

Legal Services Corporation of Virginia

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

FY 2016-2017



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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 2016-2017, LSCV's Legal Aid Programs Produced Results That Touched Everyone in Virginia.

More than 69,121 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 \$11.9 million to legal aid programs.

In FY 2016-2017, 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.

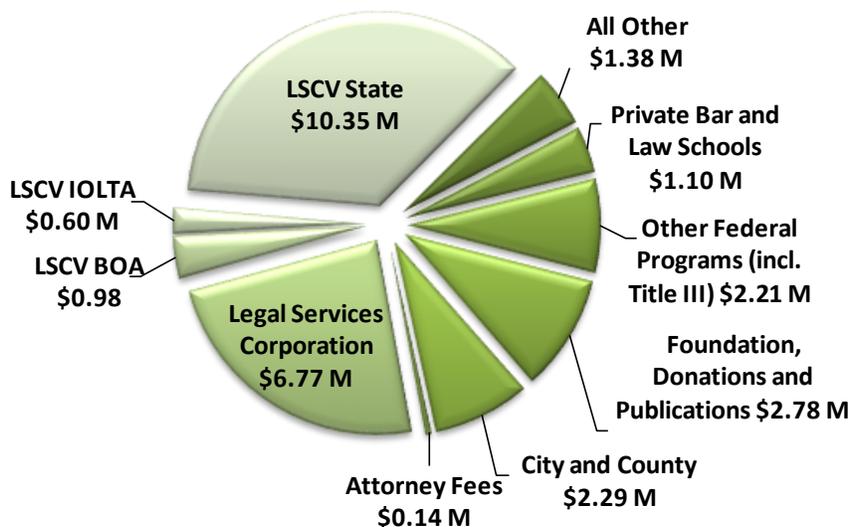
The state and IOLTA dollars distributed by LSCV leveraged additional millions of dollars from other sources.

LSCV-funded legal aid programs received an additional \$16.7 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 \$96.3 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 1,000 jobs and, with additional savings from avoidance of such costly social problems as homelessness, yielded a net return of \$3.37 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 2016-2017 Legal Aid Funding
(All Sources): **\$28.60 Million**



Executive Summary (continued)

- ◆ **Empowering people to seek fair solutions through legal channels.** In addition to representing clients, legal aid advocates reached 200,436 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 2016-2017, private lawyers completed 3,413 cases for legal aid clients and contributed 19,633 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 2016-2017, 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 \$1.8 million since 2009. 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. 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 2016-2017 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 2016-2017, LSCV allocated over \$11 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: \$0.60 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: \$10.35 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 [\$6.00 million] in FY 2016-2017.

BOA Funds: \$0.98 million. LSCV distributed its first installment grants from its Bank of America settlement proceeds.

Introduction

In FY 2016-2017, 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 69,120 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 2016-2017, LSCV provided over \$11 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 2016-2017, every dollar of revenue for a legal aid program produced \$3.37 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 2016-2017, Legal Aid Advocates Helped 66,694 Low-Income Virginians Obtain Fair Solutions to Critical Legal Problems.

Direct legal assistance is the core service of LSCV grantees. In FY 2016-2017, LSCV-funded legal aid advocates completed 28,125 cases, providing direct measurable benefits to 66,121 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

42%

Family: 29,325 People

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

Snapshot: Ramona contacted Legal Aid Works to obtain a domestic violence protective order against her abusive husband of 15 years. He had burst into her home after she had told him not to enter, and then he threatened to kill her. He has an extensive history of substance abuse, including alcohol, marijuana and cocaine. LAW staff attorney obtained the protective order as well as helping Ramona obtain custody, child support for over \$6,000 in arrears and a monthly child and spousal support order of \$1,500.

23%

Housing: 15,562 People

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

Snapshot: Agnes, a recently widowed 66-year-old sought help from Virginia Legal Aid Society to avoid a foreclosure on her home. In 2010, her husband took out a reverse mortgage on their home and removed her name from the deed in order to qualify since she was still under the age of 62. During his illness, she tried countless times to get her name added back onto the deed as promised by the mortgage company but was not successful. Upon his death, the foreclosure process commenced. VLAS got her name added to the deed and assisted her in applying for approval as a non-borrowing spouse with HUD. She was approved and the sale date was cancelled.

