Legal Services Corporation of Virginia

Legal Information and Program Descriptions
on the web at www.valegalaid.org

Legal Services Corporation of Virginia

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More than 74,900 low-income Virginians were directly benefited.
The civil legal aid programs funded by Legal Services Corporation of Virginia (LSCV) enabled low-income Virginians to address critical legal issues directly affecting their families, homes, income, jobs and access to vital services such as education and health care. The number of people benefited was 13.5 percent lower than the previous year, the delayed impact of layoffs of legal aid advocates over the past three years made necessary by the funding cuts that have occurred during that period.

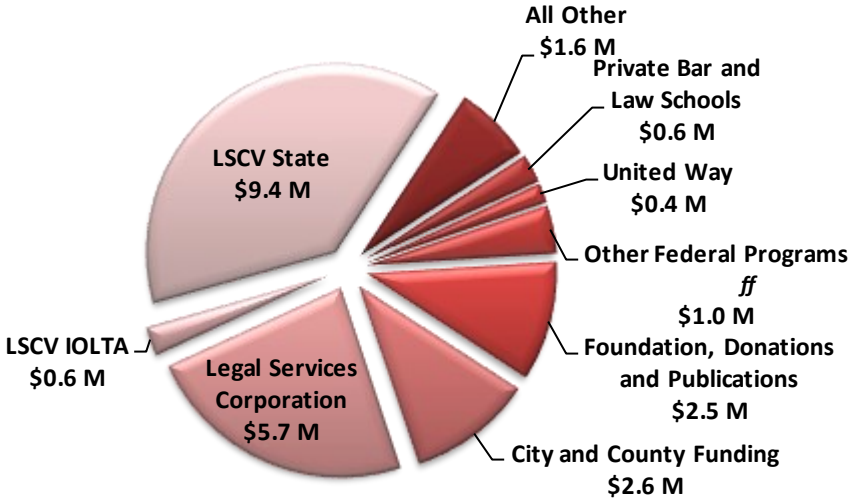
LSCV distributed $10 million to legal aid programs.
In FY 2012-2013, LSCV provided grants to a statewide network of non-profit organizations, including nine regional legal aid programs and a statewide support center. Collectively these programs served every community in Virginia via 38 offices located strategically throughout the state. This funding came from the Virginia General Assembly in the form of general revenue and special filing fee appropriations, and from the Virginia "IOLTA" (Interest On Lawyers Trust Accounts) program that LSCV began administering in 1995.

The state and IOLTA dollars distributed by LSCV leveraged additional millions of dollars from other sources.
LSCV-funded legal aid programs received an additional $14.3 million from a variety of sources, including the federal Legal Services Corporation, local governments, foundation grants, bar associations and community fundraising efforts.

The results achieved by LSCV-funded programs helped everyone in Virginia.

- ***Producing $99.8 million in economic benefits.*** The work of legal aid advocates brought millions of federal dollars into Virginia that would otherwise have been lost to local economies. These dollars provided 703 jobs and, with additional savings from avoidance of such costly social problems as homelessness, yielded a net return of $4.18 for every dollar invested.
- ***Enhancing family stability and safety.*** Legal aid in domestic violence cases enabled survivors to lead more productive lives, reduced crime and increased the likelihood that affected children would not become victims or perpetrators of violence in the future.
- ***Preventing homelessness.*** Through successful advocacy that prevented eviction and home foreclosure, legal aid lawyers kept families in their homes and reduced the social and economic costs of emergency shelter and other services for the homeless.
- ***Making other institutions work better.*** Lawmakers referred constituents to legal aid for legal help. Courts relied on legal aid to help people navigate the legal system and address legal problems before they enter the court system.

FY 2012-2013 Legal Aid Funding
$24.4 Million



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- ***Empowering people to seek fair solutions through legal channels.*** In addition to representing clients, legal aid advocates reached 480,020 people through telephone-based legal "hotlines," pro se (self-help) programs, distribution of legal education materials, and preventative legal education efforts. These results empowered the people who used these programs to better understand and act upon their legal rights and responsibilities as tenants, parents, employees, spouses, and consumers.
- ***Partnering with other organizations to solve community-wide problems.*** Legal aid programs worked with private law firms, the courts and more than 100 agencies across the state that served low-income Virginians. In FY 2012-2013, private lawyers completed 3,251 cases for legal aid clients and contributed 23,834 hours valued at $3.6 million through pro bono programs operated by LSCV-funded legal aid organizations.
- ***Maximizing bang for the buck.*** Virginia legal aid programs promoted high productivity and quality through participation in LSCV's statewide evaluation and outcome measurement systems that have been in place for more than a decade. Legal aid programs participated in a statewide student loan repayment program implemented by LSCV in 2008, fostering quality and efficiency by minimizing the loss of experienced attorneys who may otherwise seek higher-paying jobs to cover debt service on their student loans.

