

BLUE RIDGE
LEGAL SERVICES, INC.

STATISTICAL CASE SERVICES

AND

OUTCOMES REPORT

FOR

2024

BRLS 2024 Case Outcome Measurement Highlights

Benefit Achieved	Number of Cases	Amount of Lump Sum Recovery	Amount of Monthly Recovery	Amount Avoided	Amount Avoided Monthly	# of People Helped
Debtor Relief and Consumer Issues						
Obtained federal bankruptcy protection	21	\$11,770.18	\$0.00	\$689,490.01	\$0.00	73
Stopped/reduced debt collection	29	\$717.42	\$0.00	\$240,307.02	\$0.00	64
Avoided/reduced/ended deficiency judgment	4	\$0.00	\$0.00	\$11,381.98	\$0.00	10
Avoided/ended garnishment/levy	22	\$41,779.82	\$0.00	\$83,734.71	\$0.00	78
Overcame unfair/illegal sales contracts	1	\$0.00	\$0.00	\$0.00	\$0.00	2
Enforced sales contracts/warranties	1	\$750.00	\$0.00	\$0.00	\$0.00	1
Obtained insurance benefits (not health/disability)	1	\$0.00	\$0.00	\$9,730.00	\$0.00	4
Overcame predatory lending practices	1	\$112,889.19	\$0.00	\$0.00	\$0.00	2
Avoided/delayed utility termination	1	\$0.00	\$0.00	\$0.00	\$0.00	3
Secured utility services	1	\$0.00	\$0.00	\$0.00	\$0.00	1
Obtained advice and counsel - Consumer matter	225	\$450.00	\$0.00	\$0.00	\$0.00	456
Obtained non-litigation advocacy - Consumer matter	10	\$0.00	\$0.00	\$2,318.77	\$0.00	21
Obtained other benefit - Consumer matter	3	\$10,666.23	\$0.00	\$0.00	\$0.00	5
unsuccessful representation - Consumer matter	2	\$0.00	\$0.00	\$0.00	\$0.00	3
Family-Related Issues						
Obtained guardianship/adoption of dependent children	2	\$0.00	\$0.00	\$0.00	\$0.00	7
Obtained/maintained custody of children	49	\$4,456.38	\$1,581.73	\$0.00	\$0.00	175
Obtained/preserved right to visitation	13	\$0.00	\$526.63	\$0.00	\$500.00	43
Obtained family reunification	1	\$0.00	\$0.00	\$0.00	\$0.00	5
Obtained divorce/annulment	280	\$44,136.00	\$200.00	\$0.00	\$0.00	703
Obtained asst negotiating separation/ppty settlement	33	\$160,608.01	\$600.00	\$20,000.00	\$0.00	77
Obtained equitable distribution of marital property	5	\$102,161.08	\$0.00	\$0.00	\$0.00	9
Obtained guardianship/conservatorship	23	\$0.00	\$0.00	\$0.00	\$0.00	66
Obtained advice/counsel on guardianship/POA	14	\$0.00	\$0.00	\$0.00	\$0.00	36
Obtained name change	91	\$0.00	\$0.00	\$0.00	\$0.00	246
Obtained protection from domestic violence	36	\$0.00	\$0.00	\$0.00	\$0.00	93
Obtained assistance with safety planning	1	\$0.00	\$0.00	\$0.00	\$0.00	1
Obtained protection from adult abuse/neglect	1	\$0.00	\$0.00	\$0.00	\$0.00	1
Obtained/preserved/increased child support	20	\$27,268.23	\$17,084.86	\$0.00	\$0.00	56
Obtained downward modification of child support	4	\$0.00	\$526.63	\$538.00	\$0.00	12
Obtained/preserved/increased spousal support	11	\$38,370.00	\$7,874.40	\$0.00	\$0.00	29
Obtained downward modification of spousal support	2	\$0.00	\$0.00	\$0.00	\$0.00	6
Obtained Guardian Ad Litem svcs in Family matter	6	\$0.00	\$0.00	\$0.00	\$0.00	7
Obtained advice and counsel - Family matter	686	\$0.00	\$0.00	\$0.00	\$0.00	1756
Obtained non-litigation advocacy - Family matter	3	\$0.00	\$0.00	\$0.00	\$0.00	5
Obtained other benefit - Family matter	8	\$0.00	\$0.00	\$0.00	\$0.00	16
Unsuccessful representation - Family matter	7	\$0.00	\$0.00	\$0.00	\$0.00	18

Access to Health Care Issues						
Obtained/preserved/increased Medicaid benefits	16	\$14,621.50	\$0.00	\$0.00	\$2,021.10	23
Obtained assistance w/ Medicaid planning	1	\$131,160.11	\$0.00	\$0.00	\$0.00	1
Obtained/preserved/increased individual access to healthcare	1	\$0.00	\$0.00	\$0.00	\$0.00	1
Prevented abuse/premtr discharge/assured quality	2	\$0.00	\$0.00	\$0.00	\$0.00	3
Obtained advice and counsel - Health matter	23	\$0.00	\$0.00	\$0.00	\$175.00	41
Obtained non-litigation advocacy - Health matter	1	\$0.00	\$0.00	\$0.00	\$0.00	2
Obtained referral - Health matter	1	\$0.00	\$0.00	\$0.00	\$0.00	3
Unsuccessful representation - Health matter	2	\$0.00	\$0.00	\$0.00	\$0.00	2
Housing Issues						
Prevented eviction from subsidized housing	34	\$1,733.00	\$1,622.00	\$4,856.61	\$1,671.00	71
Prevented eviction from public housing	1	\$0.00	\$0.00	\$0.00	\$0.00	1
Obtained or retained housing voucher	7	\$0.00	\$2,435.00	\$2,865.00	\$0.00	13
Avoided foreclosure/loss of home	5	\$4,792.49	\$0.00	\$0.00	\$0.00	7
Prevented eviction from private housing	104	\$5,525.00	\$3,400.00	\$227,656.54	\$0.00	277
Obtained rent relief assistance	2	\$2,970.62	\$0.00	\$0.00	\$0.00	5
Prevented/reversed/redressed unlawful exclusion from housing by LL	6	\$5,060.00	\$0.00	\$0.00	\$0.00	16
Avoided/obtained redress for illegal/unfair LL	31	\$4,027.00	\$0.00	\$47,876.16	\$1,800.00	85
Overcame denial of tenant's rights under lease	11	\$1,202.00	\$0.00	\$1,300.00	\$0.00	30
Enforced rights to decent, habitable housing	4	\$0.00	\$0.00	\$0.00	\$0.00	12
Preserved/restored access to personal ppty	2	\$0.00	\$0.00	\$0.00	\$0.00	4
Obtained repairs/improved housing conditions	11	\$1,210.22	\$0.00	\$1,000.00	\$0.00	29
Obtained a reasonable accommodation from landlord	7	\$0.00	\$0.00	\$0.00	\$0.00	10
Delayed eviction/provided time to seek alternative hsg	53	\$8,388.45	\$0.00	\$49,948.56	\$0.00	114
Obtained expungement of unlawful detainer	88	\$0.00	\$0.00	\$0.00	\$0.00	225
Obtained access to housing	3	\$0.00	\$0.00	\$772.72	\$0.00	3
Overcame/obtained redress for discrimination	1	\$0.00	\$0.00	\$0.00	\$0.00	4
Obtained advice and counsel - Housing matter	295	\$0.00	\$0.00	\$0.00	\$0.00	621
Obtained non-litigation advocacy - Housing matter	16	\$0.00	\$0.00	\$0.00	\$0.00	30
Obtained referral - Housing matter	1	\$0.00	\$0.00	\$0.00	\$0.00	1
Obtained other benefit - Housing matter	20	\$36,607.00	\$0.00	\$35,901.48	\$0.00	51
Unsuccessful representation - Housing matter	11	\$0.00	\$0.00	\$0.00	\$0.00	19
Public Benefit Issues						
Obtained/preserved/increased pub asst/TANF/other	1	\$604.72	\$0.00	\$0.00	\$0.00	2
Obtained/preserved/increased food stamps eligibility	1	\$0.00	\$135.00	\$0.00	\$0.00	1
Obtained/preserved/increased SSD benefit/right	1	\$15,317.00	\$901.00	\$0.00	\$0.00	1
Obtained/preserved/increased SSI benefit/right	6	\$18,533.34	\$3,315.00	\$0.00	\$0.00	15
Obtained/preserved/increased unemployment ins	6	\$11,668.00	\$0.00	\$22,500.00	\$0.00	13
Obtained advice and counsel on Income Maint matter	27	\$0.00	\$0.00	\$81.40	\$0.00	43
Obtained non-litigation advocacy - Income Maint matter	3	\$5,308.00	\$0.00	\$0.00	\$0.00	7
Obtained referral - Income Maint matter	1	\$0.00	\$0.00	\$0.00	\$0.00	2
Obtained other benefit - Income Maint matter	4	\$0.00	\$0.00	\$0.00	\$0.00	13
Unsuccessful representation - Income Maint matter	4	\$0.00	\$0.00	\$0.00	\$0.00	10

