

# Legal Services Corporation of Virginia

*Report to the Commonwealth and  
the General Assembly  
FY 2011-2012*



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# Legal Services Corporation of Virginia

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*This Report was Produced for  
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# Executive Summary

*In FY 2011-2012, LSCV's Legal Aid Programs Produced Results that Touched Everyone in Virginia.*

**More than 86,600 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 \$9.9 million to legal aid programs.**

In FY 2011-2012, 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.

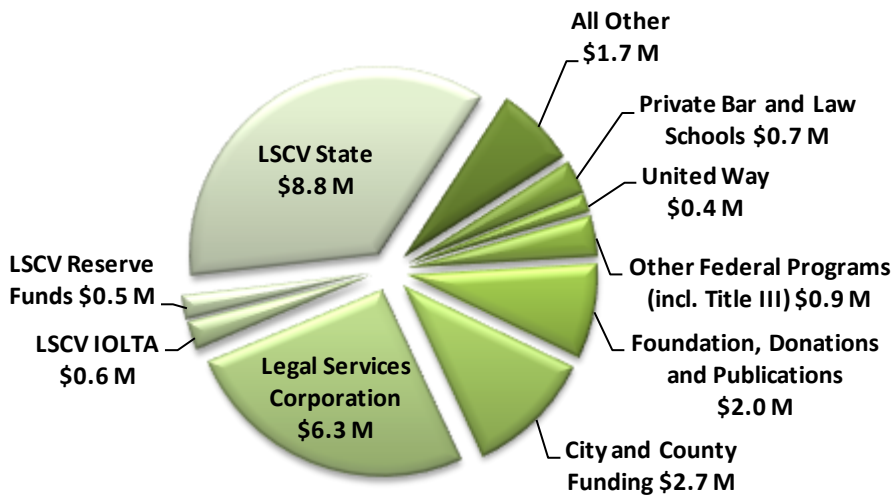
**The state and IOLTA dollars distributed by LSCV leveraged additional millions of dollars from other sources.**

LSCV-funded legal aid programs received an additional \$14.6 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 \$132.9 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 988 jobs and, with additional savings from avoidance of such costly social problems as homelessness, yielded a net return of \$5.43 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 2011-2012 Legal Aid Funding**  
(All Sources): **\$24.5 Million**



## Executive Summary (continued)

- ◆ **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 2011-2012, private lawyers completed 3,561 cases for legal aid clients and contributed 19,246 hours valued at \$2.9 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 2011-2012, 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 lost almost \$1.2 million in federal funding. Every dollar spent on legal aid for low-income Virginians in FY 2011-2012 yielded a return to society far exceeding the investment, yet today’s federal legal aid funding, in real-dollar terms, is only 74 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 2011-2012, LSCV distributed \$9.9 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 \$624,000 was remitted to LSCV in FY 2011-2012, a decline of almost \$4 million since FY 2007-2008.

**State Funds: \$8.8 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 [\$6.9 million] in FY 2011-2012.

**Reserve Funds: \$0.5 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.

For more information about LSCV and its programs, please visit our website at: [www.valegalaid.org](http://www.valegalaid.org).

# Introduction

***In FY 2011-2012, 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 86,600 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 2011-2012, LSCV provided \$9.9 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 2011-2012, every dollar of revenue for a legal aid program produced \$5.43 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.