The Justice Gap:

Legal aid is effective. Yet, in FY 2012-2013, legal aid advocates could help only a fraction of those in need... because of increased demand for services during the recession of 2007-2013 and cuts to two of legal aid's major sources of funding: IOLTA and federal grants. Due to historically low interest rates, annual IOLTA funding has declined by $4 million since FY 2007-2008. In addition, Census-based cuts in Federal funding have resulted in a loss of almost $1.2 million for Virginia legal aid programs over that same time period. Every dollar spent on legal aid in FY 2012-2013 yielded an economic return far exceeding the investment, yet today's legal aid funding level is far less than it was three decades ago. Until the resources have been found to bridge the gap between the need for legal assistance and the capacity to provide it, "Equal Justice Under the Law" will remain an empty promise for our state's most vulnerable citizens.

Funding

In FY 2012-2013, LSCV distributed $10 Million in Funding for Legal Aid Programs.

IOLTA Funds: $0.6 million. In 1995, LSCV began administering Virginia's IOLTA program after its conversion from a mandatory to an opt-out program. Virginia banks that choose to offer trust accounts for attorneys and title companies remit the net interest to LSCV on a monthly or quarterly basis. With continued low interest rates, only $575,000 was remitted to LSCV in FY 2012-2013.

State Funds: $9.4 million. LSCV receives funding to provide civil legal services to Virginia's low-income population from the Virginia General Assembly in the form of general revenue [$2.9 million] and special filing fee appropriations [$6.5 million] in FY 2012-2013.

This Report at a Glance

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The statewide network of civil legal aid programs funded by LSCV provided legal assistance that enabled more than 74,900 low-income Virginians to address critical legal issues directly affecting their families, homes, income, jobs and access to vital services such as education and health care.

In FY 2012-2013, LSCV provided $10 million in grants to nine regional legal aid programs and a statewide support center that collectively serve every community in Virginia.
This funding came from the Virginia General Assembly in the form of general revenue and special filing fee appropriations, and from the Virginia "IOLTA" (Interest On Lawyers Trust Accounts) program that LSCV began administering in 1995.

By helping those in need, LSCV grantees helped everyone in Virginia.
Legal protection from domestic violence reduced crime, allowed survivors to go back to living healthy, productive lives, and reduced the likelihood that children will become victims or perpetrators of violence in the future.

Keeping families in their homes saved tax dollars.
Legal aid helped clients avoid eviction or foreclosure, not only preserving their homes but reducing the need for expensive emergency shelter and keeping children in school who without legal aid would have become homeless.

Bringing income into the state strengthened local economies.
By securing Social Security Disability Insurance benefits for disabled people who are unable to work, legal aid enabled those people to live in dignity and also brought millions of dollars into communities that would otherwise be lost to the state and local economies.

By helping their clients, LSCV-funded programs made other institutions work better.
Lawmakers referred their constituents to legal aid for legal help. Courts relied on legal aid to help people navigate the legal system, negotiate solutions that otherwise would require litigation, and screen out non-meritorious cases before they entered the court system.

Legal aid is cost-effective.
In FY 2012-2013, every dollar of revenue for a legal aid program produced $4.18 of measurable economic impacts and many other benefits that are not quantifiable. (See box, "The Economic Impact of Legal Aid far Exceeds the Funds Invested," on page 4). These dollars were in addition to the intangible benefits that come from providing fair solutions to critical legal problems faced by Virginians living in poverty.

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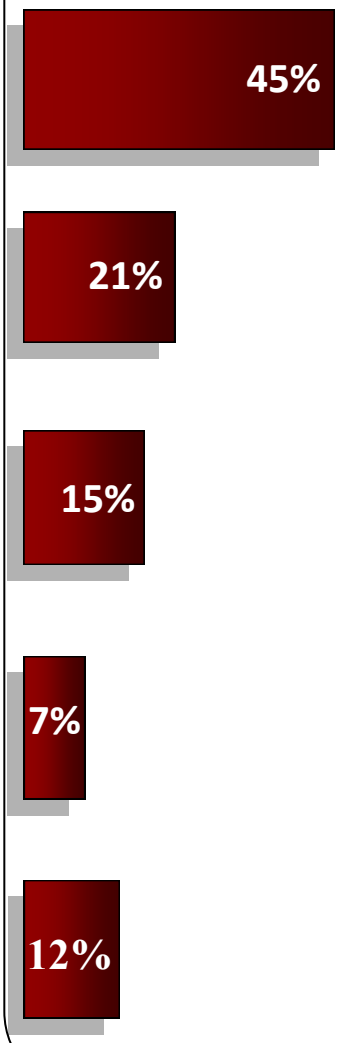
Direct legal assistance is the core service of LSCV grantees. In FY 2012-2013, LSCV-funded legal aid advocates completed 31,132 cases, providing direct measurable benefits to 74,936 people. They provided free legal help to people who live at or near the poverty level. They performed intake and provided advice and brief legal assistance on a centralized, regional basis with the help of sophisticated phone systems and database technology. Clients needing more in-depth assistance were referred to legal aid attorneys and paralegals working out of program offices located in cities and towns throughout the state, or to private attorneys who serve these clients on a pro bono basis.

Snapshot of LSCV-Funded Legal Assistance



Family: 33,641 People
Legal problems include domestic violence, child support, divorce, child custody, parental rights and guardianships.

Snapshot: Candy's husband, who was also her employer, had used an incident in which she defended herself from a physical attack from their minor son as an opportunity to charge her with Assault & Battery and obtained a protective order excluding her from their home. Since Candy worked from home doing payroll, etc. for her husband's business, this prevented her from performing her job. SVLAS got the criminal charge dismissed, then argued that the meritless actions led to her unemployment. Candy was awarded benefits of $2,886.