15%

Consumer/Finance: 10,701 People

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

Snapshot: Henry had several thousand dollars in medical debt that he couldn't pay. The hospital where he had been treated sued him, won a judgement against him, and began garnishing his paychecks. Henry came to Legal Aid Justice Center as the hospital was garnishing over 50% of his pay. By law, one can only garnish up to 25%. LAJC successfully negotiated with the hospital, which, recognizing that they had illegally garnished Henry's wages, agreed to forgive part of his debt outright and put him on a very affordable payment plan for the balance.

6%

Income Maintenance: 4,040 People

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

Snapshot: Ashley worked full time for a small pharmacy in the Roanoke Valley for five years. During this time, she did not receive overtime pay, even though she routinely worked 15 minutes a day beyond her shift. Management indicated she would not receive overtime pay no matter how many times she raised the issue, and told her not to mention the time on her time card. This prompted Ashley to keep a discrete log of her overtime hours. She sought assistance from Legal Aid Society of Roanoke Valley. Prior to filing a lawsuit, LASRV reached out to the owner of the company and a settlement was reached that compensated the client for all of the unpaid overtime for the two years, plus additional compensation above the total amount of overtime worked.

14%

Other: 9,493 People

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

Economic Impact *In FY 2016-2017, Virginia Legal Aid Programs Produced \$3.37 in Income, Jobs and Cost Savings for Every Dollar Invested.*

Legal aid is cost-effective. During FY 2016-2017, LSCV-funded legal aid programs produced \$96.3 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.

\$27.3 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* (\$27.3 million in federal benefits multiplied by 1.65) in local communities.

\$45.1 million*

- ◇ *Income for local businesses*
- ◇ *Over 1,000 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 2016-2017, the total economic impact of legal assistance provided by Virginia legal aid programs was \$96.3 million, a return of \$3.37 for every dollar of local, state, or federal funds invested.¹

The Impacts Include:

\$44.9 million in direct benefits for low-income families.

- ◇ **\$27.3 million** in federal benefits including Social Security Disability, Supplemental Security Income, the federal share of Medicaid, federal support for legal assistance programs and other federal benefits;
- ◇ **\$3.0 million** in child support payments for needy Virginia children and their families;
- ◇ **\$14.6 million** from other revenue-generating legal aid outcomes including unemployment compensation, spousal support and consumer settlements;

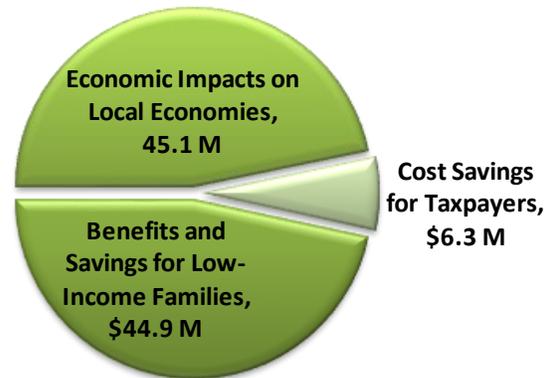
\$6.3 million in cost savings for Virginia taxpayers.

- ◇ **\$5.0 million** in savings in costs related to domestic abuse. Advocates enabled 1,314 families to be protected from domestic violence. Studies indicate an average savings of \$3,763 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 2016-2017, LSVC programs' homeless prevention work helped 634 low-income families (1,712 family members) to avoid the need for emergency shelter, saving an estimated \$13,370 per family.

\$45.0 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 2016-2017, Virginia Legal Aid Advocates Helped 105,710 People to Help Themselves.*

In addition to providing direct legal assistance that benefited more than 69,120 Virginians in FY 2016-2017, legal aid advocates helped 200,436 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.