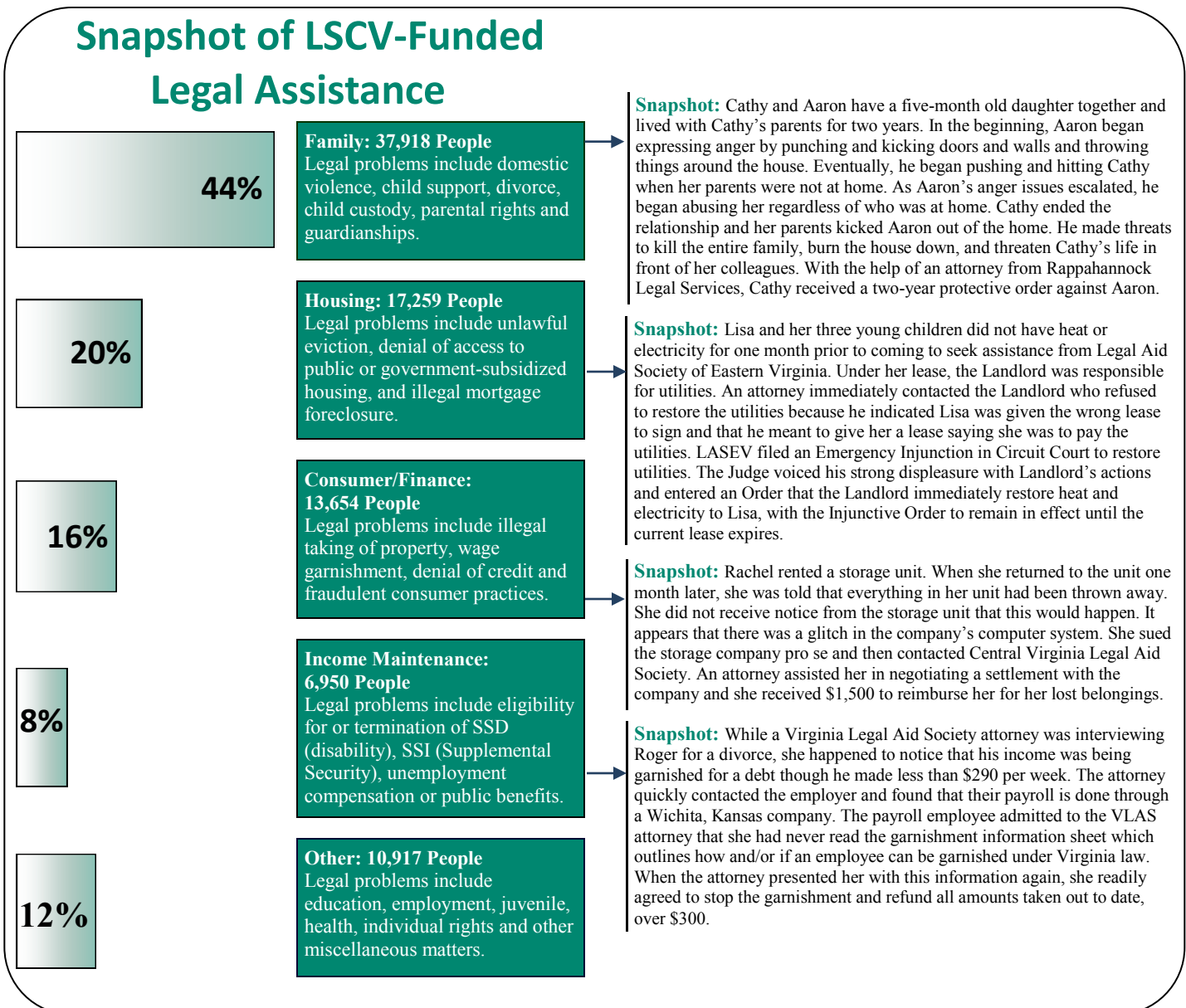
# Direct Legal Assistance

**In FY 2011-2012, Legal Aid Advocates Helped 86,698 Low-Income Virginians Obtain Fair Solutions to Critical Legal Problems.**

Direct legal assistance is the core service of LSCV grantees. In FY 2011-2012, LSCV-funded legal aid advocates completed 35,015 cases, providing direct measurable benefits to 86,698 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 2011-2012, Virginia Legal Aid Programs Produced \$5.43 in Income, Jobs and Cost Savings for Every Dollar Invested.**

Legal aid is cost-effective. During FY 2011-2012, LSCV-funded legal aid programs produced \$132.9 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

### Legal Services Secures Federal Benefits

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

#### \$44.5 million

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

### Federal Benefits Stimulate Local Economies

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

### Communities Experience a Big Multiplier Effect

Each federal dollar circulates 1.65 times\* (\$44.5 million in federal benefits multiplied by 1.65) in local communities.

