

Legal Services Corporation of Virginia

*Report to the Commonwealth and the General Assembly
On Work of Virginia's Legal Aid Programs
FY 2017-2018*



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Legal Services Corporation of Virginia

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The Legal Services Corporation of Virginia
by the Resource for Great Programs, Inc.
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Executive Summary

In FY 2017-2018, LSCV's Legal Aid Programs Produced Results That Touched Everyone in Virginia.

More than 69,058 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 \$11.97 million to legal aid programs.

In FY 2017-2018, LSCV provided grants to a statewide network of non-profit organizations, including nine local legal aid programs and a statewide support center. Collectively these programs served every community in Virginia via 35 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. Additional funding was provided from a grant emanating from the Justice Department's settlement with the Bank of America for mortgage foreclosure improprieties.

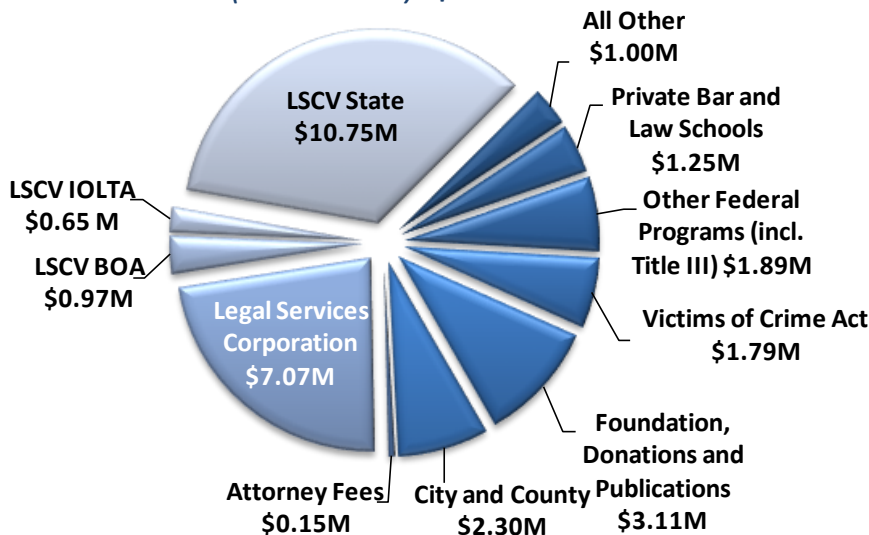
The state and IOLTA dollars distributed by LSCV leveraged additional millions of dollars from other sources.

LSCV-funded legal aid programs received an additional \$18.5 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 \$110.6 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 over 1,400 jobs and, with additional savings from avoidance of such costly social problems as homelessness, yielded a net return of \$3.58 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 2017-2018 Legal Aid Funding
(All Sources): \$30.93 Million



Executive Summary (continued)

- ◆ **Empowering people to seek fair solutions through legal channels.** In addition to representing clients, legal aid advocates reached over 11,890 people through 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 2017-2018, private lawyers completed 3,137 cases for legal aid clients and contributed 14,626 hours valued at \$2.2 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 2017-2018, legal aid advocates could help only a fraction of those in need...

because of increased demand for services during the recession of 2007-2015 and cuts to three of legal aid’s major sources of funding: IOLTA, filing fee revenue and federal grants. Due to historically low interest rates, annual IOLTA funding has declined by \$4 million since FY 2007-2008. The revenue from the legal aid filing fee add-on has declined by \$1.4 million since 2009. In addition, census-based cuts in federal funding resulted in a loss of almost \$1.2 million for Virginia legal aid programs over that same time period. While LSCV’s general revenue appropriation increased incrementally during the recession, cuts from these other sources far outstripped those increases. Every dollar spent on legal aid in FY 2017-2018 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 2017-2018, LSCV allocated over \$11.97 Million in Funding for Legal Aid Programs.

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

IOLTA Funds: \$650,000. 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: \$10.75 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 [\$4.35 million] and special filing fee appropriations [\$6.40 million] in FY 2017-2018.

