

BLUE RIDGE
LEGAL SERVICES, INC.

STATISTICAL CASE SERVICES

AND

OUTCOMES REPORT

FOR

2022

BRLS 2022 CASE OUTCOME

MEASUREMENTS HIGHLIGHTS

BRLS staff and volunteer pro bono attorneys achieved the following outcomes for our low-income clients during 2022:

Debtor Relief and Consumer Issues

Obtained 10 bankruptcy discharges, discharging \$474,875 in debts while recovering \$8,445 in garnished wages.

Stopped or reduced debt collection actions against 20 clients, avoiding \$43,236 in claims and recovering \$2,661 in damages.

Avoided one repossession, saving \$957.

Avoided deficiency judgments for 2 clients, avoiding \$69,527 in claims.

Quashed 20 garnishments, liens, or levies, returning \$35,127 to the clients.

Overcame illegal sales contracts for 4 clients, recovering \$55,174 and avoiding \$446 in claims.

Enforced sales contract or warranty for 3 clients, recovering \$44,005.

Obtained \$6,993 in (non-health or disability) insurance benefits for 2 clients.

Preserved credit history for 1 client, and resolved credit reporting errors for 2 clients, avoiding liability for \$2,187.

Successfully challenged predatory lending practices for 1 client, avoiding \$251 in liability.

Avoided a utility termination for one client.

Successfully challenged fraudulent sales practices for one client, recovering \$1,593.

Provided assistance with tax issues for 3 clients.

Obtained other benefits for 5 clients in consumer disputes, recovering \$2901 in damages, while avoiding \$28,989 in liabilities.

Unsuccessfully represented one client in consumer matters.

Assisted 10 clients with consumer matters outside of litigation, recovering \$4,822 while avoiding claims of \$494.

Provided advice and counsel to 180 clients on debtor and consumer issues.

Family-Related Issues

Obtained adoptions for 5 children.

Obtained child custody orders for 55 clients.

Preserved child visitation rights for 7 clients.

Obtained family reunification for one client.

Obtained divorces or annulments for 282 clients, recovering \$41,315 in lump sum support, and obtaining 89 name changes.

Obtained Separation Agreements for 20 clients, recovering \$89,707 in lump sum benefit and \$600 in monthly support.

Enforced Property Settlement Agreement for 3 clients, recovering \$1350 in monthly support.

Obtained equitable distribution of marital property for 5 clients, recovering \$83,051 and avoiding liability for \$120,000.

Obtained guardianships/conservatorships for 18 incapacitated adults.

Advised 10 other clients on guardianship issues.

Successfully challenged findings of child abuse for 2 clients.

Avoided removal of children for one client.

Established paternity for one client.

Obtained court protection for 37 victims of domestic violence, including 2 elderly victims.

Provided safety planning to one client.

Obtained protection from adult financial exploitation for 7 clients, recovering \$6,295.

Obtained, preserved, or increased child support for another 25 clients worth \$12,186 monthly plus lump sum recoveries of \$52,110.

Obtained reductions in child support obligations for one client of \$2,777.

Obtained, preserved, or increased spousal support for another 8 clients, of \$12,186 in lump sum and \$1839 in monthly support.

Obtained reductions in spousal support obligations for 2 clients of \$959 monthly.

Acted as Guardian ad Litem for 9 children.

Assisted 16 clients with family matters outside of litigation.

Provided advice and counsel to 689 clients on family-related issues.

Provided non-litigation advocacy to 7 clients.

Obtained other benefits in family law cases for 21 clients.

Unsuccessfully represented 8 clients in family law proceedings.

Access to Health Care Issues

Obtained, preserved, or increased Medicaid benefits for 14 clients, avoiding \$60,850 in lump sum and \$30,829 in monthly costs.

Provided assistance with Medicaid planning to 11 clients.

Obtained Medicare benefits for 2 clients.

Prevented wrongful discharge of 16 patients from long term care facilities.

Provided Medicaid or long-term care planning to 4 clients.

Enforced terms of health insurance policy for one client.

Advised 14 clients on health care issues.

Assisted 7 clients with health care matters outside of litigation, recovering \$40,690.

Housing Issues

Prevented evictions for 196 families with 428 family members, successfully defeating \$199,823 in claims for charges and retaining \$428 in monthly rental subsidies, while recovering \$69,971 in damages.

Delayed eviction for 79 families, recovering \$7,369 in lump sum damages while successfully defending against \$131,049 in charges.

Retained housing vouchers for 4 clients, worth at least \$827 in monthly benefits.

Avoided foreclosure or other loss of home for 6 clients.

Obtained rent relief assistance of \$445,611 in lump sum and \$13,795 in monthly benefits for 84 clients facing eviction.

Avoided over \$84,791 in illegal charges imposed by landlords on 30 families while

recovering \$1,024 for our clients.
Overcame denial of tenants' rights under lease for 6 clients, avoiding \$7,920 in claims while recovering \$4,470.
Enforced rights to decent, habitable housing for 7 clients, while recovering \$3,100.
Restored access to personal property for 5 clients, recovering \$11,677 and avoiding \$4,234 in claims.
Obtained repairs for 2 clients, recovering \$1,200.
Obtained expungement of unlawful detainers for 8 clients.
Obtained access to housing for one client.
Obtained assistance in developing affordable housing for one client.
Provided non-litigation advocacy on behalf of 32 households in housing-related issues, avoiding \$565 in liability and recovering \$600.
Provided counsel and advice to 303 other clients with housing-related problems, while avoiding \$1500.
Obtained other housing benefits for 14 clients, recovering \$3,968 and avoiding liability for \$71,923.
Unsuccessfully represented 8 clients in housing disputes.

Public Benefit Issues

Avoided food stamp overpayment assessment of \$1904 for 3 clients, while retaining \$126 monthly benefits.
Obtained TANF benefits for 2 clients of \$11,480 lump sum and \$2,042 monthly.
Obtained/preserved Social Security disability benefits for one client.
Obtained/preserved SSI benefits for 11 clients, recovering \$32,047 in lump sum and \$5,695 monthly and avoiding \$26,906 in overpayment assessments.
Obtained, preserved, or increased unemployment compensation benefits for 9 clients, with \$7,504 in lump sum benefits and \$64,412 in avoided liability.
Provided non-litigation advocacy on behalf of 12 households in benefit-related issues, avoiding \$16,412 in claims while recovering \$2,665 in monthly benefits.
Obtained other benefits for 2 clients.
Provided counsel and advice to 27 other clients with public benefit issues.

Miscellaneous Matters

Provided advice to 5 clients on education-related matters.
Provided non-litigation assistance to 2 clients on education-related matters.
Advised 4 clients in employment matters.
Advised one client in juvenile matter.
Obtained legal status for 2 immigrants.
Obtained adjustment of legal status for 3 clients.
Advised 6 clients on immigration issues.
Provided non-litigation assistance to one client in an immigration matter.
Advised 7 clients on individual rights issues.
Provided non-litigation advocacy for 4 clients with individual rights issues.
Overcame restriction on drivers license for one client.
Assisted 23 homeless persons obtain their birth certificates.
Drafted wills for 93 clients.

Drafted 142 living wills, powers of attorney, or health care proxy documents.

Advised 39 clients on wills and estates problems.

Obtained other benefits for 7 clients, including recovery of \$300 and avoidance of liability of \$52,000.

