

Q4 | LEGAL AID ONTARIO

QUARTERLY PERFORMANCE OVERVIEW



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ABOUT LEGAL AID ONTARIO (LAO)

Legal Aid Ontario provides eligible clients with an effective array of services that best suit their legal aid requirements. Legal Aid Ontario's service model is based on ensuring its clients receive the service they need at a reasonable cost to taxpayers. 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, and
- representation by a lawyer through the certificate program.

HEADLINES: FISCAL YEAR (FY) 2011/12

- LAO's total expenditures for all major programs came to \$373 million FY 2011/12, compared with \$362 million FY 2010/11.
- In April 2013, LAO will report back to the Auditor General on the status of each of the recommendations contained in the 2011 *Value for Money* audit report.
- Guilty pleas through duty counsel decreased from 3.4% in FY 2010/11 to 2.6% in FY 2011/12. Adjournments through duty counsel also decreased, from 41.4% in FY 2010/11 to 32.6% in FY 2011/12.

FINANCIAL UPDATE

As of March 31, 2012, Legal Aid Ontario estimates that its forecasted operating deficit for 2011/12 will be approximately \$1.3 million compared to its original forecast of around \$4.0 million.

As of the end of the fiscal year for 2011/12, certificate expenditures exceeded the budgeted forecast by \$8.7 million.

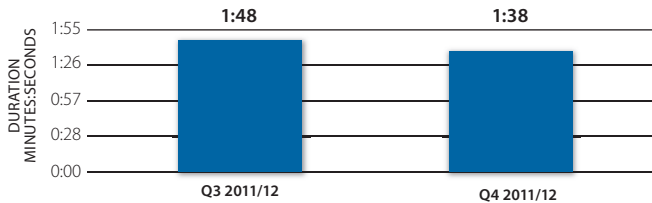
CLIENT SERVICES

Call wait times at the tier one level decreased, from an average of 1 minute and 48 seconds in Q3 2010/11 to 1 minute and 38 seconds in Q4 2011/12.

Legal Aid Ontario’s toll-free call centre

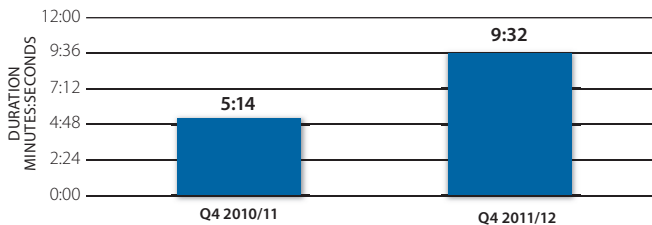
Tier one representatives provide general information, match clients with the appropriate service and make referrals to other programs or agencies. Call volumes for the tier one level rose from 61,806 in Q3 2010/11 to 70,408 in Q4 2011/12. Call wait times at this level decreased slightly for this timeframe, from an average of one minute and 48 seconds in Q3 2010/11 to one minute and 38 seconds in Q4 2011/12.

CSC AVERAGE WAIT TIMES – TIER 1 Q3 2011/12 VS. 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. Between January and March 2012, average wait times for tier two rose from 5 minutes 14 seconds to 9 minutes 32 seconds, compared with the same period in 2011. This is a drop from the average wait time of 11 minutes and three seconds between October and December 2011. Furthermore, call volumes rose to 30,523 in Q4 2011/12, up from 24,888 during this timeframe in 2010/11.

