

BLUE RIDGE
LEGAL SERVICES, INC.

STATISTICAL CASE SERVICES

AND

OUTCOMES REPORT

FOR

2008

BRLS 2008 CASE OUTCOME MEASUREMENTS HIGHLIGHTS

BRLS staff and volunteer attorneys achieved the following outcomes for low-income clients during 2008:

Debtor Relief and Consumer Issues

- Obtained 38 bankruptcy discharges, discharging \$1,499,231 in debts while recovering \$1,034 in garnished wages.
- Stopped or reduced debt collection actions against 45 clients, avoiding \$95,288 in debts and recovering \$21,987 in payments.
- Averted repossession for 6 clients.
- Avoided deficiency judgments for 4 clients, avoiding some \$30,042 in claims.
- Quashed 51 garnishments, liens, or levies, returning \$58,944 to the clients.
- Defeated 4 illegal sales contracts, recovering \$31,900 for our clients.
- Enforced warranties for 3 clients, recovering \$10,000 for them.
- Obtained insurance benefits for one client, worth \$439 monthly.
- Successfully challenged fraudulent sales practices for 2 clients, recovering \$3,633.
- Assisted one client with tax issues.
- Defended 8 clients in consumer matters, defeating \$14,880 in liability.
- Assisted 38 clients with consumer matters outside of litigation.
- Provided advice and counsel or referral to 583 clients on debtor and consumer issues.

Family-Related Issues

- Obtained adoptions for 2 families.
- Obtained child custody orders for 38 clients, including \$1,022 in monthly child support benefits and \$7,192 in lump sum support.
- Preserved child visitation rights for 12 clients.
- Obtained family reunification for one client.
- Obtained divorces or annulments for 359 clients, including financial benefits of some \$16,225 in lump sums and \$2,618 in monthly benefits, and 127 name changes.
- Obtained or enforced Separation Agreements for 16 clients, including over \$10,000 in financial benefits.
- Obtained equitable distribution of marital property for 8 clients, including \$51,817 in financial benefit.
- Obtained guardianships for 7 incapacitated adults.
- Prevented guardianship for one client.
- Advised 5 clients on guardianship issues.
- Avoided removal of children for one client.
- Avoided a finding of child abuse for one client.
- Established paternity for 2 clients.
- Obtained court protection for 40 victims of domestic violence, while obtaining \$4,911 in monthly and \$3,200 in lump sum support.

Assisted 27 victims of domestic violence with safety planning.
Obtained protection from adult abuse/exploitation for 3 clients.
Obtained, preserved, or increased child support for 6 clients worth \$1,000 monthly.
Obtained, preserved, or increased spousal support for another 15 clients, including \$23,416 in lump sum awards and \$2,732 in monthly support.
Obtained a reduction in child support for 4 clients worth \$13,539 in lump sum and \$944 in monthly benefit.
Acted as Guardian ad Litem for 11 children.
Assisted 12 clients with family matters outside of litigation.
Provided advice and counsel or referral to 677 other clients on family-related issues.
Unsuccessfully represented 31 clients in family law proceedings.

Access to Health Care Issues

Obtained, preserved, or increased Medicaid benefits for 10 clients, including \$5,784 in lump sum benefits and \$4,903 in monthly benefits.
Provided Medicaid planning to 3 clients.
Obtained, preserved, or increased Medicare benefits for one client.
Obtained access to health care for one client.
Prevented denial of rights to 6 nursing home residents.
Enforced insurance policy for 1 client, with \$3,132 in financial benefits lump sum.
Obtained other financial assistance on medical bills for 2 clients worth over \$2,000.
Advised or referred 19 clients on health care issues.
Assisted 3 clients with health care matters outside of litigation.
Unsuccessfully represented 2 clients in health care cases.

Housing Issues

Prevented evictions for 31 families, while successfully defeating claims for over \$20,000 in charges and preserving subsidies worth \$2,642 monthly.
Delayed eviction for 17 families, while successfully defending claims for over \$30,000 in charges.
Avoided foreclosure for 5 clients.
Avoided over \$43,500 in illegal charges imposed by landlords on another 25 families.
Overcame denial of 9 tenants, rights under their leases.
Enforced rights to decent, habitable housing for 2 clients.
Restored 3 families' access to their personal property, recovering over \$3,000.
Obtained repairs for 3 tenant households.
Provided non-litigation advocacy on behalf of 33 households in housing-related issues, with over \$8,000 in financial benefit.
Provided counsel and advice to 327 other clients with housing-related problems.
Unsuccessfully represented 15 clients in housing disputes while still achieving over \$5,000 in financial benefit.

Other Public Benefit Issues

Obtained, preserved, or increased food stamps for 2 families.
Obtained SSI and Social Security disability benefits for 22 clients, securing nearly

\$60,000 in lump sum benefits and over \$5,000 in monthly benefits, and waiving over \$31,000 in overpayments.

Obtained, preserved, or increased unemployment compensation benefits for 2 clients, with financial benefits of over \$5,000.

Obtained Veterans benefits for 2 clients, worth over \$7,000.

Provided non-litigation advocacy on behalf of 7 households in benefit-related issues.

Provided counsel and advice or referral to 53 other clients with public benefit issues.

Unsuccessfully represented 8 clients in public benefits proceedings.

Miscellaneous Matters

Obtained school reinstatement for one child.

Overcame barrier to school enrollment for 2,452 low-income children, avoiding some \$92,000 in school fees.

Advised 10 clients regarding education issues.

Assisted 3 clients outside of litigation in addressing education issues.

Unsuccessfully represented one parent in an education case.

