

BLUE RIDGE  
LEGAL SERVICES, INC.

STATISTICAL CASE SERVICES

AND

OUTCOMES REPORT

FOR

2013

## BRLS 2013 CASE OUTCOME MEASUREMENTS HIGHLIGHTS

BRLS staff and volunteer pro bono attorneys achieved the following outcomes for our low-income clients during 2013:

### Debtor Relief and Consumer Issues

- Obtained 25 bankruptcy discharges, discharging \$1,429,369 in debts while recovering \$12,772 in garnished wages.
- Stopped or reduced debt collection actions against 46 clients, avoiding \$347,794 in claims and recovering \$18,661 in damages.
- Averted repossessions for 4 clients, while avoiding \$36,316 in liability.
- Avoided deficiency judgments for 10 clients, avoiding \$31,586 in claims.
- Quashed 50 garnishments, liens, or levies, returning \$39,501 to the clients.
- Defeated 3 illegal sales contracts, recovering \$950 for the clients.
- Enforced warranties for 2 clients, recovering \$400 for them.
- Resolved credit reporting errors for 1 client.
- Successfully challenged predatory lending practices for 1 client, recovering over \$17,000 while avoiding \$575 in alleged debt.
- Avoided utility termination for 2 clients.
- Overcame fraudulent sales practices for 3 clients, recovering \$26,800 in damages while avoiding \$19,562 in claims.
- Provided tax assistance to 1 client.
- Unsuccessfully represented 8 clients in consumer matters.
- Assisted 18 clients with consumer matters outside of litigation.
- Provided advice and counsel to 301 clients on debtor and consumer issues.

### Family-Related Issues

- Obtained adoptions for 3 children.
- Obtained child custody orders for 32 clients.
- Preserved child visitation rights for 1 client.
- Obtained divorces or annulments for 334 clients, including financial benefits of some \$57,199 in lump sum and \$2,686 in monthly benefits, and obtaining 118 name changes.
- Obtained Separation Agreements for 12 clients.
- Enforced Separation Agreements for 2 clients, recovering \$21,350 in lump sum and \$1,066 in monthly payments.
- Obtained guardianships for 14 incapacitated adults.
- Advised 9 other clients on guardianship issues.
- Obtained court protection for 15 victims of domestic violence, while recovering \$1,921 in monthly support.
- Assisted 1 victim of domestic violence with safety planning.
- Obtained protection from adult abuse/exploitation for 2 clients.

Obtained, preserved, or increased child support for 12 clients worth \$3,134 monthly.  
Obtained reductions in child support obligations of \$1,140 monthly for 2 clients.  
Obtained, preserved, or increased spousal support for another 10 clients, including \$2,886 in monthly support and \$26,928 in lump sum support.  
Obtained reduction in spousal support obligation for 1 client of \$911 monthly.  
Acted as Guardian ad Litem for 25 children.  
Assisted 6 clients with family matters outside of litigation.  
Provided advice and counsel to 512 other clients on family-related issues.  
Unsuccessfully represented 3 clients in family law proceedings.

### Access to Health Care Issues

Obtained, preserved, or increased Medicaid benefits for 19 clients, avoiding liability for \$129,572 in lump sum and \$4,763 in monthly medical bills.  
Provided Medicaid or long-term care planning to 8 clients.  
Obtained FAMIS benefits for 1 family.  
Provided access to health care for 1 client.  
Prevented denial of rights to 16 nursing home residents, with \$103,490 in lump sum and \$14,526 in monthly financial benefits.  
Enforced health/disability insurance policies for 3 clients, recovering \$19,344 in lump sum and \$3,700 in monthly benefits.  
Obtained \$15,522 in financial assistance on medical bills for 5 clients.  
Advised 14 clients on health care issues.  
Assisted 8 clients with health care matters outside of litigation.

### Housing Issues

Prevented evictions for 27 families, recovering \$3,324, while successfully defeating \$3,065 claims for in charges and preserving subsidies worth over \$510 monthly.  
Delayed eviction for 23 families, recovering \$2,300 while successfully defending claims for \$12,131 in charges.  
Avoided foreclosures for 13 clients, avoiding \$14,618 in liability.  
Avoided over \$18,912 in illegal charges imposed by landlords on another 27 families while recovering \$3,935 for our clients.  
Enforced rights to decent, habitable housing for 3 clients, recovering \$815.  
Enforced tenants' rights under their lease for 5 clients, recovering \$500.  
Improved housing conditions for 3 clients, recovering \$12,500.  
Restored 5 families' access to their personal property, recovering \$16,602 while avoiding \$9,150 in claims.  
Prevented denial of 1 public housing tenant's rights.  
Provided non-litigation advocacy on behalf of 28 households in housing-related issues, recovering \$595 in lump sum while avoiding \$2,000 in claims.  
Provided counsel and advice to 199 other clients with housing-related problems.  
Unsuccessfully represented 3 clients in housing disputes.

## Other Public Benefit Issues

Obtained, preserved, or increased SNAP benefits for 1 client.  
Obtained SSI and Social Security disability benefits for 12 clients, securing \$9,836 in lump sum benefits, \$4,371 in monthly benefits, and waiving \$6,399 in overpayments.  
Obtained, preserved, or increased unemployment compensation benefits for 7 clients, with accrued benefits of \$16,178 and continuing monthly benefits of \$3,185.  
Obtained VA benefits for 1 client of \$782 lump sum and \$26/monthly.  
Provided non-litigation advocacy on behalf of 12 households in benefit-related issues.  
Provided counsel and advice to 38 other clients with public benefit issues.  
Unsuccessfully represented 5 clients in public benefits proceedings.

