

Legal Services Corporation of Virginia

*Report to the Commonwealth and
the General Assembly*

FY 2014-2015



Legal Services Corporation of Virginia

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Legal Information and Program Descriptions
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Legal Services Corporation of Virginia

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*This Report was Produced for
The Legal Services Corporation of Virginia
by the Resource for Great Programs, Inc.
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Executive Summary

In FY 2014-2015, LSCV's Legal Aid Programs Produced Results that Touched Everyone in Virginia.

More than 66,760 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 3 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 \$10.3 million to legal aid programs.

In FY 2014-2015, 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.

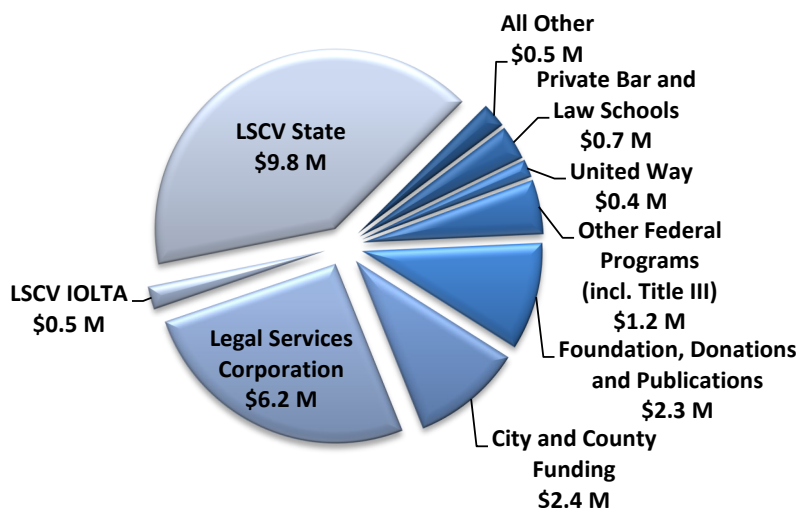
The state and IOLTA dollars distributed by LSCV leveraged additional millions of dollars from other sources.

LSCV-funded legal aid programs received an additional \$13.8 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 \$94.1 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 538 jobs and, with additional savings from avoidance of such costly social problems as homelessness, yielded a net return of \$3.90 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 2014-2015 Legal Aid Funding
(All Sources): **\$24.1 Million**



Executive Summary (continued)

- ◆ **Empowering people to seek fair solutions through legal channels.**
In addition to representing clients, legal aid advocates reached 285,500 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 2014-2015, private lawyers completed 2,951 cases for legal aid clients and contributed 20,438 hours valued at \$3.1 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 2014-2015, legal aid advocates could help only a fraction of those in need...

because of increased demand for services during the recession of 2007-2014 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 2014-2015 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 2014-2015, LSCV distributed \$10.3 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: \$0.5 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.

State Funds: \$9.8 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 [\$3.6 million] and special filing fee appropriations [\$6.2 million] in FY 2014-2015.

Introduction

In FY 2014-2015, the Work of Legal Aid Advocates Benefitted Every Community in Virginia.

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 66,760 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 2014-2015, LSCV provided \$10.3 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 2014-2015, every dollar of revenue for a legal aid program produced \$3.90 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 2014-2015, Legal Aid Advocates Helped 66,764 Low-Income Virginians Obtain Fair Solutions to Critical Legal Problems.

Direct legal assistance is the core service of LSCV grantees. In FY 2014-2015, LSCV-funded legal aid advocates completed 28,504 cases, providing direct measurable benefits to 66,764 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

45%

Family: 29,807 People

Legal problems include domestic violence, child support, divorce, child custody, parental rights and guardianships.



Snapshot: Grace filed for custody of her daughter Maia and a protective order against Maia's father after being punched in the face. The Guardian ad Litem and opposing counsel decided the father's living conditions were preferable and recommended sole custody to him. Legal Services of Northern Virginia attorneys researched the father and found disturbing social media posts such as a desire that Grace be hit by a car and pictures of him using illegal drugs. After sharing with the opposing counsel, the Guardian ad Litem filed an amendment recommending Grace retain custody.