BOA Funds: \$965,000. LSCV distributed its first installment grants from its Bank of America settlement proceeds.

Introduction

In FY 2017-2018, the Work of Legal Aid Advocates Benefited 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 69,058 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 2017-2018, LSCV provided over \$11.9 million in grants to nine local 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, from the Virginia “IOLTA” (Interest On Lawyers Trust Accounts) program that LSCV began administering in 1995, and from federal settlement proceeds from Bank of America.

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 2017-2018, every dollar of revenue for a legal aid program produced \$3.58 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



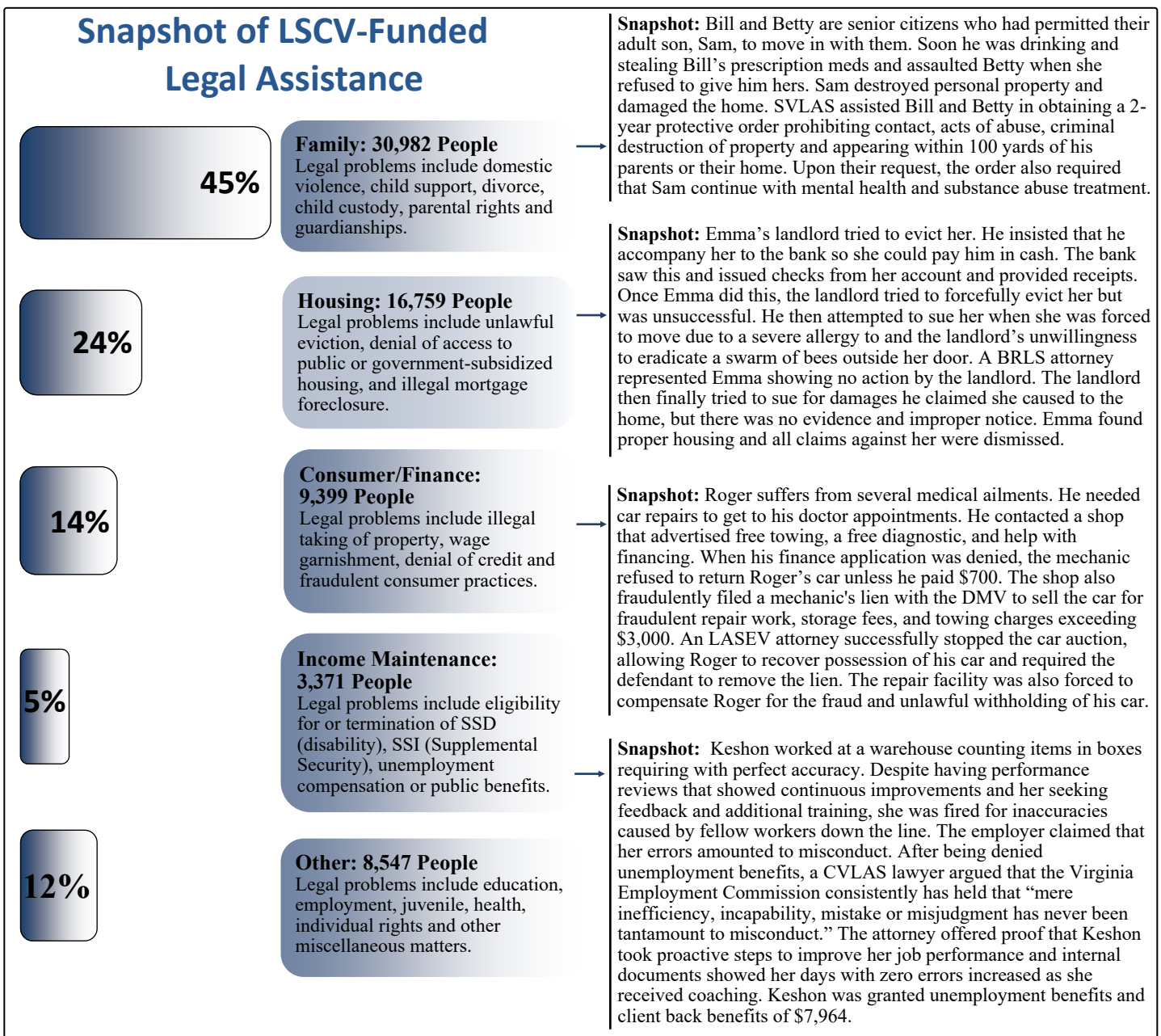
benefits that come from providing fair solutions to critical legal problems faced by Virginians living in poverty.

