

BLUE RIDGE
LEGAL SERVICES, INC.

STATISTICAL CASE SERVICES

AND

OUTCOMES REPORT

FOR

2009

BRLS 2009 CASE OUTCOME MEASUREMENTS HIGHLIGHTS

BRLS staff and volunteer attorneys achieved the following outcomes for low-income clients during 2009:

Debtor Relief and Consumer Issues

- Obtained 32 bankruptcy discharges, discharging \$1,641,576 in debts while recovering \$6,858 in garnished wages.
- Stopped or reduced debt collection actions against 32 clients, avoiding \$135,312 in debts and recovering \$1,248 in payments.
- Averted repossession for one client.
- Avoided deficiency judgments for 10 clients, avoiding some \$90,346 in claims while recovering \$10,500 for these clients.
- Quashed 49 garnishments, liens, or levies, returning \$47,669 to the clients.
- Defeated 14 illegal sales contracts, recovering \$45,658 for our clients.
- Enforced warranties for 8 clients, recovering \$26,491 for them.
- Obtained insurance benefits of over \$120,000 for 4 clients.
- Retained utility service for 5 clients.
- Successfully challenged fraudulent sales practices for 3 clients, recovering \$5,300.
- Unsuccessfully represented 8 clients in consumer matters.
- Assisted 27 clients with consumer matters outside of litigation.
- Provided advice and counsel or referral to 630 clients on debtor and consumer issues.

Family-Related Issues

- Obtained adoptions for 4 families.
- Obtained child custody orders for 20 clients, including \$1,011 in monthly child support benefits.
- Preserved child visitation rights for 4 clients.
- Obtained family reunification for one client.
- Obtained divorces or annulments for 390 clients, including financial benefits of some \$128,716 in lump sums and \$1,470 in monthly benefits, and 114 name changes.
- Obtained or enforced Separation Agreements for 12 clients, including over \$63,000 in financial benefits.
- Obtained equitable distribution of marital property for 3 clients.
- Obtained guardianships for 11 incapacitated adults.
- Advised 11 other clients on guardianship issues.
- Avoided removal of children for one client.
- Avoided a finding of child abuse for one client.
- Obtained court protection for 36 victims of domestic violence.
- Assisted 56 victims of domestic violence with safety planning.
- Obtained protection from adult abuse/exploitation for 10 clients, including a recovery of \$24,899.
- Obtained, preserved, or increased child support for 5 clients worth \$812 monthly as well as \$28,101 in lump sum payments.

Obtained, preserved, or increased spousal support for another 5 clients, including \$336 in lump sum awards and \$500 in monthly support.

Obtained a reduction in child support obligations for 7 clients worth \$14,082 in lump sum and \$940 in monthly benefit.

Obtained a reduction in spousal support obligations for 2 clients of \$380 monthly.

Acted as Guardian ad Litem for 10 children.

Assisted 14 clients with family matters outside of litigation.

Provided advice and counsel or referral to 655 other clients on family-related issues.

Unsuccessfully represented 27 clients in family law proceedings.

Access to Health Care Issues

Obtained, preserved, or increased Medicaid benefits for 20 clients, including \$76,547 in lump sum benefits and \$16,443 in monthly benefits.

Provided Medicaid planning to 3 clients.

Obtained, preserved, or increased Medicare benefits for 3 clients, saving nearly \$19,000.

Obtained access to health care for 4 clients.

Prevented denial of rights to 8 nursing home residents, saving \$10,000 in lump sum and \$3,710 in monthly financial benefit.

Obtained other financial assistance on medical bills for 4 clients worth over \$11,000.

Provided long-term care planning for 2 clients.

Advised or referred 13 clients on health care issues.

Assisted 3 clients with health care matters outside of litigation with \$8,000 in financial benefit.

Unsuccessfully represented one client in health care case.

Housing Issues

Prevented evictions for 22 families, while successfully defeating claims for nearly \$13,000 in charges and preserving subsidies worth over \$3,000 monthly.

Delayed eviction for 29 families, while successfully defending claims for over \$32,000 in charges.

Avoided foreclosure for 8 clients, with over \$89,000 in financial benefit.

Avoided over \$53,000 in illegal charges imposed by landlords on another 21 families.

Overcame denial of 5 tenants' rights under their leases.

Enforced rights to decent, habitable housing for 8 clients.

Restored 8 families' access to their personal property.

Obtained repairs for 2 tenant households.

Obtained access to housing for one client.

Obtained legal assistance in developing affordable housing benefiting 3 clients.

Provided non-litigation advocacy on behalf of 42 households in housing-related issues.

Provided counsel and advice to 294 other clients with housing-related problems.

Unsuccessfully represented 14 clients in housing disputes while still achieving over \$3,000 in financial benefit.

Other Public Benefit Issues

Obtained, preserved, or increased TANF benefits for one client.

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

Obtained SSI and Social Security disability benefits for 13 clients, securing nearly \$32,000 in lump sum benefits, over \$3,500 in monthly benefits, and waiving over \$87,000 in overpayments.

Obtained, preserved, or increased unemployment compensation benefits for 30 clients, with accrued benefits of over \$16,000 and continuing monthly benefits of over \$12,000.

Provided non-litigation advocacy on behalf of 15 households in benefit-related issues.

Provided counsel and advice or referral to 77 other clients with public benefit issues.

Unsuccessfully represented 9 clients in public benefits proceedings.

Miscellaneous Matters

Secured an appropriate education plan for 2 children.

Avoided suspension of one child.

Overcame barrier to school enrollment for one child.

Advised 3 clients regarding education issues.

Assisted 6 clients outside of litigation in addressing education issues.

Unsuccessfully represented one parent in an education case.

Obtained \$1,620 in back wages for one client.

Advised 13 clients regarding employment issues.

Secured acquittal in one delinquency case.

Advised 2 clients on juvenile-related matter.

Obtained legal status for one client.

Obtained citizenship for 1 client.