22%

Housing: 14,861 People

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



Snapshot: Margaret has lived in the same neighborhood for over 35 years. She is on a fixed income, from which she pays her rent on time every month. In 2013, the formula for housing subsidy had changed yet she was never notified and the property manager continued to accept the lesser amount. In 2014 Margaret received an eviction summons for over \$500 underpayment. Legal Aid Justice Center was able to gather years of property management notices and prove faulty record keeping and miscommunication was the issue, not Margaret's payments. Management agreed to write off the debt and Margaret continues to live in her residence.

15%

Consumer/Finance: 10,106 People

Legal problems include illegal taking of property, wage garnishment, denial of credit and fraudulent consumer practices.



Snapshot: Linda purchased a vehicle from an area dealership. After paying the down-payment, she left with the vehicle and temporary tags. She brought another payment to the dealership and the dealer renewed the temporary tags. When she returned to retrieve the permanent plates, he demanded an additional \$1,300, which she could not afford. The dealer did not transfer title to Linda and she had no vehicle. The DMV investigated and brought charges against the salesman and Virginia Legal Aid Society was able to help Linda obtain a refund and clear her credit report.

6%

Income Maintenance: 4,020 People

Legal problems include eligibility for or termination of SSD (disability), SSI (Supplemental Security), unemployment compensation or public benefits.



Snapshot: The Baileys live on \$1,100 monthly Social Security and SSI. In 2014 they received a letter stating their SSI checks would be terminated, dropping their income to \$529, due to the fact that they owned a home they were not living in. Blue Ridge Legal Services was able to prove this determination was incorrect. The couple had sold their home to their son in exchange for him taking over the mortgage payments. As this gave the son equitable interest, the Bailey's no longer owned the home and therefore their modest income was restored.

12%

Other: 7,970 People

Legal problems include education, employment, juvenile, health, individual rights and other miscellaneous matters.

Economic Impact *In FY 2014-2015, Virginia Legal Aid Programs Produced \$3.90 in Income, Jobs and Cost Savings for Every Dollar Invested.*

Legal aid is cost-effective. During FY 2014-2015, LSCV-funded legal aid programs produced \$94.1 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 were in addition to the intangible benefits that came 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.

\$25.5 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* (\$25.5 million in federal benefits multiplied by 1.65) in local communities.

\$42.1 million*

- ◇ Income for local businesses
- ◇ 538 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 2014-2015, the total economic impact of legal assistance provided by Virginia legal aid programs was \$94.1 million, a return of \$3.90 for every dollar of local, state, or federal funds invested.¹

The Impacts Include:

\$49.5 million in direct benefits for low-income families.

- ◇ **\$25.5 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;
- ◇ **\$2.6 million** in child support payments for needy Virginia children and their families;
- ◇ **\$21.4 million** from other revenue-generating legal aid outcomes including unemployment compensation, spousal support and consumer settlements;

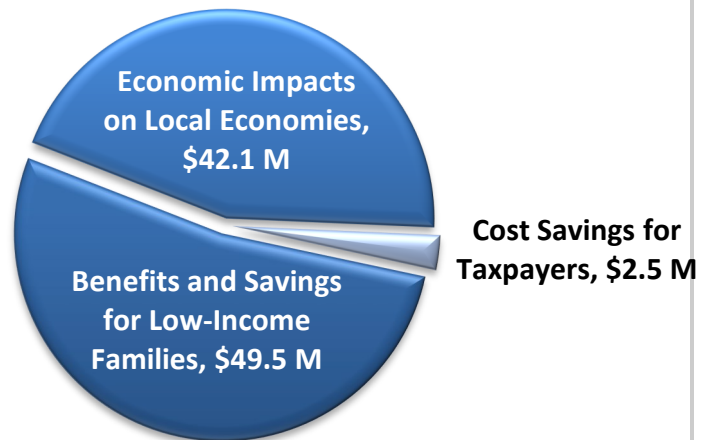
\$2.5 million in cost savings for Virginia taxpayers.

