

BLUE RIDGE
LEGAL SERVICES, INC.

STATISTICAL CASE SERVICES

AND

OUTCOMES REPORT

FOR

2002

BRLS CASE OUTCOME MEASUREMENT HIGHLIGHTS FOR 2002

BRLS staff and volunteer attorneys achieved the following outcomes for low-income clients during 2002:

Debtor Relief and Consumer Issues

Obtained 86 bankruptcy discharges, discharging \$1,912,000 in debts.

Stopped or reduced debt collection actions against 32 clients.

Averted repossession for 2 clients, avoiding a loss of \$35,000.

Avoided deficiency judgments for 5 clients, saving some \$12,000.

Quashed 44 garnishments, liens, or levies, returning nearly \$32,000 in wages or property to the clients.

Overcame illegal or fraudulent sales contracts for 5 clients, recovering nearly \$4,000.

Resolved credit-reporting errors for 9 clients.

Enforced warranties for 6 clients worth over \$10,000.

Avoided a utility termination for 2 clients.

Overcame fraudulent sales practices for 2 clients, saving over \$5,000.

Assisted 32 clients with consumer matters outside of litigation.

Provided advice and counsel or referral to 617 clients on debtor and consumer issues.

Family-Related Issues

Obtained adoptions for 8 families.

Obtained child custody orders for 56 clients, including nearly \$5,200 in monthly child support benefits and over \$3,000 in lump sum support.

Preserved child visitation rights for 22 clients.

Obtained divorces or annulments for 451 clients, including financial benefits of \$70,000 in lump sums and \$4,700 in monthly benefits.

Prepared Separation Agreements for 44 clients, including \$50,000 in financial benefits.

Avoided termination of parental rights for 5 clients.

Established paternity for 2 children.

Obtained court protection for 47 victims of domestic violence, together with \$2,700 in lump sum financial benefits and \$1,300 in monthly support.

Obtained, preserved, or increased spousal support for 6 clients, including \$4,100 in lump sum awards and \$633 in monthly support.

Obtained, preserved, or increased child support for another 5 clients, including \$963 in monthly support.

Obtained a downward modification of child support for 5 clients, including over \$16,000 in lump sum reductions and \$450 in monthly reductions.

Assisted 29 clients with family matters outside of litigation.

Provided advice and counsel or referral to 1301 other clients on family-related issues.

Access to Health Care Issues

Obtained, preserved, or increased Medicaid benefits for 25 clients, worth over \$21,000 in lump sum benefits and at least \$6,500 in monthly benefits.

Obtained, preserved, or increased Medicare benefits for 6 clients.

Prevented denial of rights to 4 nursing home residents, preserving over \$44, 000 in financial benefits.

Obtained access to health care for 4 clients, worth \$5,235.

Enforced health insurance policy for one client.

Advised 33 clients on health care issues.

Assisted 11 clients with health care matters outside of litigation.

Housing Issues

Prevented evictions for 22 families, saving over \$10,000 in charges.

Delayed eviction for 25 families, while successfully defending claims for \$13,000 in charges.

Avoided 3 foreclosures.

Obtained access to housing for 4 families.

Avoided illegal charges imposed by landlords on another 22 families, saving nearly \$34,000.

Overcame denial of 3 tenants' rights under their leases.

Enforced 2 families' rights to habitable housing.

Restored 2 families' access to their personal property, worth \$3,700.

Obtained repairs to dwellings for 2 clients.

Obtained assistance in development of affordable housing for one family.

Provided non-litigation advocacy on behalf of 19 households in housing-related issues.

Provided counsel and advice or referral to 303 other clients with housing related problems.

Other Public Benefit Issues

Assisted 3 clients in obtaining TANF benefits.

Obtained, preserved, or increased food stamps for 4 families, worth over \$1,800.

Obtained, preserved, or increased SSI and Social Security disability benefits for 52 clients, securing over \$190,000 in lump sum benefits and \$12,350 in monthly benefits.

Obtained, preserved, or increased unemployment compensation benefits for 28 clients, with financial benefits of nearly \$5,600.

Obtained, preserved, or increased VA benefits for 4 client, including benefits for one client worth nearly \$4,400.

Provided non-litigation advocacy on behalf of 12 households in benefit-related issues, resulting in nearly \$14,000 in financial benefits to clients.

Provided counsel and advice or referral to 98 other clients with public benefit issues.