Advised 8 clients on immigration issues and another 5 clients on civil rights issues.

Obtained non-litigation advocacy for 3 clients with civil rights or disability issues.

Assisted 2 nonprofit organizations assisting the poor incorporate.

Prepared wills for 67 clients.

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

Advised 33 clients on wills and estates problems.

Obtained transfer of venue for 3 clients.

Summary

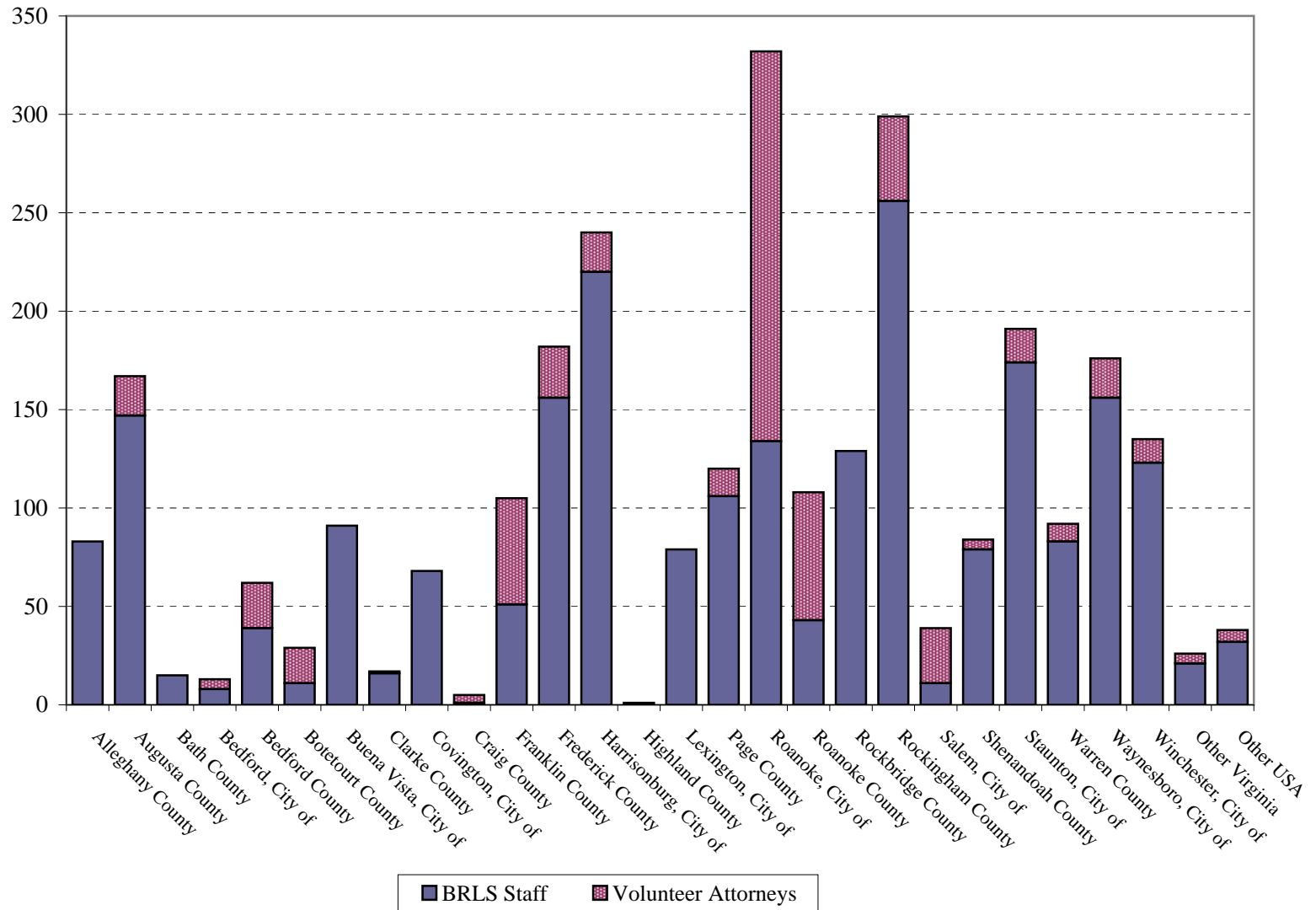
In the 793 cases involving on-going representation, we fully achieved our clients' goals in 85% of the cases, and partially achieved them in another 9%. Overall, we achieved:

- 3214 outcomes
- for 2926 clients
- that benefited over 7014 low-income people,
- including affirmative lump sum recoveries of \$605,585;
- affirmative monthly recoveries of \$31,506;
- avoidance of \$2,389,977 in lump sum debts or damages; and
- avoidance of \$20,645 in monthly obligations.

