

BLUE RIDGE
LEGAL SERVICES, INC.

STATISTICAL CASE SERVICES

AND

OUTCOMES REPORT

FOR

2014

BRLS 2014 CASE OUTCOME MEASUREMENTS HIGHLIGHTS

BRLS staff and volunteer pro bono attorneys achieved the following outcomes for our low-income clients during 2014:

Debtor Relief and Consumer Issues

Obtained 36 bankruptcy discharges, discharging \$1,845,014 in debts while recovering \$51,553 in garnished wages.

Stopped or reduced debt collection actions against 33 clients, avoiding \$120,345 in claims and recovering \$5,194 in damages.

Avoided deficiency judgments for 7 clients, avoiding \$16,025 in claims while recovering \$500.

Quashed 39 garnishments, liens, or levies, returning \$44,667 to the clients.

Defeated 2 illegal sales contracts, recovering \$1,019 for the clients while avoiding claims of \$998.

Avoided a utility termination for 1 client.

Provided assistance with tax issue to 1 client.

Unsuccessfully represented 6 clients in consumer matters.

Assisted 21 clients with consumer matters outside of litigation.

Provided advice and counsel to 333 clients on debtor and consumer issues.

Family-Related Issues

Obtained adoptions for 2 children.

Obtained child custody orders for 36 clients while recovering \$7,840 in lump sum and \$2,619 in monthly support.

Preserved child visitation rights for 5 clients.

Obtained divorces or annulments for 348 clients, recovering some \$2,145 in monthly benefits, and avoiding \$270,000 in liabilities and \$2,000 in monthly expenses, while obtaining 110 name changes.

Obtained Separation Agreements for 7 clients, avoiding \$22,000 in liabilities.

Enforced Separation Agreements for 2 clients.

Obtained \$4,133 in equitable distribution of marital property.

Obtained guardianships for 15 incapacitated adults and prevented one unnecessary one.

Advised 11 other clients on guardianship issues.

Avoided removal of 2 children.

Established paternity for 1 child.

Obtained court protection for 20 victims of domestic violence, while recovering \$1,450 in monthly support.

Assisted 1 victim of domestic violence with safety planning.

Obtained protection from adult abuse/exploitation for 2 clients, recovering \$49,947.

Obtained, preserved, or increased child support for 16 clients worth \$5,956 monthly and an additional \$7,741 in lump sum.

Obtained reductions in child support obligations of \$834 monthly for 2 clients.
Obtained, preserved, or increased spousal support for another 5 clients, of \$1,550 in monthly support.
Acted as Guardian ad Litem for 10 children.
Assisted 9 clients with family matters outside of litigation.
Provided advice and counsel to 520 other clients on family-related issues.
Unsuccessfully represented 16 clients in family law proceedings.

Access to Health Care Issues

Obtained, preserved, or increased Medicaid benefits for 16 clients, obtaining \$240,046 in lump sum and \$17,134 in monthly financial benefit.
Provided Medicaid or long-term care planning to 6 clients.
Prevented denial of rights to 6 nursing home residents, with \$5,993 in monthly financial benefits.
Obtained \$318,971 in financial assistance on medical bills for 6 clients.
Advised 9 clients on health care issues.
Assisted 5 clients with health care matters outside of litigation.

Housing Issues

Prevented evictions for 25 families, recovering \$1,000, while successfully defeating \$13,162 in claims for charges and retaining \$2,146 in monthly rental subsidies.
Delayed eviction for 25 families, while successfully defending against \$10,512 in charges.
Avoided foreclosures for 9 clients, avoiding \$41,160 in liability.
Avoided over \$38,791 in illegal charges imposed by landlords on another 27 families while recovering \$3,608 for our clients.
Enforced rights to decent, habitable housing for 2 clients.
Enforced tenants' rights under their lease for 1 client.
Improved housing conditions for 2 clients.
Restored 1 family's access to their personal property.
Prevented denial of 2 public housing tenants' rights.
Provided non-litigation advocacy on behalf of 35 households in housing-related issues, while avoiding \$1,299 in claims.
Provided counsel and advice to 229 other clients with housing-related problems.
Unsuccessfully represented 11 clients in housing disputes.

Other Public Benefit Issues

Obtained, preserved, or increased SNAP benefits for 1 client by \$880 in lump sum and \$230 in monthly benefits.
Obtained SSI and Social Security disability benefits for 6 clients, securing \$3,993 in monthly benefits.
Obtained, preserved, or increased unemployment compensation benefits for 3 clients, with accrued benefits of \$17,311 and continuing monthly benefits of \$1,497.

Provided non-litigation advocacy on behalf of 15 households in benefit-related issues.
Provided counsel and advice to 43 other clients with public benefit issues.
Obtained \$62,000 in financial benefits for 2 clients.
Unsuccessfully represented 4 clients in public benefits proceedings.