#### \$73.5 million\*

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

*\*Total impact was estimated by applying the widely accepted U.S. Department of Commerce "Regional Economic Multiplier" for payments to low-income families in Virginia, indicating that every federal dollar brought into Virginia circulates through local economies 1.65 times and supports 24 jobs.*

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

In FY 2011-2012, the total economic impact of legal assistance provided by Virginia legal aid programs was **\$132.9 million**, a return of **\$5.43** for every dollar of local, state, or federal funds invested.<sup>1</sup>

## The Impacts Include:

### **\$55.7 million in direct benefits for low-income families.**

- ◇ **\$44.5 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;
- ◇ **\$4.1 million** in child support payments for needy Virginia children and their families;
- ◇ **\$7.1 million** from other revenue-generating legal aid outcomes including unemployment compensation, spousal support and consumer settlements;

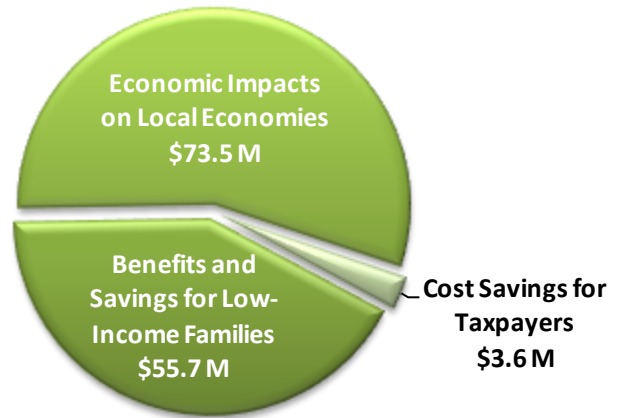
### **\$3.6 million in cost savings for Virginia taxpayers.**

- ◇ **\$2.2 million** in savings in costs related to domestic abuse. Advocates enabled 628 families to be protected from domestic violence. Studies indicate an average savings of \$3,571 per family in the costs of medical care for injured victims, lost productivity, and targeted education and counseling for affected children.
- ◇ **\$1.4 million** in savings in emergency shelter costs. In FY 2011-2012, LSVC programs' homeless prevention work helped 767 low-income families (2,132 family members) avoid the need for emergency shelter, saving an estimated \$12,530 per family.

### **\$73.5 million in additional economic activity for local communities through the economic multiplier effect** (see graphic on page 3).

## **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.



<sup>1</sup>See Appendix D for computations



# Empowerment *In FY 2011-2012, Virginia Legal Aid Advocates Helped 327,200 People to Help Themselves.*

*"I want to commend the whole team that I worked with. They were all very professional, friendly, timely and courteous. I would recommend BRLS to anyone needing legal help and plan to use you in all legal problems I need help with. Thank you for all you did. I have never been so relieved and grateful in my life."*

*~Blue Ridge Legal Services Client*

In addition to providing direct legal assistance that benefited more than 86,600 Virginians in FY 2011-2012, legal aid advocates helped 327,200 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 Poverty Law Center* created a hotline specifically dedicated to those who need help with payday and car title loans, benefiting over 900 Virginia car title loan borrowers to date. VPLC offers free advice to any Virginian that calls their toll-free number with questions and concerns about predatory payday and car title loans. One individual called the hotline regarding a car title loan she received and the VPLC Responsible Lending Coordinator discovered that the loan was made at a time when the company was not licensed to operate in Virginia. With the caller's permission, VPLC reported this loan to the Attorney General's office as well as the Bureau of Financial Institutions. In January 2012, the Attorney General's Office

announced a \$600,000 settlement with the company over unlawful loans it made in Virginia. The company is required to refund all interest charged on 913 loans it made while unlicensed.

