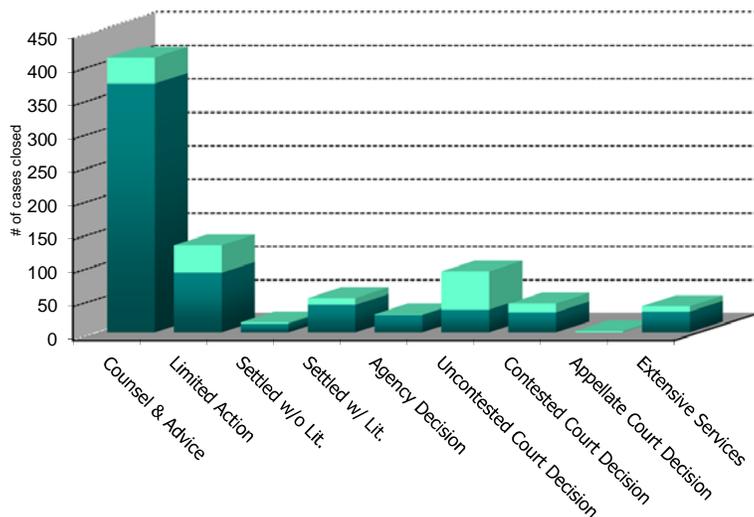


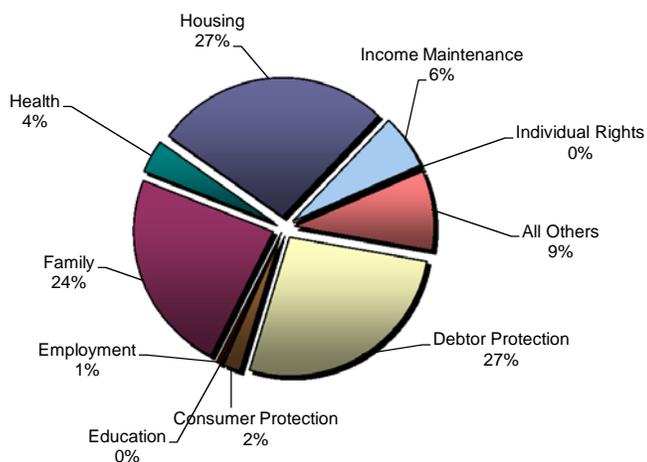
Harrisonburg Office Case & Outcome Metrics, 2012

Cases Closed by Level of Service



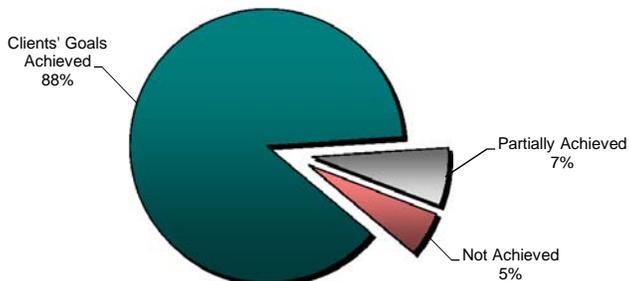
Cases Closed by Level of Service		
	BRLS Staff	Volunteer Attorneys
Counsel & Advice	371	39
Limited Action	89	41
Settled w/o Lit.	13	2
Settled w/ Lit.	41	10
Agency Decision	26	1
Uncontested Court Decision	34	57
Contested Court Decision	30	13
Appellate Court Decision	0	2
Extensive Services	31	8
Total: 422	635	173

Cases Closed by Substantive Legal Category



Cases Closed* by Substantive Legal Category	
Debtor Protection	217
Consumer Protection	16
Education	2
Employment	4
Family	191
Health	31
Housing	220
Income Maintenance	51
Individual Rights	1
All Others	75
Total	808

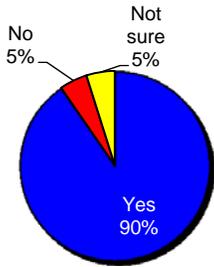
Success Rates in Extended Representation



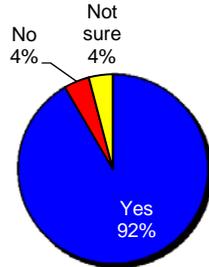
Success Rates in Extended Representation Cases		
Clients' Goals Achieved	217	87.9%
Partially Achieved	17	6.9%
Not Achieved	13	5.3%
Total	247	100.0%

Client Satisfaction Levels (cumulative to date)

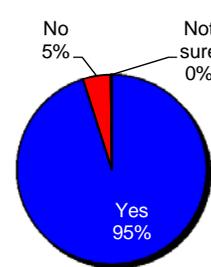
1. Did the person advising you about your case/handling your case seem interested in your case and in helping you get the results you wanted?