Miscellaneous Matters

Advised 34 clients regarding employment issues.

Avoided expulsion from public school for one client.

Restored drivers license for 3 clients.

Advised 9 clients on civil rights issues.

Prepared wills for 41 clients.

Prepared 75 living wills, powers of attorney, or health care proxy documents.

Provided representation for 15 clients in unsuccessful affirmative litigation.

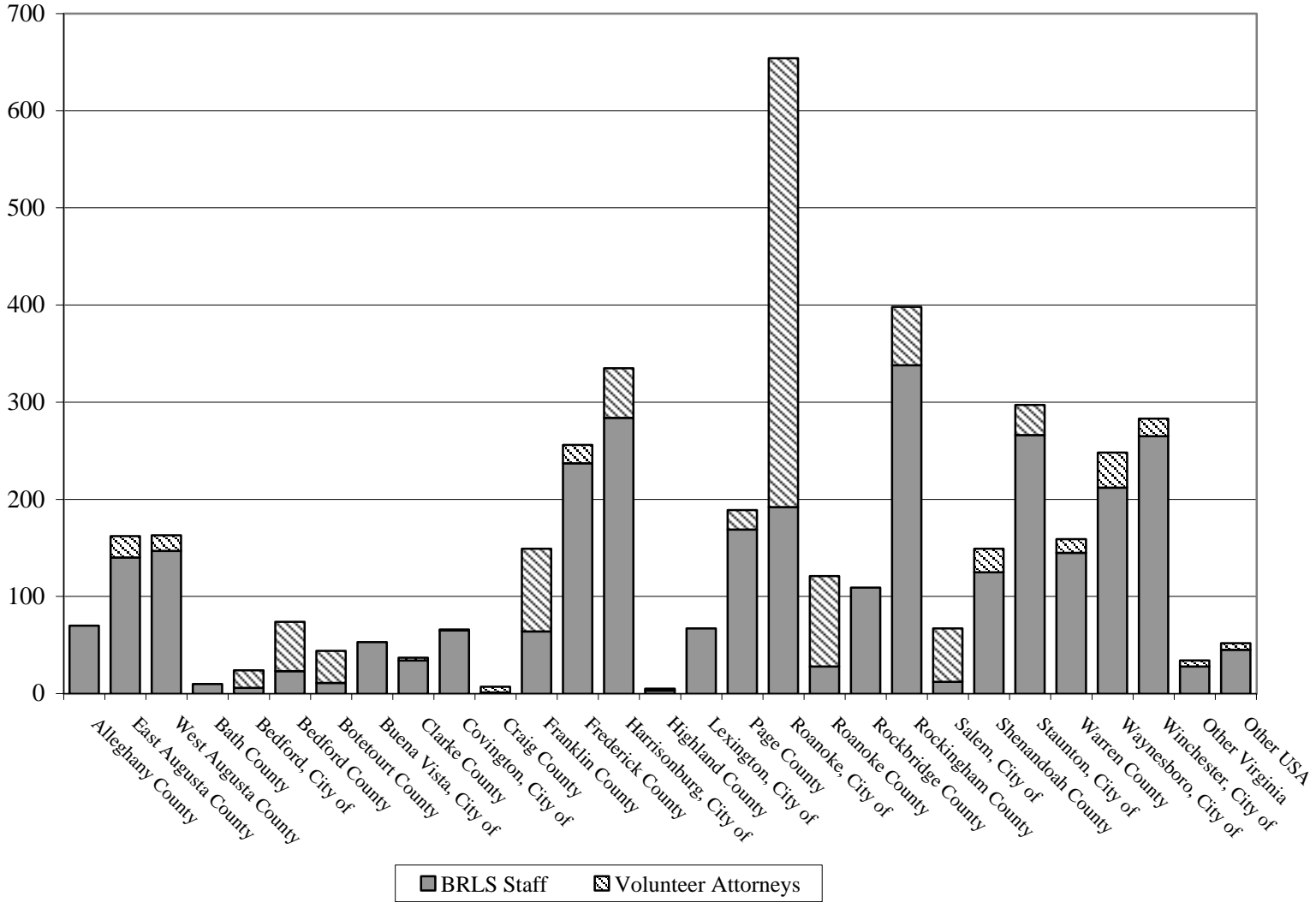
Provided representation for 21 clients in unsuccessful defensive litigation.

