

BLUE RIDGE
LEGAL SERVICES, INC.

STATISTICAL CASE SERVICES

AND

OUTCOMES REPORT

FOR

2004

BRLS 2004 CASE OUTCOME MEASUREMENTS HIGHLIGHTS

BRLS staff and volunteer attorneys achieved the following outcomes for low-income clients during 2004:

Debtor Relief and Consumer Issues

Obtained 87 bankruptcy discharges, discharging \$1,885,252 in debts while recovering \$5,487 in garnished wages.

Stopped or reduced debt collection actions against 35 clients, avoiding \$228,000 in debts and recovering \$1,467 in payments.

Averted repossession for 1 client, avoiding a loss of \$500.

Avoided deficiency judgments for 5 clients, avoiding some \$14,000 in claims.

Quashed 37 garnishments, liens, or levies, returning nearly \$25,000 in wages or property to the clients.

Defeated 2 illegal sales contracts, recovering \$500 for our clients.

Enforced warranties for 8 clients.

Avoided a utility termination for 2 clients.

Overcame fraudulent sales practices for 2 clients, saving them almost \$3,000.

Assisted 54 clients with consumer matters outside of litigation, including recovering \$8,000 for one client.

Provided advice and counsel or referral to 648 clients on debtor and consumer issues.

Family-Related Issues

Obtained adoptions for 9 families.

Obtained child custody orders for 45 clients, including over \$7,200 in monthly child support benefits and over \$26,000 in lump sum support.

Preserved child visitation rights for 13 clients.

Obtained divorces or annulments for 374 clients, including financial benefits of \$41,412 in lump sums and \$1,500 in monthly benefits.

Prepared Separation Agreements for 38 clients, including \$43,000 in financial benefits.

Established paternity for 2 children.

Obtained court protection for 30 victims of domestic violence, together with \$15,200 in lump sum financial benefits and over \$4,000 in monthly support.

Obtained, preserved, or increased child support for 1 client of \$1,156 in monthly support.

Obtained, preserved, or increased spousal support for another 10 clients, including \$22,618 in lump sum awards and \$3,550 in monthly support.

Obtained a reduction in child support for 13 clients, including \$1500 in monthly reductions.

Assisted 17 clients with family matters outside of litigation, with over \$96,000 in financial benefits.

Provided advice and counsel or referral to 1289 other clients on family-related issues.

Access to Health Care Issues

Obtained, preserved, or increased Medicaid benefits for 19 clients, worth nearly \$6,000 in lump sum benefits and at least \$4,000 in monthly benefits.

Prevented denial of rights to 1 nursing home resident.

Obtained access to health care for 4 clients.

Advised or referred 22 clients on health care issues.

Assisted 18 clients with health care matters outside of litigation.

Housing Issues

Prevented evictions for 17 families, while recovering \$3,150 for them and successfully defending claims for \$8,000 in charges.

Delayed eviction for 26 families, while successfully defending claims for \$6,864 in charges.

Avoided one foreclosure.

Obtained access to housing for 2 families.

Avoided illegal charges imposed by landlords on another 19 families, saving nearly \$46,000.

Overcame denial of 2 tenants' rights under their leases.

Enforced 2 families' rights to habitable housing.

Restored 10 families' access to their personal property, worth \$32,500.

Obtained repairs to dwellings for 3 clients.

Obtained assistance in development of affordable housing for 2 families.

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

Provided counsel and advice or referral to 296 other clients with housing-related problems.

Other Public Benefit Issues

Assisted 1 client in obtaining TANF benefits, worth \$254 monthly.

Obtained, preserved, or increased food stamps for 3 families.

Obtained, preserved, or increased SSI and Social Security disability benefits for 25 clients, securing \$134,778 in lump sum benefits and \$5,815 in monthly benefits.

Obtained, preserved, or increased unemployment compensation benefits for 6 clients, with financial benefits of over \$14,000.

Overcame the denial of emergency assistance by Dept. of Social Services for 1 client.

Provided 2 clients with assistance in business startup.

Provided non-litigation advocacy on behalf of 17 households in benefit-related issues.

Provided counsel and advice to 64 other clients with public benefit issues.

Miscellaneous Matters

Obtained \$5,250 in pension benefits for one client.

Assisted 1 client outside of litigation in settling an employment matter, recovering almost \$2,000 in lump sum and \$1,300 monthly for the client.

Advised or referred 8 clients regarding employment issues.

Obtained appropriate special education for 1 child.

Advised and referred 4 clients regarding education issues.

