

BLUE RIDGE  
LEGAL SERVICES, INC.

STATISTICAL CASE SERVICES

AND

OUTCOMES REPORT

FOR

2006

## BRLS 2006 CASE OUTCOME MEASUREMENTS HIGHLIGHTS

BRLS staff and volunteer attorneys achieved the following outcomes for low-income clients during 2006:

### Debtor Relief and Consumer Issues

- Obtained 35 bankruptcy discharges, discharging \$1,883,755 in debts while recovering \$18,670 in garnished wages.
- Stopped or reduced debt collection actions against 51 clients, avoiding \$131,880 in debts and recovering \$1,079 in payments.
- Averted repossession for 3 clients.
- Avoided deficiency judgments for 3 clients, avoiding some \$16,000 in claims.
- Quashed 31 garnishments, liens, or levies, returning over \$46,000 in wages or property to the clients.
- Defeated 8 illegal sales contracts, avoiding \$18,393 in claims and recovering \$9,784 for our clients.
- Enforced warranties for 6 clients, recovering \$5,759 for them.
- Enforced insurance contract, covering a liability of \$100,000 for one client.
- Repaired one client's credit record.
- Avoided a utility termination for 3 clients, while securing service for 2 households.
- Successfully challenged fraudulent sales practices for 5 clients, recovering \$2,303.
- Assisted 1 client with tax issues, recovering \$650.
- Defended 1 client in consumer matter, avoiding \$10,148 in liability.
- Assisted 33 clients with consumer matters outside of litigation.
- Provided advice and counsel or referral to 460 clients on debtor and consumer issues.

### Family-Related Issues

- Obtained guardianships or adoptions for 7 families.
- Obtained child custody orders for 62 clients, including over \$4,000 in monthly child support benefits and over \$3,800 in lump sum support.
- Preserved child visitation rights for 11 clients while recovering \$3,000 in support.
- Obtained divorces or annulments for 359 clients, including financial benefits of some \$128,000 in lump sums and \$4,900 in monthly benefits.
- Obtained or enforced Separation Agreements for 40 clients, including \$135,000 in financial benefits.
- Obtained equitable distribution of marital property for 11 clients, recovering \$125,000.
- Obtained guardianships for 5 incapacitated adults.
- Advised 8 clients on guardianship issues.
- Obtained court protection for 33 victims of domestic violence, together with \$4,000 in support.

Assisted 7 victims of domestic violence with safety planning.  
Obtained, preserved, or increased child support of \$8,000 for 12 clients.  
Obtained, preserved, or increased spousal support for another 12 clients, including \$64,880 in lump sum awards and \$2,545 in monthly support.  
Obtained a reduction in child support for 6 clients of over \$20,000 and a reduction in a monthly spousal support obligation of \$665.  
Acted as Guardian ad Litem for 3 children.  
Assisted 22 clients with family matters outside of litigation.  
Provided advice and counsel or referral to 1012 other clients on family-related issues.  
Unsuccessfully represented 20 clients in family law proceedings.

### Access to Health Care Issues

Obtained, preserved, or increased Medicaid benefits for 25 clients, including over \$10,000 in lump sum benefits and over \$1,000 in monthly benefits.  
Provided Medicaid planning to 5 clients, including a recovery of \$26,433.  
Obtained, preserved, or increased Medicare benefits for 5 clients, including a monthly recovery of \$43 and a lump sum recovery of \$288.  
Obtained access to health care for 3 clients.  
Prevented denial of rights to 3 nursing home residents.  
Obtained other financial assistance on medical bills for 3 clients covering \$63,346 in bills.  
Advised or referred 21 clients on health care issues.  
Assisted 7 clients with health care matters outside of litigation.

### Housing Issues

Prevented evictions for 35 families, while successfully defeating claims for almost \$30,000 in charges and recovering over \$4,000.  
Delayed eviction for 34 families, while successfully defending claims for almost \$4,000 in charges.  
Prevented denial 2 public housing tenants' rights.  
Avoided foreclosure for 1 client.  
Avoided illegal charges imposed by landlords on another 19 families, saving over \$18,000.  
Overcame denial of 4 tenants' rights under the lease.  
Enforced rights to decent, habitable housing for 5 clients.  
Restored 7 families' access to their personal property, recovering almost \$10,000.  
Obtained repairs for 2 households.  
Obtained access to housing for 8 clients.  
Obtained redress for discrimination for 1 client.  
Obtained assistance in development of affordable housing for 4 families.  
Provided non-litigation advocacy on behalf of 33 households in housing-related issues.  
Provided counsel and advice or referral to 292 other clients with housing-related problems.  
Unsuccessfully represented 5 clients in housing disputes.

## Other Public Benefit Issues

Obtained, preserved, or increased food stamps for 2 families.

Obtained SSI and Social Security disability benefits for 20 clients, securing \$157,323 in lump sum benefits and \$9,284 in monthly benefits, and waiving nearly \$16,000 in overpayments.

Obtained, preserved, or increased unemployment compensation benefits for 10 clients, with financial benefits of over \$11,000.

Obtained Veterans benefits for 2 clients.

Provided non-litigation advocacy on behalf of 13 households in benefit-related issues.

Provided counsel and advice or referral to 50 other clients with public benefit issues.

Unsuccessfully represented one client in a public benefits proceeding.

## Miscellaneous Matters

Overcame barrier to school enrollment for one child.

Advised 4 clients regarding education issues.

Assisted 3 clients outside of litigation in addressing education issues.

Advised 11 clients regarding employment issues.

Advised one client on juvenile's rights issues.

Assisted 2 clients in obtaining citizenship.

Assisted 3 clients in obtaining green cards.

Advised 6 clients on immigration issues.

