

BLUE RIDGE
LEGAL SERVICES, INC.

STATISTICAL CASE SERVICES

AND

OUTCOMES REPORT

FOR

2025

BRLS 2025 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	16	\$7,513.71	\$0.00	\$339,687.55	\$0.00	100
Stopped/reduced debt collection	46	\$1,976.62	\$0.00	\$178,102.98	\$0.00	125
Avoided/reduced/ended deficiency judgment	8	\$0.00	\$0.00	\$48,806.45	\$0.00	21
Avoided/ended garnishment/levy	26	\$57,010.87	\$0.00	\$221,113.83	\$280.00	138
Overcame unfair/illegal sales contracts	1	\$6,000.00	\$0.00	\$0.00	\$0.00	1
Enforced sales contracts/warranties	2	\$16,527.00	\$0.00	\$3,000.00	\$0.00	6
Secured utility services	1	\$0.00	\$0.00	\$0.00	\$0.00	1
Overcame fraudulent sales practices	1	\$2,000.00	\$0.00	\$0.00	\$0.00	2
Obtained asst w/ tax issues	1	\$0.00	\$0.00	\$0.00	\$0.00	6
Obtained advice and counsel - Consumer matter	248	\$0.00	\$0.00	\$13,457.00	\$0.00	533
Obtained non-litigation advocacy - Consumer matter	10	\$56.65	\$0.00	\$10,785.75	\$0.00	13
Obtained other benefit - Consumer matter	3	\$0.00	\$0.00	\$0.00	\$0.00	3
unsuccessful representation - Consumer matter	1	\$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	50	\$0.00	\$0.00	\$0.00	\$0.00	156
Obtained/preserved right to visitation	5	\$0.00	\$0.00	\$0.00	\$0.00	16
Obtained family reunification	1	\$0.00	\$0.00	\$0.00	\$0.00	3
Obtained divorce/annulment	207	\$0.00	\$0.00	\$0.00	\$0.00	526
Obtained asst negotiating separation/ppty settlement	12	\$57,070.00	\$0.00	\$0.00	\$0.00	32
Obtained asst enforcing separation/ppty settlement	2	\$1,345.00	\$200.00	\$0.00	\$0.00	3
Obtained equitable distribution of marital property	4	\$0.00	\$0.00	\$0.00	\$0.00	11
Obtained guardianship/conservatorship	20	\$0.00	\$0.00	\$0.00	\$0.00	51
Prevented guardianship/conservatorship	2	\$0.00	\$0.00	\$0.00	\$0.00	5
Obtained advice/counsel on guardianship/POA	13	\$0.00	\$0.00	\$0.00	\$0.00	35
Obtained name change	63	\$0.00	\$0.00	\$0.00	\$0.00	170
Obtained protection from domestic violence	15	\$0.00	\$0.00	\$0.00	\$0.00	39
Obtained assistance with safety planning	2	\$0.00	\$0.00	\$0.00	\$0.00	2
Obtained/preserved/increased child support	11	\$8,149.97	\$5,458.37	\$0.00	\$0.00	33
Obtained downward modification of child support	1	\$0.00	\$0.00	\$0.00	\$0.00	3
Obtained/preserved/increased spousal support	4	\$31,085.00	\$900.00	\$0.00	\$0.00	8
Obtained advice and counsel - Family matter	706	\$0.00	\$400.00	\$0.00	\$0.00	1904
Obtained non-litigation advocacy - Family matter	8	\$0.00	\$0.00	\$0.00	\$0.00	19
Obtained other benefit - Family matter	13	\$0.00	\$0.00	\$0.00	\$0.00	28
Unsuccessful representation - Family matter	11	\$0.00	\$0.00	\$0.00	\$0.00	15
Access to Health Care Issues						
Obtained/preserved/increased Medicaid benefits	2	\$0.00	\$1,500.00	\$0.00	\$0.00	2
Obtained assistance w/ Medicaid planning	1	\$0.00	\$0.00	\$0.00	\$0.00	1
Obtained/preserved/increased individual access to healthcare	2	\$0.00	\$0.00	\$0.00	\$0.00	2
Prevented abuse/premtr discharge/assured quality	2	\$0.00	\$0.00	\$0.00	\$0.00	2
Obtained advice and counsel - Health matter	25	\$0.00	\$0.00	\$0.00	\$0.00	42
Obtained non-litigation advocacy - Health matter	1	\$0.00	\$0.00	\$0.00	\$0.00	1

