

Legal Services Corporation of Virginia

*Report to the Commonwealth and
the General Assembly*

FY 2010-2011



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*This Report was Produced for
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Executive Summary

In FY 2010-2011, LSCV's Legal Aid Programs Produced Results that Touched Everyone in Virginia.

More than 87,500 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.

LSCV distributed \$10.4 million to legal aid programs.

In FY 2010-2011, 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.

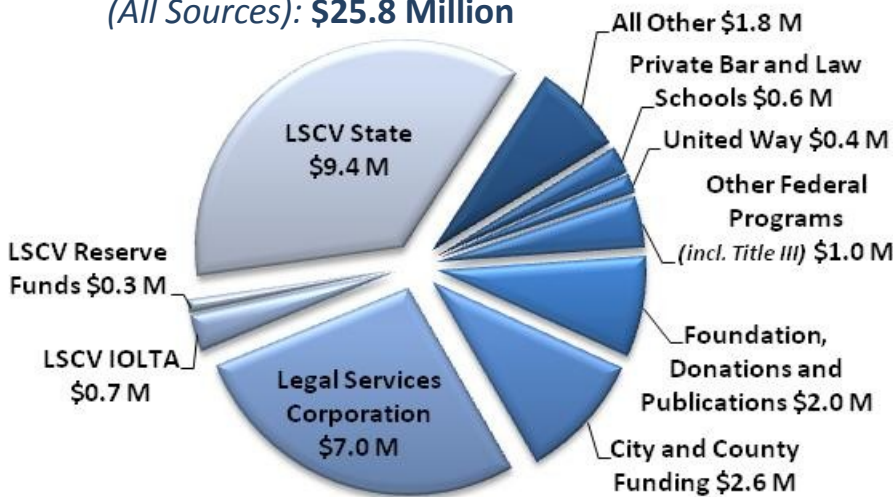
The state and IOLTA dollars distributed by LSCV leveraged additional millions of dollars from other sources.

LSCV-funded legal aid programs received an additional \$15.4 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 \$58 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 1,145 jobs and, with additional savings from avoidance of such costly social problems as homelessness, yielded a net return of \$2.24 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 2010-2011 Legal Aid Funding
(All Sources): \$25.8 Million



Executive Summary (cont.)

- ◆ **Empowering people to seek fair solutions through legal channels.** In addition to representing clients, legal aid advocates reached 450,598 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 2010-2011, private lawyers completed 3,877 cases for legal aid clients and contributed 17,200 hours valued at \$2.6 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 2010-2011, legal aid advocates could help only a fraction of those in need...

because of increased demand for services during the recession and cuts to two of legal aid’s major sources of funding: IOLTA and federal grants. Due to historically low interest rates, Legal Aid’s IOLTA funding has declined by \$4 million since FY 2007-2008. Congress also just cut Legal Aid’s 2012 appropriation by 15%. As a result, as of January 1, 2012, Virginia legal aid programs will lose almost \$1.2 million in federal funding. Every dollar spent on legal aid for low-income Virginians in FY 2010-2011 yielded a return to society far exceeding the investment, yet today’s legal aid funding, in real-dollar terms, is only 56 percent of the level 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 2010-2011, LSCV distributed \$10.4 Million in Funding for Legal Aid Programs.

For more information about LSCV and its programs, please visit our website at: www.valegalaid.org.

IOLTA Funds: \$0.7 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 \$690,000 was remitted to LSCV in FY 2010-2011, a decline of almost \$4 million since FY 2007-2008.

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 [\$1.9 million] and special filing fee appropriations [\$7.5 million].

Reserve Funds: \$0.3 million. IOLTA funds are set aside during years of high interest rates to minimize the need for reductions in grants and legal aid client services during periods of low interest rates.

Introduction

In FY 2010-2011, the Work of Legal Aid Advocates Benefitted Every Community in Virginia.

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The statewide network of civil legal aid programs funded by LSCV provided legal assistance that enabled more than 87,500 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 2010-2011, LSCV provided \$10.4 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 2010-2011, every dollar of revenue for a legal aid program produced \$2.24 of measurable economic impacts and many other benefits that are not quantifiable. (See box, “The Economic Impact of Legal Aid”, 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.



