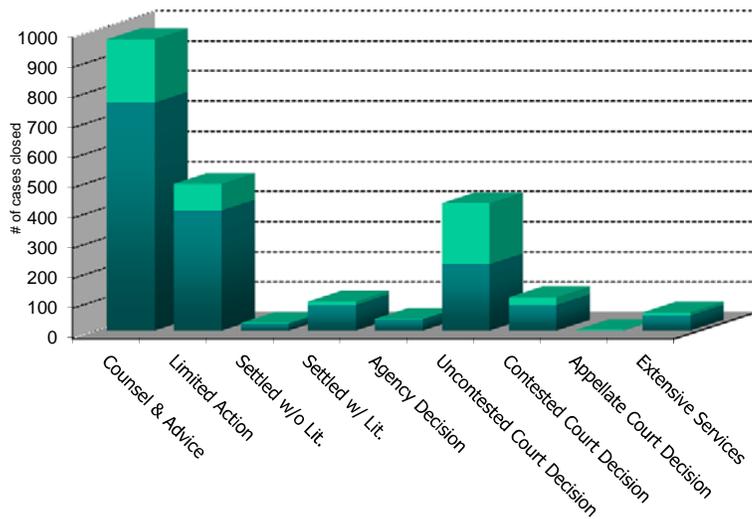


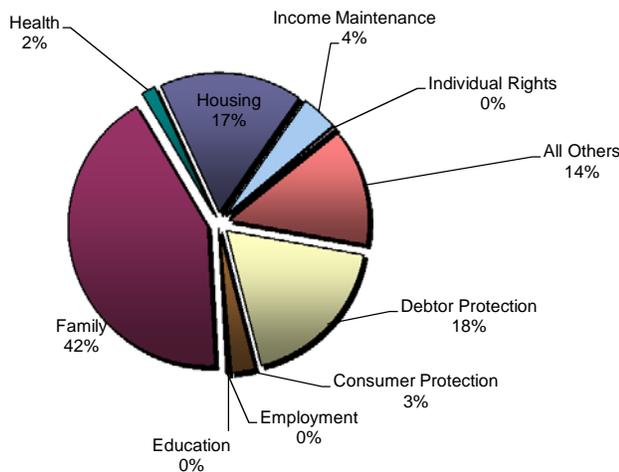
Program-wide Case & Outcome Metrics, 2012

Cases Closed by Level of Service



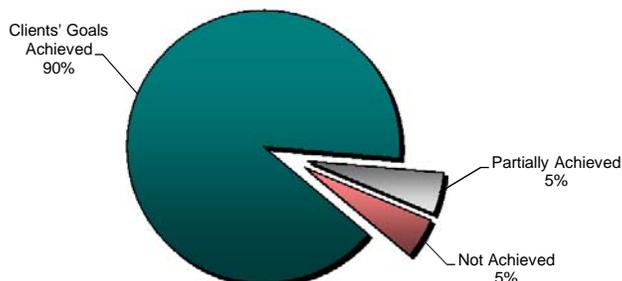
| Cases Closed by Level of Service | | |
|----------------------------------|-------------|---------------------|
| | BRLS Staff | Volunteer Attorneys |
| Counsel & Advice | 757 | 211 |
| Limited Action | 399 | 88 |
| Settled w/o Lit. | 23 | 2 |
| Settled w/ Lit. | 85 | 11 |
| Agency Decision | 37 | 2 |
| Uncontested Court Decision | 221 | 202 |
| Contested Court Decision | 85 | 25 |
| Appellate Court Decision | 0 | 2 |
| Extensive Services | 50 | 10 |
| Total: 2210 | 1657 | 553 |

Cases Closed by Substantive Legal Category



| Cases Closed* by Substantive Legal Category | |
|---|-------------|
| Debtor Protection | 402 |
| Consumer Protection | 60 |
| Education | 5 |
| Employment | 6 |
| Family | 935 |
| Health | 36 |
| Housing | 366 |
| Income Maintenance | 94 |
| Individual Rights | 7 |
| All Others | 299 |
| Total | 2210 |

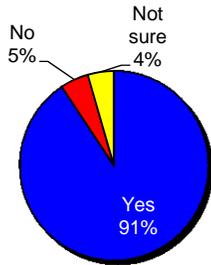
Success Rates in Extended Representation



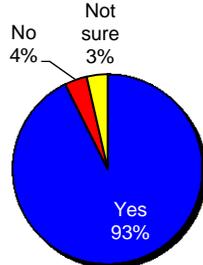
| Success Rates in Extended Representation Cases | | |
|--|------------|--------------|
| Clients' Goals Achieved | 639 | 90.3% |
| Partially Achieved | 35 | 4.9% |
| Not Achieved | 34 | 4.8% |
| Total | 708 | ##### |

Client Satisfaction Levels (cumulative to date)

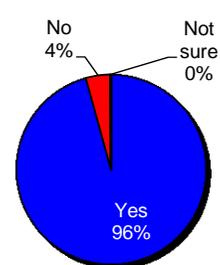
1. Did the person advising you about your case/handling your case seem interested in your case and in helping you get the results you wanted?



