

BLUE RIDGE  
LEGAL SERVICES, INC.

STATISTICAL CASE SERVICES

AND

OUTCOMES REPORT

FOR

2012

## BRLS 2012 CASE OUTCOME MEASUREMENTS HIGHLIGHTS

BRLS staff and volunteer attorneys achieved the following outcomes for low-income clients during 2012:

### Debtor Relief and Consumer Issues

- Obtained 38 bankruptcy discharges, discharging \$1,698,975 in debts while recovering \$10,155 in garnished wages.
- Stopped or reduced debt collection actions against 33 clients, avoiding \$185,719 in debts and recovering \$10,247 in payments.
- Averted repossessions for 2 clients, while avoiding \$4,550 in liability.
- Avoided deficiency judgments for 2 clients, avoiding \$2,920 in claims.
- Quashed 46 garnishments, liens, or levies, returning \$17,606 to the clients.
- Defeated 3 illegal sales contracts, recovering \$4,023 for the clients.
- Obtained (non-health-related) insurance benefits totaling \$6,193 for 2 clients.
- Enforced warranties for 3 clients, recovering \$14,500 for them.
- Successfully challenged predatory lending practices for 1 client, recovering \$5,000 while avoiding \$567 in alleged debt.
- Avoided utility termination for 2 clients, while securing utility services for another.
- Provided tax assistance to 2 clients.
- Unsuccessfully represented 11 clients in consumer matters.
- Assisted 11 clients with consumer matters outside of litigation.
- Provided advice and counsel to 341 clients on debtor and consumer issues.

### Family-Related Issues

- Obtained adoption for 1 family.
- Obtained child custody orders for 31 clients.
- Preserved child visitation rights for 5 clients.
- Obtained family reunification for 1 family.
- Obtained divorces or annulments for 367 clients, including financial benefits of some \$76,536 in lump sum and \$5,468 in monthly benefits, while avoiding debt of \$5,000 and monthly obligations of \$947, and obtaining 129 name changes.
- Obtained or enforced Separation Agreements for 16 clients.
- Obtained guardianships for 17 incapacitated adults.
- Advised 5 other clients on guardianship issues.
- Avoided termination of parental rights for 3 clients.
- Established paternity of children for 2 clients.
- Obtained court protection for 25 victims of domestic violence, while recovering \$4,384 in lump sum and \$2,623 in monthly support.
- Assisted 3 victims of domestic violence with safety planning.
- Obtained protection from adult abuse/exploitation for 3 clients, recovering \$50,000.
- Obtained, preserved, or increased child support for 15 clients worth \$3,094 monthly

together with lump sum recoveries of \$47,000.  
Obtained reductions in child support obligations of \$1,684 monthly for 6 clients.  
Obtained, preserved, or increased spousal support for another 6 clients, including \$2,267 in monthly support and \$4,490 in lump sum support.  
Acted as Guardian ad Litem for 14 children.  
Assisted 10 clients with family matters outside of litigation.  
Provided advice and counsel to 437 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 14 clients, including \$5,604 in lump sum benefits and \$196 in monthly benefits, while avoiding liability for \$100,675.  
Provided Medicaid planning to 1 client.  
Provided access to health care for 3 clients.  
Prevented denial of rights to 8 nursing home residents.  
Enforced health/disability insurance policies for 2 clients, recovering \$7,838 in lump sum and \$1,783 in monthly benefits.  
Obtained financial assistance on medical bills for one client.  
Advised 7 clients on health care issues.  
Assisted 3 clients with health care matters outside of litigation.  
Unsuccessfully represented 1 client in health care cases.

### Housing Issues

Prevented evictions for 45 families, recovering \$1,927, while successfully defeating \$29,707 claims for in charges and preserving subsidies worth over \$4,600 monthly.  
Delayed eviction for 19 families, recovering \$500 while successfully defending claims \$3,285 for in charges.  
Avoided foreclosure for 9 clients, avoiding nearly \$123,000 in liability.  
Avoided over \$26,619 in illegal charges imposed by landlords on another 20 families while recovering \$12,764 for our clients.  
Enforced rights to decent, habitable housing for 1 client.  
Enforced tenants' rights under their lease for 4 clients.  
Improved housing conditions for 3 clients.  
Restored 3 families' access to their personal property, recovering \$780.  
Obtained access to housing for 1 client.  
Overcame discrimination against one client.  
Assisted in the development of affordable housing for one client.  
Provided non-litigation advocacy on behalf of 38 households in housing-related issues, recovering \$5,955 in lump sum.  
Provided counsel and advice to 231 other clients with housing-related problems.  
Unsuccessfully represented 4 clients in housing disputes.

## Other Public Benefit Issues

Obtained, preserved, or increased SNAP benefits for 2 clients, recovering \$2,233.

Obtained SSI and Social Security disability benefits for 21 clients, securing over \$41,079 in lump sum benefits, \$5,435 in monthly benefits, and waiving \$99,126 in overpayments.

Obtained, preserved, or increased unemployment compensation benefits for 12 clients, with accrued benefits of over \$18,181 and continuing monthly benefits of \$3,413.

Provided non-litigation advocacy on behalf of 6 households in benefit-related issues.

Provided counsel and advice to 52 other clients with public benefit issues.

Unsuccessfully represented 7 clients in public benefits proceedings.

## Miscellaneous Matters

Secured appropriate educational services for one child.

Overcame a barrier to school enrollment for one child.

Advised 1 client regarding education issues.

Assisted 3 clients outside of litigation in addressing education issues.

Obtained \$160 in back wages for 1 client.

Advised 3 clients regarding employment issues.

Provided non-litigation services to one client in an employment matter.

Unsuccessfully represented 1 client in employment related matter and another in an individual rights case.

Advised 2 clients on immigration issues and another 2 clients on civil rights issues.

Obtained non-litigation advocacy for 3 clients with individual rights issues.

Assisted one nonprofit organization assisting the poor with governance issues, and another with regulatory issues.

Drafted wills for 174 clients.

Drafted 2188 living wills, powers of attorney, or health care proxy documents.

Advised 18 clients on wills and estates problems.

Assisted 1 client in enforcing judgment for \$817.