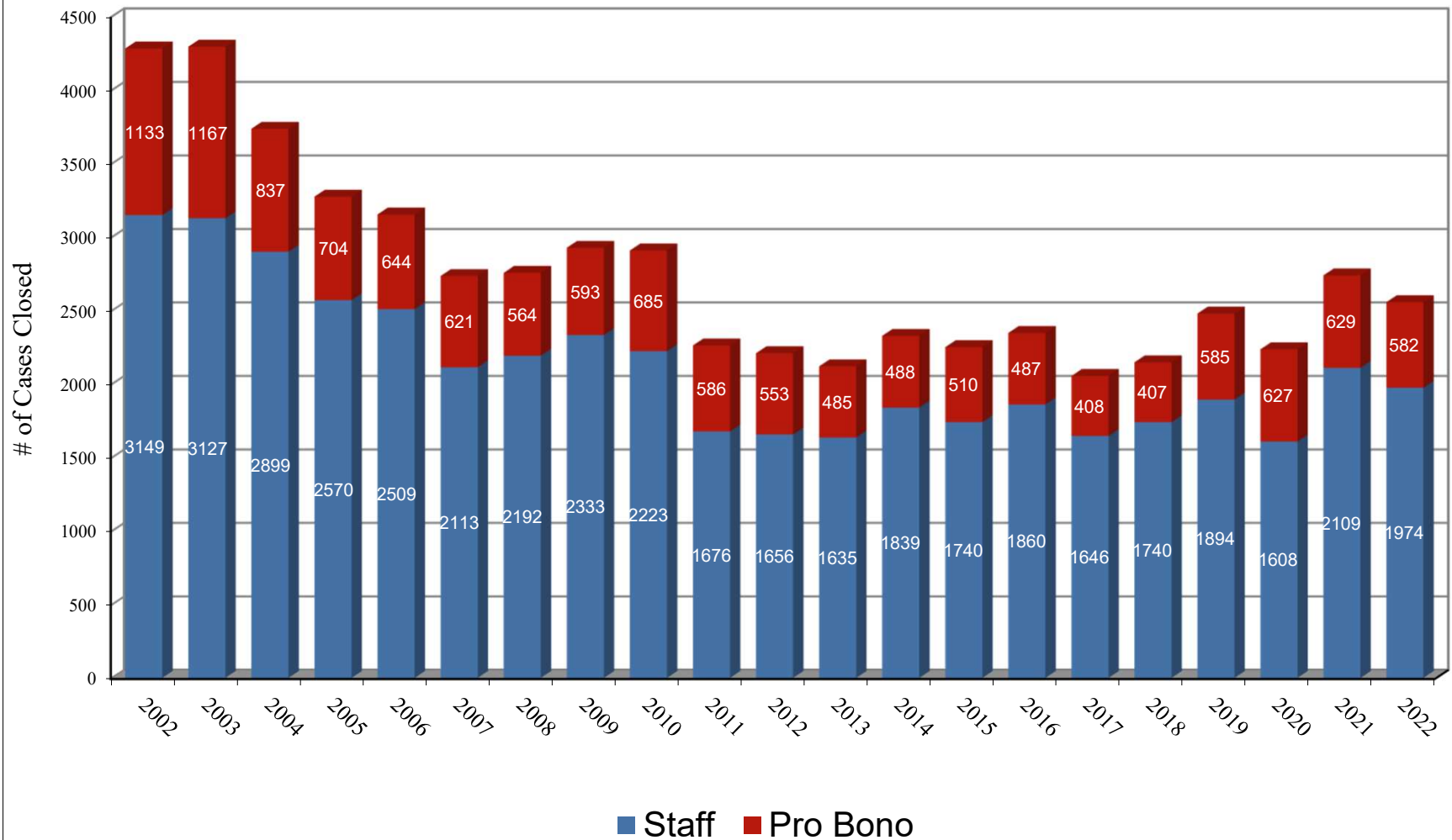
Assisted one client in collecting \$7,000 on a judgment.

Summary

In the 846 cases involving on-going representation, we fully achieved our clients' goals in 87% of the cases, and partially achieved them in another 11%. Overall, we achieved:

- 2,842 outcomes
- for 2,556 clients
- that benefited 6,382 low-income people,
- including affirmative lump sum recoveries of \$1,028,306;
- affirmative monthly recoveries of \$42,705;
- avoidance of \$1,535,256 in lump sum debts or damages; and
- avoidance of \$33,644 in monthly obligations.

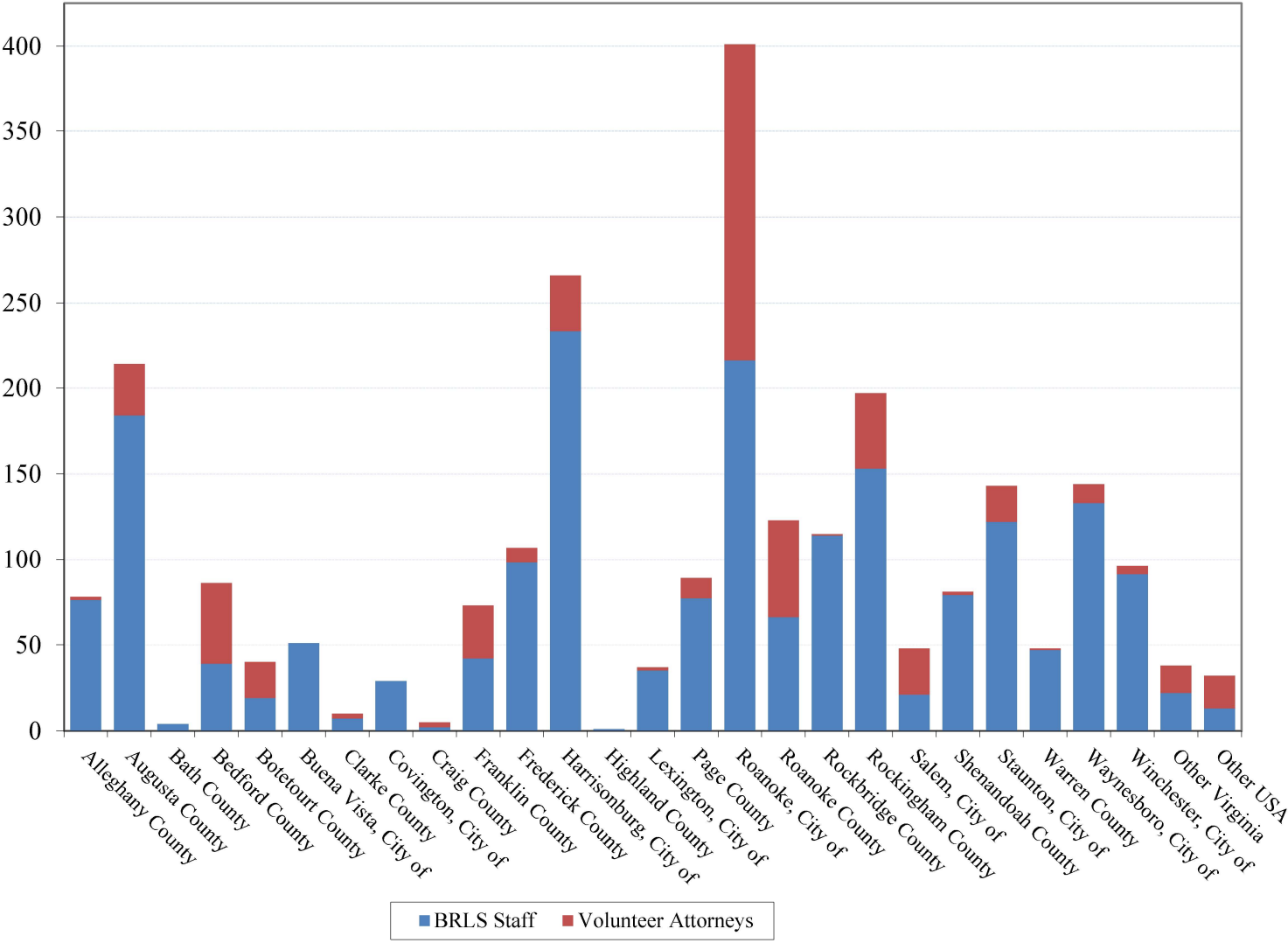
Total BRLS Cases Closed Annually 2002-2022