Housing: 16,039 People
Legal problems include unlawful eviction, denial of access to public or government-subsidized housing, and illegal mortgage foreclosure.

Snapshot: Rachel received a $9,000 personal injury settlement and wanted to apply it to one year of mortgage payments. She mailed a check to her mortgage company and called to explain the situation. She was told this was acceptable. However, the mortgage servicer put the money towards her principal, and then initiated foreclosure proceedings when she did not make the next month's payment. By the time Rachel came to CVLAS, she had incurred several thousand dollars in foreclosure fees. With CVLAS' advocacy, the mortgage servicer immediately reinstated the loan, but argued that she still owed thousands of dollars in legal and foreclosure fees. Eventually the mortgage company offered to settle the case by modifying the loan and Rachel accepted.

Consumer/Finance: 11,381 People
Legal problems include illegal taking of property, wage garnishment, denial of credit and fraudulent consumer practices.

Snapshot: As a result of Hurricane Irene in 2011, Lydia needed a new roof for her home. She contracted with a local roofer who took over $6,000 of her insurance claim proceeds but never returned to do the work. After efforts to get Lydia's money refunded failed, LAJC filed an action in court alleging breach of contract and violation of Virginia consumer protection laws. After winning a judgment in Lydia's favor and beginning the collections process, the roofer visited LAJC's office to offer an appropriate cash settlement of the claim.

Income Maintenance: 5,039 People
Legal problems include eligibility for or termination of SSD (disability), SSI (Supplemental Security), unemployment compensation or public benefits.

Snapshot: Monica was fired from a convenience store for allegedly taking home eight sub sandwiches she had not paid for. In fact, she had been given explicit permission by her manager to take the sandwiches, and had kept careful records. After finding the records in Monica's cubby, the manager opted to report an inventory shortage rather than be blamed for giving Monica permission to eat them. Monica agreed to stop the practice and heard nothing further until a month later when she was interviewed by Loss Prevention. When she admitted to eating the subs with the manager's permission, she was asked to put it in writing. After Loss Prevention's departure, her boss promptly fired her stating she had openly admitted theft, and then appealed Monica's unemployment benefits alleging she was fired for misconduct. Her RLS attorney successfully argued that Monica had merely followed instructions with approval from her manager and did not admit to theft. She was able to retain the $288 per week in unemployment benefits.

Other: 8,836 People
Legal problems include education, employment, juvenile, health, individual rights and other miscellaneous matters.

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Legal aid is cost-effective. During FY 2012-2013, LSCV-funded legal aid programs produced $99.8 million of measurable economic impacts and many other benefits that are not quantifiable. (See box, "The Economic Impact of Legal Aid in Virginia Far Exceeds the Funds Invested" on the next page.) These dollars are in addition to the intangible benefits that come from providing fair solutions to critical legal problems faced by Virginians living in poverty.

The Economic Multiplier Effect

Representation by Virginia legal aid advocates brings federal funds into Virginia each year that otherwise would be lost to local economies.

$32.3 million

- Social Security Disability and Supplemental Security Income benefits
- Federal share of Medicaid benefits
- Federal support to Legal Aid Providers

Most of the money from federal benefits is spent immediately on necessities. In turn, these federal funds provide income for local businesses and wages for working Virginians.

Necessities for Families:

- Food and Housing
- Health Care
- Prescriptions
- Utilities
- Transportation

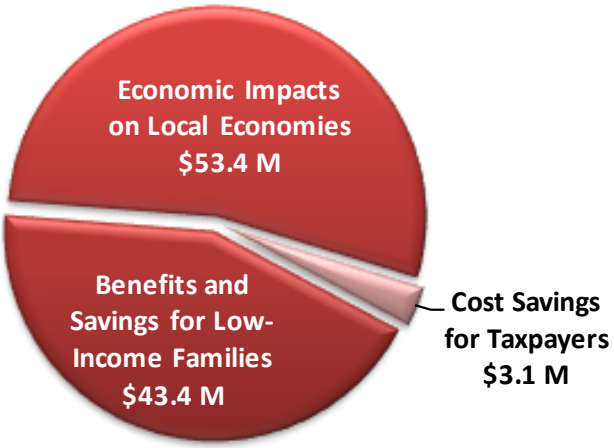
Each federal dollar circulates 1.65 times* ($32.3 million in federal benefits multiplied by 1.65) in local communities.

$53.4 million*

- Income for local businesses
- 703 jobs for people throughout Virginia

The Economic Impact of Legal Aid in Virginia Far Exceeds the Funds Invested

In FY 2012-2013, the total economic impact of legal assistance provided by Virginia legal aid programs was **$99.8 million**, a return of **$4.18** for every dollar of local, state, or federal funds invested.[1]



The Impacts Include:

$43.4 million in direct benefits for low-income families.

- ◊ **$32.3 million** in federal benefits including Social Security Disability, Supplemental Security Income, the federal share of Medicaid, federal support for legal assistance programs and other federal benefits;
- ◊ **$4.7 million** in child support payments for needy Virginia children and their families;
- ◊ **$6.4 million** from other revenue-generating legal aid outcomes including unemployment compensation, spousal support and consumer settlements;

$3.1 million in cost savings for Virginia taxpayers.