Restored drivers' licenses for 3 clients.

Advised 8 clients on civil rights issues.

Prepared wills for 52 clients.

Prepared 56 living wills, powers of attorney, or health care proxy documents.

Provided representation for 19 clients in unsuccessful affirmative litigation.

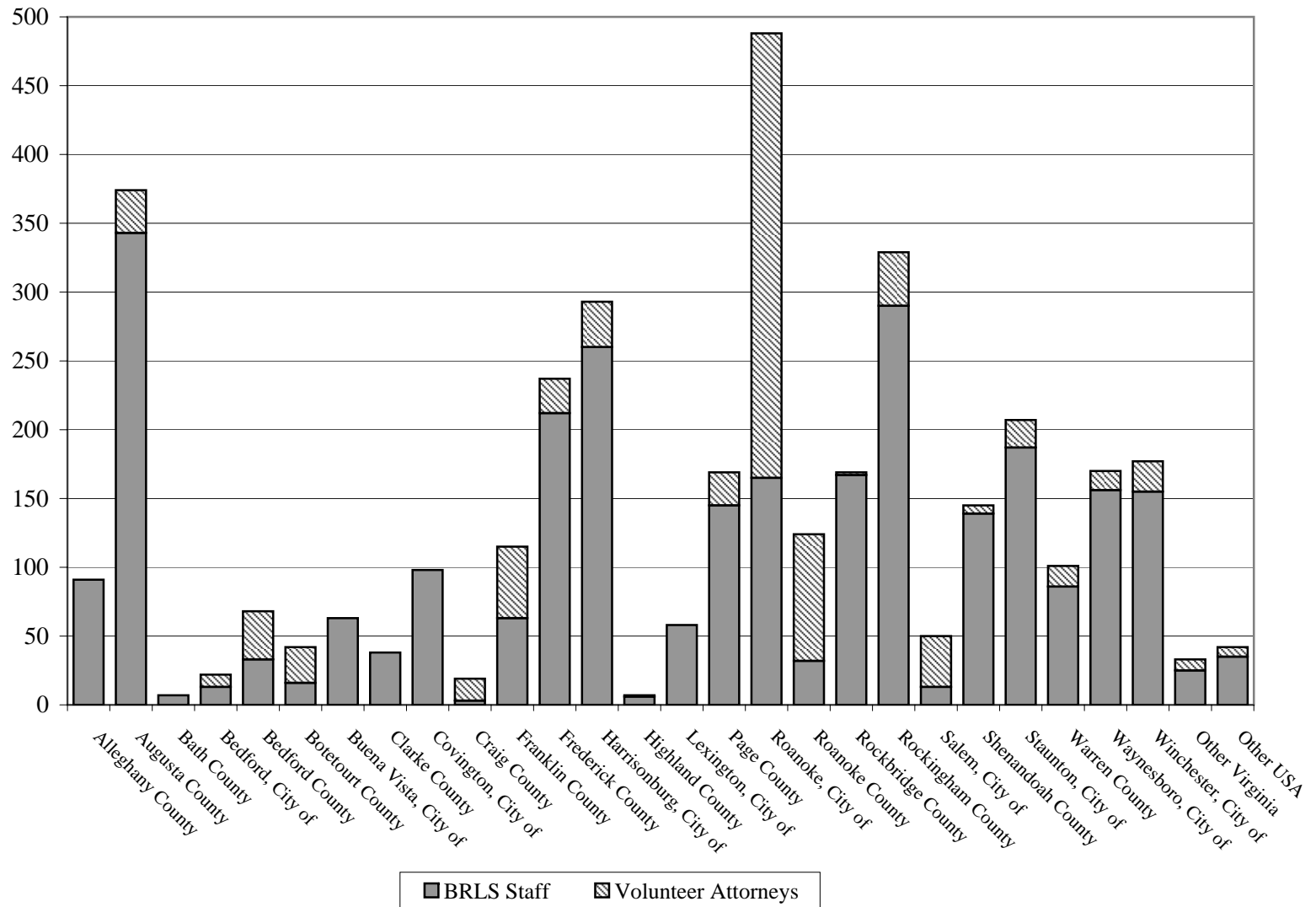
Provided representation for 16 clients in unsuccessful defensive litigation.

Overall, achieved outcomes that benefited over 8700 low-income people, including affirmative lump sum recoveries of \$400,469; affirmative monthly recoveries of \$32,170; avoidance of \$2,256,174 in lump sum debts or damages; and avoidance of \$6,681 in monthly obligations.