## Summary

In the 723 cases involving on-going representation, we fully achieved our clients' goals in 89% of the cases, and partially achieved them in another 5%. Overall, we achieved:

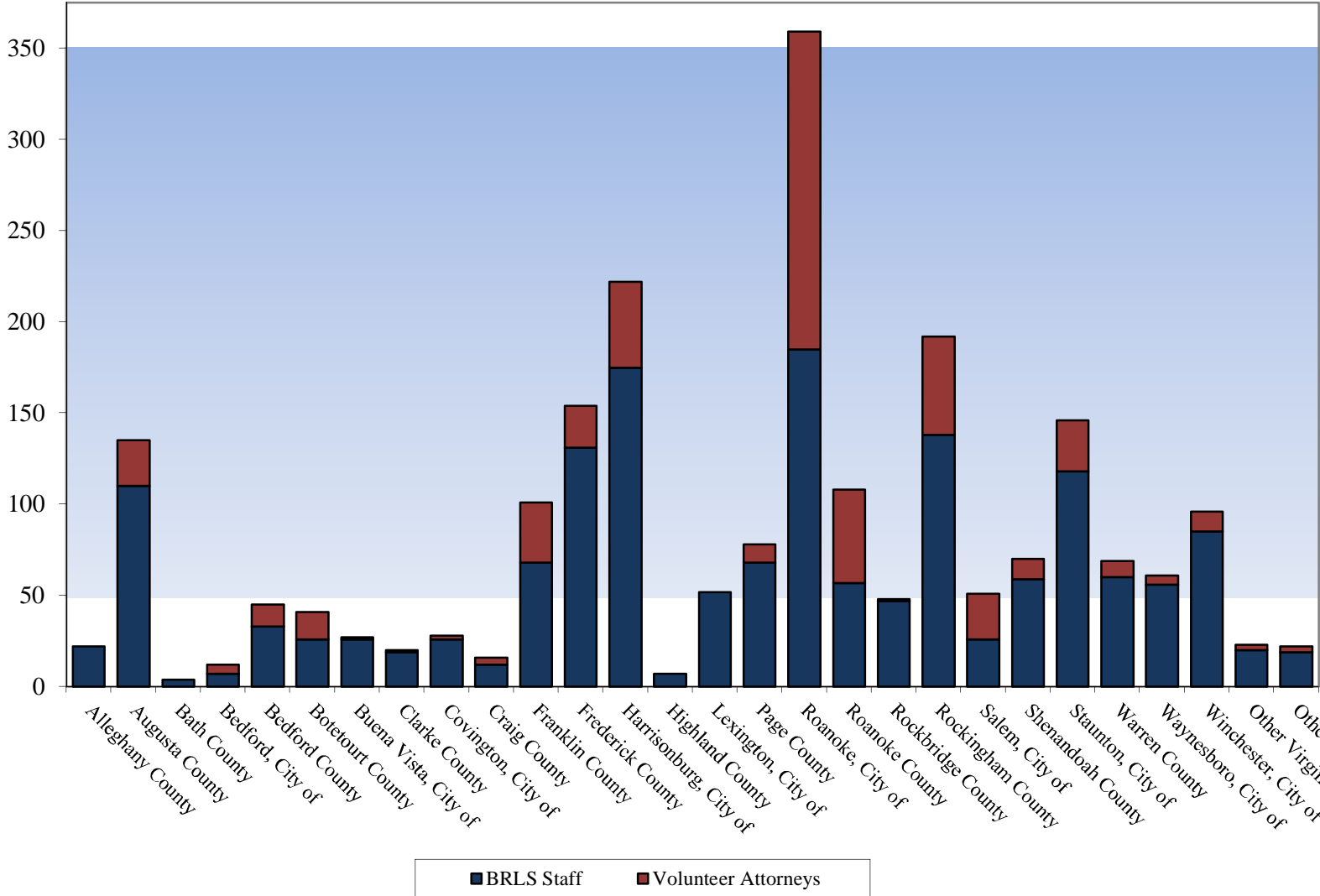
- 2616 outcomes
- for 2209 clients
- that benefited 5564 low-income people,
- including affirmative lump sum recoveries of \$354,497;
- affirmative monthly recoveries of \$28,577;
- avoidance of \$2,504,553 in lump sum debts or damages; and
- avoidance of \$10,795 in monthly obligations.