**Self-Help Assistance:** The *Legal Aid Justice Center* provides the community with the tools needed to navigate the justice system without the need for direct representation. LAJC has effectively given a voice to low-income adults, children, guest workers, and the elderly. During 2011-2012, over 26,800 people received empowerment through clinics, self-help printed materials, access to the LAJC website and other pro se services. This represents an exponential increase from previous years.

**Community Legal Education:** Residents in Danville, Pittsylvania and Caswell have a unique opportunity to attend a Financial Literacy and Mentoring Program through *Virginia Legal Aid Society*. The 4-week sessions provide educational topics including budgeting, credit, managing debt, insurance, tax issues, consumer law, etc. VLAS also conducted two one-day sessions of Financial Freedom for students at Danville Community College and implementing a structured financial mentoring program in the fiscal year. Sixteen mentors were certified during the reporting period.

**Summary**

Brief Legal Assistance Provided by Virginia Advocates in FY 2011-2012

**People in Virginia who Benefited:**

- ◇ 22,390 received legal advice and counsel delivered via phone
- ◇ 7,700 received legal education through presentations to community groups
- ◇ 23,320 received assistance through legal clinics, help desks at court and other help to self-represented litigants
- ◇ 357,490 unique visits to program websites which resulted in 186,800 legal education and 82,750 self-representation materials were downloaded

# Partnerships

In FY 2011-2012, 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 2011-2012, volunteer lawyers participating in LSCV-funded programs achieved the following results.	
Number of cases completed:	3,561
Hours Contributed:	19,246
Dollar Value of Services*:	\$2.9M
*Estimated conservatively at \$150 per hour	

### Leveraging Resources

Partnerships Multiply the Impact

#### Better Utilizing Technology.

Over the last 3 years, *Blue Ridge Legal Services*, *Virginia Poverty Law Center*, and other legal aid advocates from across the state have been developing a pilot "A2J" interview guided pro se no-fault divorce project, supported by an LSC TIG grant. The project was fully launched on-line for 6 pilot jurisdictions across Virginia in May 2011. The VPLC family law attorney also held a series of statewide trainings on a new no-fault divorce online program launched on [valegalaid.org](http://valegalaid.org). The training walked advocates and community members through the program. The training was held in 4 different locations throughout Virginia with an average of 14 people at each training.

#### Sponsorship as an Investment in Education.

*Southwest Virginia Legal Aid Society* engaged eight local law firms to become sponsors of two domestic violence conferences. Six of the law firms made a sponsorship contribution for a total of \$3,650. Combined with a memorial contribution of \$2,000, these sponsorships increased local funding of the conference by \$5,650. Along with the sponsorships, there was an increase in registration to the conferences by private attorneys (the law firm sponsors were listed in the conference brochure). Over 25% of the conference registrants were private attorneys as compared to just 9% the previous year.



# Productivity and Quality *In FY 2011-2012, 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 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**

- ◇ In 2011-2012 *Legal Aid Society of Eastern Virginia* was instrumental in obtaining much needed financial relief for its clients. Clients received court and administrative lump sum awards valued at over \$1.6 million, which works out to nearly \$6,500 won every business day of the year. A total of 2,110 homeless individuals received \$482,656, with additional monthly awards of \$35,620. Another 915 individuals received protection from domestic violence, receiving awards totaling \$48,612 and additional \$6,458 monthly awards. Successful work in Social Security, SSI, and SSDI matters resulted in 909 individuals benefitting from \$1,190,479 in lump sum awards and \$86,263 in monthly benefits.
- ◇ *Legal Services of Northern Virginia* successfully launched a new English-language online intake application that is fully integrated with its case management system. As of May 2012, 6,487 total telephone and walk-in eligibility slips had been created, and 1,101 eligibility slips had been created from the online intake (or 14.5% of our total intake).