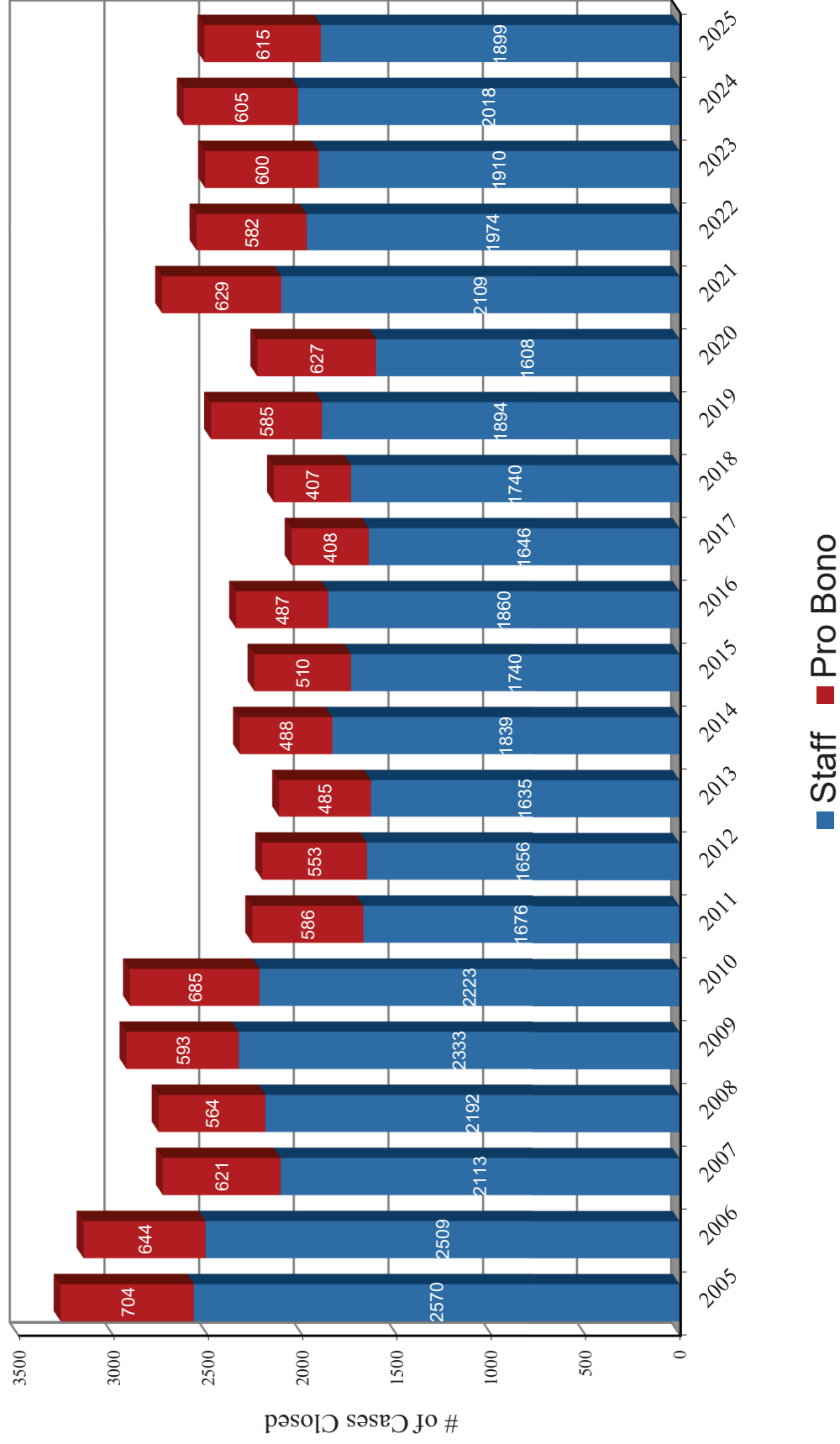
Housing Issues						
Prevented eviction from subsidized housing	22	\$334.50	\$1,380.00	\$13,547.68	\$0.00	44
Prevented eviction from public housing	3	\$0.00	\$0.00	\$0.00	\$0.00	5
Obtained or retained housing voucher	7	\$0.00	\$1,000.00	\$0.00	\$0.00	20
Prevented denial of public housing tenant's rights	1	\$0.00	\$0.00	\$0.00	\$0.00	1
Avoided foreclosure/loss of home	2	\$41,835.00	\$0.00	\$0.00	\$0.00	4
Prevented eviction from private housing	81	\$0.00	\$1,871.33	\$107,283.25	\$0.00	163
Obtained rent relief assistance	1	\$2,970.62	\$0.00	\$0.00	\$0.00	1
Prevented/reversed/redressed unlawful exclusion from housing by LL	3	\$7,900.00	\$0.00	\$0.00	\$0.00	13
Avoided/obtained redress for illegal/unfair LL	28	\$4,126.94	\$0.00	\$51,729.79	\$0.00	78
Overcame denial of tenant's rights under lease	5	\$1,500.00	\$0.00	\$0.00	\$0.00	8
Enforced rights to decent, habitable housing	3	\$0.00	\$0.00	\$0.00	\$0.00	5
Preserved/restored access to personal ppty	2	\$0.00	\$0.00	\$0.00	\$0.00	6
Obtained repairs/improved housing conditions	14	\$5,808.70	\$0.00	\$0.00	\$37.71	27
Obtained a reasonable accommodation from landlord	10	\$0.00	\$0.00	\$0.00	\$0.00	16
Delayed eviction/provided time to seek alternative hsg	36	\$417.00	\$0.00	\$1,766.00	\$0.00	97
Obtained expungement of unlawful detainer	36	\$0.00	\$0.00	\$0.00	\$0.00	125
Obtained access to housing	1	\$0.00	\$0.00	\$0.00	\$0.00	3
Obtained advice and counsel - Housing matter	299	\$99.00	\$0.00	\$4,065.48	\$0.00	621
Obtained non-litigation advocacy - Housing matter	19	\$375.00	\$0.00	\$4,747.45	\$0.00	31
Obtained other benefit - Housing matter	14	\$18,104.11	\$0.00	\$13,338.37	\$0.00	40
Unsuccessful representation - Housing matter	9	\$0.00	\$0.00	\$0.00	\$0.00	22
Public Benefit Issues						
Obtained/preserved/increased SSD benefit/right	2	\$119,904.00	\$1,608.00	\$0.00	\$0.00	2
Obtained/preserved/increased SSI benefit/right	6	\$5,520.30	\$870.30	\$8,190.00	\$1,000.00	18
Obtained/preserved/increased unemployment ins	13	\$5,431.20	\$736.66	\$37,642.00	\$0.00	34
Obtained advice and counsel on Income Maint matter	27	\$0.00	\$0.00	\$0.00	\$0.00	67
Obtained non-litigation advocacy - Income Maint matter	3	\$0.00	\$0.00	\$0.00	\$0.00	6
Obtained other benefit - Income Maint matter	2	\$0.00	\$0.00	\$0.00	\$0.00	3
Unsuccessful representation - Income Maint matter	3	\$0.00	\$0.00	\$0.00	\$0.00	12
Individual Rights Issues						
Obtained adjustment of legal status	1	\$0.00	\$0.00	\$0.00	\$0.00	4
Obtained/replaced employment auth/green card	1	\$0.00	\$0.00	\$0.00	\$0.00	4
Obtained advice and counsel - Immigration matter	3	\$0.00	\$0.00	\$0.00	\$0.00	5
Obtained non-litigation advocacy - Immigration matter	2	\$0.00	\$0.00	\$0.00	\$0.00	2
Obtained other benefit - Immigration matter	2	\$0.00	\$0.00	\$0.00	\$0.00	4
Obtained advice and counsel - Individual Rights matter	14	\$0.00	\$0.00	\$0.00	\$0.00	24
Obtained non-litigation advocacy - Individual Rights matter	3	\$0.00	\$0.00	\$0.00	\$0.00	3
Obtained other benefits - Individual Rights matter	1	\$0.00	\$0.00	\$0.00	\$0.00	1
Unsuccessful representation - Individual Rights matter	1	\$0.00	\$0.00	\$0.00	\$0.00	1

Miscellaneous Issues						
Obtained advice and counsel - Education matter	1	\$0.00	\$0.00	\$0.00	\$0.00	4
Obtained wages and/or back pay	2	\$6,000.00	\$0.00	\$0.00	\$0.00	3
Obtained advice and counsel - Juvenile matter	1	\$0.00	\$0.00	\$0.00	\$0.00	1
GROUPS: Obtained asst w/ governance issues	1	\$0.00	\$0.00	\$0.00	\$0.00	1
GROUPS: Obtained advice/brief services/referral	1	\$0.00	\$0.00	\$0.00	\$0.00	
Overcame revocation/restriction of driver's license	2	\$0.00	\$0.00	\$0.00	\$0.00	7
Obtained a will	151	\$0.00	\$0.00	\$0.00	\$0.00	226
Obtained a living will/health proxy/POA	225	\$0.00	\$0.00	\$0.00	\$0.00	310
Obtained advice and counsel - Wills/Estates matter	53	\$4,190.00	\$0.00	\$0.00	\$0.00	92
Obtained benefit - none of the above (Specify)	7	\$0.00	\$0.00	\$0.00	\$0.00	10
Assisted w/ collection of judgment	1	\$600.00	\$0.00	\$0.00	\$0.00	3
Obtained issuance of or a change to birth certificate or other vital records	17	\$0.00	\$0.00	\$0.00	\$0.00	30
Lifted household out of poverty	1	\$0.00	\$0.00	\$0.00	\$0.00	1
Obtained transfer of venue	1	\$0.00	\$0.00	\$0.00	\$0.00	2
TOTAL	2693	\$413,851.19	\$15,924.66	\$1,057,263.58	\$1,317.71	6278
Summary						

In the 678 cases involving on-going representation, we fully achieved our clients' goals in 88% of the cases, and partially achieved them in another 8%. Overall, we achieved:

- 2693 outcomes
- for 2514 clients
- that benefited 6278 low-income people,
- including affirmative lump sum recoveries of 413,851;
- affirmative monthly recoveries of \$15,925;
- avoidance of \$1,057,264 in lump sum debts or damages; and
- avoidance of \$1,318 in monthly obligations.