Miscellaneous Matters

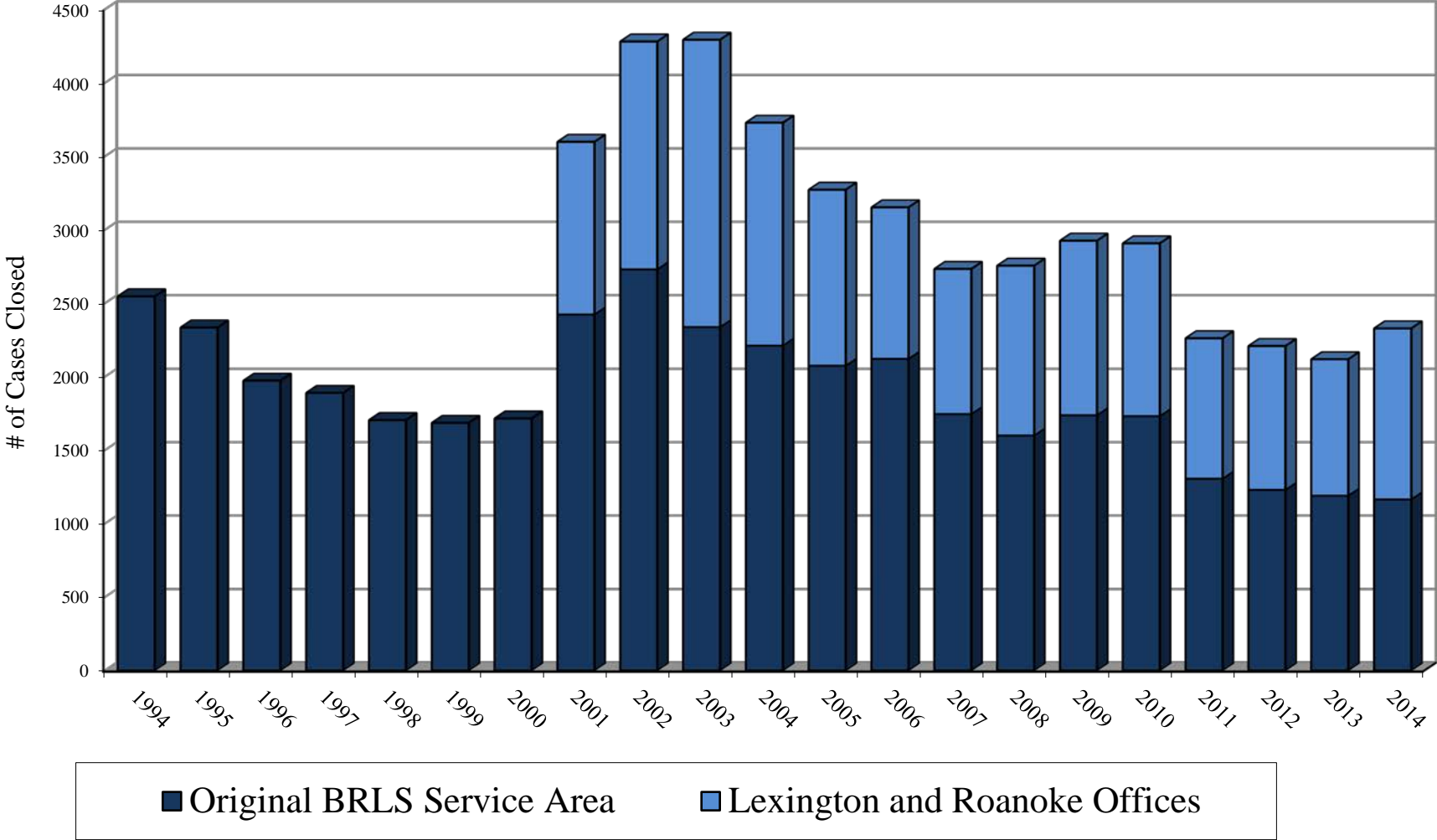
Advised 2 clients regarding education issues.
Obtained \$3,617 in back wages for 4 clients.
Advised 7 clients and provided non-litigation assistance to 1 client in employment issues.
Obtained an acquittal in delinquency case for 1 child.
Provided advice to one client regarding juvenile issue.
Preserved rights of 1 disabled client.
Advised 1 client on civil rights issue.
Obtained non-litigation advocacy for 2 clients with individual rights or disability issue.
Drafted wills for 169 clients.
Obtained restoration of driver's license for 1 client.
Drafted 218 living wills, powers of attorney, or health care proxy documents.
Advised 26 clients on wills and estates problems.

Summary

In the 661 cases involving on-going representation, we fully achieved our clients' goals in 87% of the cases, and partially achieved them in another 8%. Overall, we achieved:

- 2625 outcomes
- for 2327 clients
- that benefited 10,140 low-income people,
- including affirmative lump sum recoveries of \$397,309;
- affirmative monthly recoveries of \$26,892;
- avoidance of \$2,957,639 in lump sum debts or damages; and
- avoidance of \$21,779 in monthly obligations.