## Miscellaneous Matters

Secured appropriate educational services for 4 children.  
Overcame a barrier to school enrollment for one child.  
Advised 1 client regarding education issues.  
Assisted 1 client outside of litigation in addressing education issues.  
Obtained \$3,181 in back wages for 2 clients.  
Advised 3 clients regarding employment issues.  
Unsuccessfully represented 1 client an individual rights case.  
Advised 1 client on civil rights issue.  
Obtained non-litigation advocacy for 5 clients with individual rights issues.  
Assisted 2 nonprofit organizations assisting the poor with incorporation/tax exempt status, and another with personnel policies.  
Drafted wills for 131 clients.  
Drafted 164 living wills, powers of attorney, or health care proxy documents.  
Advised 25 clients on wills and estates problems.  
Assisted 6 clients in enforcing judgments, recovering \$60,772.

## Summary

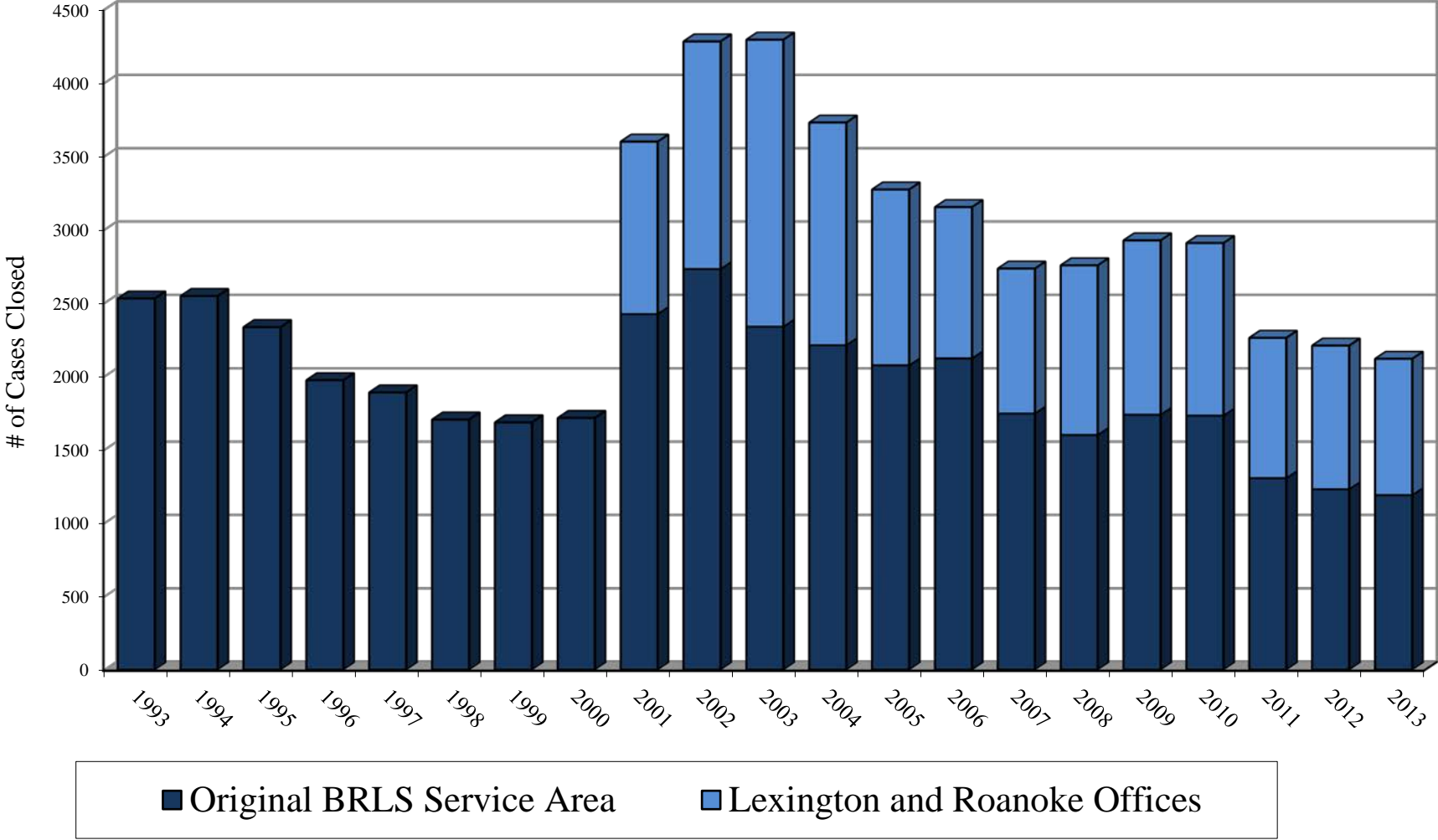
In the 663 cases involving on-going representation, we fully achieved our clients' goals in 89% of the cases, and partially achieved them in another 6%. Overall, we achieved:

- 2277 outcomes
- for 2120 clients
- that benefited 4,789 low-income people,
- including affirmative lump sum recoveries of \$399,021;
- affirmative monthly recoveries of \$32,551;
- avoidance of \$2,207,346 in lump sum debts or damages; and
- avoidance of \$20,713 in monthly obligations.