Obtained employment benefit of \$699 for one client.

Advised 10 clients regarding employment issues.

Assisted 3 clients outside of litigation with an employment issue.

Unsuccessfully represented 2 clients in employment cases.

Advised one client on juvenile-related matter, and unsuccessfully represented another.

Obtained relief from deportation for one client.

Advised 3 clients on immigration issues.

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

Advised 13 clients on civil rights issues.

Unsuccessfully represented a client on a civil rights matter.

Restored drivers' license for one client.

Assisted one nonprofit organization assisting the poor incorporate.

Prepared wills for 62 clients.

Prepared 80 living wills, powers of attorney, or health care proxy documents.

Advised 27 clients on wills and estates problems.

Assisted one client in collecting \$450 on a judgment.

Summary

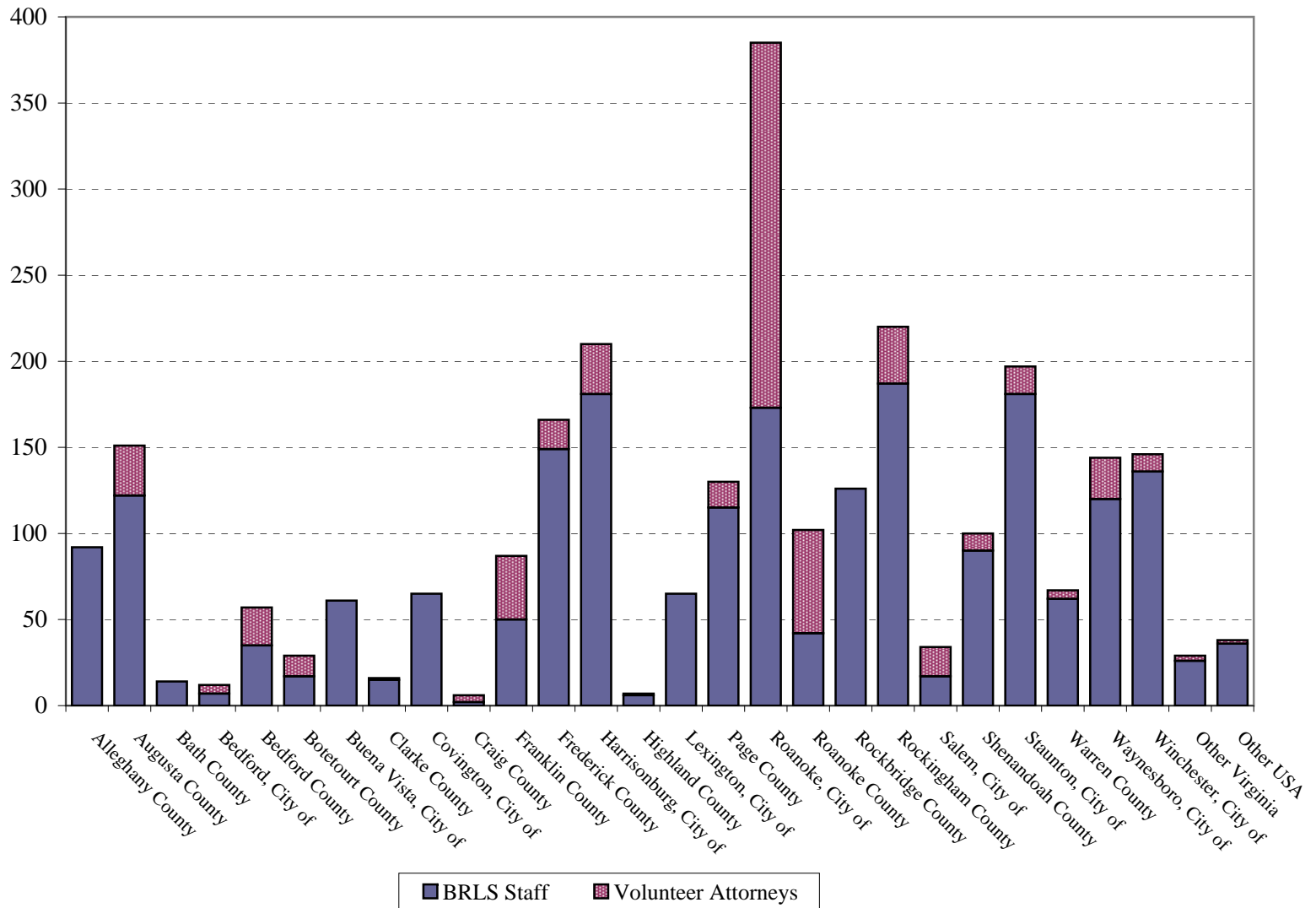
In the 703 cases involving on-going representation, we fully achieved our clients' goals in 84% of the cases, and partially achieved them in another 10%. Overall, we achieved:

- 3077 outcomes
- for 2734 clients
- that benefited over 9250 low-income people,
- including affirmative lump sum recoveries of \$310,001;
- affirmative monthly recoveries of \$25,204;
- avoidance of \$1,924,860 in lump sum debts or damages; and
- avoidance of \$5,413 in monthly obligations.