Total Cases Closed Annually 1994-2014

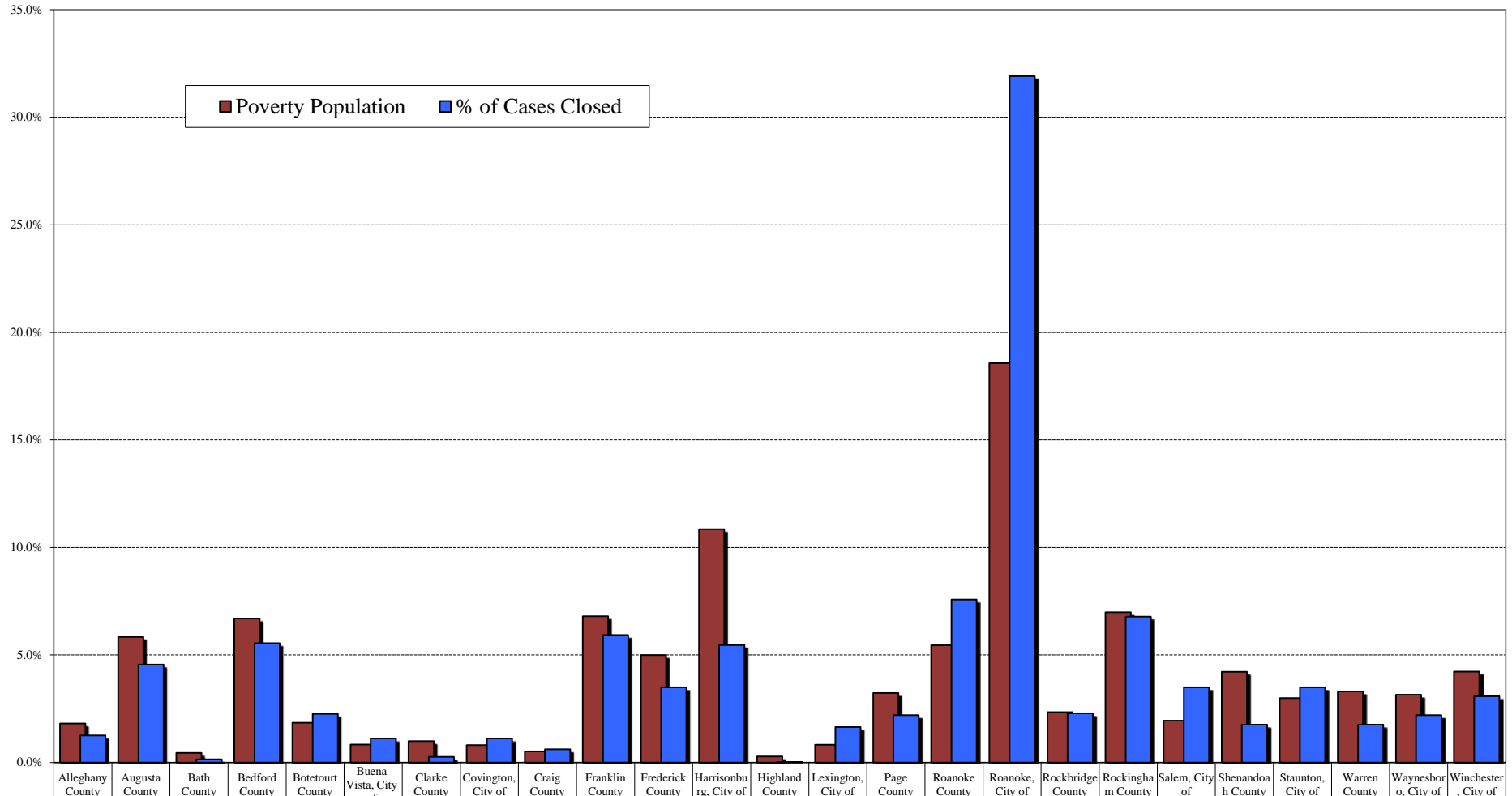


Cases Closed By Locality - 2014

Locality	BRLS Staff	Volunteer Attorneys	Totals
Alleghany County	43	0	43
Augusta County	119	36	155
Bath County	5	0	5
Bedford County	60	21	81
Botetourt County	20	9	29
Buena Vista, City of	37	1	38
Clarke County	9	0	9
Covington, City of	37	0	37
Craig County	6	3	9
Franklin County	78	26	104
Frederick County	101	18	119
Harrisonburg, City of	125	60	185
Highland County	0	1	1
Lexington, City of	56	0	56
Page County	69	6	75
Roanoke, City of	285	131	416
Roanoke County	100	24	124
Rockbridge County	77	1	78
Rockingham County	165	66	231
Salem, City of	41	11	52
Shenandoah County	50	9	59
Staunton, City of	87	32	119
Warren County	52	8	60
Waynesboro, City of	71	4	75
Winchester, City of	90	15	105
Other Virginia	29	3	32
Other USA	<u>27</u>	<u>3</u>	<u>30</u>
TOTALS	1839	488	2327

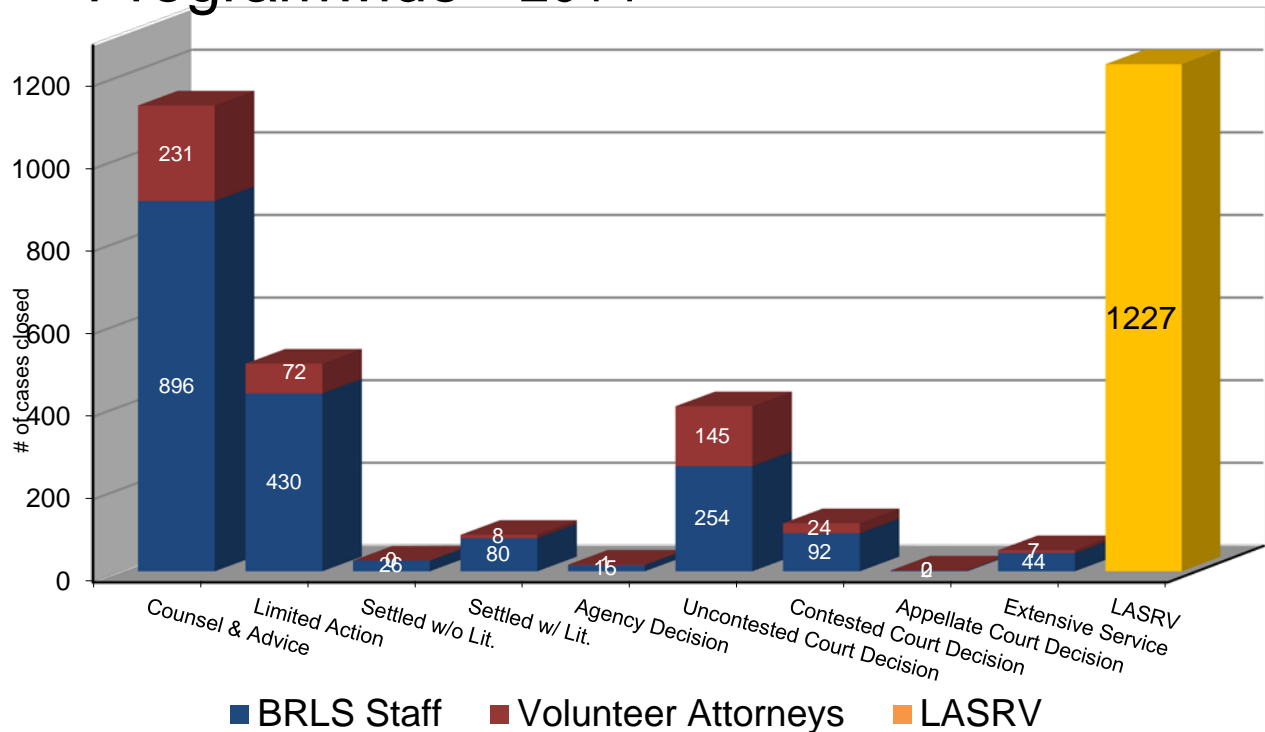
Distribution of Services by BRLS and LASRV Combined Compared to Poverty Population in 2014