- ◊ **$1.9 million** in savings in costs related to domestic abuse. Advocates enabled 523 families to be protected from domestic violence. Studies indicate an average savings of $3,645 per family in the costs of medical care for injured victims, lost productivity, and targeted education and counseling for affected children.
- ◊ **$1.2 million** in savings in emergency shelter costs. In FY 2012-2013, LSVC programs' homeless prevention work helped 632 low-income families (1,704 family members) avoided the need for emergency shelter, saving an estimated $12,790 per family.

$53.4 million in additional economic activity for local communities through the economic multiplier effect

Additional Benefits *b ff*

- ◊ Savings from crime prevention and reduction in law enforcement assistance.
- ◊ Savings from keeping children in school whose attendance would otherwise have been interrupted by homelessness and/or domestic abuse.
- ◊ Efficiencies in Virginia courts made possible by legal aid assistance to clients and self-represented litigants, such as materials and training on how to follow court procedures.

[1] See Appendix D for computations

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In addition to providing direct legal assistance that benefited more than 74,900 Virginians in FY 2012-2013, legal aid advocates helped 470,290 additional people understand and act upon their legal rights and responsibilities as tenants, parents, employees, spouses, and consumers (see statistics below). For this, LSCV-funded programs used three powerful strategies: telephone legal "hotlines," pro se (self-help) assistance, and community legal education.

ff ff ffOff b ff / Providing expert legal advice that can prevent small problems from becoming big ones.

Southwest Virginia Legal Aid Society operates a centralized phone intake system out of the Castlewood office where it handles over 90% of its applications. Intake workers accept calls in rotation. If all lines are busy the caller has the option for an automatic call back within 60 minutes or they can call back at a later time. Callers also have the option of listening to recorded legal information. On-line applicants who apply during regular office hours are given priority in the queue for the next available Intake worker. Those who apply when the office is not open are given a call-back when the office reopens. Approximately 60% of SVLAS' total number of opened and closed cases are done so in a paperless fashion.

ff) ff B b ff *Central Virginia Legal Aid Society* has created more than 60 self-help pamphlets on a variety of legal topics which are available to the general public in kiosks at each of three offices, on the CVLAS website, or by request. It is estimated that an excess of 15,000 of these pamphlets are distributed each year. These are important educational materials which provide crucial information that can make a difference in clients' lives.

Off b b *Blue Ridge Legal Services* made educational presentations at various senior citizens centers, low income housing projects, and homeless shelters across the service area on topics such as unemployment, domestic violence, landlord-tenant, issues affecting the elderly, particularly elder abuse and exploitation. Nearly 680 folks attended these presentations. BRLS has also developed a number of client brochures dealing with student loans, employment terminations, bankruptcy, and debtors' rights. Additional brochures from such sources as the FTC and domestic violence organizations have been added to the v ap-90% in cl] al e " ! ol]

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Partnerships Helped to Leverage the Impact of Assistance.
Legal aid programs worked with private law firms, the courts and more than 100 agencies across the state that serve low-income Virginians -- please see box, "Leveraging Resources: Partnerships Multiply the Impact."

Pro Bono Statistics	
In FY 2012-2013, volunteer lawyers participating in LSCV-funded programs achieved the following results.	
Number of cases completed:	3,251
Hours Contributed:	23,834
Dollar Value of Services*:	$3.6M

Leveraging Resources

Partnerships Multiply the Impact

◊ **Ending violence and empowering immigrants.**
Virginia Poverty Law Center, in collaboration with a private immigration law firm as well as volunteer attorneys, operates a legal clinic for immigrant victims of domestic violence and sexual violence. The clinic is an opportunity for victims of domestic and sexual violence to meet with attorneys to discuss their current situation and determine whether or not they qualify to work with the attorney on applying for certain federal remedies that may allow them to legally stay in the United States. Since beginning the clinics in 2009, the number of volunteer attorneys to staff these clinics has grown as well as the number of women who have received legal assistance.

◊ **Investing in technology.**
Legal Aid Justice Center along with *Central Virginia Legal Aid So*ciety and other key Richmond-area supporters have developed JusticeServer, a robust next-generation case management system for legal aids. A prototype version of JusticeServer was implemented for beta testing FY13. In addition, a pro bono portal component to JusticeServer was implemented to allow pro bono attorneys to receive case referrals and manage cases they are assigned to online, a crucial enhancement in expanding service delivery. JusticeServer will enable legal aid programs to manage expanded use of pro bono assistance more efficiently, and will reduce administrative barriers for attorneys who wish to help in meeting the vast unmet legal needs of the poor.

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Virginia Legal Aid Programs Use Their Funds Wisely.
Because funds are so limited, LSCV-funded programs strive continually to improve their efficiency and effectiveness. They apply state-of-the-art systems and standards that they and their peers across America have developed over decades of legal aid practice. For example, Virginia legal aid programs apply a specialized, statewide case management software system, funded by LSCV, that enables them to share data, track intake patterns and measure the impacts of their work on behalf of their clients.