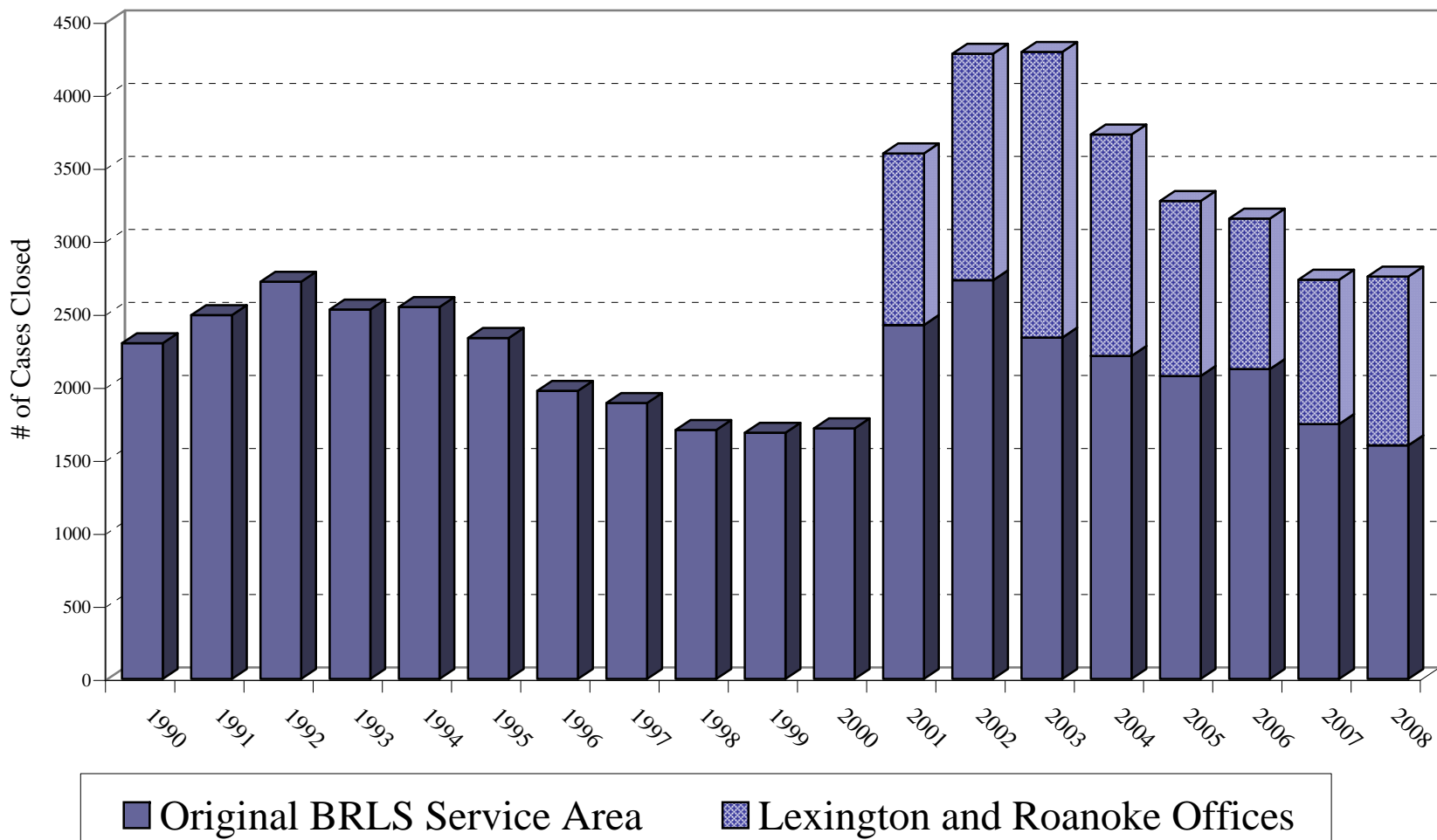
Cases Closed By Locality - 2008

Locality	BRLS Staff	Volunteer Attorneys	Totals
Alleghany County	92	0	92
Augusta County	122	29	151
Bath County	14	0	14
Bedford, City of	7	5	12
Bedford County	35	22	57
Botetourt County	17	12	29
Buena Vista, City of	61	0	61
Clarke County	15	1	16
Covington, City of	65	0	65
Craig County	2	4	6
Franklin County	50	37	87
Frederick County	149	17	166
Harrisonburg, City of	181	29	210
Highland County	6	1	7
Lexington, City of	65	0	65
Page County	115	15	130
Roanoke, City of	173	212	385
Roanoke County	42	60	102
Rockbridge County	126	0	126
Rockingham County	187	33	220
Salem, City of	17	17	34
Shenandoah County	90	10	100
Staunton, City of	181	16	197
Warren County	62	5	67
Waynesboro, City of	120	24	144
Winchester, City of	136	10	146
Other Virginia	26	3	29
Other USA	<u>36</u>	<u>2</u>	<u>38</u>
TOTALS	2192	564	2756