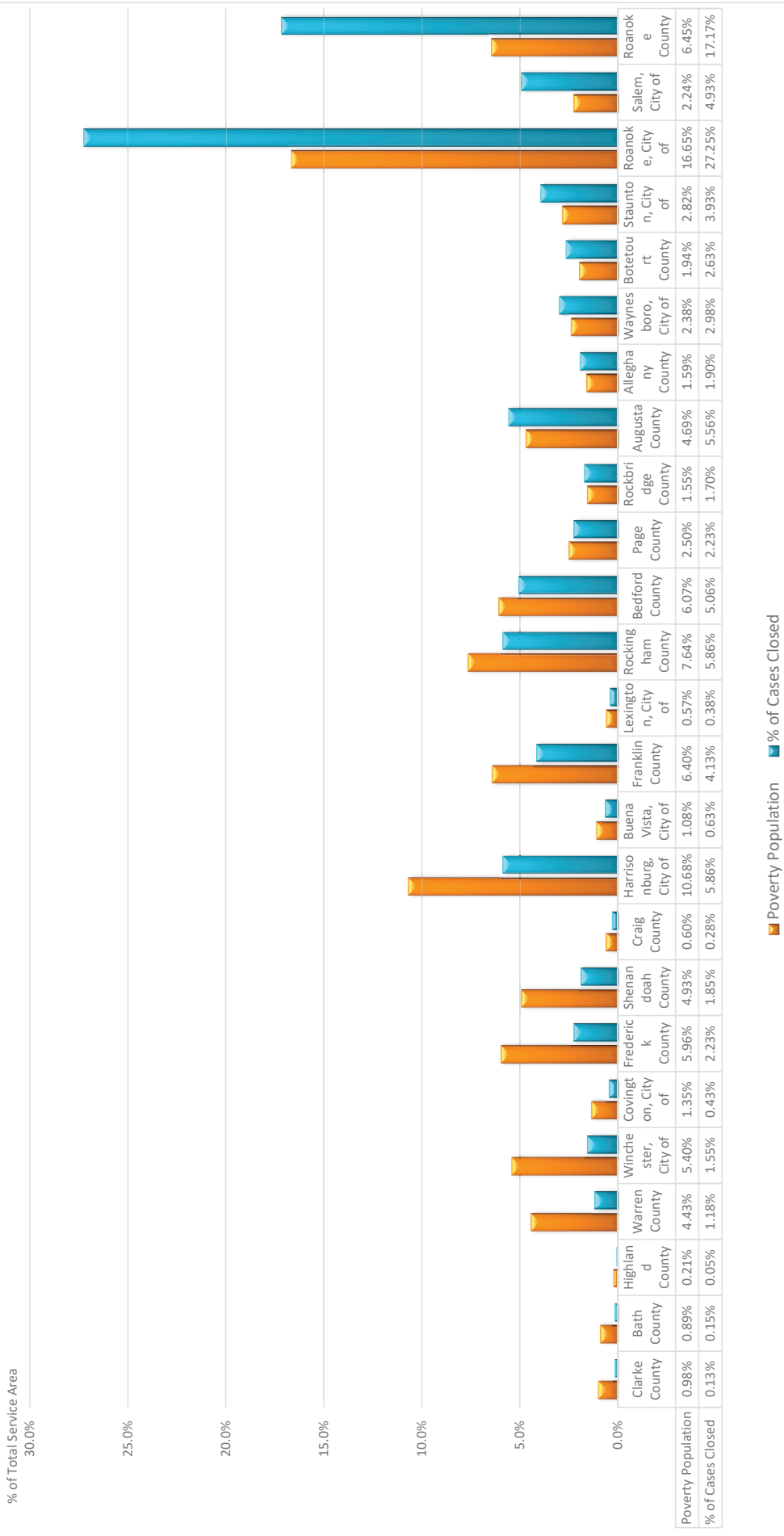
Total BRLS Cases Closed Annually 2005-2025



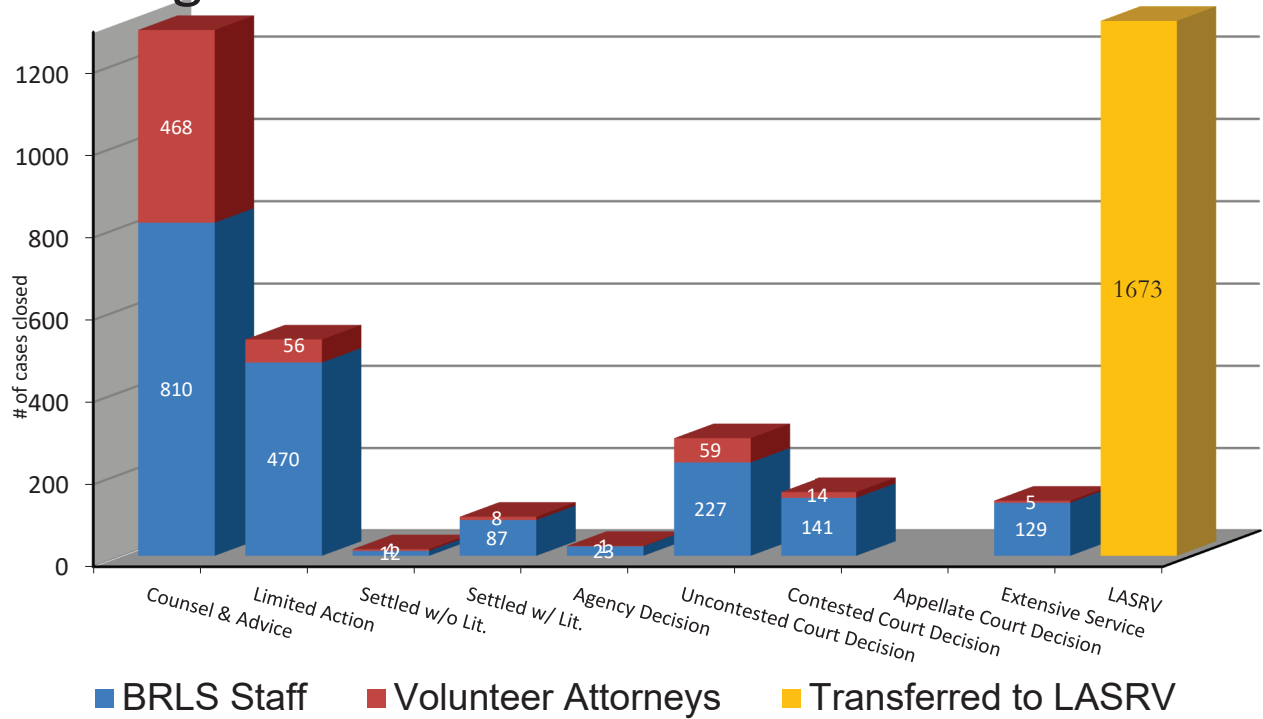
Cases Closed By Locality - 2025

Locality	BRLS Staff	Volunteer Attorneys	Totals
Alleghany County	72	3	75
Augusta County	191	30	221
Bath County	5	0	5
Bedford County	40	39	79
Botetourt County	21	22	43
Buena Vista, City of	25	0	25
Clarke County	5	0	5
Covington, City of	17	0	17
Craig County	4	2	6
Franklin County	36	32	68
Frederick County	87	2	89
Harrisonburg, City of	195	39	234
Highland County	2	0	2
Lexington, City of	15	0	15
Page County	72	17	89
Roanoke, City of	292	197	489
Roanoke County	72	54	126
Rockbridge County	68	0	68
Rockingham County	186	48	234
Salem, City of	48	27	75
Shenandoah County	71	3	74
Staunton, City of	119	38	157
Warren County	47	0	47
Waynesboro, City of	107	12	119
Winchester, City of	55	7	62
Other Virginia	28	25	53
Other USA	<u>19</u>	<u>18</u>	<u>37</u>
TOTALS	1899	615	2514

