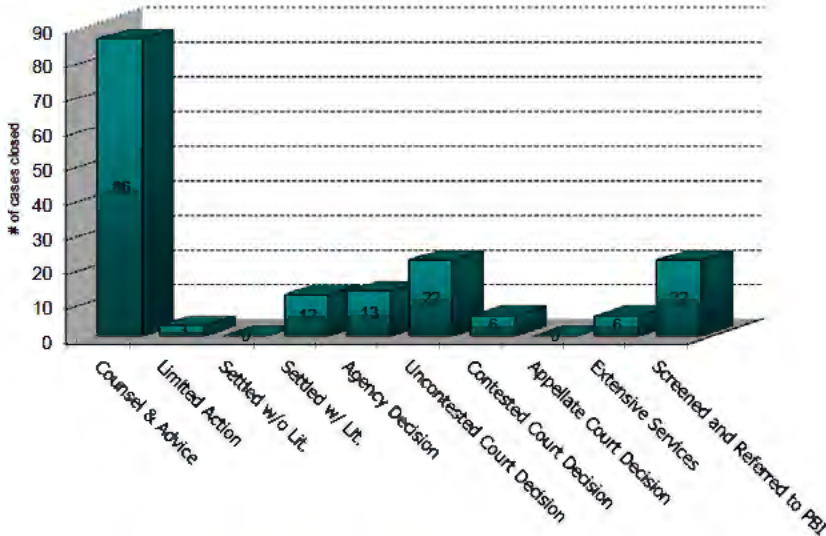


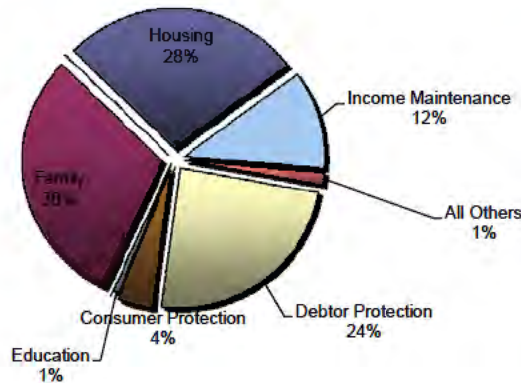
Case & Outcome Metrics, 2012

Cases Closed by Level of Service



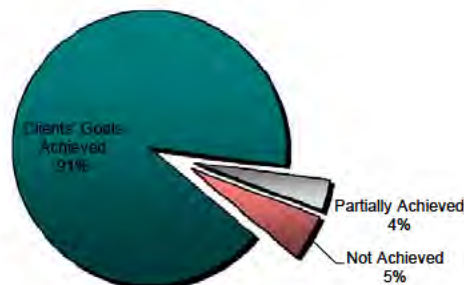
Cases Closed* by Level of Service	
Counsel & Advice	86
Limited Action	3
Settled w/o Lit.	0
Settled w/ Lit.	12
Agency Decision	13
Uncontested Court Decision	22
Contested Court Decision	6
Appellate Court Decision	0
Extensive Services	6
Screened and Referred to PBI	22
Total	170

Cases Closed by Substantive Legal Category



Cases Closed* by Substantive Legal Category	
Debtor Protection	36
Consumer Protection	6
Education	1
Employment	0
Family	45
Health	0
Housing	41
Income Maintenance	17
Individual Rights	0
All Others	2
Total	148

Success Rates in Extended Representation

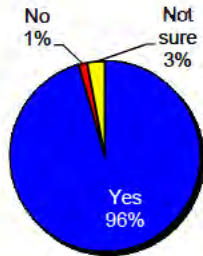


Success Rates in Extended Representation Cases		
Clients' Goals Achieved	50	90.9%
Partially Achieved	2	3.6%
Not Achieved	3	5.5%
Total	55	100.0%

* Totals include cases that were screened and referred to PBI program during the year, and not necessarily closed.

Client Satisfaction Levels (cumulative to date)

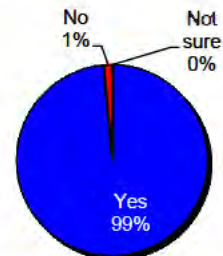
1. Did the person advising you about your case/handling your case seem interested in your case and in helping you get the results you wanted?



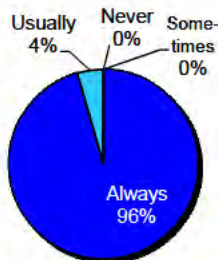
2. Did the person advising you/handling your case seem knowledgeable?