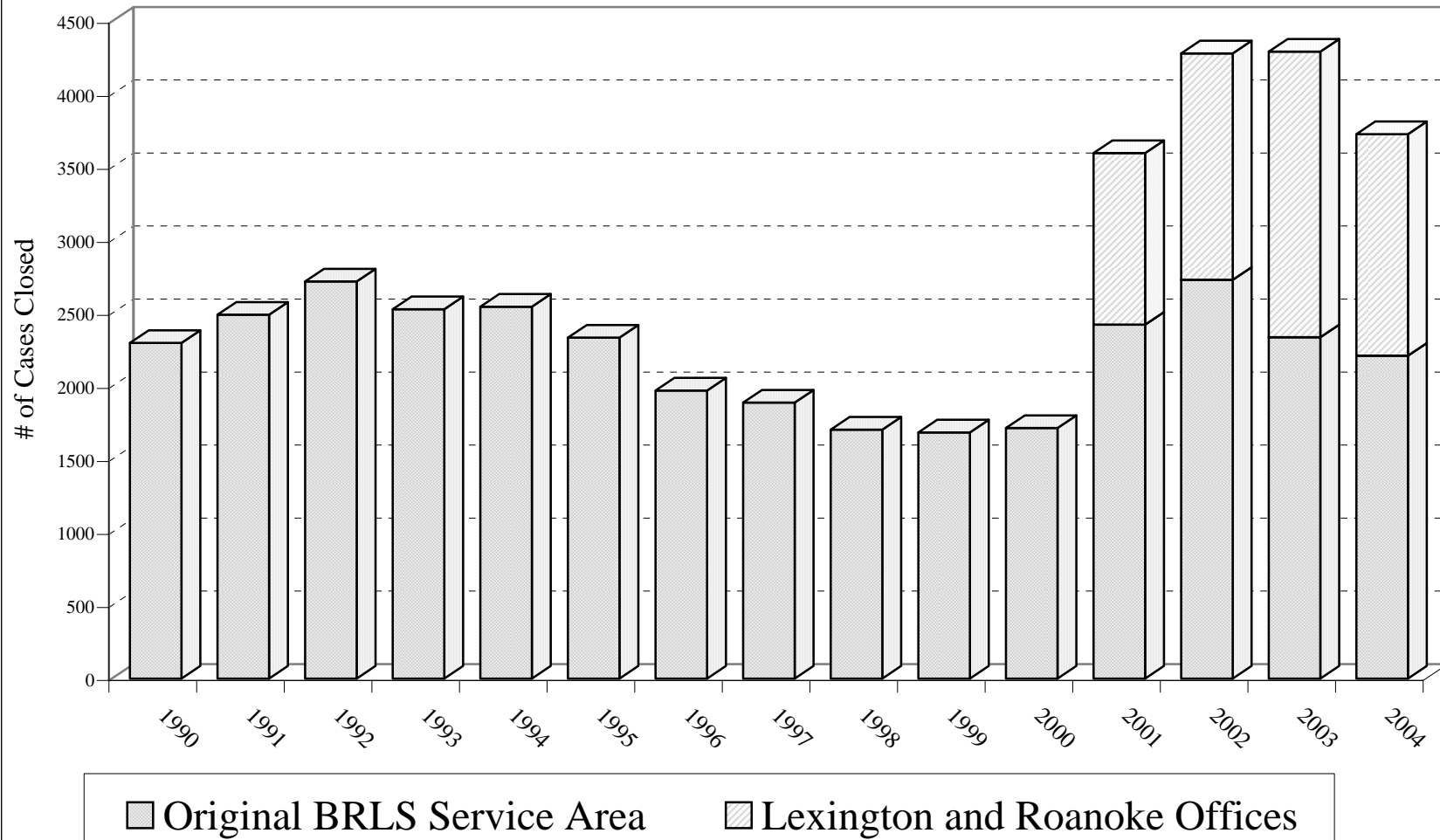
Cases Closed By Locality - 2004

Locality	BRLS Staff	Volunteer Attorneys	Totals
Alleghany County	91	0	91
Augusta County	343	31	374
Bath County	7	0	7
Bedford, City of	13	9	22
Bedford County	33	35	68
Botetourt County	16	26	42
Buena Vista, City of	63	0	63
Clarke County	38	0	38
Covington, City of	98	0	98
Craig County	3	16	19
Franklin County	63	52	115
Frederick County	212	25	237
Harrisonburg, City of	260	33	293
Highland County	6	1	7
Lexington, City of	58	0	58
Page County	145	24	169
Roanoke, City of	165	323	488
Roanoke County	32	92	124
Rockbridge County	167	2	169
Rockingham County	290	39	329
Salem, City of	13	37	50
Shenandoah County	139	6	145
Staunton, City of	187	20	207
Warren County	86	15	101
Waynesboro, City of	156	14	170
Winchester, City of	155	22	177
Other Virginia	25	8	33
Other USA	<u>35</u>	<u>7</u>	<u>42</u>
TOTALS	2899	837	3736

