

Q4 | LEGAL AID ONTARIO

QUARTERLY PERFORMANCE OVERVIEW 2012/13



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ABOUT LEGAL AID ONTARIO (LAO)

LAO has a statutory mandate to promote access to justice throughout Ontario for low-income individuals. LAO's services are carefully targeted to meet diverse client needs and make the most efficient use of resources. Among its services:

- duty counsel
- information, referral, and advice through the toll-free telephone service and from LAO staff in courthouses
- summary legal advice
- community legal clinics
- representation by a lawyer through the certificate program

HEADLINES: Q4 OF FISCAL YEAR 2012/13

- Jan. 22:** ARCH Disability Law Centre finalized a hands-on Disability Law Intensive program set to be added to Osgoode Hall Law School's curriculum, starting in the 2013/14 academic year.
- Jan. 31:** Resolution duty counsel lawyer service now offered in London.
- Feb. 5:** Framework explaining how LAO will provide compensation funding for clinics has been approved.
- Feb. 8:** Application process for refugees revised to accommodate new shortened refugee claim timelines and expedite decision-making on certificate applications.
- Feb. 15:** Enhanced duty counsel services offered in Barrie.
- March 4:** Downsview Community Legal Services moved to Bathurst-Finch Community Hub.
- March 13:** LAO partnered with Parry Sound Friendship Centre for family law workshops.
- March 14:** LAO Board approved joint submission to continue funding West Toronto Community Legal Services.

CLIENT SERVICES SUMMARY

LAO's toll-free call centre

Tier one representatives provide general information, match clients with the appropriate service and make referrals to other programs or agencies.

Call volumes for tier one dropped by 11.2 per cent to 62,520 from 70,408 last year.



Average wait time in Q4 2012/13 compared to 1 minute 48 seconds in Q4 2011/12

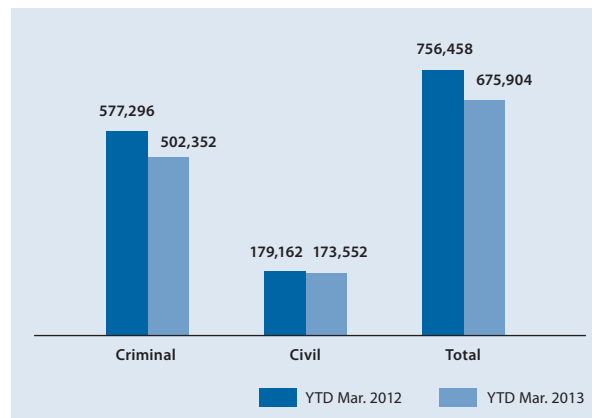
Tier two representatives assess clients for financial eligibility, provide legal information, take applications for the certificate program and refer clients to staff lawyers for legal advice.

Call volumes for the same time period dropped 18.2 per cent to 24,961 from 30,523.



Average wait time in Q4 2012/13 compared to 11 minute 3 seconds in Q4 2011/12

Duty counsel assists



The number of duty counsel assists dropped in 2012/13 due to the increasing number of people being helped through LAO's courthouse office locations or over the phone with summary legal advice.

Duty counsel dispositive services



Dispositive services help a case progress towards resolution. Civil/family dispositive services include:

- arguing motions, application and adjournments
- obtaining consent orders
- supporting enforcement proceedings, supporting inter-jurisdictional, hearings
- conducting CFSA temporary care and custody, status reviews, apprehension
- conducting parole or disciplinary hearings

Some criminal dispositive services include:

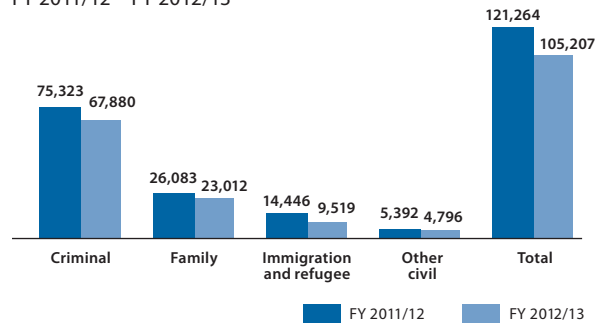
- trials
- withdrawal of all charges
- guilty pleas/speaking to sentence
- judicial interim release proceedings
- diversion/extra-judicial sanctions
- peace bond/recognizance, order hearings, sentence reviews and appeals *de novo*

LEGAL AID CERTIFICATES

Number of applications

The total number of applications dropped by 13 per cent to 105,207 from 121,264 last year.

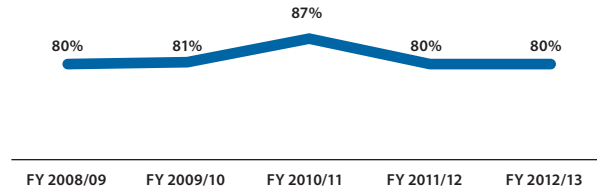
TOTAL NEW APPLICATIONS FOR CERTIFICATES
FY 2011/12 – FY 2012/13



Acceptance rate for applications

In 2012/13, 83,767 certificates were issued from the 105,207 applications taken.

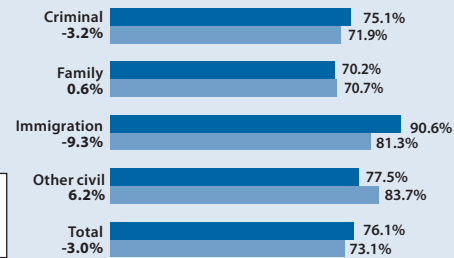
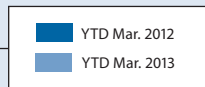
ACCEPTANCE RATE



Same-day decisions

73.1%

Percentage of decisions made on the same day for YTD March 2013

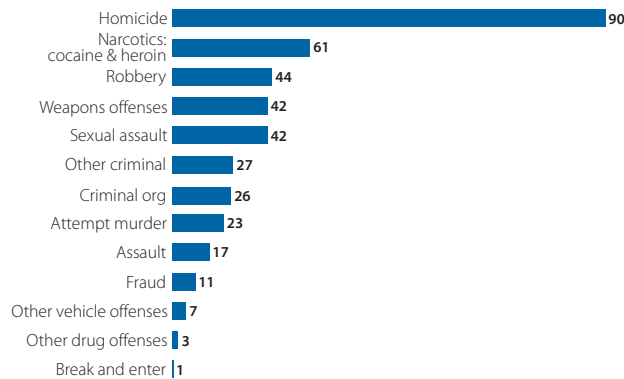


BIG CASE MANAGEMENT (BCM)

BCM certificates

LAO issued a total of 494 certificates for the BCM program YTD.

NUMBER OF BCM CERTIFICATES



\$22.8M

BCM program costs

Program costs for the BCM program are forecasted to be slightly under budget for the YTD.

FINANCIAL UPDATE

Operations for YTD

Operating budget	Actual (\$M)
Government of Ontario	\$ 347,549
Law Foundation	22,295
Client contributions	12,069
Client and other recoveries	0.675
Miscellaneous	0.838

Total revenue	\$ 383,426
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Expenses	Actual (\$M)
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Core business expenses

Certificate program (BCM)	\$ 22.733
Certificate program (other)	158.451
Staff law offices	12.055
Clinic program	72.335
Duty counsel program	46.492
Service innovation projects	0.571

Total core business expenses	\$ 312.638
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Service provider support	\$ 5.167
Administrative expenses	30.203
Other expenditures	6.016
Program Support	20.222

Total operating expenses	\$ 374.245
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OPERATING SURPLUS (DEFICIT)	\$ 9,181
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