

BLUE RIDGE
LEGAL SERVICES, INC.

STATISTICAL CASE SERVICES

AND

OUTCOMES REPORT

FOR

2003

BRLS CASE OUTCOME MEASUREMENT HIGHLIGHTS FOR 2003

BRLS staff and volunteer attorneys achieved the following outcomes for low-income clients during 2003:

Debtor Relief and Consumer Issues

- Obtained 62 bankruptcy discharges, discharging \$2,036,000 in debts while recovering \$8,931 in garnished wages.
- Stopped or reduced debt collection actions against 23 clients, avoiding \$455,000 in debts and recovering \$3,420 in payments.
- Averted repossession for 1 client, avoiding a loss of \$5,000.
- Avoided deficiency judgments for 6 clients, avoiding some \$31,000 in claims and recovering \$10,000.
- Quashed 56 garnishments, liens, or levies, returning nearly \$37,000 in wages or property to the clients.
- Resolved credit-reporting errors for 3 clients.
- Enforced warranties for 6 clients worth over \$4,000.
- Avoided a utility termination for 1 client.
- Overcame fraudulent sales practices for 2 clients.
- Assisted 43 clients with consumer matters outside of litigation.
- Provided advice and counsel or referral to 562 clients on debtor and consumer issues.

Family-Related Issues

- Obtained child custody orders for 63 clients, including over \$12,200 in monthly child support benefits and over \$10,000 in lump sum support.
- Preserved child visitation rights for 16 clients.
- Obtained divorces or annulments for 218 clients, including financial benefits of \$86,000 in lump sums and \$3,500 in monthly benefits.
- Prepared Separation Agreements for 42 clients, including \$41,000 in financial benefits.
- Avoided termination of parental rights for 1 client.
- Established paternity for 3 children.
- Obtained court protection for 36 victims of domestic violence, together with \$1,200 in lump sum financial benefits and \$3,000 in monthly support.
- Obtained, preserved, or increased child support for 4 clients, including nearly \$29,000 in lump sum awards and \$731 in monthly support.
- Obtained, preserved, or increased spousal support for another 6 clients, including \$26,000 in lump sum awards and \$1,500 in monthly support.
- Obtained a downward modification of child support for 9 clients, including over \$23,000 in lump sum reductions and \$800 in monthly reductions.
- Assisted 30 clients with family matters outside of litigation.
- Provided advice and counsel or referral to 949 other clients on family-related issues.

Access to Health Care Issues

- Obtained, preserved, or increased Medicaid benefits for 13 clients, worth over \$1,200 in lump sum benefits and at least \$7,500 in monthly benefits.
- Obtained, preserved, or increased Medicare benefits for 2 clients.

Prevented denial of rights to 4 nursing home residents, preserving over \$97, 000 in financial benefits.

Obtained access to health care for 4 clients, worth \$3,500.

Enforced health insurance policy for one client.

Advised 23 clients on health care issues.

Assisted 11 clients with health care matters outside of litigation, obtaining \$6,700 in financial benefits.

Housing Issues

Prevented evictions for 23 families, saving over \$13,000 in charges.

Delayed eviction for 15 families, while successfully defending claims for \$41,000 in charges.

Avoided 4 foreclosures.

Obtained access to housing for 5 families.

Avoided illegal charges imposed by landlords on another 16 families, saving over \$19,000.

Overcame denial of 3 tenants' rights under their leases.

Enforced 3 families' rights to habitable housing.

Restored 8 families' access to their personal property, worth \$5,800.

Obtained repairs to dwellings for 1 client.

Provided non-litigation advocacy on behalf of 25 households in housing-related issues.

Provided counsel and advice or referral to 294 other clients with housing related problems.

Other Public Benefit Issues

Assisted 1 client in obtaining TANF benefits, worth \$254 monthly.

Obtained, preserved, or increased food stamps for 3 families.

Obtained, preserved, or increased SSI and Social Security disability benefits for 21 clients, securing \$55,000 in lump sum benefits and \$4,000 in monthly benefits.

Obtained, preserved, or increased unemployment compensation benefits for 18 clients, with financial benefits of over \$29,000.

Obtained, preserved, or increased VA benefits for 3 clients, including financial benefits of over \$6,500.

Avoided wrongful placement or term of training for 3 clients.

Provided non-litigation advocacy on behalf of 13 households in benefit-related issues.

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

Miscellaneous Matters

Advised 16 clients regarding employment issues.

Obtained appropriate special education for 1 child.

Restored drivers license for 1 client.

Advised 6 clients on civil rights issues.

Prepared wills for 8 clients.

Prepared 39 living wills, powers of attorney, or health care proxy documents.