Cases Closed by Locality 2004

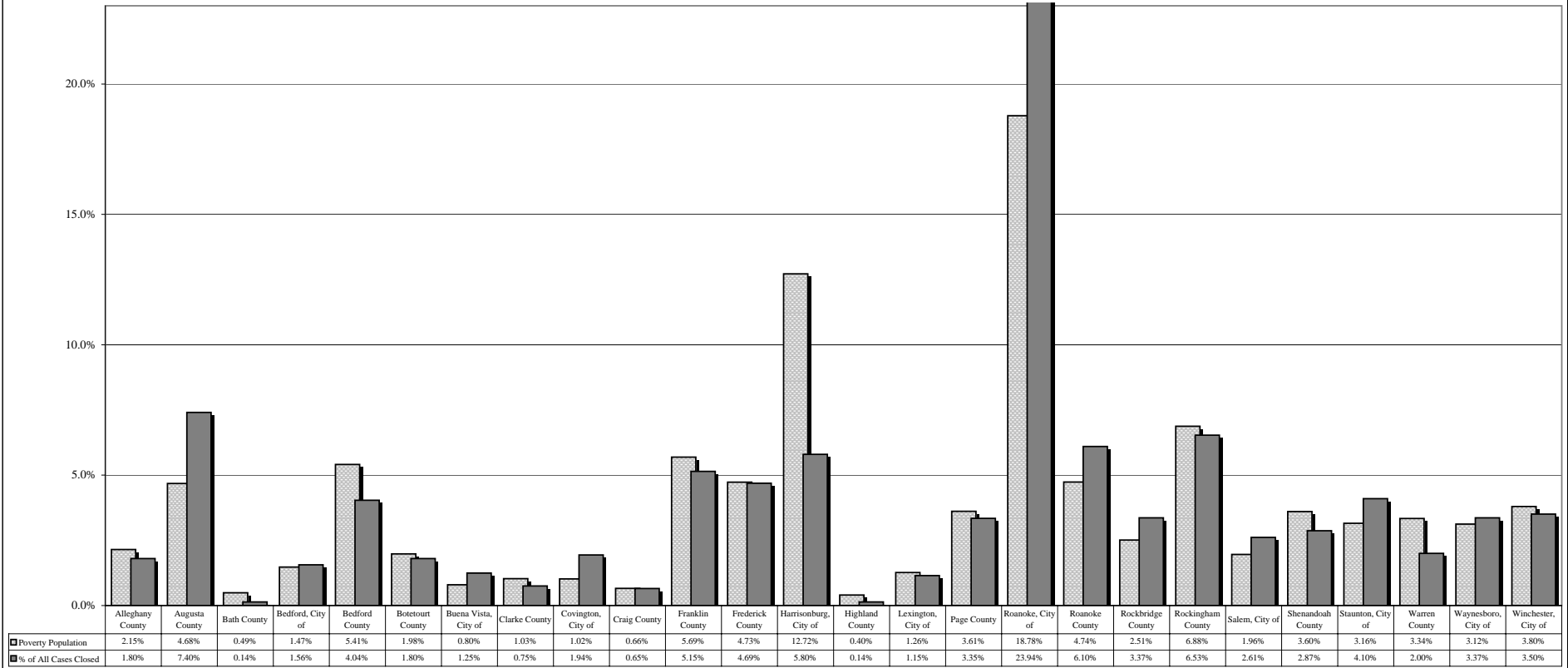


Total Cases Closed Annually 1990-2004