Legal Services of Northern Virginia operates an ACT (Advice, Counsel and Transfer) Line whose purpose is to provide more people with vital legal advice more quickly. This Line is staffed by a core group of six experienced staff attorneys providing prompt 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. The ACT Line attorneys provide legal advice on specific problem codes for family, housing, and consumer-

related matters. ACT is also for applicants in the Legal Aid Works (LAW) service area.

- **Self-Help Assistance:** Enroll Virginia, under the Center for Health Communities, administers the statewide Navigator program through *Virginia Poverty Law Center*. In 2016-2017 the program held 804 outreach events throughout the state of Virginia, reaching 34,811 consumers and 202 marketing events reached 5,885,019 consumers. Enroll Virginia has two bilingual Navigators who have made significant inroads into the Latino community by building partnerships with Latino businesses, churches and Latino newspapers and radio stations. Additionally, Enroll VA staff assisted those who had previously enrolled in the ACA Marketplace by answering their questions related to their current plans, understanding their explanation of benefits and explaining the tax credits provided.
- **Community Legal Education:** *Blue Ridge Legal Services* staff made 35 presentations at various senior citizens’ centers, low income housing projects, and homeless shelters across its service area on topics such as unemployment, domestic violence, landlord-tenant, issues affecting the elderly, particularly elder abuse and exploitation. Approximately 936 folks attended these presentations.

People in Virginia who Benefited:

<p>Summary Brief Legal Assistance Provided by Virginia Advocates in FY 2016-2017</p>	<p>◇ 15,402 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>◇ 29,093 received legal education through presentations to community groups and printed materials.</p>
	<p>◇ 14,253 received assistance through legal clinics, help desks at court and other help to self-represented litigants.</p>
	<p>◇ 525,284 unique visits to program websites resulted in 94,534 legal education materials and 47,154 self-representation materials being downloaded.</p>

Partnerships

In FY 2016-2017, 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 2016-2017, volunteer lawyers participating in LSCV-funded programs achieved the following results.

Number of cases completed:	3,413
Hours Contributed:	19,633
Dollar Value of Services*:	\$2.9M

*Estimated conservatively at \$150 per hour

Leveraging Resources

Partnerships Multiply the Impact

◇ Fostering Educational Partnerships.

Informally for over 43 years, and formally for the past 20 years, the University of Virginia School of Law and the *Legal Aid Justice Center* have enjoyed an excellent, mutually beneficial working relationship. During the 2016-17 school year, Legal Aid Justice Center staff attorneys taught and supervised dozens of law students in clinical programs that integrate classroom work with hand-on legal aid casework. They operated clinics focused on the poverty law areas of Employment, Health, Housing, Consumer, Immigration, Child Advocacy, and Civil Rights.

◇ Collaboration is Key.

Over the past six months, three Central Virginia Legal Aid Society attorneys have teamed up with an LAJC attorney and two VPLC attorneys to provide training 4-6 times a month to holders of Richmond Redevelopment & Housing Authority (RRHA) Housing Choice Vouchers on tenant rights. Participants are either new voucher holders or those seeking to move into a different rental. The training covers leases, fair housing, late fees, security deposits, non-payment of rent, repairs and evictions. On average each session has educated about 20 tenants, and over the approximately 14 sessions covered by CVLAS, more than 250 voucher holders have been educated.



Productivity and Quality *In FY 2016-2017, 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 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.

New Programs, Extraordinary Results

- ◇ *Virginia Poverty Law Center* adopted a Center-based model of service delivery in October 2016 to more effectively provide services to lower-income Virginians, support Virginia’s legal aid community, and build better community relationships with donors and other stakeholders. VPLC now has four main centers, The Center for Economic Justice, The Center for Family Advocacy, The Center for Healthy Families, and The Center for Community Support. Each center has a Director and meet monthly to discuss cases and other issues. The Center model has enabled better communication to the public as well as providing a more manageable staff supervisory process.
- ◇ *Legal Aid Works* successfully applied for VOCA funding to expand services to cover the most requested service: domestic violence contested divorces. Services had been denied in this critical area for over 44 years due to lack of funding. Three attorney/paralegal teams (one for each branch office) were funded by this initiative, including providing the first bilingual advocates in both branch offices in Tappahannock and Culpeper.