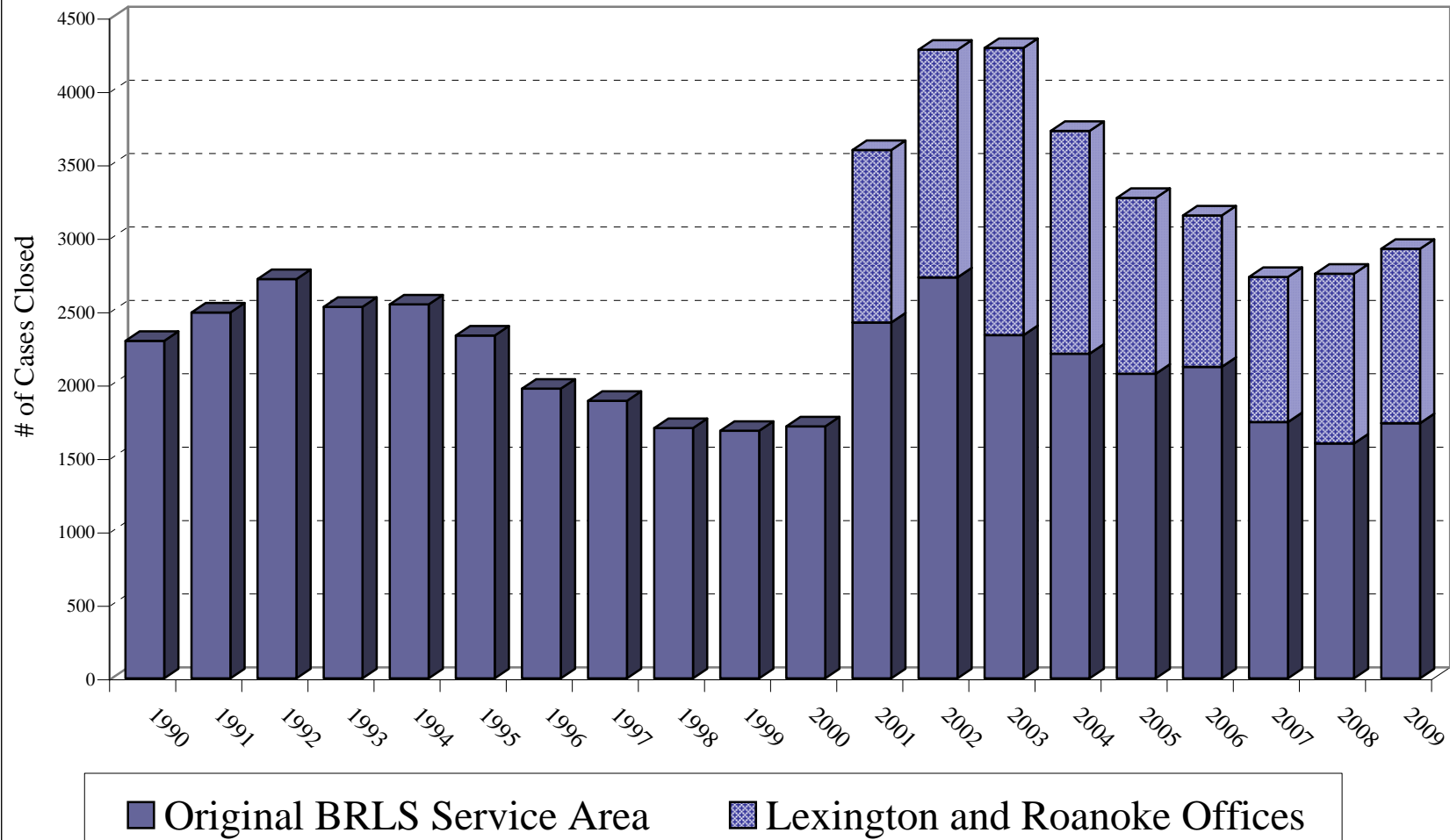
Cases Closed By Locality - 2009

Locality	BRLS Staff	Volunteer Attorneys	Totals
Alleghany County	83	0	83
Augusta County	147	20	167
Bath County	15	0	15
Bedford, City of	8	5	13
Bedford County	39	23	62
Botetourt County	11	18	29
Buena Vista, City of	91	0	91
Clarke County	16	1	17
Covington, City of	68	0	68
Craig County	1	4	5
Franklin County	51	54	105
Frederick County	156	26	182
Harrisonburg, City of	220	20	240
Highland County	1	0	1
Lexington, City of	79	0	79
Page County	106	14	120
Roanoke, City of	134	198	332
Roanoke County	43	65	108
Rockbridge County	129	0	129
Rockingham County	256	43	299
Salem, City of	11	28	39
Shenandoah County	79	5	84
Staunton, City of	174	17	191
Warren County	83	9	92
Waynesboro, City of	156	20	176
Winchester, City of	123	12	135
Other Virginia	21	5	26
Other USA	<u>32</u>	<u>6</u>	<u>38</u>
TOTALS	2333	593	2926