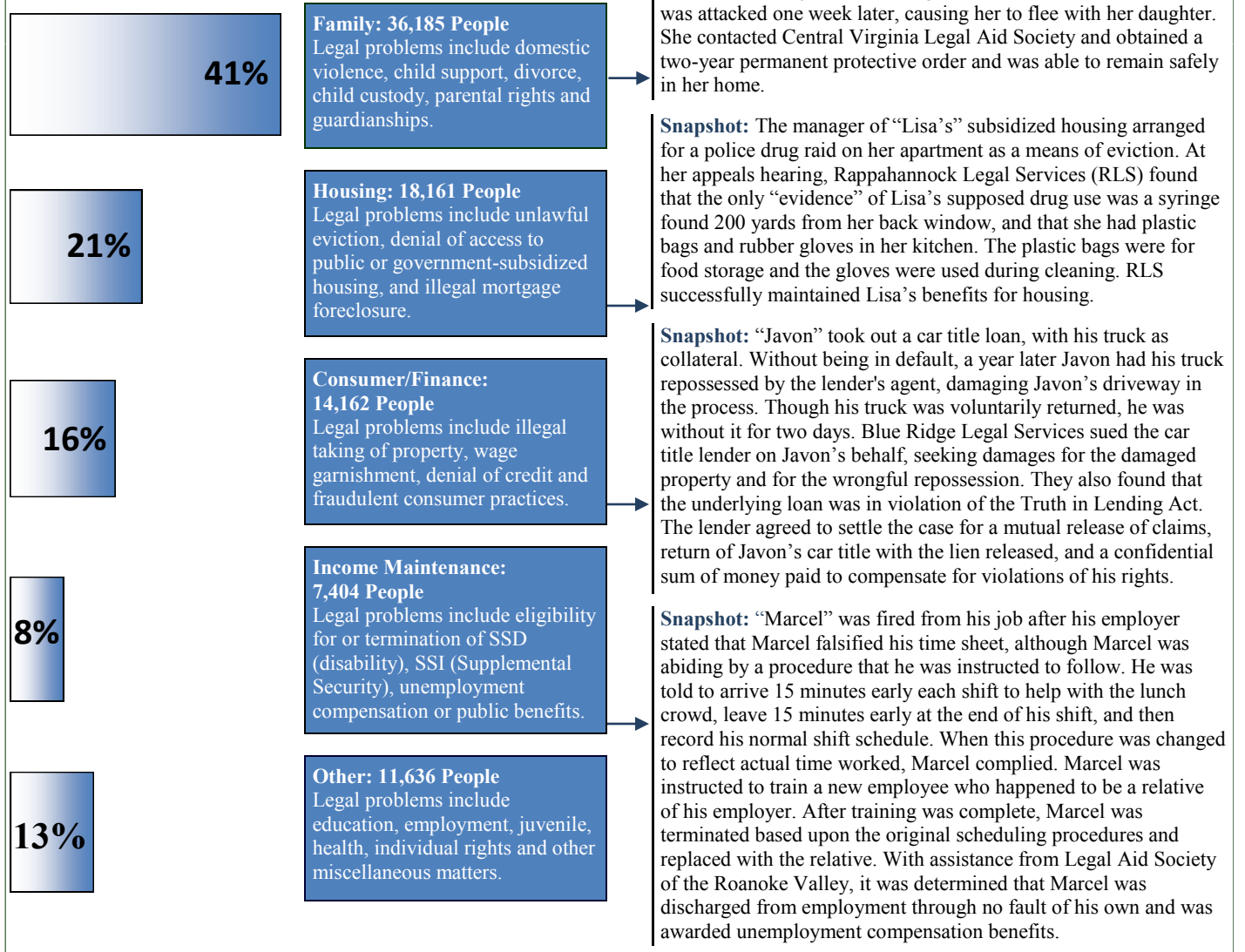
Direct Legal Assistance

In FY 2010-2011, Legal Aid Advocates Helped 87,548 Low-Income Virginians Obtain Fair Solutions to Critical Legal Problems.

Direct legal assistance is the core service of LSCV grantees. In FY 2010-2011, LSCV-funded legal aid advocates completed 38,204 cases, providing direct measurable benefits to 87,548 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.

