

Outcomes Achieved for BRLS Clients in Staunton-Augusta-Waynesboro during 2013

Benefit Achieved	Number of Cases	Amount of Lump Sum Recovery	Amount of Monthly Recovery	Amount Avoided	Amount of Monthly Costs Avoided	Number of People Helped
Obtained federal bankruptcy protection	3	5,323.00	0.00	339,873.83	0.00	6
Stopped/reduced debt collection	7	500.00	0.00	6,643.17	247.74	12
Averted repossession	1	0.00	0.00	5,000.00	0.00	4
Avoided/reduced/ended deficiency judgment	2	0.00	0.00	8,926.00	0.00	6
Avoided/ended garnishment/levy	5	1,927.10	0.00	0.00	0.00	14
Enforced sales contracts/warranties	1	400.00	0.00	0.00	0.00	1
Avoided/delayed utility termination	1	0.00	0.00	0.00	0.00	2
Overcame fraudulent sales practices	1	6,300.00	0.00	16,000.00	0.00	2
Secured approp ed svcs in inclusive/integrated setting	1	0.00	0.00	0.00	0.00	3
Overcame barrier to school enrollment	1	0.00	0.00	0.00	0.00	5
Obtained/maintained custody of children	1	0.00	0.00	0.00	0.00	4
Obtained divorce/annulment	51	5,686.67	900.00	0.00	0.00	114
Obtained guardianship/conservatorship	3	19,800.00	0.00	0.00	0.00	5
Obtained protection from domestic violence	1	0.00	0.00	0.00	0.00	3
Obtained protection from adult abuse/neglect	1	0.00	0.00	0.00	0.00	2
Obtained protection from domestic violence age 60+	1	0.00	0.00	0.00	0.00	1
Obtained downward modification of child support	2	0.00	0.00	1,140.00	767.70	2
Obtained Guardian Ad Litem svcs in Family matter	2	0.00	0.00	0.00	0.00	3
Obtained/preserved/increased Medicaid benefits	4	0.00	0.00	0.00	0.00	4
Obtained assistance w/ Medicaid planning	1	0.00	0.00	0.00	0.00	2
Prevented abuse/premtr discharge/assured quality	1	0.00	0.00	0.00	0.00	1
Obtained/enforced terms of health/disability ins	1	3,558.00	0.00	0.00	0.00	2
Prevented eviction from subsidized housing	1	0.00	0.00	0.00	0.00	3
Prevented eviction from public housing	1	0.00	0.00	0.00	551.00	4
Avoided foreclosure/loss of home	1	0.00	0.00	1,099.91	0.00	2
Prevented eviction from private housing	1	0.00	0.00	0.00	0.00	4
Avoided/obtained redress for illegal/unfair LL	6	330.00	0.00	1,363.81	0.00	24
Overcame denial of tenant's rights under lease	2	500.00	0.00	0.00	0.00	2
Enforced rights to decent, habitable housing	3	815.00	0.00	0.00	0.00	6
Obtained repairs/improved housing conditions	1	0.00	0.00	0.00	0.00	4
Delayed eviction/provided time to seek alternative hsg	8	2,300.04	0.00	2,200.00	0.00	16
Obtained/preserved/increased SSD benefit/right	1	0.00	190.00	0.00	0.00	6
Obtained/preserved/increased SSI benefit/right	1	0.00	226.00	0.00	0.00	1
Obtained/preserved/increased unemployment ins	1	0.00	1,014.80	1,888.00	0.00	3
Obtained a will	7	0.00	0.00	0.00	0.00	13
Obtained a living will/health proxy/POA	12	0.00	0.00	0.00	0.00	21
Assisted w/ collection of judgment	2	0.00	0.00	0.00	0.00	3
Obtained advice and counsel on family, consumer, health, housing, individual rights, wills/estates, income maintenance, and guardianship matters	213	830.49	0.00	2,324.00	0.00	481
Obtained non-litigation advocacy in consumer, education, housing, and income maintenance matters	9	0.00	0.00	0.00	0.00	23
Unsuccessfully represented clients in consumer, family, housing, income maintenance, and disability matters	6	0.00	0.00	0.00	0.00	12
TOTAL	368	\$48,270.30	\$2,330.80	\$386,458.72	\$1,566.44	826

Summary

Over the year, Blue Ridge Legal Services closed 375 cases with 368 outcomes, recovering \$48,270 in lump sum benefits and \$2,331 in monthly benefits for clients, while avoiding \$386,459 in liabilities and saving an additional \$1,566 monthly for these clients, benefiting 826 people.

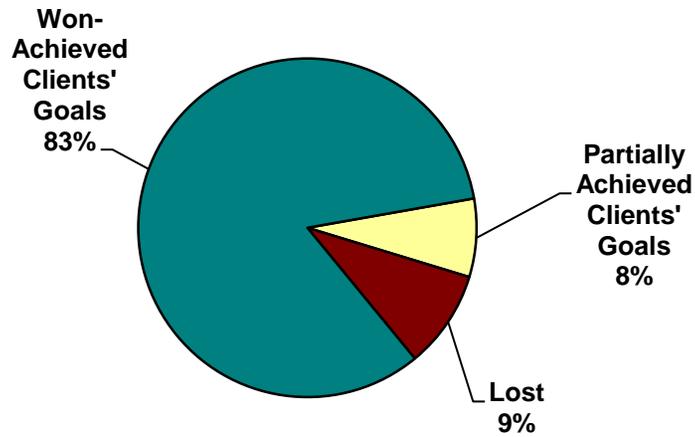
BRLS achieved our SAW clients' goals in 83% of the cases in which we undertook representation, while partially achieving them in another 8%.

For SAW clients receiving advice only, 89% reported that the advice provided answered their questions and 78% reported it helped them resolve their legal problem.

88% of the office's SAW clients rated our services as "very good" or "excellent."

2013 Success and Client Satisfaction Rates for Blue Ridge Legal Services Clients in Staunton-Augusta-Waynesboro Area

Success Rates in Representation



Client Satisfaction Rates