Cases Closed by Locality 2008

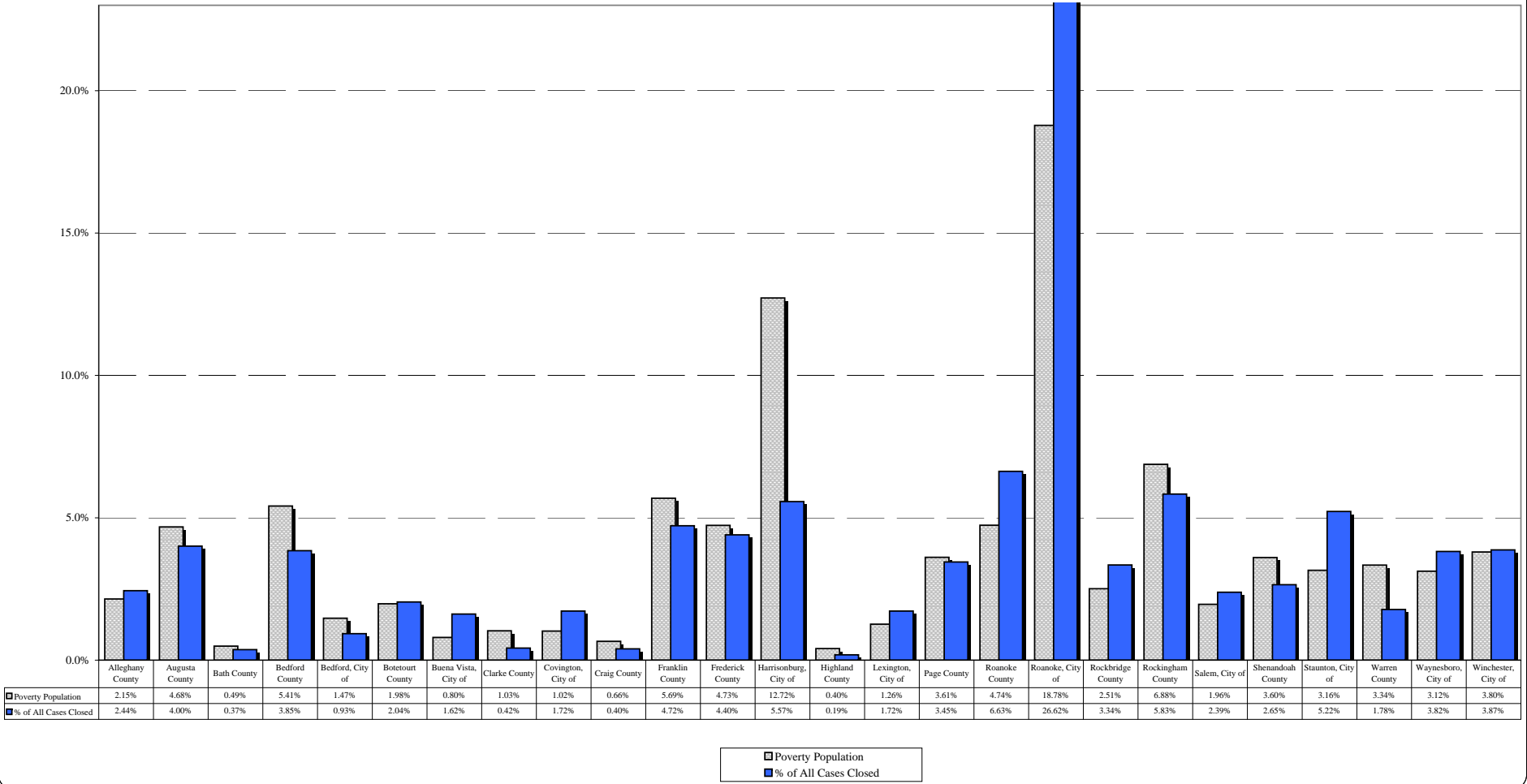


Total Cases Closed Annually 1990-2008

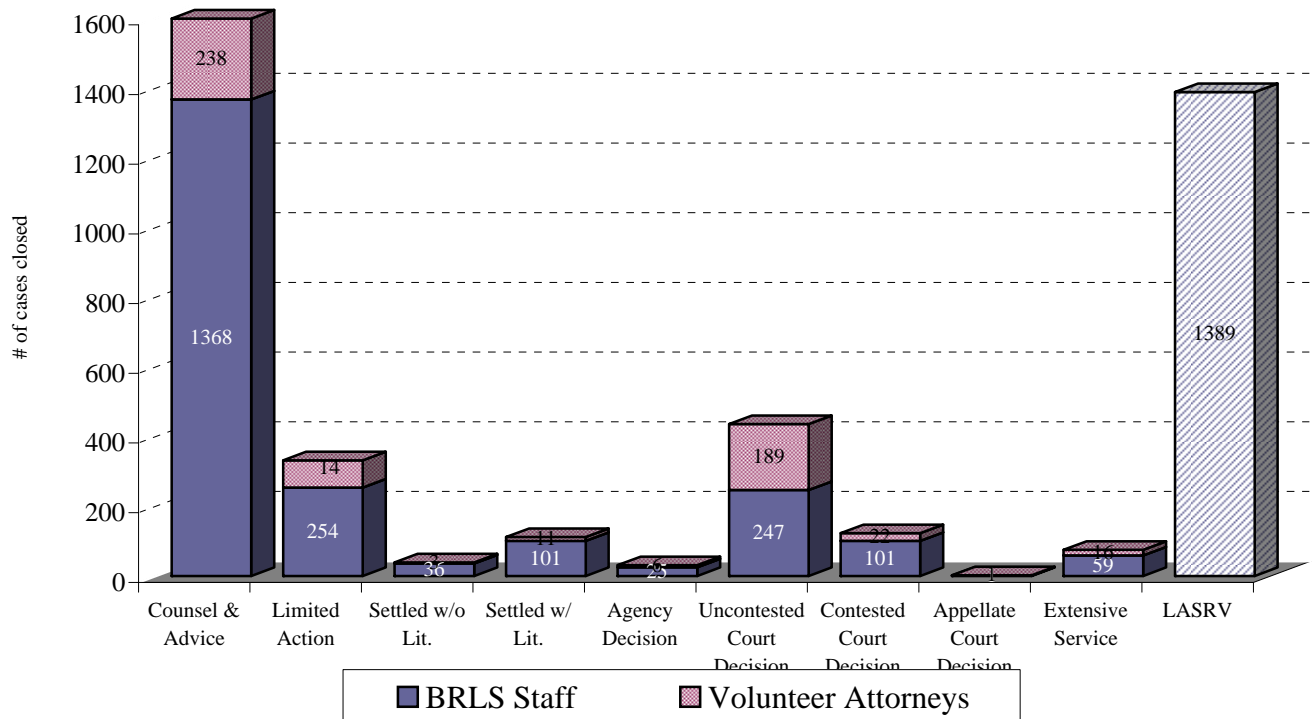


Distribution of Services by BRLS and LASRV Combined Compared to Poverty Population in 2008