CSC WAIT TIMES COMPARISON – TIER 2 Q4 2010/11 VS. Q4 2011/12

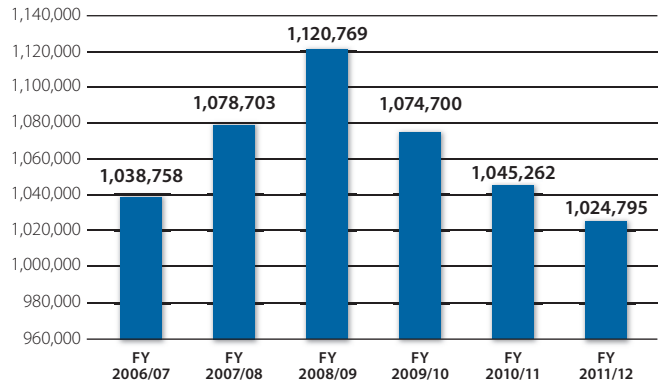


Duty counsel

Duty counsel assists

FY 2011/12 compared with 2010/11, total assists by duty counsel remained relatively steady at 1,024,795 compared to 1,045,262 the year before.

DUTY COUNSEL ASSISTS PROVIDED



Duty counsel services

| Service type | FY 2010/11 | FY 2011/12 | % Change |
|--------------------------------------|------------------|------------------|------------|
| Adjournment | 364,362 | 333,964 | -8% |
| Summary Advice Only | 183,521 | 188,996 | 3% |
| Judicial Interim Release Preparation | 116,826 | 120,382 | 3% |
| Act as Agent | 84,495 | 81,176 | -4% |
| Negotiation | 60,737 | 65,181 | 7% |
| Judicial Interim Release Proceedings | 45,127 | 41,207 | -9% |
| Pre-Trial/Crown Resolution | 28,275 | 29,382 | 4% |
| Prepare Documents | 26,745 | 28,527 | 7% |
| Guilty Plea/Speak to Sentence | 28,025 | 26,644 | -5% |
| Diversion/Extra-Jud. Sanctions | 19,223 | 19,533 | 2% |
| Preparation for Plea | 16,667 | 16,716 | 0% |
| Obtain Consent Order | 16,680 | 15,754 | -6% |
| Withdrawal of All Charges | 14,966 | 15,399 | 3% |
| Other | 39,613 | 41,934 | 6% |
| Total | 1,045,262 | 1,024,795 | -2% |

LEGAL AID CERTIFICATES

Number of applications

FY 2010/11 compared with FY 2011/12, the total number of new applications for certificates rose by 5% in total – from 115,101 applications in 2010/11 to 121,264 in 2011/12.

Low-income Ontarians applied for legal aid:

- **Criminal applications** up by 13% in 2011/12 compared to 2010/11 – from 66,508 to 75,323;
- **Family applications** down by 13% in 2011/12 compared to 2010/11 – from 30,076 to 26,083;
- **Immigration and refugee applications** up by 9% in 2011/12 compared to 2010/11 – from 13,309 to 14,466;
- **Other civil applications** up by 4% in 2011/12 compared to 2010/11 – 5,208 to 5,392.

| Fiscal year | Applications taken | Certificates issued | Acceptance rate (%) |
|-------------|--------------------|---------------------|---------------------|
| 2005/06 | 143,226 | 111,018 | 78% |
| 2006/07 | 141,757 | 109,191 | 77% |
| 2007/08 | 138,614 | 107,299 | 77% |
| 2008/09 | 146,537 | 117,169 | 80% |
| 2009/10 | 135,496 | 109,310 | 81% |
| 2010/11 | 115,101 | 100,387 | 87% |
| 2011/12 | 121,264 | 105,547 | 87% |

Number of certificates by category

In Q4 2011/12, Legal Aid Ontario issued 25,992 certificates compared with 28,125 for the same period last year. FY 2010/11, Legal Aid Ontario issued 100,387 certificates compared with 105,547 certificates for FY 2011/12.

| | Criminal | Family | Refugee | Other civil | Total |
|------------|----------|--------|---------|-------------|--------|
| Q4 2010/11 | 15,858 | 7,559 | 3,516 | 1,192 | 28,125 |
| Q4 2011/12 | 16,260 | 5,049 | 3,278 | 1,405 | 25,992 |

