0%	0%	5%
ID Project	10%	0%	10%
Discipline	0%	0%	40%
Special Education/Learning Disabilities	0%	0%	0%
Access to Education	0%	0%	0%

COLORADO LEGAL SERVICES
Social Return on Investment Analysis Impact Map for 2022

VALUATION NEGATIVE IMPACTS

Description of Change	Deadweight %	Attribution %	Drop-off %
Vocational Education	0%	0%	5%
Student Financial Aid	0%	0%	0%
Other Education	0%	0%	0%
Employment Discrimination	10%	0%	10%
Wage Claims and Fair Labor Standards	0%	0%	10%
Earned Income Tax Credit	0%	0%	10%
Tax Issues	0%	0%	0%
Employment Rights	0%	0%	10%
Agricultural Workers Issues	0%	0%	30%
Other Employment Issues	0%	0%	0%
Adoption	0%	0%	5%
Custody and Visitation	0%	0%	10%
Divorce/Separation/Annulment	5%	0%	20%

COLORADO LEGAL SERVICES
Social Return on Investment Analysis Impact Map for 2022

VALUATION NEGATIVE IMPACTS

Description of Change	Deadweight %	Attribution %	Drop-off %
Adult Conservatorship	0%	0%	5%
Name Change	0%	0%	0%
Parental Rights Termination	0%	0%	0%
Paternity	0%	0%	40%
Domestic Abuse	5%	0%	35%
Support	0%	0%	40%
Other Family Issues	0%	0%	0%
Delinquent Juvenile	0%	0%	0%
Neglected and Abused Dependents	0%	0%	10%
Emancipation	0%	0%	0%
Minor Guardianship	0%	0%	5%
Other Juvenile	0%	0%	0%
Medicaid Issues	0%	0%	0%
Medicare Issues	0%	0%	0%

COLORADO LEGAL SERVICES
Social Return on Investment Analysis Impact Map for 2022

VALUATION NEGATIVE IMPACTS

Description of Change	Deadweight %	Attribution %	Drop-off %
Govt. Children's Health Ins. Program	0%	0%	0%
Home and Community Based Care	0%	0%	10%
Private Health Insurance	0%	0%	0%
Long Term Health Care Facilities	0%	0%	20%
State and Local Health Care	0%	0%	10%
Other Health Issues	0%	0%	10%
Federally Subsidized Housing	0%	0%	0%
Homeownership and Real Property	0%	5%	5%
Private Landlord/Tenant Issues	5%	0%	5%
Public Housing	0%	0%	0%
Mobile Homes	5%	0%	5%
Housing Discrimination	0%	0%	0%
Mortgage Foreclosures	0%	0%	0%

COLORADO LEGAL SERVICES
Social Return on Investment Analysis Impact Map for 2022

VALUATION NEGATIVE IMPACTS

Description of Change	Deadweight %	Attribution %	Drop-off %
Mortgage Predatory Lending/Practices	0%	0%	0%
Other Housing Issues	0%	0%	0%
Temp. Assistance for Needy Families	0%	0%	0%
Social Security	0%	0%	0%
Food Stamps	0%	0%	0%
Social Security Disability Insurance	0%	0%	0%
Social Security Insurance	0%	0%	0%
Unemployment Compensation	0%	0%	5%
Veterans Benefits	0%	0%	0%
State and Local Income Maintenance	0%	0%	0%
Other Income Maintenance Issues	0%	0%	0%
Immigration and Naturalization	0%	0%	0%
Mental Health Issues	0%	0%	0%
Prisoner's Rights	0%	0%	20%

COLORADO LEGAL SERVICES
Social Return on Investment Analysis Impact Map for 2022

VALUATION NEGATIVE IMPACTS

Description of Change	Deadweight %	Attribution %	Drop-off %
Physically Disabled Rights	0%	0%	0%
Civil Rights	0%	0%	10%
Criminal Record Expungement	0%	0%	10%
Other Individual Rights	0%	0%	0%
Assistance for Non-Profits	0%	0%	0%
Indian Tribal Law	0%	0%	0%
Licenses	0%	0%	0%
Torts	0%	0%	0%
Wills and Estates	0%	0%	0%
Advance Directives/Power of Attorney	0%	0%	0%
Municipal Legal Needs	0%	0%	0%
Criminal Issues	10%	0%	20%
Other Miscellaneous Legal Issues	0%	0%	0%