Cases Closed By Locality - 2022

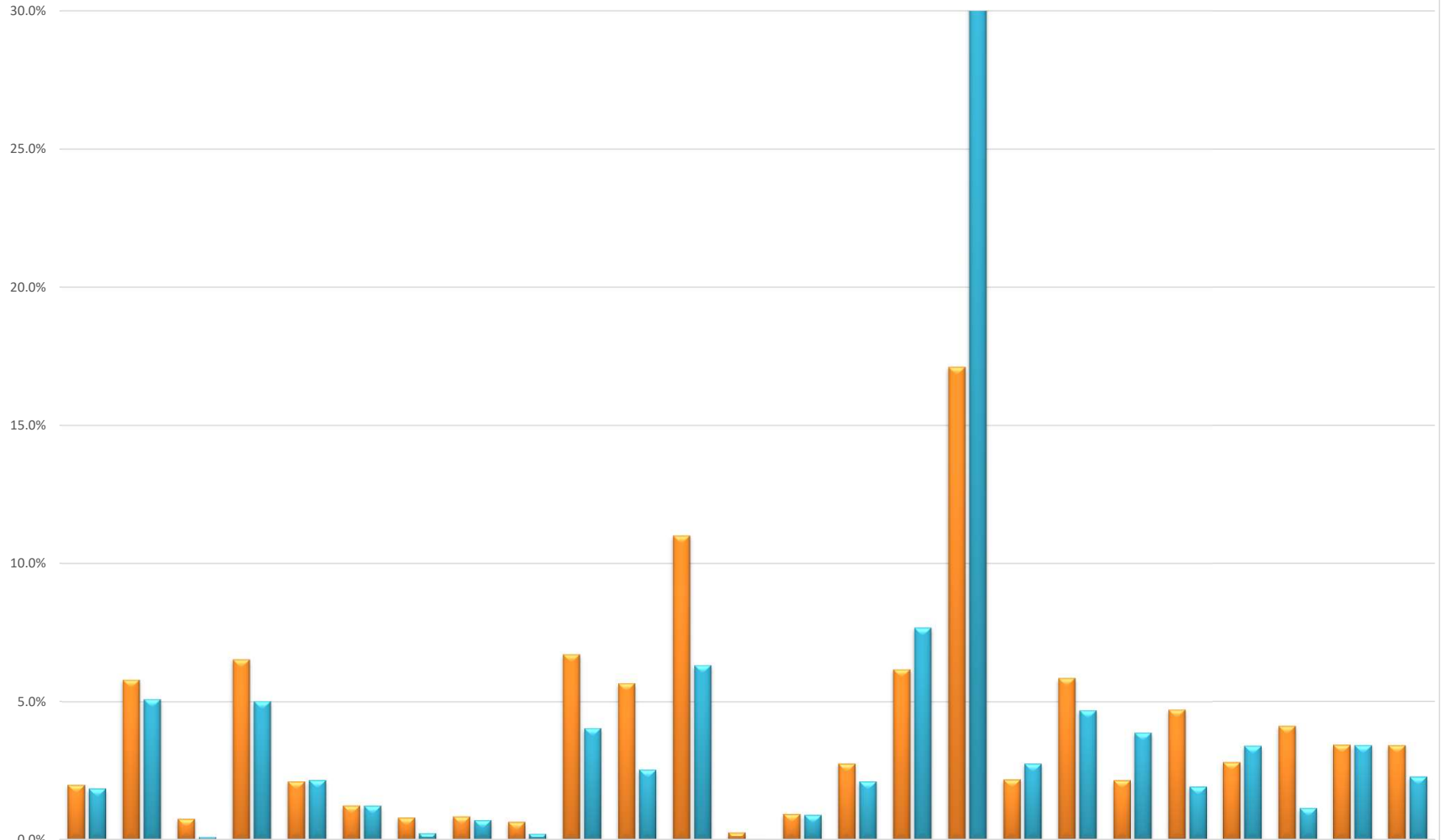
| Locality | BRLS Staff | Volunteer Attorneys | Totals |
|-----------------------|------------|---------------------|-----------|
| Alleghany County | 76 | 2 | 78 |
| Augusta County | 184 | 30 | 214 |
| Bath County | 4 | 0 | 4 |
| Bedford County | 39 | 47 | 86 |
| Botetourt County | 19 | 21 | 40 |
| Buena Vista, City of | 51 | 0 | 51 |
| Clarke County | 7 | 3 | 10 |
| Covington, City of | 29 | 0 | 29 |
| Craig County | 2 | 3 | 5 |
| Franklin County | 42 | 31 | 73 |
| Frederick County | 98 | 9 | 107 |
| Harrisonburg, City of | 233 | 33 | 266 |
| Highland County | 1 | 0 | 1 |
| Lexington, City of | 35 | 2 | 37 |
| Page County | 77 | 12 | 89 |
| Roanoke, City of | 216 | 185 | 401 |
| Roanoke County | 66 | 57 | 123 |
| Rockbridge County | 114 | 1 | 115 |
| Rockingham County | 153 | 44 | 197 |
| Salem, City of | 21 | 27 | 48 |
| Shenandoah County | 79 | 2 | 81 |
| Staunton, City of | 122 | 21 | 143 |
| Warren County | 47 | 1 | 48 |
| Waynesboro, City of | 133 | 11 | 144 |
| Winchester, City of | 91 | 5 | 96 |
| Other Virginia | 22 | 16 | 38 |
| Other USA | <u>13</u> | <u>19</u> | <u>32</u> |
| TOTALS | 1974 | 582 | 2556 |

Cases Closed by Locality 2022



Distribution of Services by BRLS and LASRV Combined Compared to Poverty Population in 2022