- ◇ **\$1.4 million** in savings in costs related to domestic abuse. Advocates enabled 384 families to be protected from domestic violence. Studies indicate an average savings of \$3,759 per family in the costs of medical care for injured victims, lost productivity, and targeted education and counseling for affected children.
- ◇ **\$1.1 million** in savings in emergency shelter costs. In FY 2014-2015, LSVC programs' homeless prevention work helped 545 low-income families (1,414 family members) to avoid the need for emergency shelter, saving an estimated \$13,187 per family.

\$42.1 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.



¹See Appendix D for computations

Empowerment

In FY 2014-2015, Virginia Legal Aid Advocates Helped 254,920 People to Help Themselves.

In addition to providing direct legal assistance that benefited more than 66,760 Virginians in FY 2014-2015, legal aid advocates helped 254,920 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. In addition, LSCV funded www.valegalaid.org, the statewide legal information website for low-income clients and pro bono attorneys.



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

Central Virginia Legal Aid Society operates a centralized regional telephone intake system using Automatic Call Distribution which routes all calls to the next available intake assistant. The new system allows the more efficient use of staff time to meet the needs of more clients. In the FY 2008-2009, prior to installing the ACD system, 5,591 intake applications were completed with eleven intake workers. During FY 2014-2015, 5,108 applications were processed with only eight intake workers.

Self-Help Assistance: *Legal Aid Society*

of the Roanoke Valley is committed to help the many working clients who own a home but have lost jobs during the economic downturn, resulting in an inability to pay their mortgages. LASRV debt workshops empower clients facing foreclosure with legal knowledge, tools and solutions such as prioritization of debt and restructuring of mortgages, homestead deeds and other actions that may delay or prevent foreclosure, easing their anxieties until reemployment and steady streams of income are flowing again.

Community Legal Education: *Legal Services of Northern Virginia* provides community legal education presentations to:

- Community groups on housing, family and debtor’s rights
- Senior Centers
- Arlington Housing Information Day
- “So You’re 18 Program” – credit and housing issues
- Northern Virginia Housing Expo
- Arlington Law Day
- Loudoun County Health Department
- Inova Juniper – on legal services to those living with HIV/AIDS
- “Consumer 101” – local homeless shelter on consumer law issues.

People in Virginia who Benefited:

<p>Summary Brief Legal Assistance Provided by Virginia Advocates in FY 2014-2015</p>	<p>◇ 30,584 received legal advice and counsel from the telephone intake and advice systems that reach every community in Virginia, thereby serving people who otherwise would have no access to legal assistance from any source.</p>
	<p>◇ 37,897 received legal education through presentations to community groups and</p>
	<p>◇ 28,349 received assistance through legal clinics, help desks at court and other help to</p>
	<p>◇ 184,400 unique visits to program websites which resulted in 181,700 legal education and 6,970 self-representation materials were downloaded.</p>

Partnerships

In FY 2014-2015, 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."

Leveraging Resources

Partnerships Multiply the Impact

Pro Bono Statistics

In FY 2014-2015, volunteer lawyers participating in LSCV-funded programs achieved the following results.

Number of cases completed:	2,951
Hours Contributed:	20,438
Dollar Value of Services*:	\$3.1M

*Estimated conservatively at \$150 per hour



◇ Dedication to education.

During the 2014-15 school year, *Legal Aid Justice Center* staff attorneys taught and supervised approximately 60 law students at the University of Virginia School of Law in clinical programs that integrate classroom work with hands-on legal aid casework. LAJC operated clinics focused on the poverty law areas of Employment, Health, Housing, Consumer, Immigration, Child Advocacy, and a new policy practicum funded by a grant from the Jessie Ball duPont fund. Law students work directly with Legal Aid Justice Center attorneys to handle and assist on cases. In addition to providing practical experience that translates well to both public and private legal careers, clinic students at the Legal Aid Justice Center become part of our public interest community.