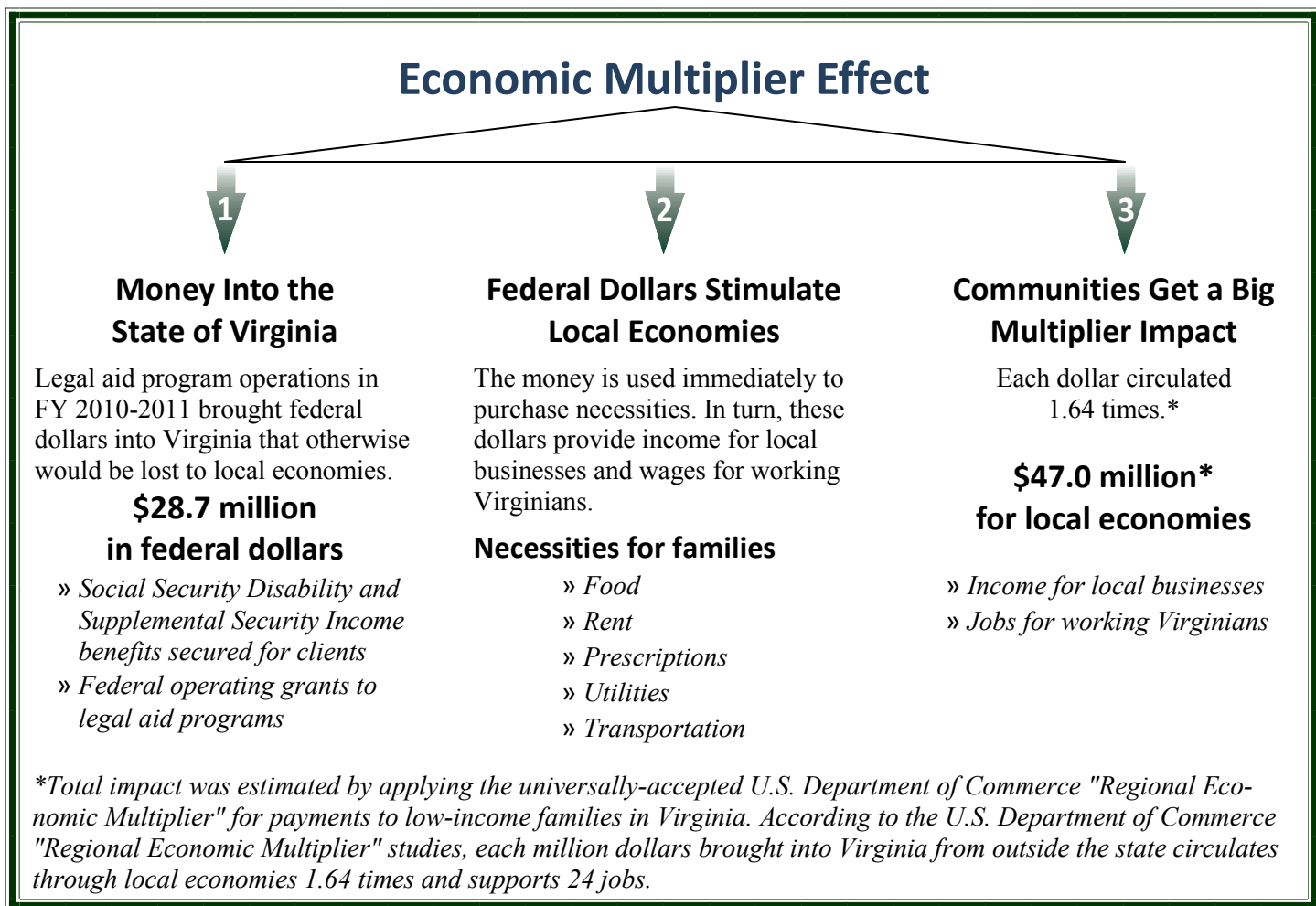
Snapshot of LSCV-Funded Legal Assistance



Economic Impact *In FY 2010-2011, Virginia Legal Aid Programs Produced \$2.24 in Income, Jobs and Cost Savings for Every Dollar Invested.*

Legal aid is cost-effective. During FY 2010-2011, LSCV-funded legal aid programs produced \$58 million of measurable economic impacts and many other benefits that are not quantifiable. (See box, "The Economic Impact of

Legal Aid" 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 Impact of Legal Aid

In FY 2010-2011, the total economic impact of legal assistance provided by Virginia legal aid programs was \$58 million, a return of \$2.24 for every dollar of local, state, or federal funds invested.¹

The Impacts Include:

\$47.0 million in economic stimulus for local communities.