Cases Closed By Locality - 2002

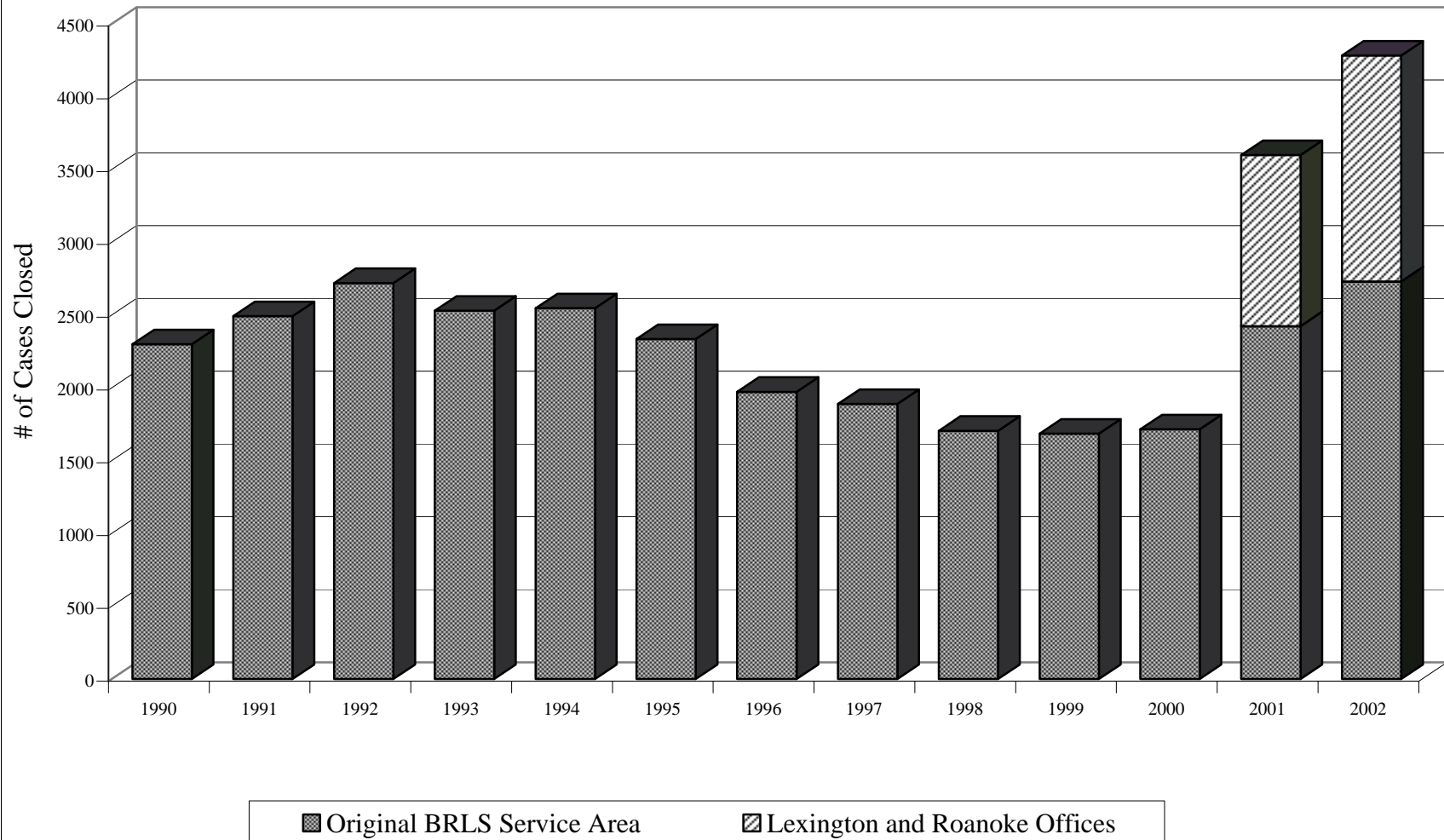
Locality	BRLS Staff	Volunteer Attorneys	Totals
Alleghany County	70	0	70
East Augusta County	140	22	162
West Augusta County	147	16	163
Bath County	10	0	10
Bedford, City of	6	18	24
Bedford County	23	51	74
Botetourt County	11	33	44
Buena Vista, City of	53	0	53
Clarke County	34	3	37
Covington, City of	65	1	66
Craig County	1	6	7
Franklin County	64	85	149
Frederick County	237	19	256
Harrisonburg, City of	284	51	335
Highland County	3	2	5
Lexington, City of	67	0	67
Page County	169	20	189
Roanoke, City of	192	462	654
Roanoke County	28	93	121
Rockbridge County	109	0	109
Rockingham County	338	60	398
Salem, City of	12	55	67
Shenandoah County	125	24	149
Staunton, City of	266	31	297
Warren County	145	14	159
Waynesboro, City of	212	36	248
Winchester, City of	265	18	283
Other Virginia	28	6	34
Other USA	<u>45</u>	<u>7</u>	<u>52</u>
TOTALS	3149	1133	4282