Direct Legal Assistance

In FY 2017-2018, Legal Aid Advocates Helped 69,058 Low-Income Virginians Obtain Fair Solutions to Critical Legal Problems.

Direct legal assistance is the core service of LSCV grantees. In FY 2017-2018, LSCV-funded legal aid advocates completed 27,303 cases, providing direct measurable benefits to 69,058 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.



Economic Impact *In FY 2017-2018, Virginia Legal Aid Programs Produced \$3.58 in Income, Jobs and Cost Savings for Every Dollar Invested.*

Legal aid is cost-effective. During FY 2017-2018, LSCV-funded legal aid programs produced \$110.6 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.

\$34.9 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* (\$34.9 million in federal benefits multiplied by 1.65) in local communities.

\$57.7 million*

- ◇ *Income for local businesses*
- ◇ *Over 1,300 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 2017-2018, the total economic impact of legal assistance provided by Virginia legal aid programs was \$110.6 million, a return of \$3.58 for every dollar of local, state, or federal funds invested.¹

The Impacts Include:

\$48.4 million in direct benefits for low-income families.

- ◇ **\$34.9 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;
- ◇ **\$4.0 million** in child support payments for needy Virginia children and their families;
- ◇ **\$9.5 million** from other revenue-generating legal aid outcomes including unemployment compensation, spousal support and consumer settlements;

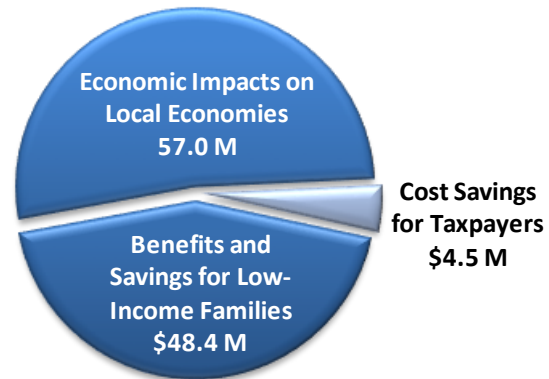
\$4.5 million in cost savings for Virginia taxpayers.

- ◇ **\$3.2 million** in savings in costs related to domestic abuse. Advocates enabled 819 families to be protected from domestic violence. Studies indicate an average savings of \$3,892 per family in the costs of medical care for injured victims, lost productivity, and targeted education and counseling for affected children.
- ◇ **\$1.3 million** in savings in emergency shelter costs. In FY 2017-2018, LSVC programs' homeless prevention work helped 649 low-income families (1,709 family members) to avoid the need for emergency shelter, saving an estimated \$13,654 per family.

\$57.7 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 2017-2018, Virginia Legal Aid Advocates Helped 11,893 People to Help Themselves.*



In addition to providing direct legal assistance that benefited more than 69,050 Virginians in FY 2017-2018, legal aid advocates helped 11,893 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 powerful strategies including 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.

- **Self-Help Assistance:** The ACT Line (Advice, Counsel and Transfer) continued to provide vital legal advice for working people in need of timely assistance. Legal Services of Northern

Virginia staff attorneys provide legal advice and counsel in emergency matters where there is no in-person appointment available before a crucial deadline and provides advice in specific non-urgent matters, thus freeing time for other attorneys to handle more extended representation cases and allowing clients to advocate for themselves with appropriate knowledge.