(See graphic on page 3, "Economic Multiplier Effect.") Each federal dollar coming into our state as a result of legal aid's work circulates 1.64 times through local economies. The result: more sales for local businesses and 1,145 jobs for working Virginians.

These economic stimulus dollars include:

- ◆ **\$20.6 million** in Social Security benefits, Supplemental Security Income and other federal benefits attained for low-income Virginia residents;
- ◆ **\$8.1 million** in federal operating grants for legal aid programs; and
- ◆ **\$18.3 million** additional multiplier (1.64 times the total \$28.7 million of federal funds listed above, minus the \$28.7 million).

An additional \$11.0 million in other direct benefits to legal aid clients and cost savings for taxpayers.

These include:

- ◆ **\$1.6 million** in child support payments for needy Virginia children and their families.
- ◆ **\$6.5 million** in other direct benefits for low-income Virginians, including unemployment compensation and judgments awarded by courts in favor of legal aid clients against landlords, employers and merchants.
- ◆ **\$1.3 million** in savings in emergency shelter costs. In FY 2010-2011, 750 low-income families (with 1,975 family members) successfully avoided homelessness thanks to the efforts of Virginia legal aid advocates. Studies show an average savings of \$11,550 per family for taxpayers.
- ◆ **\$1.6 million** in savings in costs related to domestic abuse. Studies indicate an average savings of \$3,200 per family in the costs of medical care for injured victims, targeted education and counseling for affected children, police resources and incarceration of abusers.

Additional Benefits (not quantified):

- ◆ 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.
- ◆ Additional tax revenues from jobs preserved as a result of legal aid employment cases.

¹See Appendix E for computations

Empowerment *In FY 2010-2011, Virginia Legal Aid Advocates Helped 450,598 People to Help Themselves.*

In addition to providing direct legal assistance that benefited more than 87,500 Virginians in FY 2010-2011, legal aid advocates helped 450,598 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.

Telephone Legal “Hotlines”: Providing expert legal advice that can prevent small problems from becoming big ones.

Virginia Legal Aid Society’s LawLine is a hotline that serves to screen, assess, refer, and provide information and brief legal service to clients during their first contact with VLAS. Located in three offices, staff are linked via a Voice over Internet Protocol phone system and an Internet-based client database. Extensive written information on legal rights, remedies, responsibilities, and procedures for distribution to clients and applicants for services is maintained and helps explain pro se measures that may be undertaken, including sample



forms and suggestions on how to use the court system or to draft documents in furtherance of meeting the client’s legal needs.

Self-Help Assistance: *Central Virginia Legal Aid Society* has created more than 60 self help pamphlets on a variety of topics, which are available to the general public in kiosks at each of its three offices, on the CVLAS website, or by contacting the legal services program. It is estimated that more than 15,000 pamphlets are distributed each year. The CVLAS website also contains a direct link to Virginia’s Court System where clients can obtain and move forward with legal issues with limited help CVLAS.

Community Legal Education: *Legal Aid Society of Eastern Virginia* has engaged in 100 outreach events during the 2010-2011 year, including delivering talks at senior centers, speaking to HIV groups, and partnering with agencies serving Spanish-speaking persons on the Peninsula, victims of domestic violence, homeless individuals, elderly persons, homeless families and other community groups. Over 5,000 individuals have benefited from this outreach throughout the year.

Summary

Brief Legal Assistance
Provided by Virginia
Advocates in
FY 2010-2011

People in Virginia who Benefited:

- ◆ 21,160 received legal advice and counsel delivered via phone
- ◆ 18,400 received legal education through presentations to community groups
- ◆ 18,780 received assistance through legal clinics, help desks at court and other help to self-represented litigants
- ◆ 388,860 received legal information disseminated in print and within program websites

Partnerships

In FY 2010-2011, LSCV-Funded Programs Collaborated with Others to Solve Community-Wide Problems.