Provided non-litigation advocacy on behalf of 8 clients in immigration matters.

Unsuccessfully represented 2 clients in immigration proceedings.

Advised 13 clients on civil rights issues.

Provided non-litigation advocacy on behalf of 4 clients with individual rights issues.

Assisted one low-income community group with incorporating.

Assisted a nonprofit organization with structural issues.

Restored drivers' licenses for 3 clients.

Prepared wills for 45 clients.

Prepared 84 living wills, powers of attorney, or health care proxy documents.

Advised 18 clients on wills and estates problems.

Assisted one client in collecting on a judgment.

Provided representation for 4 other clients in unsuccessful affirmative litigation.

Provided representation for 15 other clients in unsuccessful defensive litigation.

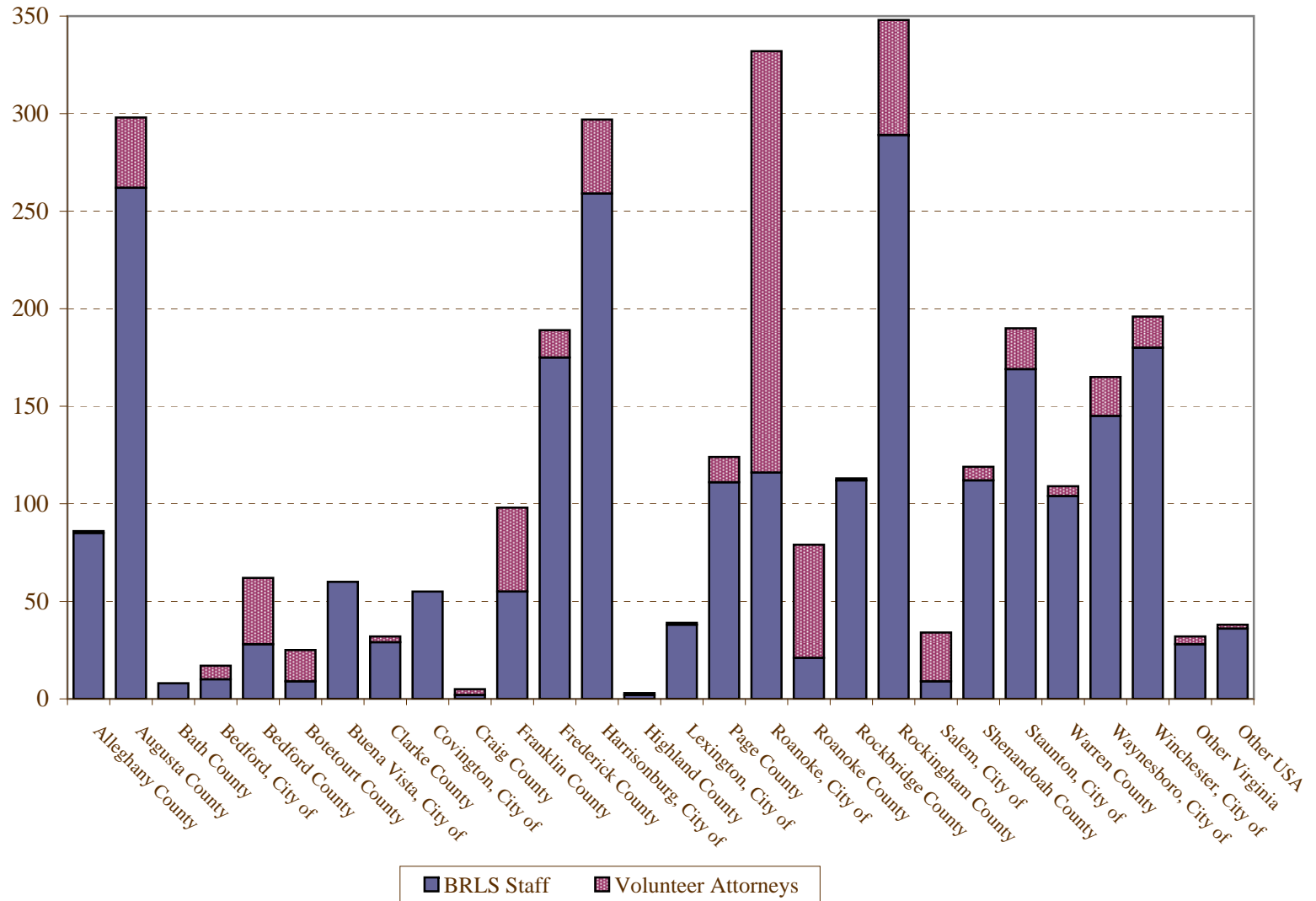
## Summary

Overall, we achieved outcomes for over 3200 clients that benefited over 7800 low-income people, including affirmative lump sum recoveries of \$747,135; affirmative monthly recoveries of \$27,823; avoidance of \$2,378,408 in lump sum debts or damages; and avoidance of \$3,914 in monthly obligations.