Cases Closed by Locality

2002

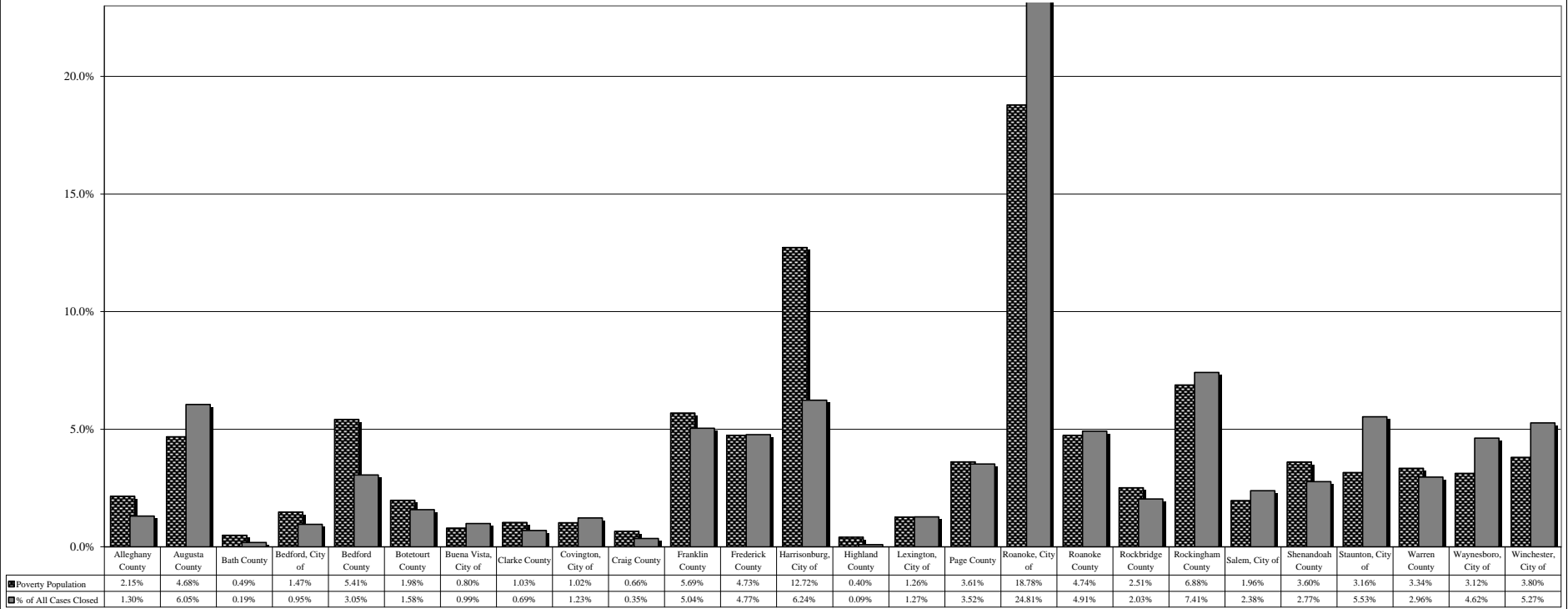


Total Cases Closed Annually 1990-2002



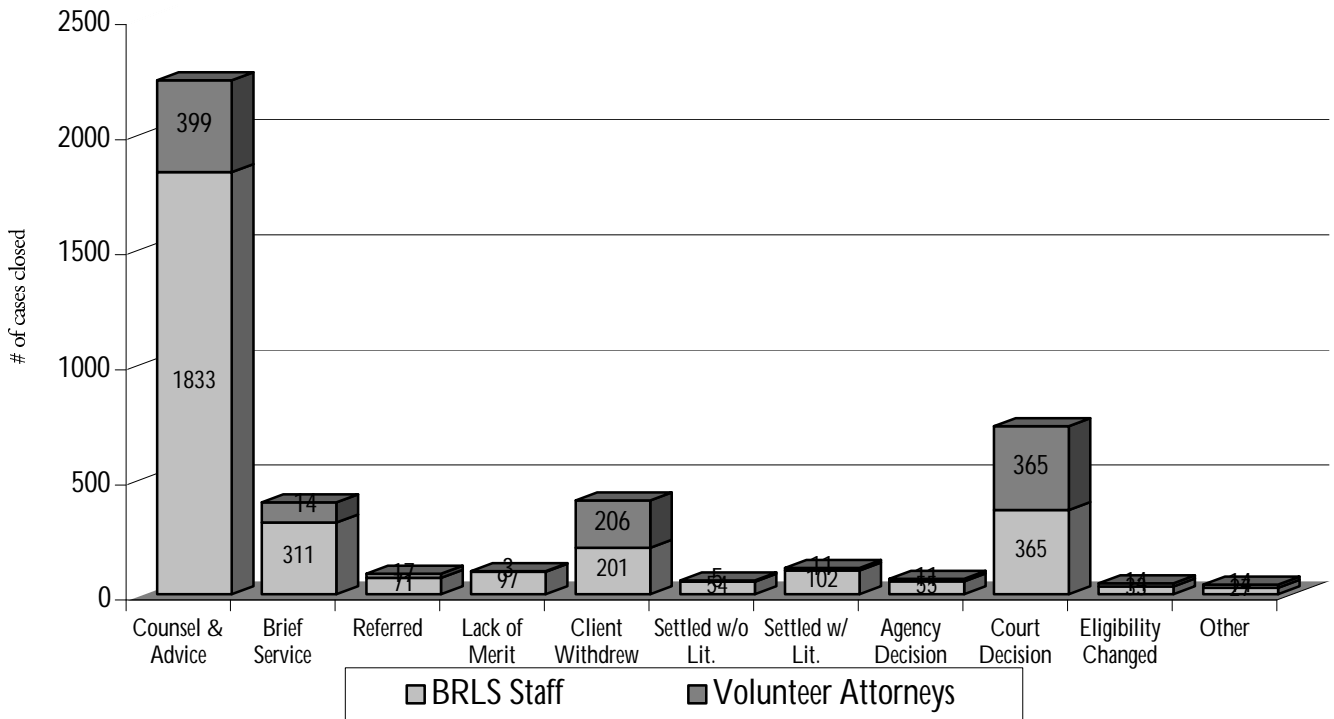
Distribution of Services by BRLS and LASRV Combined Compared to Poverty Population in 2002