The Justice Gap

Legal Aid is Effective, yet in FY 2016-2017, 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

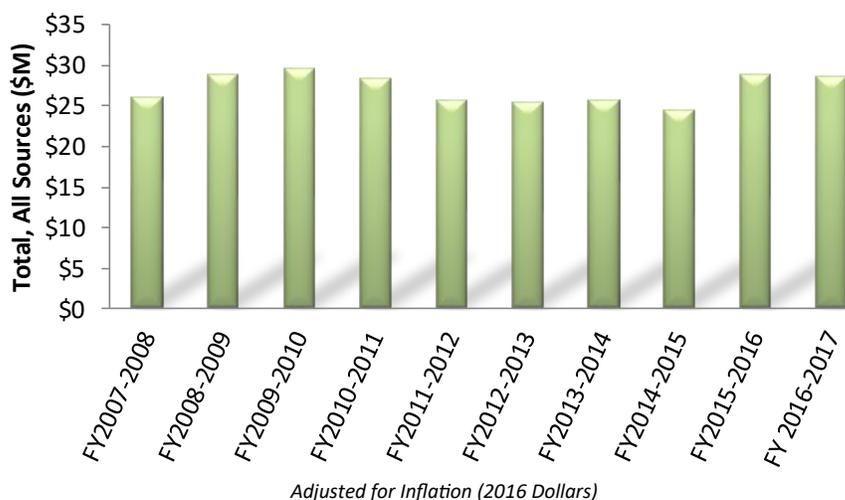


- ◆ **More than one million residents of Virginia are living in poverty.** More than 800,000 people in our state are living below the poverty level, and another 200,000 have incomes that are less than 125 percent of the federal poverty guideline. As a result, roughly one in eight Virginians is eligible 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 2007-2016



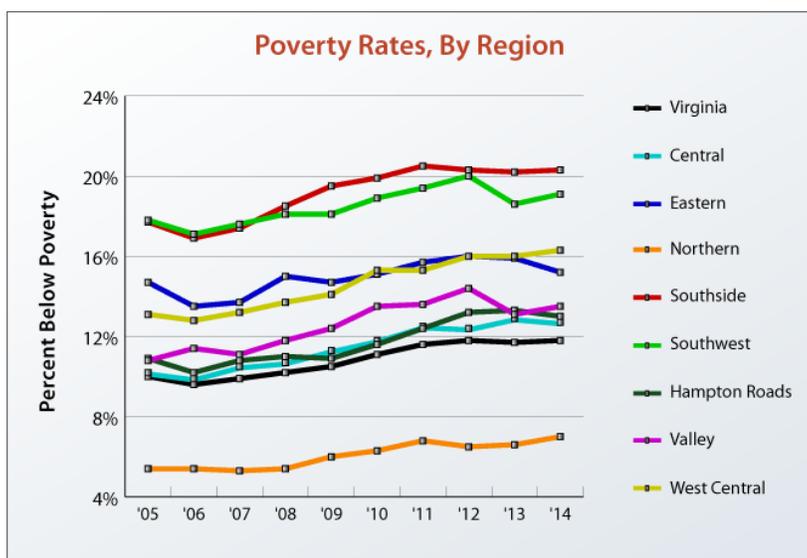
Legal Services Corporation of Virginia and its grantees have been working hard to close the “Justice Gap.” Legal aid advocates have joined with the courts, state legislators and community leaders, and with local businesses, banks and foundations to expand funding for legal aid. These efforts have borne 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 \$1.8 million decline in state filing fee funding.

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.

Poverty Rate in Virginia



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

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

Every dollar spent on legal aid for low-income Virginians yields a return to society far exceeding the investment. Funding for legal aid promotes fairness and equality, helps families in crisis secure access to safety net programs, saves dollars for taxpayers and generates economic activity in local communities, providing income and jobs for working Virginians. This commitment deserves the support of every citizen. A study by

the American Bar Association has found that more than 80 percent of the civil legal needs of the poor are unmet. This is an unacceptable shortfall in our civil justice system. Until the resources have been found to bridge the gap between the need for legal assistance and the capacity to provide it, “Equal Justice Under the Law” will remain an empty promise for our state’s most vulnerable citizens.