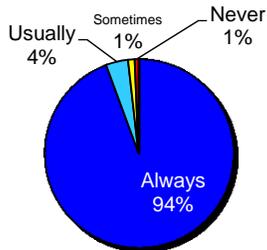
2. Did the person advising you/handling your case seem knowledgeable?



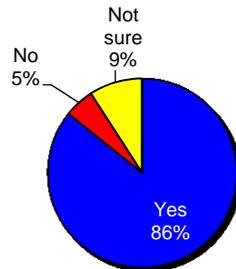
3. Were you comfortable talking with the person who advised you/handled your case?



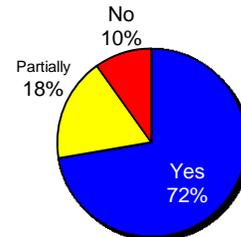
4. Did the person advising you/handling your case treat you with courtesy and respect?



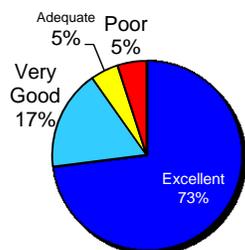
6. Did you understand the legal advice you were given?



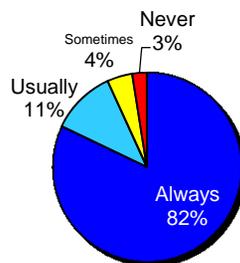
7. Did the legal advice you received answer your questions?



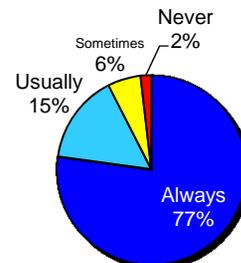
11. How would you rate the quality of legal assistance Blue Ridge Legal Services provided you?