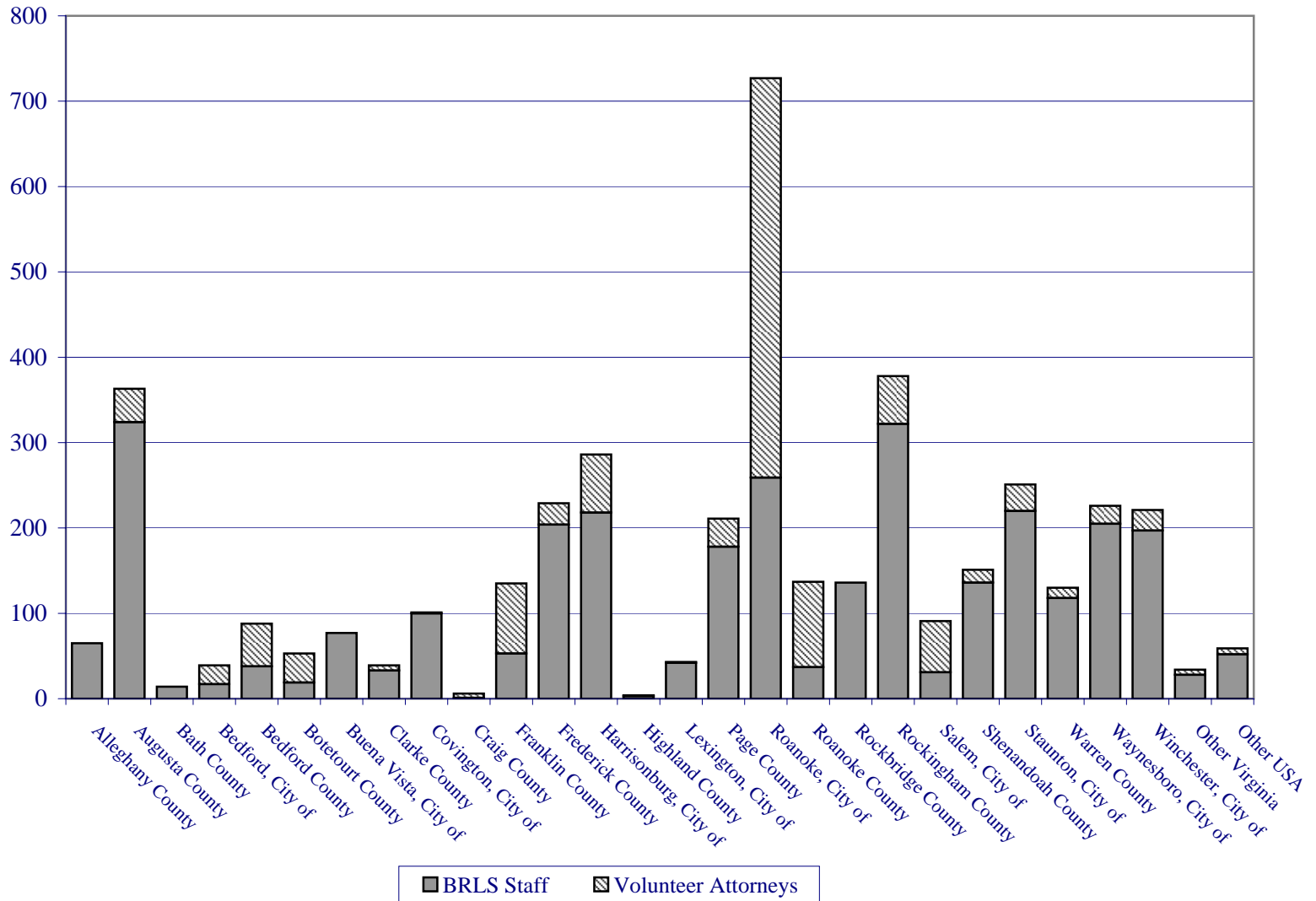
Provided representation for 20 clients in unsuccessful affirmative litigation.

Provided representation for 16 clients in unsuccessful defensive litigation.