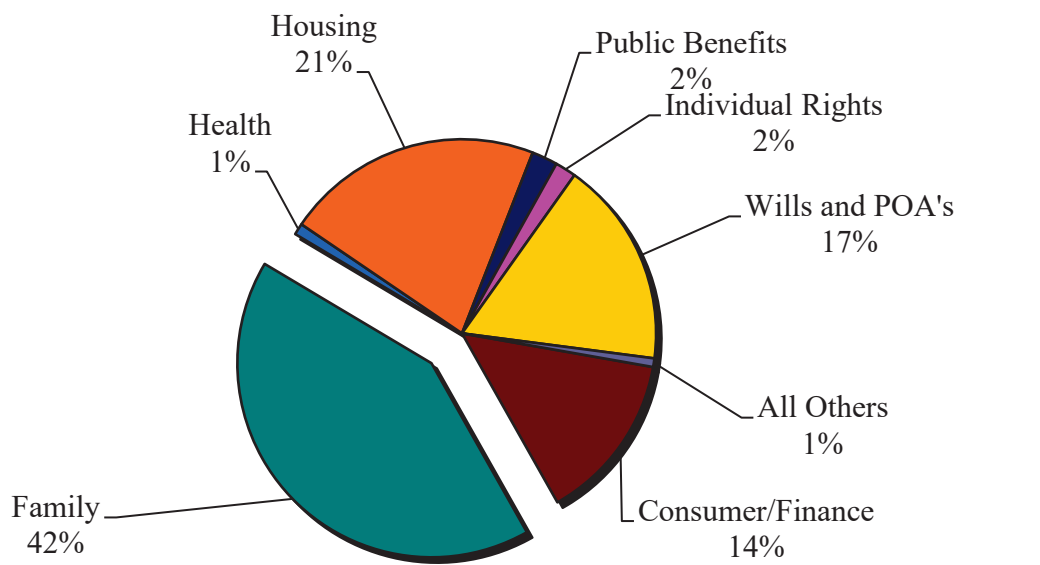
Distribution of Services by BRLS and LASRV Combined Compared to Poverty Population in 2025



Types of Services Rendered Programwide - 2025



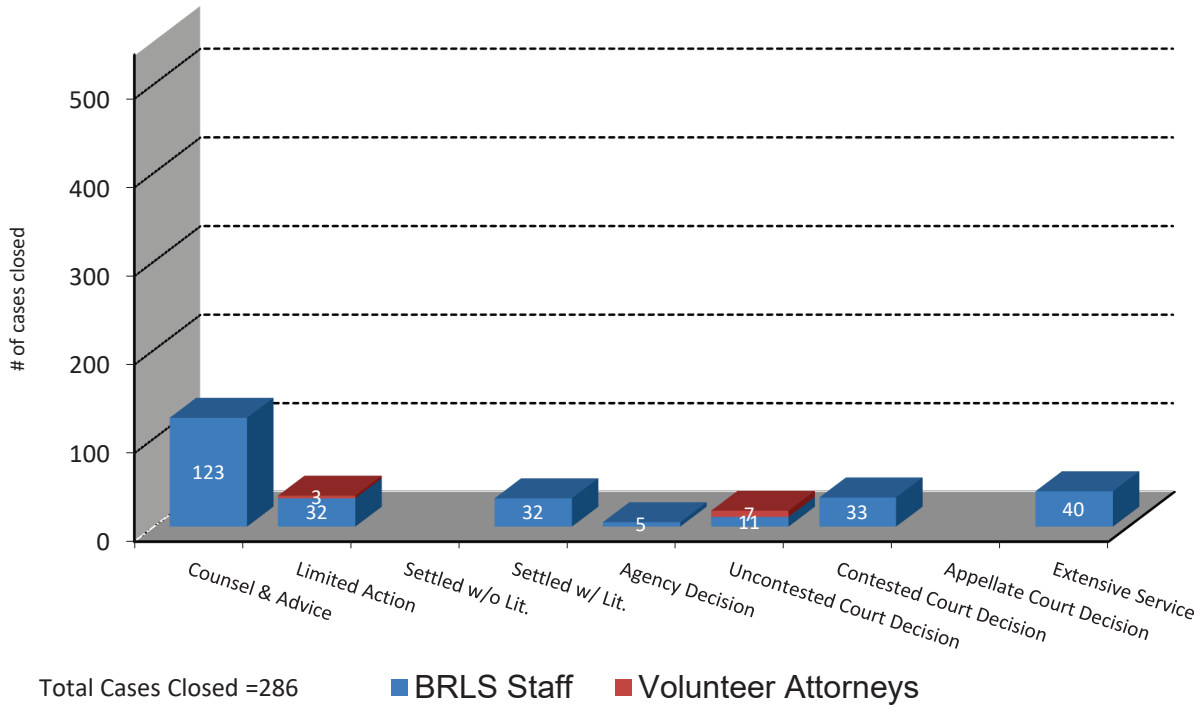
Cases Closed by Legal Problem Programwide 2025