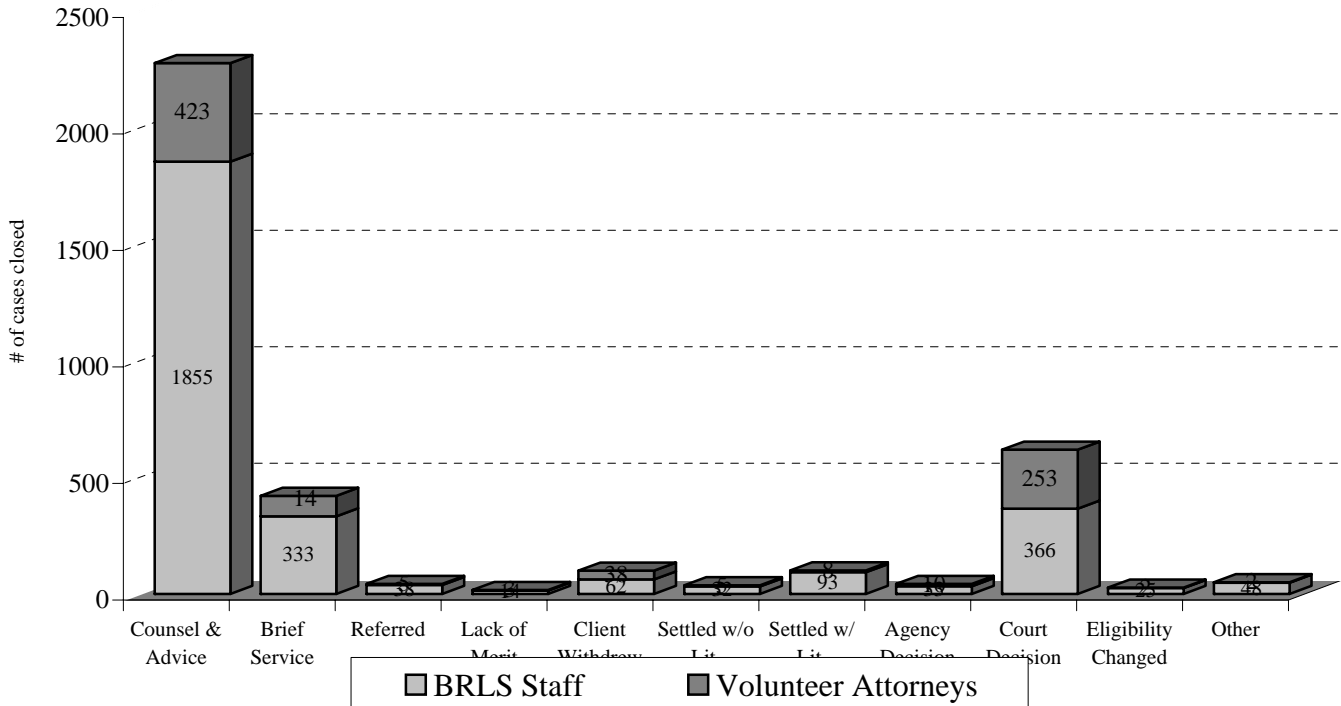
Distribution of Services by BRLS and LASRV Combined Compared to Poverty Population in 2004