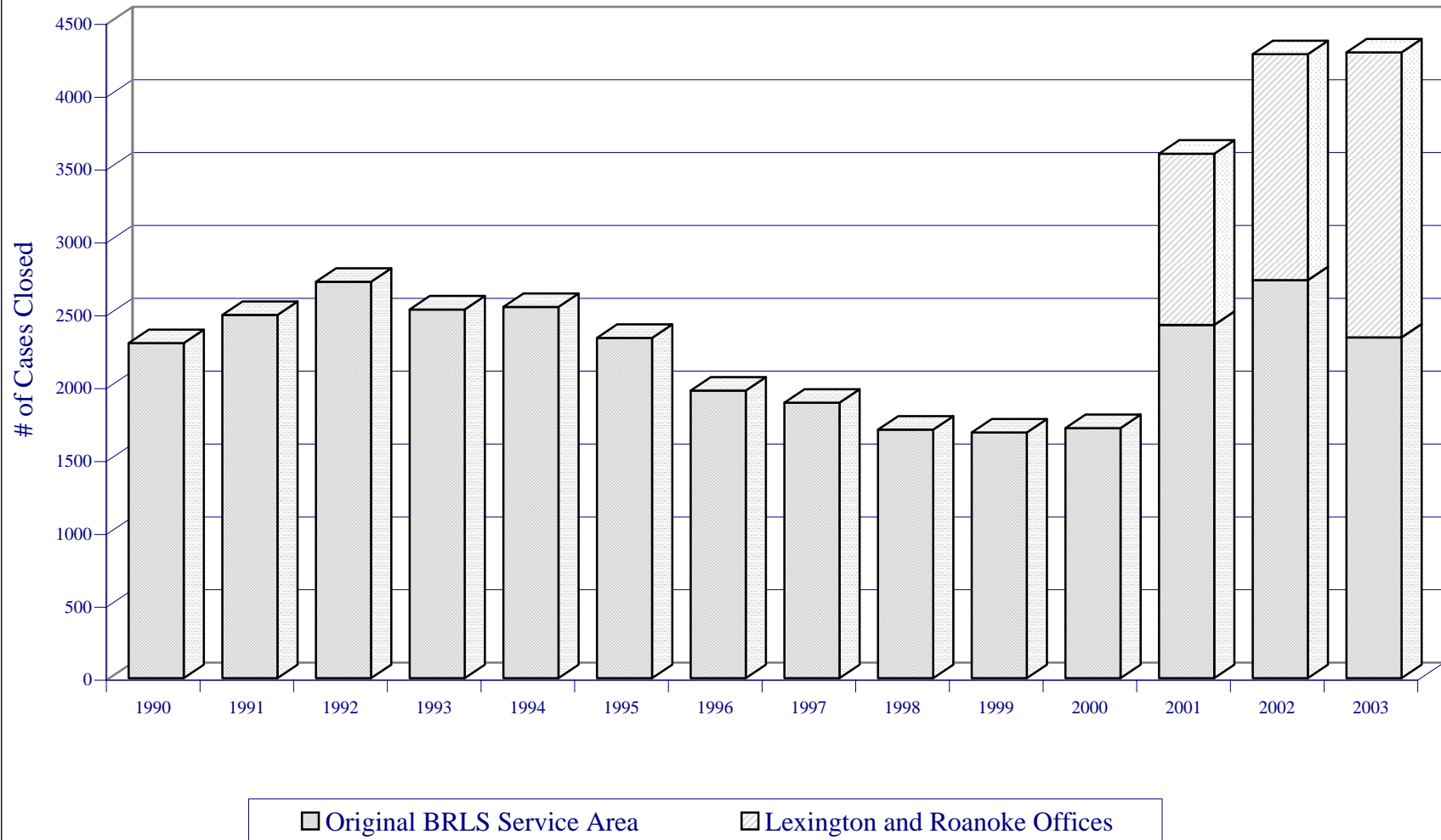
Cases Closed By Locality - 2003

Locality	BRLS Staff	Volunteer Attorneys	Totals
Alleghany County	65	0	65
Augusta County	324	39	363
Bath County	14	0	14
Bedford, City of	17	22	39
Bedford County	38	50	88
Botetourt County	19	34	53
Buena Vista, City of	77	0	77
Clarke County	33	6	39
Covington, City of	100	1	101
Craig County	1	5	6
Franklin County	53	82	135
Frederick County	204	25	229
Harrisonburg, City of	218	68	286
Highland County	3	1	4
Lexington, City of	42	1	43
Page County	178	33	211
Roanoke, City of	259	468	727
Roanoke County	37	100	137
Rockbridge County	136	0	136
Rockingham County	322	56	378
Salem, City of	31	60	91
Shenandoah County	136	15	151
Staunton, City of	220	31	251
Warren County	118	12	130
Waynesboro, City of	205	21	226
Winchester, City of	197	24	221
Other Virginia	28	6	34
Other USA	<u>52</u>	<u>7</u>	<u>59</u>
TOTALS	3127	1167	4294

