

BLUE RIDGE
LEGAL SERVICES, INC.

STATISTICAL CASE SERVICES

AND

OUTCOMES REPORT

FOR

2007

BRLS 2007 CASE OUTCOME MEASUREMENTS HIGHLIGHTS

BRLS staff and volunteer attorneys achieved the following outcomes for low-income clients during 2007:

Debtor Relief and Consumer Issues

Obtained 32 bankruptcy discharges, discharging \$1,309,310 in debts while recovering \$7,476 in garnished wages.

Stopped or reduced debt collection actions against 55 clients, avoiding \$111,292 in debts and recovering \$2,390 in payments.

Averted repossession for 2 clients, with \$5,654 in financial benefit.

Avoided deficiency judgments for 4 clients, avoiding some \$3,920 in claims.

Quashed 36 garnishments, liens, or levies, returning \$31,956 in wages or property to the clients.

Defeated 4 illegal sales contracts, avoiding \$4,709 in claims and recovering \$500 for our clients.

Enforced warranties for 3 clients, recovering \$5,550 for them.

Repaired one client's credit record.

Avoided a utility termination for 3 clients, while securing service for one household.

Successfully challenged fraudulent sales practices for 2 clients, recovering \$595.

Assisted 2 clients with tax issues.

Defended 7 clients in consumer matter, nearly \$5,000 in liability.

Assisted 33 clients with consumer matters outside of litigation.

Provided advice and counsel or referral to 498 clients on debtor and consumer issues.

Family-Related Issues

Obtained adoptions for 7 families.

Obtained child custody orders for 39 clients, including \$3,947 in monthly child support benefits and \$10,729 in lump sum support.

Preserved child visitation rights for 10 clients.

Obtained divorces or annulments for 361 clients, including financial benefits of some \$116,000 in lump sums and \$5,000 in monthly benefits, and 114 name changes.

Obtained or enforced Separation Agreements for 30 clients, including \$17,500 in financial benefits.

Obtained equitable distribution of marital property for 8 clients.

Obtained guardianships for 6 incapacitated adults.

Advised 17 clients on guardianship issues.

Avoided removal of 2 children.

Established paternity of one child.

Obtained court protection for 35 victims of domestic violence.

Assisted 8 victims of domestic violence with safety planning.
Obtained protection from adult abuse/exploitation for 2 clients.
Obtained, preserved, or increased child support for 14 clients.
Obtained, preserved, or increased spousal support for another 12 clients, including \$21,134 in lump sum awards and \$3,928 in monthly support.
Obtained a reduction in child support for 7 clients.
Acted as Guardian ad Litem for 8 children.
Assisted 15 clients with family matters outside of litigation.
Provided advice and counsel or referral to 683 other clients on family-related issues.
Unsuccessfully represented 42 clients in family law proceedings.

Access to Health Care Issues

Obtained, preserved, or increased Medicaid benefits for 19 clients, including over \$18,000 in lump sum benefits and over \$4,000 in monthly benefits.
Provided Medicaid planning to 3 clients.
Obtained, preserved, or increased Medicare benefits for one client.
Obtained access to health care for 3 clients.
Prevented denial of rights to 5 nursing home residents.
Enforced insurance policy for 1 client, with nearly \$6,000 in financial benefits lump sum.
Obtained other financial assistance on medical bills for 3 clients.
Provided long-term care planning for 4 clients.
Advised or referred 39 clients on health care issues.
Assisted 8 clients with health care matters outside of litigation.

Housing Issues

Prevented evictions for 39 families, while successfully defeating claims for almost \$13,000 in charges.
Delayed eviction for 18 families, while successfully defending claims for almost \$7,000 in charges.
Prevented denial 3 public housing tenants' rights.
Avoided foreclosure for 9 clients with over \$38,000 in financial benefits.
Avoided illegal charges imposed by landlords on another 17 families, saving over \$30,000.
Overcame denial of one tenant's rights under the lease.
Enforced rights to decent, habitable housing for 4 clients.
Restored 5 families' access to their personal property, recovering almost \$10,000.
Obtained repairs for 3 tenant households.
Obtained access to housing for 2 clients.
Provided non-litigation advocacy on behalf of 42 households in housing-related issues.
Provided counsel and advice or referral to 297 other clients with housing-related problems.
Unsuccessfully represented 4 clients in housing disputes.

Other Public Benefit Issues

Obtained, preserved, or increased food stamps for 4 families.

Obtained SSI and Social Security disability benefits for 17 clients, securing nearly \$63,000 in lump sum benefits and \$2,800 in monthly benefits, and waiving over \$22,000 in overpayments.

Obtained, preserved, or increased unemployment compensation benefits for 9 clients, with financial benefits of over \$15,000.

Obtained Veterans benefits for one client, saving \$3,000.

Provided non-litigation advocacy on behalf of 8 households in benefit-related issues.

Provided counsel and advice or referral to 51 other clients with public benefit issues.

Unsuccessfully represented 2 clients in a public benefits proceeding.

Miscellaneous Matters

Reversed suspension from school for one child.

Obtained appropriate IEP for one child.

Advised 6 clients regarding education issues.

Assisted 2 clients outside of litigation in addressing education issues.

Unsuccessfully represented one parent in an education case.

Obtained \$520 in back pay for one employee/client.

Advised 11 clients regarding employment issues.

Assisted one client outside of litigation with an employment issue.

Assisted 2 clients in obtaining legal status.

Assisted 2 clients in obtaining green cards.

Advised 7 clients on immigration issues.

Provided non-litigation advocacy on behalf of 3 clients in immigration matters.

Unsuccessfully represented 2 clients in immigration proceedings.

Advised 11 clients on civil rights issues.