% of Total Service Area

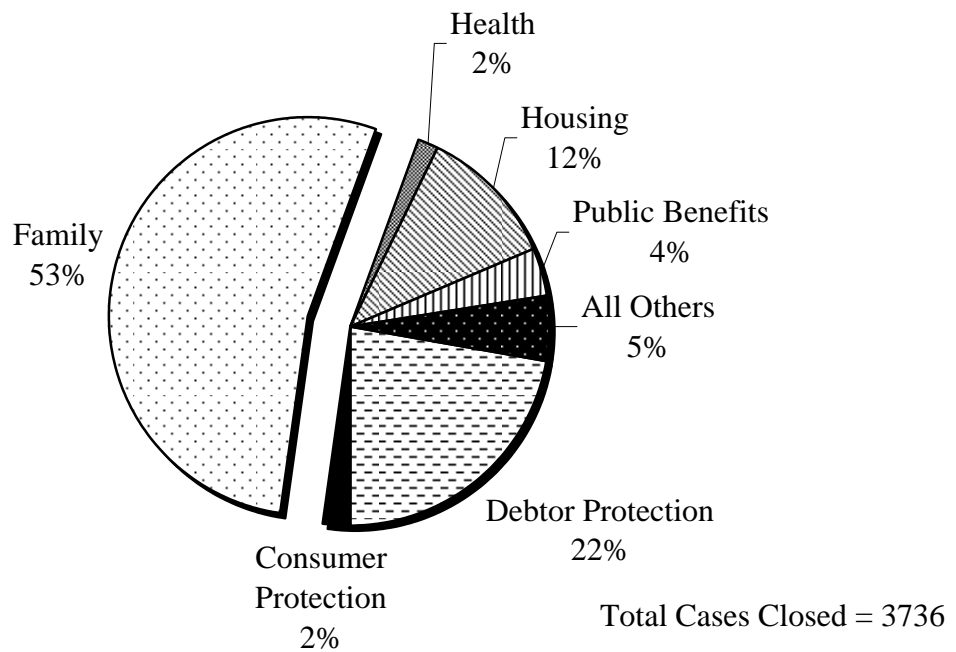


Poverty Population
 % of All Cases Closed

Types of Services Rendered Programwide 2004

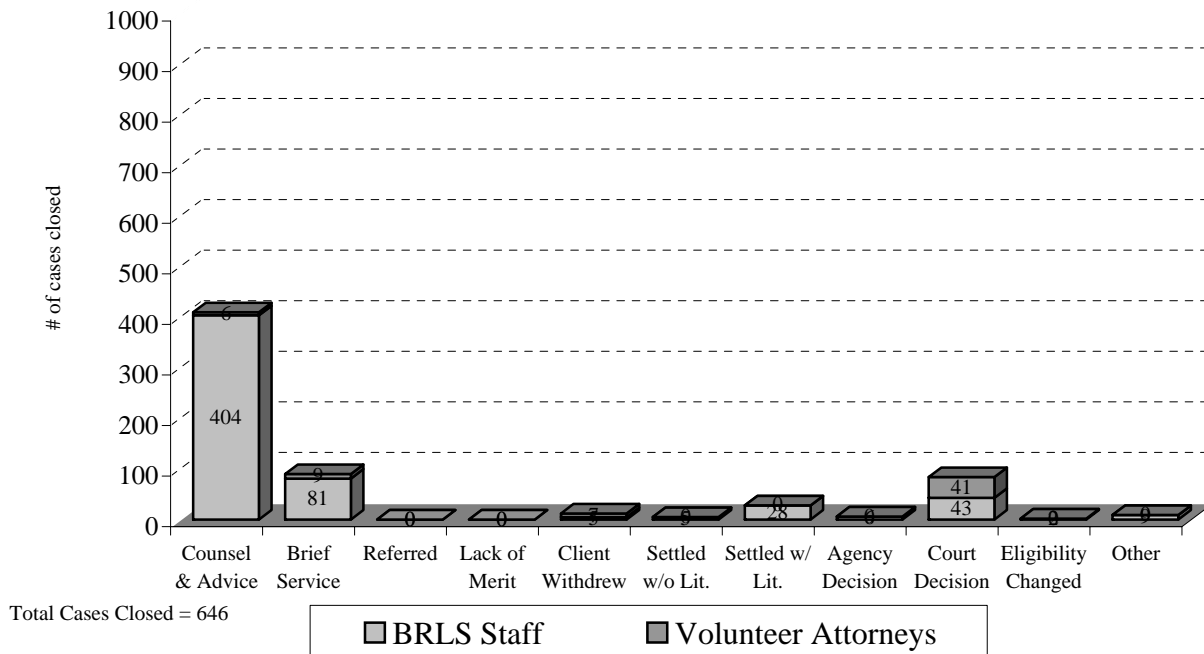


Cases Closed by Legal Category Programwide 2004



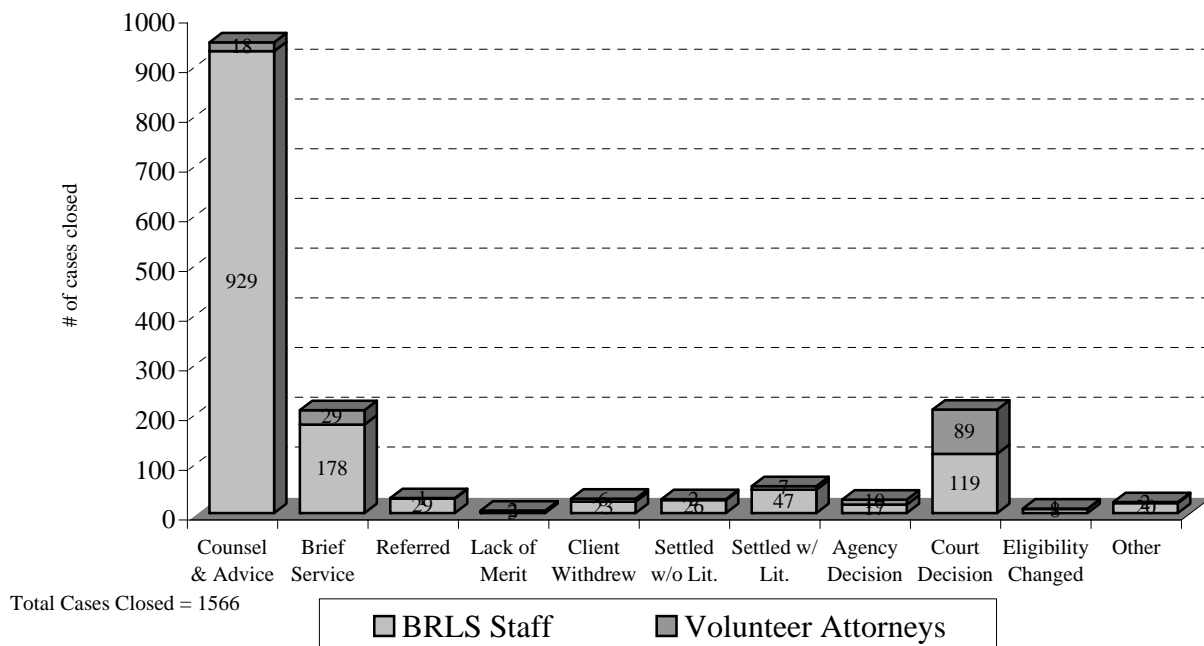