% of Total Service Area

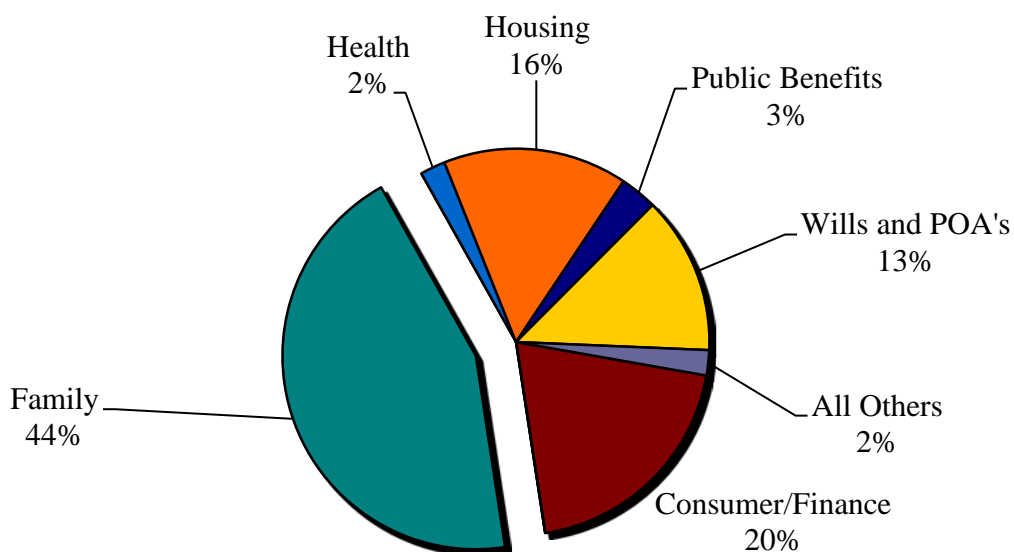


Poverty Population	1.82%	5.84%	0.45%	6.69%	1.85%	0.83%	0.99%	0.81%	0.52%	6.80%	4.99%	10.85%	0.29%	0.83%	3.23%	5.46%	18.57%	2.35%	6.98%	1.95%	4.22%	2.99%	3.31%	3.16%	4.23%
% of Cases Closed	1.26%	4.55%	0.15%	5.55%	2.26%	1.12%	0.26%	1.12%	0.62%	5.93%	3.49%	5.46%	0.03%	1.64%	2.20%	7.57%	31.91%	2.29%	6.78%	3.49%	1.76%	3.49%	1.76%	2.20%	3.08%