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 | 38 | \$10,154.54 | \$0.00 | \$1,698,975.26 | \$0.00 | 124 |
| Stopped/reduced debt collection | 33 | \$10,246.54 | \$0.00 | \$185,719.09 | \$0.00 | 97 |
| Averted repossession | 2 | \$0.00 | \$0.00 | \$4,550.41 | \$0.00 | 3 |
| Avoided/reduced/ended deficiency judgment | 2 | \$0.00 | \$0.00 | \$2,920.00 | \$0.00 | 1 |
| Avoided/ended garnishment/levy | 46 | \$8,798.09 | \$0.00 | \$8,808.21 | \$0.00 | 58 |
| Overcame unfair/illegal sales contracts | 3 | \$4,023.00 | \$0.00 | \$0.00 | \$0.00 | 8 |
| 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 |
| Secured utility services | 2 | \$0.00 | \$0.00 | \$2,099.46 | \$0.00 | 2 |
| Obtained asst w/ tax issues | 2 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | 4 |
| Secured an appropriate public education | 1 | \$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 wages and/or back pay | 1 | \$160.00 | \$0.00 | \$0.00 | \$0.00 | 1 |
| Obtained advice and counsel - Employment matter | 3 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | 5 |
| Obtained non-litigation advocacy - Employment matter | 1 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | 1 |
| Unsuccessful representation - Employment matter | 1 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | 2 |
| Obtained guardianship/adoption of dependent children | 1 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | 3 |
| Obtained/maintained custody of children | 31 | \$0.00 | \$360.00 | \$0.00 | \$0.00 | 64 |
| Obtained/preserved right to visitation | 5 | \$2,000.00 | \$0.00 | \$0.00 | \$0.00 | 2 |
| Obtained family reunification | 1 | \$100.00 | \$0.00 | \$0.00 | \$0.00 | 2 |
| Obtained divorce/annulment | 367 | \$76,535.55 | \$5,467.96 | \$0.00 | \$5,000.00 | 947 |
| Obtained asst negotiating separation/ppty settlement | 15 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | 4 |
| Obtained asst enforcing separation/ppty settlement | 1 | \$1,445.52 | \$0.00 | \$0.00 | \$0.00 | 3 |
| Obtained guardianship/conservatorship | 17 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | 41 |
| Obtained advice/counsel on guardianship/POA | 5 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | 12 |
| Obtained name change | 129 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | 4 |
| Established paternity of child | 2 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | 4 |
| Obtained protection from domestic violence | 25 | \$4,383.50 | \$2,622.67 | \$0.00 | \$0.00 | 74 |
| 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 | 15 | \$47,000.00 | \$3,094.40 | \$0.00 | \$0.00 | 20 |
| Obtained downward modification of child support | 6 | \$0.00 | \$0.00 | \$0.00 | \$1,684.00 | 8 |
| Obtained/preserved/increased spousal support | 6 | \$4,490.15 | \$2,267.29 | \$0.00 | \$0.00 | 11 |
| Obtained Guardian Ad Litem svcs in Family matter | 14 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | 24 |
| Obtained/preserved/increased Medicaid benefits | 14 | \$15,604.00 | \$196.40 | \$100,674.94 | \$170.00 | 32 |
| Obtained assistance w/ Medicaid planning | 1 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | 1 |
| Obtained/preserved/increased individual access to healthcare | 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/enforced terms of health/disability ins | 2 | \$7,838.00 | \$1,783.00 | \$0.00 | \$0.00 | 3 |
| Obtained other financial asst on medical bill | 1 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | 1 |
| Prevented eviction from subsidized housing | 18 | \$955.00 | \$1,523.00 | \$2,632.86 | \$1,859.00 | 39 |
| Prevented eviction from public housing | 6 | \$0.00 | \$0.00 | \$0.00 | \$776.00 | 22 |
| Avoided foreclosure/loss of home | 9 | \$1,500.00 | \$0.00 | \$122,900.00 | \$309.93 | 21 |
| Prevented eviction from private housing | 21 | \$972.00 | \$445.00 | \$27,074.00 | \$0.00 | 50 |
| Avoided/obtained redress for illegal/unfair LL | 20 | \$12,763.95 | \$0.00 | \$26,619.39 | \$0.00 | 43 |
| Overcame denial of tenant's rights under lease | 4 | \$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 | 3 | \$780.00 | \$0.00 | \$0.00 | \$0.00 | 8 |
| Obtained repairs/improved housing conditions | 3 | \$15.00 | \$0.00 | \$800.00 | \$0.00 | 2 |
| Delayed eviction/provided time to seek alternative hsg | 19 | \$500.00 | \$0.00 | \$3,285.00 | \$0.00 | 36 |
| 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 assist develop/renov affordable housing | 1 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | 3 |
| Obtained/preserved/increased food stamps eligibility | 2 | \$2,233.00 | \$0.00 | \$0.00 | \$0.00 | 5 |
| Obtained/preserved/increased SSD benefit/right | 10 | \$4,188.00 | \$3,018.00 | \$93,900.20 | \$491.00 | 14 |
| Obtained/preserved/increased SSI benefit/right | 11 | \$36,891.55 | \$2,417.00 | \$5,226.00 | \$158.80 | 23 |
| Obtained/preserved/increased unemployment ins | 12 | \$18,181.00 | \$3,412.50 | \$0.00 | \$0.00 | 34 |
| 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 | 174 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | 199 |
| Obtained a living will/health proxy/POA | 218 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | 146 |
| Obtained benefit - none of the above | 19 | \$0.00 | \$0.00 | \$204,195.00 | \$0.00 | 35 |

| | | | | | | |
|--|------|--------------|-------------|------------|-------------|------|
| Assisted w/ collection of judgment | 1 | \$817.31 | \$0.00 | \$0.00 | \$0.00 | 1 |
| Obtained advice and counsel in wills/estates, consumer, education, family, health, housing, income maintenance, immigration, and individual rights cases | 1094 | \$0.00 | \$0.00 | \$7,269.00 | \$96.00 | 2584 |
| Obtained non-litigation advocacy in consumer, family, health, housing, income maintenance, and individual rights cases | 71 | \$5,955.00 | \$1,500.00 | \$612.00 | \$250.00 | 127 |
| Obtained other benefits in consumer, family, housing, income maintenance, and juvenile cases | 36 | \$19,188.73 | \$453.00 | \$460.00 | \$0.00 | 71 |
| Obtained referral in Family and housing matters | 5 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | 6 |
| Provided unsuccessful representation in consumer, family, health, housing, income maintenance, and individual rights litigation | 42 | \$0.00 | \$0.00 | \$850.00 | \$0.00 | 91 |
| TOTAL | 2620 | \$354,497.10 | \$28,577.22 | ## | \$10,794.73 | 5173 |

Summary

Over the year, The program closed 2210 cases with 2620 outcomes, recovering \$354,497 in lump sum and \$28,577 in monthly benefits fro our clients, while avoiding \$2.5 million in lump sum liabilities and \$10,795 in monthly liabilities for these clients, benefiting 5,173 people.

The program achieved our clients' goals in 90% of the cases in which we undertook representation, and partially achieved them in another 5%.

89% of our clients have rated our services as "very good" or "excellent."