### Cases Closed By Locality - 2013

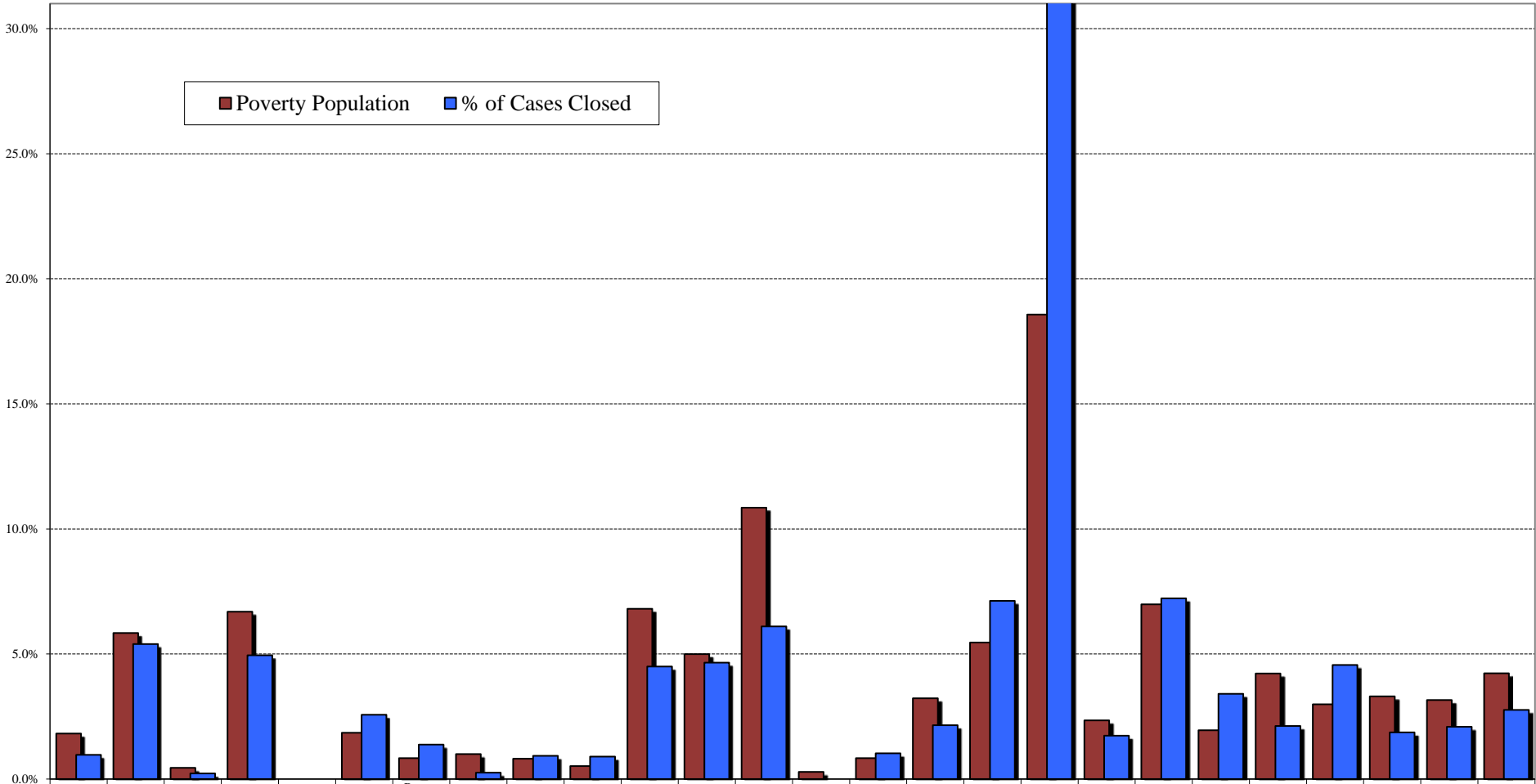
Locality	BRLS Staff	Volunteer Attorneys	Totals
Alleghany County	30	0	30
Augusta County	138	30	168
Bath County	7	0	7
Bedford County	42	12	54
Botetourt County	23	14	37
Buena Vista, City of	43	0	43
Clarke County	7	1	8
Covington, City of	27	1	28
Craig County	12	3	15
Franklin County	51	25	76
Frederick County	126	19	145
Harrisonburg, City of	142	47	189
Highland County	0	0	0
Lexington, City of	31	1	32
Page County	57	10	67
Roanoke, City of	205	139	344
Roanoke County	63	32	95
Rockbridge County	53	0	53
Rockingham County	170	55	225
Salem, City of	36	17	53
Shenandoah County	59	7	66
Staunton, City of	96	46	142
Warren County	52	6	58
Waynesboro, City of	61	4	65
Winchester, City of	78	8	86
Other Virginia	12	2	14
Other USA	<u>14</u>	<u>6</u>	<u>20</u>
<b>TOTALS</b>	1635	485	2120

# Total Cases Closed Annually 1993-2013



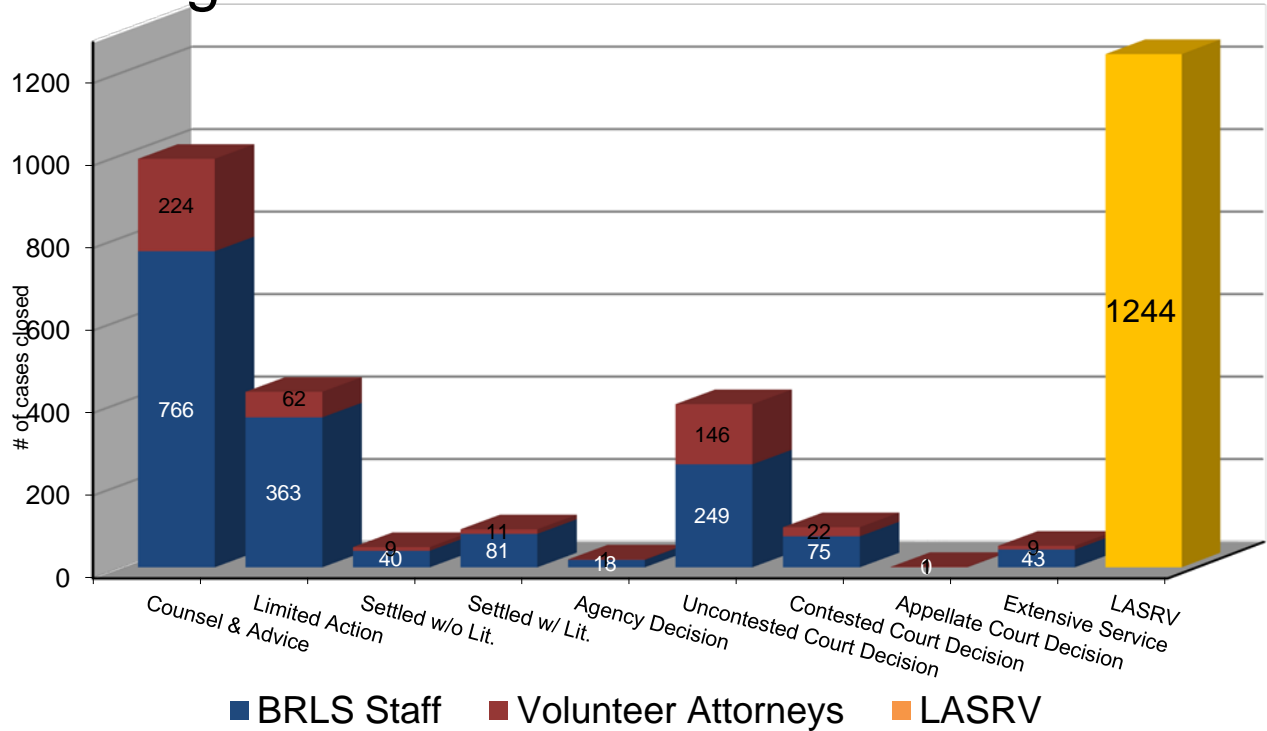
# Distribution of Services by BRLS and LASRV Combined Compared to Poverty Population in 2013