# The Justice Gap

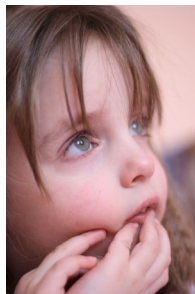
**Legal Aid is Effective, yet in FY 2011-2012, Our Advocates Could Help Only a Fraction of Those Who Needed it.**

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.

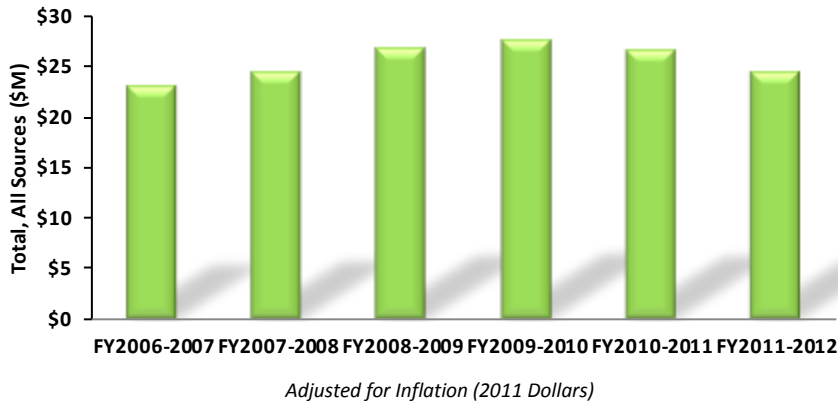
◆ **Legal aid gets results, yet LSCV-funded programs cannot help all who need it.**

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.

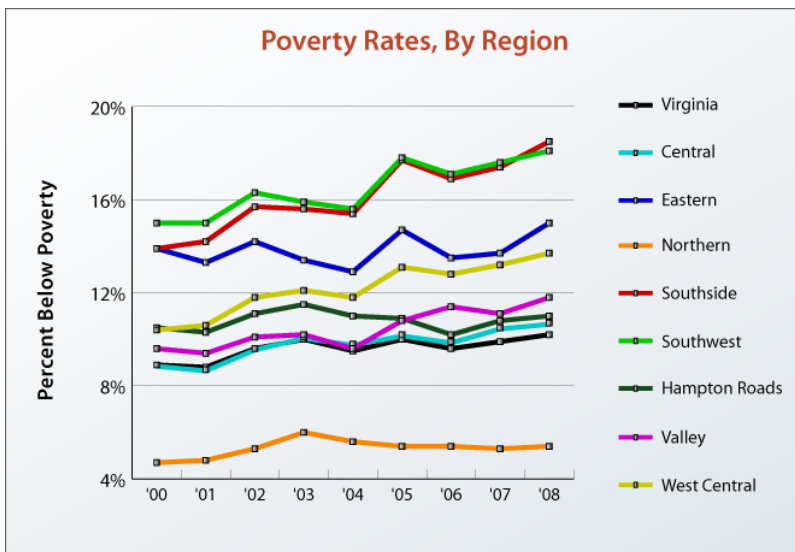
# Funding

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

## Virginia Legal Aid Funding FY 2006-2012



## Poverty Rate in Virginia



Source: Virginia State Government web site:  
<http://vaperforms.virginia.gov/indicators/economy/poverty.php>

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 2007-2012 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 and 2011 after a few years of slow progress, and will decline even further in FY 2012-2013. 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 2011-2012, 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 received \$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.