Cases Closed by Locality 2003

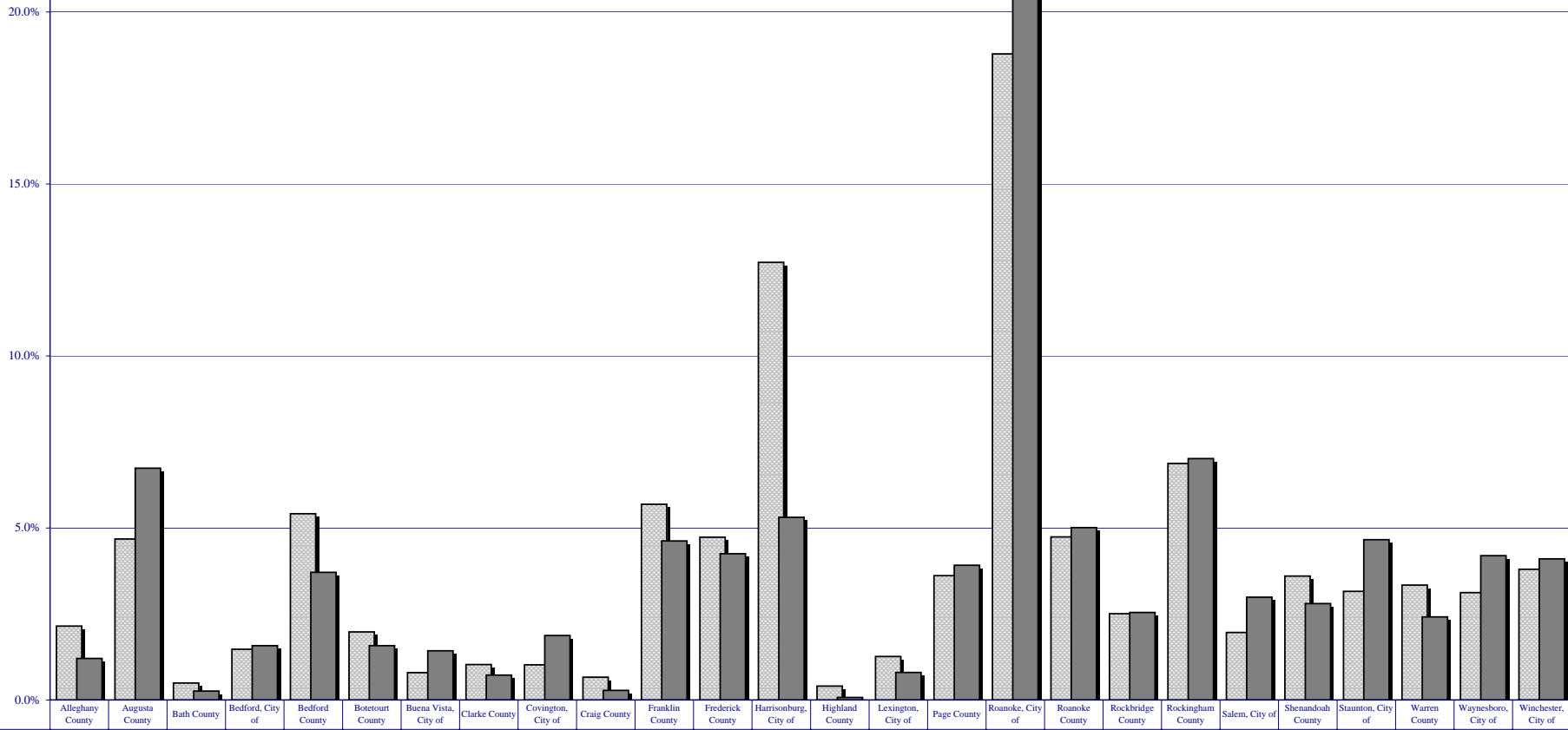


Total Cases Closed Annually 1990-2003



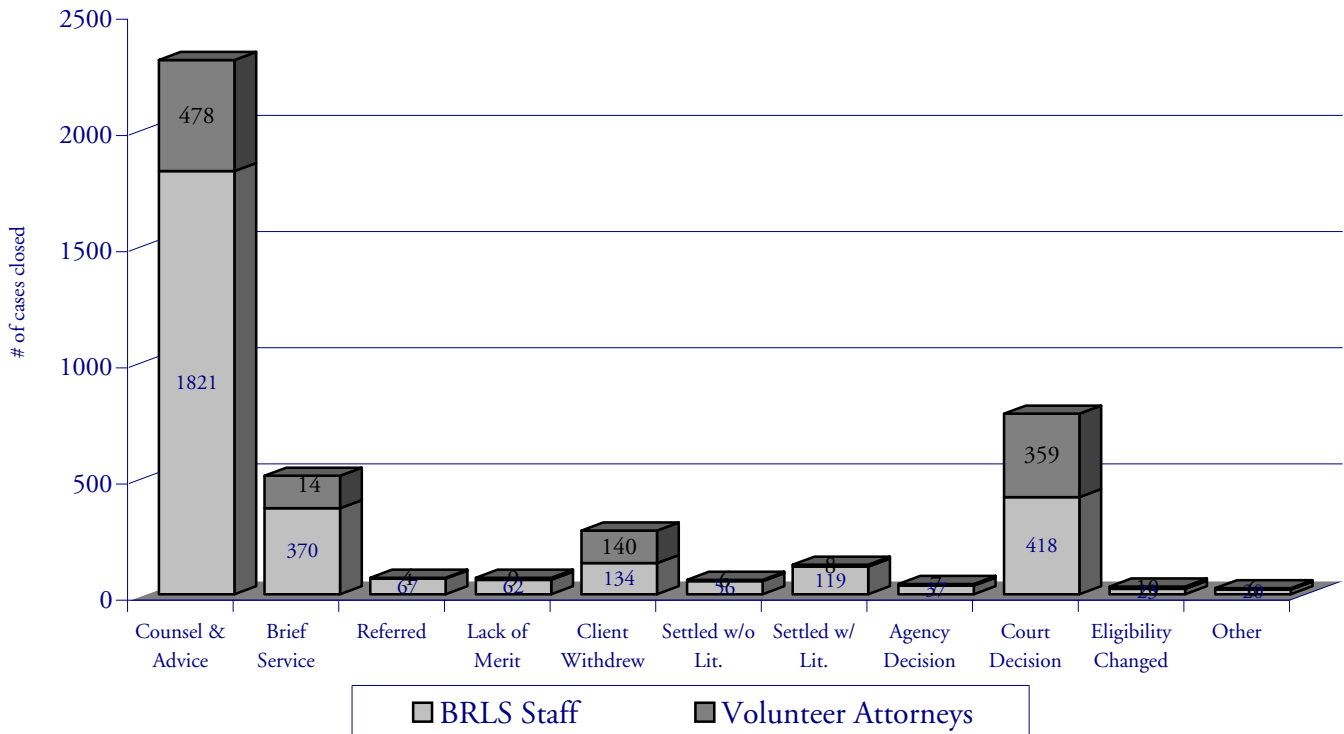
% of Total Service Area

Distribution of Services by BRLS and LASRV Combined Compared to Poverty Population in 2003