% of Total Service Area

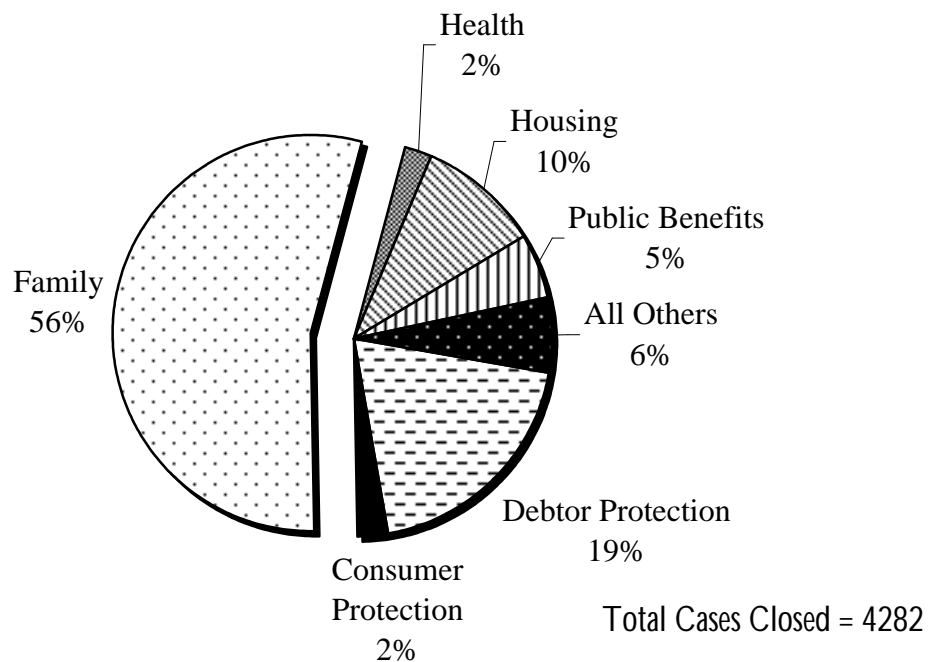


Poverty Population
 % of All Cases Closed

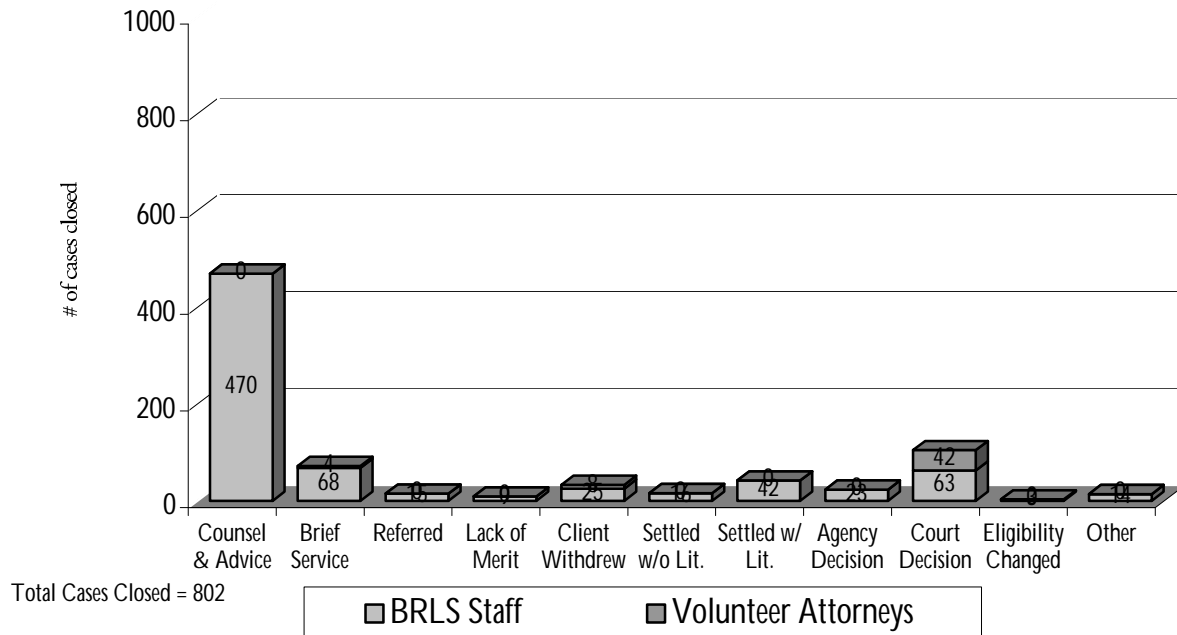