Unsuccessfully represented a client on a disability matter.

Unsuccessfully represented a client on a civil rights matter.

Restored drivers' licenses for 3 clients.

Prepared wills for 68 clients.

Prepared 81 living wills, powers of attorney, or health care proxy documents.

Advised 44 clients on wills and estates problems.

Assisted one client in collecting \$5,100 on a judgment.

Provided representation for 2 other clients in unsuccessful affirmative litigation.

Provided representation for 1 other client in unsuccessful defensive litigation.

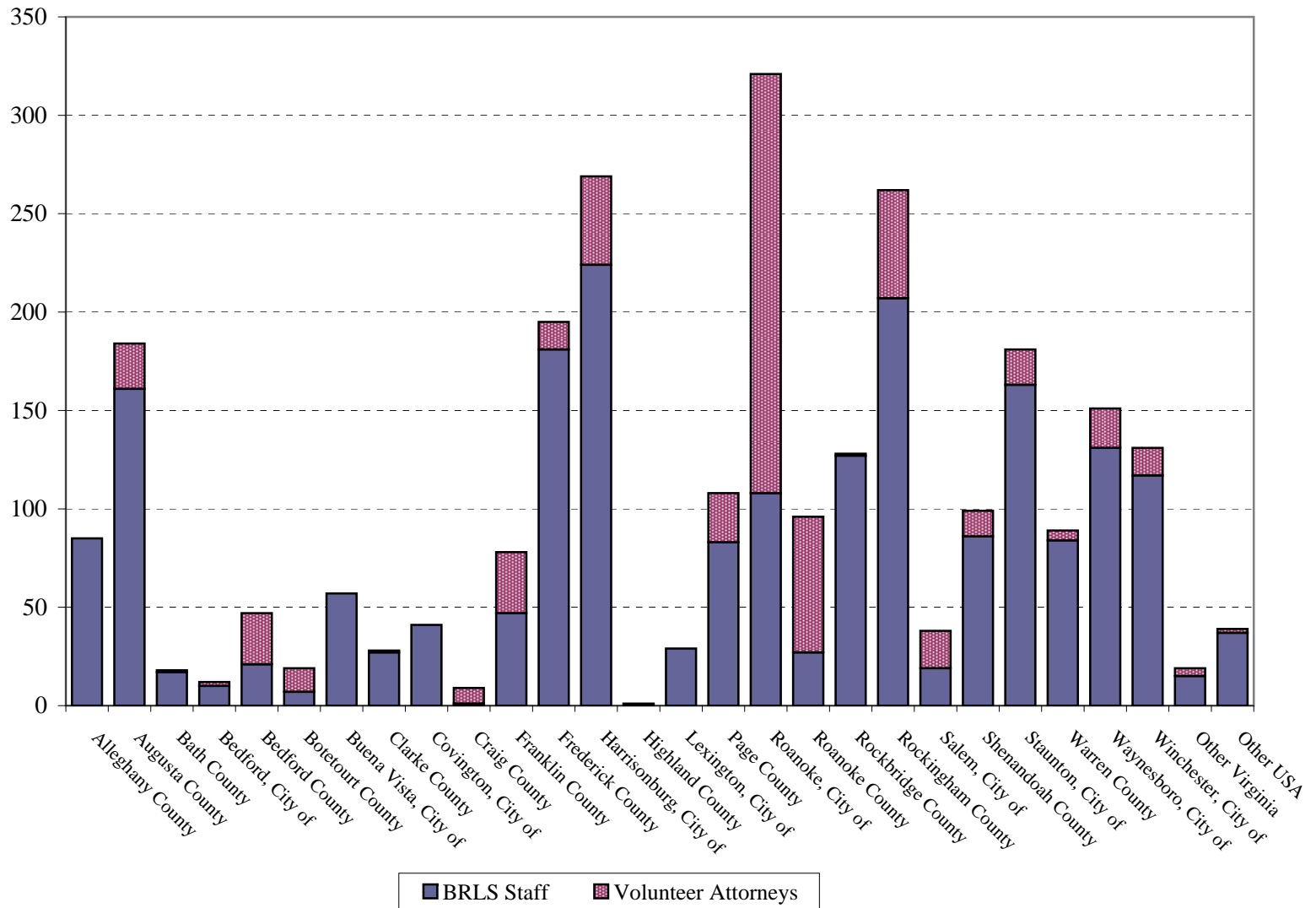
Summary

Overall, we achieved 3029 outcomes for 2734 clients that benefited over 6500 low-income people, including affirmative lump sum recoveries of \$318,857; affirmative monthly recoveries of \$27,743; avoidance of \$1,680,504 in lump sum debts or damages; and avoidance of \$7,039 in monthly obligations.