Examples of Measurable Outcomes

◊ During FY 2012-2013, *Rappahannock Legal Services* obtained court-ordered child and spousal support awards of $815,839 and approximately 156 protective orders; social security and SSI disability awards of $391,892 and comparable Medicaid and Medicare health care benefits. Total benefits awarded and liabilities avoided amounted to over $1.89M. Numerous foreclosures, evictions and utility shutoffs were also avoided. RLS' immigration project which specializes in securing a path to legal status for previously undocumented aliens who were either battered spouses or victims of violent crimes led to legal status for 10 clients and helped obtain $27,831 in attorney's fees and GAL fees in court-appointed cases involving children.

◊ *Legal Aid Society of Eastern Virginia* closed 1,340 cases for homeless clients (397 of those cases were for homeless people living on the street or in emergency shelter, the rest were temporarily living with friends or relatives). More than 2,400 homeless individuals benefited from these services. LASEV won awards totaling $208,283, with an additional $26,098 in monthly benefits for the homeless. LASEV and another agency partner worked to obtain birth certificates for the homeless, allowing them client to access social service benefits, as well as obtain legitimate employment.

LSCV-Funded Programs Maximize Results for Clients.
High performance standards are demonstrated through rigorous evaluation. All grantees are reviewed and audited by LSCV using data from a comprehensive, statewide reporting system implemented in 1997.

LSCV Grantees Track Measurable Outcomes.
LSCV has been a national leader in the field of helping the legal aid organizations it funds to apply outcomes measurement systems to provide critical tools for ensuring the highest standards of quality, accessibility, and effectiveness for the legal work performed on behalf of low-income people across Virginia. Within programs, outcomes measurement provides invaluable feedback on performance. Externally, it allows individual programs and the statewide legal aid community as a whole to assess the impact legal aid has on low-income individuals and families and their critical needs.

Legal Aid Programs Deploy a High-Quality Legal Staff.
They work to attract and keep the most highly qualified lawyers and paralegals. For example, LSCV implemented a statewide program in 2008 that provides legal aid attorneys with student loan repayment assistance meant to encourage promising young advocates to continue in legal aid rather than seeking higher-paying jobs elsewhere to support the burden of their student loans. LSCV grantees provide their advocates with training and mentoring that fosters use of best-practices in their work for clients.

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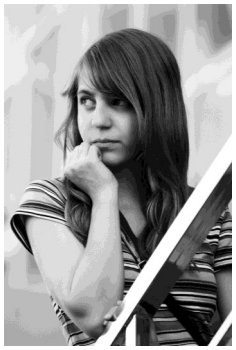
According to a recent Harris Poll, close to nine in ten Americans (89 percent) agree that legal help for civil matters should be provided for low-income people. Yet a huge gap prevents that vision from being realized. The American Bar Association estimates that despite serving 1.9 million clients annually, the nation's collective civil legal aid effort is meeting only 20 percent of the legal needs of low-income Americans. This has been confirmed by the Virginia Low-Income Civil Legal Needs Assessment, a study commissioned by LSCV and completed in March of 2006. Resources are so limited that legal aid programs have to turn away tens of thousands of applicants each year who have nowhere else to turn. As a result, the lives of poor Virginians and many other Americans are made harder and the economic and other benefits that legal aid could provide are lost to our state.

Fact Sheet

The Need for Legal Aid



- **More than one million residents of Virginia are living in poverty.**

  More than 800,000 people in our state are living below the poverty level, and another 200,000 have incomes that are less than 125 percent of the federal poverty guideline. As a result, roughly one in eight Virginians is eligible for free civil legal services from LSCV grantees.

- **The need for legal services for the poor is overwhelming.**

  According to the 2006 Virginia Legal Needs Survey issued by LSCV, 48 percent of low- and moderate-income households experience a legal problem each year. In Virginia, this translates to 400,000 legal problems annually.

- **People feel disenfranchised.**

  The LSCV Legal Needs Survey showed that most low- and moderate-income people feel shut out from the legal system. They do not turn to the courts for solutions because they believe the system will not help them.

- **Legal aid gets results, yet LSCV-funded programs cannot help all who need it.**

  For example, studies show that legal aid is the most effective public service for reducing domestic violence. Legal representation is essential; most victims who go to Protective Order hearings without legal representation fail to obtain their orders and remain at risk from their abusers.

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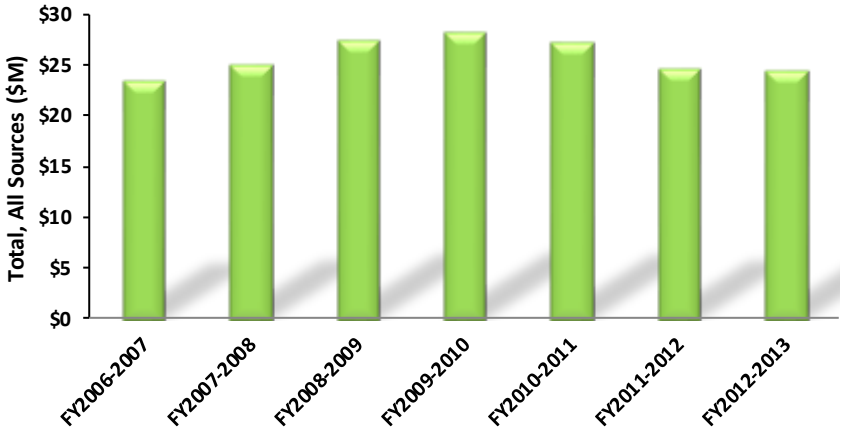

Legal Services Corporation of Virginia and its grantees have been working hard to close the "Justice Gap." Legal aid advocates have joined with the courts, state legislators and community leaders, and with local businesses, banks and foundations to expand funding for legal aid.