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 2010-2011, volunteer lawyers participating in LSCV-funded programs achieved the following results.	
Number of cases completed:	3,877
Hours Contributed:	17,232
Dollar Value of Services*:	\$2.6M
*Estimated conservatively at \$150 per hour	

Leveraging Resources

Partnerships Multiply the Impact

◆ Expanding Access to Services.

Legal Aid Justice Center and Central Virginia Legal Aid Society have partnered to develop the Richmond Unemployment Insurance Pro Bono Project, designed to meet the needs of those hardest hit by job loss by providing representation in claims for unemployment compensation. Another collaborative pro bono project is the Access to Justice Partnership, intended to increase the provision of free legal services in the greater Charlottesville area. It involves both private practitioners and law students.

◆ Addressing Housing Needs.

Rappahannock Legal Services took part in a joint homelessness prevention project with the Central Virginia Housing Coalition, which successfully served 450 city households in need of legal assistance concerning evictions, foreclosures, utility shutoffs, and the retention or acquisition of decent and affordable housing.

◆ Educating Youth.

Legal Aid Society of Roanoke Valley's domestic violence attorney has been working with Roanoke area schools to educate elementary school children about the harm of bullying. The advocate is also part of a team developing a program for middle and high school students about "Healthy Relationships" and prevention of dating violence.



Productivity and Quality *In FY 2010-2011, Legal Aid Programs Produced More “Bang for the Buck.”*

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.

LSCV-Funded Programs Maximize Results for Clients.

High performance standards are demonstrated through rigorous evaluation. All grantees are reviewed and audited annually 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.

Examples of Measurable Outcomes

- ◆ *Southwest Virginia Legal Services* served 5,206 families in FY 2010-2011. Through extensive work on consumer issues, SVLAS clients avoided a total of \$15,218,575 in bankruptcy settlements.
- ◆ *Legal Aid Justice Center* provided assistance to more than 2,900 families during FY 2010-2011. More than 1,200 of those families had housing issues. Roughly 10% were families who successfully avoided or delayed eviction or foreclosure, thereby avoiding or delaying homelessness.
- ◆ *Legal Services of Northern Virginia* was instrumental in assuring 225 families’ safety from domestic violence and helping another 300 families to obtain or preserve custody of a child. LSNV’s work yielded assistance to over 16,000 individuals, including obtaining over \$531,000 in back payments for Social Security Income and Social Security Disability benefits.

The Justice Gap

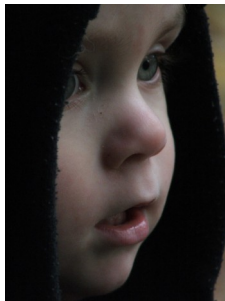
Legal Aid is Effective, yet in FY 2010-2011, Our Advocates Could Help Only a Fraction of Those Who Needed it.

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.

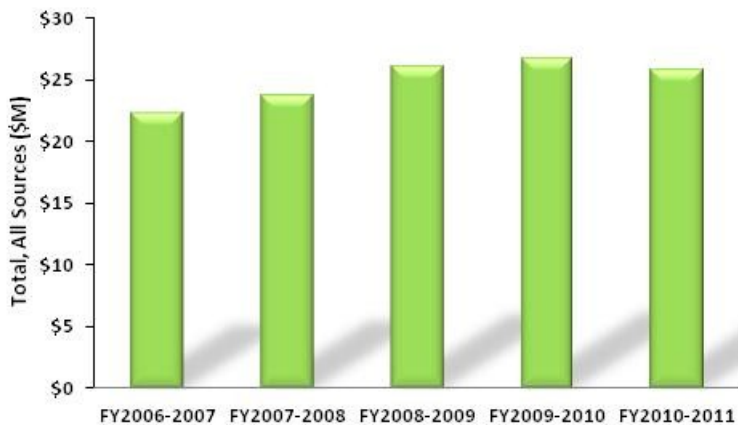
Funding *More Dollars are Needed to Fulfill the Promise of Equal Justice Under the Law.*