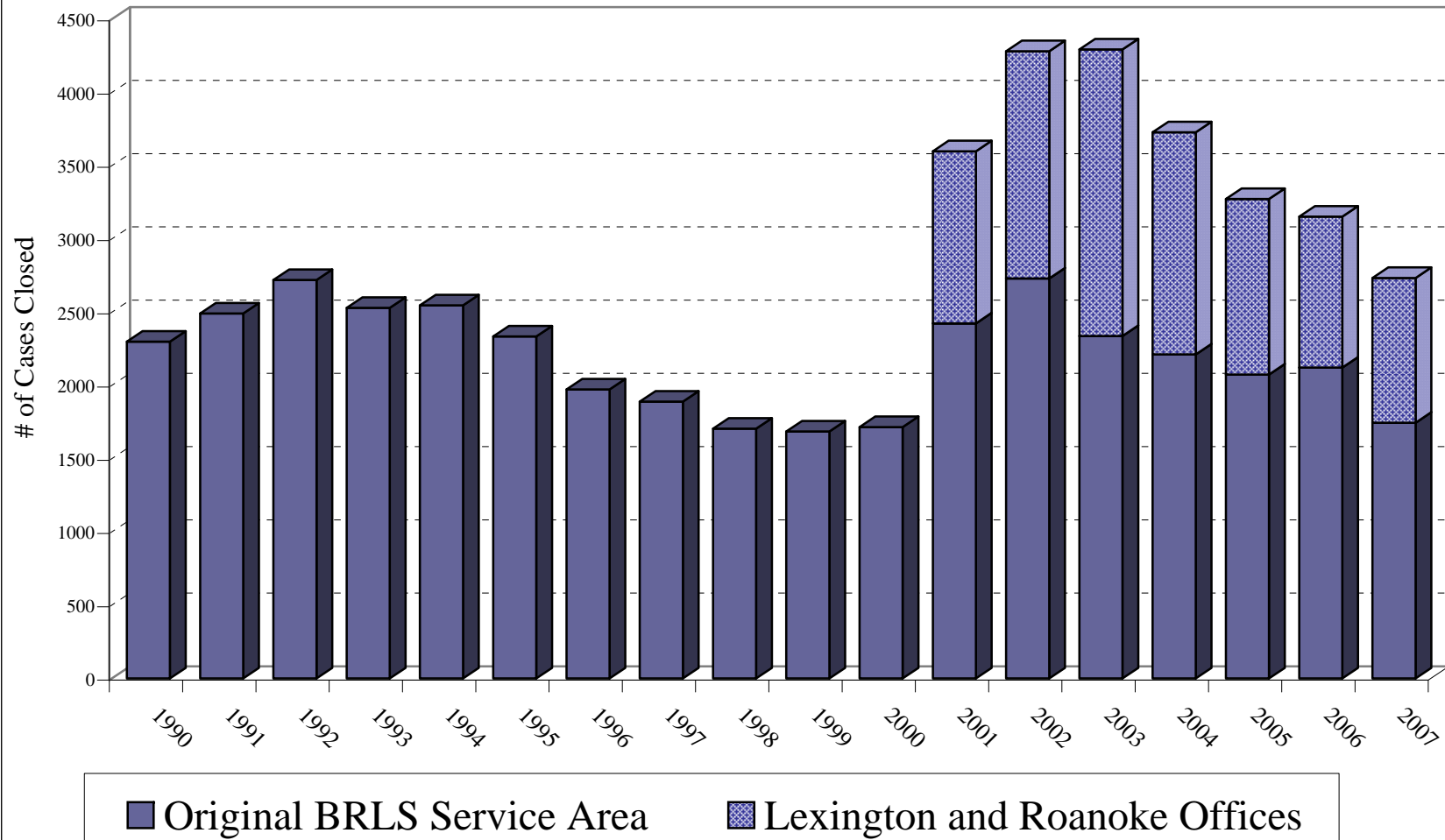
Cases Closed By Locality - 2007

Locality	BRLS Staff	Volunteer Attorneys	Totals
Alleghany County	85	0	85
Augusta County	161	23	184
Bath County	17	1	18
Bedford, City of	10	2	12
Bedford County	21	26	47
Botetourt County	7	12	19
Buena Vista, City of	57	0	57
Clarke County	27	1	28
Covington, City of	41	0	41
Craig County	1	8	9
Franklin County	47	31	78
Frederick County	181	14	195
Harrisonburg, City of	224	45	269
Highland County	1	0	1
Lexington, City of	29	0	29
Page County	83	25	108
Roanoke, City of	108	213	321
Roanoke County	27	69	96
Rockbridge County	127	1	128
Rockingham County	207	55	262
Salem, City of	19	19	38
Shenandoah County	86	13	99
Staunton, City of	163	18	181
Warren County	84	5	89
Waynesboro, City of	131	20	151
Winchester, City of	117	14	131
Other Virginia	15	4	19
Other USA	<u>37</u>	<u>2</u>	<u>39</u>
TOTALS	2113	621	2734