Miscellaneous Issues						
Obtained advice and counsel - Employment matter	2	\$0.00	\$0.00	\$0.00	\$0.00	3
Secured dismissal of CHINS charges	1	\$0.00	\$0.00	\$0.00	\$0.00	1
Obtained other benefit - Juvenile matter	6	\$0.00	\$0.00	\$0.00	\$0.00	6
Avoided deportation/obtained legal status	1	\$0.00	\$0.00	\$0.00	\$0.00	3
Obtained adjustment of legal status	1	\$0.00	\$0.00	\$0.00	\$0.00	3
Obtained advice and counsel - Immigration matter	6	\$0.00	\$0.00	\$0.00	\$0.00	16
Obtained non-litigation advocacy - Immigration matter	4	\$0.00	\$0.00	\$0.00	\$0.00	10
Obtained advice and counsel - Disability matter	1	\$0.00	\$0.00	\$0.00	\$0.00	1
Obtained advice and counsel - Individual Rights matter	4	\$0.00	\$0.00	\$0.00	\$0.00	7
Unsuccessful representation - Individual Rights matter	3	\$0.00	\$0.00	\$0.00	\$0.00	3
Overcame revocation/restriction of driver's license	1	\$0.00	\$0.00	\$0.00	\$0.00	3
Obtained a will	122	\$0.00	\$0.00	\$0.00	\$0.00	180
Obtained a living will/health proxy/POA	191	\$0.00	\$0.00	\$0.00	\$0.00	239
Obtained advice and counsel - Wills/Estates matter	36	\$0.00	\$0.00	\$0.00	\$0.00	54
Obtained benefit - none of the above (Specify)	3	\$750.00	\$0.00	\$0.00	\$0.00	5
Assisted w/ collection of judgment	1	\$3,522.00	\$0.00	\$0.00	\$0.00	6
Obtained issuance of or a change to birth certificate or other vital records	18	\$0.00	\$0.00	\$0.00	\$0.00	19
TOTAL	2833	\$829,022.99	\$40,202.25	\$1,452,258.96	\$6,167.10	6460
Summary						

In the 868 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:

- 2833 outcomes
- for 2623 clients
- that benefited 6460 low-income people,
- including affirmative lump sum recoveries of \$829,023;
- affirmative monthly recoveries of \$40,202;
- avoidance of \$1,452,259 in lump sum debts or damages; and
- avoidance of \$6,167 in monthly obligations.

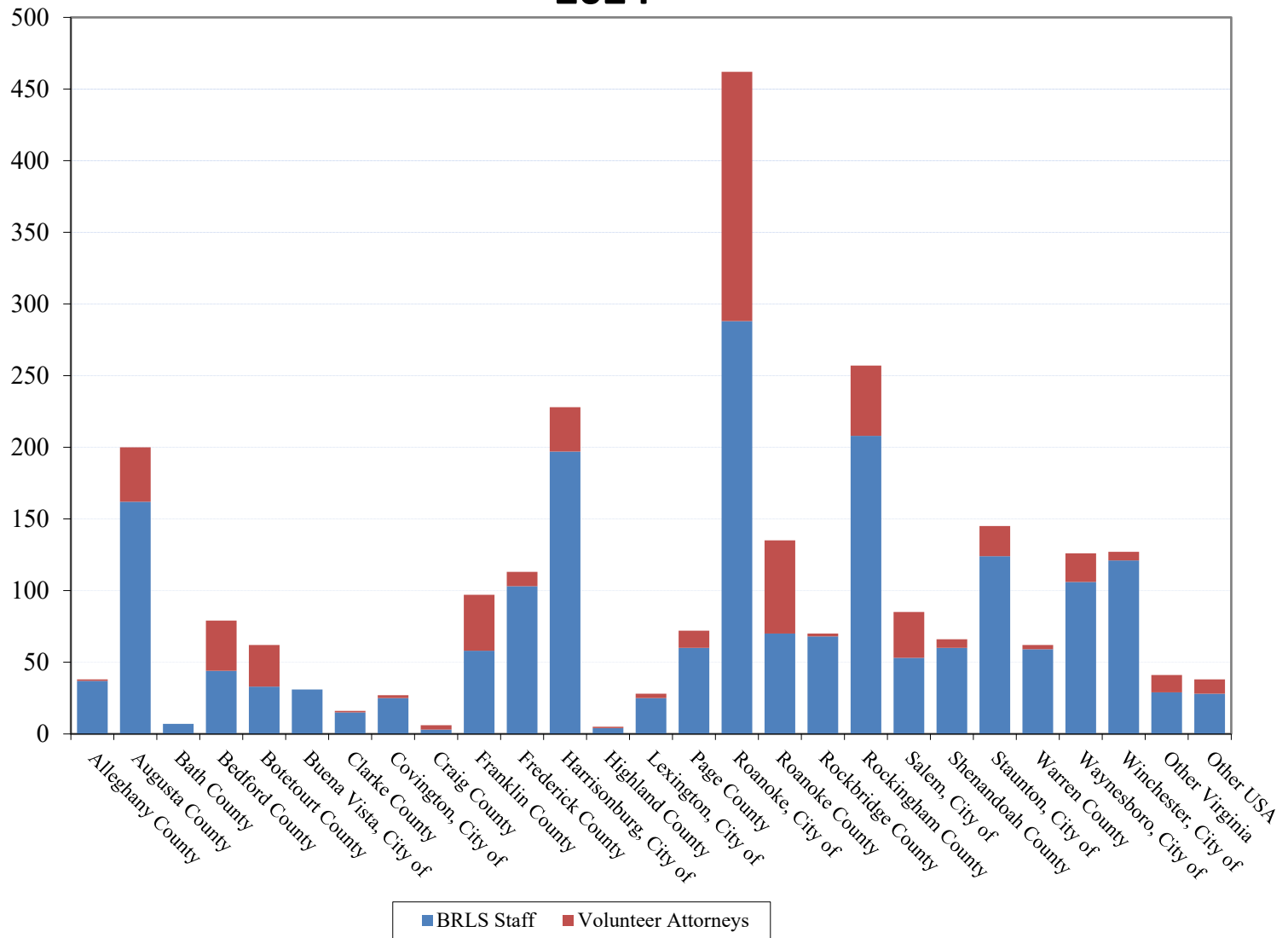
Total BRLS Cases Closed Annually 2004-2024