Types of Services Rendered Programwide 2002



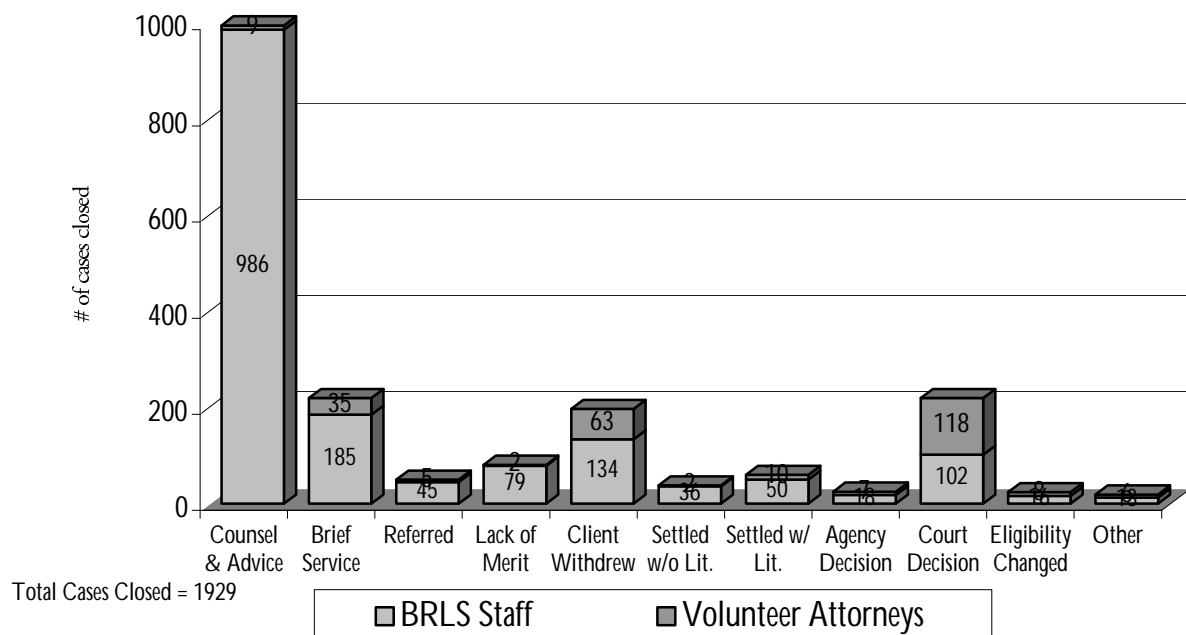
Cases Closed by Legal Category Programwide 2002