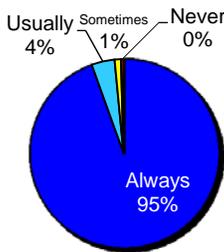
2. Did the person advising you/handling your case seem knowledgeable?



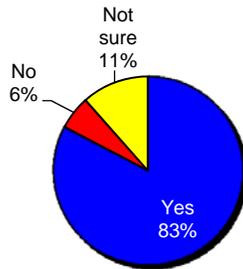
3. Were you comfortable talking with the person who advised you/handled your case?



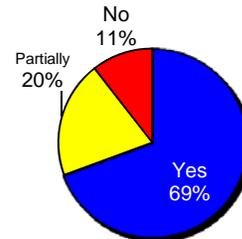
4. Did the person advising you/handling your case treat you with courtesy and respect?



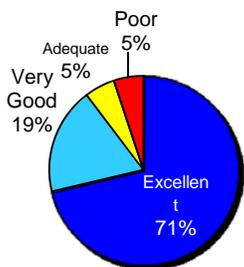
6. Did you understand the legal advice you were given?



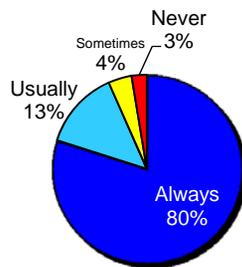
7. Did the legal advice you received answer your questions?



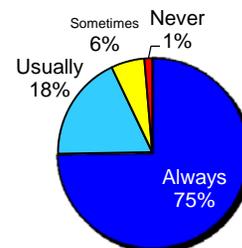
11. How would you rate the quality of legal assistance Blue Ridge Legal Services provided you?