Winchester Office: Types of Services

2004



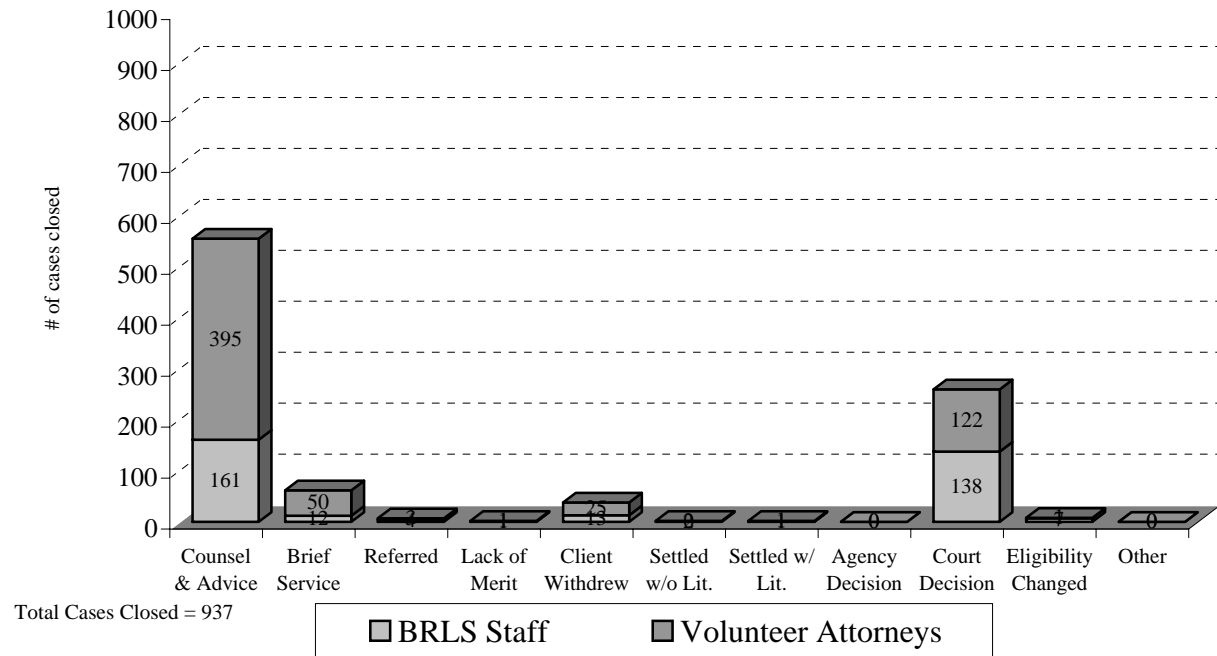
Harrisonburg Office: Types of Services

2004



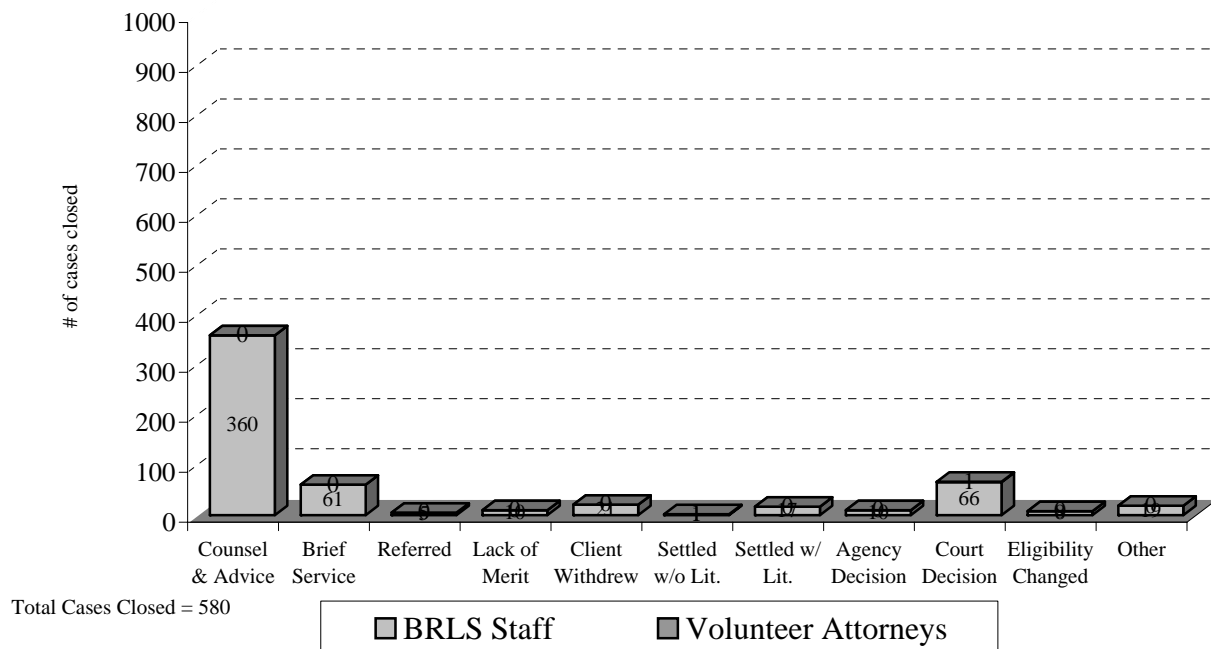
Roanoke Office: Types of Services

2004



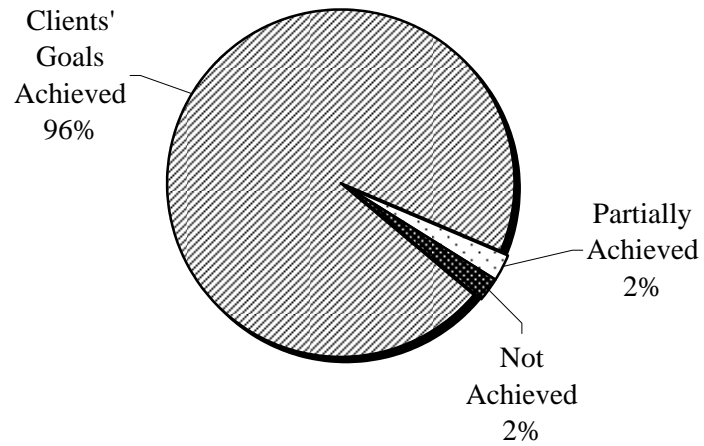