## Cases Closed By Locality - 2012

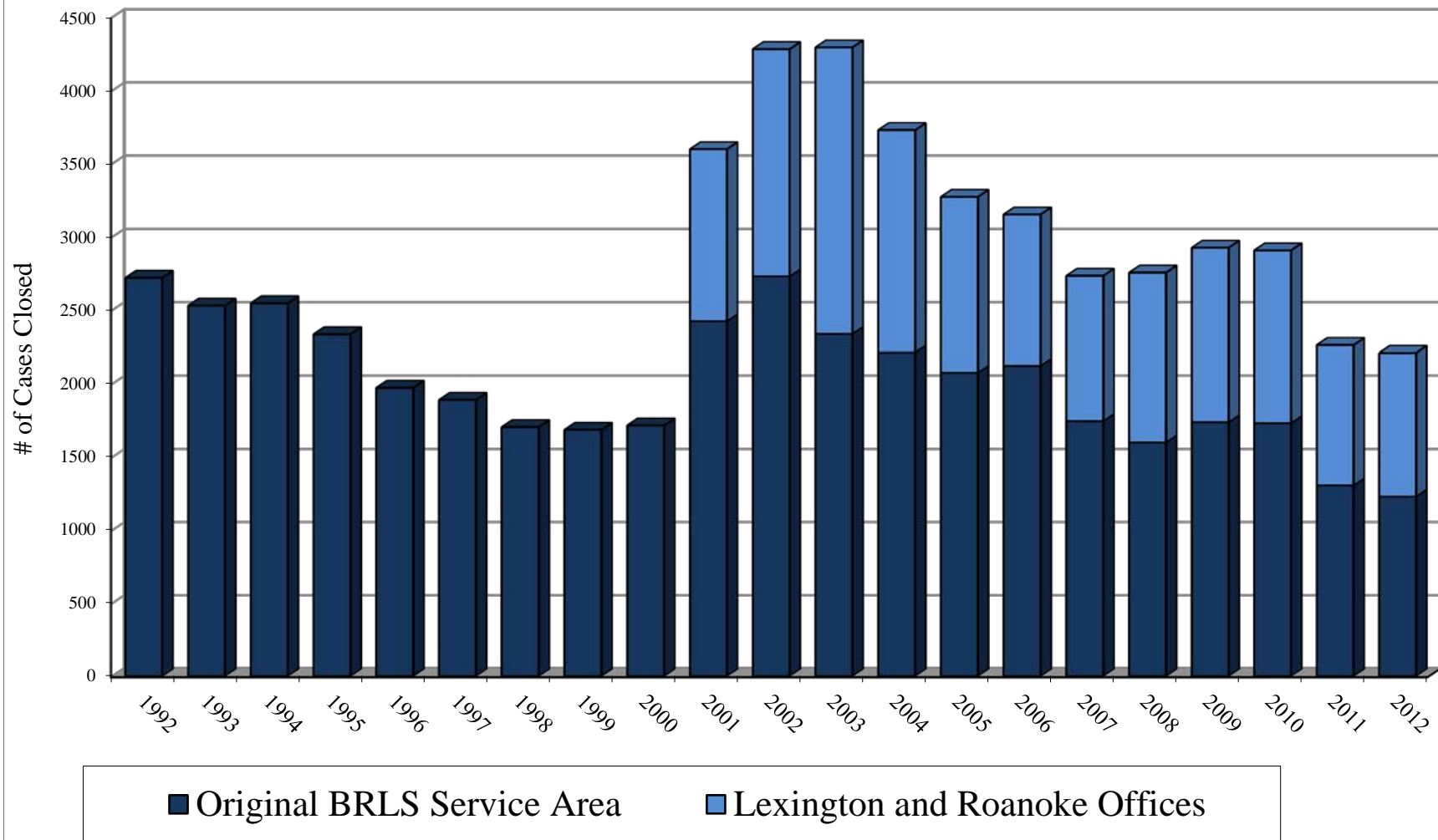
Locality	BRLS Staff	Volunteer Attorneys	Totals
Alleghany County	22	0	22
Augusta County	110	25	135
Bath County	4	0	4
Bedford, City of	7	5	12
Bedford County	33	12	45
Botetourt County	26	15	41
Buena Vista, City of	26	1	27
Clarke County	19	1	20
Covington, City of	26	2	28
Craig County	12	4	16
Franklin County	68	33	101
Frederick County	131	23	154
Harrisonburg, City of	175	47	222
Highland County	7	0	7
Lexington, City of	52	0	52
Page County	68	10	78
Roanoke, City of	185	174	359
Roanoke County	57	51	108
Rockbridge County	47	1	48
Rockingham County	138	54	192
Salem, City of	26	25	51
Shenandoah County	59	11	70
Staunton, City of	118	28	146
Warren County	60	9	69
Waynesboro, City of	56	5	61
Winchester, City of	85	11	96
Other Virginia	20	3	23
Other USA	<u>19</u>	<u>3</u>	<u>22</u>
<b>TOTALS</b>	1656	553	2209