## 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 3,541 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.

*"I left the Legal Aid Building with my dignity & better peace of mind."*

~Legal Aid Society of Roanoke Valley Client

# Appendix A:

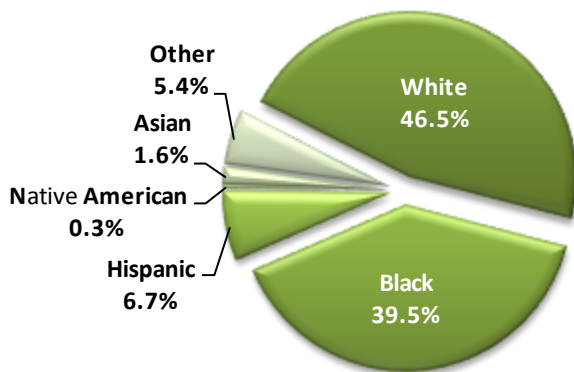
## Case Statistics and Client Demographics

### Case Statistics: Number of Closed Cases by Major Reason Closed

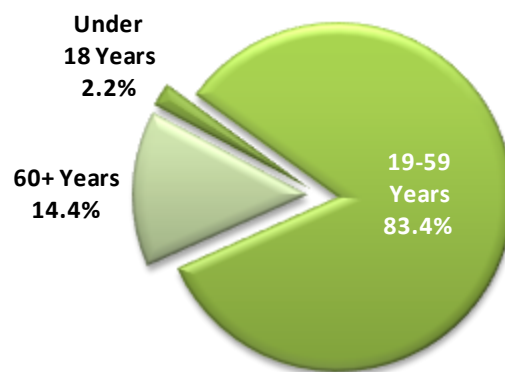
Organization	Counsel & Advice	Limited Action	Negotiated without Litigation	Negotiated with Litigation	Admin. Agency Decision	Court Decision- Uncontested	Court Decision- Contested	Court Decision- Appeals	Other	Extensive Service	Grand Total
Blue Ridge Legal Services	977	467	32	108	45	433	77	3	-	53	2,195
Central Virginia Legal Aid Society	4,018	269	54	62	105	255	203	3	4	36	5,009
Legal Aid Justice Center	1,555	382	140	66	175	43	188	6	75	38	2,668
Legal Aid Society of Eastern Virginia	4,032	708	58	249	298	664	324	8	3	117	6,461
Legal Aid Society of Roanoke Valley	939	60	13	38	13	24	38	-	4	1	1,130
Legal Services of Northern Virginia	4,730	893	62	226	114	377	368	3	3	142	6,918
Rappahannock Legal Services	520	208	47	47	71	106	331	5	135	18	1,488
Southwest Virginia Legal Aid Society	3,434	267	35	116	37	660	366	1	-	88	5,004
Virginia Legal Aid Society	3,054	308	71	80	225	304	47	-	-	53	4,142
Virginia Poverty Law Center	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>23,259</b>	<b>3,562</b>	<b>512</b>	<b>992</b>	<b>1,083</b>	<b>2,866</b>	<b>1,942</b>	<b>29</b>	<b>224</b>	<b>546</b>	<b>35,015</b>