◇ Stepping up in the fight to end domestic violence.

Rappahannock Legal Services has long been involved with community organizations which focus on family, housing, health, and basic subsistence. RLS works closely with EmpowerHouse (domestic violence shelter) in Fredericksburg, Services to Abused Families (SAFE) in Culpeper, and The Haven in the Northern Neck to serve abused and single-parent families. RLS is currently operating English and Spanish language civil protective order projects funded by a STOP Violence Against Women (V-STOP) grant and by the Virginia Sexual & Domestic Violence Victim Fund (VSDVVF) in all three of its service areas and works with EmpowerHouse, SAFE, The Haven, Rappahannock Coalition Against Sexual Assault (RCASA) and local commonwealth attorneys, magistrates, sheriff's departments and Juvenile and Domestic Relations (JDR) Court Service Units to prevent domestic violence.

Productivity and Quality *In FY 2014-2015, 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 foster use of best-practices in their work for clients.

Improvements To Client Intake

- ◇ During FY 2014-2015, *Legal Aid Society of Eastern Virginia* received over 3,890 online applications for services where the applicant applied for services via their website. Over 1,700 applications turned into full applications. An eligibility paralegal accesses applications and makes initial contact with applicants the next workday. After eligibility is determined, applications are completed and submitted to the Executive Director for review. As of June 30, 2015, there were 1,202 online applicants whose services were completed.
- ◇ *Virginia Legal Aid Society* expanded the capacity of its intake system in 2014-2015 through implementation of automatic triage systems for online applicants. In the first five months of 2015 in the online application:
 - 2,557 applications were initiated.
 - 40 percent were found probably eligible and urged to complete full online applications or call the toll-free number; 54 percent of these completed online applications.
 - 36 percent were referred to <http://lsc.gov> to find the legal aid program serving their location.
 - 5 percent were referred to the Virginia State Bar (VSB) Lawyer Referral Service.
 - 4 percent were referred to their local courts if they couldn't afford an attorney.
 - 15 percent did not complete the application.
 - By identifying and referring those ineligible to other resources, the system saved legal aid staff from 1,133 live intakes, reducing wait times for those who could be helped.

The Justice Gap

Legal Aid is Effective, yet in FY 2014-2015, Our Advocates Could Help Only a Fraction of Those Who Needed it.

The legal services programs funded by LSCV are providing essential services that help thousands of low-income Virginians each year to address critical legal issues directly affecting their families, homes, incomes, jobs, and access to vital services. Yet the gap between the need for these services and the capacity of these programs to address them is profound. The American Bar Association estimates that despite serving almost 2 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.

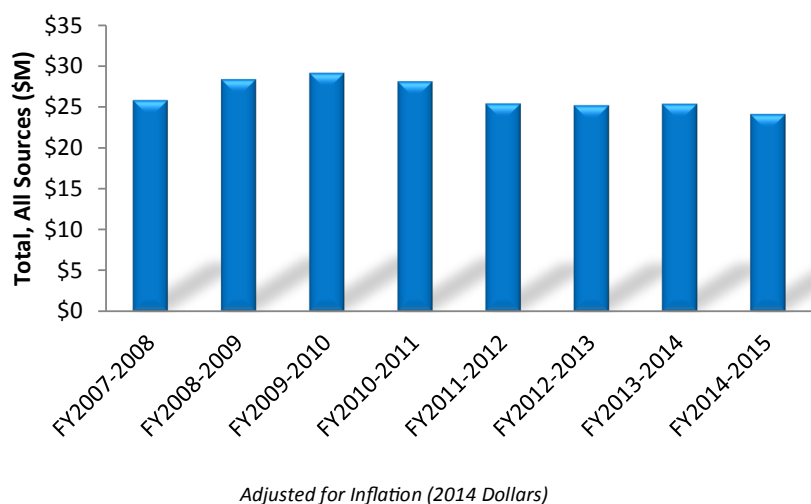
◆ **People feel disenfranchised.** The LSCV Legal Needs Survey showed that most low- and moderate-income people feel shut out from the legal system. They do not turn to the courts for solutions because they believe the system will not help them.