# Cases Closed by Locality

## 2012

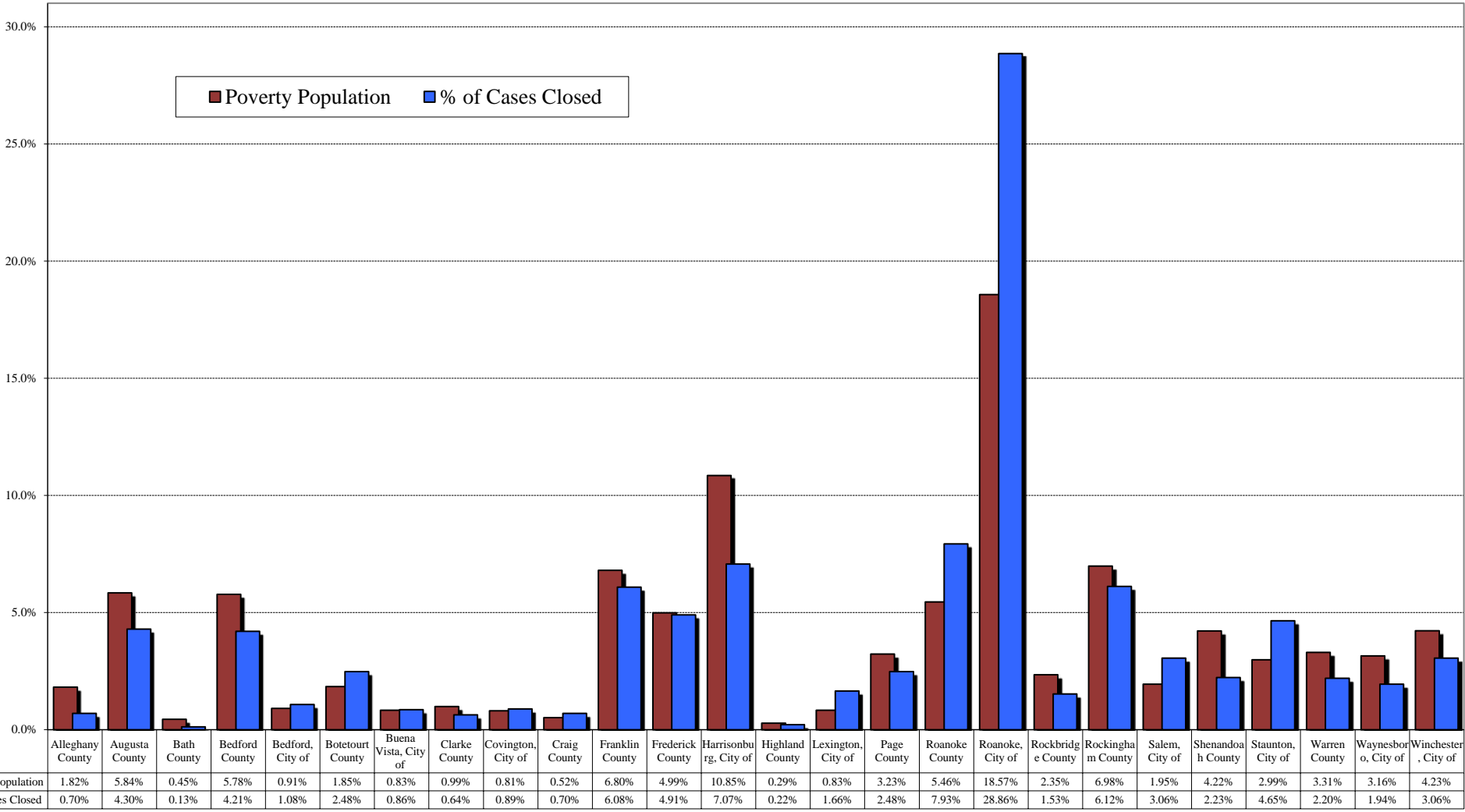


# Total Cases Closed Annually 1992-2012



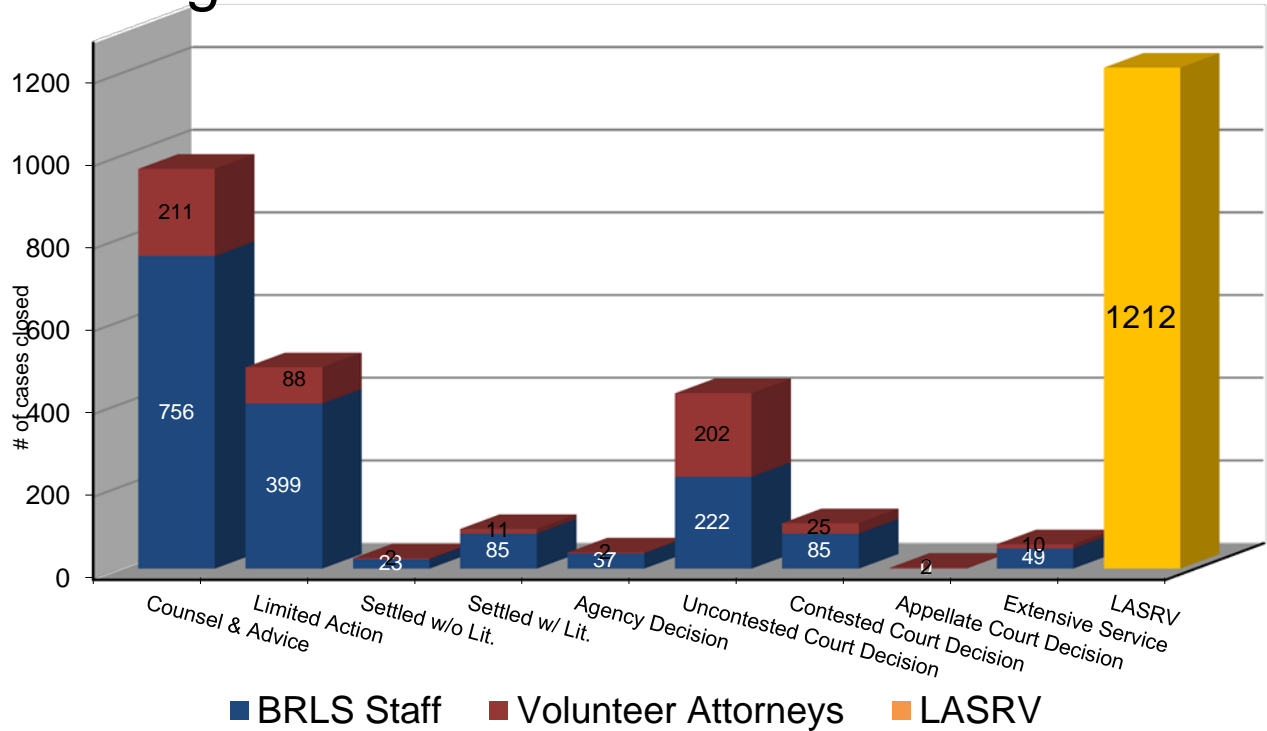
# Distribution of Services by BRLS and LASRV Combined Compared to Poverty Population in 2012