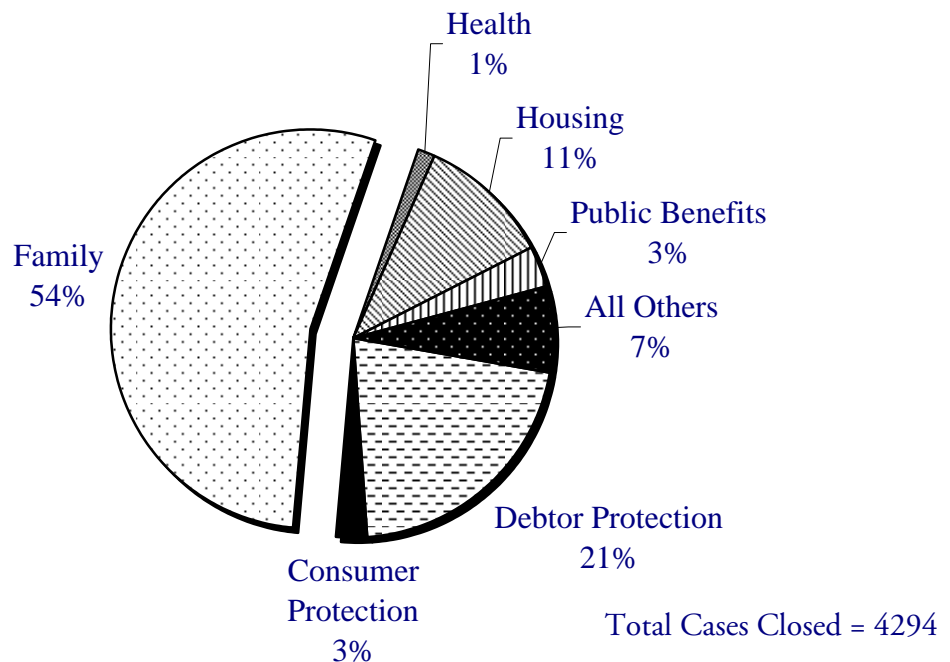


	Poverty Population	% of All Cases Closed
Alleghany County	2.15%	1.21%
Augusta County	4.68%	6.74%
Bath County	0.49%	0.26%
Bedford, City of	1.47%	1.58%
Bedford County	5.41%	3.71%
Botetourt County	1.98%	1.58%
Buena Vista, City of	0.80%	1.43%
Clarke County	1.03%	0.72%
Covington, City of	1.02%	1.87%
Craig County	0.66%	0.28%
Franklin County	5.69%	4.62%
Frederick County	4.73%	4.25%
Harrisonburg, City of	12.72%	5.33%
Highland County	0.40%	0.10%
Lexington, City of	1.26%	0.80%
Page County	3.61%	3.92%
Roanoke, City of	18.78%	25.93%
Roanoke County	4.74%	5.01%
Rockbridge County	2.51%	2.54%
Rockingham County	6.88%	7.02%
Salem, City of	1.96%	2.99%
Shenandoah County	3.60%	2.80%
Staunton, City of	3.16%	4.66%
Warren County	3.34%	2.41%
Waynesboro, City of	3.12%	4.19%
Winchester, City of	3.80%	4.10%

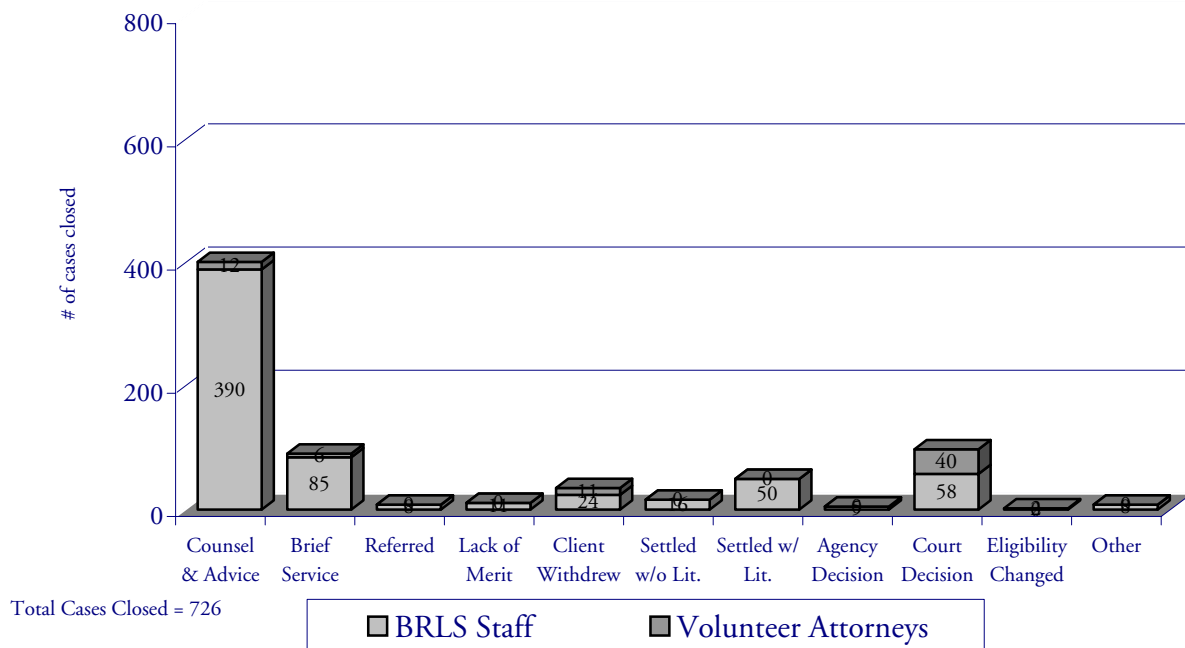
Types of Services Rendered Programwide 2003