Cases Closed By Locality - 2024

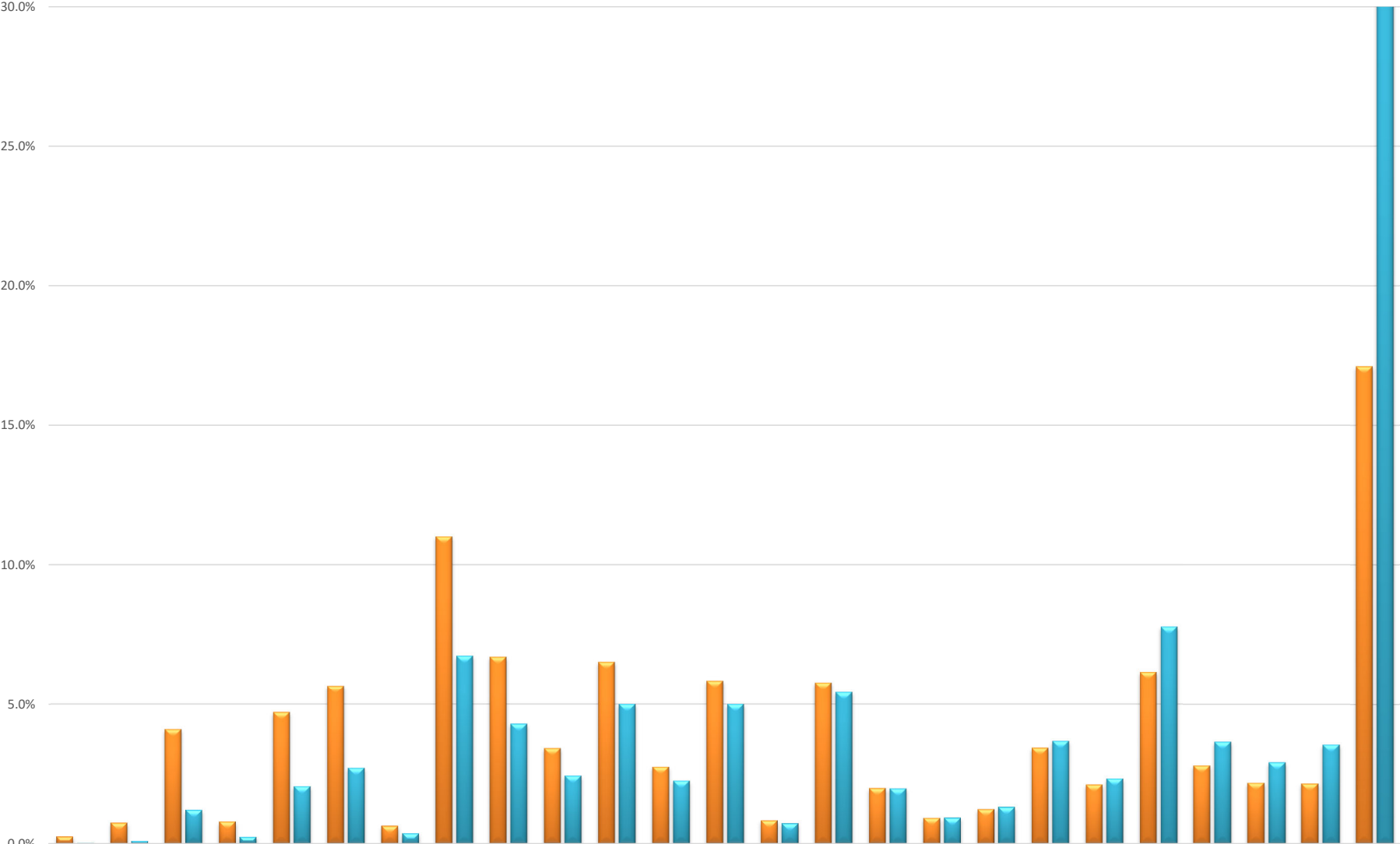
Locality	BRLS Staff	Volunteer Attorneys	Totals
Alleghany County	37	1	38
Augusta County	162	38	200
Bath County	7	0	7
Bedford County	44	35	79
Botetourt County	33	29	62
Buena Vista, City of	31	0	31
Clarke County	15	1	16
Covington, City of	25	2	27
Craig County	3	3	6
Franklin County	58	39	97
Frederick County	103	10	113
Harrisonburg, City of	197	31	228
Highland County	4	1	5
Lexington, City of	25	3	28
Page County	60	12	72
Roanoke, City of	288	174	462
Roanoke County	70	65	135
Rockbridge County	68	2	70
Rockingham County	208	49	257
Salem, City of	53	32	85
Shenandoah County	60	6	66
Staunton, City of	124	21	145
Warren County	59	3	62
Waynesboro, City of	106	20	126
Winchester, City of	121	6	127
Other Virginia	29	12	41
Other USA	<u>28</u>	<u>10</u>	<u>38</u>
TOTALS	2018	605	2623

Cases Closed by Locality 2024



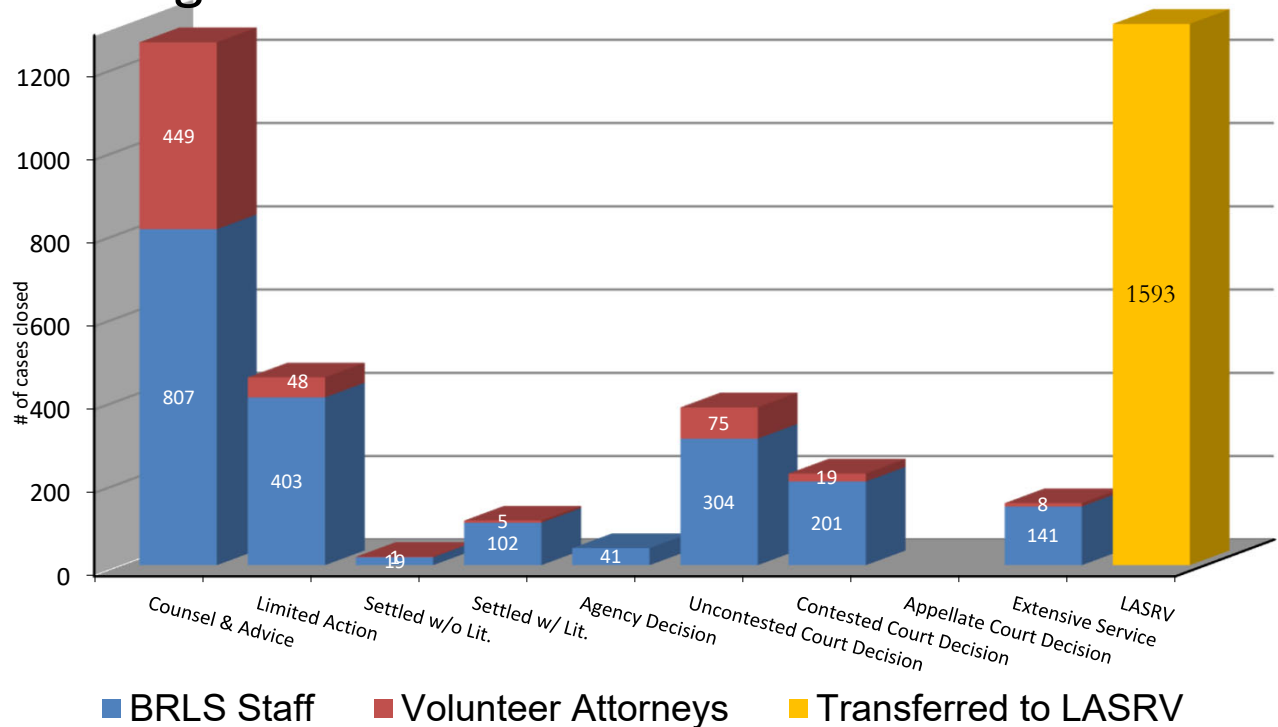
Distribution of Services by BRLS and LASRV Combined
Compared to Poverty Population in 2024