◆ **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

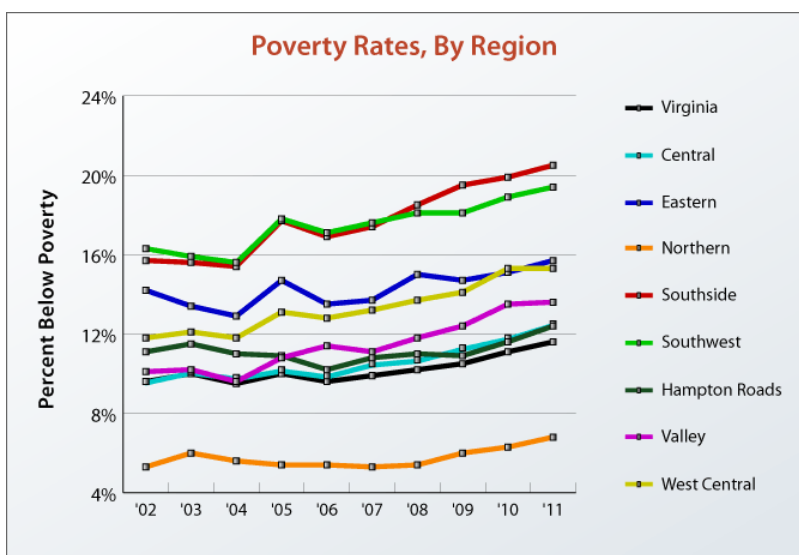
More Dollars are Needed to Fulfill the Promise of Equal Justice Under the Law.

Virginia Legal Aid Funding FY 2007-2015



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 the Great Recession stalled progress at the very time additional legal assistance was needed by people threatened with joblessness, foreclosure and other critical legal problems. Even with the help of modest state general revenue increases for legal aid, overall funding remains almost \$3 million less than in FY 2009-10 because of the ongoing impact of reduced IOLTA and Filing Fee funds. While funding from the national LSC ticked up by \$600,000, LSCV and its programs continue to suffer the long-term effects of the \$4 million annual decline in IOLTA funding and the \$1.8 million decline in state filing fee funding.

Poverty Rate in Virginia



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 legal aid staff layoffs following the loss of funding over recent years has been dramatic. In FY 2014-15 with 30 fewer attorneys than in 2009, Virginia legal aid programs were able to serve only 72 percent as many clients as two years ago.

This represents a severe blow to already-stressed local economies and a lost opportunity for communities everywhere across Virginia. 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 provide access to such basic needs as shelter, medical care and family safety.

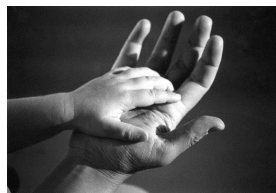
Source: Virginia State Government web site:
<http://vaperforms.virginia.gov/indicators/economy/poverty.php>

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 2,271 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:

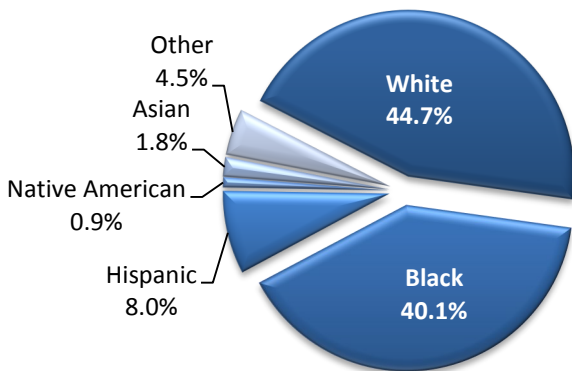
Case Statistics and Client Demographics

Case Statistics: Number of Closed Cases by Major Reason Closed

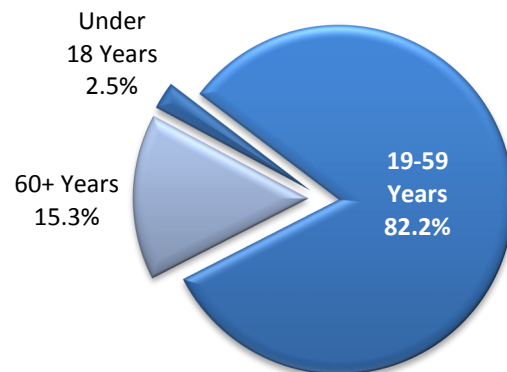
Organization	Counsel & Advice	Limited Action	Negotiated without Litigation	Negotiated with Litigation	Admin. Agency Decision	Court Decision- <i>Uncontested</i>	Court Decision- <i>Contested</i>	Court Decision- <i>Appeals</i>	Other	Extensive Service	Grand Total
Blue Ridge Legal Services	1,137	458	31	82	17	390	119	2	-	57	2,293
Central Virginia Legal Aid Society	2,761	130	29	7	31	189	74	22	-	49	3,292
Legal Aid Justice Center	1,184	211	106	135	162	39	127	1	101	66	2,132
Legal Aid Society of Eastern Virginia	4,080	430	20	141	134	506	216	5	-	150	5,682
Legal Aid Society of Roanoke Valley	869	89	12	26	11	33	26	-	2	3	1,071
Legal Services of Northern Virginia	3,838	708	44	199	38	416	343	1	-	163	5,750
Rappahannock Legal Services	384	189	16	59	47	108	219	4	25	16	1,067
Southwest Virginia Legal Aid Society	2,451	111	8	95	25	525	185	-	-	95	3,495
Virginia Legal Aid Society	2,259	245	60	33	103	204	36	1	2	63	3,006
Virginia Poverty Law Center	-	-	-	-	-	-	-	-	-	-	-
Total	18,963	2,571	326	777	568	2,410	1,345	36	130	662	27,788