Lexington Office: Types of Services

2004

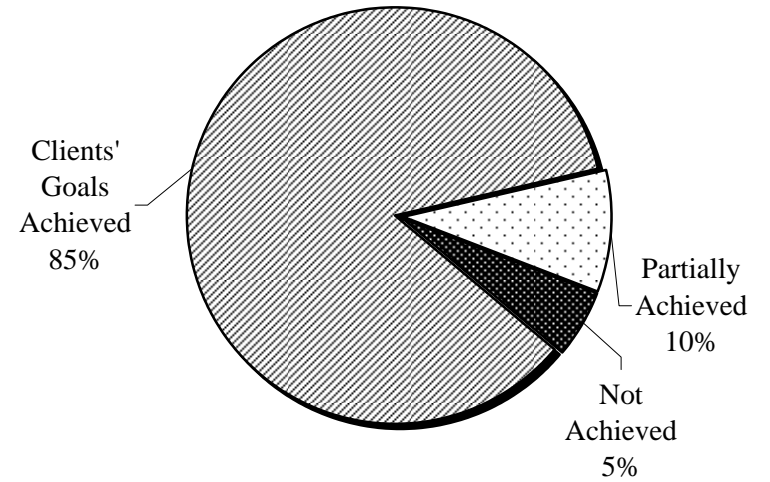


Outcome of Cases Involving On-Going Representation* 2004

Volunteer Attorneys
Total Cases = 255



BRLS Staff
Total Cases = 439



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