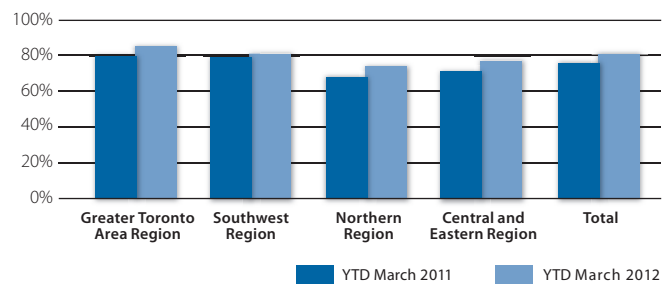
| Certificates issued 2006/07 to 2011/12 | 2006/07 | 2007/08 | 2008/09 | 2009/10 | 2010/11 | 2011/12 |
|--|----------------|----------------|----------------|----------------|----------------|----------------|
| Criminal | 65,784 | 64,335 | 68,453 | 63,501 | 58,670 | 65,633 |
| Family | 26,540 | 25,599 | 30,107 | 27,488 | 24,614 | 21,406 |
| Immigration & refugee | 11,060 | 11,401 | 12,706 | 12,904 | 12,453 | 13,637 |
| Other civil | 5,807 | 5,964 | 5,903 | 5,417 | 4,650 | 4,871 |
| Total certificates issued | 109,191 | 107,299 | 117,169 | 109,310 | 100,387 | 105,547 |

Same day decisions

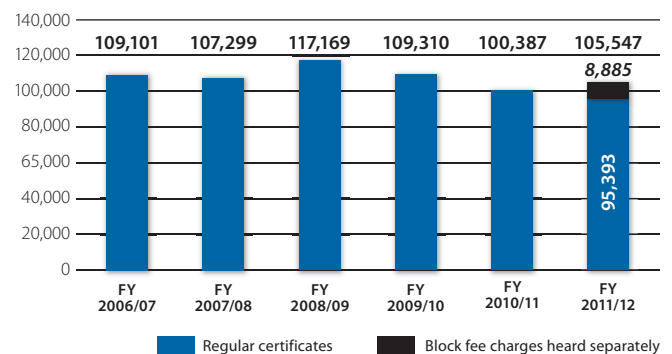
Legal Aid Ontario is committed to providing clients who apply for legal aid with same-day decisions, whenever possible.

The same-day decision rate for Legal Aid Ontario's courthouse locations YTD March 2012 was 81% across the province, compared with 77% YTD March 2011.

% DECISIONS RELATED TO APPLICATIONS MADE SAME DAY



NUMBER OF CERTIFICATES FY 2006/07 TO FY 2011/12

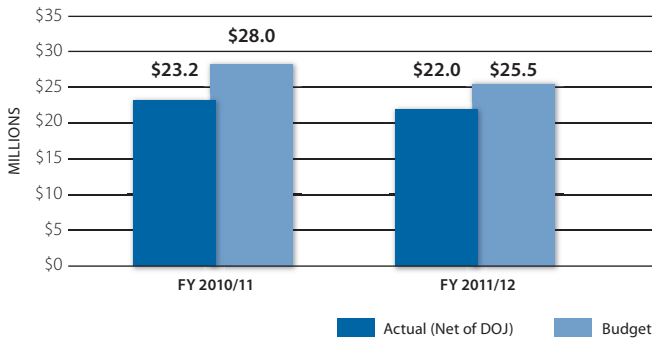


BIG CASE MANAGEMENT (BCM)

BCM program costs

The actual program cost for BCM, including certificate and administrative expenditures, was \$22 million. This is 13.75% lower than the budget projection for FY 2011/12 and 5.17% less than in 2010/11.

BIG CASE MANAGEMENT CERTIFICATE PROGRAM ACTUAL TO BUDGET COST COMPARISON – FY 2010/11 & FY 2011/12



BCM certificates

Legal Aid Ontario issued 489 certificates for the BCM program for FY 2011/12 (between April 2011 and March 2012). Of these, 204 were homicides.

NUMBER OF BCM CERTIFICATES – APRIL 2011 TO MARCH 2012