Cases Closed by Locality 2009

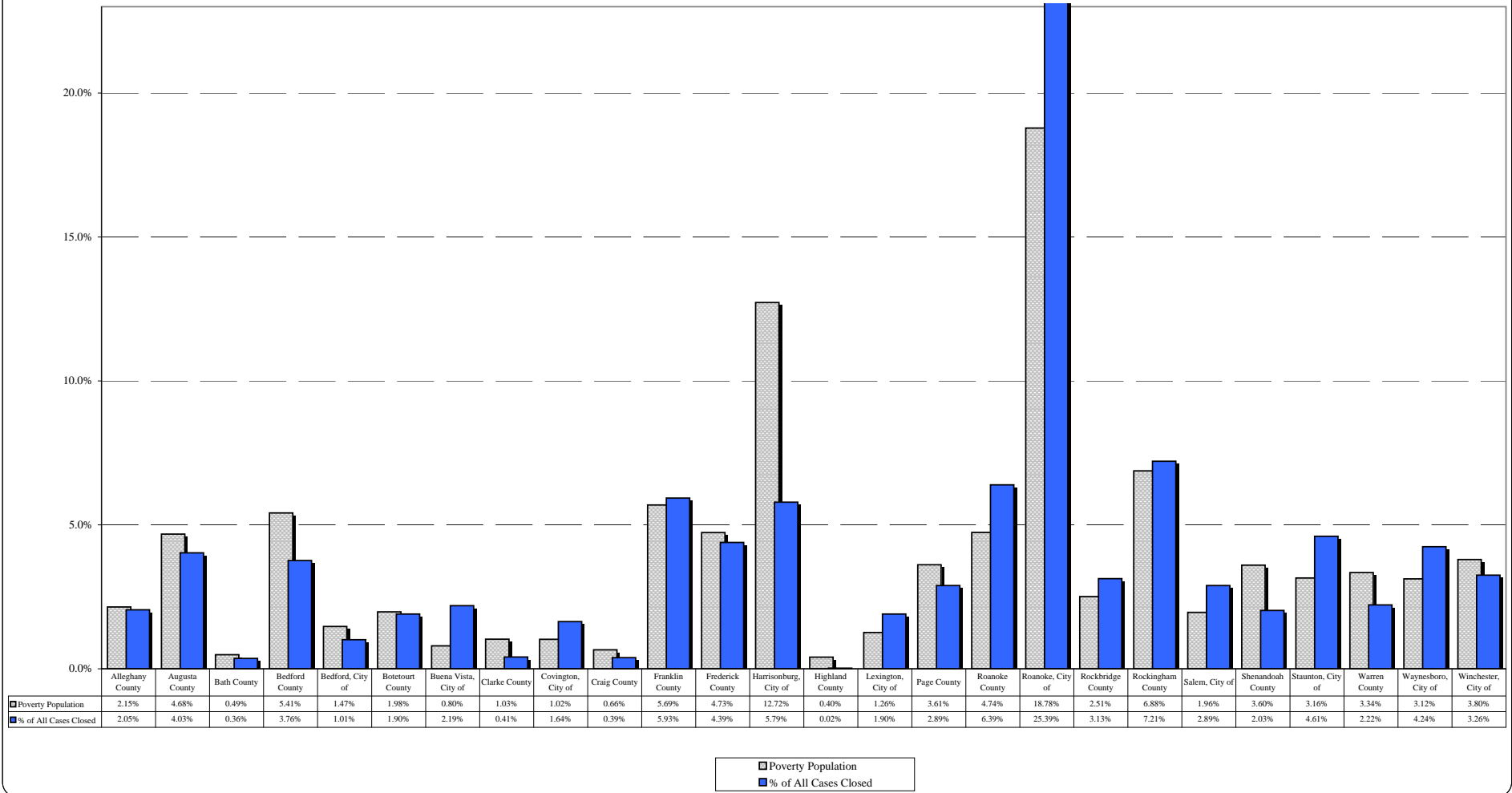


Total Cases Closed Annually 1990-2009



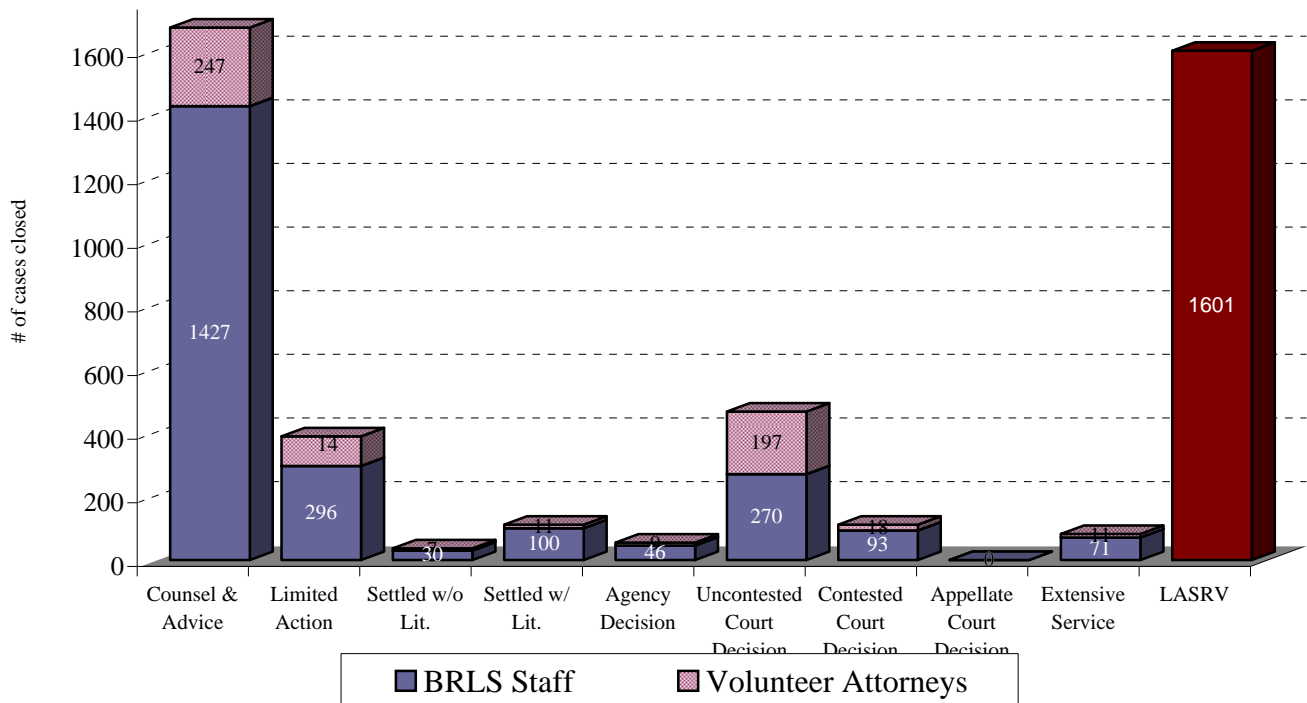
Distribution of Services by BRLS and LASRV Combined Compared to Poverty Population in 2009