- **Community Legal Education:** *Legal Aid Society of Roanoke Valley Services* provides community legal education events as well as brochures to area client-based groups. These brochures provide information on landlord-tenant, domestic violence, and general rights of low income people. Topics are geared to the needs and interests of the community members in attendance.

People in Virginia who Benefited:

<p>Summary Brief Legal Assistance Provided by Virginia Advocates in FY 2017-2018</p>	<p>◇ 35,932 received legal education through presentations to community groups and printed materials.</p>
	<p>◇ 11,893 received assistance through legal clinics, help desks at court and other help to self-represented litigants.</p>
	<p>◇ 586,823 unique visits to program websites resulted in 64,547 legal education materials and 32,809 self-representation materials being downloaded.</p>

Partnerships

In FY 2017-2018, 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 below, "Leveraging Resources: Partnerships Multiply the Impact."

Pro Bono Statistics

In FY 2017-2018, volunteer lawyers participating in LSCV-funded programs achieved the following results.

Number of cases completed:	3,137
Hours Contributed:	14,626
Dollar Value of Services*:	\$2.2M

*Estimated conservatively at \$150 per hour

Leveraging Resources

Partnerships Multiply the Impact

◆ *Legal Aid Justice Center* partnered with *Voices for Virginia's Children* to ensure children were included in the approved proposal to invest \$7 million to establish a statewide system of alternative transportation for children and adults under a Temporary Detention Order (TDO). Currently, after patients have been evaluated and found to be in need of involuntary inpatient treatment, they are transported to treatment facilities by law enforcement, shackled and put in the back of a police cruiser. The new funding will allow Virginia to develop treatment-focused alternative transportation options that can decriminalize what can be a traumatic experience for patients who are already experiencing trauma. Providing options in appropriate cases can help patients, families, and even law enforcement provide appropriate, safe care while using the patient's own therapeutic needs as a guiding principle, which follows best practices in mental health treatment.

◆ *Virginia Legal Aid Society's* Farmville attorneys participated with local private attorneys in a Senior Law Day event in Victoria, Lunenburg County, Virginia. Sponsored by a local bank and widely publicized by local community leaders, the event was attended by local senior citizens and support personnel. Topics of Senior Law Day included Social Security and SSI, SNAP benefits, Medicaid, Medicare and elder care.



Productivity and Quality *In FY 2017-2018, Legal Aid Programs Produced More “Bang for the Buck.”*

Virginia Legal Aid Programs Use Their Funds Wisely.

Because funds are so limited in comparison to the need for services, 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 and its programs have been national leaders in applying outcome measurement systems showing the effectiveness of legal work performed on behalf of low income Virginians. Within programs, outcome measurements provide 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.

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. LSCV grantees provide their advocates with training and mentoring that foster use of best-practices in their work for clients. Most of this training is provided by the legal aid statewide support and training center, the Virginia Poverty Law Center.

Upgrade in Training Opportunities

- ◇ The 2018 Recent Developments in Poverty Training was conducted as a four-part webinar series. It marked the first time that a webinar approach was used as the stand-alone method of delivery for this training. In the past, in-person Recent Development trainings were all done on one day featuring presentations from *Virginia Poverty Law Center* staff attorneys who are subject matter experts in Housing, Consumer, Health, Elder, Domestic Violence & Sexual Abuse, Family & Child Welfare, Public Benefits, and Education Law. This required attendees to travel a considerable distance to get updates in these areas of law, including changes in legislation. This year a new approach was used in response to feedback from legal aid staff and other stakeholders preferring webinars. This eliminated the need to travel a distance and incur additional travel costs. The webinars were recorded, and presentation PowerPoints provided to attendees at the conclusion.

The Justice Gap

Legal Aid is Effective, yet in FY 2017-2018, Our Advocates Could Help Only a Fraction of Those Who Needed it.