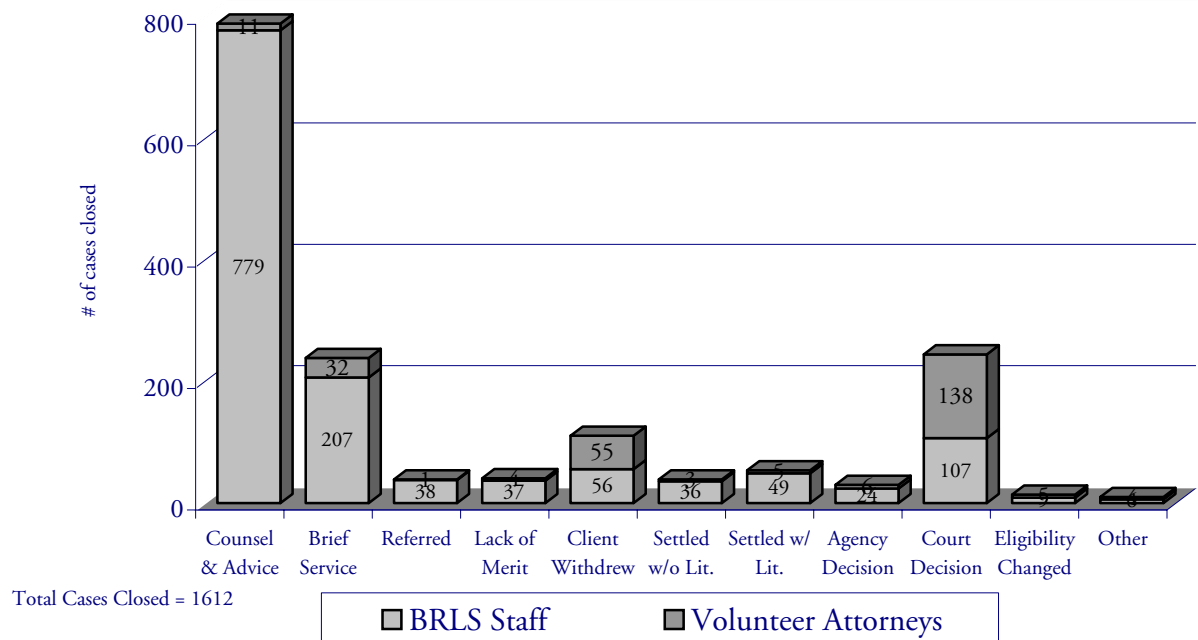
Cases Closed by Legal Category Programwide 2003



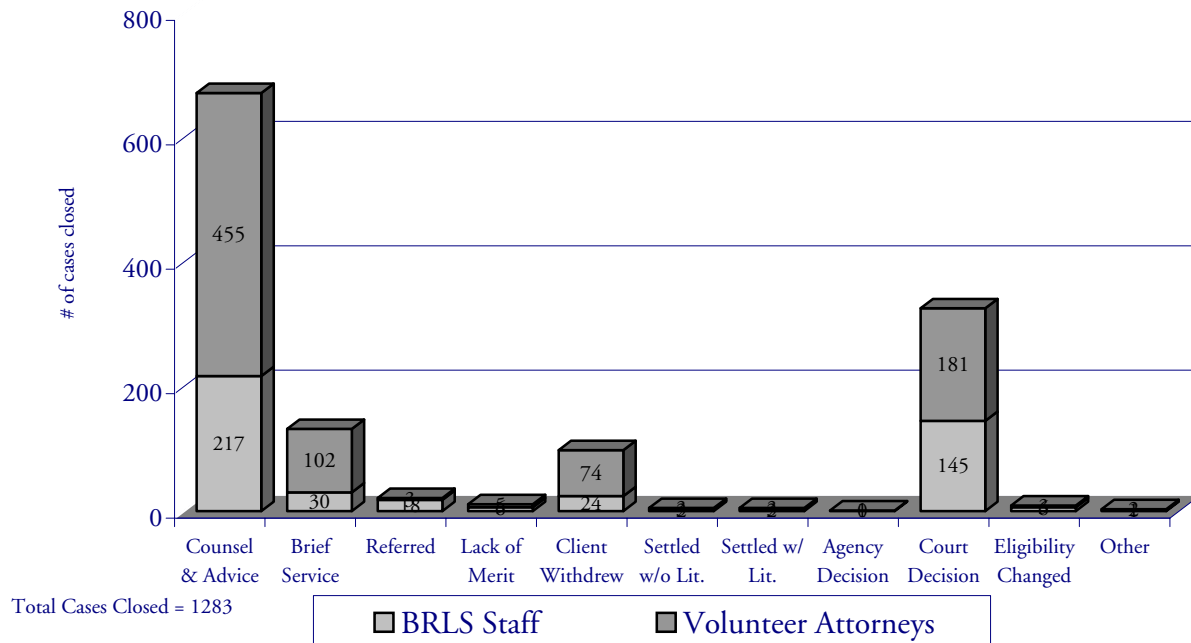
Winchester Office: Types of Services 2003