Client Demographics

Ethnic Group



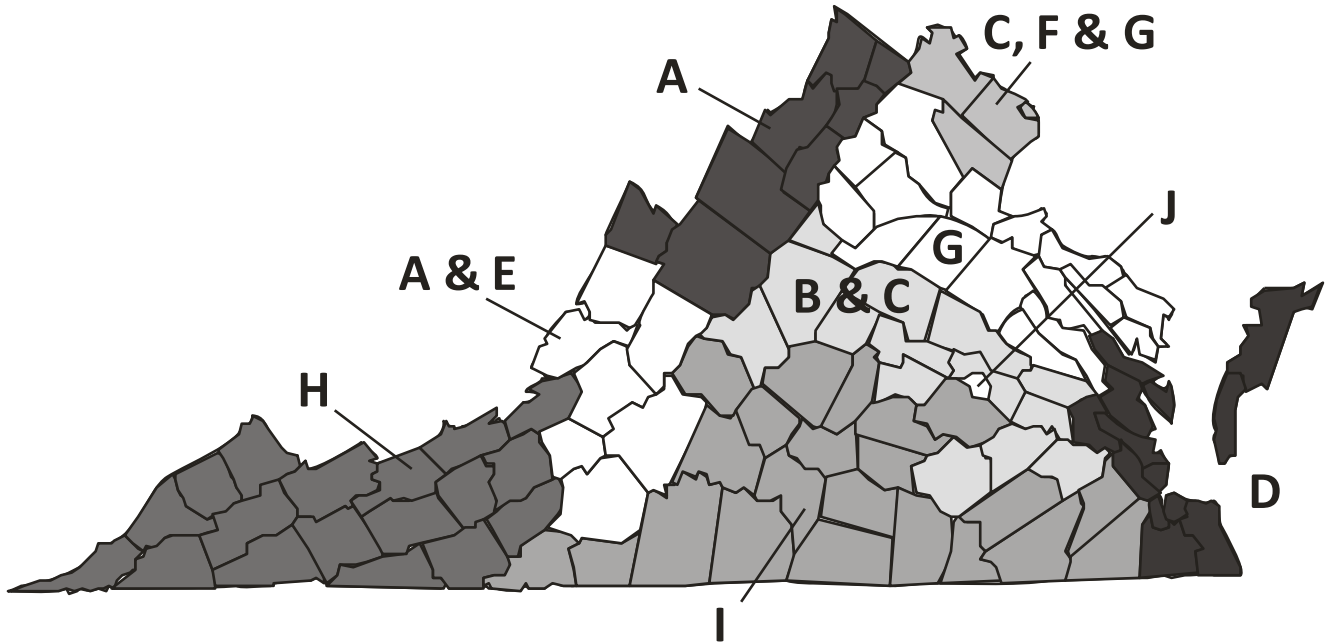
Age



Appendix B:

Local Legal Aid Programs Funded by Legal Services Corporation of Virginia

LSCV FY 2014-15 grant allocations shown in parentheses



A Blue Ridge Legal Services (BRLS); Harrisonburg, Winchester, Roanoke, Lexington (\$607,569)

B Central Virginia Legal Aid Society (CVLAS); Richmond, Petersburg, Charlottesville (\$1,160,014)

C Legal Aid Justice Center (LAJC); Charlottesville, Falls Church, Petersburg, Richmond (\$574,085)

D Legal Aid Society of Eastern Virginia (LSEV); Hampton, Norfolk, Virginia Beach, Williamsburg, Belle Haven (\$1,718,781)

E Legal Aid Society of Roanoke Valley (LASRV); Roanoke (\$555,446)

F Legal Services of Northern Virginia (LSNV); Falls Church, Alexandria, Fairfax, Leesburg, Manassas (\$1,371,441)

G Rappahannock Legal Services (RLS); Fredricksburg, Culpeper, Tappahannock (\$480,271)

H Southwest Virginia Legal Aid Society (SWVLAS); Marion, Castlewood, Christiansburg (\$1,076,200)

I Virginia Legal Aid Society (VLAS); Lynchburg, Danville, Farmville, Suffolk (\$1,267,597)

J Virginia Poverty Law Center (VPLC); Richmond (Statewide Program) (\$725,895)

Appendix C:

Outcomes Produced for Clients by LSCV-Funded Programs in FY 2014-2015

1. Dollar Benefits Achieved for Clients*

a. Back awards - total:	\$18,623,445
b. Monthly payments going forward - total per month:	\$532,483
c. One-year total, back awards plus assumed total of benefit stream:*	\$37,595,413

*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	1,601	3,589
Family	Obtained or maintained custody of children	452	1,306
Miscellaneous	Obtained a living will and/or health proxy or power of attorney	717	973
Family	Obtained protection from domestic violence	381	924
Consumer	Obtained federal bankruptcy protection	234	602
Family	Obtained, preserved, or increased child support	175	499
Consumer	Stopped or reduced debt collection activity	206	490
Miscellaneous	Obtained a will	352	475
Housing	Prevented eviction from subsidized housing	186	459
Housing	Prevented eviction from private housing	158	420
Consumer	Avoided or ended garnishment or levy	114	318
Income Maintenance	Obtained, preserved or increased unemployment insurance benefits/rights	139	306
Income Maintenance	Obtained, preserved or increased SSI benefit/right	124	288
Consumer	Secured Utility Services	139	286
Family	Obtained assistance with safety planning	135	267
Housing	Avoided, or obtained redress for, illegal or unfair charges by landlord	95	260
Family	Obtained name change	179	251
Housing	Delayed eviction providing time to seek alternative housing	91	234
Family	Obtained guardianship or conservatorship	70	231
All Problem Areas	Other, none of the above	2,643	6,126
B. Major Benefit Was Access to Legal Information, Advice and/or Assistance From a Lawyer or Paralegal			
All Problem Areas	Received legal advice & counsel	19,597	46,924
All Problem Areas	Received non-litigation advocacy services	635	1,341
All Problem Areas	Received referral to another agency	81	195
Total, All Cases:		28,504	66,764