% of Total Service Area

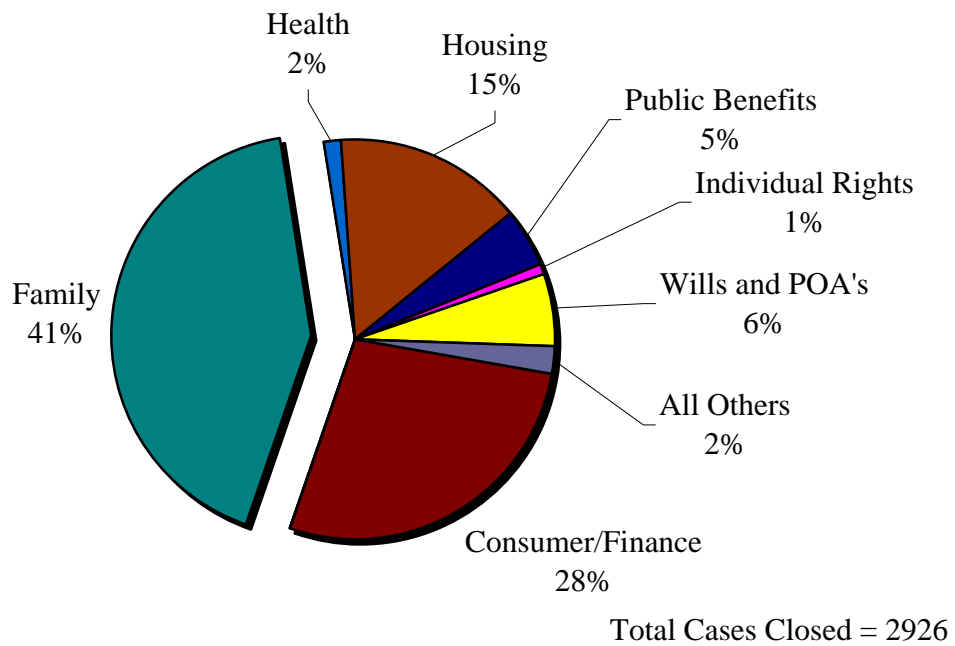


Poverty Population
 % of All Cases Closed

Types of Services Rendered Programwide - 2009

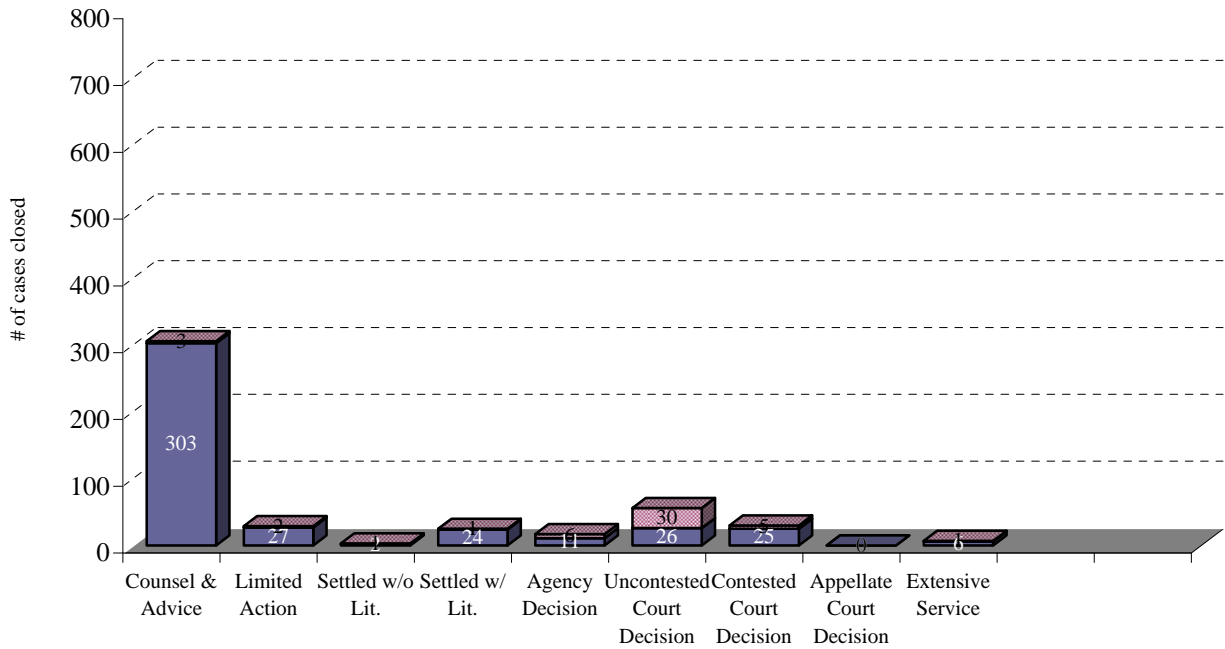


Cases Closed by Legal Category Programwide 2009



Winchester Office: Types of Services

2009