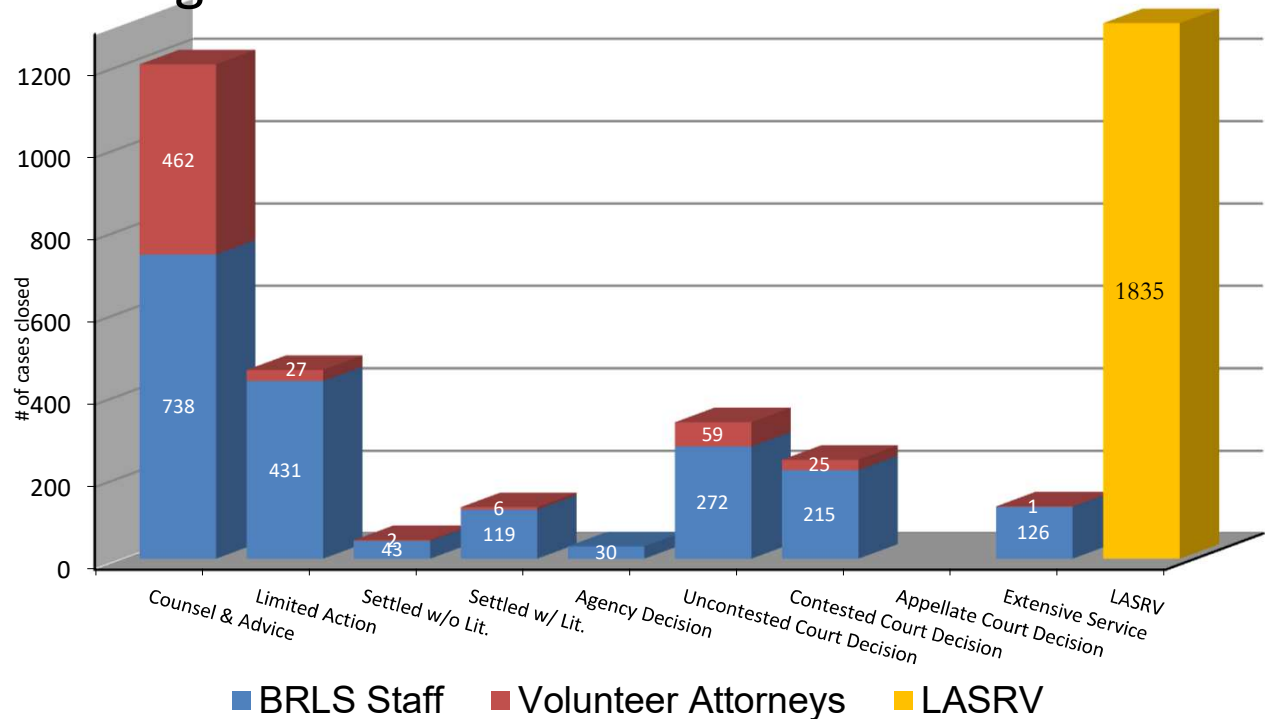
% of Total Service Area



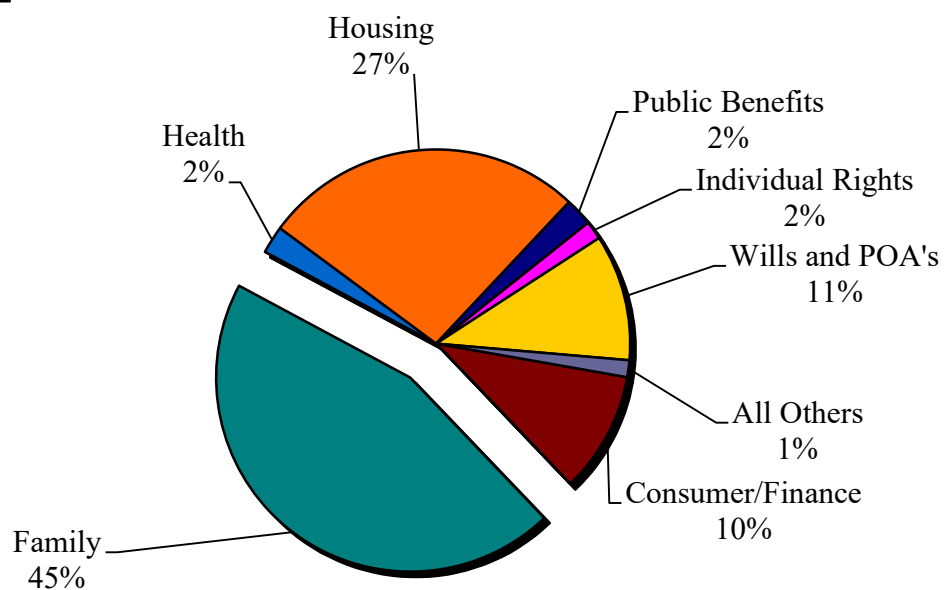
| | Alleghany County | Augusta County | Bath County | Bedford County | Botetourt County | Buena Vista, City of | Clarke County | Covington, City of | Craig County | Franklin County | Frederick County | Harrisonburg, City of | Highland County | Lexington, City of | Page County | Roanoke County | Roanoke, City of | Rockbridge County | Rockingham County | Salem, City of | Shenandoah County | Staunton, City of | Warren County | Waynesboro, City of | Winchester, City of |
|--------------------|------------------|----------------|-------------|----------------|------------------|----------------------|---------------|--------------------|--------------|-----------------|------------------|-----------------------|-----------------|--------------------|-------------|----------------|------------------|-------------------|-------------------|----------------|-------------------|-------------------|---------------|---------------------|---------------------|
| Poverty Population | 1.99% | 5.79% | 0.76% | 6.52% | 2.12% | 1.24% | 0.80% | 0.84% | 0.65% | 6.71% | 5.66% | 11.01% | 0.26% | 0.93% | 2.75% | 6.17% | 17.12% | 2.19% | 5.85% | 2.16% | 4.71% | 2.81% | 4.10% | 3.43% | 3.42% |
| % of Cases Closed | 1.85% | 5.09% | 0.10% | 5.01% | 2.16% | 1.24% | 0.24% | 0.71% | 0.21% | 4.04% | 2.54% | 6.32% | 0.02% | 0.90% | 2.12% | 7.68% | 36.29% | 2.76% | 4.68% | 3.87% | 1.92% | 3.40% | 1.14% | 3.42% | 2.28% |

■ Poverty Population
 ■ % of Cases Closed

Types of Services Rendered Programwide - 2022



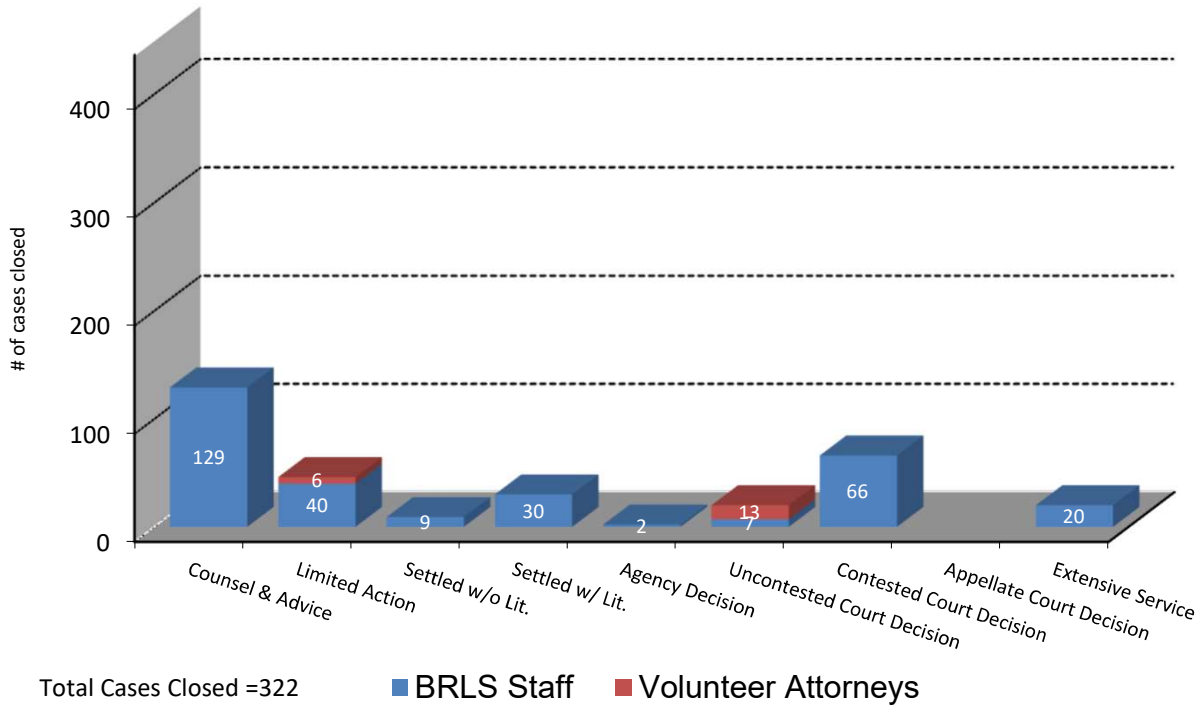
Cases Closed by Legal Problem Programwide 2022