% of Total Service Area

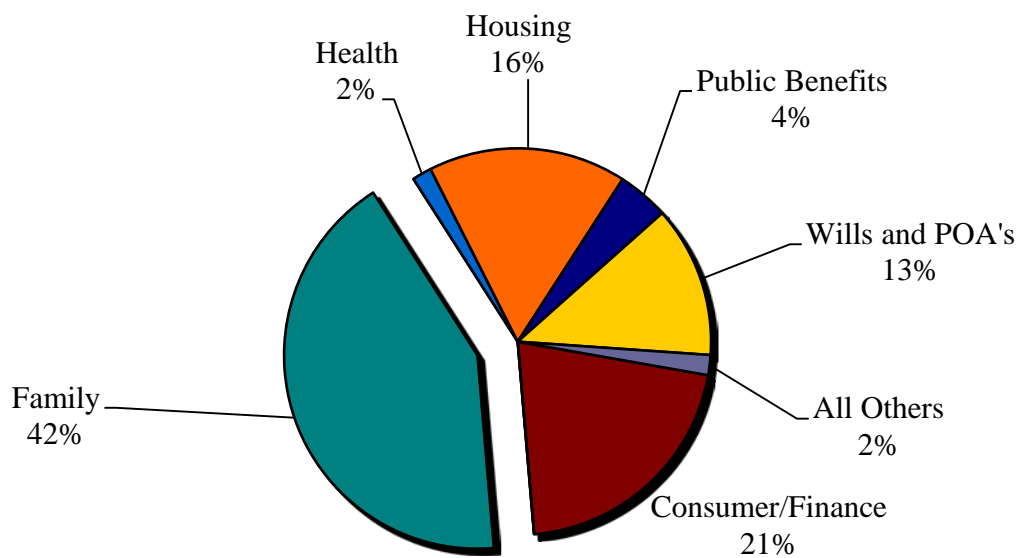




## Types of Services Rendered Programwide - 2012

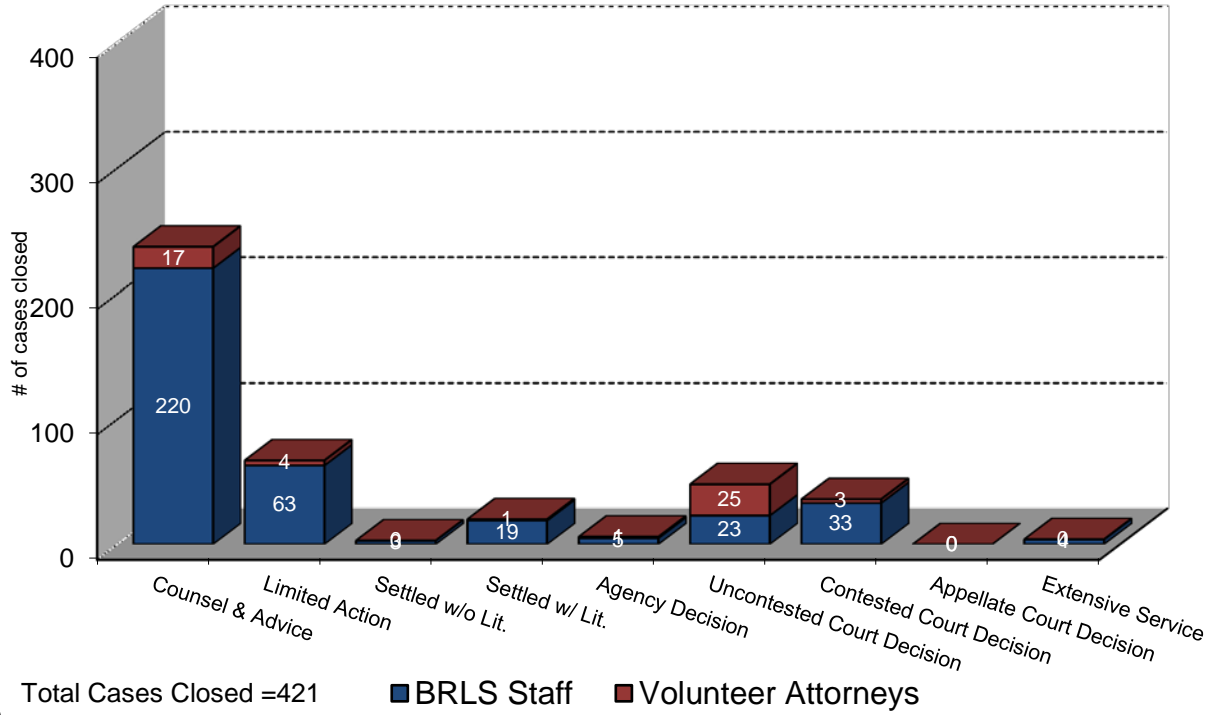


## Cases Closed by Legal Problem Programwide 2012

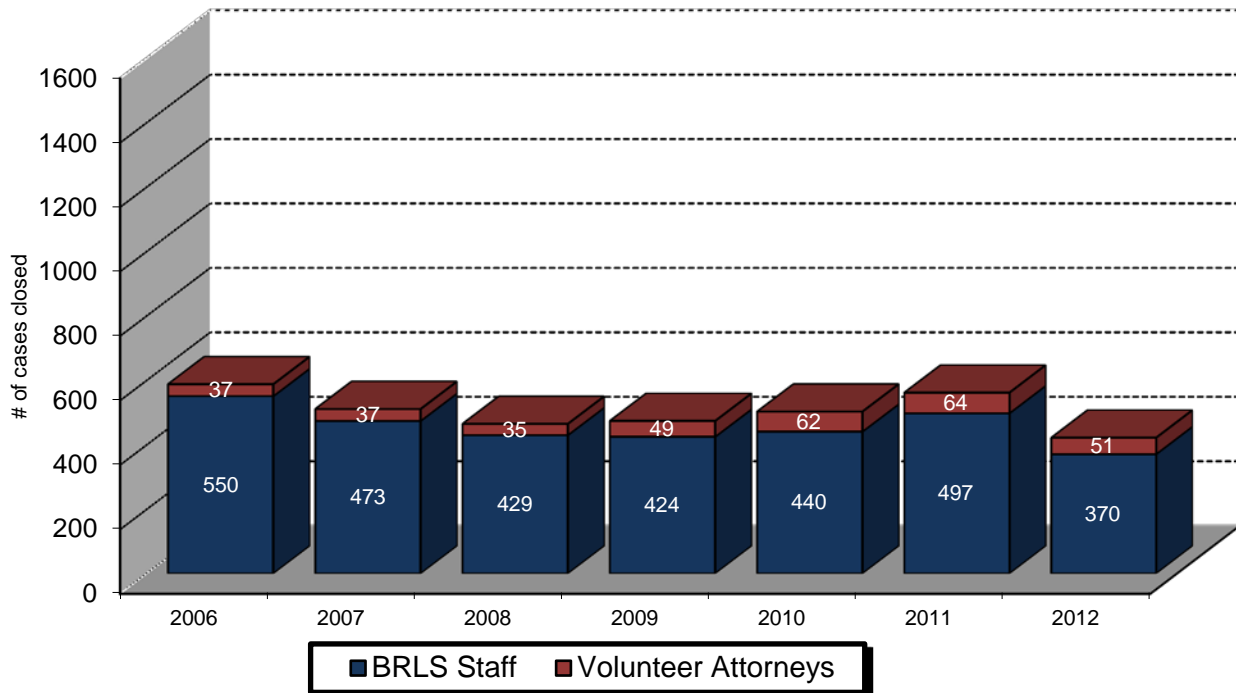