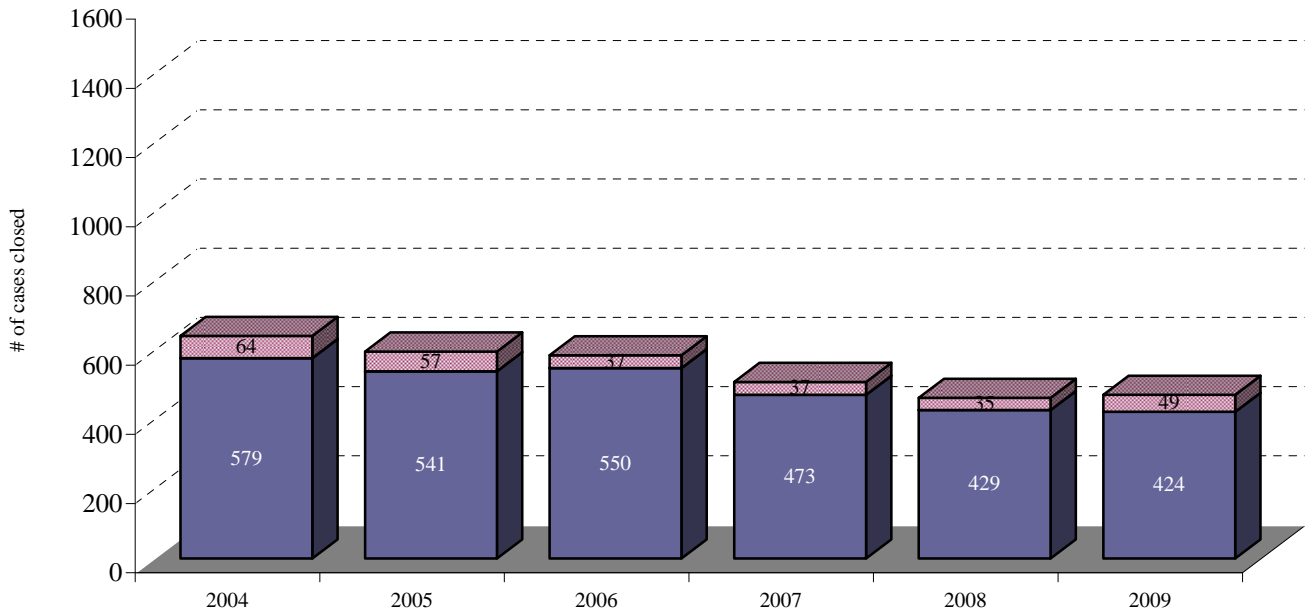


Total Cases Closed = 473



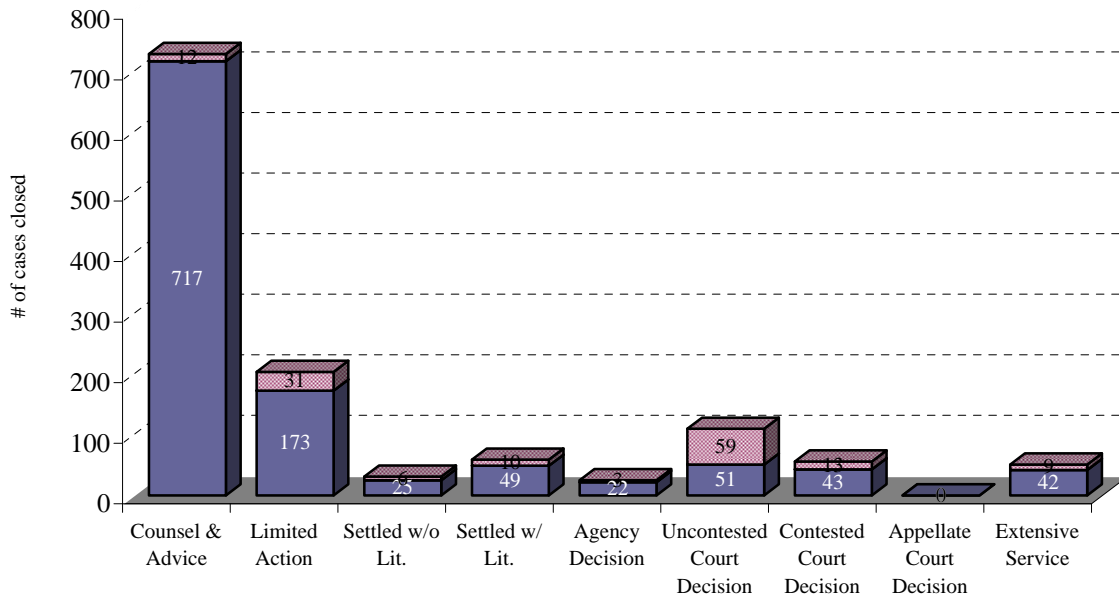
Winchester Office:

Trends in Services Provided



Harrisonburg Office: Types of Services

2009

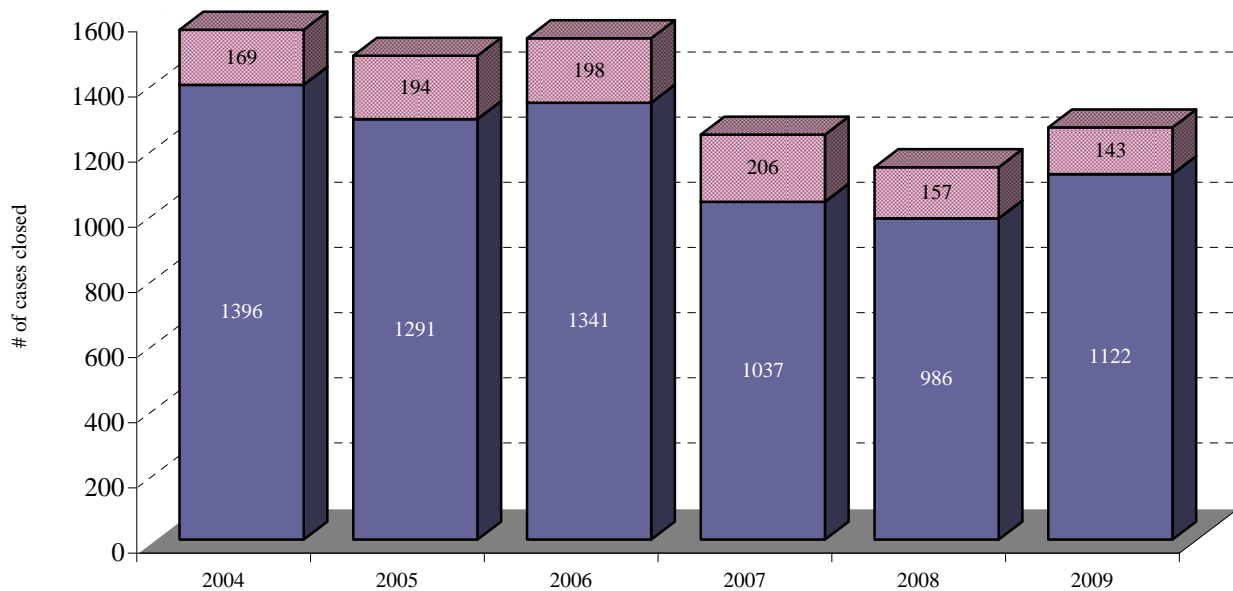


Total Cases Closed = 1265

■ BRLS Staff ■ Volunteer Attorneys

Harrisonburg Office:

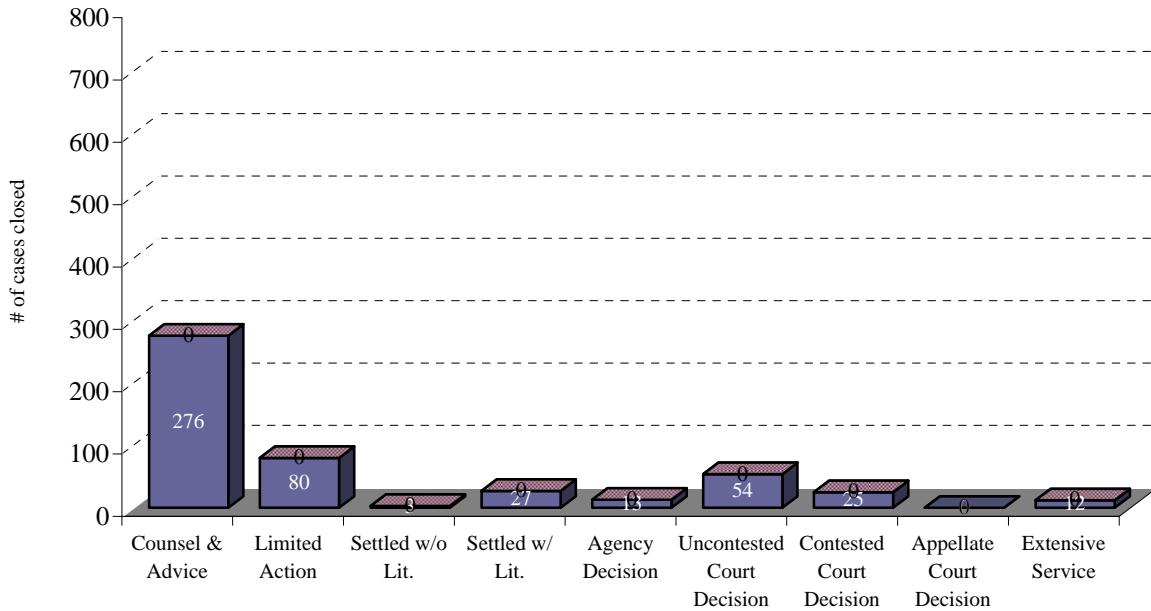
Trends in Services Provided



■ BRLS Staff ■ Volunteer Attorneys

Lexington Office: Types of Services

2009



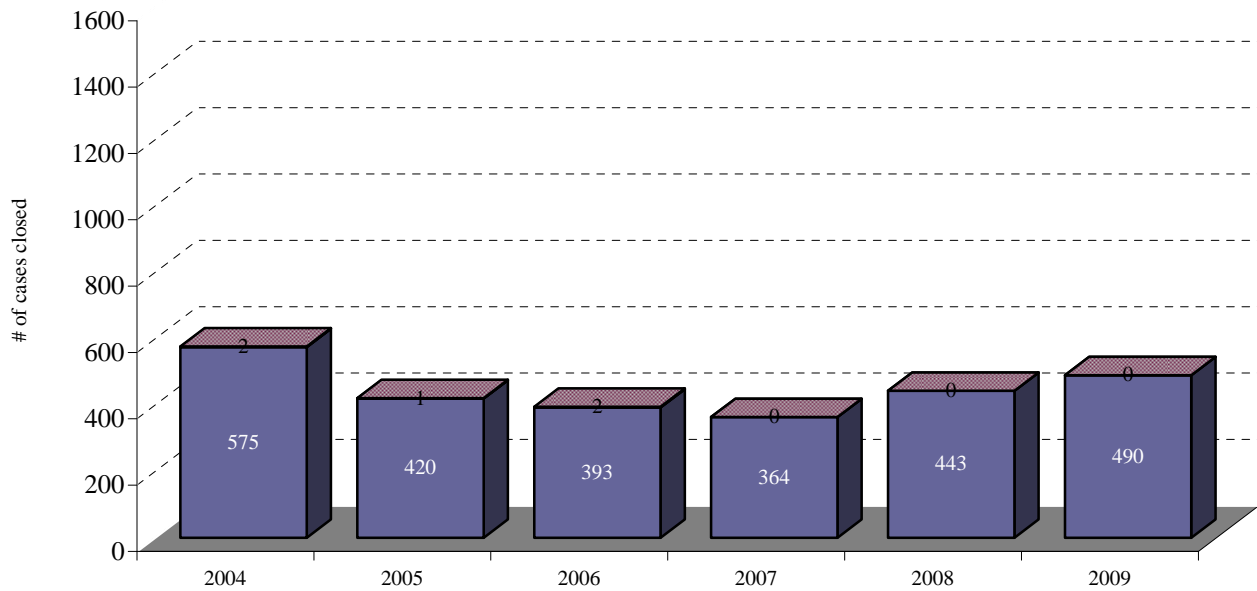
Total Cases Closed = 490

BRLS Staff

Volunteer Attorneys

Lexington Office:

Trends in Services Provided

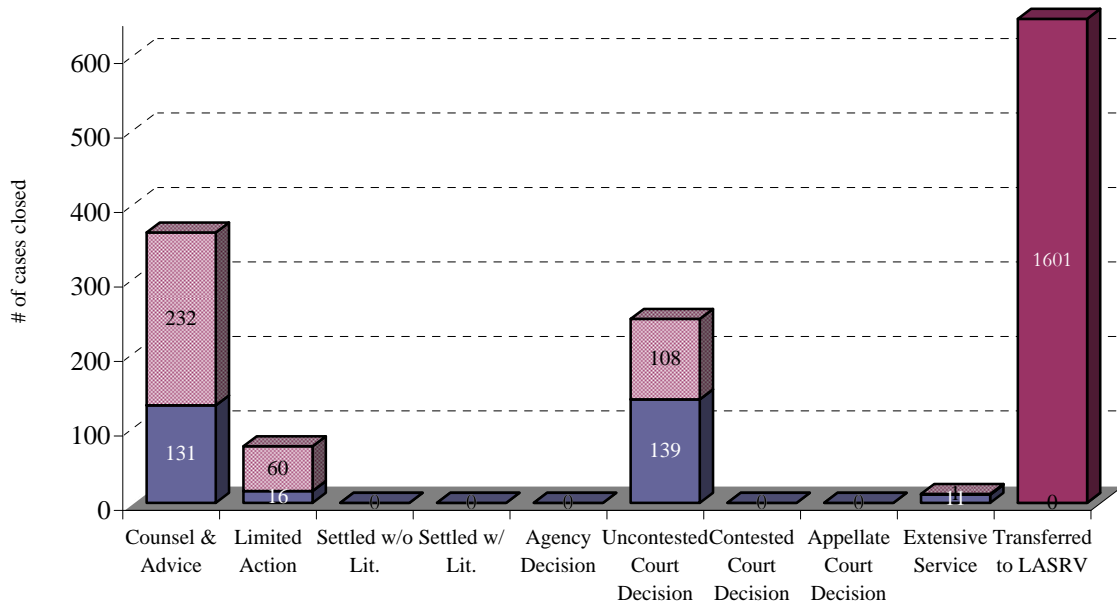


BRLS Staff

Volunteer Attorneys

Roanoke Office: Types of Services

2009

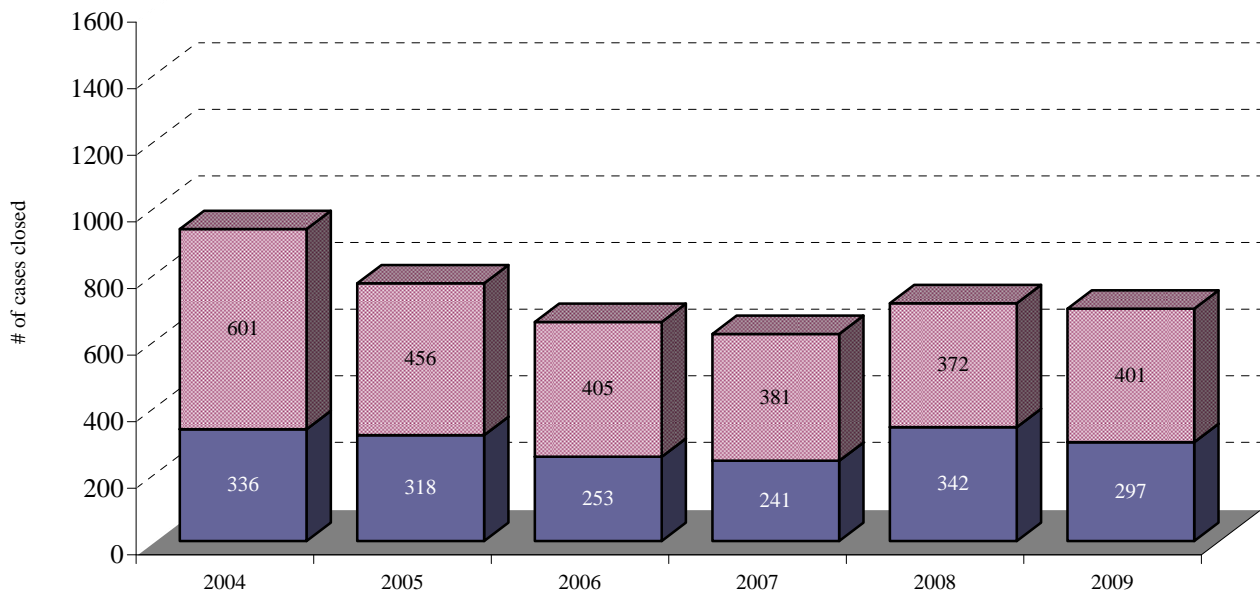


Total Cases Closed = 698
(Doesn't include transfers to LASRV.)



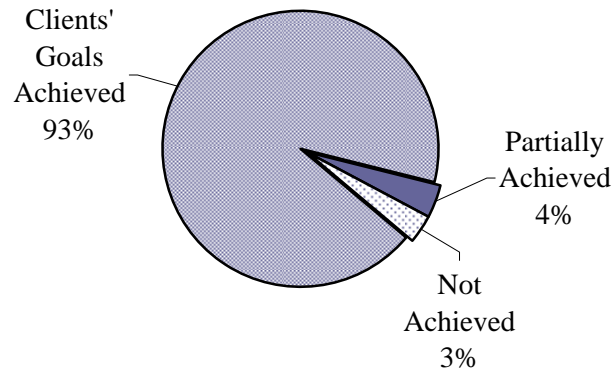
Roanoke Office:

Trends in Services Provided

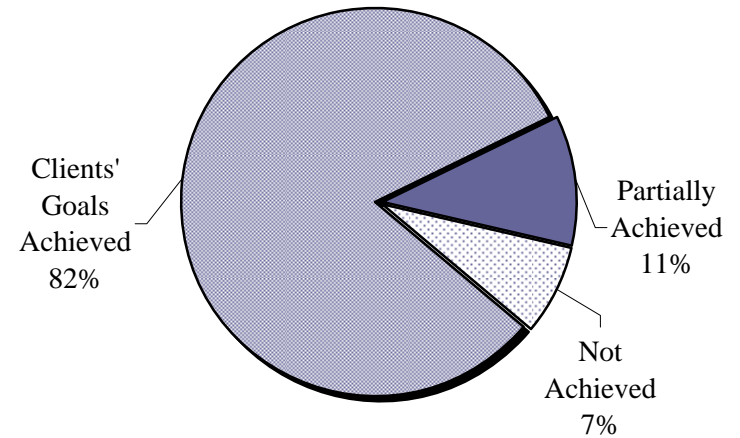


Outcome of Cases Involving On-Going Representation* 2009

Volunteer Attorneys
Total Cases = 250



BRLS Staff
Total Cases = 543



*Includes negotiated settlements, court & administrative hearing decisions and extensive services cases