% of Total Service Area

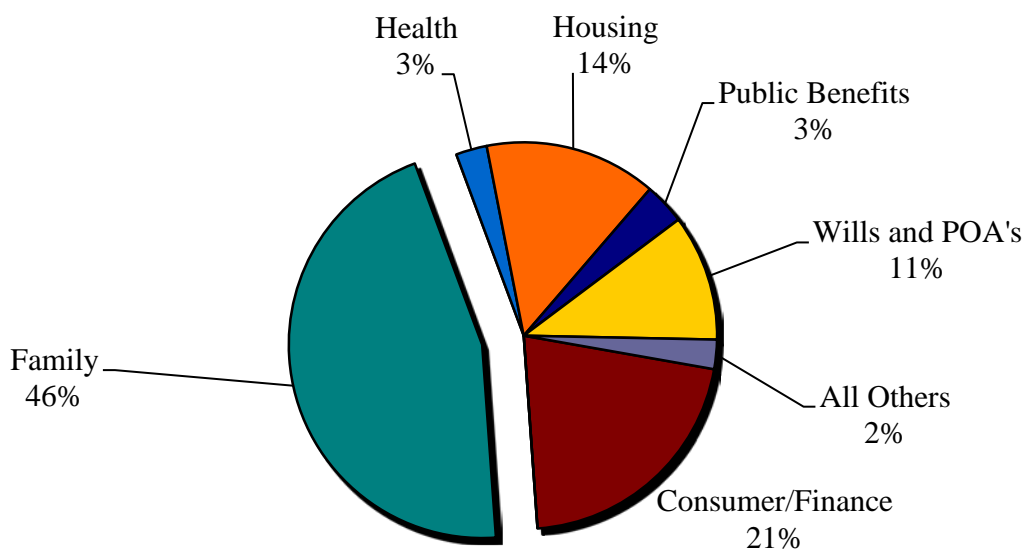


Poverty Population	1.82%	5.84%	0.45%	6.69%		1.85%	0.83%	0.99%	0.81%	0.52%	6.80%	4.99%	10.85%	0.29%	0.83%	3.23%	5.46%	18.57%	2.35%	6.98%	1.95%	4.22%	2.99%	3.31%	3.16%	4.23%
% of Cases Closed	0.96%	5.39%	0.22%	4.94%		2.57%	1.38%	0.26%	0.93%	0.90%	4.49%	4.65%	6.10%	0.00%	1.03%	2.15%	7.13%	31.14%	1.73%	7.22%	3.40%	2.12%	4.56%	1.86%	2.09%	2.76%

## Types of Services Rendered Programwide - 2013



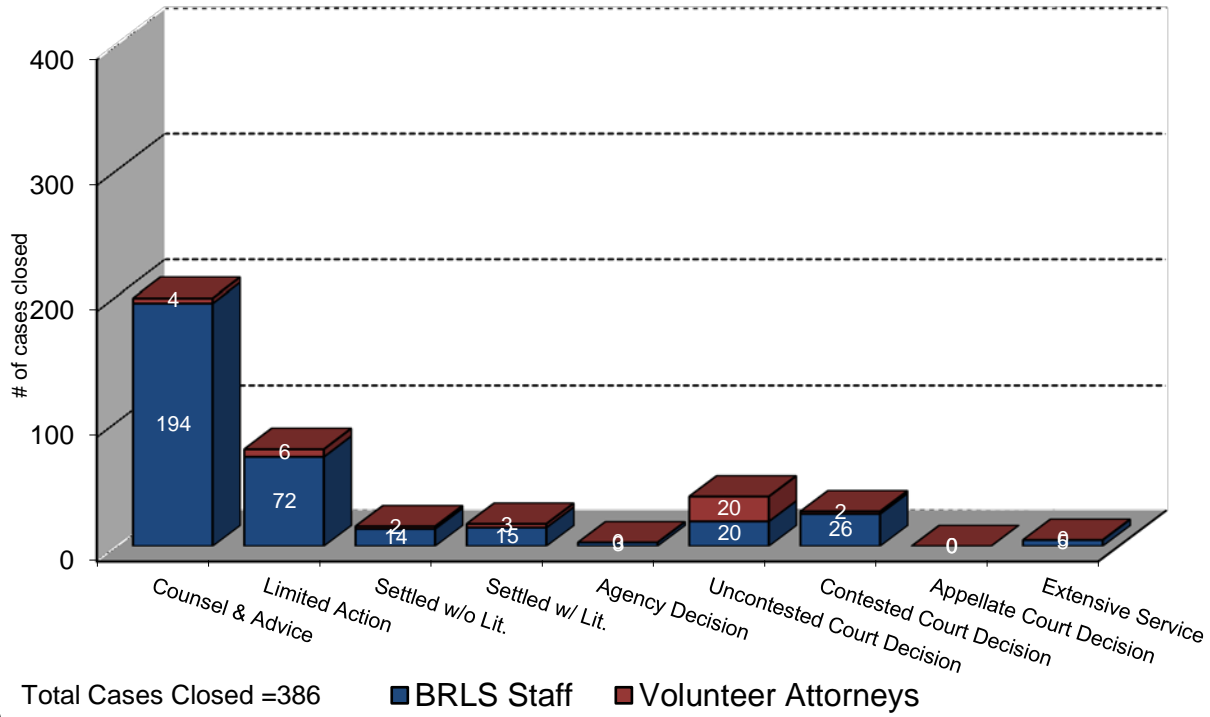
## Cases Closed by Legal Problem Programwide 2013