LSCV’s programs provide 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 our 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 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

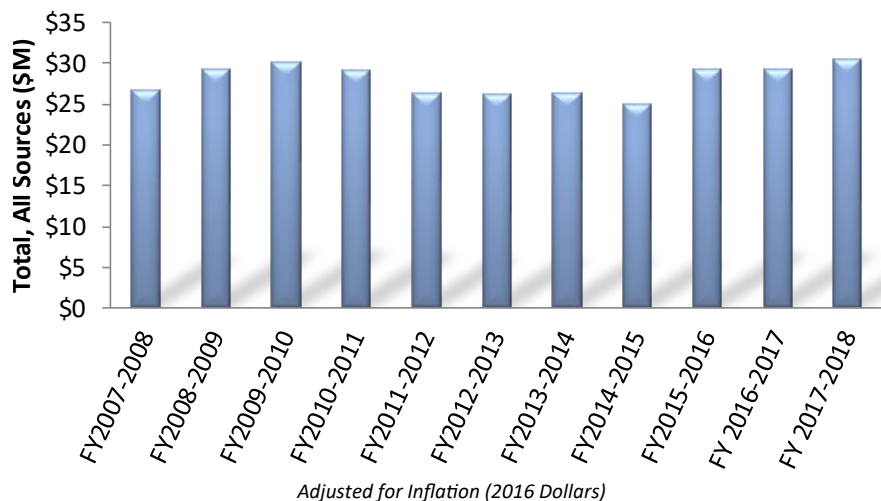


- ◆ **More than one million residents of Virginia are living in poverty.** More than 800,000 people in our state are living below the poverty level, and another 200,000 have incomes that are less than 125 percent of the federal poverty guideline. As a result, roughly one in eight Virginians is eligible 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 by 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 2007-2017

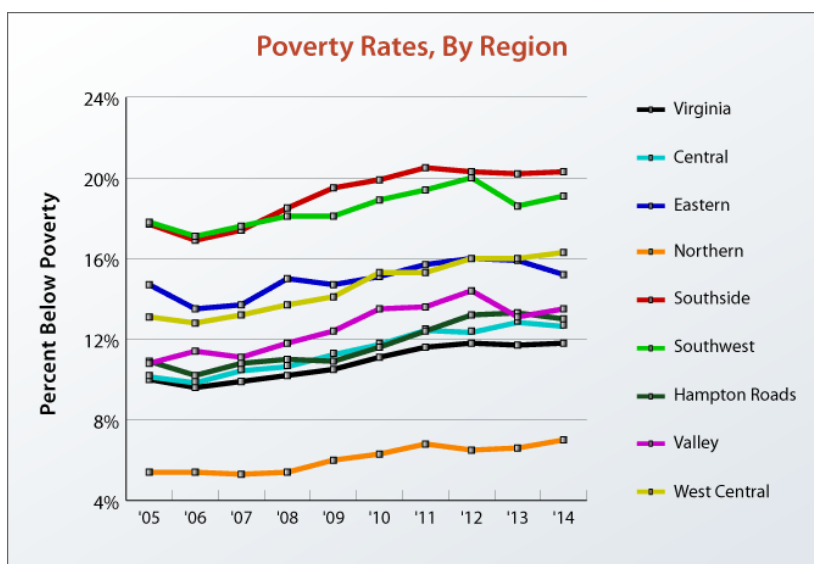


Legal Services Corporation of Virginia and its grantees have been working hard to close the “Justice Gap.” Legal aid advocates have joined with the courts, state legislators and community leaders, and with local businesses, banks and foundations to expand funding for legal aid.

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, staff layoffs of 20% of legal aid’s workforce during the Great Recession continue to negatively impact service delivery. And, 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 \$1.4 million decline in state filing fee funding.

Poverty Rate in Virginia



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

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. The Great Recession flooded legal aid programs with applicants needing help, and the situation for people at the bottom of the income ladder has improved little since then. Although the Virginia economy overall has improved slowly since 2012, poverty rates across Virginia have remained high through 2014, the latest date for which statistics are available (see graph).

The lack of adequate funding for legal aid in the face of continued high demand for legal assistance 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.