Types of Services Rendered Programwide - 2014

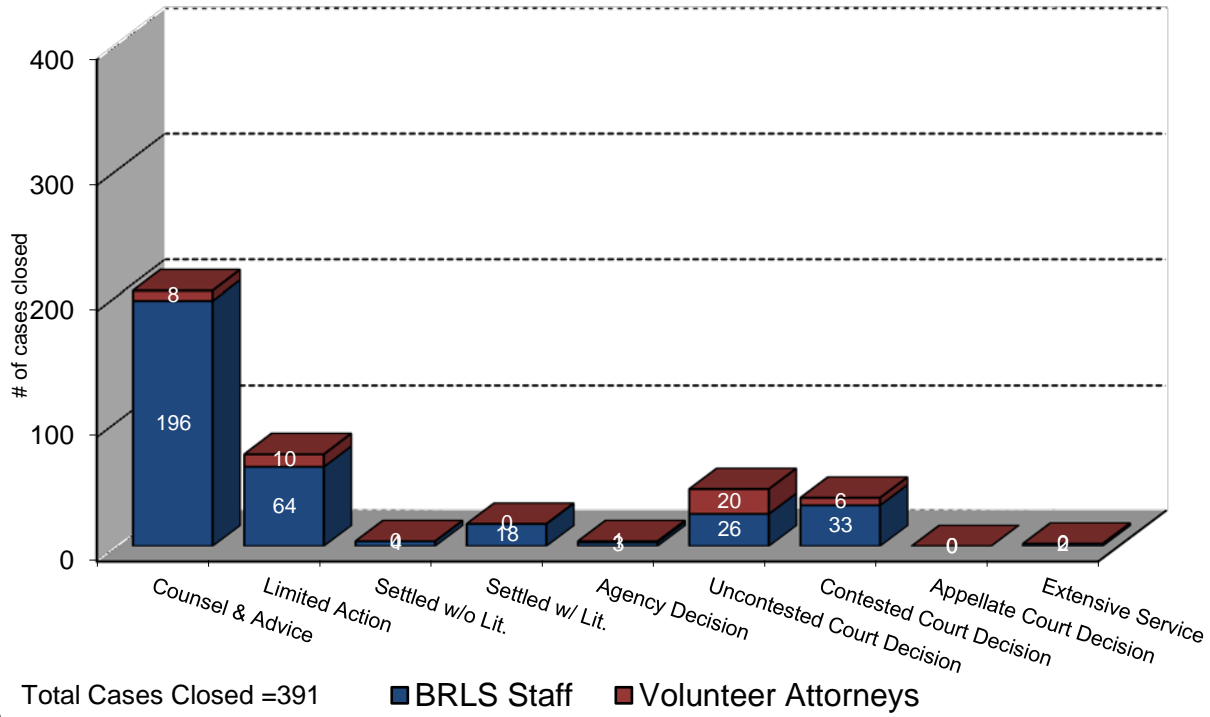


Cases Closed by Legal Problem Programwide 2014

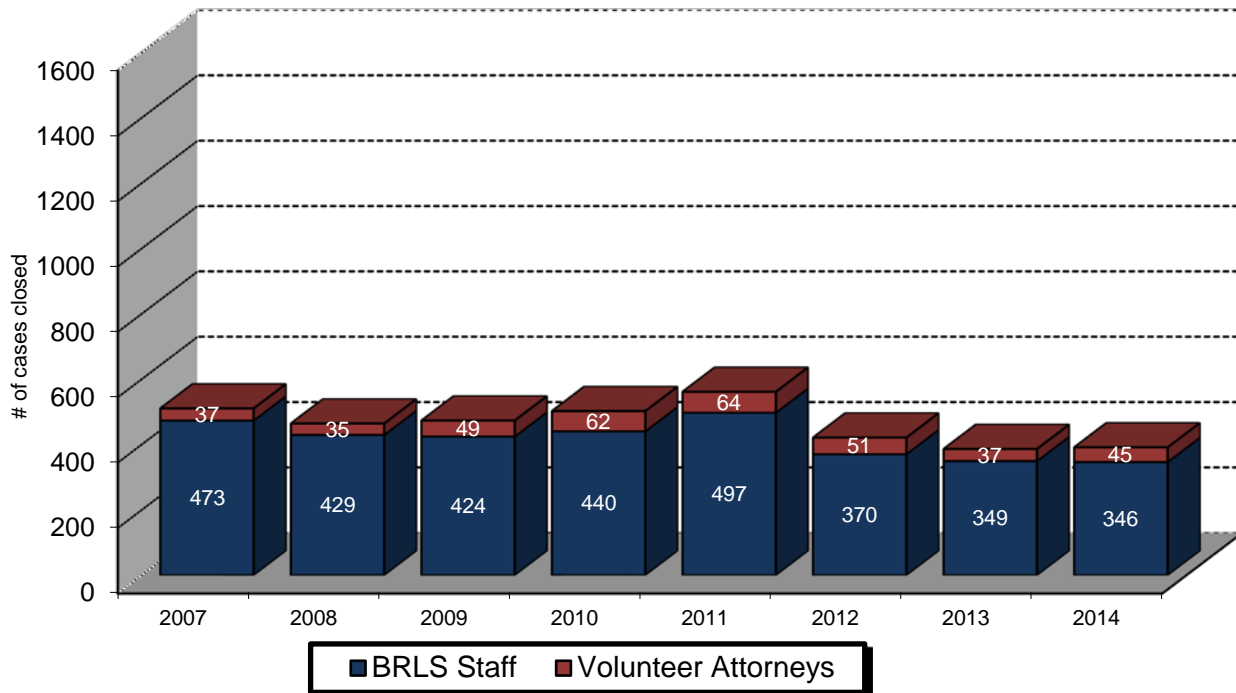


Total Cases Closed = 2327

Winchester Office: Types of Services 2014