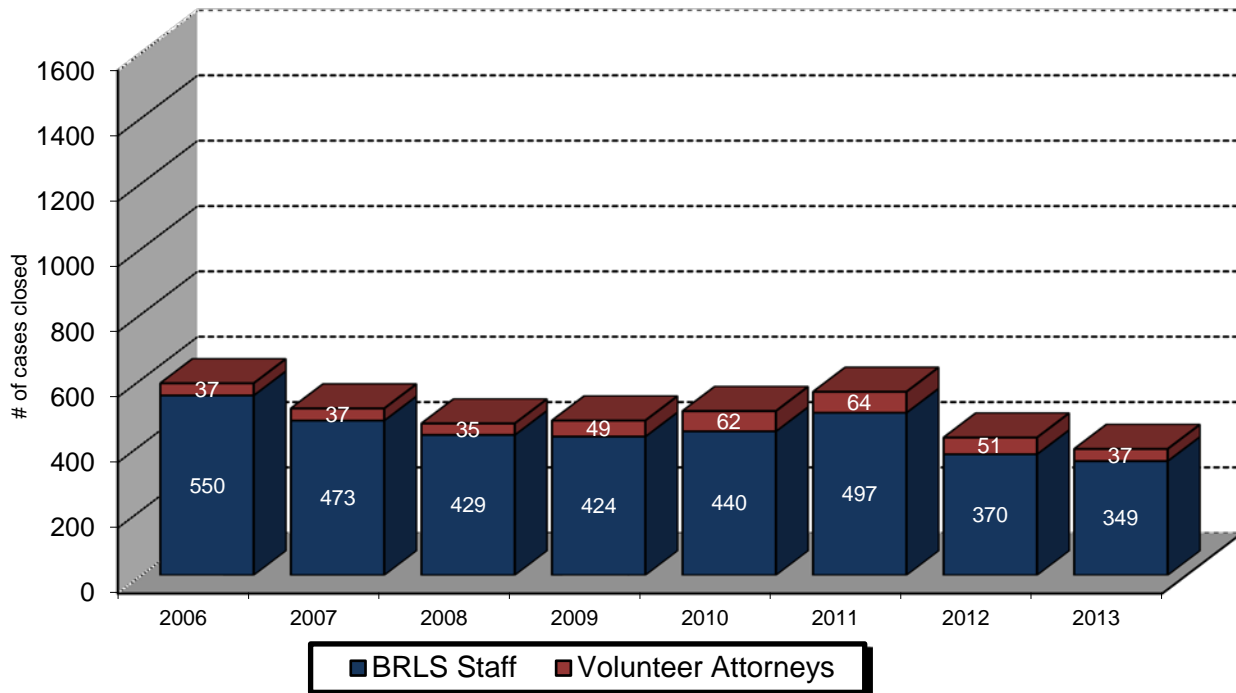
Total Cases Closed = 2120



# Winchester Office: Types of Services 2013

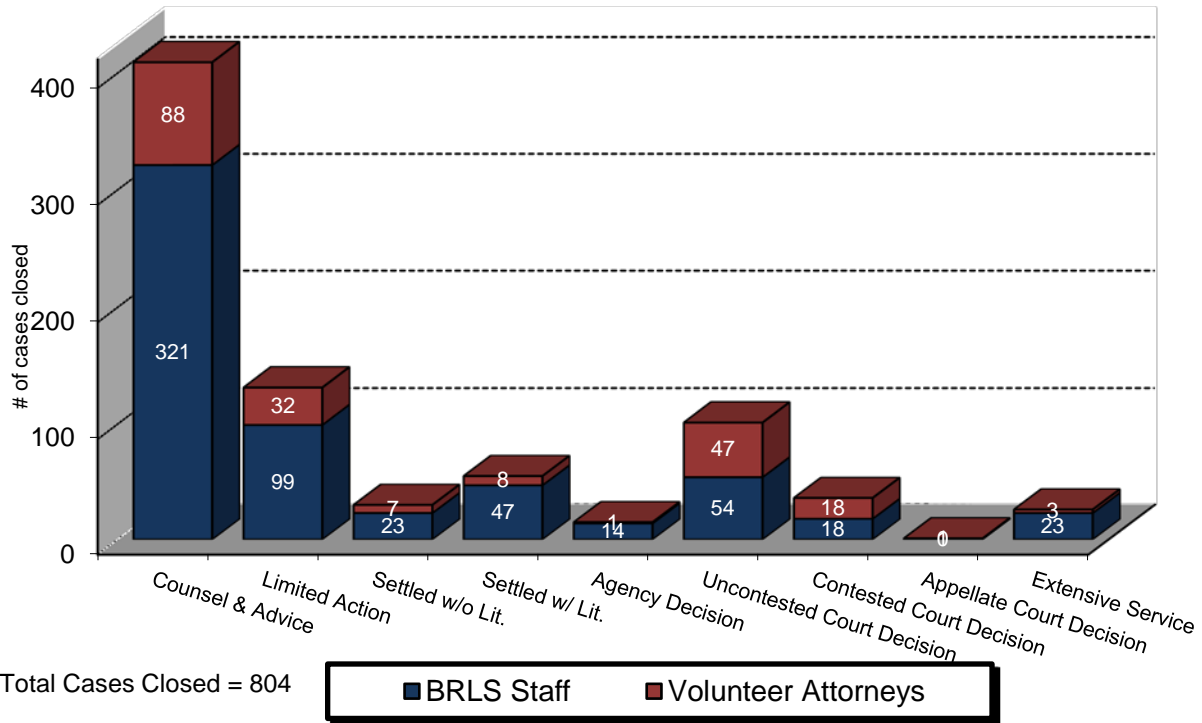


