BLUE RIDGE LEGAL SERVICES, INC.

STATISTICAL CASE SERVICES
AND
OUTCOMES REPORT
FOR
2016
BRLS staff and volunteer pro bono attorneys achieved the following outcomes for our low-income clients during 2016:

### Debtor Relief and Consumer Issues

Obtained 19 bankruptcy discharges, discharging $797,1488 in debts while recovering $8,189 in garnished wages.

Stopped or reduced debt collection actions against 38 clients, avoiding $157,335 in claims and recovering $8,320 in damages.

Avoided deficiency judgments for 6 clients, avoiding $26,370 in claims.

Quashed 38 garnishments, liens, or levies, returning $54,607 to the clients.

Overcame illegal sales contracts for 4 clients, recovering $12,500 in damages for them.

Enforced warranty for 1 client.

Resolved credit reporting errors for 1 client.

Overcame predatory lending practices for 2 clients, avoiding $636 in liability while recovering $6,500 for our clients.

Obtained utility service for 1 client.

Overcame fraudulent sales practices for 3 clients, recovering $3,000.

Unsuccessfully represented 4 clients in consumer matters.

Assisted 18 clients with consumer matters outside of litigation.

Provided advice and counsel to 273 clients on debtor and consumer issues.

### Family-Related Issues

Obtained adoptions for 2 children.

Obtained child custody orders for 27 clients.

Preserved child visitation rights for 5 clients.

Obtained divorces or annulments for 415 clients, recovering $37,000 in lump sum benefits, and obtaining 117 name changes.

Obtained Separation Agreements for 11 clients, avoiding liability for $206,000 in debts among other things.

Enforced Separation Agreements for 2 clients, recovering $4,000.

Obtained $75,076 in equitable distribution of marital property for 5 clients, together with monthly support of $1775.

Obtained guardianships for 8 incapacitated adults, and prevented guardianship for 1 client.

Advised 8 other clients on guardianship issues.

Established paternity for 4 children.

Obtained court protection for 24 victims of domestic violence.

Obtained protection from adult abuse/exploitation for 1 client, recovering $40,788.

Obtained, preserved, or increased child support for 16 clients worth $6,808 monthly plus lump sum recoveries of $12,838.

Obtained reductions in child support obligations of $320 monthly for 1 client.
Obtained, preserved, or increased spousal support for another 15 clients, of $91,669 in lump sum and $5,555 in monthly support.
Acted as Guardian ad Litem for 19 children.
Assisted 16 clients with family matters outside of litigation.
Provided advice and counsel to 596 other clients on family-related issues.
Obtained other benefits in family law cases for 19 clients, recovering $13,398 in lump sum.
Unsuccessfully represented 8 clients in family law proceedings.

Access to Health Care Issues

Obtained, preserved, or increased Medicaid benefits for 11 clients, obtaining $67,365 in lump sum and $6,121 in monthly financial benefits, while avoiding $15,688 in liability.
Provided Medicaid or long-term care planning to 3 clients.
Prevented denial of rights to 5 nursing home residents.
Compelled insurance coverage on medical bills for 1 client, and FAMIS benefits for another.
Advised 11 clients on health care issues.
Assisted 3 clients with health care matters outside of litigation.
Unsuccessfully represented 2 clients in health related cases.

Housing Issues

Prevented evictions for 30 families, successfully defeating $10,747 in claims for charges and retaining $5,588 in monthly rental subsidies.
Delayed eviction for 23 families, recovering $900 in lump sum while successfully defending against $6,012 in charges.
Avoided foreclosures for 6 clients.
Avoided over $21,892 in illegal charges imposed by landlords on another 9 families while recovering $15,377 for our clients.
Enforced rights to decent, habitable housing for 4 clients, while obtaining $650 in monthly financial benefit.
Enforced tenants’ rights under their lease for 1 client, recovering $3,099.
Improved housing conditions for 4 clients.
Obtained access to housing for 3 clients.
Provided non-litigation advocacy on behalf of 40 households in housing-related issues.
Provided counsel and advice to 224 other clients with housing-related problems.
Obtained other housing benefit for 4 clients, avoiding liability for $1,282 lump sum and $965 monthly.
Unsuccessfully represented 4 clients in housing disputes.

Other Public Benefit Issues

Obtained, preserved, or increased SNAP benefits for 2 clients by $291 in monthly benefits.
Obtained SSI and Social Security disability benefits for 12 clients, securing $22,194 in lump sum benefits and $2,198 in monthly benefits while avoiding $16,0575 in liability.
Obtained, preserved, or increased unemployment compensation benefits for 5 clients, with
accrued benefits of $9,354.
Obtained VA benefits for 1 client.
Provided non-litigation advocacy on behalf of 8 households in benefit-related issues, recovering $7,000.
Provided counsel and advice to 29 other clients with public benefit issues.
Unsuccessfully represented 5 clients in public benefits proceedings.

**Miscellaneous Matters**

Advised 3 clients regarding education issues.
Advised 1 client, and provided another client non-litigation advocacy in employment matters.
Secured appropriate services for 1 child in CHINS case.
Advised 10 clients on individual rights issues.
Assisted 26 homeless persons obtain their birth certificates.
Unsuccessfully represented 1 client in an individual rights matter.
Obtained non-litigation advocacy for 5 clients with individual rights issues.
Assisted a non-profit group with governance issues.
Drafted wills for 155 clients.
Drafted 195 living wills, powers of attorney, or health care proxy documents.
Advised 36 clients on wills and estates problems.
Assisted 1 client in collecting a $1,200 judgment.
Successfully defended 1 client in a $40 million federal lawsuit.

**Summary**

In the 644 cases involving on-going representation, we fully achieved our clients’ goals in 92% of the cases, and partially achieved them in another 3%. Overall, we achieved:

- 2638 outcomes
- for 2377 clients
- that benefited 6,093 low-income people,
- including affirmative lump sum recoveries of $503,860;
- affirmative monthly recoveries of $18,574;
- avoidance of $41,293,877 in lump sum debts or damages; and
- avoidance of $13,560 in monthly obligations.
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<th>Volunteer Attorneys</th>
<th>Totals</th>
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Cases Closed by Locality 2016

BRLS Staff
Volunteer Attorneys
### Types of Services Rendered Programwide - 2016

- **Total Cases Closed = 2377**

### Cases Closed by Legal Problem Programwide 2016

- **Family**: 50%
- **Consumer/Finance**: 17%
- **Public Benefits**: 3%
- **Wills and POA’s**: 12%
- **Housing**: 14%
- **Health**: 1%
- **All Others**: 3%

Total Cases Closed = 2377
Winchester Office: Types of Services 2016

- Total Cases Closed = 356
- BRLS Staff
- Volunteer Attorneys

Winchester Office: Trends in Services Provided

- BRLS Staff
- Volunteer Attorneys
Harrisonburg Office: Types of Services
2016

Total Cases Closed = 812

Harrisonburg Office: Trends in Services Provided
Lexington Office: Types of Services

2016

Total Cases Closed = 361

Lexington Office:

Trends in Services Provided
Roanoke Office: Types of Services

2016

Total Cases Closed = 848
(Doesn't include transfers to LASRV.)

Roanoke Office: Trends in Services Provided
Outcome of Cases Involving On-Going Representation*
2016

Volunteer Attorneys
Total Cases = 135

- Clients' Goals Achieved: 95%
- Partially Achieved: 1%
- Not Achieved: 4%

BRLS Staff
Total Cases = 563

- Clients' Goals Achieved: 92%
- Partially Achieved: 4%
- Not Achieved: 4%

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