Cases Closed by Locality 2007

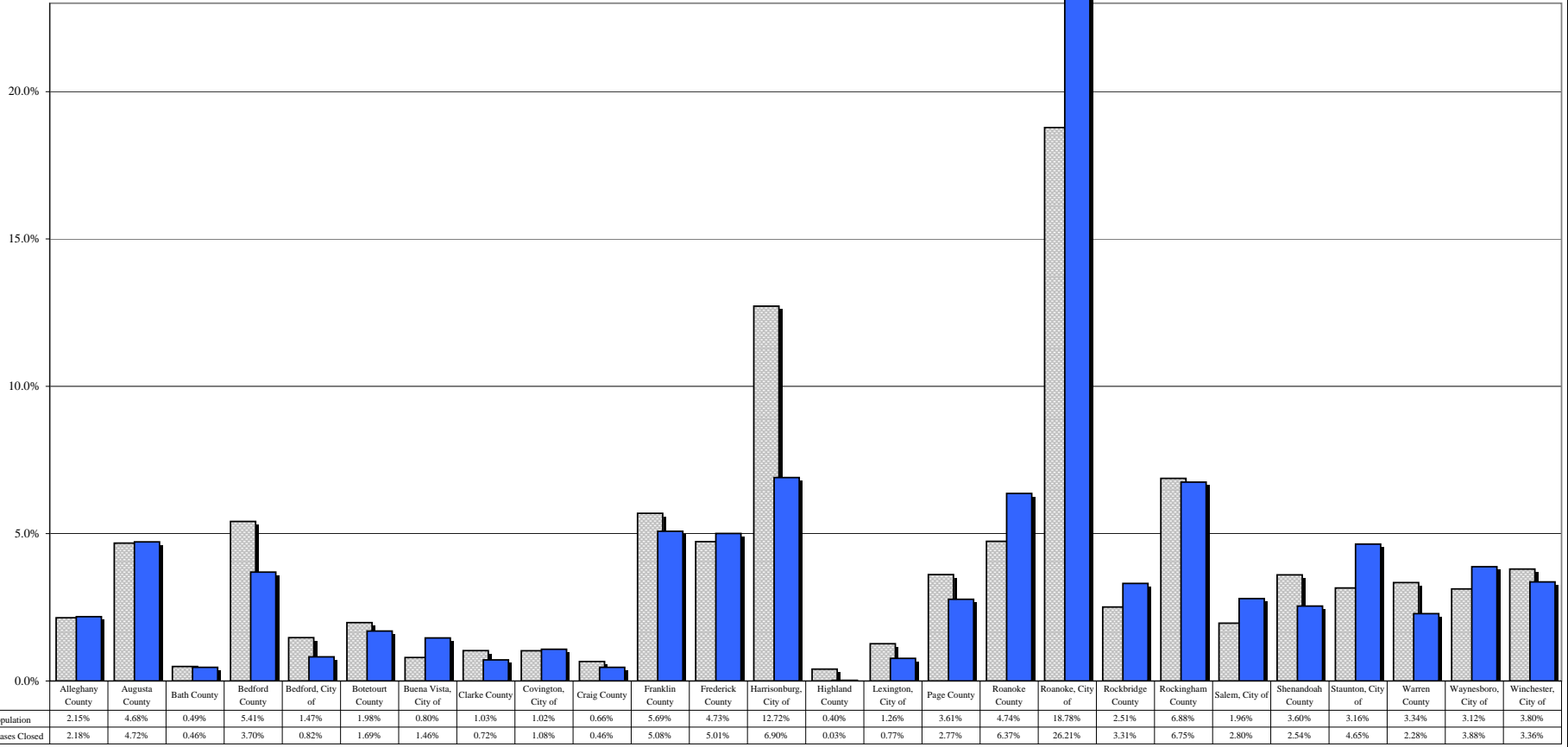


Total Cases Closed Annually 1990-2007



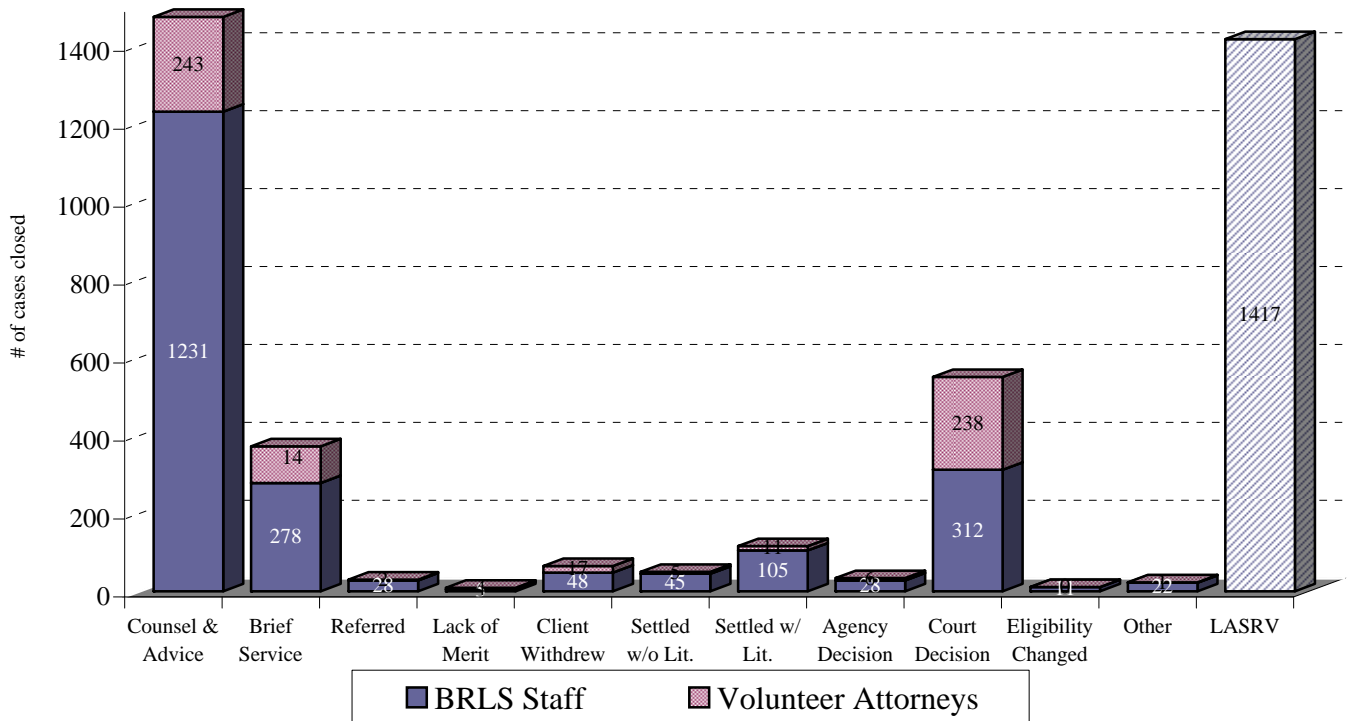
Distribution of Services by BRLS and LASRV Combined Compared to Poverty Population in 2007