COLORADO LEGAL SERVICES
Social Return on Investment Analysis Impact Map for 2022

Description of Change	NET DIRECT IMPACT	NET CONSEQUENTIAL IMPACT	TOTAL NET IMPACT
Bankruptcy & Debtor Relief	\$647,811	\$332,539	\$980,350
Collections/Repossessions/Garnishments	\$742,563	\$235,980	\$978,543
Contracts & Warranties	\$20,700	\$3,780	\$24,480
Collection Practices/Credit	\$1,200	\$0	\$1,200
Predatory Lending (Not Mortgage)	\$1,200	\$0	\$1,200
Loans & Installment Purchases	\$3,000	\$400	\$3,400
Public Utilities	\$1,800	\$2,200	\$4,000
Unfair Sales Practices	\$15,600	\$0	\$15,600
Other Consumer Finance Issues	\$36,500	\$27,360	\$63,860
ID Project	\$941,600	\$30,160,795	\$31,102,395
Discipline	\$0	\$0	\$0
Special Education/Learning Disabilities	\$0	\$0	\$0
Access to Education	\$0	\$0	\$0

COLORADO LEGAL SERVICES
Social Return on Investment Analysis Impact Map for 2022

Description of Change	NET DIRECT IMPACT	NET CONSEQUENTIAL IMPACT	TOTAL NET IMPACT
Vocational Education	\$0	\$0	\$0
Student Financial Aid	\$0	\$0	\$0
Other Education	\$0	\$0	\$0
Employment Discrimination	\$0	\$0	\$0
Wage Claims and Fair Labor Standards	\$22,700	\$66,096	\$88,796
Earned Income Tax Credit	\$0	\$0	\$0
Tax Issues	\$122,917	\$0	\$122,917
Employment Rights	\$2,800	\$44,064	\$46,864
Agricultural Workers Issues	\$0	\$0	\$0
Other Employment Issues	\$9,300	\$969,300	\$978,600
Adoption	\$62,300	\$920,835	\$983,135
Custody and Visitation	\$977,612	\$4,021,618	\$4,999,230
Divorce/Separation/Annulment	\$3,968,885	\$11,395,124	\$15,364,009

COLORADO LEGAL SERVICES
Social Return on Investment Analysis Impact Map for 2022

Description of Change	NET DIRECT IMPACT	NET CONSEQUENTIAL IMPACT	TOTAL NET IMPACT
Adult Conservatorship	\$93,800	\$535,618	\$629,418
Name Change	\$4,600	\$0	\$4,600
Parental Rights Termination	\$0	\$0	\$0
Paternity	\$0	\$0	\$0
Domestic Abuse	\$765,500	\$243,032	\$1,008,532
Support	\$23,400	\$315,711	\$339,111
Other Family Issues	\$41,557	\$36,720	\$78,277
Delinquent Juvenile	\$0	\$0	\$0
Neglected and Abused Dependents	\$0	\$0	\$0
Emancipation	\$0	\$0	\$0
Minor Guardianship	\$46,200	\$266,493	\$312,693
Other Juvenile	\$93,400	\$1,253,139	\$1,346,539
Medicaid Issues	\$109,100	\$3,102,288	\$3,211,388
Medicare Issues	\$6,600	\$1,353,072	\$1,359,672

COLORADO LEGAL SERVICES
Social Return on Investment Analysis Impact Map for 2022

Description of Change	NET DIRECT IMPACT	NET CONSEQUENTIAL IMPACT	TOTAL NET IMPACT
Govt. Children's Health Ins. Program	\$0	\$0	\$0
Home and Community Based Care	\$3,000	\$330,192	\$333,192
Private Health Insurance	\$0	\$0	\$0
Long Term Health Care Facilities	\$0	\$0	\$0
State and Local Health Care	\$600	\$5,453	\$6,053
Other Health Issues	\$2,400	\$21,812	\$24,212
Federally Subsidized Housing	\$3,358,252	\$9,406,800	\$12,765,052
Homeownership and Real Property	\$159,300	\$400,191	\$559,491
Private Landlord/Tenant Issues	\$3,319,216	\$2,606,593	\$5,925,809
Public Housing	\$243,200	\$1,138,800	\$1,382,000
Mobile Homes	\$328,377	\$1,024,920	\$1,353,297
Housing Discrimination	\$8,800	\$335,443	\$344,243
Mortgage Foreclosures	\$305,424	\$2,153,200	\$2,458,624