The Impact of Additional Funding



Every \$1 million in new funding enables our programs to provide 2,417 more people in Virginia with direct measurable outcomes including:

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

Appendix A:

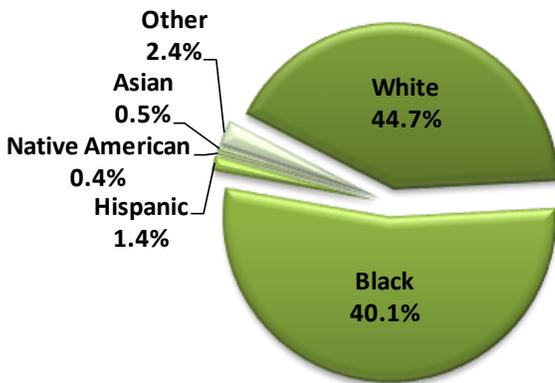
Case Statistics and Client Demographics

Case Statistics: Number of Closed Cases by Major Reason Closed

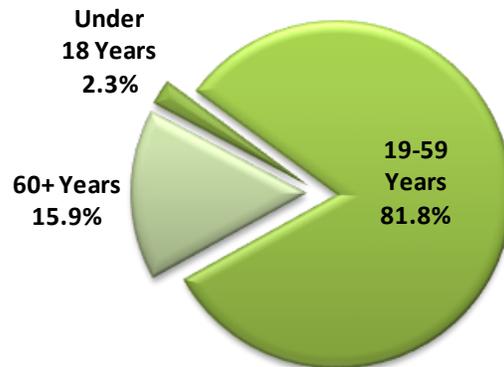
Organization	Counsel & Advice	Limited Action	Negotiated without Litigation	Negotiated with Litigation	Admin. Agency Decision	Court Decision- Uncontested	Court Decision- Contested	Court Decision- Appeals	Other	Extensive Service	Grand Total
Blue Ridge Legal Services	1,068	477	21	105	32	459	119	-	-	56	2,337
Central Virginia Legal Aid Society	2,125	182	30	54	42	180	94	-	5	46	2,758
Legal Aid Justice Center	963	165	75	136	97	37	60	3	62	59	1,657
Legal Aid Society of Eastern Virginia	4,751	194	56	199	174	513	274	3	1	662	6,827
Legal Aid Society of Roanoke Valley	710	207	11	37	8	24	41	-	10	13	1,061
Legal Aid Works	373	127	13	78	23	83	197	2	68	9	973
Legal Services of Northern Virginia	4,292	898	48	244	41	375	304	2	13	173	6,390
Southwest Virginia Legal Aid Society	2,358	168	13	43	18	359	129	-	-	52	3,140
Virginia Legal Aid Society	2,159	356	71	43	84	179	44	2	2	42	2,982
Virginia Poverty Law Center	-	-	-	-	-	-	-	-	-	-	-
Total	18,799	2,774	338	939	519	2,209	1,262	12	161	1,112	28,125