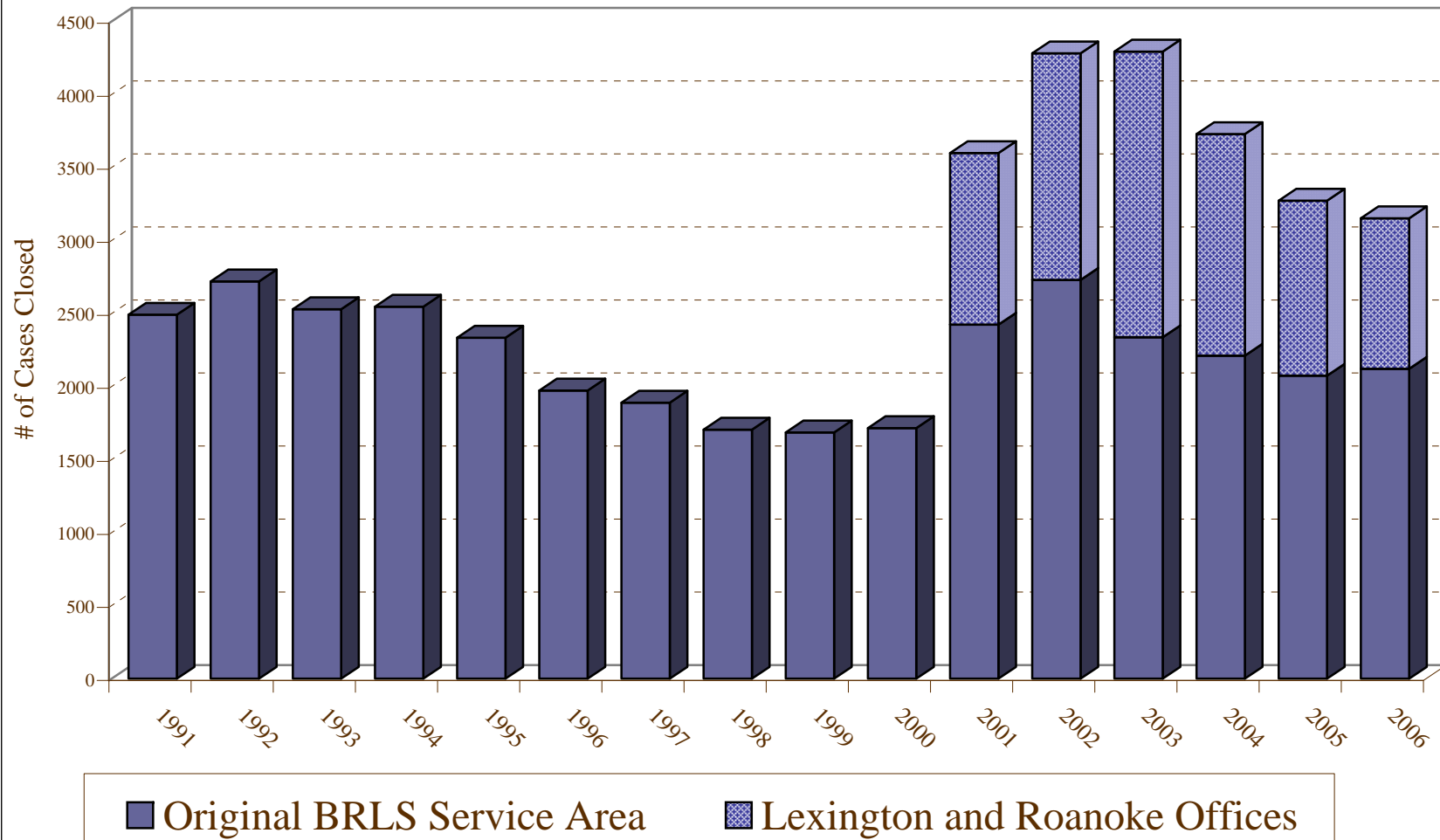
## Cases Closed By Locality - 2006

Locality	BRLS Staff	Volunteer Attorneys	Totals
Alleghany County	85	1	86
Augusta County	262	36	298
Bath County	8	0	8
Bedford, City of	10	7	17
Bedford County	28	34	62
Botetourt County	9	16	25
Buena Vista, City of	60	0	60
Clarke County	29	3	32
Covington, City of	55	0	55
Craig County	2	3	5
Franklin County	55	43	98
Frederick County	175	14	189
Harrisonburg, City of	259	38	297
Highland County	2	1	3
Lexington, City of	38	1	39
Page County	111	13	124
Roanoke, City of	116	216	332
Roanoke County	21	58	79
Rockbridge County	112	1	113
Rockingham County	289	59	348
Salem, City of	9	25	34
Shenandoah County	112	7	119
Staunton, City of	169	21	190
Warren County	104	5	109
Waynesboro, City of	145	20	165
Winchester, City of	180	16	196
Other Virginia	28	4	32
Other USA	<u>36</u>	<u>2</u>	<u>38</u>
<b>TOTALS</b>	2509	644	3153