### Client Demographics

#### Ethnic Group

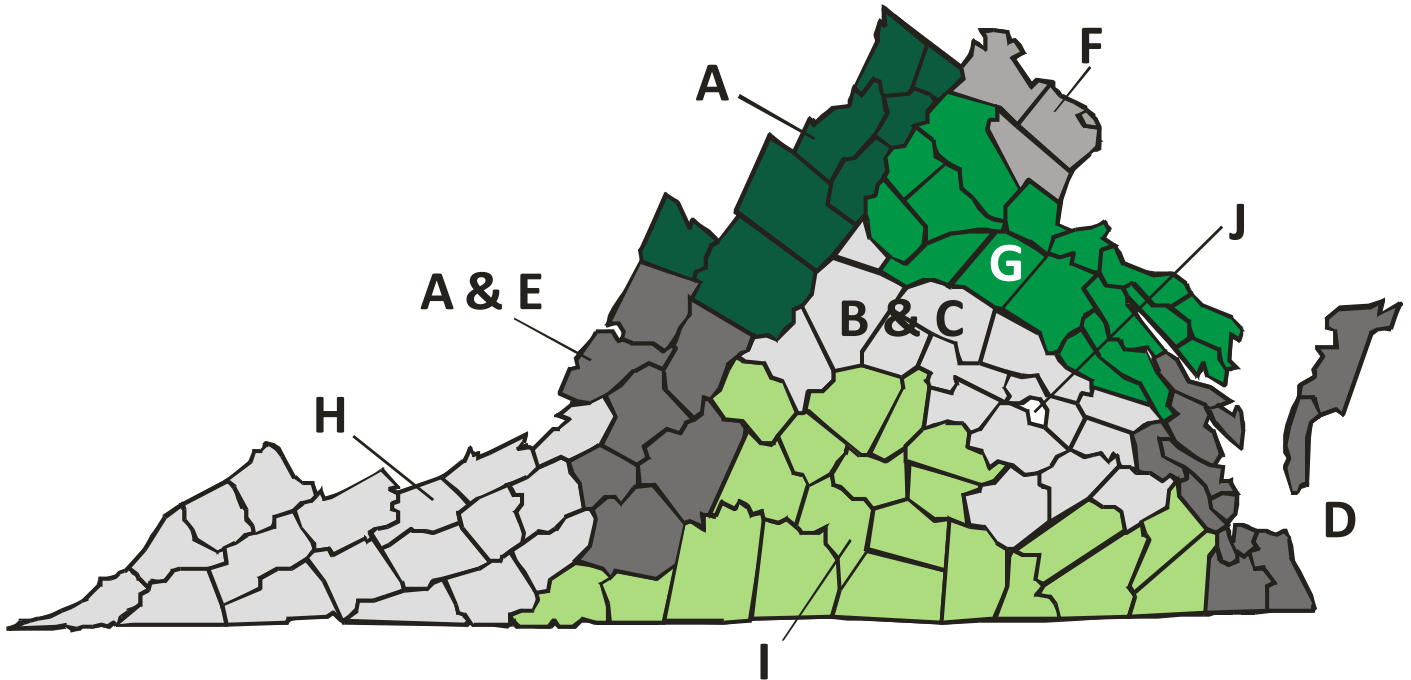


#### Age



## Appendix B:

### *Local Legal Aid Programs Funded by Legal Services Corporation of Virginia*



**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 (\$2,093,812)

**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, 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) (\$775,895)



# Appendix C:

## Outcomes Produced for Clients by LSCV-Funded Programs in FY 2011-2012

### 1. Dollar Benefits Achieved for Clients\*

a. Back awards - total:	\$7,661,019
b. Monthly payments going forward - total per month:	\$584,760
<b>c. One-year total, back awards plus assumed total of benefit stream:*</b>	<b>\$40,188,231</b>

\*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
<b>A. Major Benefit Was Achievement of a Legal Objective</b>			
Family	Obtained a divorce or annulment	2,101	5,321
Family	Obtained or maintained custody of children	655	2,106
Family	Obtained protection from domestic violence	625	1,800
Miscellaneous	Obtained a living will and/or health proxy or power of attorney	752	967
Consumer	Obtained federal bankruptcy protection	345	945
Housing	Prevented eviction from private housing	316	920
Consumer	Stopped or reduced debt collection activity	362	902
Income Maintenance	Obtained, preserved or increased SSI benefit/right	294	660
Family	Obtained, preserved, or increased child support	212	650
Miscellaneous	Obtained a will	474	619
Income Maintenance	Obtained, preserved or increased unemployment insurance benefits/rights	205	418
Housing	Prevented eviction from subsidized housing	153	394
Housing	Avoided, or obtained redress for, illegal or unfair charges by landlord	149	382
Housing	Delayed eviction providing time to seek alternative housing	134	358
Family	Obtained or preserved right to visitation	137	355
Consumer	Avoided or ended garnishment or levy	144	336
Housing	Prevented eviction from public housing	96	290
Income Maintenance	Obtained, preserved or increased SSD benefit/right	150	259
Family	Obtained assistance with safety planning	95	239
All Problem Areas	Other, none of the above	3,258	8,808
<b>B. Major Benefit Was Access to Legal Information, Advice and/or Assistance From a Lawyer or Paralegal</b>			
All Problem Areas	Received legal advice & counsel	17,863	44,285
All Problem Areas	Received non-litigation advocacy services	6,656	15,100
All Problem Areas	Received referral to another agency	241	584
<b>Total, All Cases:</b>		<b>35,417</b>	<b>86,698</b>