These efforts have borne fruit, yet the tough economic times of 2007-2013 have stalled progress at the very time additional legal assistance is needed by people threatened with joblessness, foreclosure and other critical legal problems. As indicated in the graph at the upper left, funding for legal aid has declined over the past four years, after a few years of slow progress, and will continue to decline in FY 2013-2014. IOLTA funding for legal aid in Virginia has declined from a high of $4.6 million in FY 2007 -2008 to only $0.6 million in FY 2012-2013, a loss of $4 million. Moreover, Census-based, budget and sequester cuts in federal appropriations for legal aid have resulted in Virginia's legal aid programs receiving $1.2 million less in federal funding in 2013 than they did in FY 2007-2008. At the same time, the poverty population in Virginia grew by over 30 percent in the decade between 2000 and 2010, according to the U.S. Census. And since 2007, the struggling economy has flooded legal aid programs with applicants needing help. The net impact of the 60 legal aid staff layoffs following the loss of funding over recent years has been dramatic. With 32 fewer attorneys and 28 fewer support staff, Virginia legal aid programs were able to serve 13.5 percent fewer clients in FY 2012-2013 than the year

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Every dollar spent on legal aid for low-income Virginians yields a return to society far exceeding the investment. Funding for legal aid promotes fairness and equality, helps families in crisis secure access to safety net programs, saves dollars for taxpayers and generates economic activity in local communities, providing income and jobs for working Virginians. This commitment deserves the support of every citizen. A study by the American Bar Association has found that more than 80 percent of the civil legal needs of the poor are unmet. This is an unacceptable shortfall in our civil justice system. Until the resources have been found to bridge the gap between the need for legal assistance and the capacity to provide it, "Equal Justice Under the Law" will remain an empty promise for our state's most vulnerable citizens.

The Impact of Additional Funding

Every $1 million in new funding enables our programs to provide 3,072 more people in Virginia with direct measurable outcomes including:

- Children and women escaping the ongoing nightmare of domestic violence;
- Veterans and people with disabilities receiving health care or SSI benefits;
- Families faced with foreclosure and eviction remaining in their homes; and
- People who have nowhere else to turn being empowered to resolve other critical legal problems affecting their families, homes, and basic income.

~Central Virginia Legal Aid Society Client

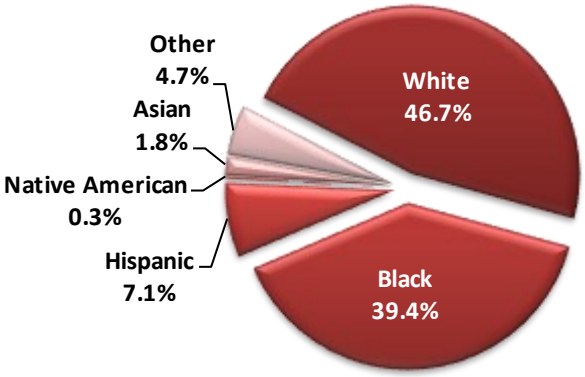
Appendix A:

Case Statistics: Number of Closed Cases by Major Reason Closed

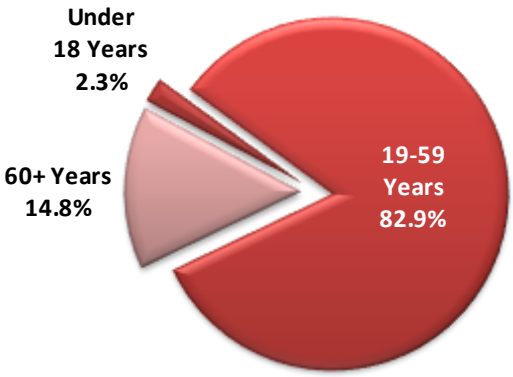
Organization	Counsel & Advice	Limited Action	Negotiated without Litigation	Negotiated with Litigation	Admin. Agency Decision	Court Decision- ff ff	Court Decision- ff ff	Court Decision- B ffb	Other	Extensive Service	Grand Total
Blue Ridge Legal Services	966	394	30	89	24	386	126	2	-	60	**2,077**
Central Virginia Legal Aid Society	3,150	152	121	52	56	30	94	9	9	3	**3,676**
Legal Aid Justice Center	1,524	459	146	113	174	34	146	3	11	35	**2,645**
Legal Aid Society of Eastern Virginia	4,334	656	54	241	244	473	264	11	2	209	**6,488**
Legal Aid Society of Roanoke Valley	825	84	11	32	20	29	32	-	3	1	**1,037**
Legal Services of Northern Virginia	3,551	870	48	193	68	439	322	-	7	139	**5,637**
Rappahannock Legal Services	574	212	23	58	74	137	311	1	-	10	**1,400**
Southwest Virginia Legal Aid Society	3,529	184	22	152	30	832	266	1	-	88	**5,104**
Virginia Legal Aid Society	2,220	259	48	44	164	237	51	-	-	45	**3,068**
Virginia Poverty Law Center	-	-	-	-	-	-	-	-	-	-	**-**
Total	**20,673**	**3,270**	**503**	**974**	**854**	**2,597**	**1,612**	**27**	**32**	**590**	**31,132**