Total Cases Closed = 2209

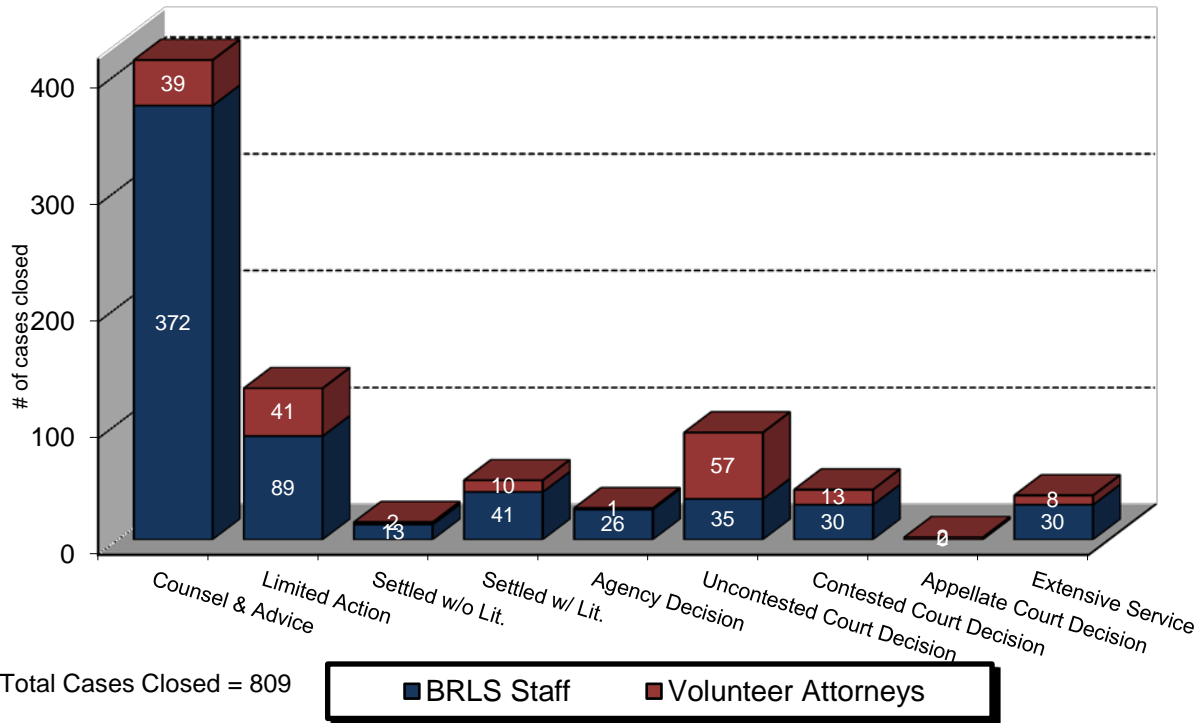
# Winchester Office: Types of Services 2012



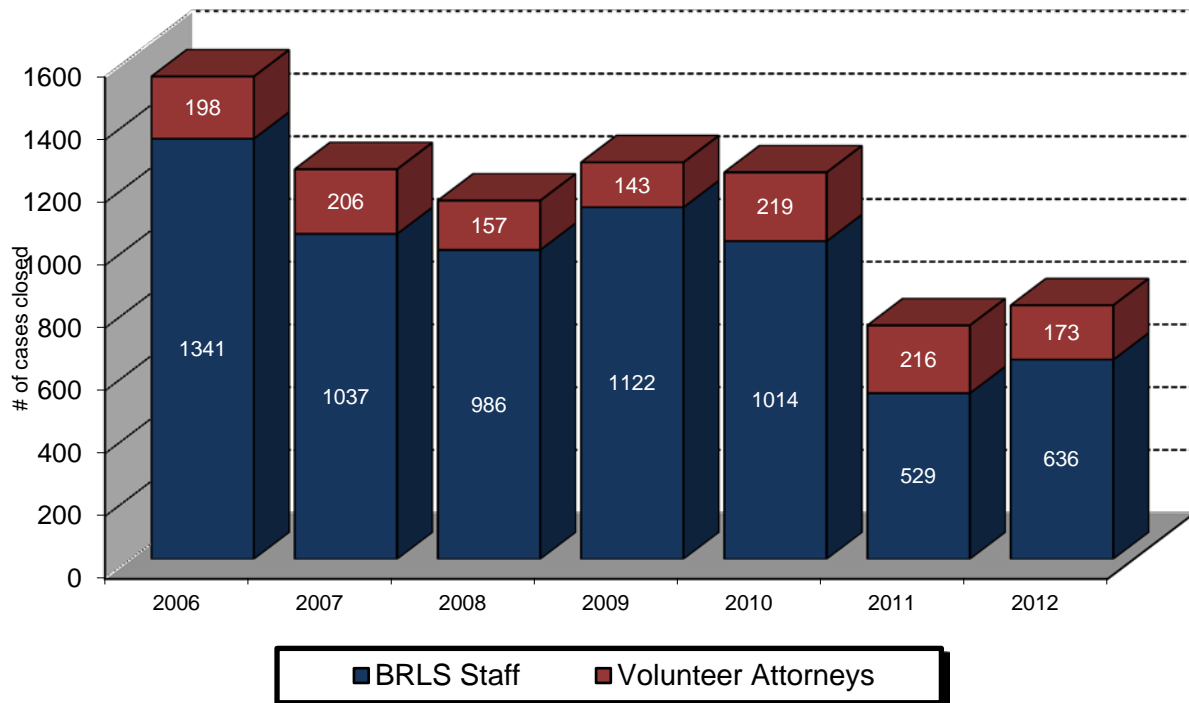
# Winchester Office: Trends in Services Provided