% of Total Service Area

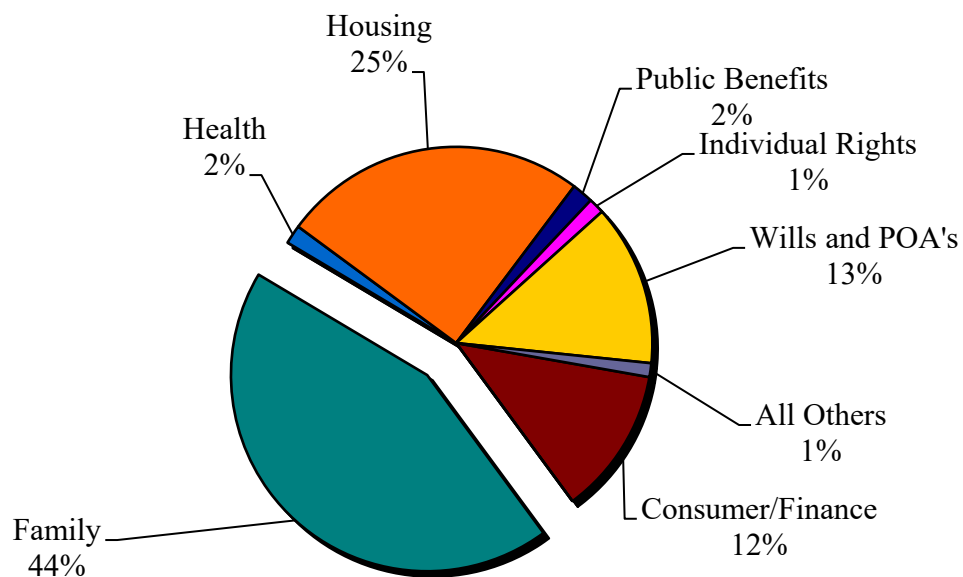


■ Poverty Population ■ % of Cases Closed

Types of Services Rendered Programwide - 2024



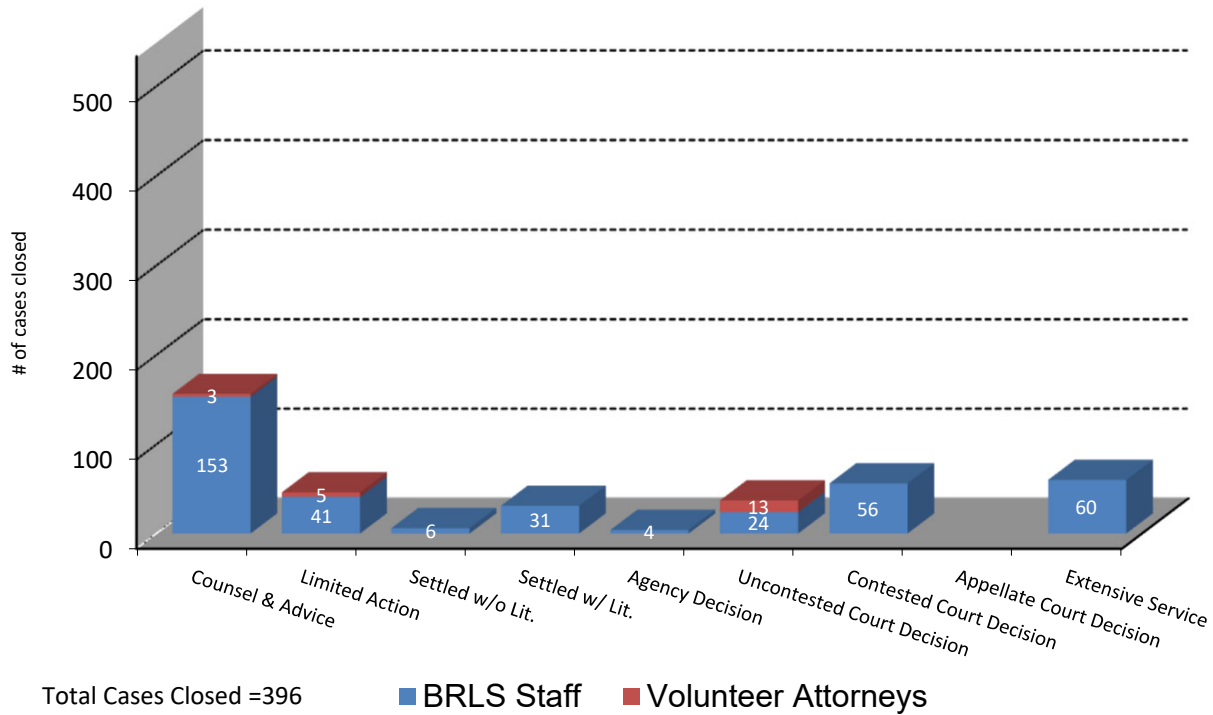
Cases Closed by Legal Problem Programwide 2024