Client Demographics

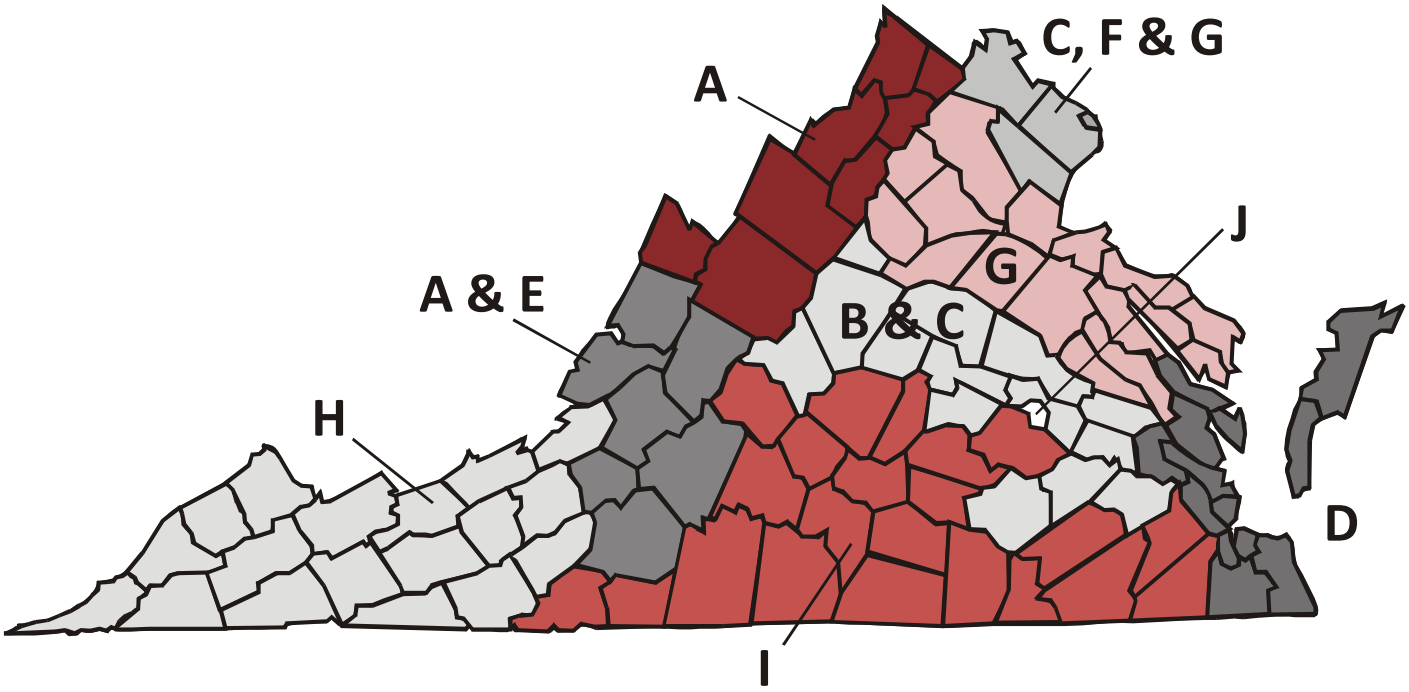
Ethnic Group



Age



Appendix B:



A Blue Ridge Legal Services (BRLS); Harrisonburg, Winchester, Roanoke, Lexington ($534,550)

B Central Virginia Legal Aid Society (CVLAS); Richmond, Petersburg, Charlottesville ($978,093)

C Legal Aid Justice Center (LAJC); Charlottesville, Falls Church, Petersburg, Richmond ($591,791)

D Legal Aid Society of Eastern Virginia (LSEV); Hampton, Norfolk, Virginia Beach, Williamsburg, Belle Haven ($2,093,812)

E Legal Aid Society of Roanoke Valley (LASRV); Roanoke ($512,117)

F Legal Services of Northern Virginia (LSNV); Falls Church, Alexandria, Fairfax, Leesburg, Manassas ($1,198,501)

G Rappahannock Legal Services (RLS); Fredricksburg, Culpeper, Tappahannock ($423,568)

H Southwest Virginia Legal Aid Society (SWVLAS); Marion, Castlewood, Christiansburg ($1,216,788)

I Virginia Legal Aid Society (VLAS); Lynchburg, Danville, Farmville, Suffolk ($1,262,185)

J Virginia Poverty Law Center (VPLC); Richmond (Statewide Program) ($775,895)

Appendix C:

1. Dollar Benefits Achieved for Clients*

a. Back awards - total:	**$5,599,392**
b. Monthly payments going forward - total per month:	**$481,654**
c. One-year total, back awards plus assumed total of benefit stream:*	**$28,605,617**