# Harrisonburg Office: Types of Services 2012

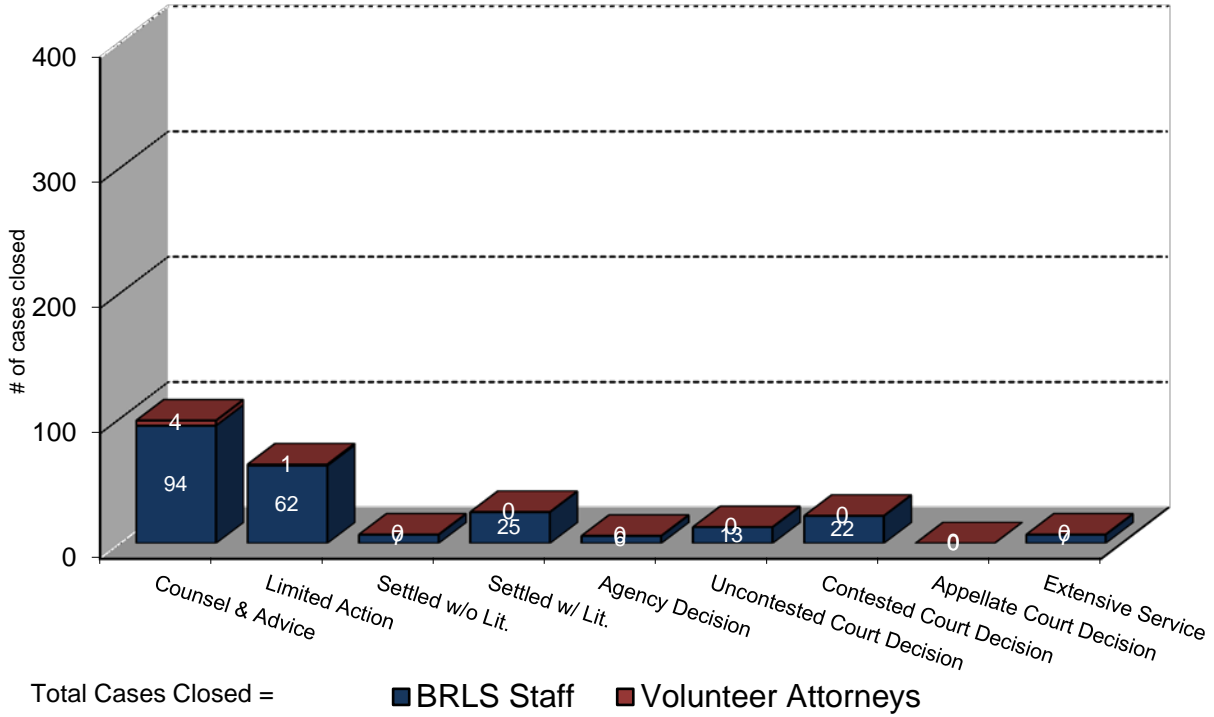


# Harrisonburg Office: Trends in Services Provided



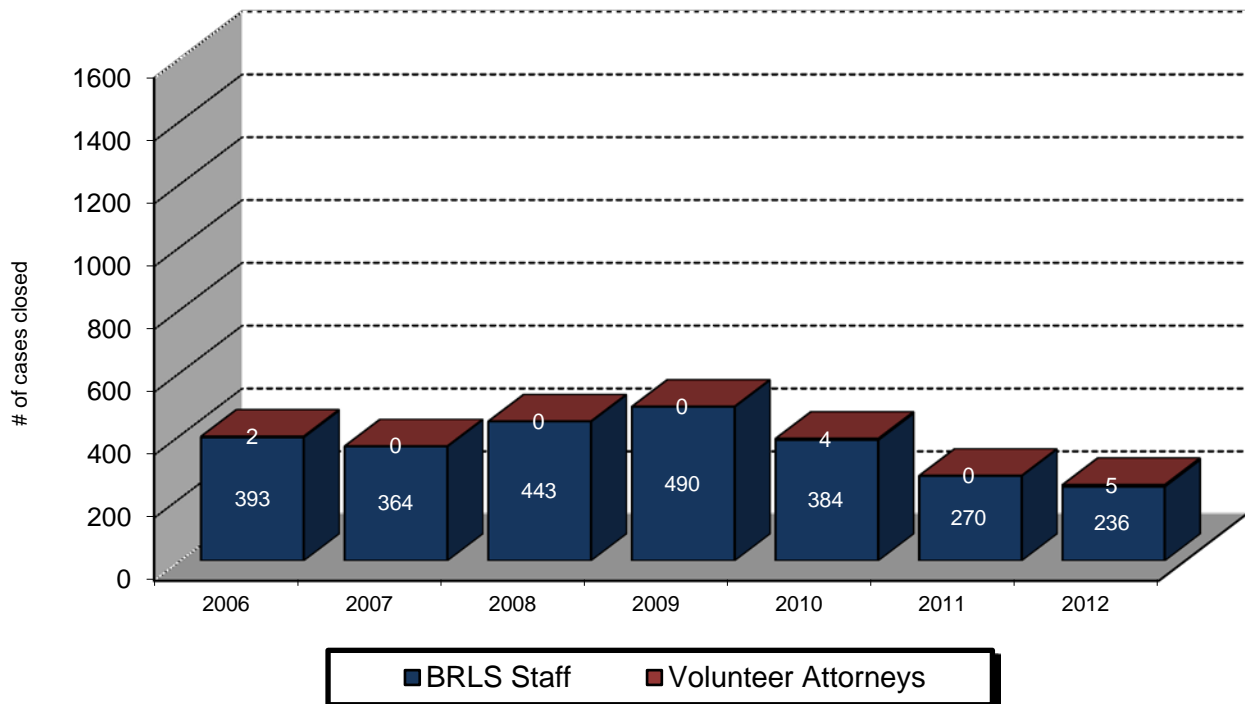
# Lexington Office: Types of Services

## 2012



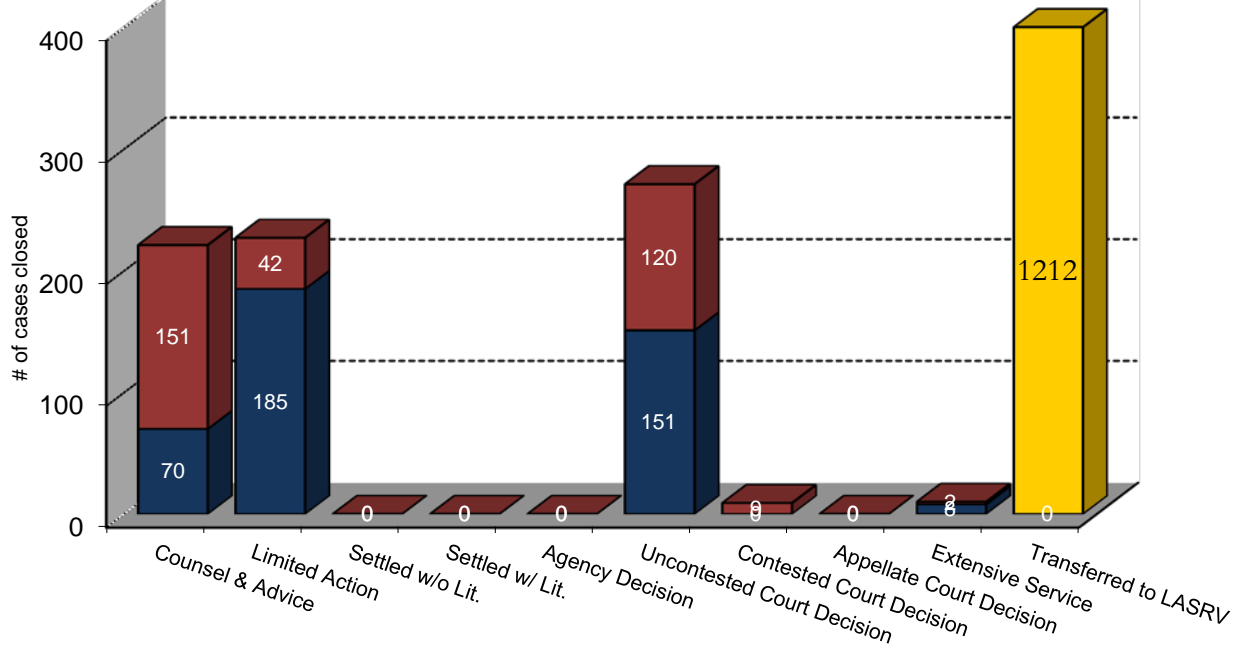
# Lexington Office:

## Trends in Services Provided



# Roanoke Office: Types of Services

2012

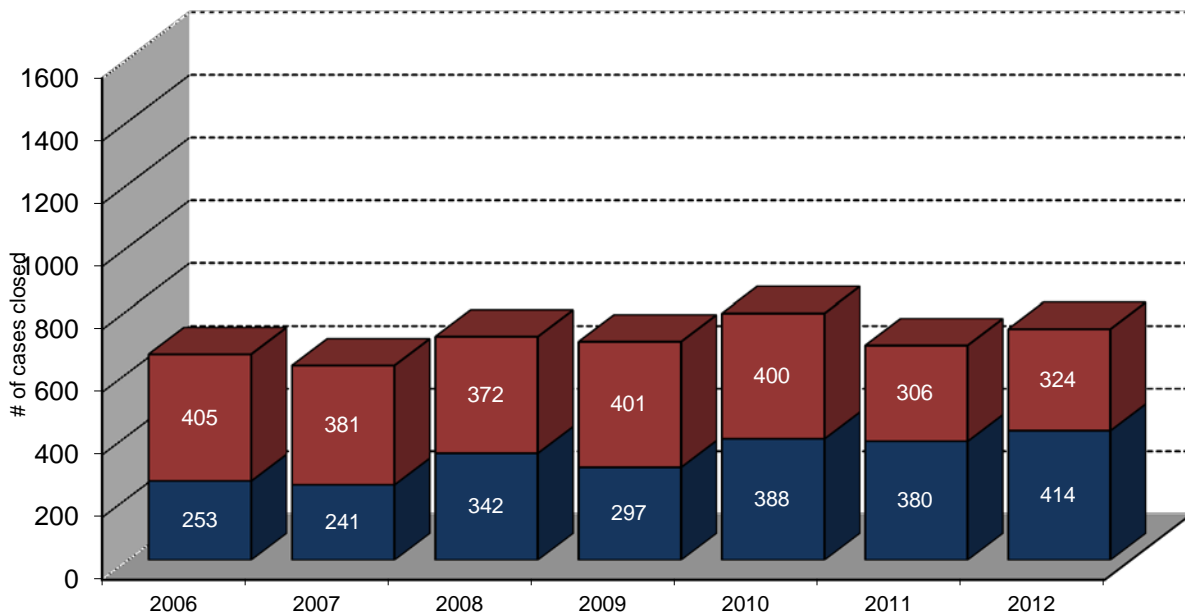


Total Cases Closed = 738  
(Doesn't include transfers to LASRV.)

■ BRLS Staff ■ Volunteer Attorneys ■ LASRV

# Roanoke Office:

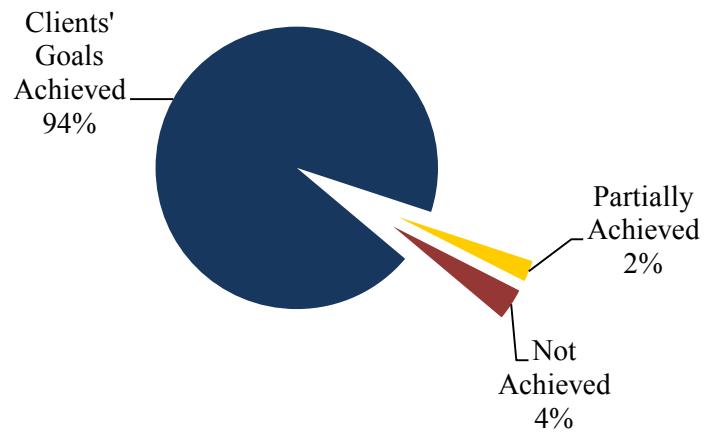
## Trends in Services Provided



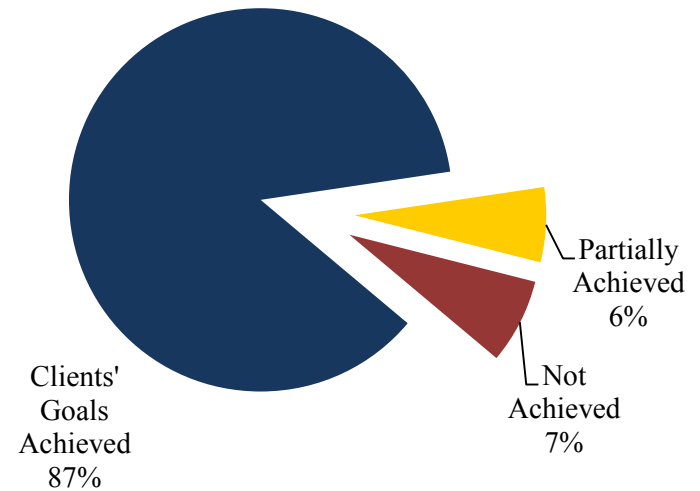
■ BRLS Staff ■ Volunteer Attorneys

# Outcome of Cases Involving On-Going Representation\* 2012

Volunteer Attorneys  
Total Cases = 248



BRLS Staff  
Total Cases = 475



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