## Cases Closed by Locality 2006

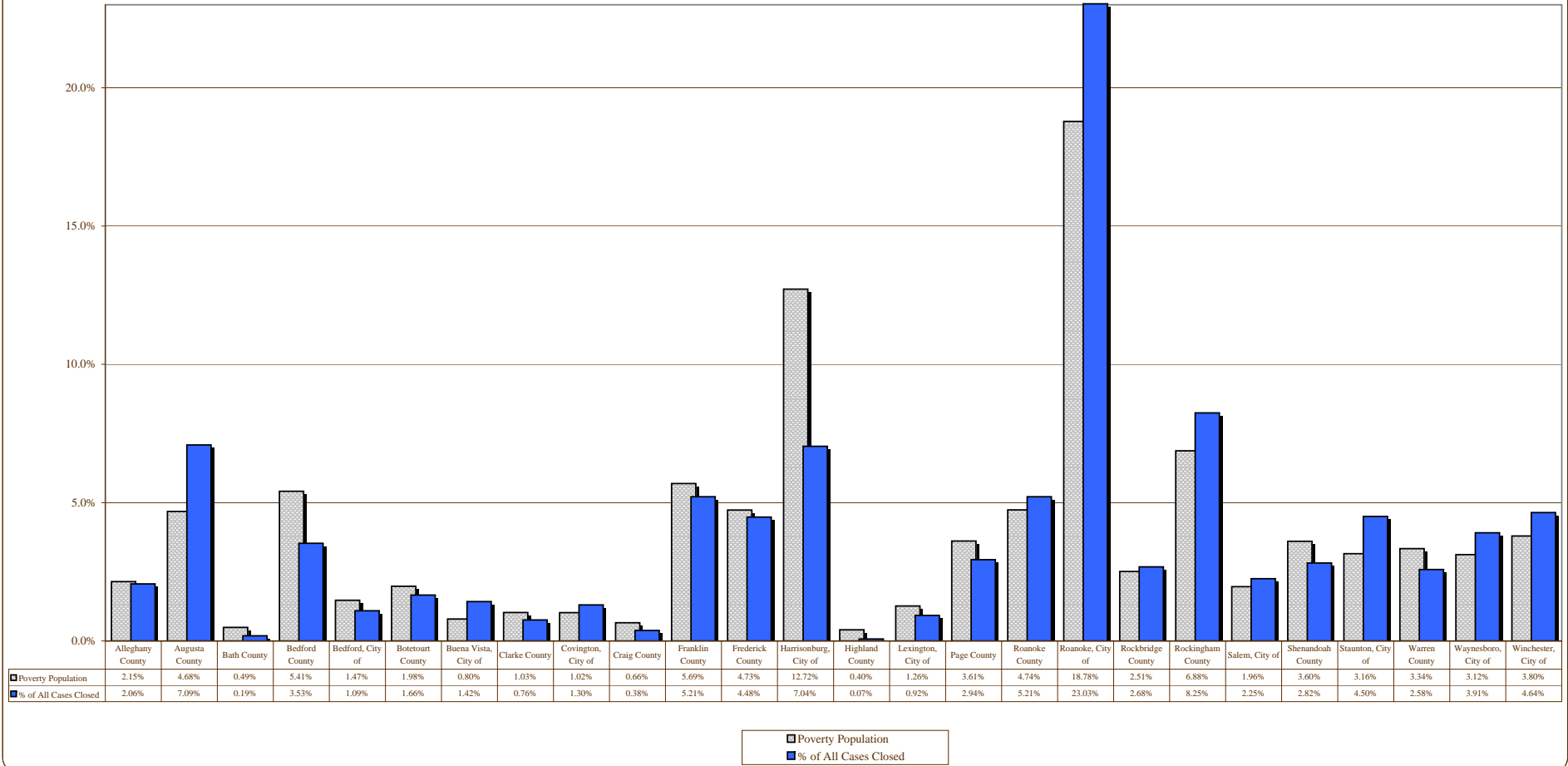


# Total Cases Closed Annually 1991-2006

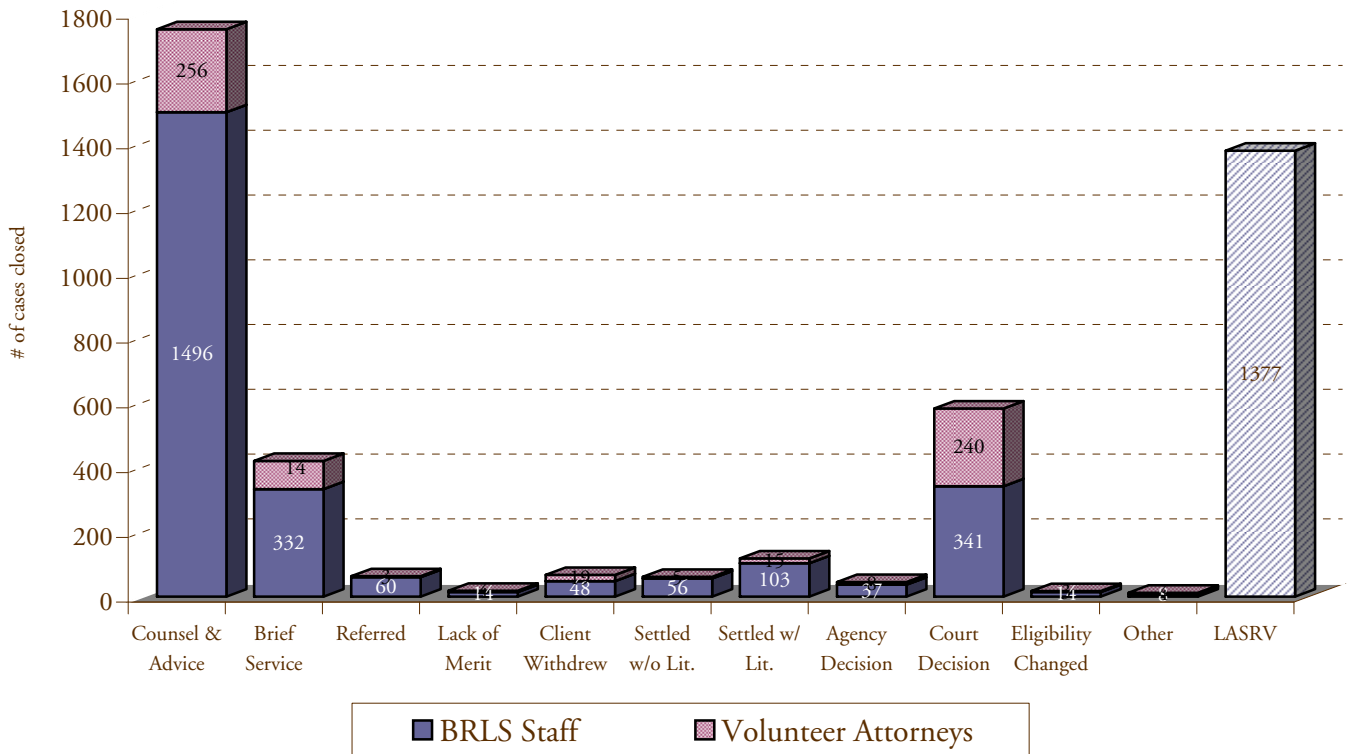


### Distribution of Services by BRLS and LASRV