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 2,232 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:

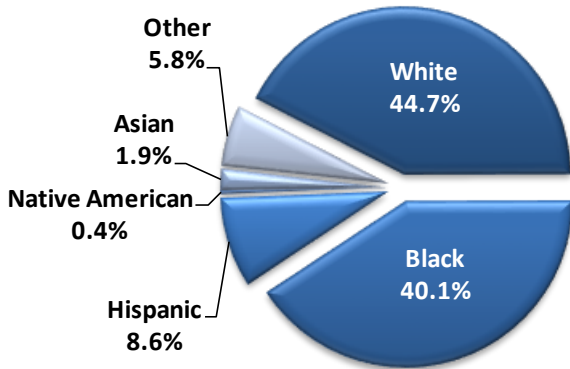
Case Statistics and Client Demographics

Case Statistics: Number of Closed Cases by Major Reason Closed

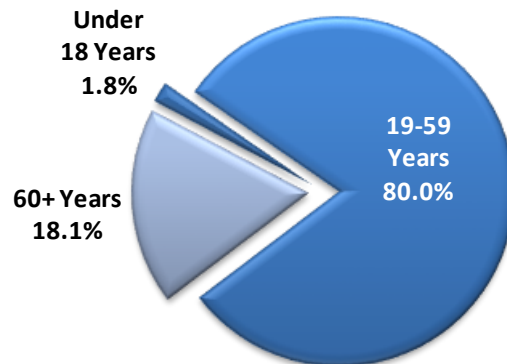
Organization	Counsel & Advice	Limited Action	Negotiated without Litigation	Negotiated with Litigation	Admin. Agency Decision	Court Decision- <i>Uncontested</i>	Court Decision- <i>Contested</i>	Court Decision- <i>Appeals</i>	Other	Extensive Service	Grand Total
Blue Ridge Legal Services	820	490	27	109	20	379	128	3	1	72	2,049
Central Virginia Legal Aid Society	1,771	218	24	41	52	146	104	-	10	12	2,378
Legal Aid Justice Center	756	442	70	56	100	31	106	3	31	39	1,634
Legal Aid Society of Eastern Virginia	5,198	152	56	245	219	498	383	4	-	571	7,326
Legal Aid Society of Roanoke Valley	638	259	19	28	10	83	37	1	7	21	1,103
Legal Aid Works	312	118	20	82	26	110	167	5	43	3	886
Legal Services of Northern Virginia	4,085	811	50	199	38	350	336	2	-	139	6,010
Southwest Virginia Legal Aid Society	2,188	119	24	64	27	427	251	5	-	76	3,181
Virginia Legal Aid Society	1,985	289	62	44	80	178	48	2	3	45	2,736
Virginia Poverty Law Center	-	-	-	-	-	-	-	-	-	-	-
Total	17,753	2,898	352	868	572	2,202	1,560	25	95	978	27,303