Client Demographics

Ethnic Group



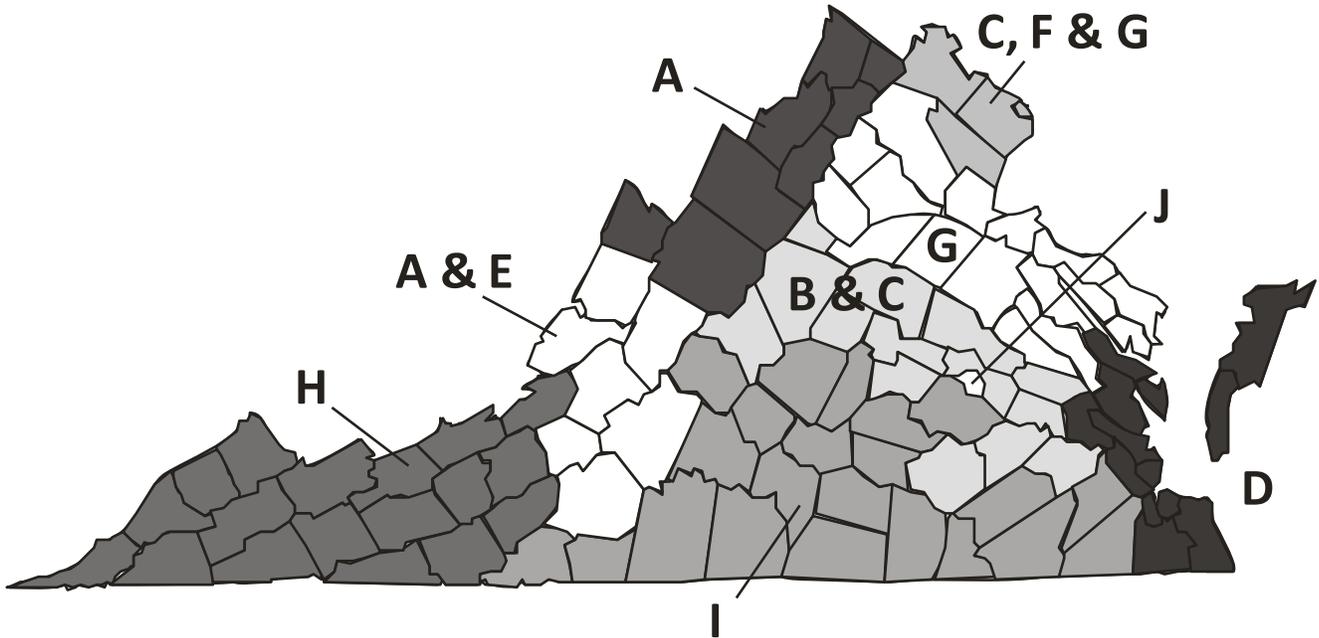
Age



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 (\$687,306)

B Central Virginia Legal Aid Society (CVLAS); Richmond, Petersburg, Charlottesville (\$598,492)

C Legal Aid Justice Center (LAJC); Charlottesville, Falls Church, Petersburg, Richmond (\$1,660,658)

D Legal Aid Society of Eastern Virginia (LSEV); Hampton, Norfolk, Virginia Beach, Williamsburg, Belle Haven (\$1,875,556)

E Legal Aid Society of Roanoke Valley (LASRV); Roanoke (\$641,595)

F Legal Services of Northern Virginia (LSNV); Alexandria, Arlington, Fairfax, Fredericksburg, Leesburg, Manassas (\$1,225,369)

G Legal Aid Works (RLS); Fredericksburg, Culpeper, Tappahannock (\$693,066)

H Southwest Virginia Legal Aid Society (SWVLAS); Marion, Castlewood, Christiansburg (\$1,141,100)

I Virginia Legal Aid Society (VLAS); Lynchburg, Danville, Farmville, Suffolk (\$1,365,709)

J Virginia Poverty Law Center (VPLC); Richmond (Statewide Program) (\$830,412)

Appendix C:

Outcomes Produced for Clients by LSCV-Funded Programs in FY 2016-2017

<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	1,374	3,330
Family	Obtained protection from domestic violence	1,302	2,371
Family	Obtained or maintained custody of children	620	1,521
Miscellaneous Benefits	Obtained a living will and/or health proxy or power of attorney	924	1,253
Consumer/Finance	Obtained federal bankruptcy protection	291	902
Miscellaneous Benefits	Obtained a will	618	814
Housing	Prevented eviction from private housing	267	730
Consumer/Finance	Stopped or reduced debt collection activity	210	556
Family	Obtained, preserved, or increased child support	171	515
Consumer/Finance	Avoided or ended garnishment or levy	173	487
Housing	Avoided, or obtained redress for, illegal or unfair charges by landlord	135	380
Housing	Prevented eviction from subsidized housing	132	347
Income Maintenance	Obtained, preserved or increased SSI benefit/right	169	331
Housing	Delayed eviction providing time to seek alternative housing	119	300
Family	Obtained assistance with safety planning	97	246
Housing	Prevented eviction from public housing	70	221
Housing	Enforced rights to decent, habitable housing	104	216
Family	Obtained guardianship or conservatorship	70	202
Housing	Overcame denial of tenant's rights under lease	72	201
All Problem Areas	Other, none of the above	2,934	7,082
B. Major Benefit Was Access to Legal Information, Advice and/or Assistance From a Lawyer or Paralegal			
All Problem Areas	Received legal advice & counsel	18,403	45,628
All Problem Areas	Received non-litigation advocacy services	599	1,202
All Problem Areas	Received referral to another agency	96	286
Total, All Cases:		28,950	69,121

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					\$27.3
Social Security/SSI	\$1,215,152	\$98,607	9.7	\$12,693,023	
Other Federal Awards	\$15,378	\$23,693	3	\$868,340	
Federal operating grants for legal aid programs <i>(LSC, Title III, Other Federal Funds)</i>				\$8,971,318	
Federal share of Medicaid benefits received <i>(61.58% total average annual benefits)</i>				\$4,721,577	
<i>Cases in which Medicaid benefits were obtained or preserved</i>				46	
<i>Average annual benefit*</i>				\$8,916	
<i>Years Duration</i>			4		
Calculation (Cases x Average Annual Benefit x Years Duration)				\$1,640,464	
<i>Cases in which SSI eligibility was obtained or preserved</i>				169	
<i>Average annual benefit*</i>				\$8,916	
<i>Years Duration</i>			4		
Calculation (Cases x Average Annual Benefit x Years Duration)				\$6,026,923	
2. Income from child support payments					\$3.0
Family Law: Child Support	\$317,398	\$75,610	3	\$3,039,357	
3. Income from other legal aid outcomes					\$14.6
<i>A. Unemployment Compensation</i>	\$208,690	\$41,135	0.5	\$455,500	
<i>B. Family Law - Alimony</i>	\$159,799	\$27,430	3	\$1,147,279	
<i>C. Affirmative Landlord</i>	\$446,044	\$17,254	1	\$653,092	
<i>D. Affirmative Employment</i>	\$522,449	\$3,128	1	\$559,987	
<i>E. Affirmative Consumer</i>	\$10,507,121	\$334	1	\$10,511,129	
<i>F. Affirmative Education</i>	\$186,157	\$23,656	1	\$470,023	
<i>G. Other Benefits</i>	\$492,740	\$22,839	1	\$766,808	
Total Direct Impact on Low-Income Families					\$44.9

Continued on next page

Appendix D (continued):

B. Cost Savings for Taxpayers		
1. Savings in costs related to domestic violence		\$5.0
<i>Cases for which families obtained protection from Domestic Violence</i>	1,314	
<i>Average cost per victim**</i>	\$3,811	
Calculation (Cases x Average cost per victim)	\$5,007,424.62	
2. Savings in emergency shelter costs		\$1.3
<i>Cases for Which Eviction was Avoided or Delayed or Foreclosure was Averted</i>	634	
<i>Percentage for which homelessness was avoided***</i>	15%	
<i>Average cost to taxpayers per homeless family****</i>	\$13,370	
Calculation (Cases x Percent homelessness avoided x Average cost to taxpayers)	\$1,271,450	
Total Savings for Taxpayers		\$6.3
C. Economic Impacts on Local Economies		
1. Economic stimulus from Federal dollars circulating in local economies		\$45.1
<i>Federal benefits for low-income families (A1 Above)</i>	\$27.3	
<i>Multiplier (per U.S. Dept. of Commerce "RIMS II" Data)</i>	1.65	
Total Estimated Economic Impacts		\$96.3

* Estimates based on data from the Virginia Department of Social Services Benefits Annual Report (2016), 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 \$13,370 in 2016.