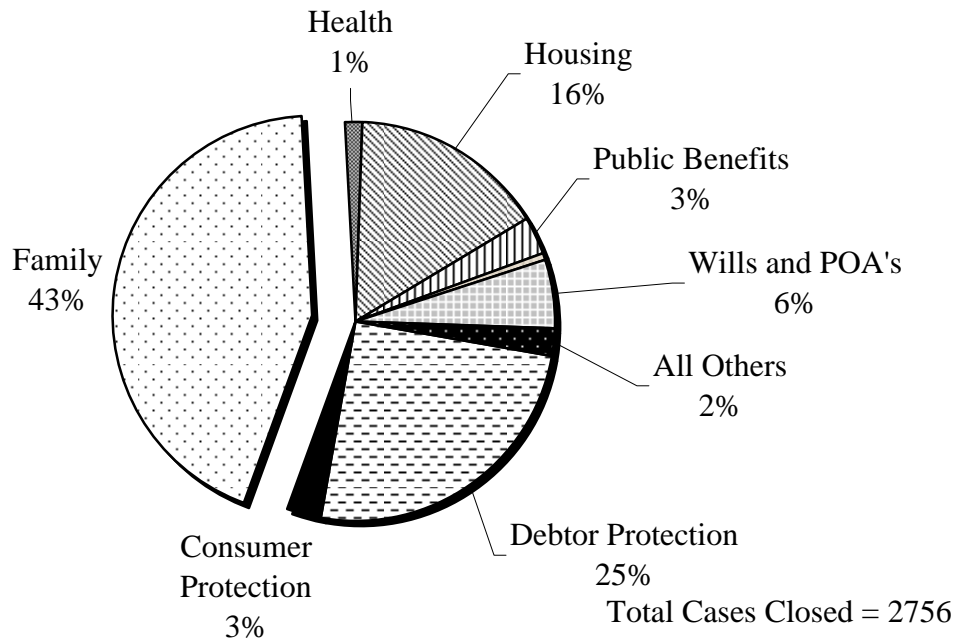
% of Total Service Area



Types of Services Rendered Programwide - 2008

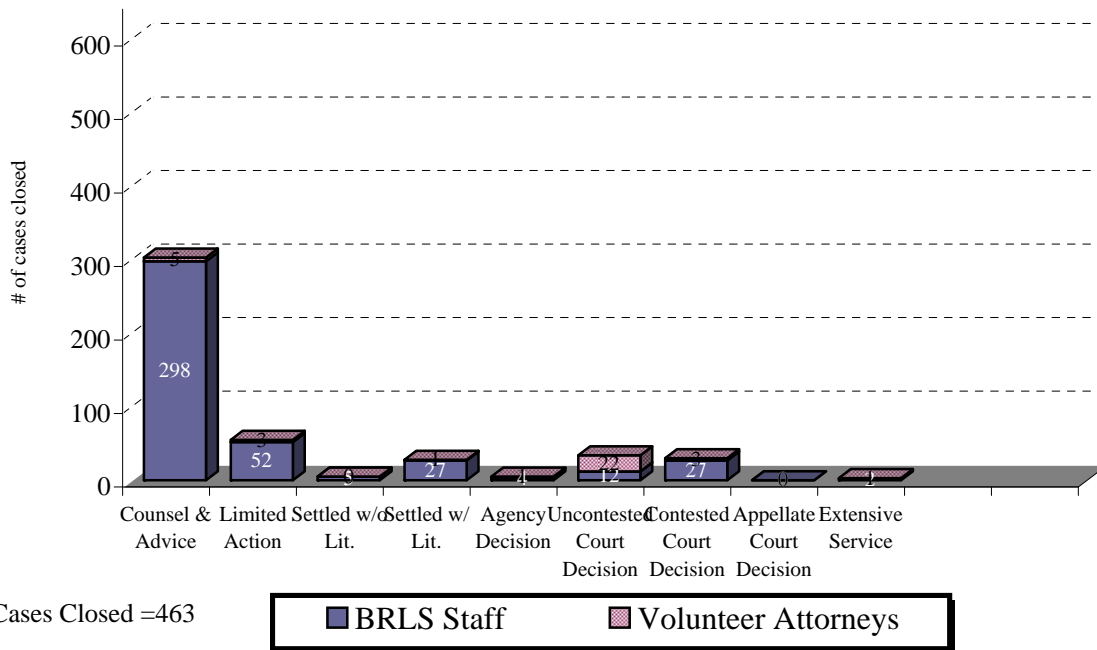


Cases Closed by Legal Category Programwide 2008



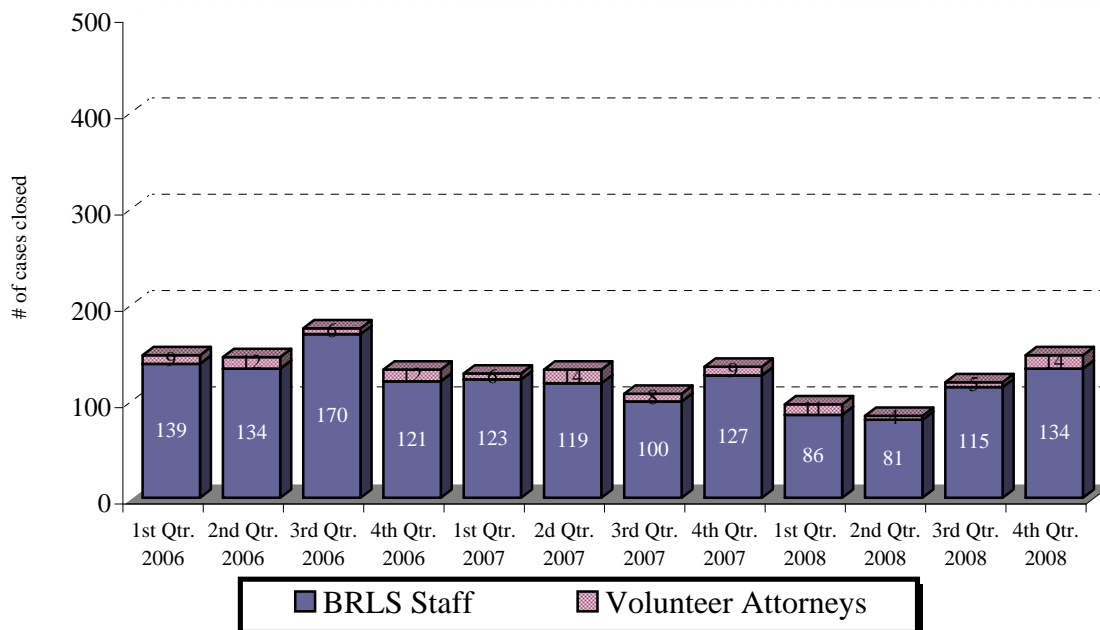
Winchester Office: Types of Services