Client Demographics

Ethnic Group



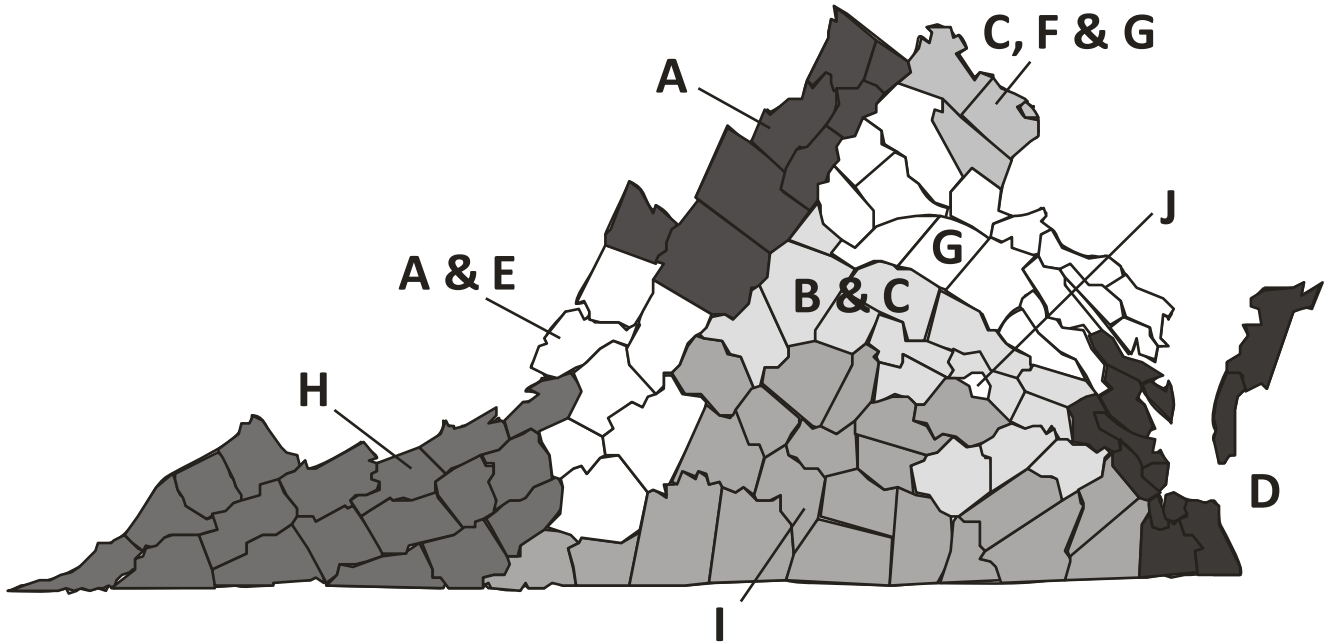
Age



Appendix B:

Local Legal Aid Programs Funded by Legal Services Corporation of Virginia

LSCV FY 2017-18 grant allocations shown in parentheses



A Blue Ridge Legal Services (BRLS); Harrisonburg, Winchester, Roanoke, Lexington (\$574,902)

B Central Virginia Legal Aid Society (CVLAS); Richmond, Petersburg, Charlottesville (\$498,120)

C Legal Aid Justice Center (LAJC); Charlottesville, Falls Church, Petersburg, Richmond (\$1,497,095)

D Legal Aid Society of Eastern Virginia (LSEV); Hampton, Norfolk, Virginia Beach, Williamsburg, Belle Haven (\$1,817,954)

E Legal Aid Society of Roanoke Valley (LASRV); Roanoke (\$534,189)

F Legal Services of Northern Virginia (LSNV); Alexandria, Arlington, Fairfax, Fredericksburg, Leesburg, Manassas (\$1,179,670)

G Legal Aid Works (RLS); Fredericksburg, Culpeper, Tappahannock (\$536,191)

H Southwest Virginia Legal Aid Society (SWVLAS); Marion, Castlewood, Christiansburg (\$1,004,476)

I Virginia Legal Aid Society (VLAS); Lynchburg, Danville, Farmville, Suffolk (\$1,258,468)

J Virginia Poverty Law Center (VPLC); Richmond (Statewide Program) (\$740,413)

Appendix C:

Outcomes Produced for Clients by LSCV-Funded Programs in FY 2017-2018

<i>Category</i>	<i>Major Benefit Achieved</i>	<i># of Cases</i>	<i># People Directly Affected</i>
A. Major Benefit Was Achievement of a Legal Objective			
Family	Obtained a divorce or annulment	1,280	3,070
Family	Obtained or maintained custody of children	708	2,098
Family	Obtained protection from domestic violence	809	1,970
Miscellaneous Benefits	Obtained a living will and/or health proxy or power of attorney	849	1,166
Miscellaneous Benefits	Obtained a will	488	667
Family	Obtained, preserved, or increased child support	197	615
Housing	Prevented eviction from private housing	227	603
Consumer	Obtained federal bankruptcy protection	213	571
Consumer	Avoided or ended garnishment or levy	153	460
Consumer	Stopped or reduced debt collection activity	183	442
Housing	Prevented eviction from subsidized housing	156	392
Housing	Prevented eviction from public housing	129	390
Family	Obtained or preserved right to visitation	153	379
Family	Obtained guardianship or conservatorship	109	315
Family	Obtained name change	159	310
Consumer	Secured Utility Services	141	280
Housing	Delayed eviction providing time to seek alternative housing	113	276
Housing	Avoided, or obtained redress for, illegal or unfair charges by landlord	95	268
Housing	Enforced rights to decent, habitable housing	77	268
All Problem Areas	Other, none of the above	3,021	7,623
B. Major Benefit Was Access to Legal Information, Advice and/or Assistance From a Lawyer or Paralegal			
All Problem Areas	Received legal advice & counsel	18,407	44,781
All Problem Areas	Received non-litigation advocacy services	695	1,554
All Problem Areas	Received referral to another agency	293	560
Total, All Cases:		28,655	69,058