Total Cases Closed = 2556

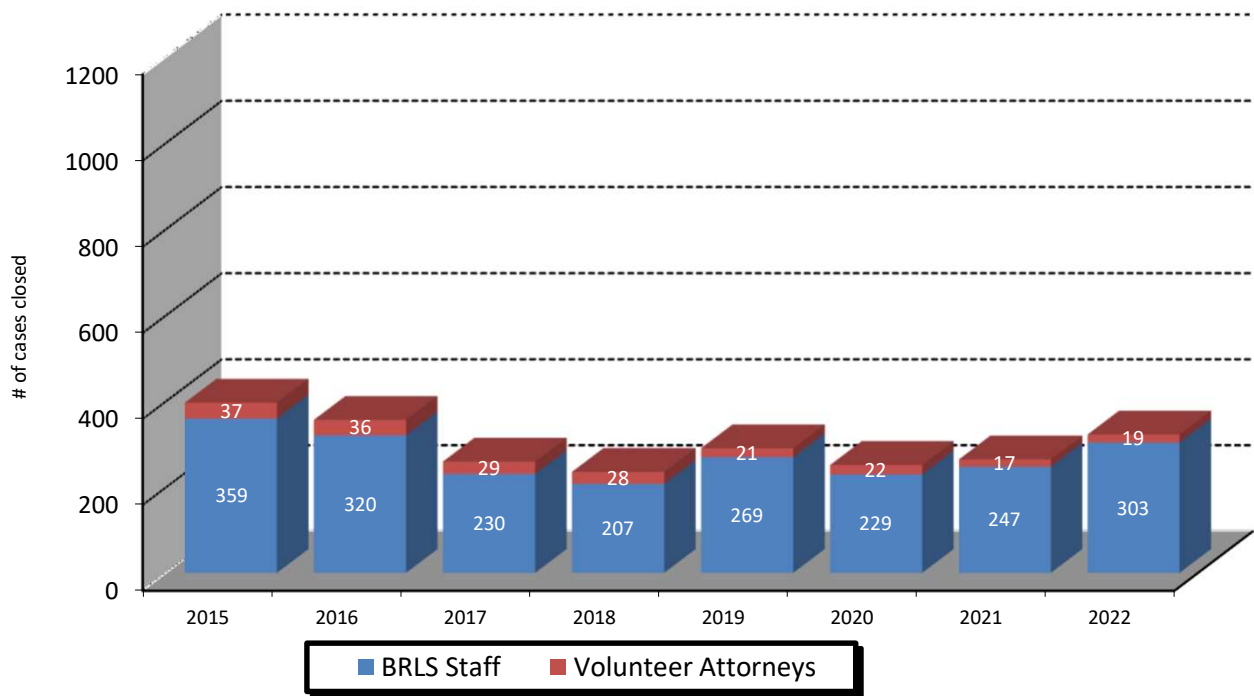
Winchester Office: Types of Services

2022



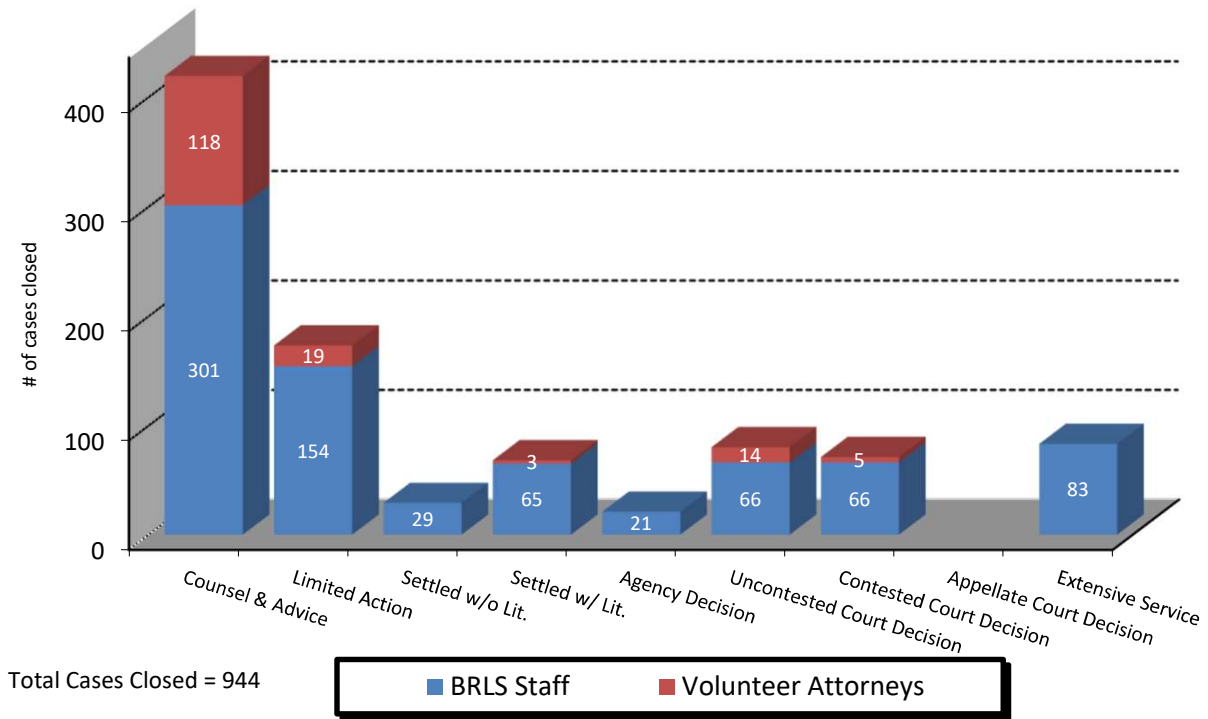
Winchester Office:

Trends in Services Provided



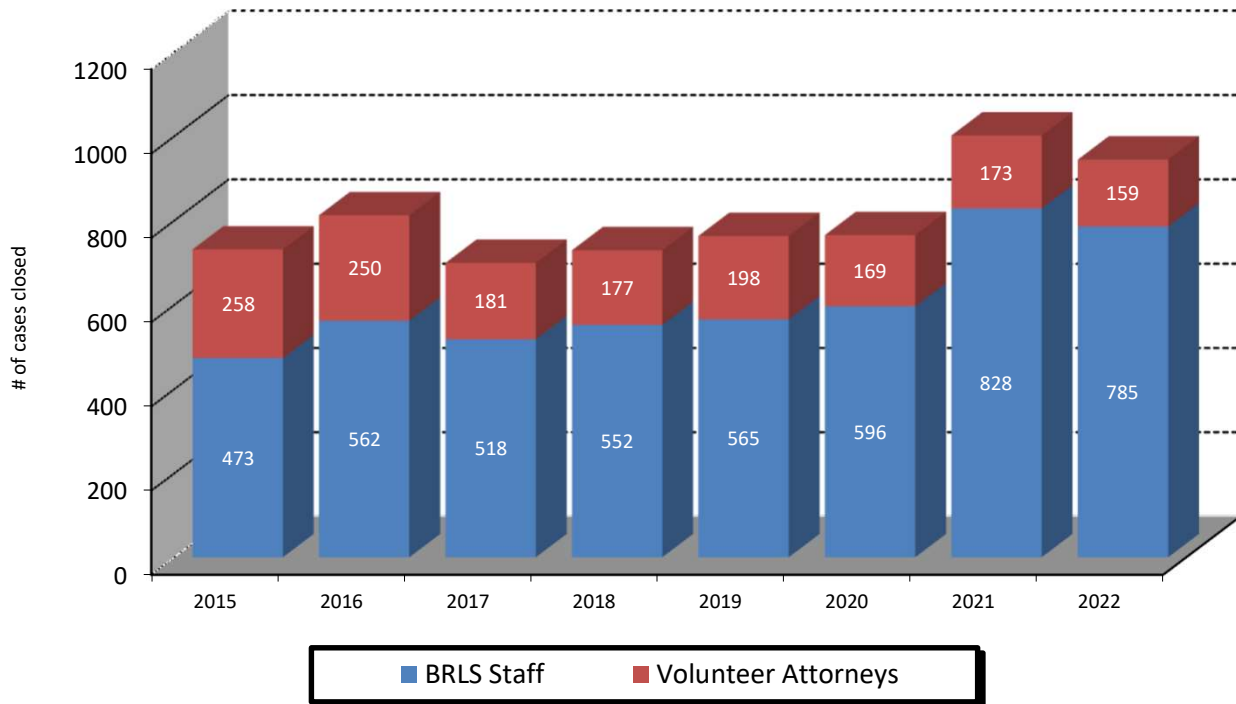
Harrisonburg Office: Types of Services

2022



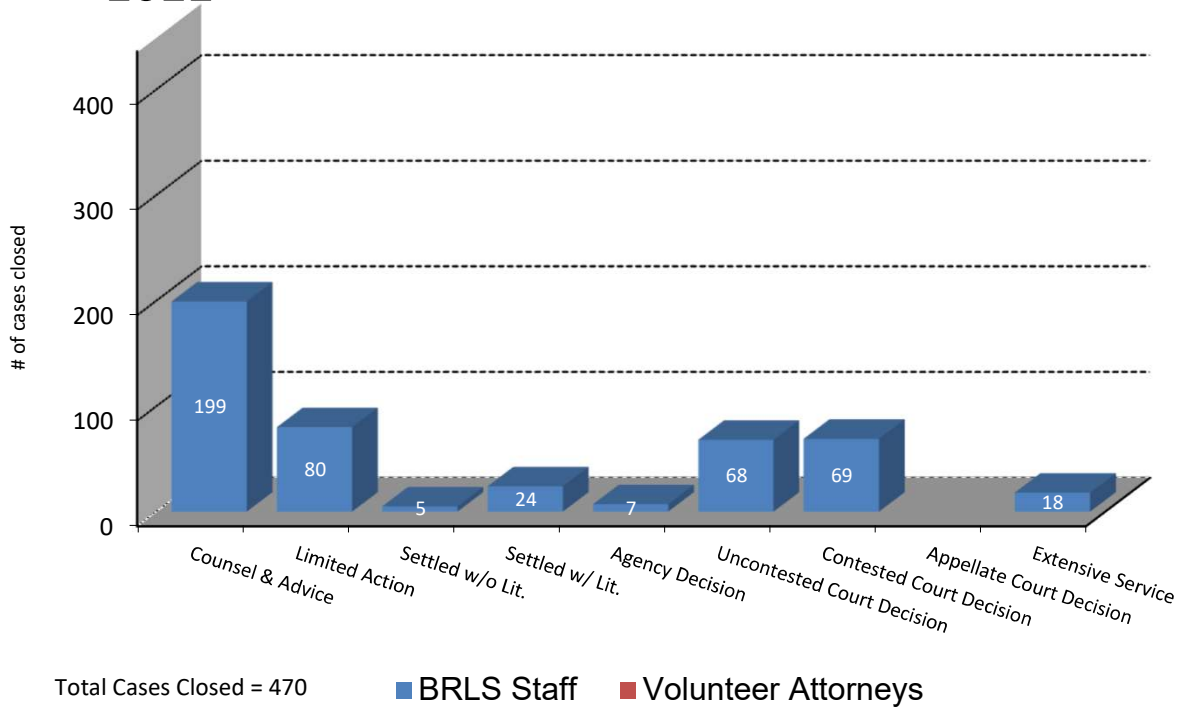
Harrisonburg Office:

Trends in Services Provided



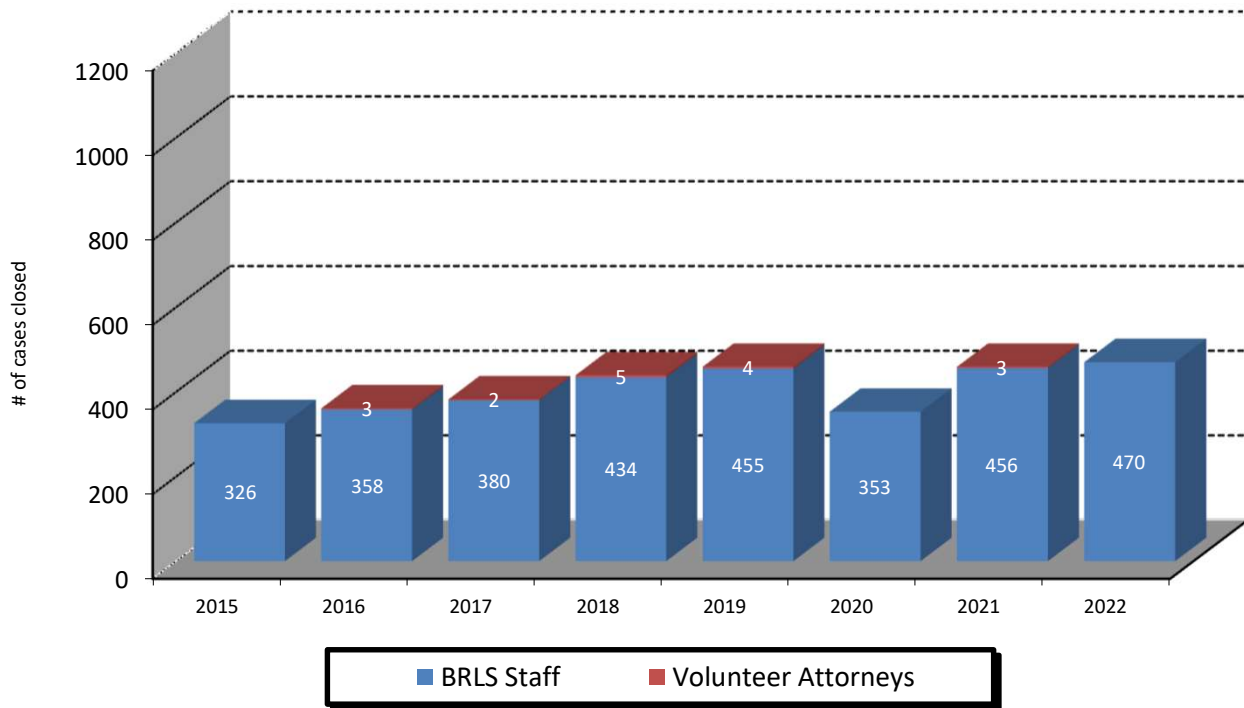
Lexington Office: Types of Services

2022

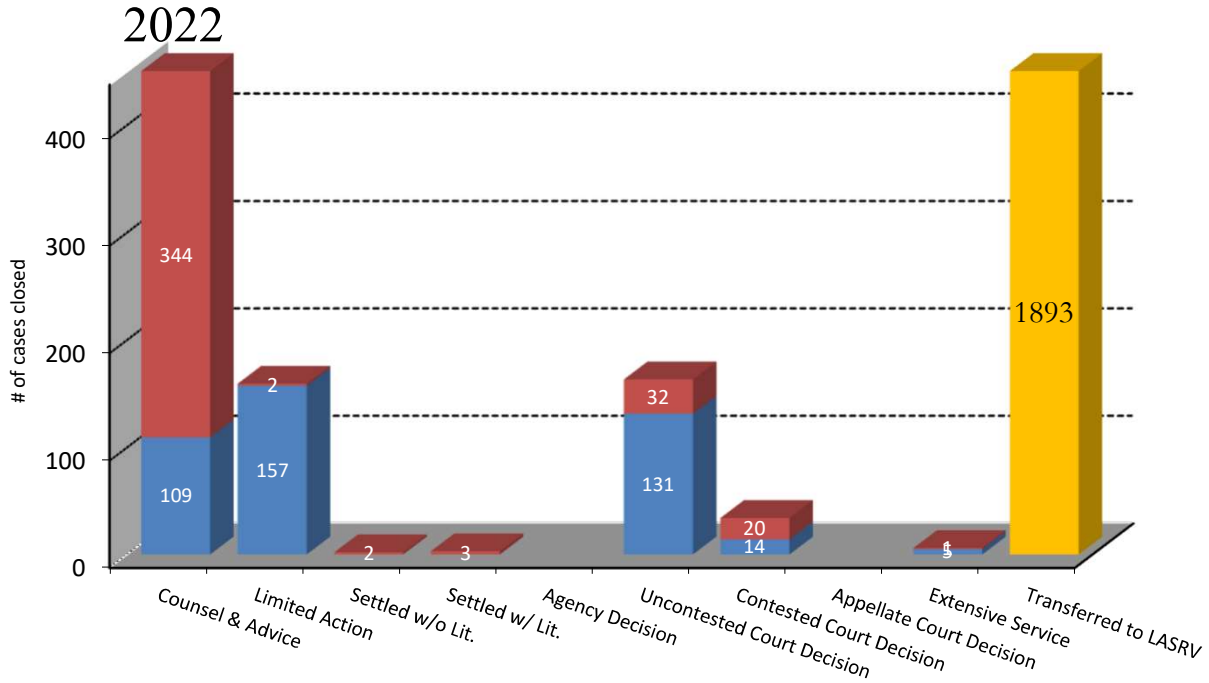


Lexington Office:

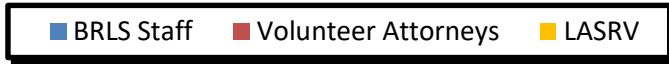
Trends in Services Provided



Roanoke Office: Types of Services

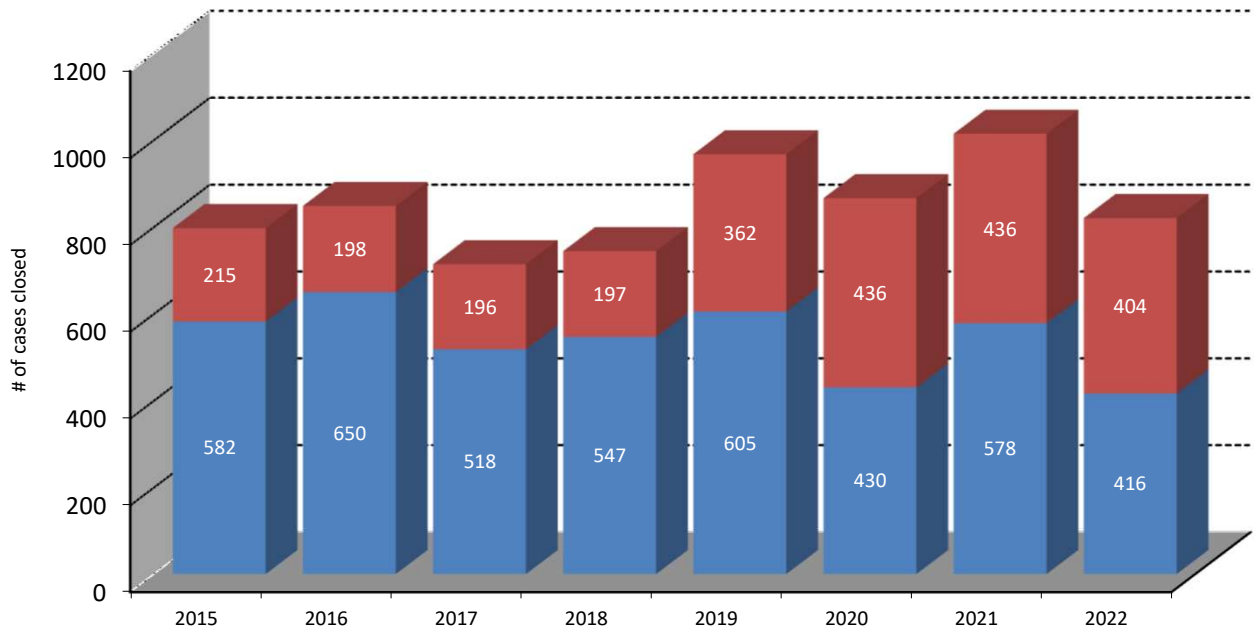


Total Cases Closed = 1302
(Doesn't include transfers to LASRV.)

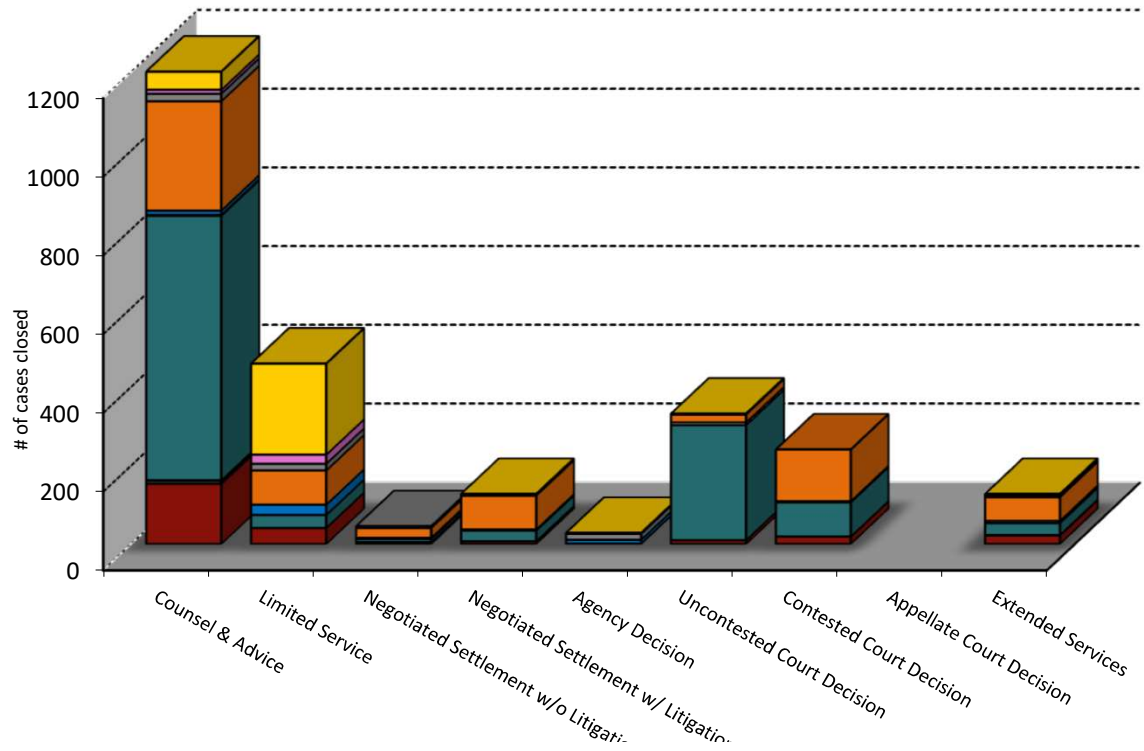


Roanoke Office:

Trends in Services Provided

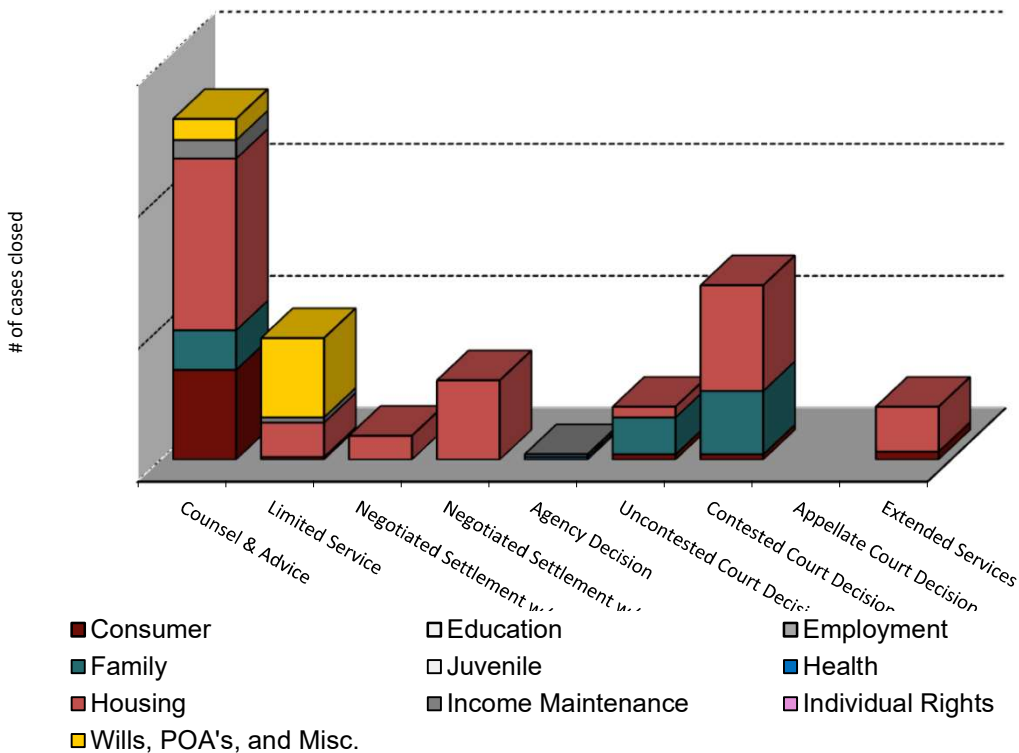


Types of Legal Problem Closed by Level of Service in 2022

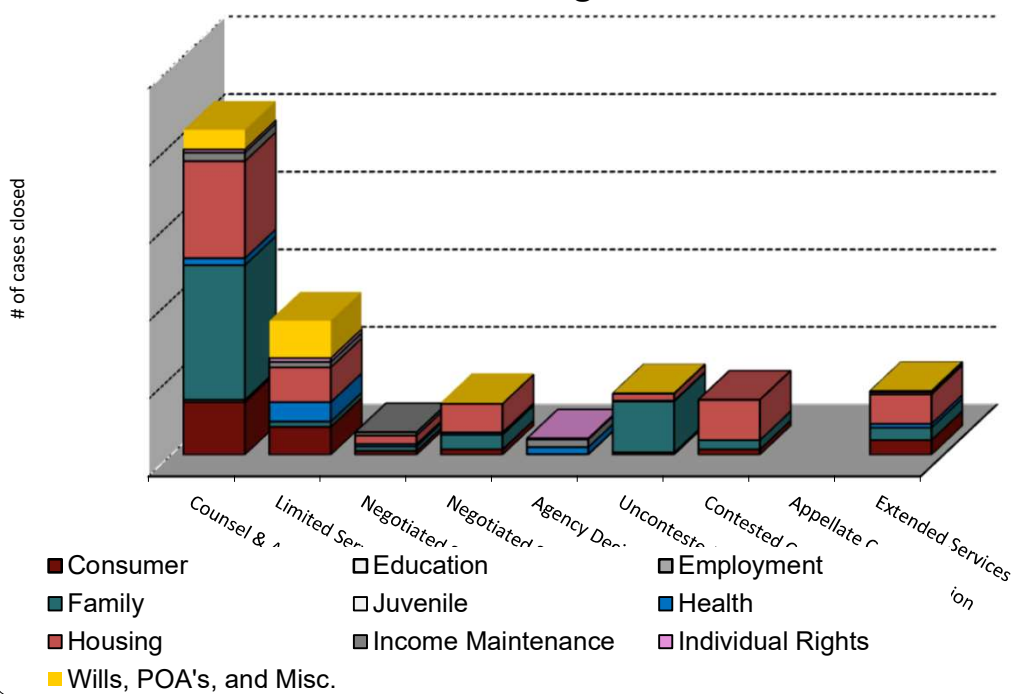


- Consumer
- Employment
- Juvenile
- Housing
- Individual Rights
- Education
- Family
- Health
- Income Maintenance
- Wills, POA's, and Misc.

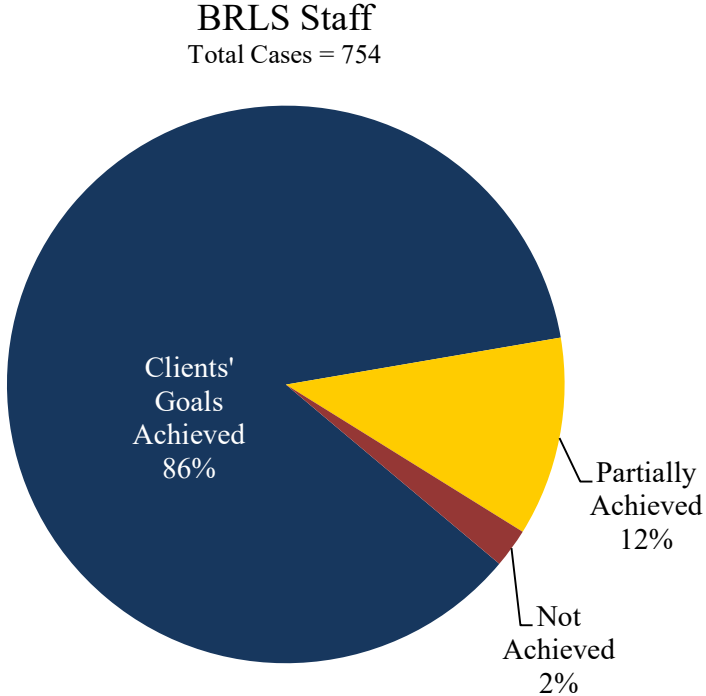
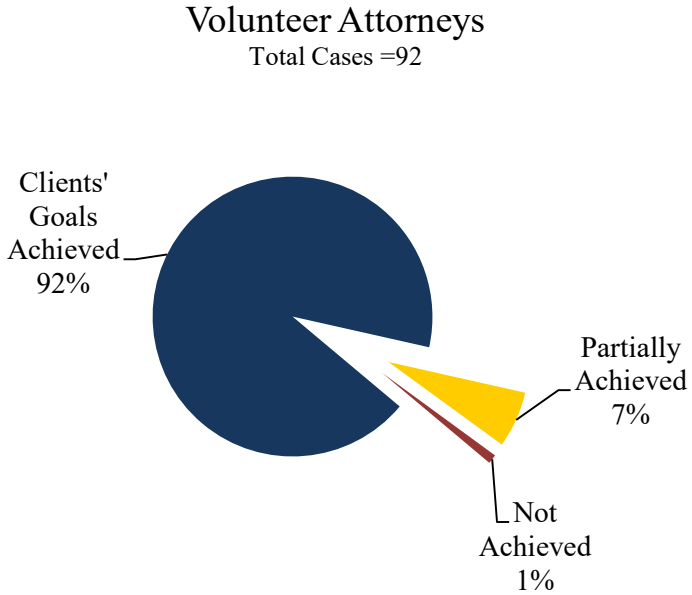
Types of Legal Problem by Level of Service Winchester office 2022



Types of Legal Problem by Level of Service Harrisonburg office 2022



Success Rates in Cases Involving On-Going Representation* 2022



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