% of Total Service Area

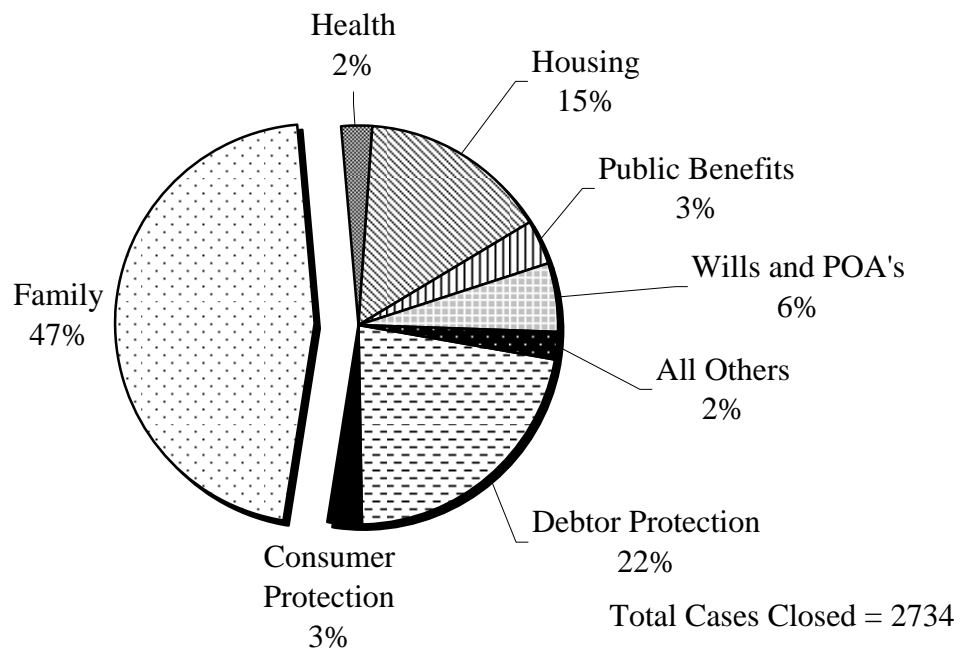


Poverty Population
 % of All Cases Closed

Types of Services Rendered Programwide 2007

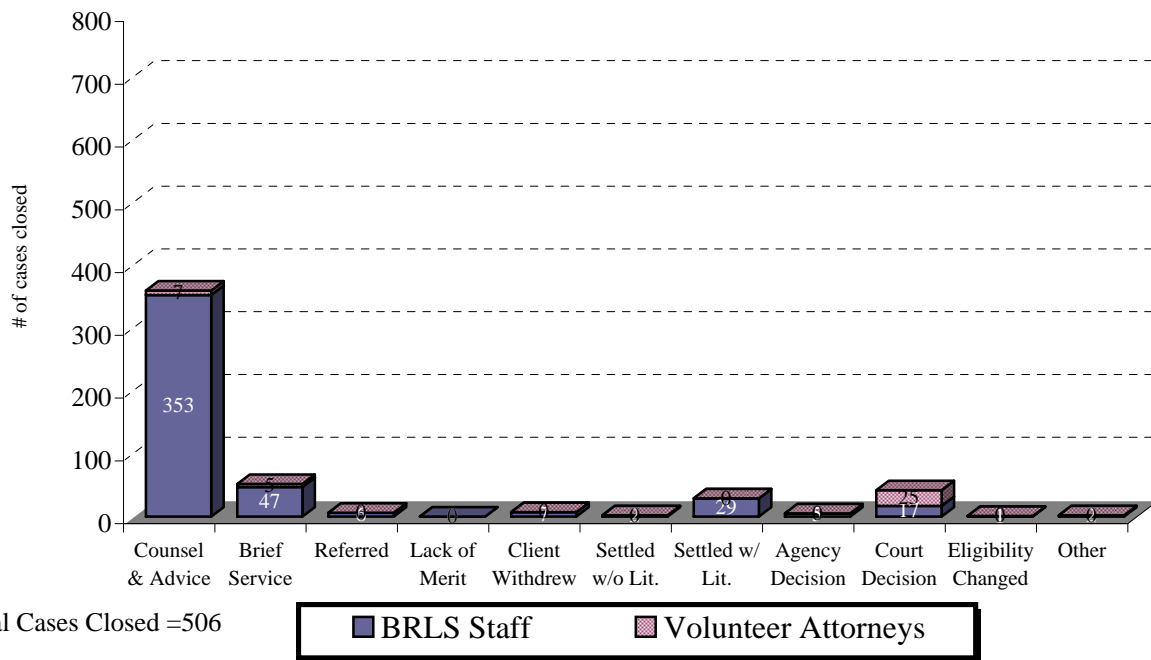