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					\$34.9
Social Security/SSI	\$1,623,489	\$112,239	9.7	\$14,688,109	
Other Federal Awards	\$114,136	\$32,256	3	\$1,275,352	
Federal operating grants for legal aid programs <i>(LSC, Title III, Other Federal Funds)</i>				\$10,753,883	
Federal share of Medicaid benefits received <i>(61.58% total average annual benefits)</i>				\$8,192,806	
<i>Cases in which Medicaid benefits were obtained or preserved</i>				93	
<i>Average annual benefit*</i>				\$9,265	
<i>Years Duration</i>			4		
Calculation (Cases x Average Annual Benefit x Years Duration)				\$3,446,526	
<i>Cases in which SSI eligibility was obtained or preserved</i>				266	
<i>Average annual benefit*</i>				\$9,265	
<i>Years Duration</i>			4		
Calculation (Cases x Average Annual Benefit x Years Duration)				\$9,857,804	
2. Income from child support payments					\$4.0
Family Law: Child Support	\$433,083	\$98,361	3	\$3,974,076	
3. Income from other legal aid outcomes					\$9.5
<i>A. Unemployment Compensation</i>	\$280,709	\$29,674	0.5	\$458,753	
<i>B. Family Law - Alimony</i>	\$178,666	\$13,479	3	\$663,910	
<i>C. Affirmative Landlord</i>	\$574,689	\$76,793	1	\$1,496,205	
<i>D. Affirmative Employment</i>	\$156,482	\$150,992	1	\$1,968,386	
<i>E. Affirmative Consumer</i>	\$790,897	\$1,572	1	\$809,761	
<i>F. Affirmative Education</i>	\$131,161	\$22,195	1	\$397,506	
<i>G. Other Benefits</i>	\$3,392,302	\$29,557	1	\$3,746,986	
Total Direct Impact on Low-Income Families					\$48.4

Continued on next page

Appendix D (continued):

B. Cost Savings for Taxpayers		
1. Savings in costs related to domestic violence		\$3.2
<i>Cases for which families obtained protection from Domestic Violence</i>	819	
<i>Average cost per victim**</i>	\$3,892	
Calculation (Cases x Average cost per victim)	\$3,187,555.80	
2. Savings in emergency shelter costs		\$1.3
<i>Cases for Which Eviction was Avoided or Delayed or Foreclosure was Averted</i>	649	
<i>Percentage for which homelessness was avoided***</i>	15%	
<i>Average cost to taxpayers per homeless family****</i>	\$13,654	
Calculation (Cases x Percent homelessness avoided x Average cost to taxpayers)	\$1,329,258	
Total Savings for Taxpayers		\$4.5
C. Economic Impacts on Local Economies		
1. Economic stimulus from Federal dollars circulating in local economies		\$57.7
<i>Federal benefits for low-income families (A1 Above)</i>	\$34.9	
<i>Multiplier (per U.S. Dept. of Commerce "RIMS II" Data)</i>	1.65	
Total Estimated Economic Impacts		\$110.6

* Estimates based on data from the Virginia Department of Social Services Benefits Annual Report (2017), page ID 9 and 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 \$13,654 in 2017.