Appendix D:

Economic Impacts Breakdown

A. Benefits and Savings for Low-Income Families					
	Back Awards	Monthly Awards	Duration in Years	Subtotals	Total (\$ Millions)
1. Federal benefits for low-income families					\$25.5
Social Security/SSI	\$1,310,397	\$101,657	9.7	\$13,143,313	
Other Federal Awards	\$31,284	\$25,556	3	\$951,311	
Federal operating grants for legal aid programs <i>(LSC, Title III, Other Federal Funds)</i>				\$7,402,923	
Federal share of Medicaid benefits received <i>(61.58% total average annual benefits)</i>				\$4,001,964	
<i>Cases in which Medicaid benefits were obtained or preserved</i>				59	
<i>Average annual benefit*</i>				\$8,878	
<i>Years Duration</i>			4		
Calculation (Cases x Average Annual Benefit x Years Duration)				\$2,095,243	
<i>Cases in which SSI eligibility was obtained or preserved</i>				124	
<i>Average annual benefit*</i>				\$8,878	
<i>Years Duration</i>			4		
Calculation (Cases x Average Annual Benefit x Years Duration)				\$4,403,562	
2. Income from child support payments					\$2.6
Family Law: Child Support	\$262,142	\$64,892	3	\$2,598,244	
3. Income from other legal aid outcomes					\$21.4
<i>A. Unemployment Compensation</i>	\$318,699	\$33,602	0.5	\$520,312	
<i>B. Family Law - Alimony</i>	\$323,433	\$19,481	3	\$1,024,740	
<i>C. Affirmative Landlord</i>	\$783,618	\$195,165	1	\$3,125,601	
<i>D. Affirmative Employment</i>	\$14,829,479	\$14,279	1	\$15,000,823	
<i>E. Affirmative Consumer</i>	\$246,491	\$9,609	1	\$361,799	
<i>F. Affirmative Education</i>	\$129,749	\$48,923	1	\$716,820	
<i>G. Other Benefits</i>	\$388,153	\$19,320	1	\$619,988	
Total Direct Impact on Low-Income Families					\$49.5

Continued on next page

Appendix D *(continued)*: Economic Impacts Breakdown

B. Cost Savings for Taxpayers		
1. Savings in costs related to domestic violence		\$1.4
<i>Cases for which families obtained protection from Domestic Violence</i>	384	
<i>Average cost per victim**</i>	\$3,759	
Calculation (Cases x Average cost per victim)	\$1,443,413.21	
2. Savings in emergency shelter costs		\$1.1
<i>Cases for Which Eviction was Avoided or Delayed or Foreclosure was Averted</i>	545	
<i>Percentage for which homelessness was avoided***</i>	15%	
<i>Average cost to taxpayers per homeless family****</i>	\$13,187	
Calculation (Cases x Percent homelessness avoided x Average cost to taxpayers)	\$1,078,070	
Total Savings for Taxpayers		\$2.5
C. Economic Impacts on Local Economies		
1. Economic stimulus from Federal dollars circulating in local economies		\$42.1
<i>Federal benefits for low-income families (A1 Above)</i>	\$25.5	
<i>Multiplier (per U.S. Dept. of Commerce "RIMS II" Data)</i>	1.65	
Total Estimated Economic Impacts		\$94.1

* Estimates based on data from the Virginia Department of Social Services Annual Statistical Report (2014), pp. 12-13. 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 \$13,187 in 2014.