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 2007-2011 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 graphs below, funding for legal aid has declined in 2010 after a few years of slow progress, has declined further in 2011 and will decline even further in 2012. IOLTA funding for Legal Aid in Virginia has declined from a high of

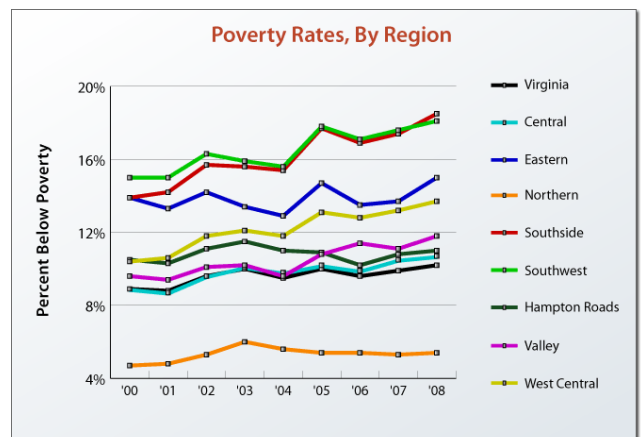
\$4.6 million annually in FY 2007-2008 to only 0.6 million in FY 2010-2011, a loss of \$4 million in annual funding. Congress recently cut the federal appropriation for Legal Aid by 15%. As of January 1, 2012, Virginia’s legal aid programs will receive \$1.2 million less in federal funding than in the prior year. At the same time, the poverty population in Virginia has grown by over 30%, according to the 2010 U.S. Census. And the struggling economy has flooded legal aid programs with applicants needing help. The promise of justice is little more than an empty pledge when our most vulnerable citizens do not have access to the legal help they need to protect them from fraud and deception and allow them access to basic needs, including shelter, medical care and family safety.

Virginia Legal Aid Funding FY 2006-2011



Adjusted for Inflation (2010 Dollars)

Poverty Rate in Virginia



Source: Virginia State Government web site:

<http://vaperforms.virginia.gov/indicators/economy/poverty.php>

Conclusion *Legal Aid is a Sound Investment. With More Resources, Much More Could be Accomplished.*

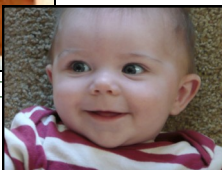
Every dollar spent on legal aid for low-income Virginians yields a return to society far exceeding the investment. Funding for legal aid promotes fairness and equality, helps families in crisis secure access to safety net programs, saves dollars for taxpayers and generates economic activity in local 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 3,519 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.



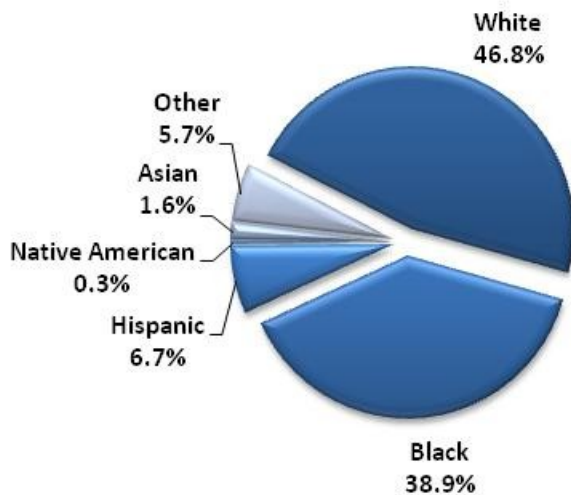
Appendix A: Case Statistics and Client Demographics

