

2013/14 Q3

LEGAL AID ONTARIO QUARTERLY PERFORMANCE REVIEW



ABOUT LEGAL AID ONTARIO (LAO)

LAO helps financially eligible, low-income Ontarians through the following services.



DUTY COUNSEL

These are lawyers who can quickly assess a person's legal problems and provide advice, information and representation to people who would be unrepresented and unassisted in the courtroom otherwise.



TOLL-FREE TELEPHONE SERVICES

Available in over 200 languages, the call centre can provide information about legal aid services, qualification for the various types of services available, and answer questions about legal aid applications.



SUMMARY LEGAL ADVICE

If financially eligible, a client can get advice on criminal, family or immigration issues from a lawyer for up to 20 minutes through LAO's toll-free number.



COMMUNITY LEGAL CLINICS

LAO funds 77 independent community legal clinics that can help with housing issues, government assistance cases, civil appeals, tribunals and proceedings.



CERTIFICATES

If a client is financially eligible and his/her legal needs warrant it, a client may be able to apply for a certificate, which covers the cost of a lawyer.

FINANCIAL UPDATE

LAO helps financially eligible, low-income Ontarians through the following services.

Operating Budget (\$M)	YTD December 2013
Government of Ontario	\$ 257.203
Government of Ontario: New funding for 2013	2.571
Law Foundation	12.000
Law Foundation: Clinic admin. savings	3.873
CIMS	0.213
Client contributions	7.655
Client and other recoveries	0.941
Miscellaneous	0.644
TOTAL REVENUE	\$ 285.100
Core Business Expenses	
Certificate program: BCM	\$ 19.219
Other	108.823
Client service offices	9.861
New family Funding 2013/14	
Clinic Program: General	53.321
CIMS	0.213
New clinic program funding 2013/14	
Duty counsel program	34.421
Service Innovation projects	0.372
TOTAL CORE BUSINESS EXPENSES	\$ 226.230
Service provider support	\$ 3.869
Administrative expenses	23.043
Other expenditures	4.938
Program support	15.597
TOTAL OPERATING EXPENSES	\$ 273.677
OPERATING SURPLUS / (DEFICIT)	\$ 11.423

CLIENT SERVICES

Calls to Legal Aid Ontario's toll-free call centre are streamed into one of two tiers.

TIER 1

Clients are matched to a service that meets their legal aid needs or are referred to other programs.

2.5%

Call volumes for tier 1 dropped by 2.5 per cent, from 61,048 in Q3 last year to 59,511 in Q3 2013/14.



1 MIN 23 SEC

Average wait time in Q3 compared to 1:39 minutes in the same period last year.

TIER 2

Clients are assessed for financial eligibility, provided with legal information or referred to staff lawyers for legal advice in either family law, criminal law or immigration law. Applications for certificates are also made at this level.

21.8%

Call volumes for this period dropped 21.8 per cent, to 21,594 from 27,605 because calls are now more effectively triaged from tier 1. Clients who require summary legal advice can now be transferred directly from tier 1 to lawyer.



4 MIN 16 SEC

Average wait time in Q3 compared to 6:55 minutes in the same period last.

DISPOSITIVE SERVICES

Dispositive services help a case progress towards resolution.

21,328

civil/family assists YTD December 2013

Compared to 23,371 for YTD December 2012 – a drop of 18.4 per cent.

- Civil/family dispositive services include:
- arguing emergency motions
 - obtaining consent orders
 - arguing motion/application/ adjournments
 - supporting enforcement proceedings
 - supporting inter-jurisdictional support hearings
 - conducting CFSA temporary care and custody, CFSA status review, CFSA apprehension
 - conducting parole hearing or disciplinary hearings

67,751

criminal assists for YTD December 2013

Compared to 76,109 for YTD December 2012.