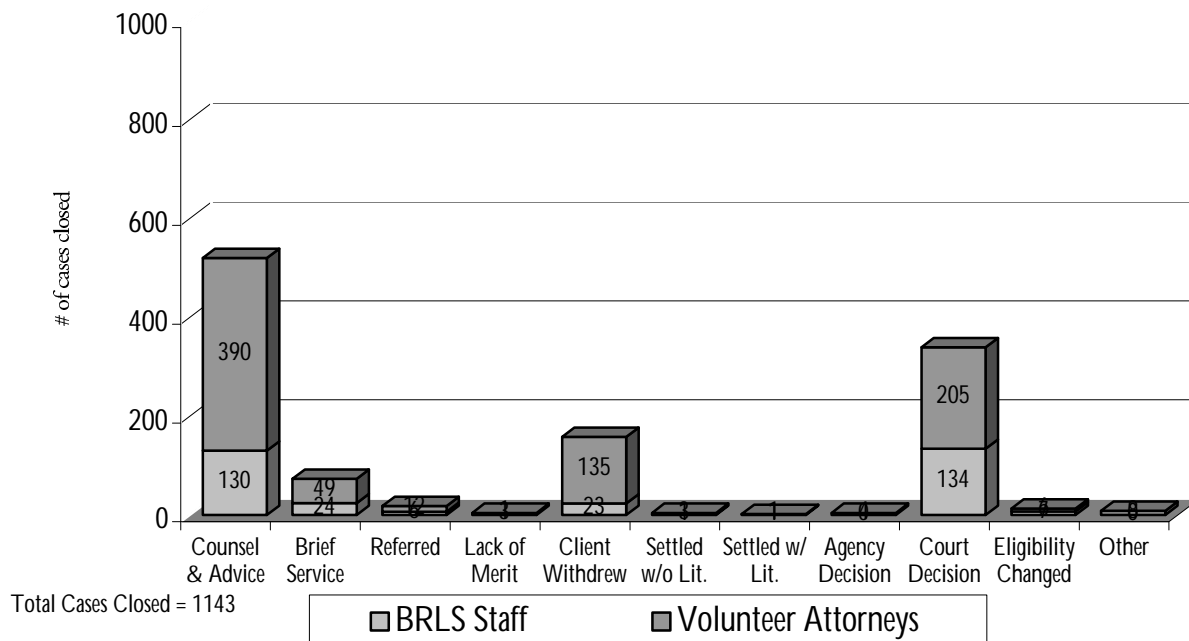
Winchester Office: Types of Services 2002