# Winchester Office: Trends in Services Provided



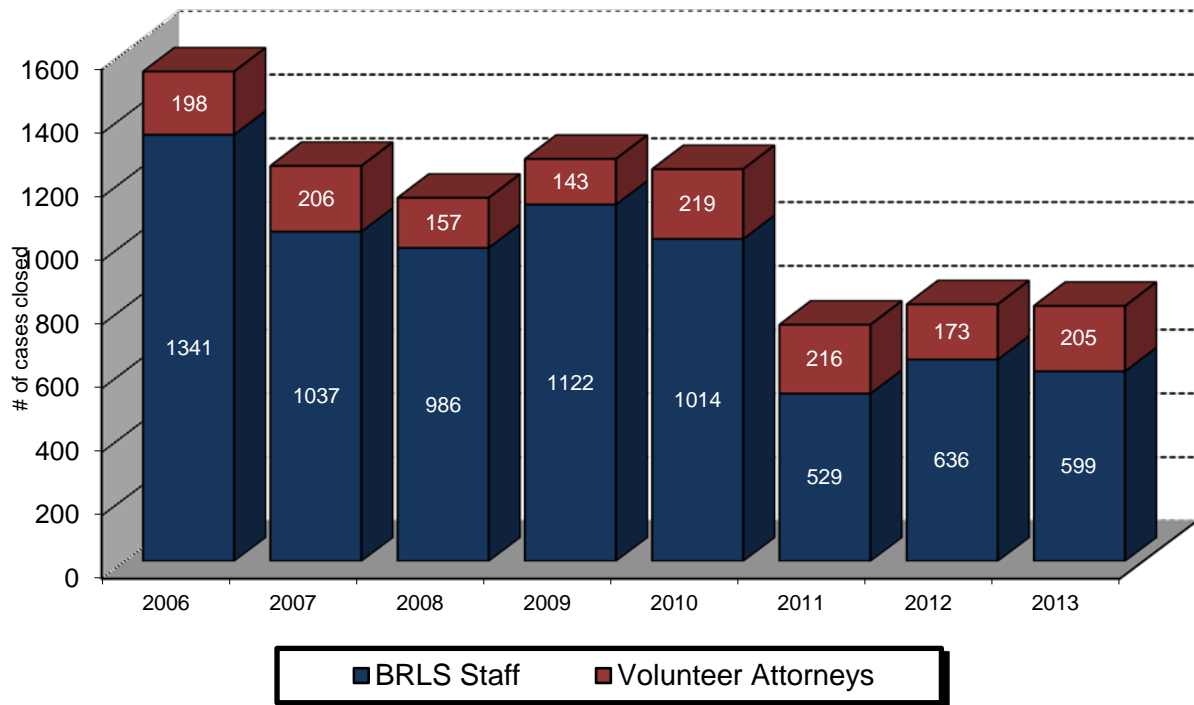
# Harrisonburg Office: Types of Services

## 2013



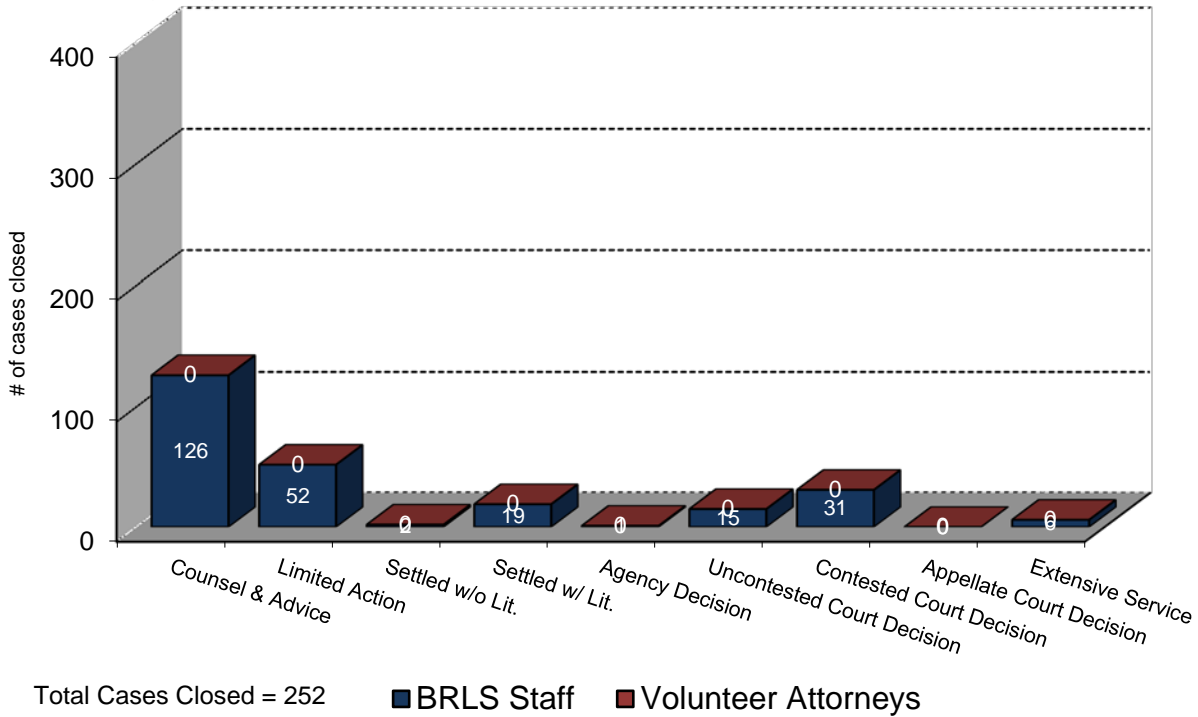
# Harrisonburg Office:

## Trends in Services Provided



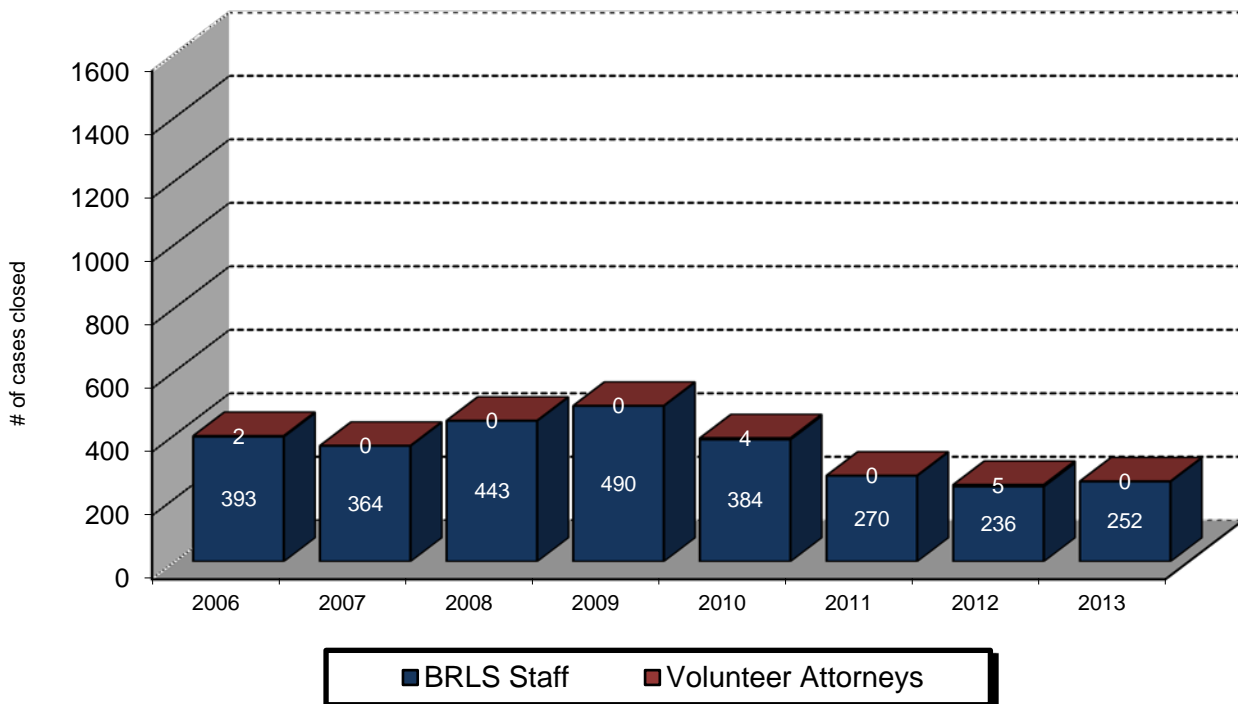
# Lexington Office: Types of Services

## 2013



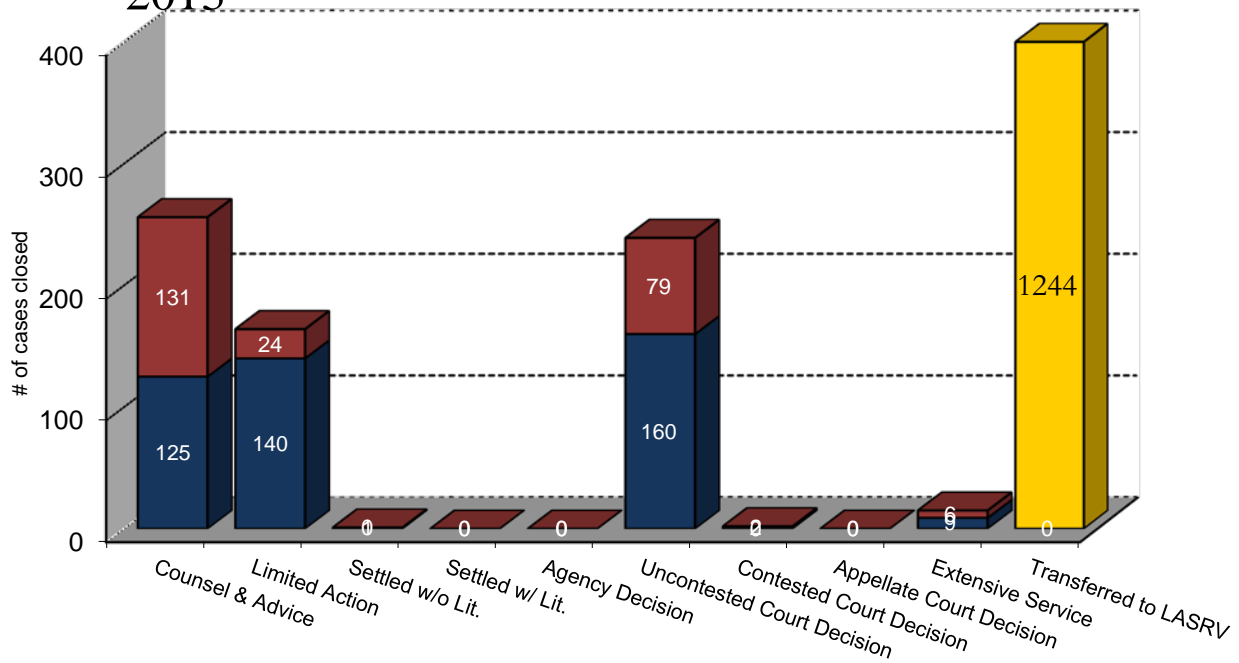
# Lexington Office:

## Trends in Services Provided



# Roanoke Office: Types of Services

2013

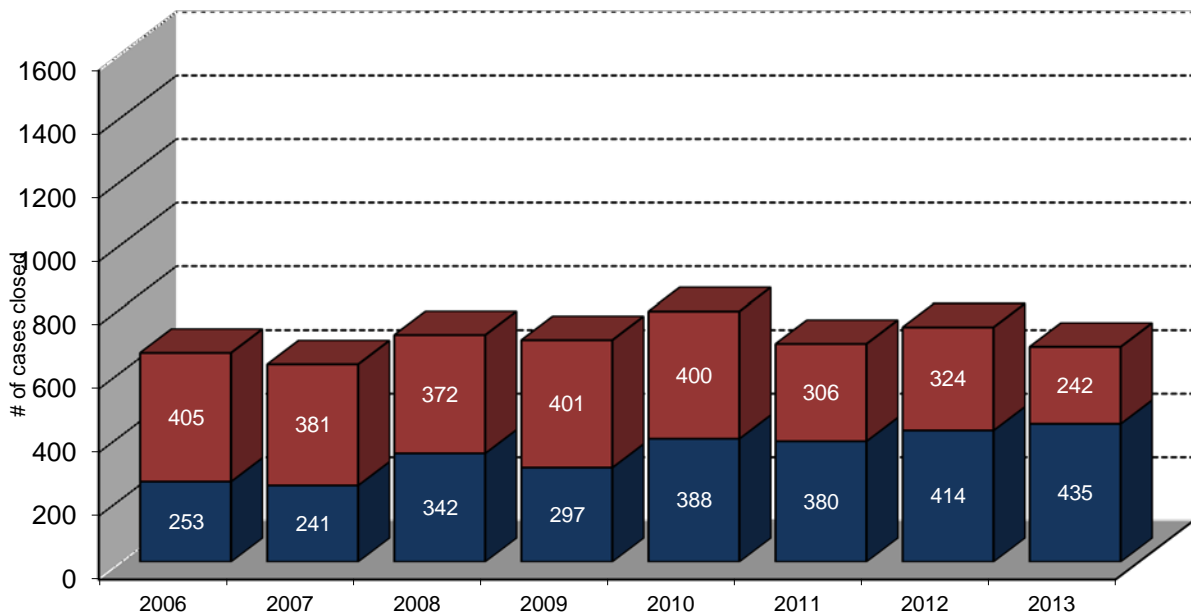


Total Cases Closed = 677  
(Doesn't include transfers to LASRV.)

■ BRLS Staff ■ Volunteer Attorneys ■ LASRV

# Roanoke Office:

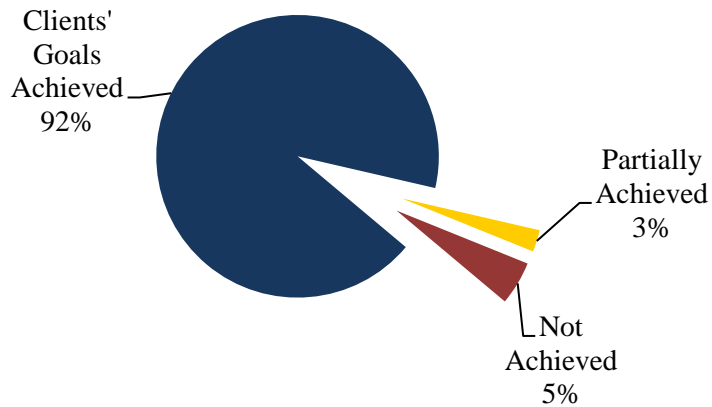
## Trends in Services Provided



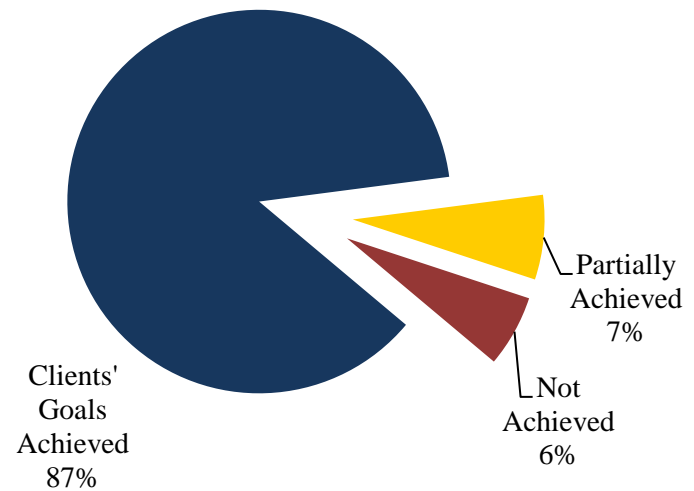
■ BRLS Staff ■ Volunteer Attorneys

# Outcome of Cases Involving On-Going Representation\* 2013

Volunteer Attorneys  
Total Cases = 200



BRLS Staff  
Total Cases = 463



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