Combined Compared to Poverty Population in 2006

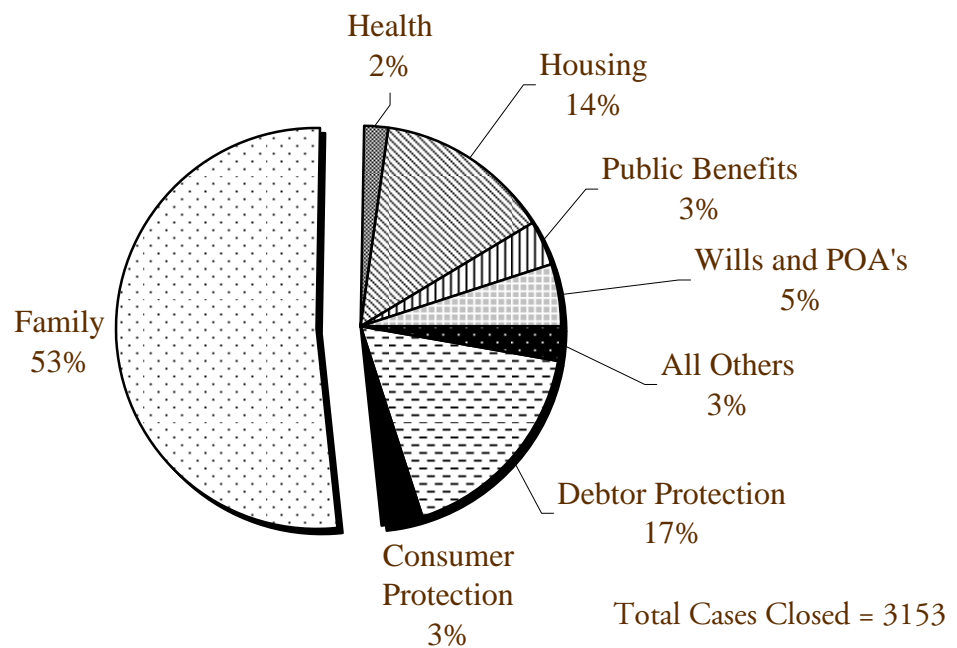
% of Total Service Area



# Types of Services Rendered Programwide 2006

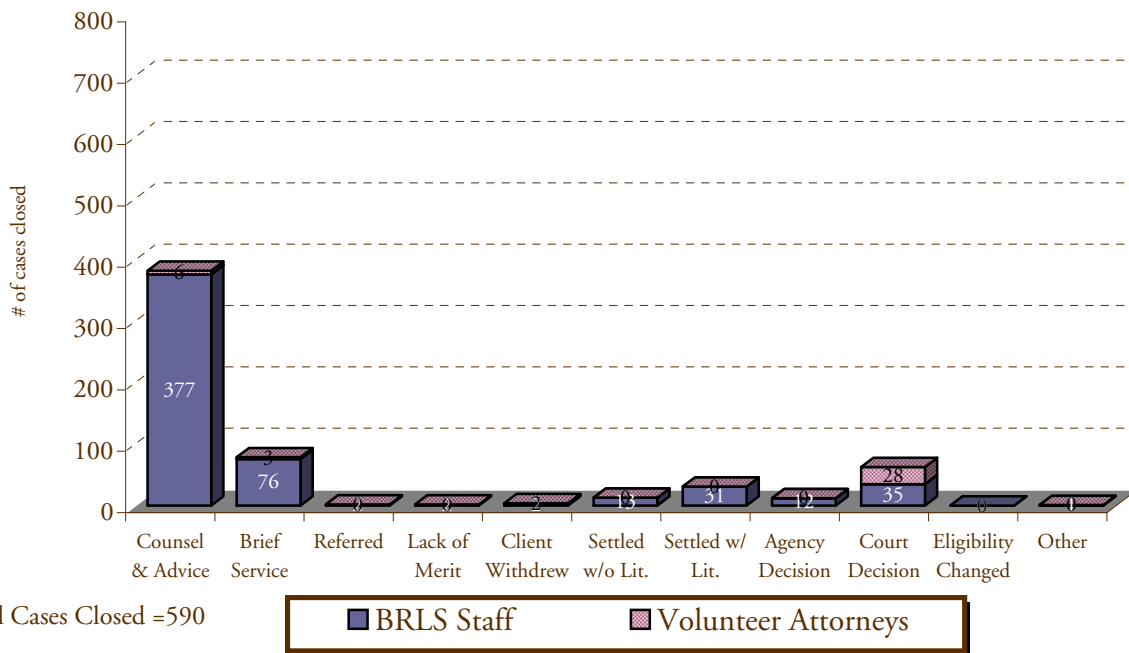