2. Major Non-Dollar Benefits Achieved for Clients

b ff	*bn ff ff B ff ff*	*b ff*	*T ff ff ff B ff ff*
B bn ff ff b B ff ff ff b Off b nff ff			
Family	Obtained a divorce or annulment	1,806	3,975
Housing	Obtained assistance in development/renovation of affordable housing	970	2,119
Family	Obtained or maintained custody of children	600	1,784
Family	Obtained protection from domestic violence	506	1,398
Miscellaneous	Obtained a living will and/or health proxy or power of attorney	633	869
Miscellaneous	Obtained a will	523	700
Consumer	Stopped or reduced debt collection activity	285	665
Family	Obtained, preserved, or increased child support	211	630
Family	Obtained assistance with safety planning	251	622
Consumer	Obtained federal bankruptcy protection	215	573
Income Maintenance	Obtained, preserved or increased SSI benefit/right	289	568
Housing	Overcame denial of tenant's rights under lease	30	559
Housing	Prevented eviction from public housing	176	533
Housing	Prevented eviction from private housing	165	468
Family	Obtained or preserved right to visitation	145	387
Housing	Delayed eviction providing time to seek alternative housing	138	340
Consumer	Avoided or ended garnishment or levy	138	315
Income Maintenance	Obtained, preserved or increased unemployment insurance benefits/rights	154	311
Housing	Prevented eviction from subsidized housing	120	300
All Problem Areas	Other, none of the above	4,535	10,436
bn ff ff b B ff Off b b B ffb B b ff b Ob ff Tb b ff b			
All Problem Areas	Received legal advice & counsel	19,280	46,260
All Problem Areas	Received non-litigation advocacy services	410	836
All Problem Areas	Received referral to another agency	127	288
	Total, All Cases:	**31,707**	**74,936**

Appendix D:

Social Security/SSI	$1,803,757	$138,924	9.7	
Other Federal Awards	$11,781	$10,942	3	
Federal operating grants for legal aid programs *(LSC, Title III, Other Federal Funds)*				
Federal share of Medicaid benefits received *(61.58% total average annual benefits)*				
Cases in which Medicaid benefits were obtained or preserved				*60*
*Average annual benefit**				*$8,425*
Years Duration			*4*	
Cases in which SSI eligibility was obtained or preserved				*289*
*Average annual benefit**				*$8,425*
Years Duration			*4*	
Family Law: Child Support	$251,738	$123,849	3	
A. Unemployment Compensation	*$358,968*	*$85,388*	*0.5*	*$871,294*
B. Family Law - Alimony	*$155,474*	*$34,952*	*3*	*$1,413,752*
C. Affirmative Landlord	*$702,666*	*$39,229*	*1*	*$1,173,419*
D. Affirmative Employment	*$367,561*	*$2,088*	*1*	*$392,617*
E. Affirmative Consumer	*$778,165*	*$20*	*1*	*$778,405*
F. Affirmative Education	*$247,413*	*$35,015*	*1*	*$667,593*
G. Other Benefits	*$921,869*	*$11,246*	*1*	*$1,056,821*

Continued on next page

Appendix D ff :

Cases for which families obtained protection from Domestic Violence	523
*Average cost per victim***	$3,645
Cases for Which Eviction was Avoided or Delayed or Foreclosure was Averted	*632*
*Percentage for which homelessness was avoided****	*15%*
*Average cost to taxpayers per homeless family*****	*$12,790*
Federal benefits for low-income families (A1 Above)	*$32.3*
Multiplier (per U.S. Dept. of Commerce "RIMS II" Data)	*1.65*

** Estimates based on data from the Virginia Department of Social Services Annual Statistical Report (2012), pp. 9-10. Dollar amounts have been adjusted for inflation.*

*** Source: "Increasing Access to Restraining Orders for Low-Income Victims of Domestic Violence: A Cost-Benefit Analysis of the Proposed Domestic Abuse Grant Program," L. Elwart, et al. (December 2006), page 13. Note that the amounts listed here have been adjusted for inflation.*

**** We estimate that 15 percent of the people who were saved from eviction (or from having their mortgages foreclosed) would have had to go into emergency housing as a result. The reason this percentage is less than 100 is that some portion of the families who are evicted or foreclosed avoid homelessness by moving in with friends or family or by finding a rental in a different location. We found no studies on which to base a more definitive estimate of this percentage for Virginia. However, we believe 15 percent is a conservative estimate. A study in New York State ("The Homelessness Prevention Program: Outcomes and Effectiveness," New York State Dept. of Social Services, 1990; Table 3.2.) provided a figure of 22 percent for an estimate of cost savings we produced for the IOLA Fund of New York in 2010.*

**** Based on available research, our conservative estimate of the average cost of emergency housing for a homeless family in 2007 was $11,550. A Massachusetts study found the average cost of a stay in emergency housing ranged between $11,550 (for a transitional stay) and $48,440 (for a long-term stay) -- see Dennis P. Culhane, "Emerging Research on the Cost of Homelessness," 2007 -- copy available from the authors. We found no comparable studies for Virginia, so we used the low end of this range as an assumption for estimating the cost savings of preventing homelessness in Virginia. Note that this amount, adjusted for inflation, was $12,790 in 2012.