COLORADO LEGAL SERVICES
Social Return on Investment Analysis Impact Map for 2022

Description of Change	NET DIRECT IMPACT	NET CONSEQUENTIAL IMPACT	TOTAL NET IMPACT
Mortgage Predatory Lending/Practices	\$800	\$0	\$800
Other Housing Issues	\$129,300	\$312,000	\$441,300
Temp. Assistance for Needy Families	\$1,200	\$0	\$1,200
Social Security	\$46,800	\$0	\$46,800
Food Stamps	\$127,584	\$26,628	\$154,212
Social Security Disability Insurance	\$317,144	\$3,101,364	\$3,418,508
Supplemental Security Income	\$431,719	\$8,827,427	\$9,259,146
Unemployment Compensation	\$128,700	\$205,200	\$333,900
Veterans Benefits	\$0	\$0	\$0
State and Local Income Maintenance	\$7,800	\$20,916	\$28,716
Other Income Maintenance Issues	\$31,958	\$77,688	\$109,646
Immigration and Naturalization	\$87,200	\$315,000	\$402,200
Mental Health Issues	\$0	\$0	\$0
Prisoner's Rights	\$0	\$0	\$0

COLORADO LEGAL SERVICES
Social Return on Investment Analysis Impact Map for 2022

Description of Change	NET DIRECT IMPACT	NET CONSEQUENTIAL IMPACT	TOTAL NET IMPACT
Physically Disabled Rights	\$0	\$0	\$0
Civil Rights	\$0	\$0	\$0
Criminal Record Expungement	\$107,400	\$295,864	\$403,264
Other Individual Rights	\$0	\$0	\$0
Assistance for Non-Profits	\$0	\$0	\$0
Indian Tribal Law	\$0	\$0	\$0
Licenses	\$0	\$0	\$0
Torts	\$300	\$0	\$300
Wills and Estates	\$194,100	\$139,000	\$333,100
Advance Directives/Power of Attorney	\$71,200	\$125,000	\$196,200
Municipal Legal Needs	\$0	\$0	\$0
Criminal Issues	\$0	\$0	\$0
Other Miscellaneous Legal Issues	\$10,100	\$0	\$10,100

COLORADO LEGAL SERVICES
Social Return on Investment Analysis Impact Map for 2022

Description of Change	NET DIRECT IMPACT	NET CONSEQUENTIAL IMPACT	TOTAL NET IMPACT
Govt/Court System Efficiency Savings	\$542,775	\$0	\$542,775
TOTAL NET FISCAL IMPACTS	\$18,727,294	\$86,155,657	\$104,882,951
TOTAL FUNDING FOR 2022			\$16,931,458
TOTAL SOCIAL RETURN ON INVESTMENT FOR THE YEAR ENDED DECEMBER 31, 2022			619%

The Social Return on Investment to Colorado from the services provided by Colorado Legal Services.

Overview

The State of Colorado and many other governmental funding sources nationwide are reviewing their “Performance Measurement” processes, including metrics such as Return on Investment, Output and Outcome Measures, and Efficiency Measures, in an effort to improve efficiency, effectiveness and the delivered value of their multiple of community services and funding requirements and options. This report provides these measurement results to funding sources, stakeholders, and members of the community.

This analysis follows the basic structure, definitions, and procedures encompassed in the SROI Network’s internationally defined methodology. Additional input was taken from the New Economics Foundation study “*Measuring Real Value: a DIY Guide to Social Return on Investment*”, the Nonprofit Good Practice Guide, and various financial analysis tools and methods used in the private sector.

Scope of the Project

The process of developing this analysis included the identification of measurable benefits provided to the community by Colorado Legal Services as a result of their operations.

Many of the transaction statistics for these areas have historically been tracked by the staff and management of CLS, but several areas were not. The personnel at CLS are to be commended for researching these areas and providing accurate transaction information expeditiously.

The definitions of value to community are based on a variety of published sources where available, surveys of local cost when appropriate, surveys of State residents, and realistic formula calculations. These same methodologies have been used in multiple other Legal Aid SROI engagements and have been reviewed in detail by multiple organizations and outside researchers.

Conclusion

Based on a review of the Colorado Legal Services transaction records, internal reports, financial statements, reports submitted to various state and federal stakeholders, and the detailed analysis of values delivered to the community of the individual services provided by CLS, this report presents fairly the Social Return on Funding Investment for CLS for the year ended December 31, 2022.

A handwritten signature in dark ink, appearing to read "John Byrnes". The signature is fluid and cursive, with the first name "John" and the last name "Byrnes" clearly distinguishable.

John Byrnes
Principal
Community Service Analysis, LLC

December 18, 2023