# Cases Closed by Legal Category Programwide 2006



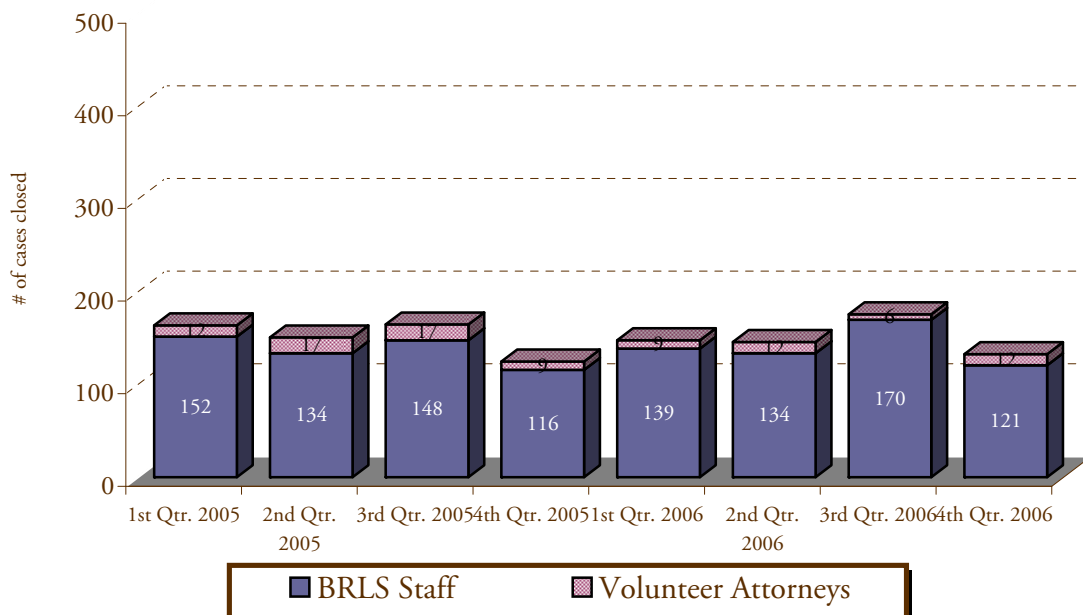
# Winchester Office: Types of Services

## 2006



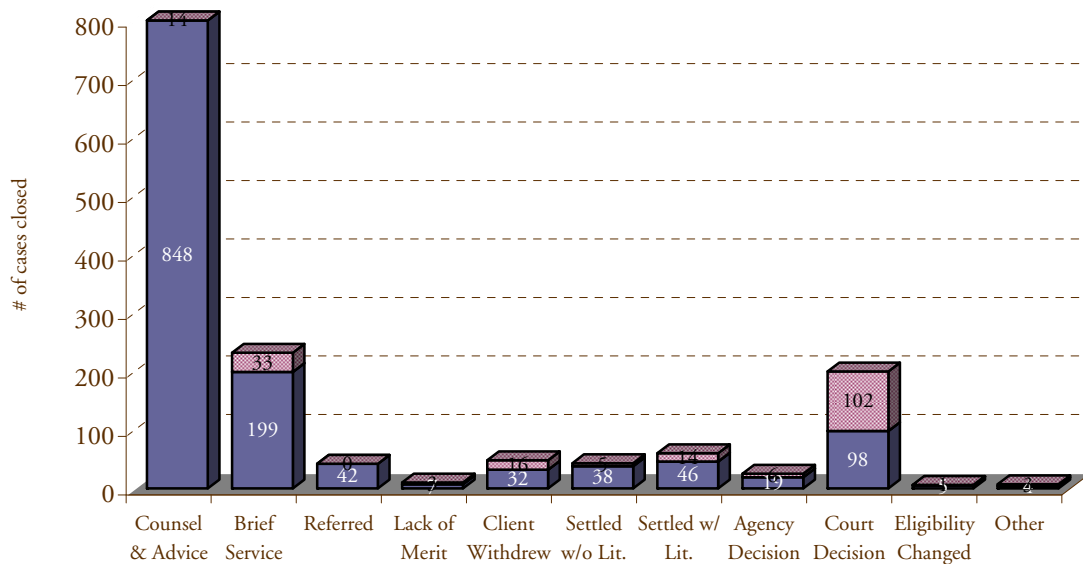
# Winchester Office:

## Trends in Services Provided



# Harrisonburg Office: Types of Services

2006

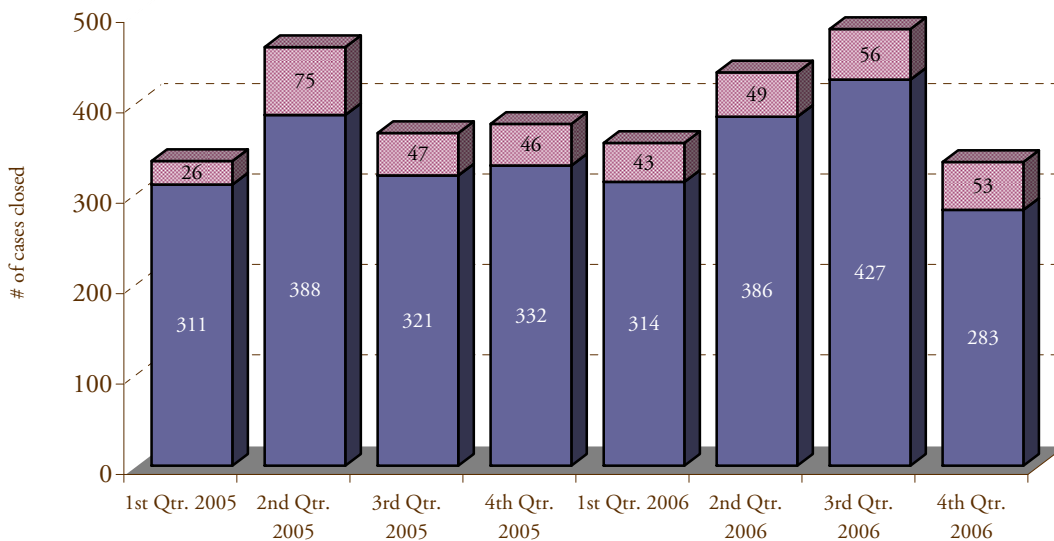


Total Cases Closed = 1535

■ BRLS Staff      ■ Volunteer Attorneys

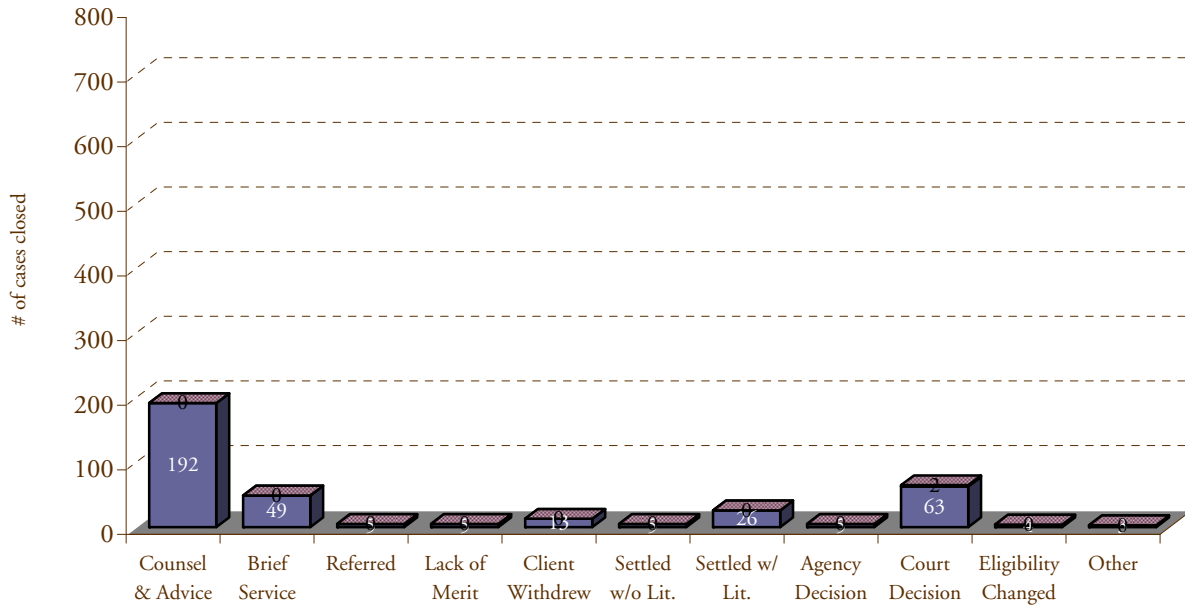
# Harrisonburg Office:

## Trends in Services Provided



■ BRLS Staff      ■ Volunteer Attorneys

# Lexington Office: Types of Services 2006

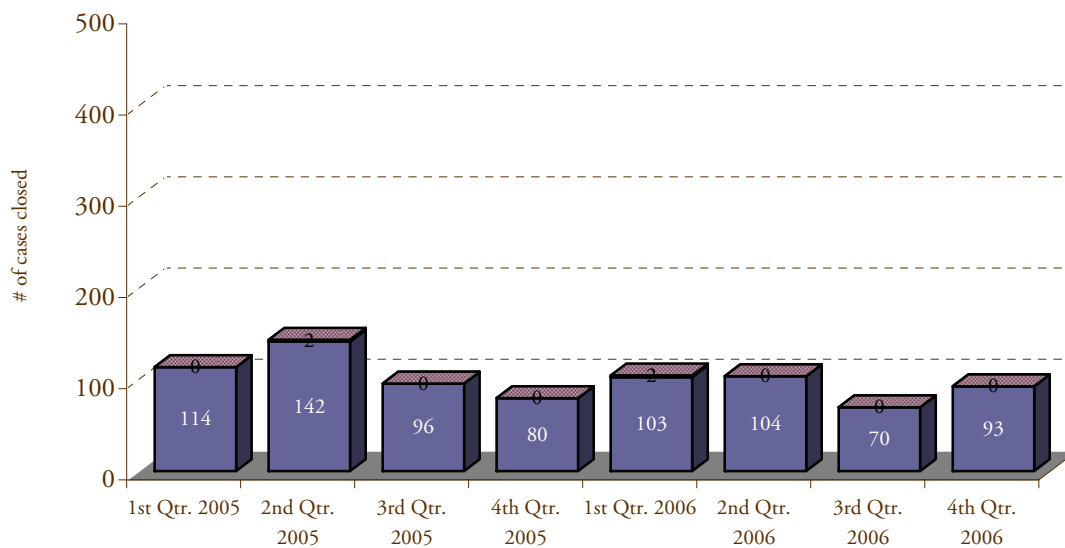


Total Cases Closed = 372

■ BRLS Staff     ■ Volunteer Attorneys

# Lexington Office:

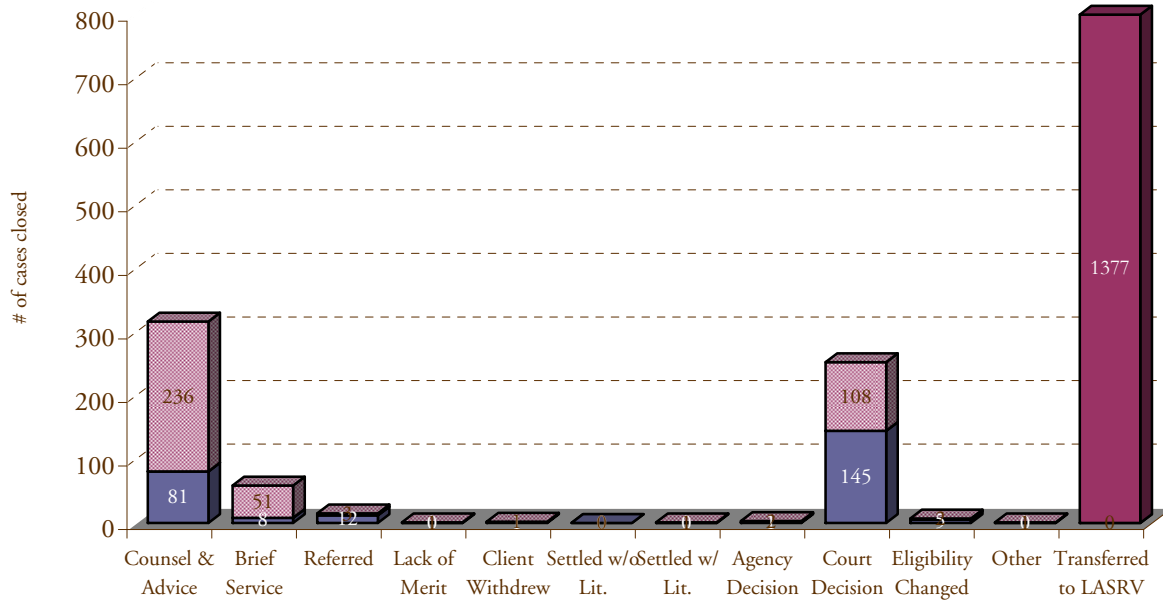
## Trends in Services Provided



■ BRLS Staff     ■ Volunteer Attorneys

# Roanoke Office: Types of Services

2006

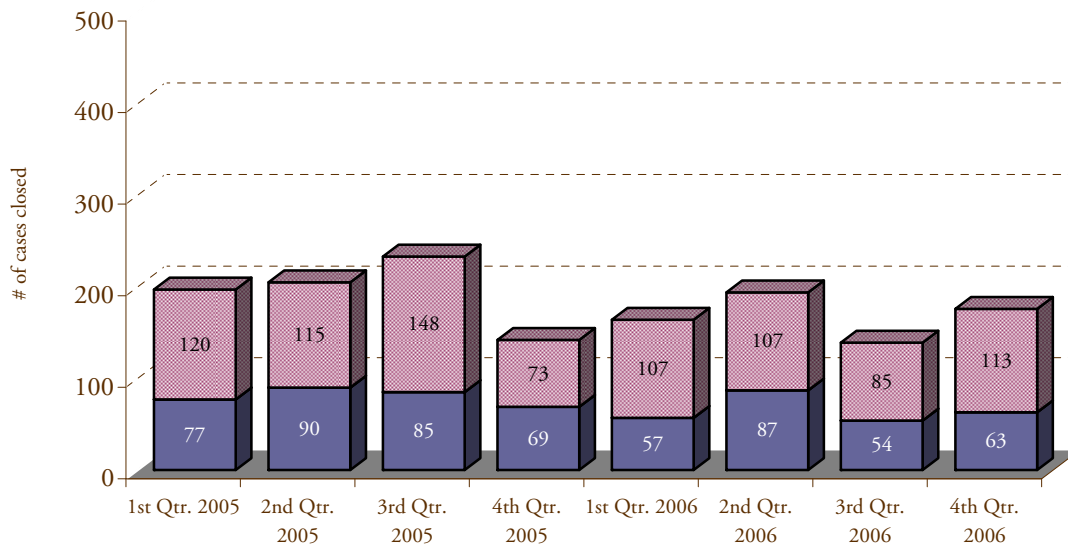


Total Cases Closed = 659  
(Doesn't include transfers to LASRV.)



# Roanoke Office:

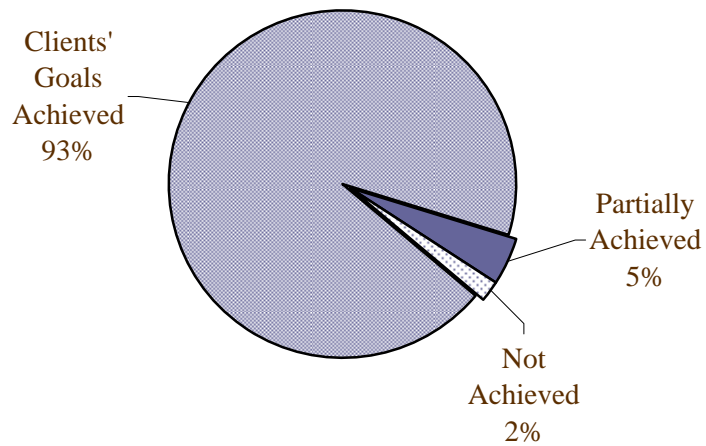
## Trends in Services Provided



# Outcome of Cases Involving On-Going Representation\* 2006

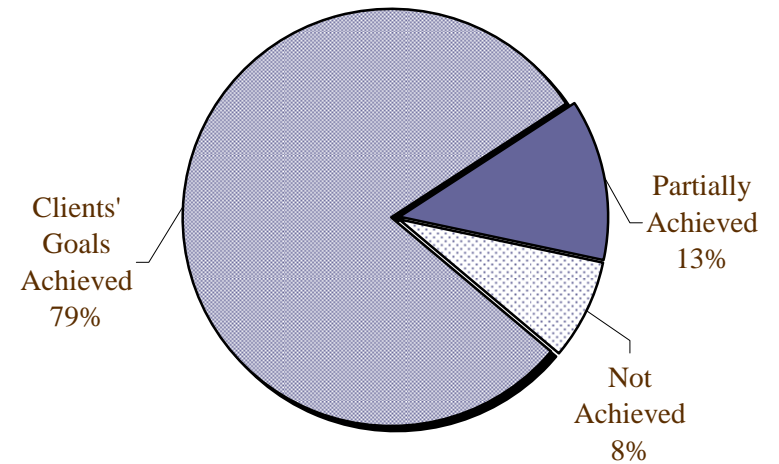
## Volunteer Attorneys

Total Cases = 261



## BRLS Staff

Total Cases = 470



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