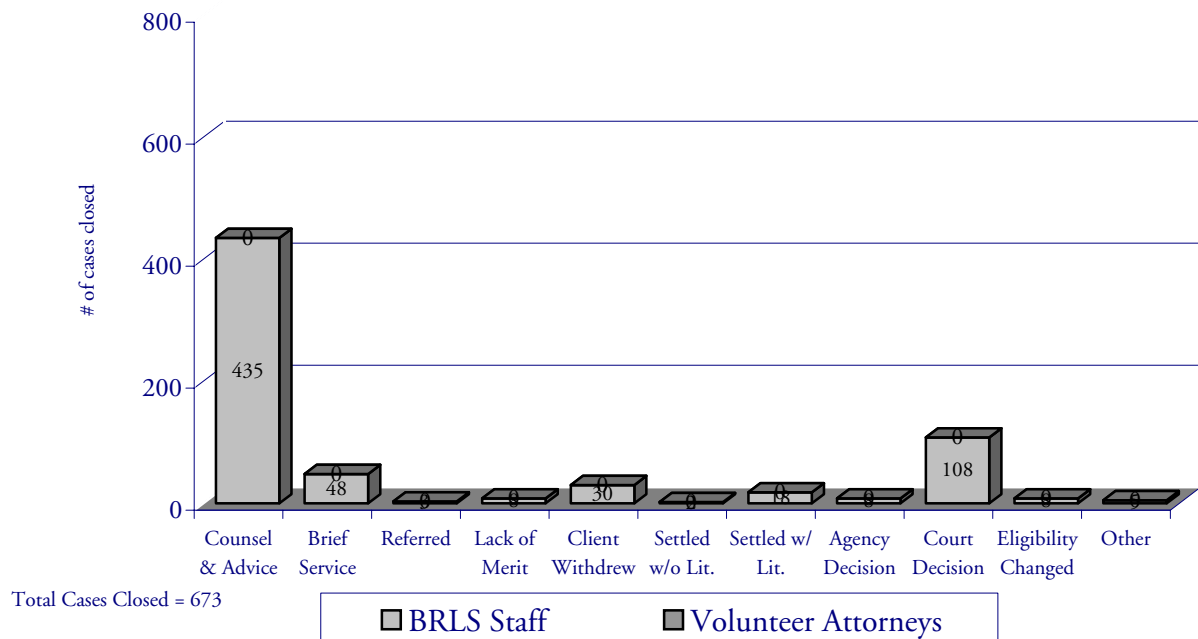
Harrisonburg Office: Types of Services 2003



Roanoke Office: Types of Services 2003



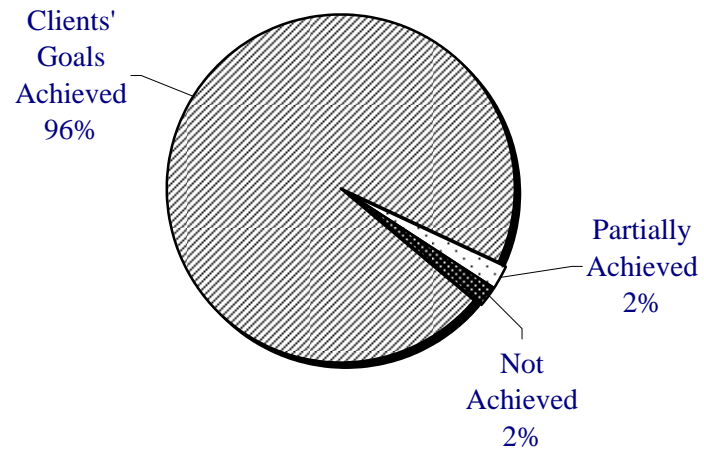
Lexington Office: Types of Services 2003



Outcome of Cases Involving On-Going Representation* 2003

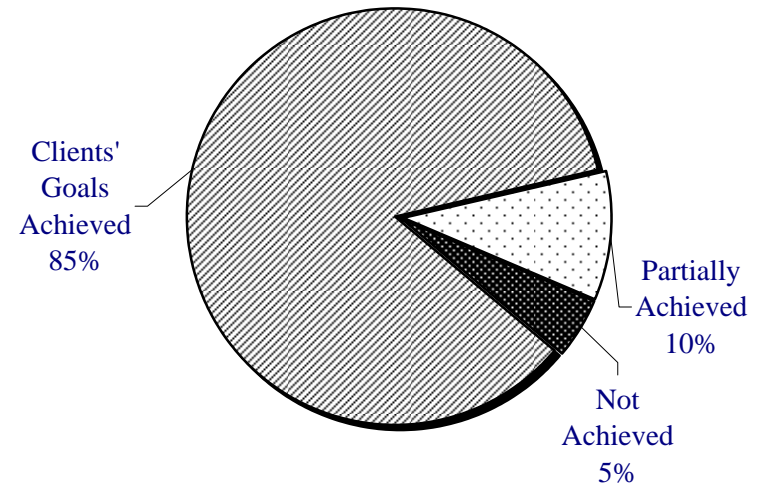
Volunteer Attorneys

Total Cases = 337



BRLS Staff

Total Cases = 535



*Includes negotiated settlements, court & administrative hearing decisions (does not include discontinued cases).