Cases Closed by Legal Category Programwide 2007



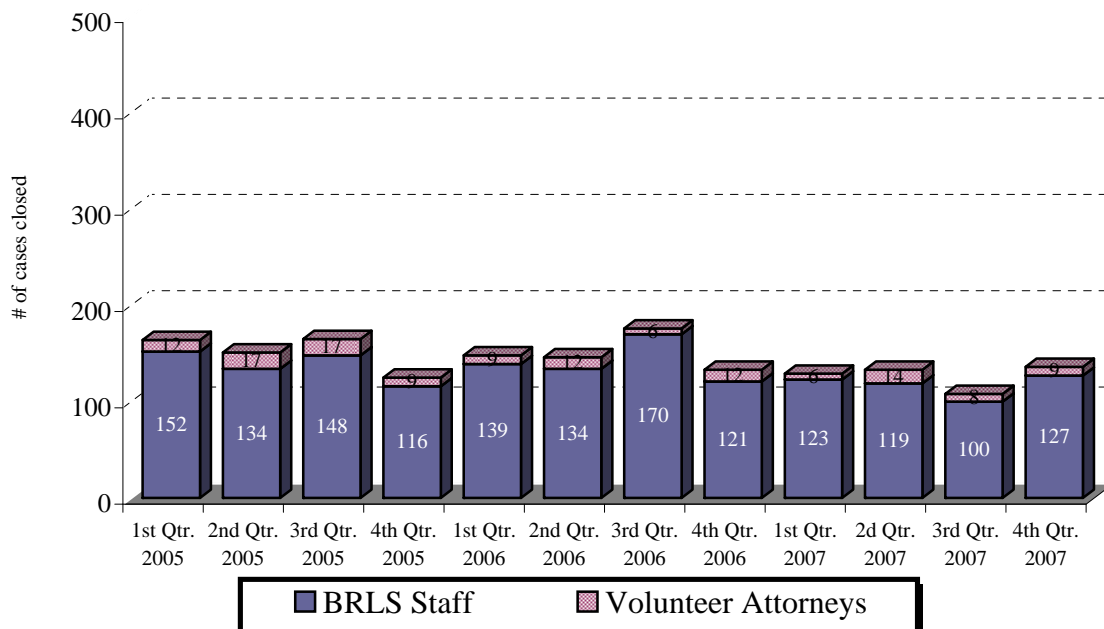
Winchester Office: Types of Services

2007



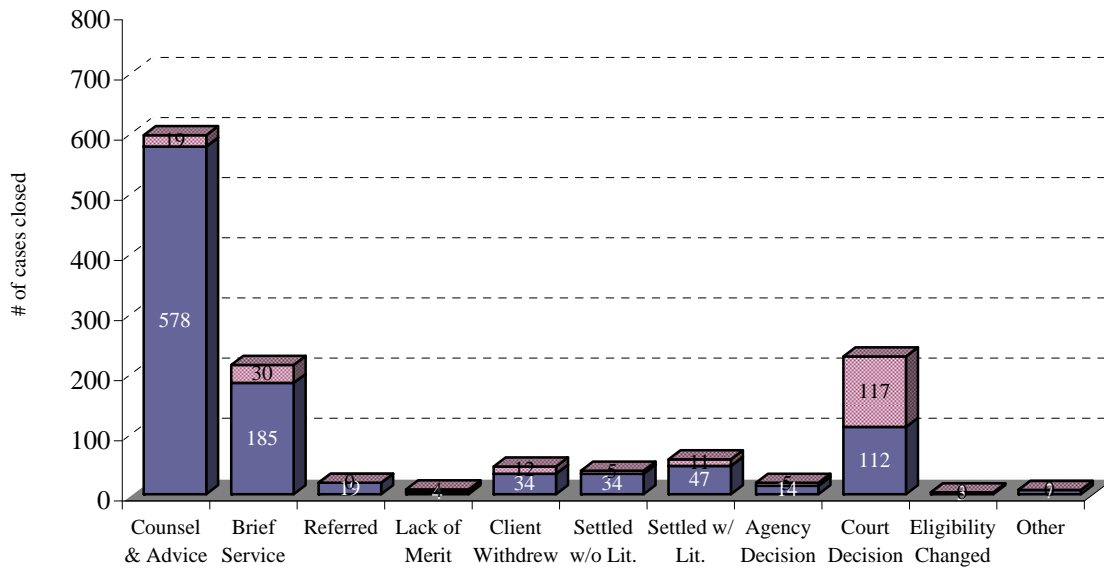
Winchester Office:

Trends in Services Provided



Harrisonburg Office: Types of Services

2007

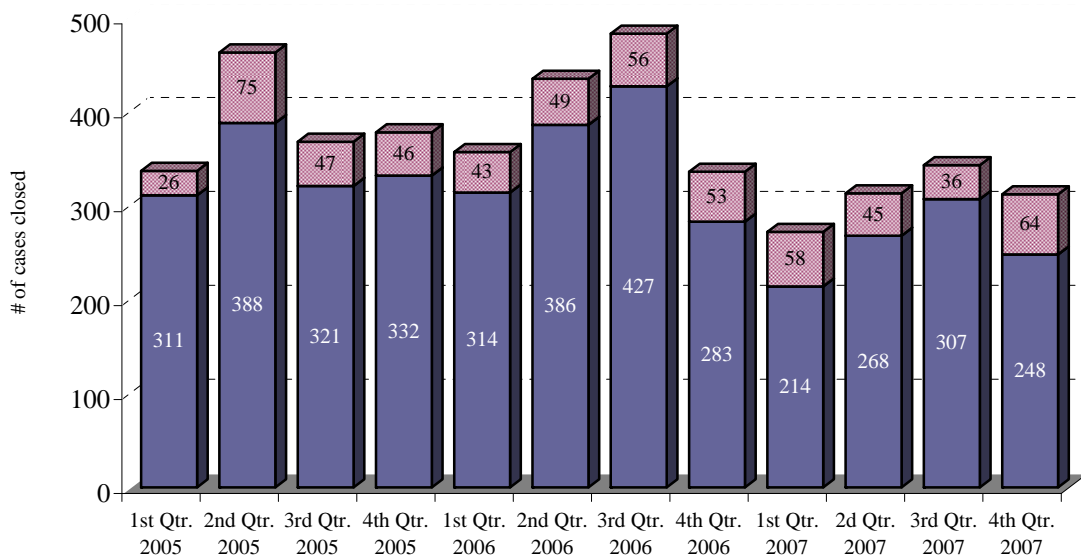


Total Cases Closed = 1240



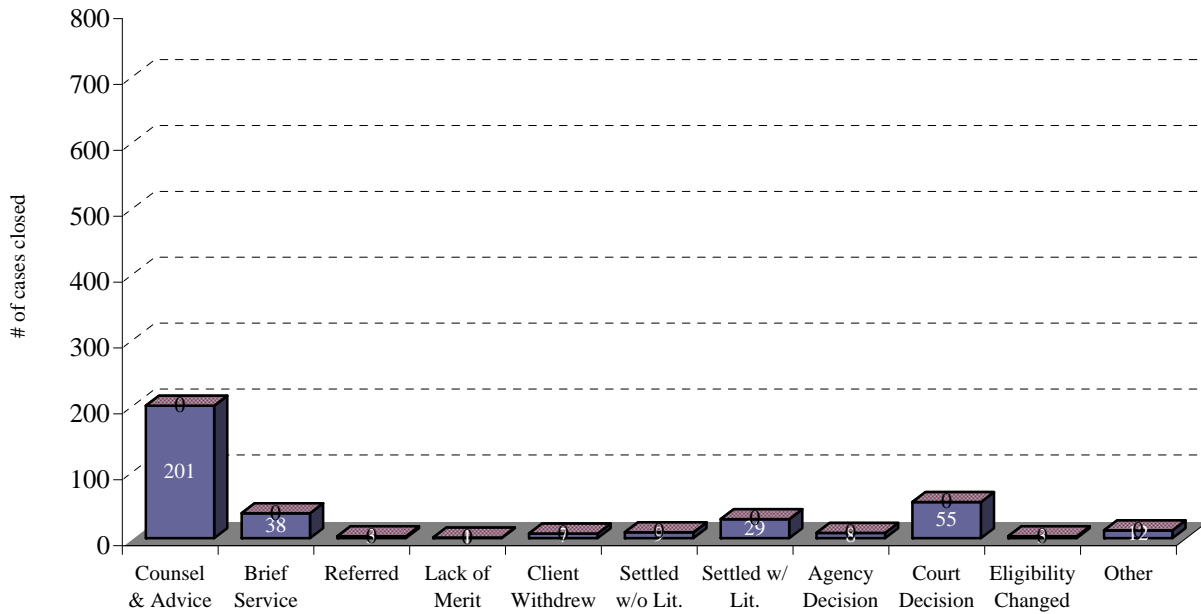
Harrisonburg Office:

Trends in Services Provided



Lexington Office: Types of Services

2007

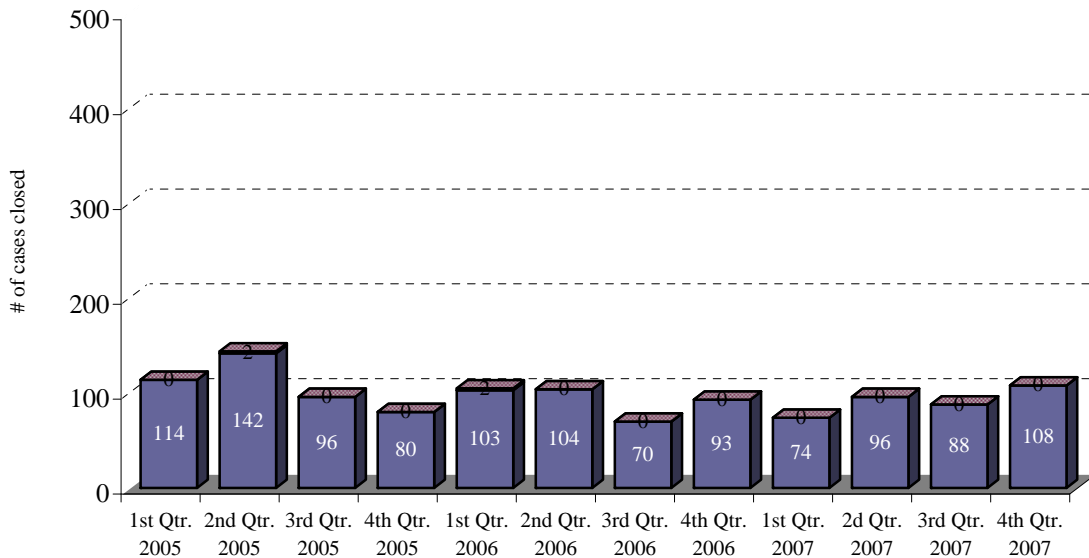


Total Cases Closed = 366



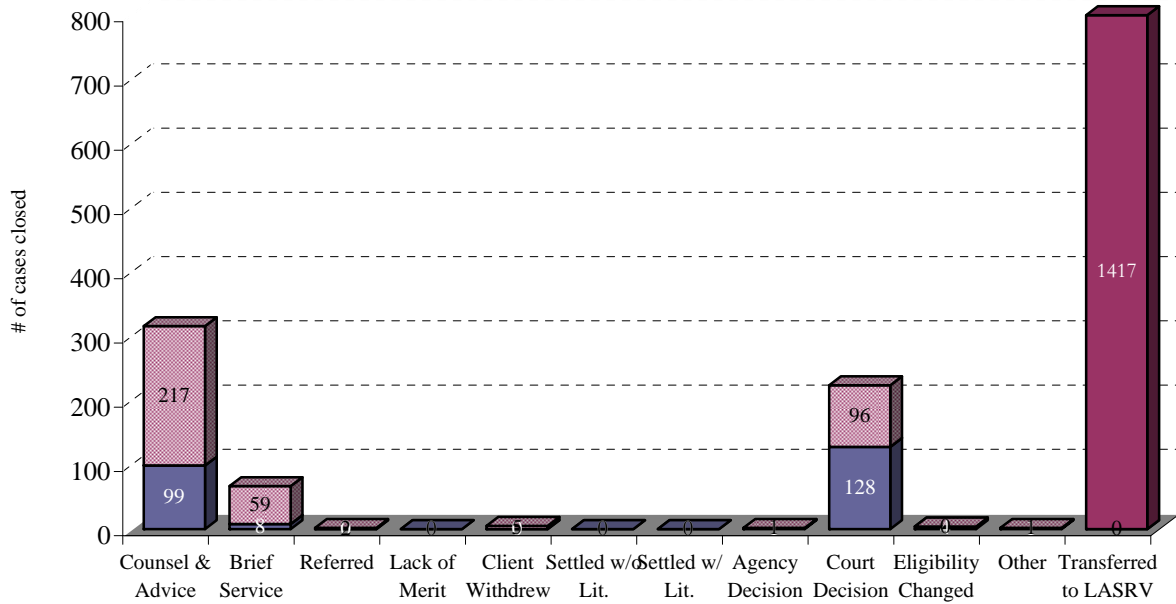
Lexington Office:

Trends in Services Provided

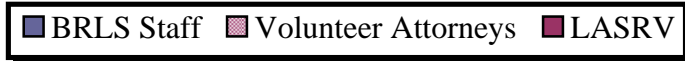


Roanoke Office: Types of Services

2007

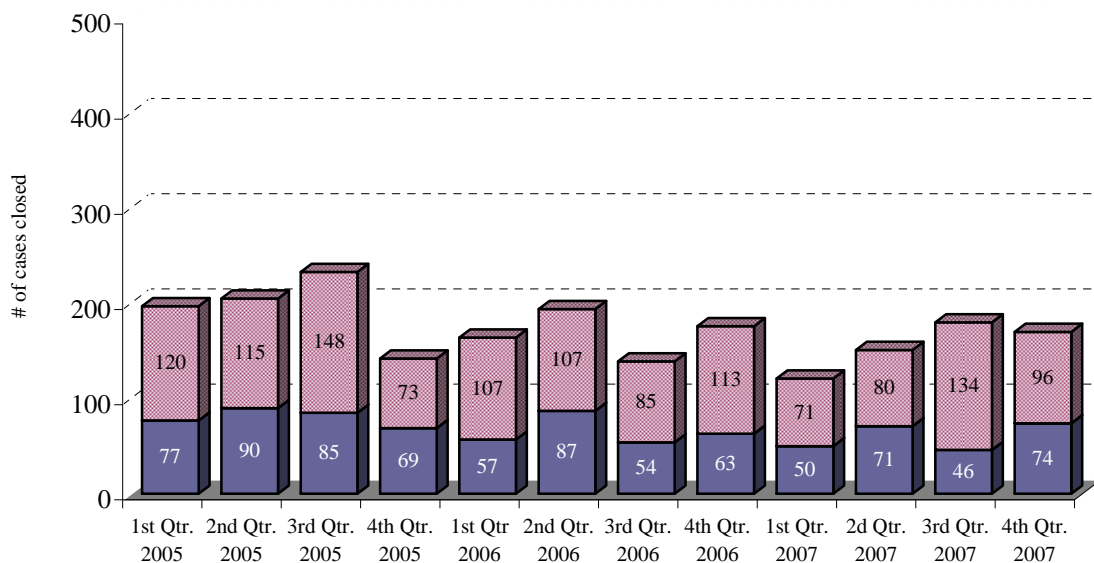


Total Cases Closed = 622
(Doesn't include transfers to LASRV.)



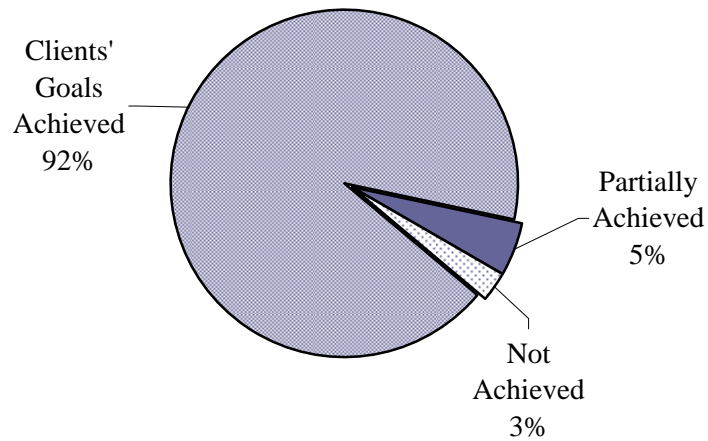
Roanoke Office:

Trends in Services Provided

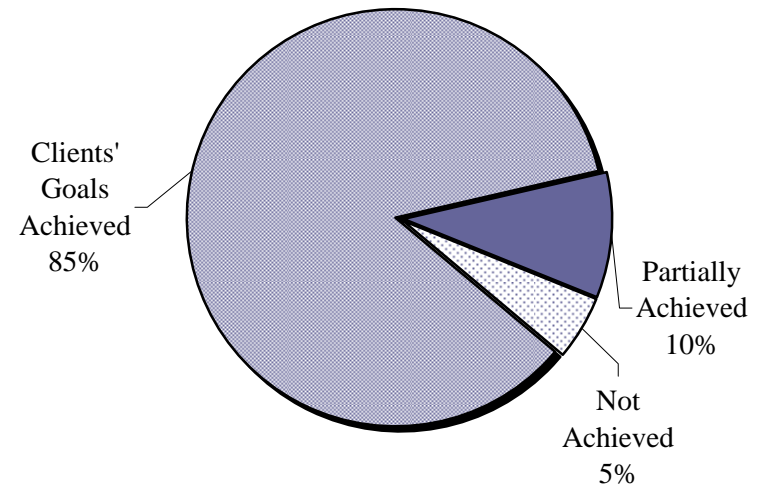


Outcome of Cases Involving On-Going Representation* 2007

Volunteer Attorneys
Total Cases = 242



BRLS Staff
Total Cases = 438



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