2008



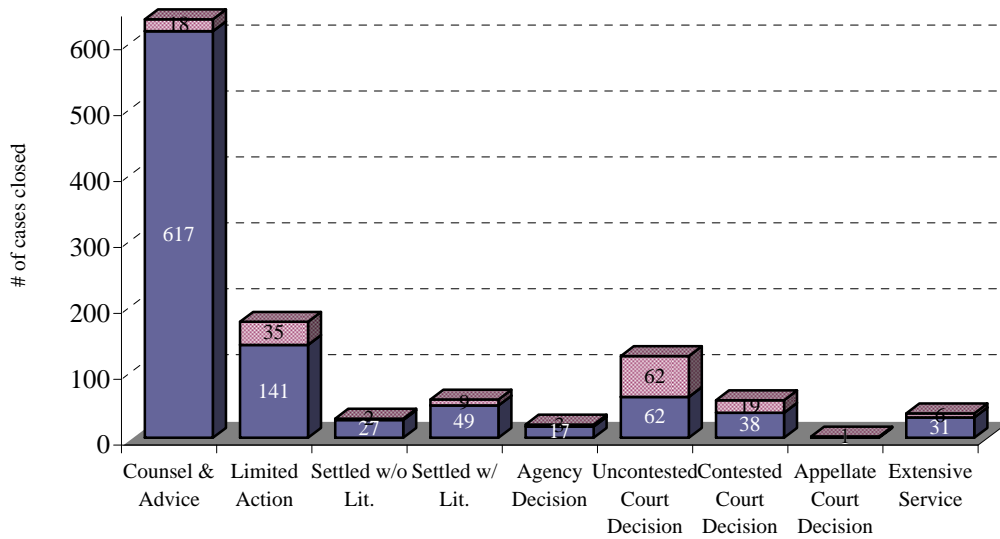
Winchester Office:

Trends in Services Provided



Harrisonburg Office: Types of Services

2008

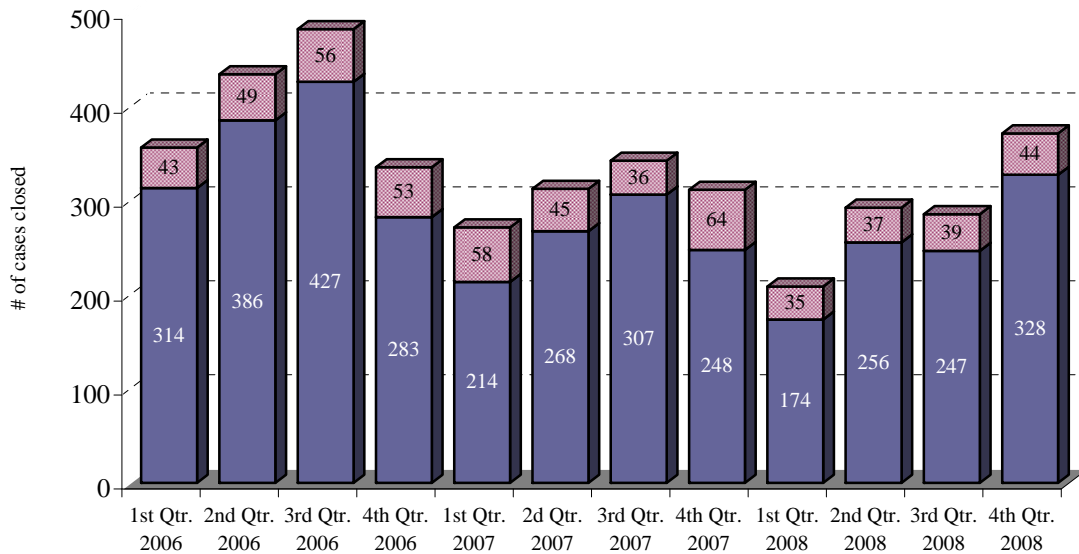


Total Cases Closed = 1138

■ BRLS Staff ■ Volunteer Attorneys

Harrisonburg Office:

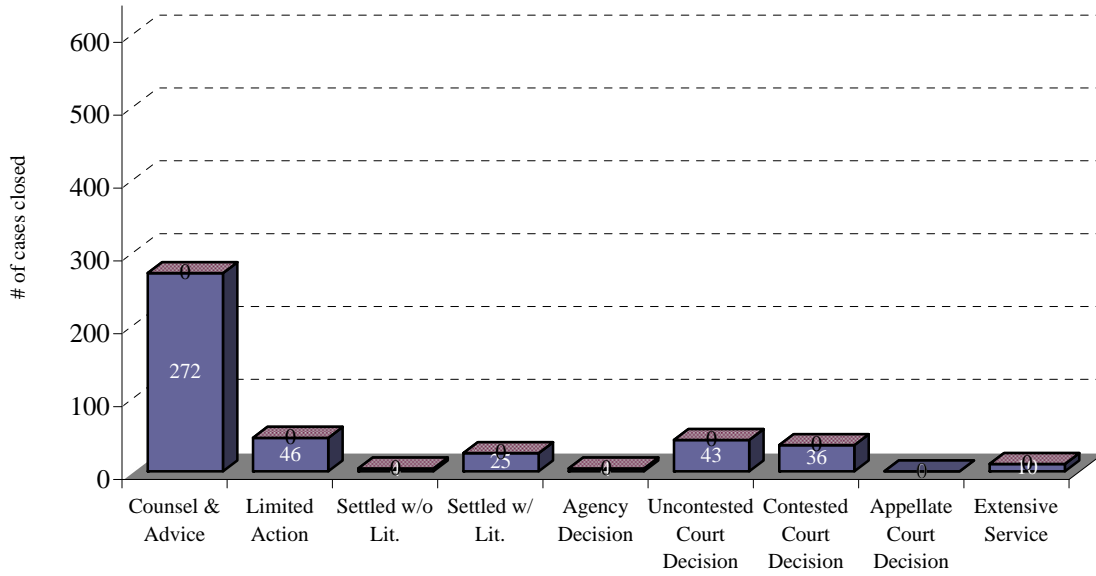
Trends in Services Provided



■ BRLS Staff ■ Volunteer Attorneys

Lexington Office: Types of Services

2008

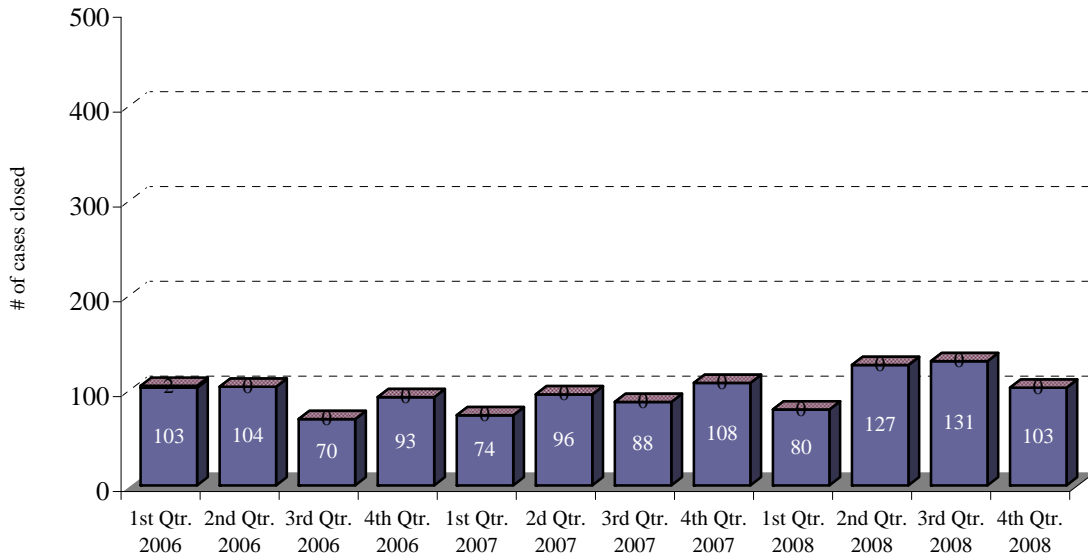


Total Cases Closed = 440



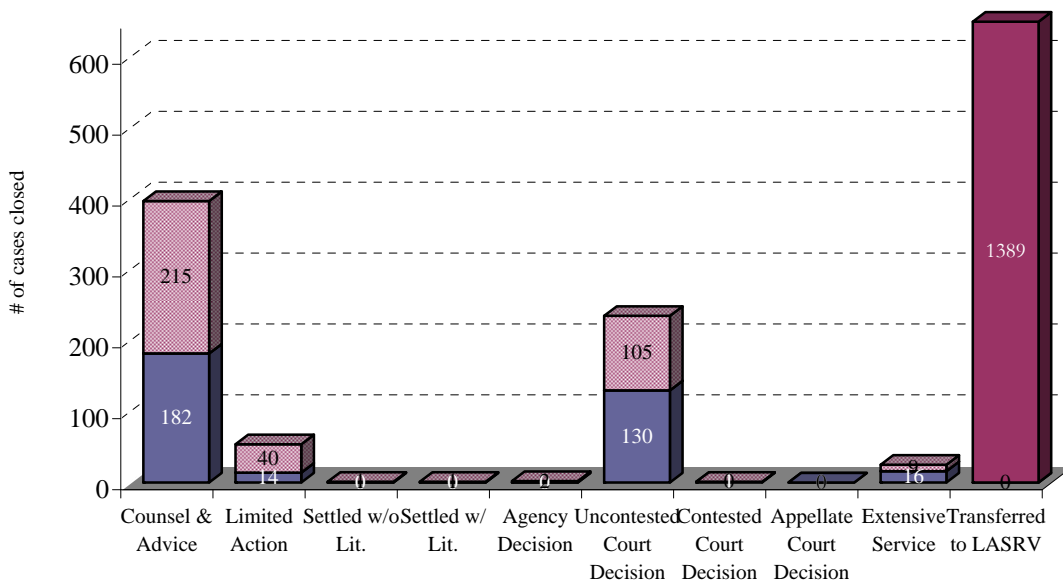
Lexington Office:

Trends in Services Provided



Roanoke Office: Types of Services

2008

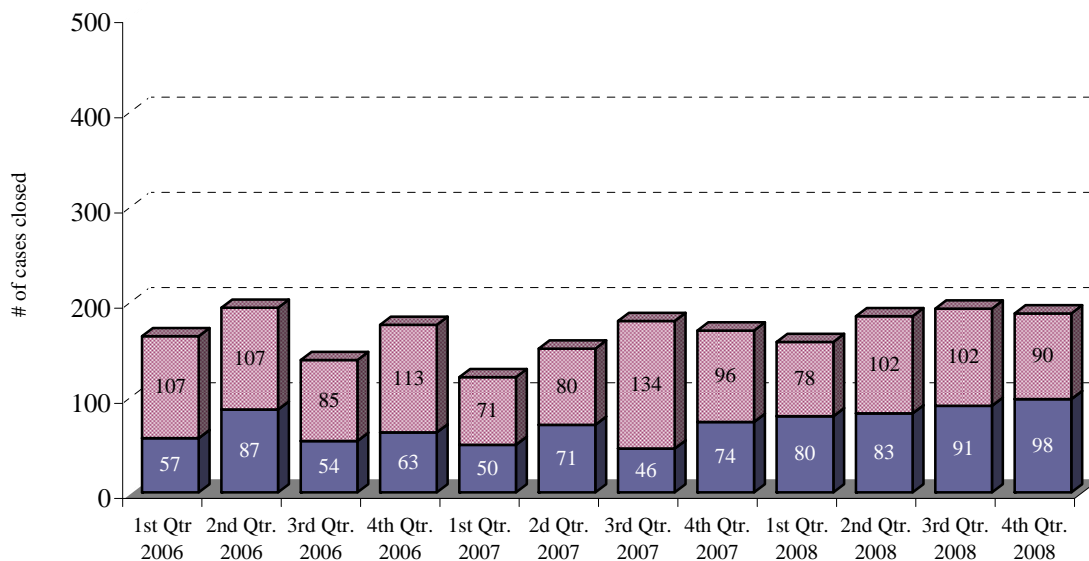


Total Cases Closed = 716
(Doesn't include transfers to LASRV.)



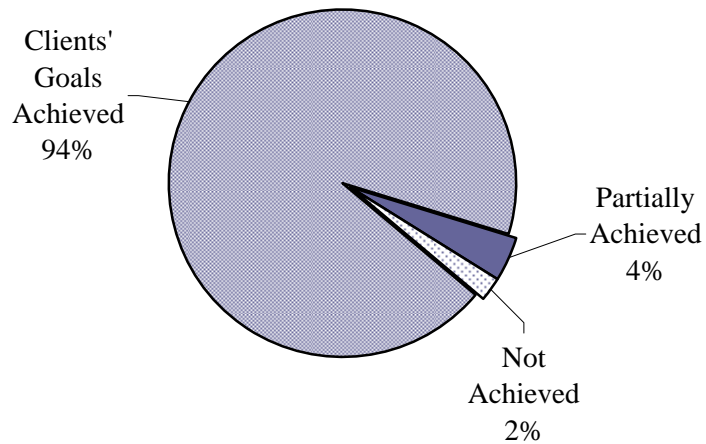
Roanoke Office:

Trends in Services Provided

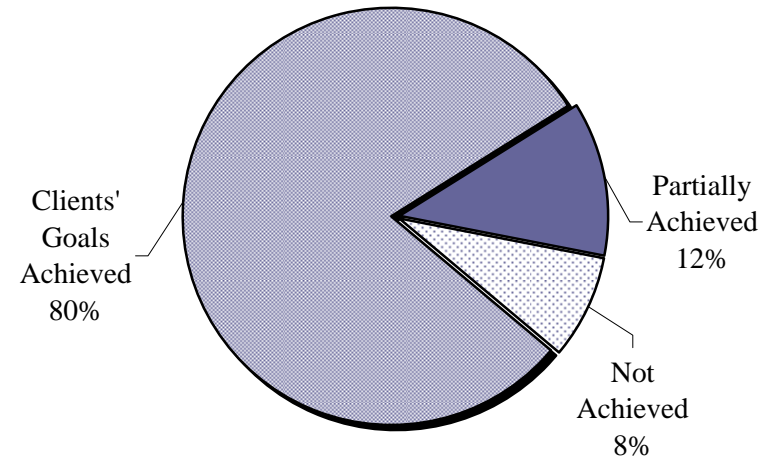


Outcome of Cases Involving On-Going Representation* 2008

Volunteer Attorneys
Total Cases = 223



BRLS Staff
Total Cases = 480



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