Total Cases Closed = 2623

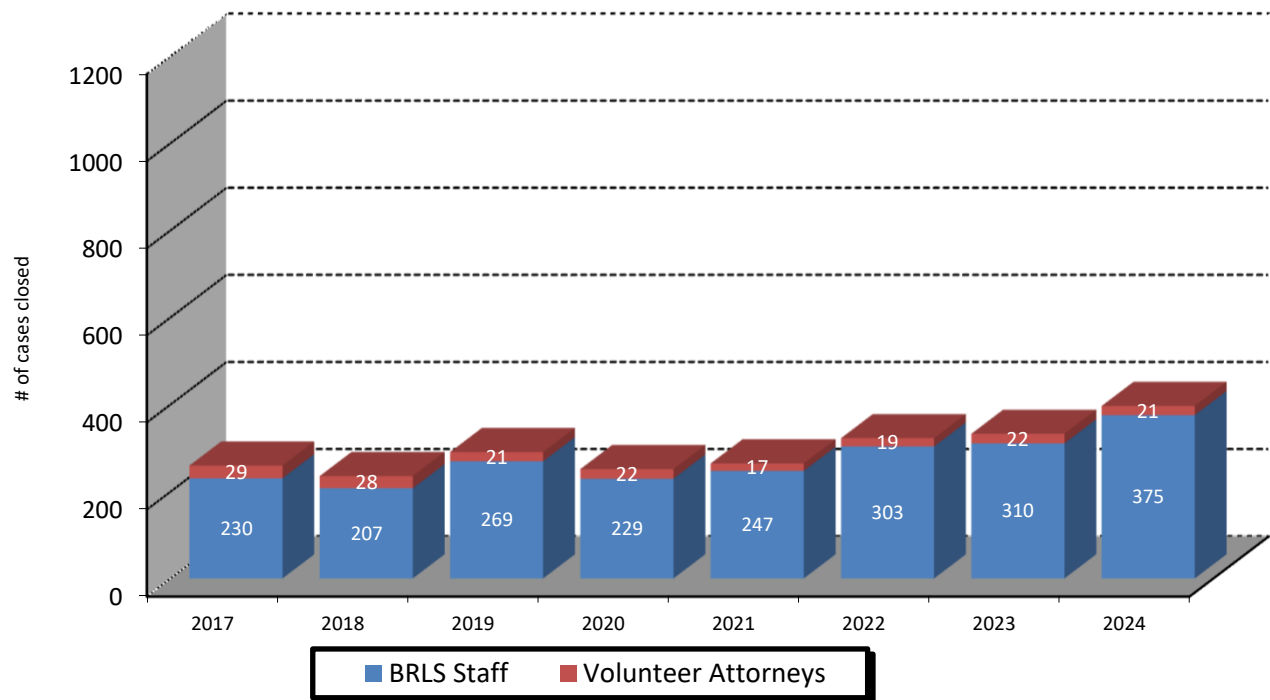
Winchester Office: Types of Services

2024

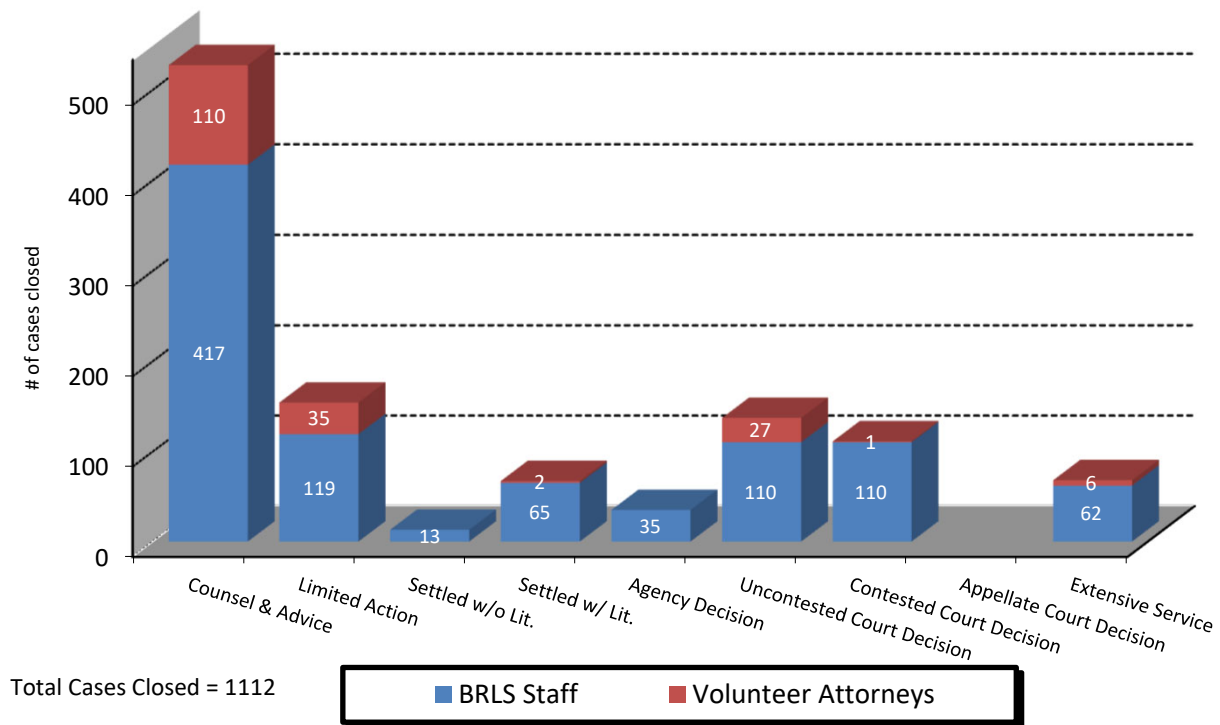


Winchester Office:

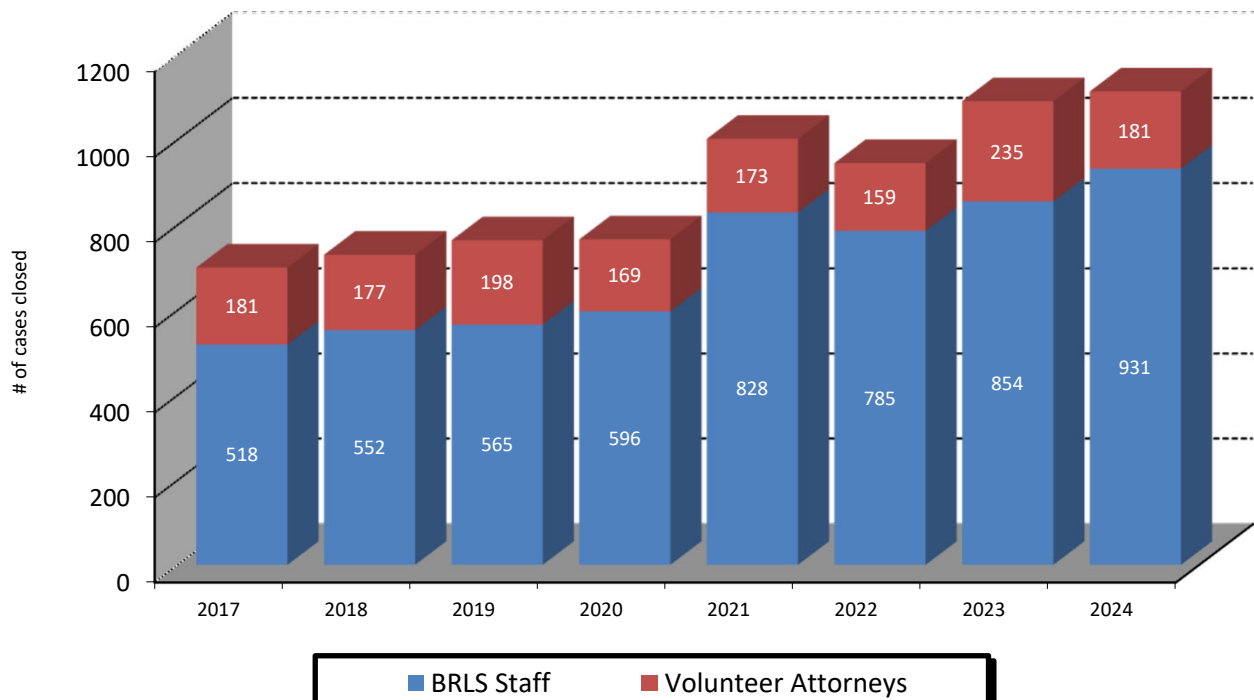
Trends in Services Provided



Harrisonburg Office: Types of Services 2024

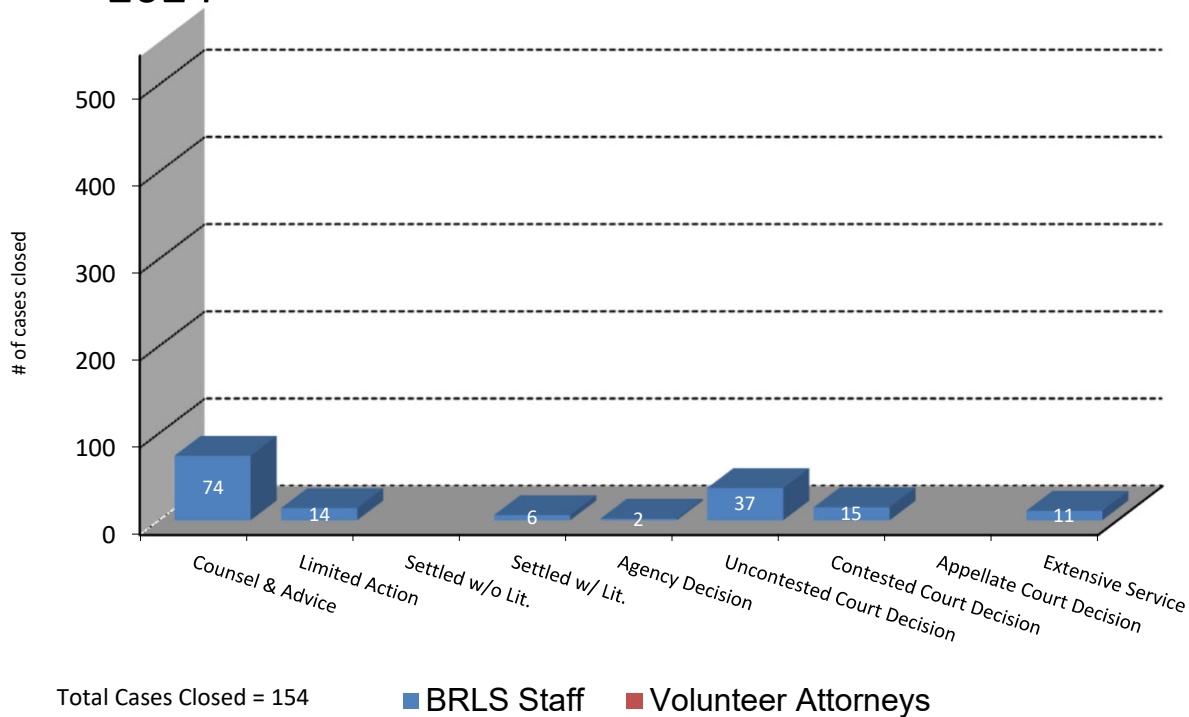


Harrisonburg Office: Trends in Services Provided



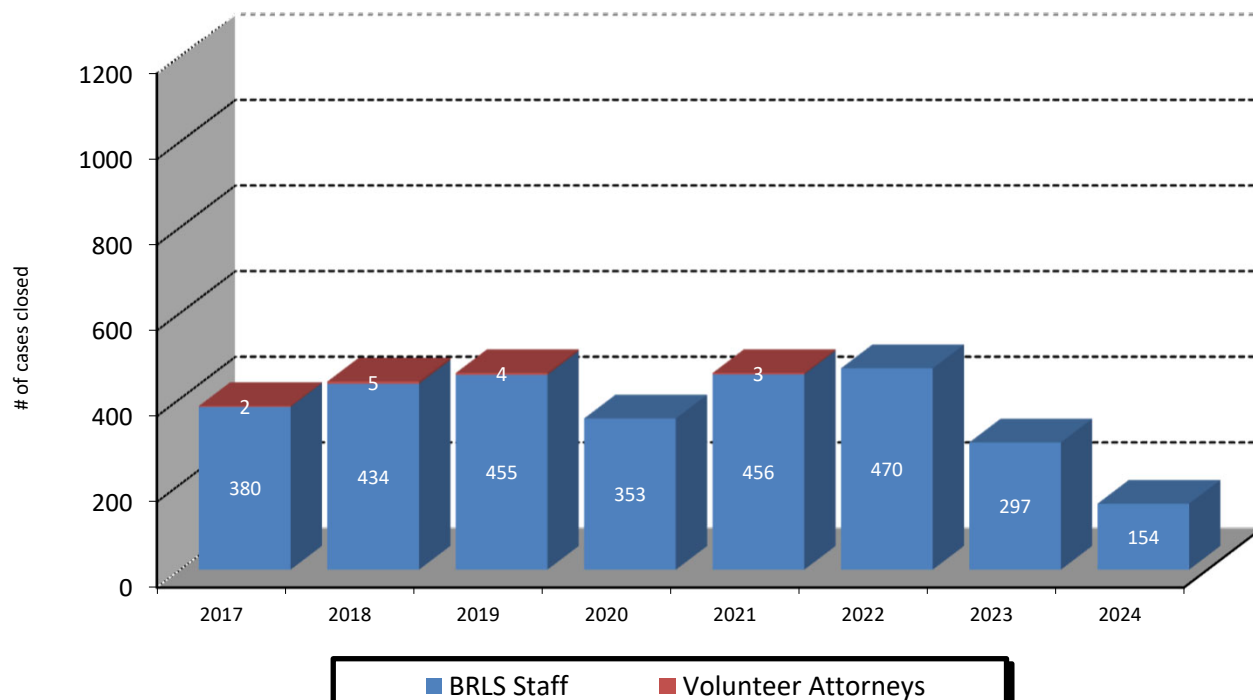
Lexington Office: Types of Services

2024



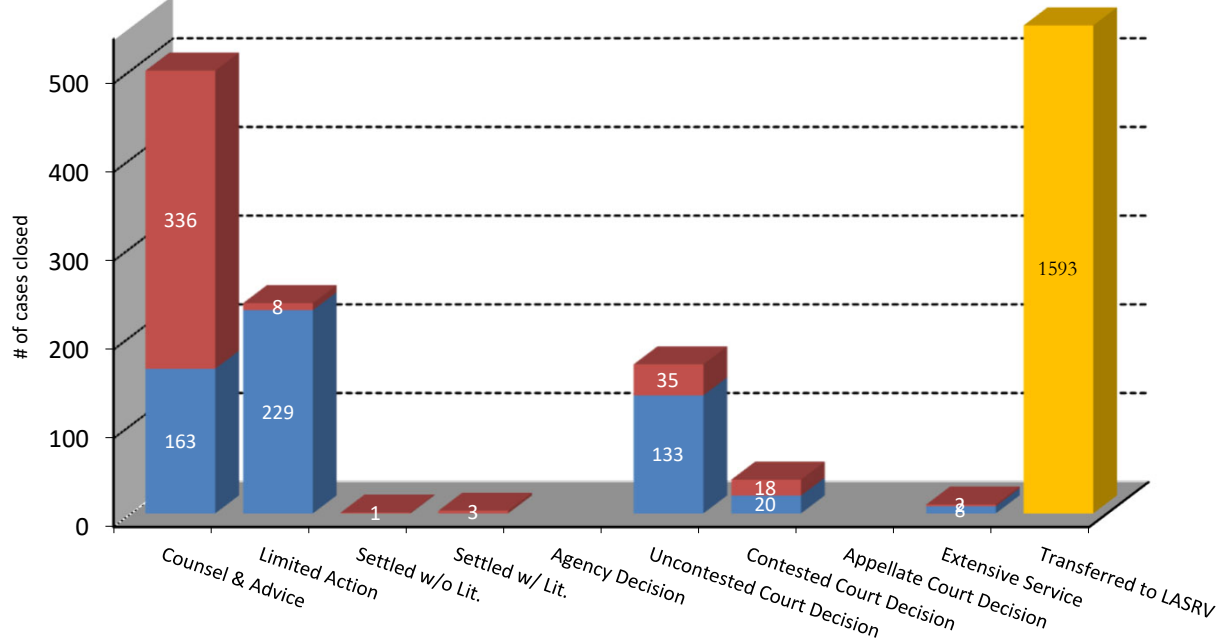
Lexington Office:

Trends in Services Provided



Roanoke Office: Types of Services

2024

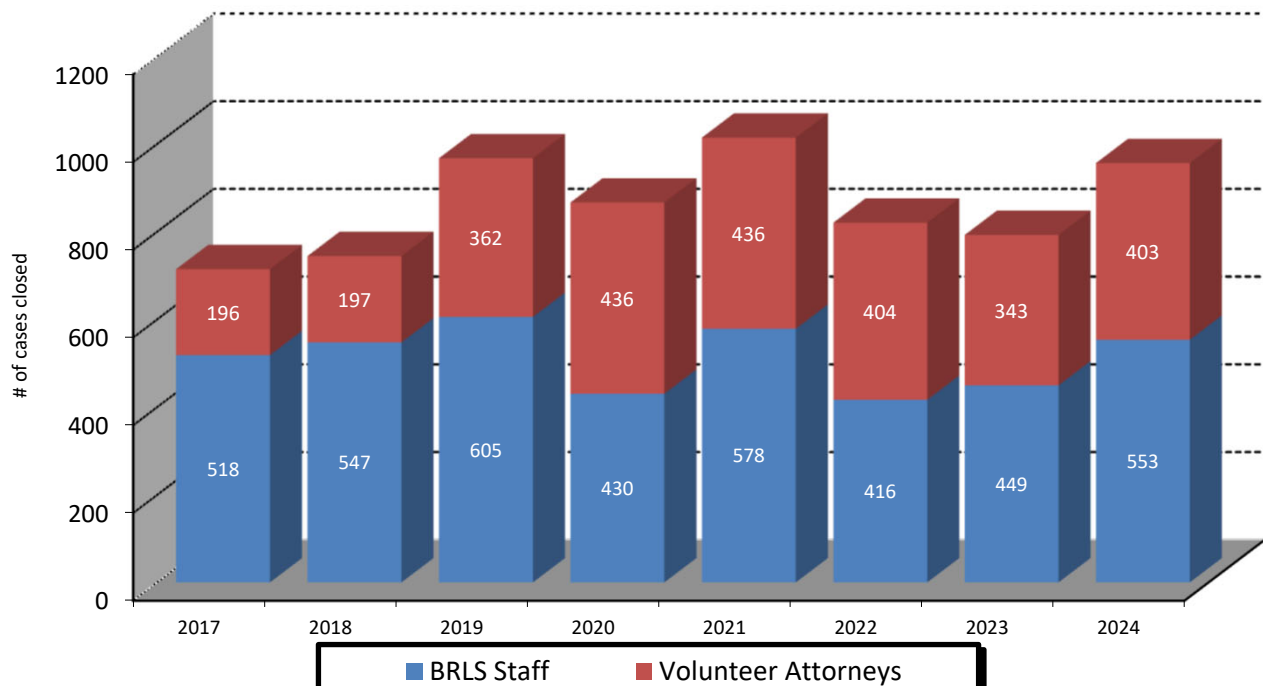


Total Cases Closed = 956
(Doesn't include transfers to LASRV.)

■ BRLS Staff ■ Volunteer Attorneys ■ LASRV

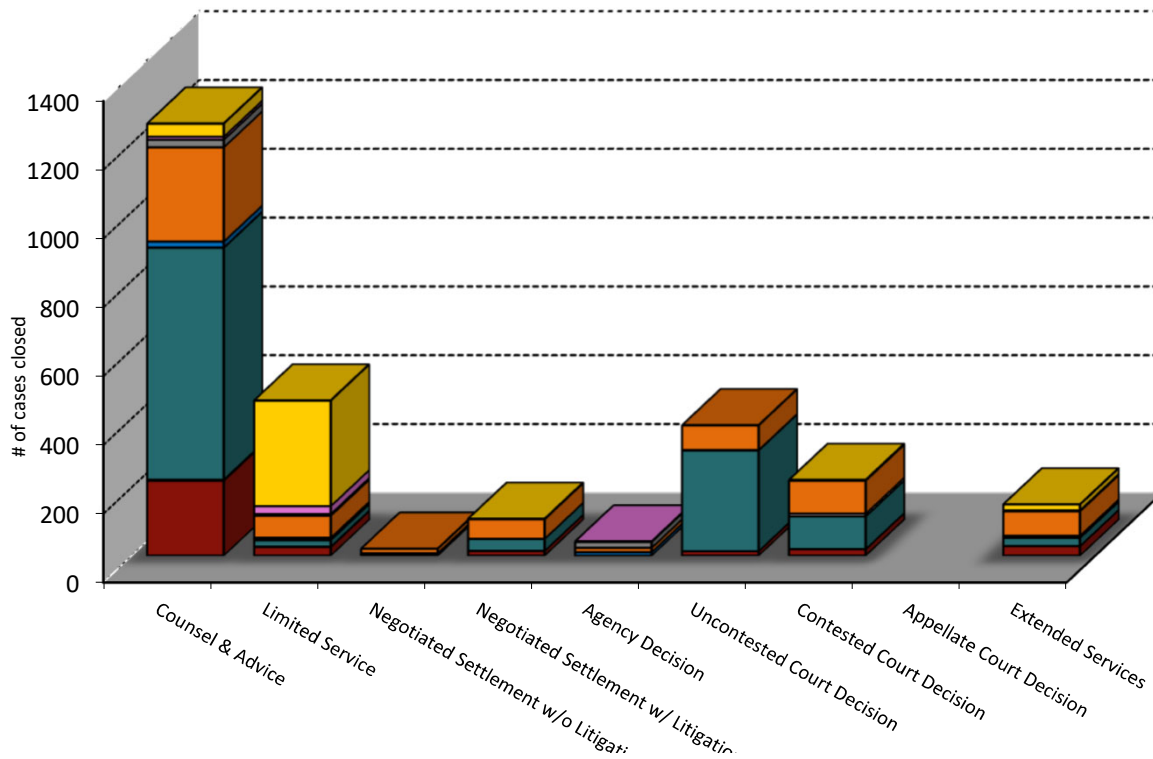
Roanoke Office:

Trends in Services Provided



■ BRLS Staff ■ Volunteer Attorneys

Types of Legal Problem Closed by Level of Service in 2024



■ Consumer

□ Education

■ Employment

■ Family

□ Juvenile

■ Health

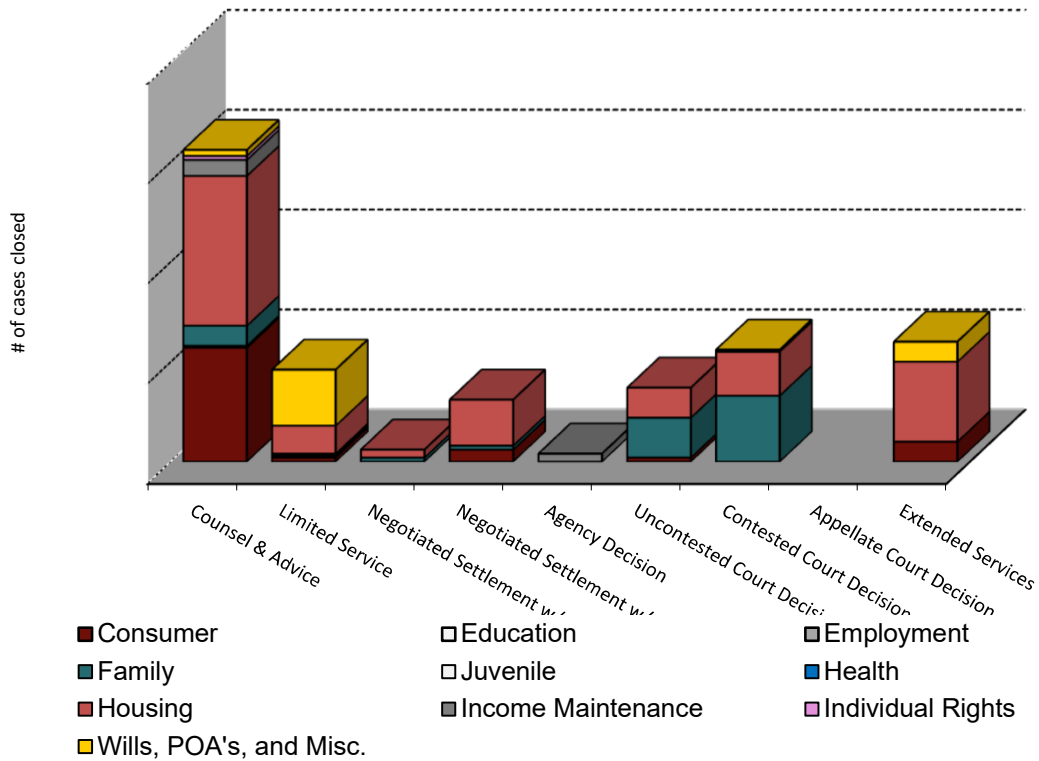
■ Housing

■ Income Maintenance

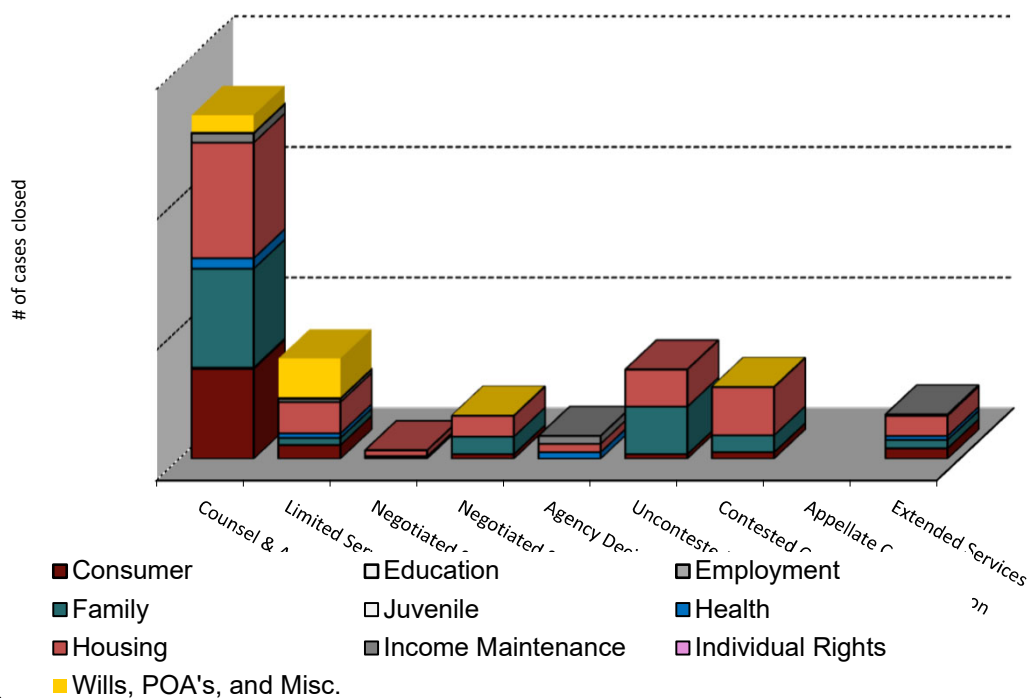
■ Individual Rights

■ Wills, POA's, and Misc.

Types of Legal Problem by Level of Service Winchester office 2024



Types of Legal Problem by Level of Service Harrisonburg office 2024



of cases closed

Disposition

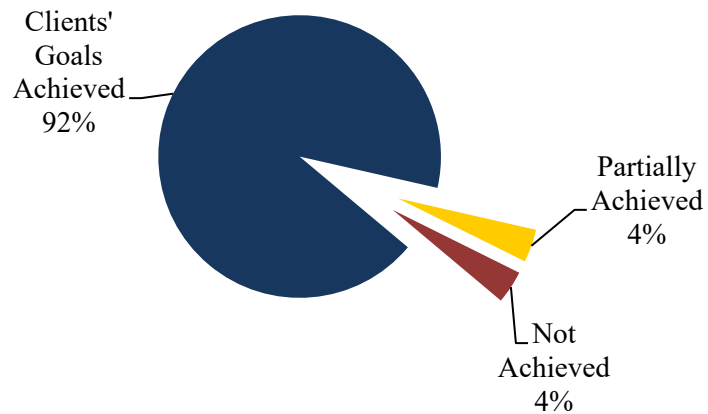
Subject Area

Disposition	Consumer	Family	Housing	Education	Juvenile	Employment	Wills, POA's, and Misc.	Income Maintenance	Individual Rights
Counsel & Advice	15	55	25	0	0	0	0	0	10
Limited Service	5	10	5	0	0	0	15	0	5
Negotiated Settlement	5	5	5	0	0	0	0	0	0
Agency Decision	0	0	0	0	0	0	0	0	0
Uncontested Court Decision	0	55	0	0	0	0	0	0	0
Contested Court Decision	0	15	0	0	15	0	0	0	0
Appellate Court Decision	0	0	0	0	0	0	0	0	0
Extended Services	0	5	0	0	0	0	15	0	0

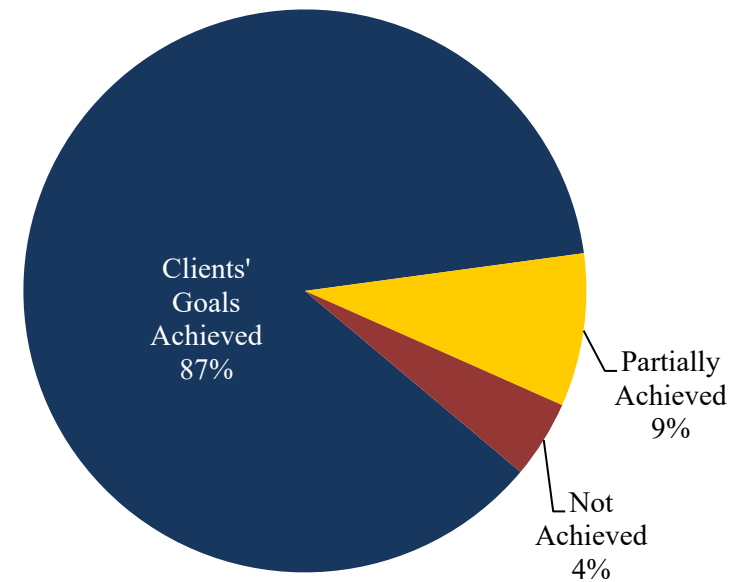
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Success Rates in Cases Involving On-Going Representation* 2024

Volunteer Attorneys
Total Cases = 106



BRLS Staff
Total Cases = 762



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