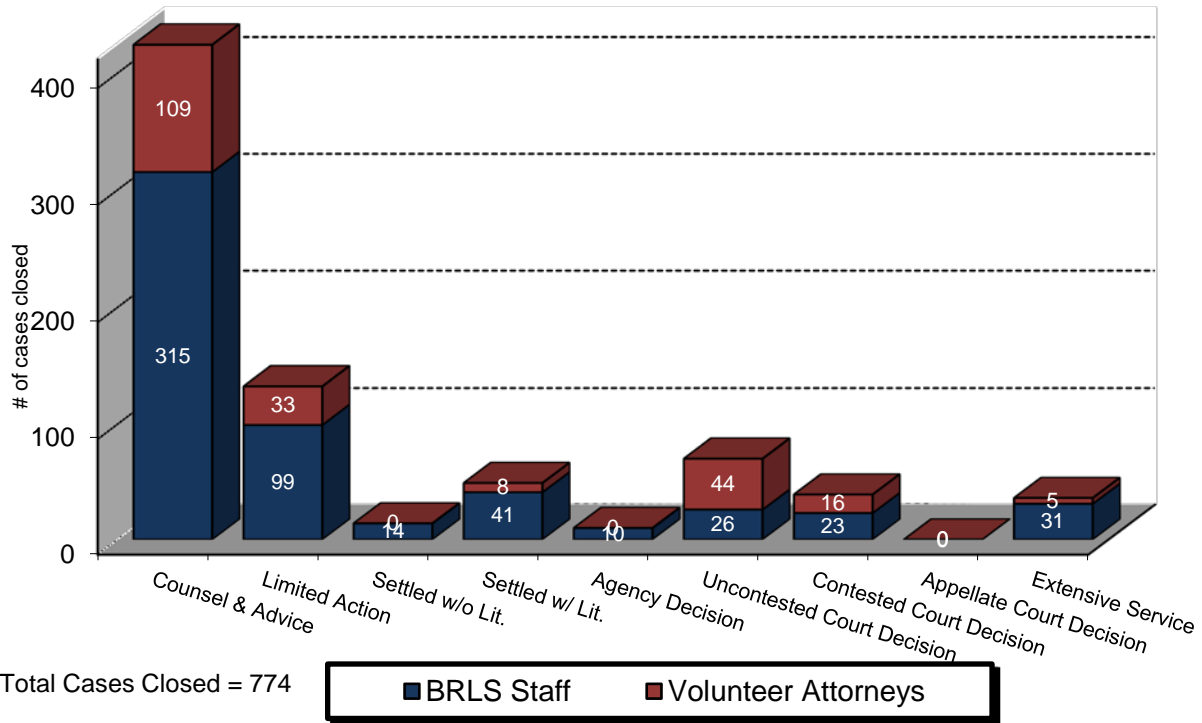


Winchester Office: Trends in Services Provided



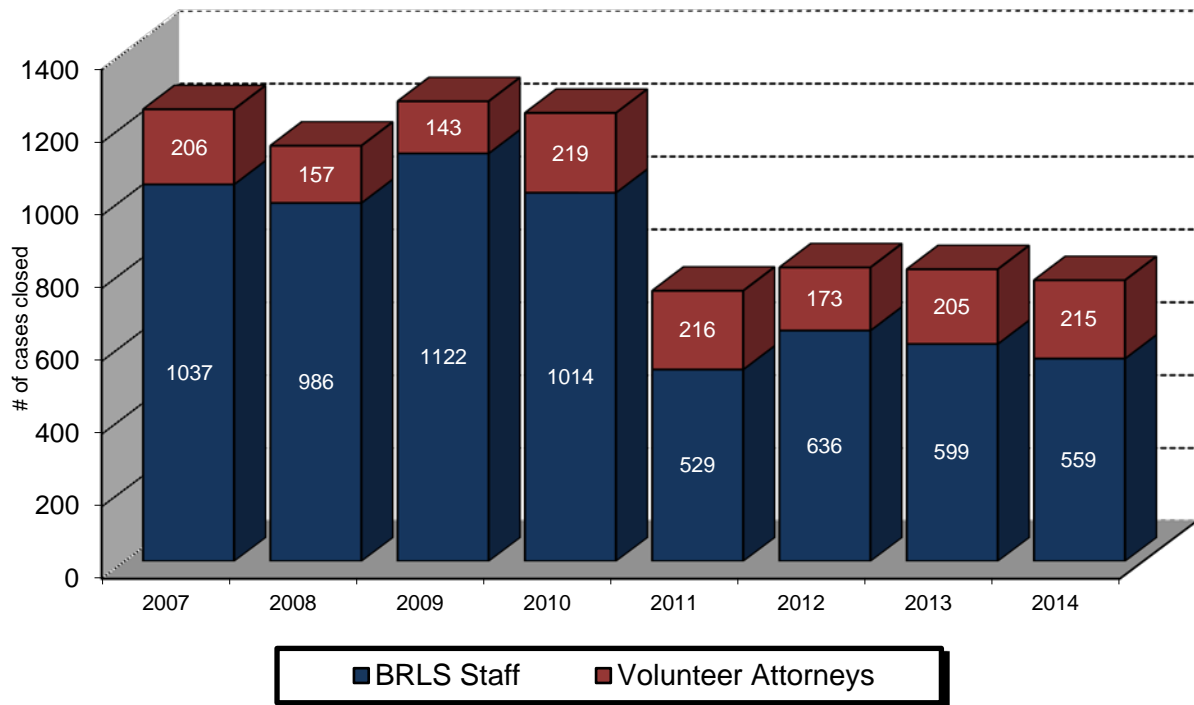
Harrisonburg Office: Types of Services

2014



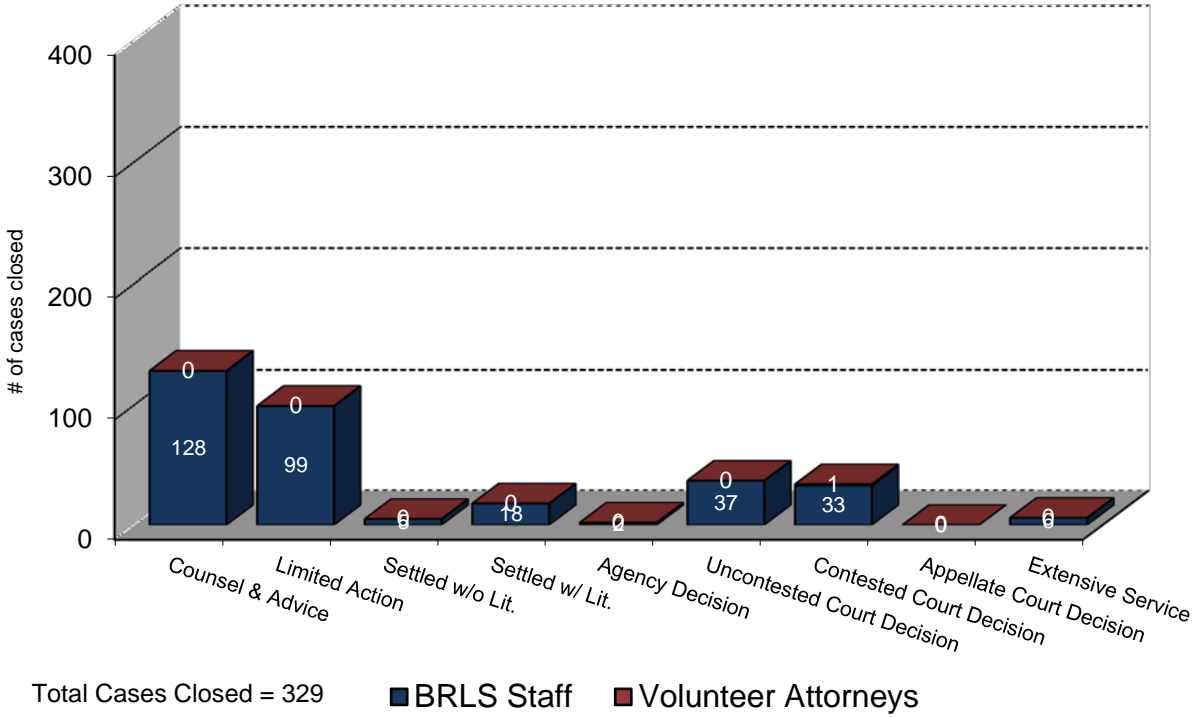
Harrisonburg Office:

Trends in Services Provided



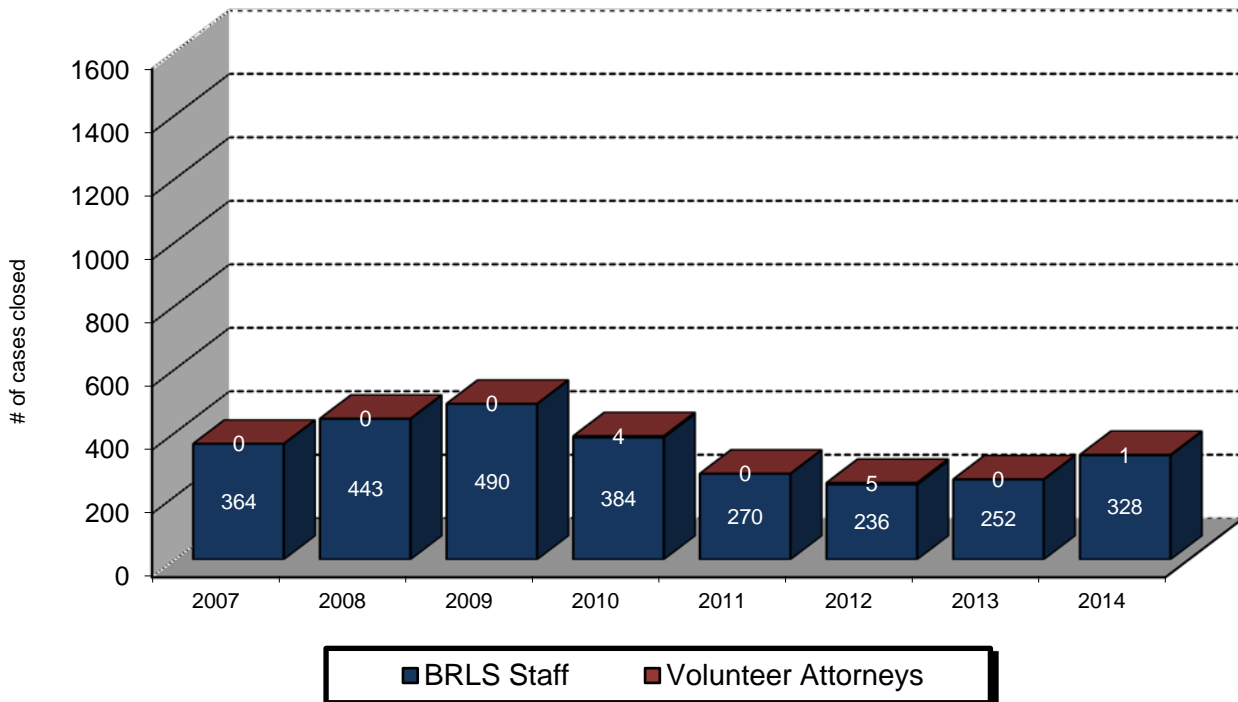
Lexington Office: Types of Services

2014



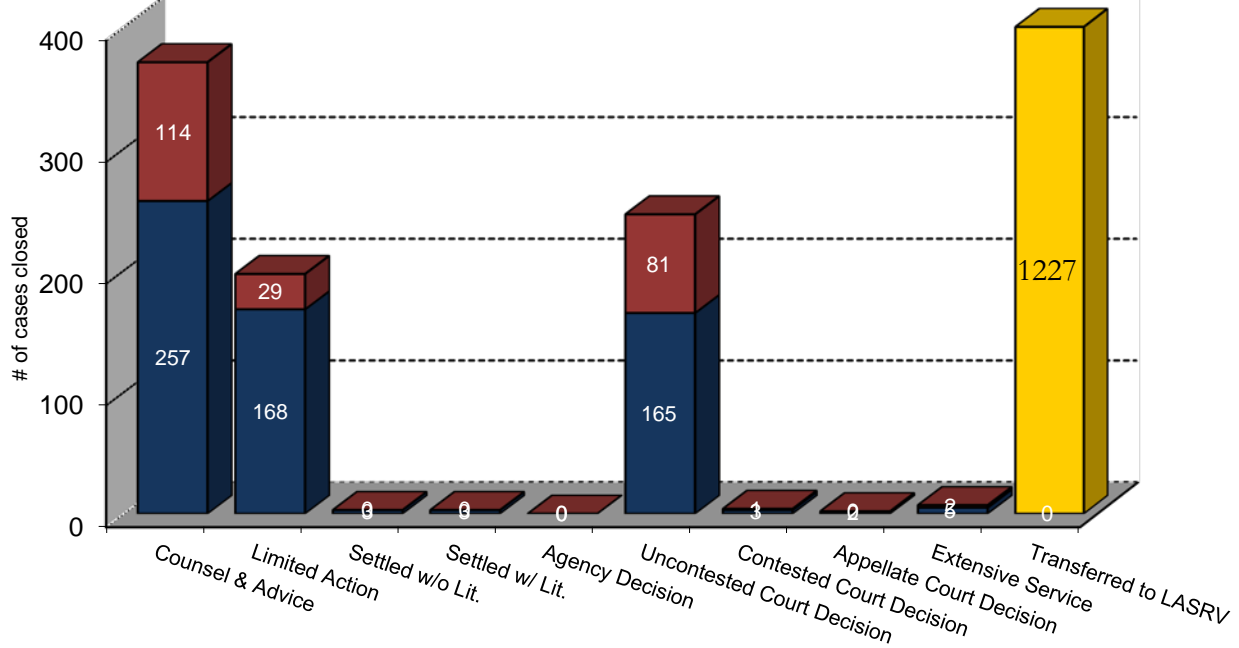
Lexington Office:

Trends in Services Provided



Roanoke Office: Types of Services

2014

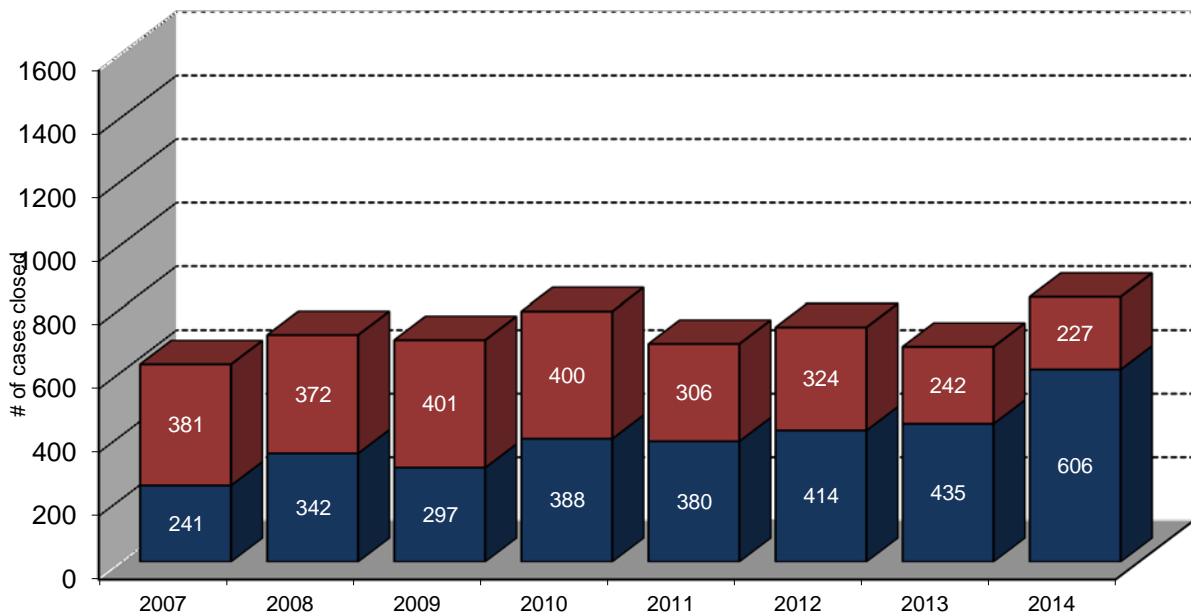


Total Cases Closed = 833
(Doesn't include transfers to LASRV.)

■ BRLS Staff ■ Volunteer Attorneys ■ LASRV

Roanoke Office:

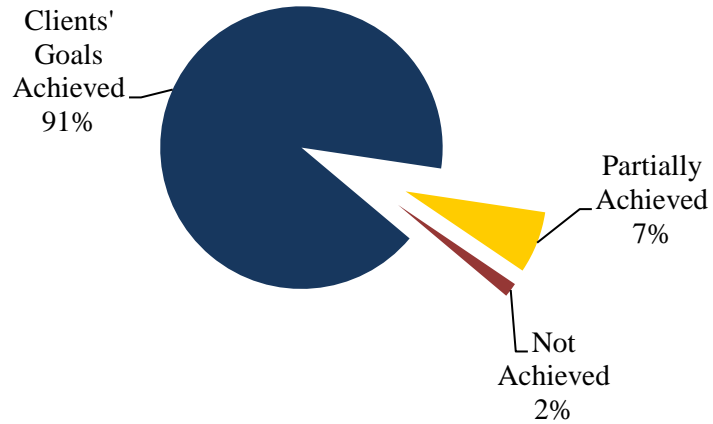
Trends in Services Provided



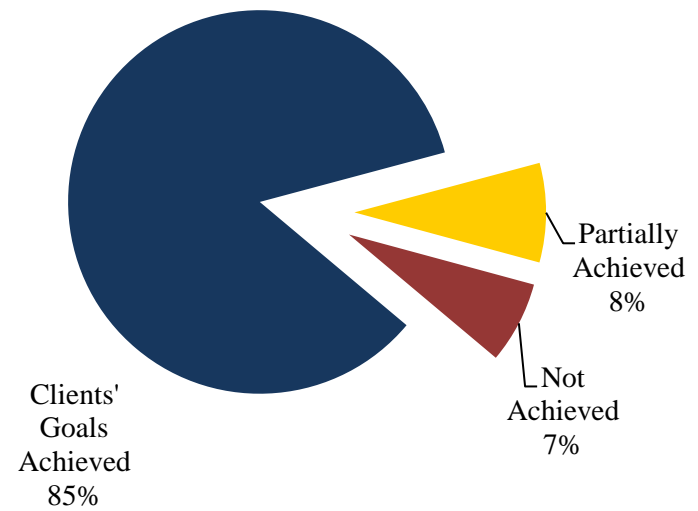
■ BRLS Staff ■ Volunteer Attorneys

Outcome of Cases Involving On-Going Representation* 2014

Volunteer Attorneys
Total Cases = 183



BRLS Staff
Total Cases = 478



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