Case Statistics: Number of Closed Cases by Major Reason Closed

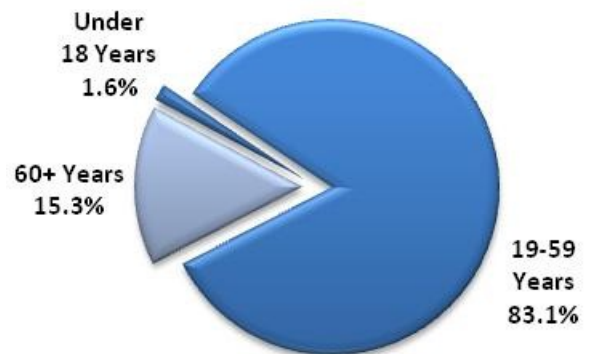
Organization	Counsel & Advice	Limited Action	Negotiated without Litigation	Negotiated with Litigation	Admin. Agency Decision	Court Decision- Uncontested	Court Decision- Contested	Court Decision- Appeals	Other	Extensive Service	Grand Total
Blue Ridge Legal Services	1,283	528	40	132	61	507	126	2	-	66	2,745
Central Virginia Legal Aid Society	4,395	263	53	78	78	226	168	2	30	33	5,326
Legal Aid Justice Center	1,896	406	93	63	205	45	147	2	74	26	2,957
Legal Aid Society of Eastern Virginia	4,715	1,073	74	179	264	539	258	4	3	40	7,149
Legal Aid Society of Roanoke Valley	980	82	13	33	20	44	74	1	8	4	1,259
Legal Services of Northern Virginia	5,362	886	97	175	60	396	410	3	9	116	7,514
Rappahannock Legal Services	506	247	39	91	84	-	-	-	588	-	1,555
Southwest Virginia Legal Aid Society	3,474	270	39	125	59	801	320	1	-	117	5,206
Virginia Legal Aid Society	3,433	369	68	47	181	277	62	-	-	56	4,493
Virginia Poverty Law Center	-	-	-	-	-	-	-	-	-	-	-
Total	26,044	4,124	516	923	1,012	2,835	1,565	15	712	458	38,204

Client Demographics

Ethnic Group



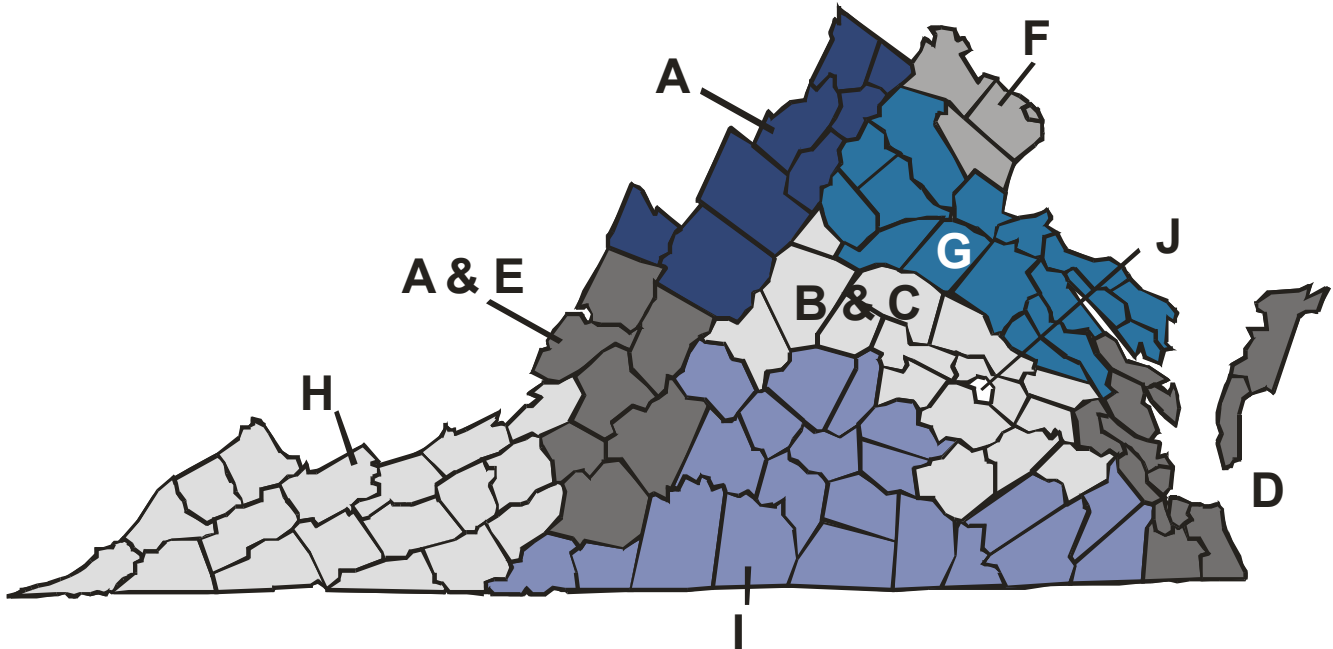
Age



Appendix B:

Local Legal Aid Programs Funded by Legal Services Corporation of Virginia

LSCV FY 2010-11 grant allocations shown in parentheses



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, Petersburg, Richmond (\$591,791)

D Legal Aid Society of Eastern Virginia (LSEV); Hampton, Norfolk, Virginia Beach, Williamsburg, Belle Haven (\$2,093,813)

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, Rappahannock (\$423,568)

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

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

J Virginia Poverty Law Center (VPLC); Richmond (Statewide Program) (\$690,895)

Appendix C:

Outcomes Produced for Clients by LSCV-Funded Programs in FY 2010-2011

1. Dollar Benefits Achieved for Clients*

a. Back awards - total:	\$7,974,055
b. Monthly payments going forward - total per month:	\$529,479
c. One-year total, back awards plus assumed total of benefit stream:*	\$30,798,117

*See breakdown by type of benefit, next page

2. Major Non-Dollar Benefits Achieved for Clients

Benefits are listed below in decreasing order by number of people directly affected.

Category	Major Benefit Achieved	# of Cases	# People Directly Affected
A. Major Benefit Was Achievement of a Legal Objective			
Family	Obtained a divorce or annulment	2,186	4,993
Family	Obtained or maintained custody of children	724	1,856
Family	Obtained protection from domestic violence	493	1,479
Miscellaneous	Obtained a living will and/or health proxy or power of attorney	1,075	1,477
Income Maintenance	Obtained, preserved or increased unemployment insurance benefits/rights	536	1,137
Consumer	Stopped or reduced debt collection activity	424	879
Miscellaneous	Obtained a will	538	767
Housing	Prevented eviction from private housing	270	727
Consumer	Obtained federal bankruptcy protection	295	710
Income Maintenance	Obtained, preserved or increased SSI benefit/right	227	494
Housing	Delayed eviction providing time to seek alternative housing	163	453
Consumer	Avoided or ended garnishment or levy	179	392
Housing	Prevented eviction from subsidized housing	144	381
Family	Obtained, preserved, or increased child support	150	377
Housing	Avoided, or obtained redress for, illegal or unfair charges by landlord	132	341
Housing	Avoided or delayed foreclosure or other loss of home	125	283
Family	Obtained assistance with safety planning	111	237
Employment	Obtained wages and/or back pay due	85	219
Income Maintenance	Obtained, preserved or increased SSD benefit/right	107	210
All Problem Areas	Other, none of the above	4,707	9,813
B. Major Benefit Was Access to Legal Information, Advice and/or Assistance From a Lawyer or Paralegal			
All Problem Areas	Received legal advice & counsel	21,218	49,238
All Problem Areas	Received non-litigation advocacy services	4,940	10,383
All Problem Areas	Received referral to another agency	276	702
Total, All Cases:		39,105	87,548

Appendix D:

Dollar Benefits, Breakdown by Type of Benefit

	<i>Back Awards a</i>	<i>Monthly Benefits b</i>	<i>Assumed Duration c</i>	<i>Total Benefits* d</i>
a. Social Security/SSI	\$2,923,283	\$141,903	<i>9.7 years</i>	\$19,440,792
b. Other Public Benefits	\$15,430	\$31,287	<i>36 months</i>	\$1,141,774
c. Unemployment Comp	\$849,446	\$103,381	<i>6 months</i>	\$1,469,730
d. Family Law				
<i>(1) Child Support</i>	\$505,311	\$63,543	<i>36 months</i>	\$2,792,859
<i>(2) Alimony</i>	\$411,443	\$20,933	<i>12 months</i>	\$662,639
All "Other" Types of Cases	\$3,269,143	\$168,432	<i>12 months</i>	\$5,290,324
Total Benefits:	\$7,974,055	\$529,479		\$30,798,117

* Total benefit includes back awards and total of monthly benefits over assumed duration of benefit stream (column "c").