Total Cases Closed = 2514

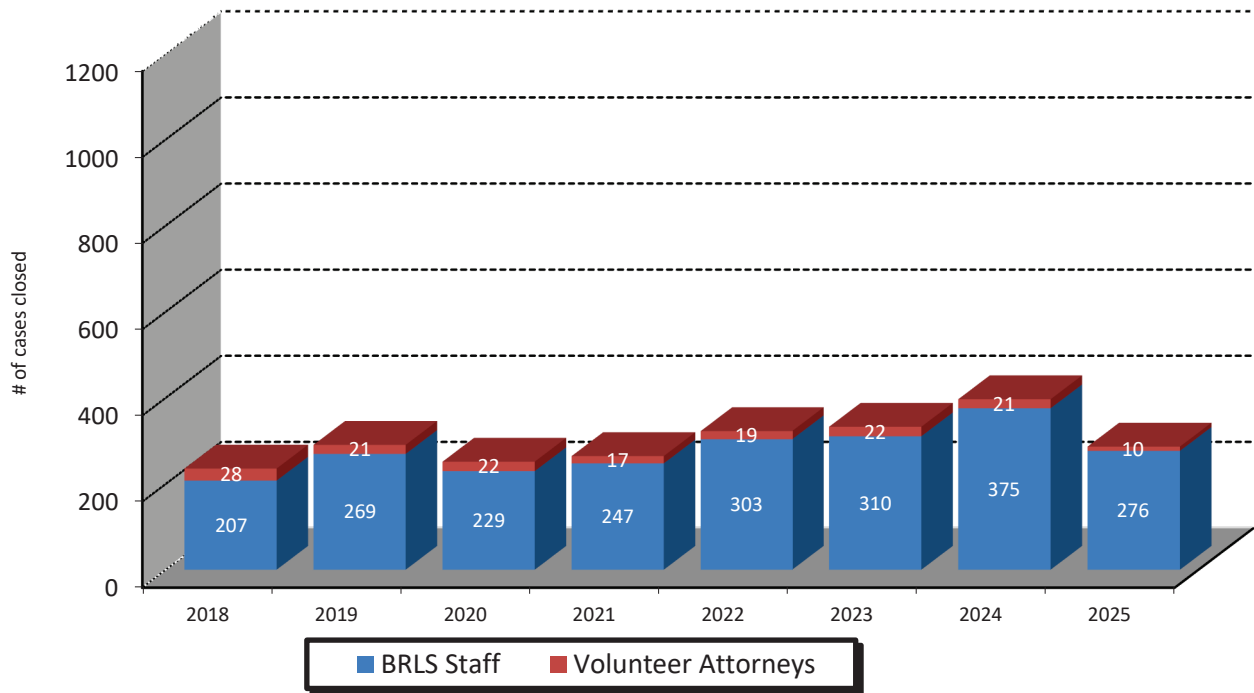
Winchester Office: Types of Services

2025



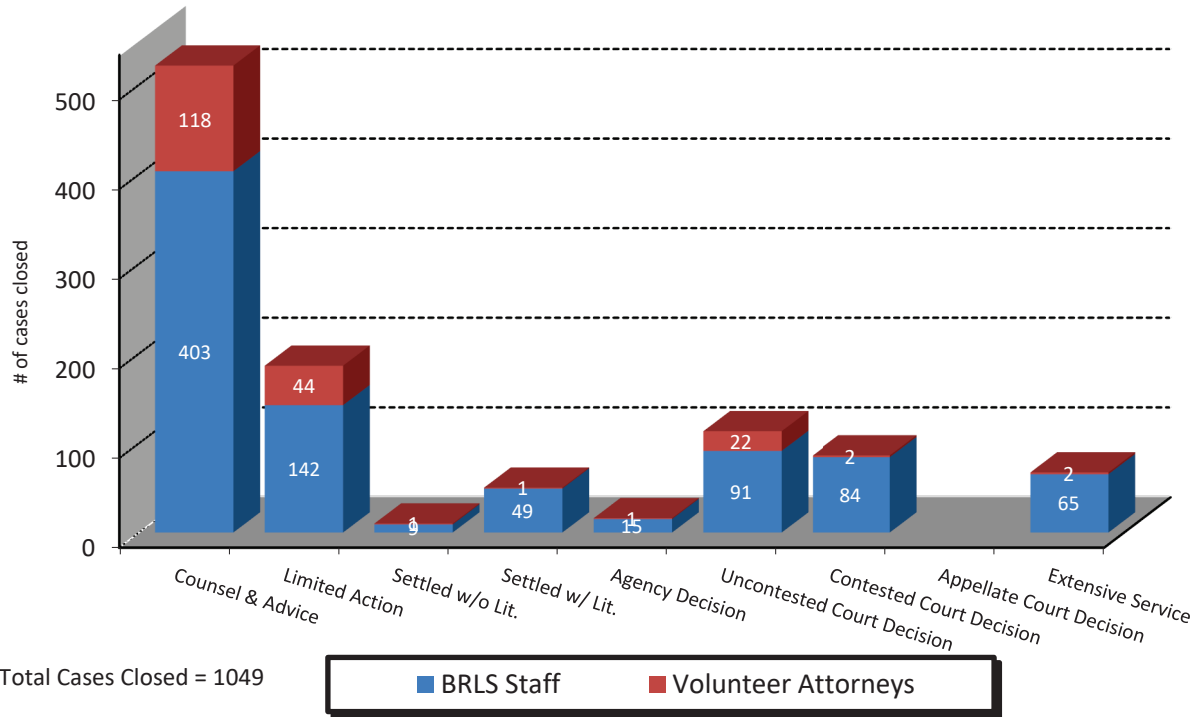
Winchester Office:

Trends in Services Provided



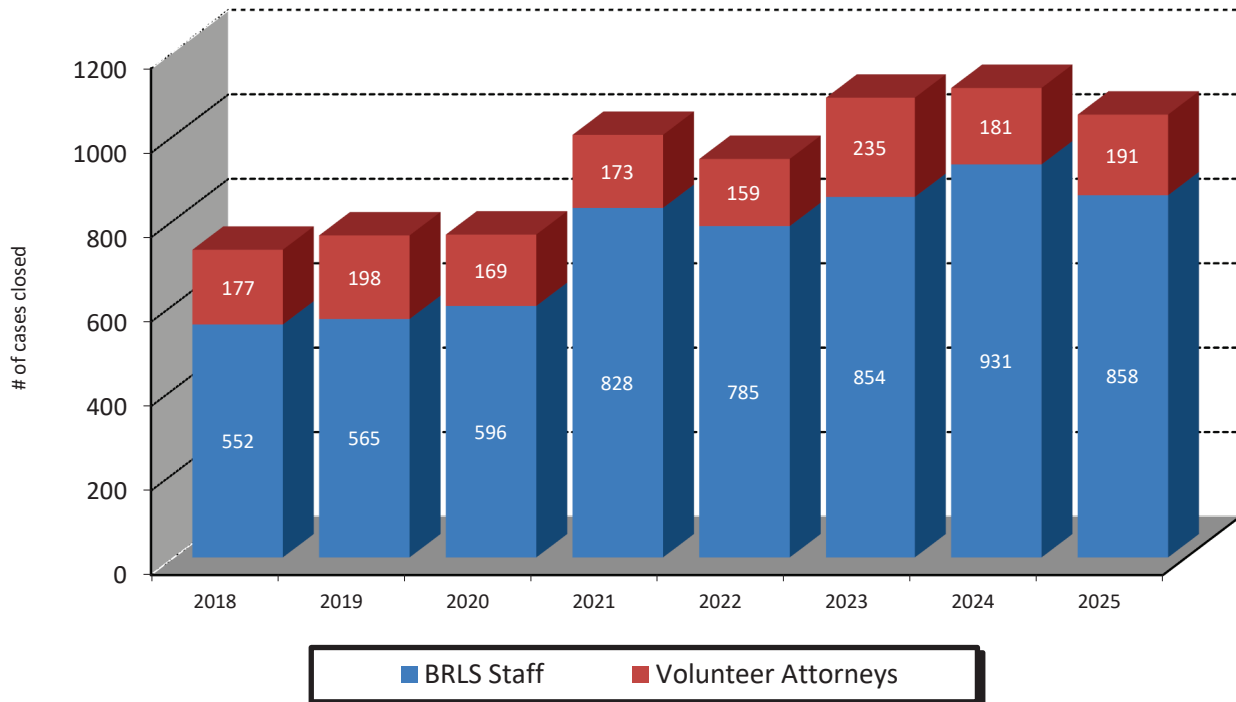
Harrisonburg Office: Types of Services

2025



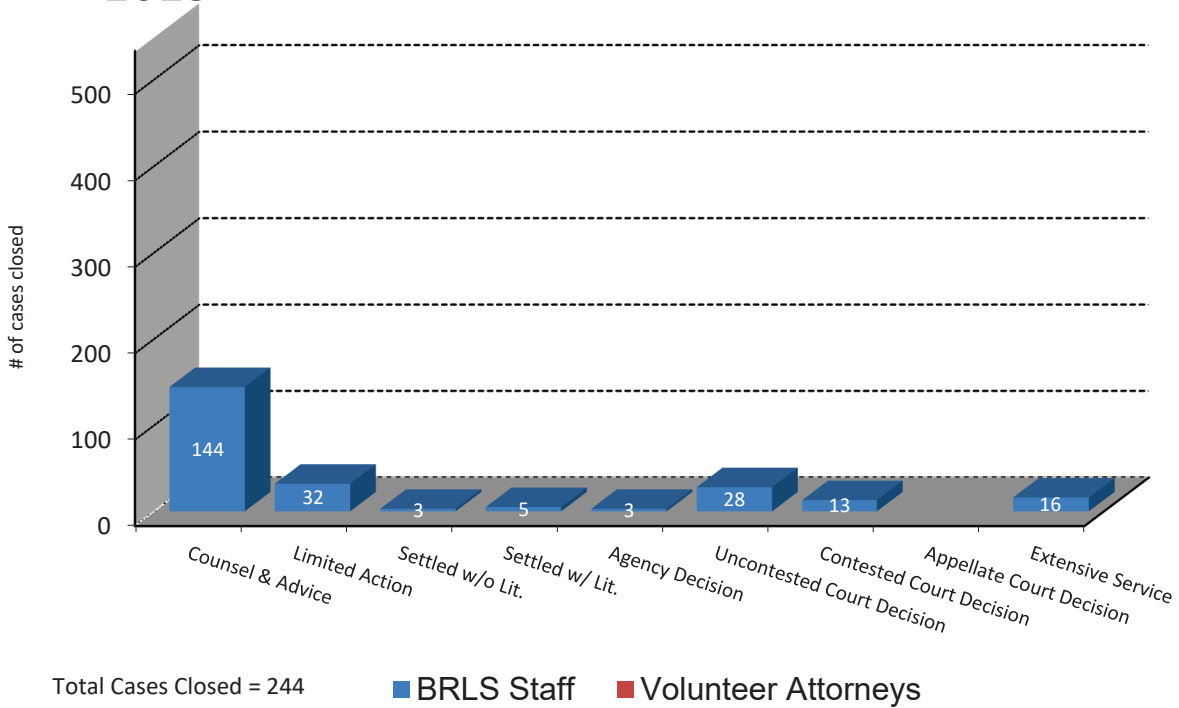
Harrisonburg Office:

Trends in Services Provided



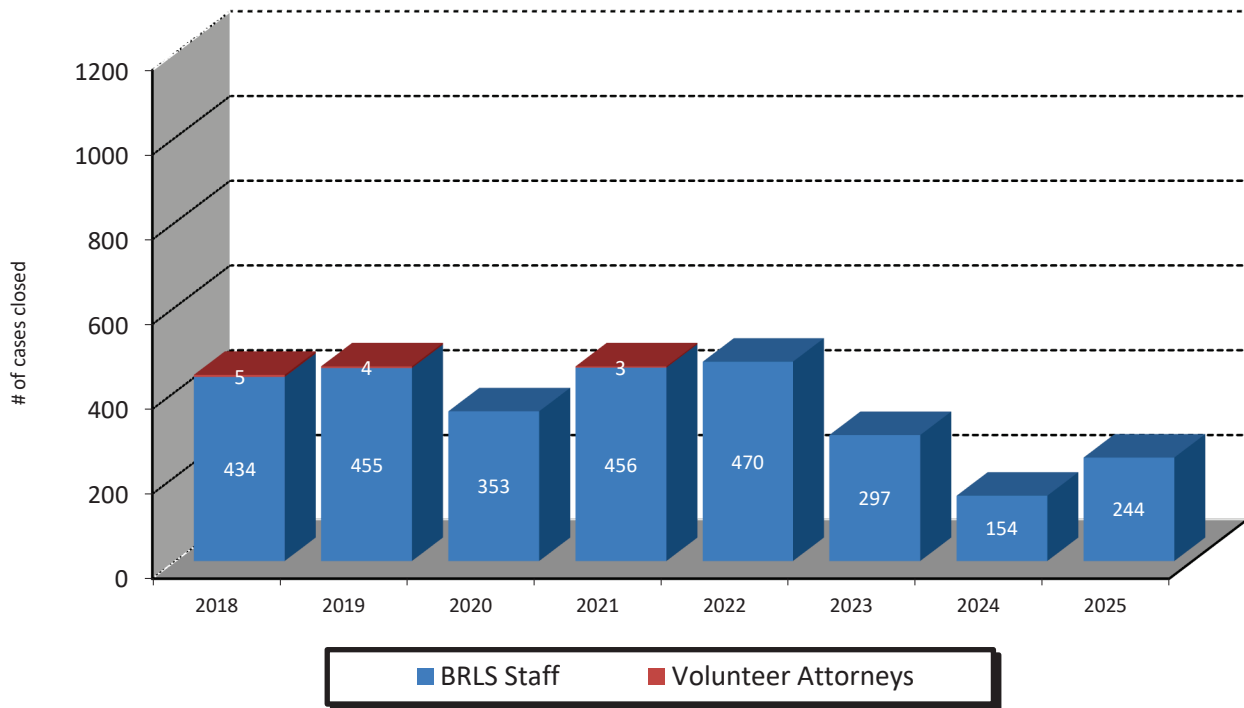
Lexington Office: Types of Services

2025



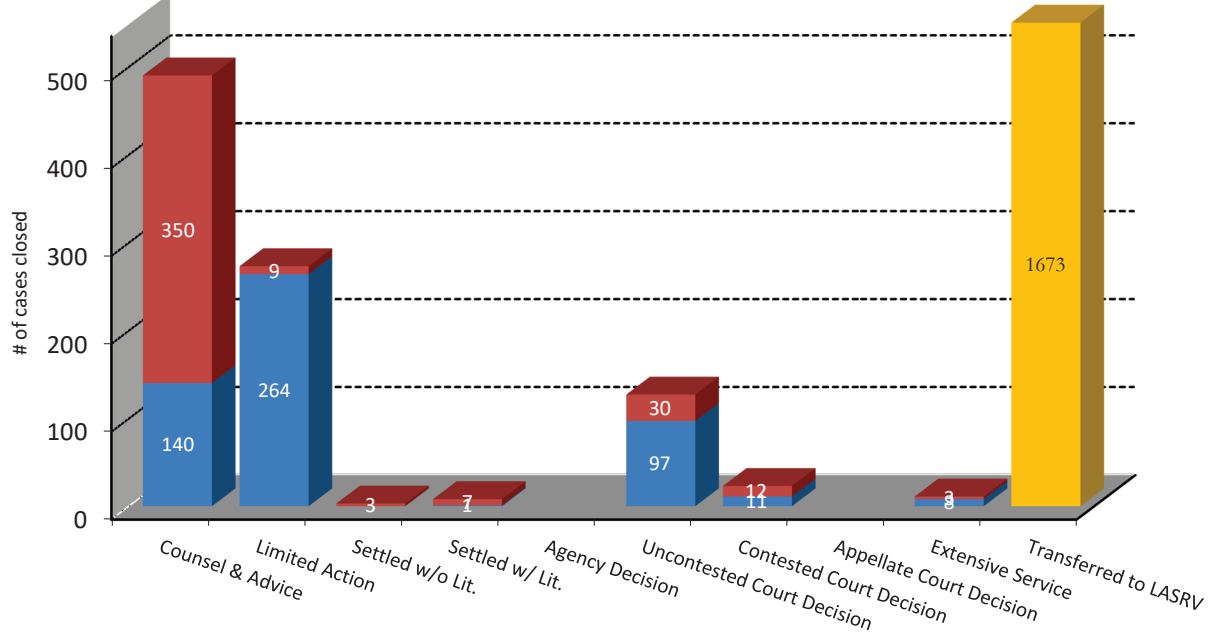
Lexington Office:

Trends in Services Provided



Roanoke Office: Types of Services

2025

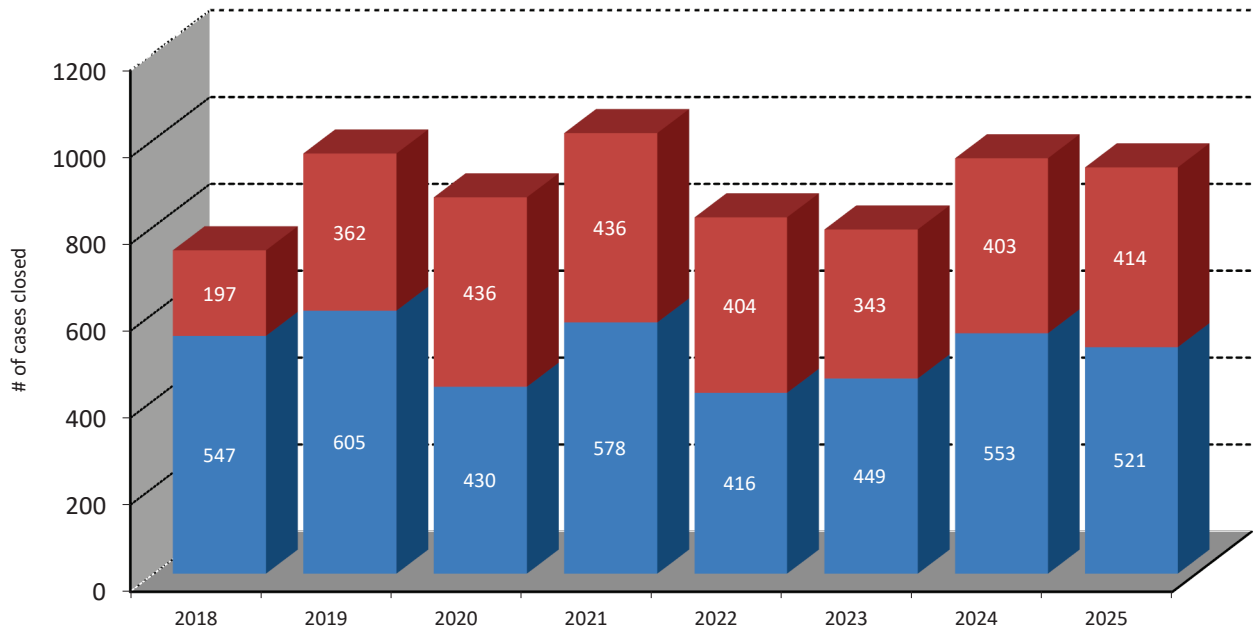


Total Cases Closed = 935
(Doesn't include transfers to LASRV.)

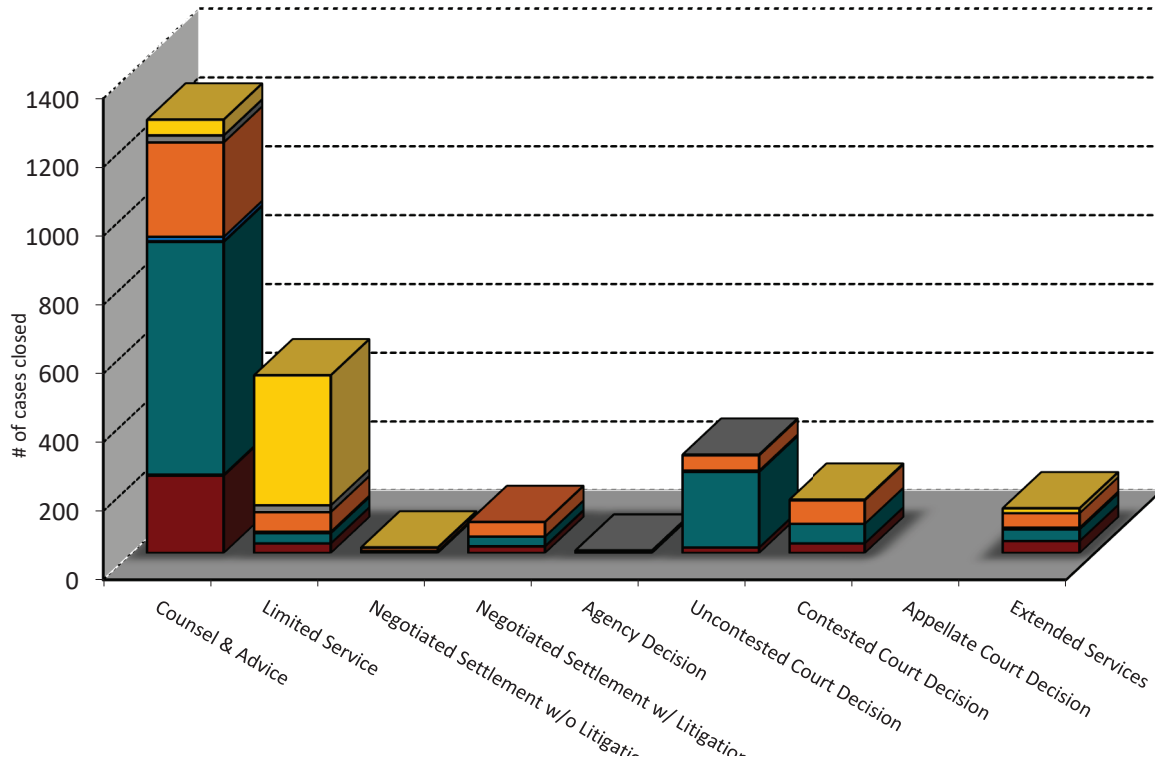


Roanoke Office:

Trends in Services Provided

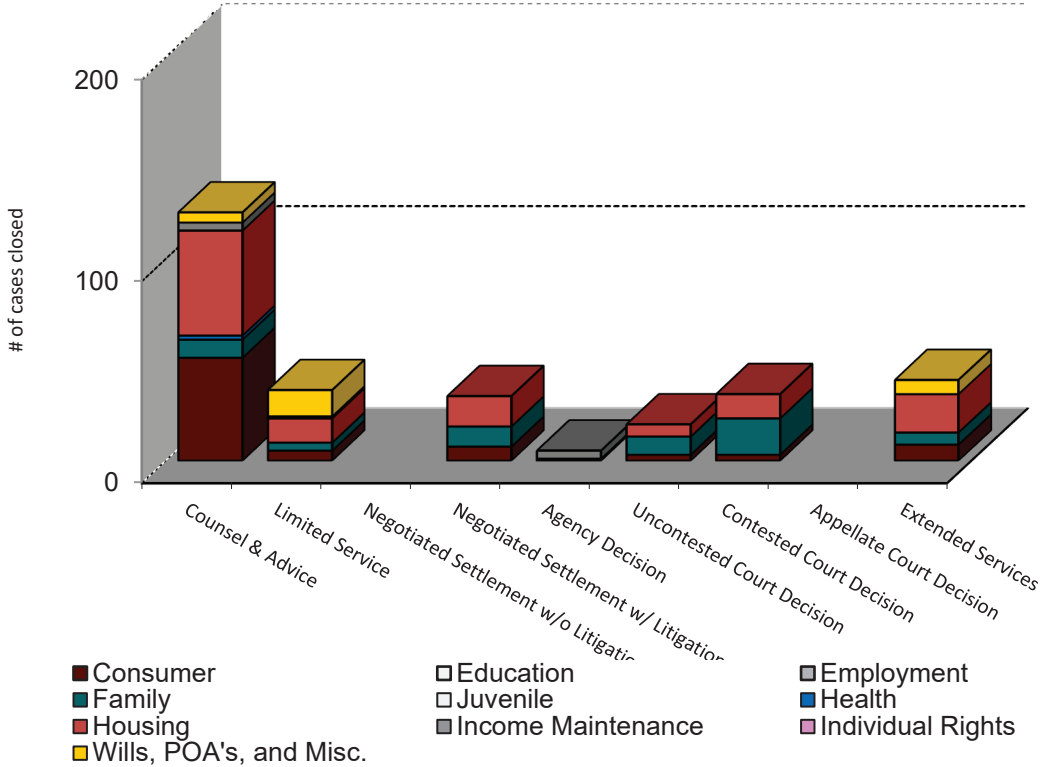


Types of Legal Problem Closed by Level of Service in 2025

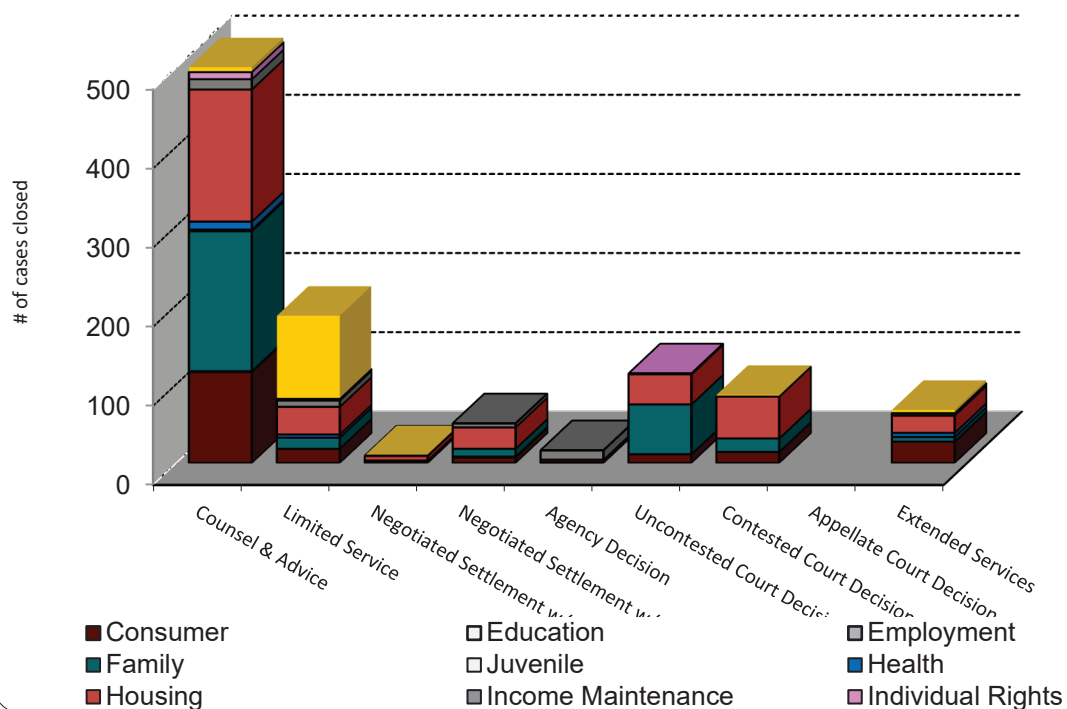


- Wills, POA's, and Misc.
- Individual Rights
- Income Maintenance
- Housing
- Health
- Juvenile
- Family
- Employment
- Education
- Consumer

Types of Legal Problem by Level of Service Winchester Office 2025

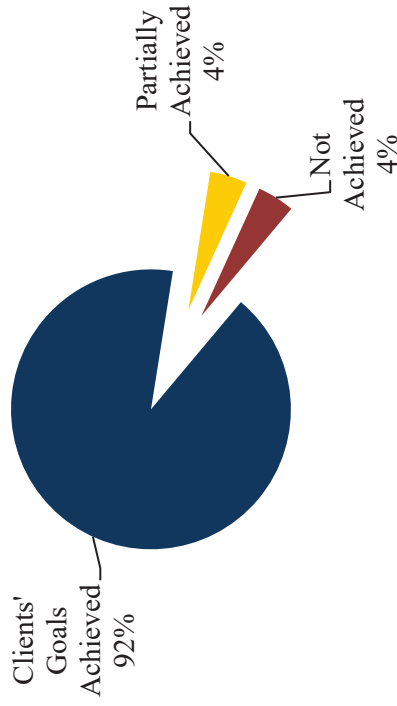


Types of Legal Problem by Level of Service Harrisonburg Office 2025

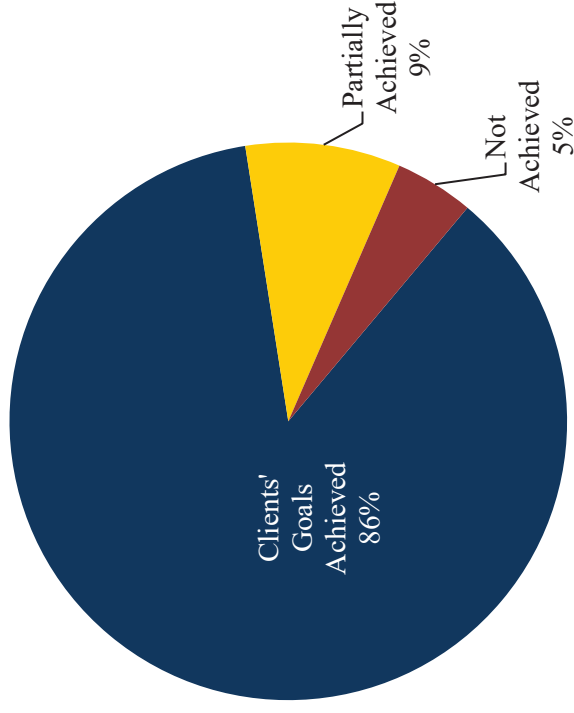


Success Rates in Cases Involving On-Going Representation* 2025

Volunteer Attorneys
Total Cases =93



BRLS Staff
Total Cases = 589



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