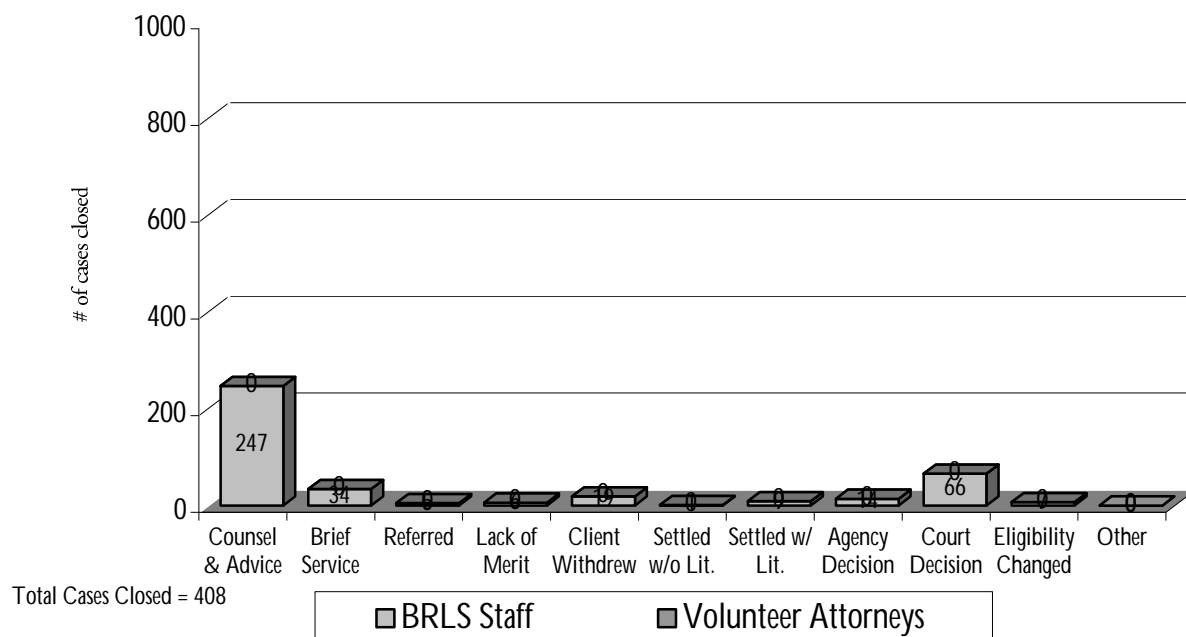
Harrisonburg Office: Types of Services 2002



Roanoke Office: Types of Services 2002



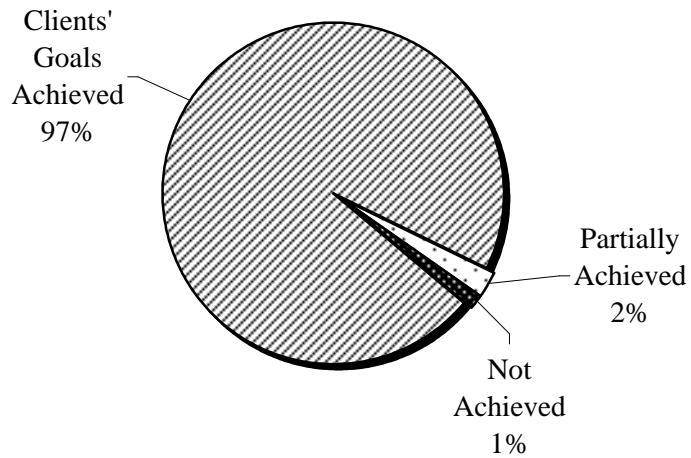
Lexington Office: Types of Services 2002



Outcome of Cases Involving On-Going Representation* 2002

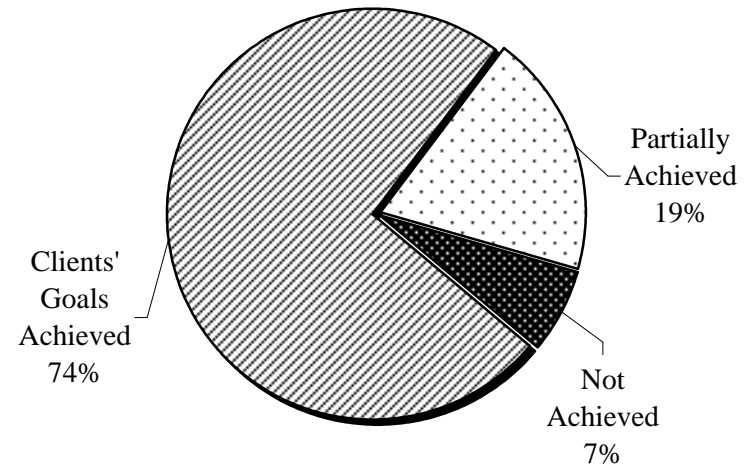
Volunteer Attorneys

Total Cases = 367



BRLS Staff

Total Cases = 499



*Includes negotiated settlements, court & administrative hearing decisions (does not include discontinued cases).