- Some criminal dispositive services include:
- trials
 - withdrawal of all charges
 - guilty pleas/speaking to sentence
 - Gladue submissions
 - judicial interim release proceedings
 - diversion/extra-judicial sanctions
 - peace bond/recognizance
 - hearings to rescind bench warrants
 - mental health assessment order hearings, sentence reviews
 - appeals *de novo*

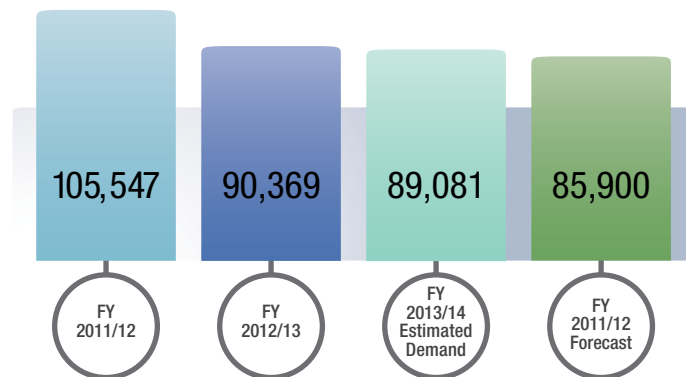
DUTY COUNSEL		2013	2012
The total number of people assisted by duty counsel (includes per diem, staff duty counsel, telephone summary legal advice and LAO court workers) dropped by 1.5 per cent for YTD December 2013 compared to YTD December 2012.	Criminal	426,613	437,765
	Civil	163,730	161,561
TOTAL		590,348	599,326

LEGAL AID CERTIFICATES

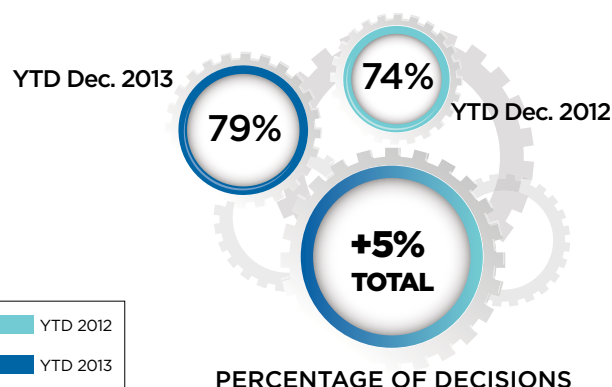
ACCEPTANCE RATES FOR APPLICATIONS

Number of certificates issued	YTD Q3 2012/13	YTD Q3 2013/14
Criminal	44,264	41,925
Family	14,221	14,357
Immigration & refugee	7,199	3,914
Other civil	3,272	3,259
Total	68,956	63,455

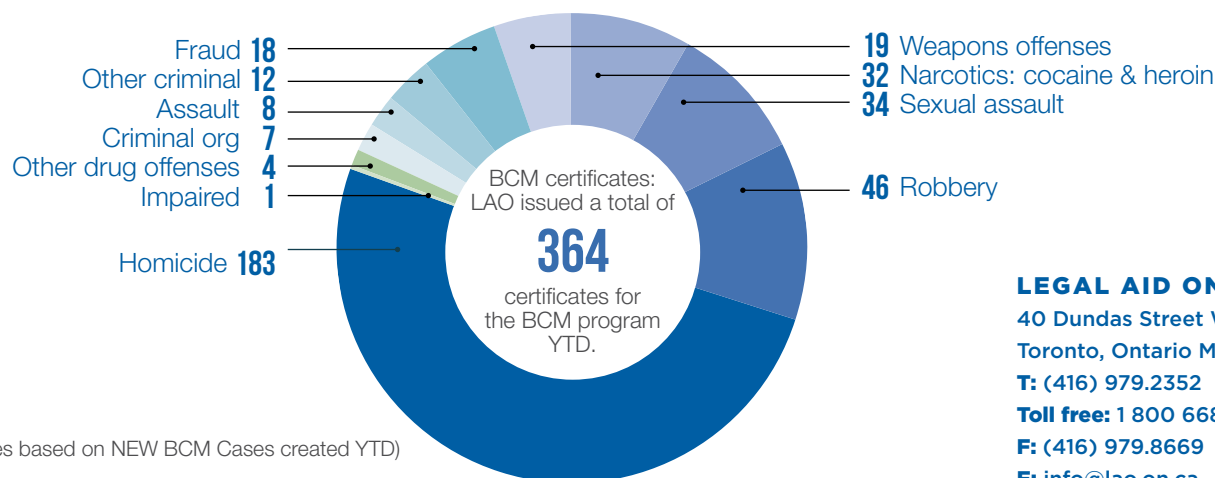
NUMBER OF CERTIFICATES ISSUED



SAME DAY DECISIONS



BIG CASE MANAGEMENT (BCM)



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