12. Did the person handling your case keep you informed about what was going on?



13. If you called the office about your case, were your phone calls returned promptly?



Outcomes Produced

Benefit Achieved	Number of Cases	Amount of Lump Sum Recovery	Amount of Monthly Recovery	Amount Avoided	Amount Avoided Monthly	Number of People Helped
Obtained federal bankruptcy protection	16	\$10,154.54	\$0.00	\$718,762.11	\$0.00	60
Stopped/reduced debt collection	15	\$0.00	\$0.00	\$140,184.53	\$0.00	39
Averted repossession	1	\$0.00	\$0.00	\$4,190.41	\$0.00	1
Avoided/ended garnishment/levy	23	\$7,952.18	\$0.00	\$0.00	\$0.00	27
Overcame unfair/illegal sales contracts	1	\$2,523.00	\$0.00	\$0.00	\$0.00	3
Obtained insurance benefits (not health/disability)	2	\$1,777.67	\$0.00	\$4,415.29	\$0.00	4
Overcame predatory lending practices	1	\$5,000.00	\$0.00	\$567.25	\$0.00	4
Avoided/delayed utility termination	2	\$0.00	\$0.00	\$0.00	\$0.00	3
Obtained asst w/ tax issues	2	\$0.00	\$0.00	\$0.00	\$0.00	4
Overcame barrier to school enrollment	1	\$0.00	\$0.00	\$0.00	\$0.00	4
Obtained/maintained custody of children	10	\$0.00	\$0.00	\$0.00	\$0.00	15
Obtained/preserved right to visitation	3	\$0.00	\$0.00	\$0.00	\$0.00	1
Obtained divorce/annulment	76	\$26,000.00	\$100.00	\$0.00	\$5,000.00	184
Obtained asst negotiating separation/ppty settlement	9	\$0.00	\$0.00	\$0.00	\$0.00	1
Obtained guardianship/conservatorship	2	\$0.00	\$0.00	\$0.00	\$0.00	8
Obtained advice/counsel on guardianship/POA	4	\$0.00	\$0.00	\$0.00	\$0.00	11
Established paternity of child	1	\$0.00	\$0.00	\$0.00	\$0.00	1
Obtained protection from domestic violence	12	\$4,383.50	\$1,431.67	\$0.00	\$0.00	39
Obtained assistance with safety planning	3	\$0.00	\$0.00	\$0.00	\$0.00	3
Obtained protection from adult financial exploitation	3	\$50,000.00	\$0.00	\$0.00	\$0.00	3
Obtained/preserved/increased child support	7	\$0.00	\$65.00	\$0.00	\$0.00	1
Obtained downward modification of child support	5	\$0.00	\$0.00	\$0.00	\$1,604.00	7
Obtained/preserved/increased spousal support	1	\$0.00	\$500.00	\$0.00	\$0.00	2
Obtained/preserved/increased Medicaid benefits	11	\$15,604.00	\$196.40	\$100,674.94	\$170.00	28
Obtained assistance w/ Medicaid planning	1	\$0.00	\$0.00	\$0.00	\$0.00	1
Obtained/preserved/increased individual access to health care	3	\$0.00	\$0.00	\$0.00	\$0.00	2
Prevented abuse/premtr discharge/assured quality	8	\$0.00	\$17.00	\$0.00	\$0.00	7
Obtained other financial asst on medical bill	1	\$0.00	\$0.00	\$0.00	\$0.00	1
Prevented eviction from subsidized housing	12	\$120.00	\$1,523.00	\$1,533.86	\$1,859.00	24
Prevented eviction from public housing	4	\$0.00	\$0.00	\$0.00	\$776.00	15
Avoided foreclosure/loss of home	4	\$0.00	\$0.00	\$87,900.00	\$309.93	6
Prevented eviction from private housing	10	\$0.00	\$445.00	\$9,009.00	\$0.00	29
Avoided/obtained redress for illegal/unfair LL	16	\$9,163.95	\$0.00	\$20,549.39	\$0.00	33
Overcame denial of tenant's rights under lease	1	\$0.00	\$0.00	\$0.00	\$0.00	3
Enforced rights to decent, habitable housing	1	\$0.00	\$0.00	\$0.00	\$0.00	1
Preserved/restored access to personal ppty	2	\$780.00	\$0.00	\$0.00	\$0.00	2
Obtained repairs/improved housing conditions	3	\$15.00	\$0.00	\$800.00	\$0.00	2
Delayed eviction/provided time to seek alternative housing	6	\$0.00	\$0.00	\$1,285.00	\$0.00	11
Obtained access to housing	1	\$0.00	\$0.00	\$0.00	\$0.00	6
Overcame/obtained redress for discrimination	1	\$0.00	\$0.00	\$0.00	\$0.00	1
Obtained/preserved/increased food stamps eligibility	2	\$2,233.00	\$0.00	\$0.00	\$0.00	5
Obtained/preserved/increased SSD benefit/right	7	\$4,188.00	\$1,917.00	\$93,900.20	\$261.00	11
Obtained/preserved/increased SSI benefit/right	8	\$7,000.00	\$699.00	\$5,226.00	\$158.80	10
Obtained/preserved/increased unemployment ins	6	\$13,936.00	\$3,074.50	\$0.00	\$0.00	14
GROUPS: Obtained asst w/ governance issues	1	\$0.00	\$0.00	\$0.00	\$0.00	1
GROUPS: Obtained asst w/ regulatory/licensing	1	\$0.00	\$0.00	\$0.00	\$0.00	1
Obtained a will	41	\$0.00	\$0.00	\$0.00	\$0.00	37
Obtained a living will/health proxy/POA	43	\$0.00	\$0.00	\$0.00	\$0.00	44
Assisted w/ collection of judgment	1	\$817.31	\$0.00	\$0.00	\$0.00	1
Obtained benefit - none of the above (Specify)	7	\$0.00	\$0.00	\$202,000.00	\$0.00	14
Obtained advice and counsel on family, consumer, employment, health, housing, immigration, wills/estates, and income maintenance questions	445	\$0.00	\$0.00	\$845.00	\$96.00	999
Obtained non-litigation advocacy on consumer, family, health, housing, income maintenance, and individual rights cases	37	\$500.00	\$0.00	\$612.00	\$0.00	68
Obtained other benefits in consumer, family, housing, and income maintenance cases	8	\$6,000.00	\$453.00	\$460.00	\$0.00	11

Unsuccessful representation in consumer, family, health, housing and income maintenance cases	21	\$0.00	\$0.00	\$0.00	\$0.00	42
TOTAL	913	\$168,148	\$10,422	\$1,392,915	\$10,235	1855

Summary

Over the year, the Harrisonburg office closed 808 cases with 913 outcomes, recovering \$168,148 in lump sum and \$10,422 in monthly benefits fro our clients, while avoiding \$1,392,915 in lump sum and \$10,235 in monthly liabilities for these clients, benefiting 1,855 people.

The Harrisonburg office achieved our clients' goals in 88% of the cases in which we undertook representation, and partially achieved them in another 7%.

90% of our Harrisonburg office clients have rated our services as "very good" or "excellent."