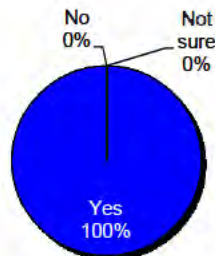
3. Were you comfortable talking with the person who advised you/handled your case?



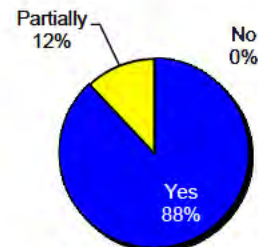
4. Did the person advising you/handling your case treat you with courtesy and respect?



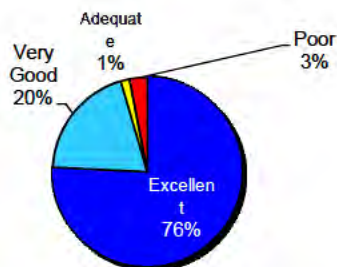
6. Did you understand the legal advice you were given?



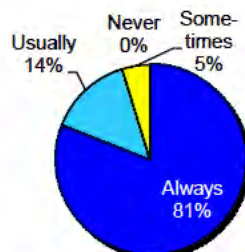
7. Did the legal advice you received answer your questions?



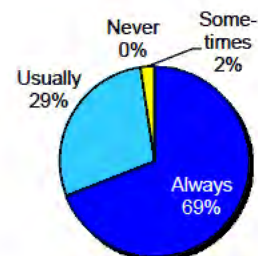
11. How would you rate the quality of legal assistance Blue Ridge Legal Services provided you?



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
Stopped/reduced debt collection	6	0.00	0.00	45,295.92	0.00	11
Avoided/ended garnishment/levy	3	2,195.39	0.00	0.00	0.00	8
Overcame predatory lending practices	1	5,000.00	0.00	567.25	0.00	4
Avoided/delayed utility termination	1	0.00	0.00	0.00	0.00	1
Overcame barrier to school enrollment	1	0.00	0.00	0.00	0.00	4
Obtained divorce/annulment	27	26,000.00	0.00	0.00	0.00	63
Obtained/preserved/increased spousal support	1	0.00	500.00	0.00	0.00	2
Prevented eviction from subsidized housing	4	120.00	773.00	434.86	1,353.00	8
Prevented eviction from private housing	1	0.00	0.00	916.00	0.00	7
Avoided/obtained redress for illegal/unfair LL	4	0.00	0.00	4,315.50	0.00	12
Delayed eviction/provided time to seek alternative hsg	1	0.00	0.00	0.00	0.00	1
Obtained access to housing	1	0.00	0.00	0.00	0.00	6
Obtained/preserved/increased unemployment ins	6	13,936.00	3,074.50	0.00	0.00	14
Obtained a living will/health proxy/POA	1	0.00	0.00	0.00	0.00	3
Obtained non-litigation advocacy - Housing matter	2	500.00	0.00	0.00	0.00	4
Obtained non-litigation advocacy - Income Maint matter	2	0.00	0.00	0.00	0.00	4
Obtained advice and counsel - Wills/Estates matter	2	0.00	0.00	0.00	0.00	5
Obtained advice and counsel - Consumer matter	30	0.00	0.00	0.00	0.00	85
Obtained advice and counsel - Family matter	15	0.00	0.00	0.00	0.00	31
Obtained advice and counsel - Housing matter	28	0.00	0.00	0.00	0.00	63
Obtained advice and counsel on Income Maint matter	8	0.00	0.00	0.00	0.00	28
Unsuccessful representation - Income Maint matter	1	0.00	0.00	0.00	0.00	1
Unsuccessful representation - Family matter	3	0.00	0.00	0.00	0.00	3
TOTAL	149	\$47,751.39	\$4,347.50	\$51,529.53	\$1,353.00	368

Summary

Over the year, this advocate closed 148 cases with 149 outcomes, recovering \$47,751 in lump sum benefits and \$4,348 in monthly benefits for clients, while avoiding \$51,530 in lump sum liabilities and \$1,353 in monthly liabilities for these clients, benefiting 368 people.

This advocate achieved our clients' goals in 91% of the cases in which we undertook representation, while partially achieving them in another 4%.

86% of this advocate's clients rated our services as "very good" or "excellent."