# Appendix D:

## Economic Impacts Breakdown

A. Benefits and Savings for Low-Income Families					
	Back Awards	Monthly Awards	Duration in Years	Subtotals	Total (\$ Millions)
<b>1. Federal benefits for low-income families</b>					<b>\$44.5</b>
Social Security/SSI	\$2,692,577	\$223,095	9.7	<b>\$28,660,835</b>	
Other Federal Awards	\$332,865	\$19,865	3	<b>\$1,048,005</b>	
Federal operating grants for legal aid programs <i>(LSC, Title III, Other Federal Funds)</i>				<b>\$7,127,762</b>	
Federal share of Medicaid benefits received <i>(61.58% total average annual benefits)</i>				<b>\$7,660,507</b>	
<i>Cases in which Medicaid benefits were obtained or preserved</i>				55	
<i>Average annual benefit*</i>				\$8,911	
<i>Years Duration</i>			4		
<b>Calculation (Cases x Average Annual Benefit x Years Duration)</b>				<b>\$1,960,447</b>	
<i>Cases in which SSI eligibility was obtained or preserved</i>				294	
<i>Average annual benefit*</i>				\$8,911	
<i>Years Duration</i>			4		
<b>Calculation (Cases x Average Annual Benefit x Years Duration)</b>				<b>\$10,479,480</b>	
<b>2. Income from child support payments</b>					<b>\$4.1</b>
Family Law: Child Support	\$512,134	\$100,896	3	<b>\$4,144,390</b>	
<b>3. Income from other legal aid outcomes</b>					<b>\$7.1</b>
A. Unemployment Compensation	\$696,454	\$113,215	0.5	\$1,375,744	
B. Family Law - Alimony	\$98,095	\$31,443	3	\$1,230,043	
C. Affirmative Landlord	\$486,861	\$22,259	1	\$753,969	
D. Affirmative Employment	\$566,602	\$4,561	1	\$621,334	
E. Affirmative Consumer	\$1,920,561	\$668	1	\$1,928,577	
F. Affirmative Education	\$58,146	\$51,607	1	\$677,430	
G. Other Benefits	\$296,724	\$17,151	1	\$502,536	
<b>Total Direct Impact on Low-Income Families</b>					<b>\$55.7</b>

*Continued on next page*

## Appendix D (continued): Economic Impacts Breakdown

B. Cost Savings for Taxpayers		
<b>1. Savings in costs related to domestic violence</b>		<b>\$2.2</b>
<i>Cases for which families obtained protection from Domestic Violence</i>	628	
<i>Average cost per victim**</i>	\$3,571	
<b>Calculation (Cases x Average cost per victim)</b>	<b>\$2,242,588</b>	
<b>2. Savings in emergency shelter costs</b>		<b>\$1.4</b>
<i>Cases for Which Eviction was Avoided or Delayed or Foreclosure was Averted</i>	767	
<i>Percentage for which homelessness was avoided***</i>	15%	
<i>Average cost to taxpayers per homeless family****</i>	\$12,530	
<b>Calculation (Cases x Percent homelessness avoided x Average cost to taxpayers)</b>	<b>\$1,441,604</b>	
<b>Total Savings for Taxpayers</b>		<b>\$3.6</b>
C. Economic Impacts on Local Economies		
<b>1. Economic stimulus from Federal dollars circulating in local economies</b>		<b>\$73.5</b>
<i>Federal benefits for low-income families (A1 Above)</i>	\$44.5	
<i>Multiplier (per U.S. Dept. of Commerce "RIMS II")</i>	1.65	
<b>Total Estimated Economic Impacts</b>		<b>\$132.9</b>

\* 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 \$12,530 in 2011.