

FY24 End of Year Aging Services Summary

Agency/Program	\$\$ Funding	Total # Served	Description/Units
Blue Ridge Pride Generation Plus			
Generation Plus	\$26,875	See next column	422 face to face encounters which included 388 for Connections and 34 for Thrive Lunch & Learns (target: 600); 810 social media engagements (target: 1000), and 206 newsletter subscribers (target: 300)
Comments (Quantity)	<p>From Luna Britt: After starting in this position at the beginning of March 2024, I have been able to expand our capacity as a program to host more regular events and involve more participants in our programming. Since March, we have hosted at least two events each month - one Thrive lunch & learn and at least one Connections social gathering (with several months having two Connections gatherings!). Each Thrive lunch & learn has had between 6 and 11 guests, and each Connections gathering has had 20+ participants. The interpersonal connections created at these events with a full-time staff member have led to a growing number of active participants in Generation Plus. This increased capacity has encouraged more participant input around preferred activities, timing of events, and feedback on accessibility (i.e. hosting events at locations with ample parking and flat lots, hosting sober-friendly events, and incorporating a greater range of interests in the activities). Along with more regularly occurring events, participants have experienced more consistent and engaging communication through social media and newsletters as our full-time staff can put more planning and energy into communications.</p>		
Quality and Impact	<p>One measure that demonstrates our services' impact is the number of members returning to community events and expressing interest in taking part in planning. Since starting in March, our full-time Generation Plus staff member has witnessed a growing number of members consistently showing up to events and sharing ideas on how to strengthen the program. At each event since March - Connections and Thrive - the participants have equally reflected new members who are participating for the first time as well as returning members who show up regularly. There are roughly 25-30 members who have participated in 2 or more events, and a group of 10+ individuals who have participated in 5+ events since March. This sort of regular attendance aligns with a goal of the Generation Plus programming to combat social isolation amongst LGBTQ+ elders in our community. Members who show up regularly to Generation Plus programming frequently make plans at the end of the events to meet up outside of our events. For example, after our April Connections event at the Arboretum, a group of 8 members shared contact information with each other and went off to enjoy an impromptu meal together; after our June Connections Stonewall Potluck at Walton Street Park, members mingled in the pavilion during clean-up to get to know each other better and 4 members planned a hiking excursion for the following week. These are just two examples of participants eagerly building connections with like-minded individuals, creating friendships that will continue to impact their social connection to the community far beyond the reach of our Generation Plus socials.</p>		
Buncombe County Health and Human Services/In-Home Aide Program			
In-Home Aide Program	\$244,364 (HCCBG) \$228,426 (BCSAF) \$472,790	1533 5038 60	units - In Home Aide Level I units - In Home Aide Level II units - In Home Aide Level III
Comments (Quantity)	We were able to make up a large gap in spending from previous years and relinquished very little of the allocation.		

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Quality and Impact	<p>In looking at service provision at this point in the year it was easily determined that over 95% of individuals on the program were being staffed consistently and without interruption. When BCHHS AAS initially began managing the program this percentage was much lower.</p> <p>From Ryan Garcia: I was able to provide a detailed overview of the past years progress to the committee in a presentation and shared all of the great work that was done.</p>						
Buncombe County/Mountain Mobility							
Mountain Mobility General Transportation	\$500,000 total (both programs)	14,833 6,216	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">total units of service</td> <td style="width: 50%; text-align: right;">(FY24 target: 14,766)</td> </tr> <tr> <td>units of service (HCCBG)</td> <td style="text-align: right;">(FY24 target: 6,216)</td> </tr> </table>	total units of service	(FY24 target: 14,766)	units of service (HCCBG)	(FY24 target: 6,216)
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units of service (HCCBG)	(FY24 target: 6,216)						
Comments (Quantity)	<p>Number of Units of Service Provided. Mountain Mobility General Transportation units of service provided (one-way trip for one eligible customer) were set at a 2023-24 target of 14,766 units. End of year actual units of service are 14,833 units which reflects 100.5% of the total units anticipated to be provided in the 2023-24 year. Mountain Mobility ensures continuing service to clients after funds have been exhausted by use of other grant funds and Buncombe County general funds. The provision of units of service (one-way trips) aligns with Aging Plan Goal 3.2 Increase older adults' access to services and supports.</p> <p>Number of Units of Service Provided with HCCBG Funding. By mid-year, Mountain Mobility provided 6,216 units of service which represent 100% of total units anticipated to be provided with HCCBG funding.</p>						
Quality and Impact	<p>Mean Distance Between Preventable Accidents. Mountain Mobility identifies mean distance between NTD preventable accidents as a measure of safety. Mountain Mobility measures mean distance between NTD preventable accidents by assessing the total number of miles traveled during the specified period and dividing that by NTD reportable preventable accidents. The 2023-24 target miles for mean distance between NTD reportable preventable accidents is 200,000 miles. The 2023-24 end of year actual miles for mean distance between NTD preventable accidents is 281,427 miles (141% of the target). Mountain Mobility uses a variety of safety policies, programs, procedures, training, and retraining to develop safe driving habits and reduce the frequency of preventable accidents and thus increase the number of miles traveled without a preventable accident.</p>						
Mountain Mobility Medical Transportation	\$500,000 total (both programs)	26,289 10,378	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">total units of service</td> <td style="width: 50%; text-align: right;">(FY24 target: 21,769)</td> </tr> <tr> <td>units of service (HCCBG)</td> <td style="text-align: right;">(FY24 target: 10,378)</td> </tr> </table>	total units of service	(FY24 target: 21,769)	units of service (HCCBG)	(FY24 target: 10,378)
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units of service (HCCBG)	(FY24 target: 10,378)						
Comments (Quantity)	<p>Number of Units of Service Provided. Mountain Mobility Medical Transportation units of service provided (one-way trip for one eligible customer) were set at a 2023-24 target of 21,769 units. End of year actual units of service are 26,289 units which reflects 120% of the total units anticipated to be provided in the 2023-24 year. Mountain Mobility ensures continuing service to clients after funds have been exhausted by use of other grant funds and Buncombe County general funds. The provision of units of service (one-way trips) aligns with Aging Plan Goal 3.2 Increase older adults' access to services and supports.</p> <p>Number of Units of Service Provided with HCCBG Funding. By mid-year, Mountain Mobility provided 10,378 units of service which represent 100% of total units anticipated to be provided with HCCBG funding.</p>						
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Council on Aging of Buncombe County, Inc.			
Congregate Nutrition	\$194,691	23,732 526	meals (FY24 target: 24,124) unduplicated clients (FY24 target: 400)
Comments (Quantity)	The total of clients served surpassed our goal ending with 526 unique individuals attending Senior Dining and Wellness. Using HCCBG dollars we served 23,732. When ARPA funds are included, this count goes up to 32,764.		
Quality and Impact	Annual surveys are provided to all participants of the Senior Dining and Wellness program. All survey respondents stated they would refer a friend or neighbor to the program. One participant stated “I’m so happy and pleased that we have such a wonderful program. The lunches are excellent, and I enjoy meeting new people, learning from them, and making friends. It has helped my food budget greatly”. Another said “An excellent source of friendships and resources. Interesting meals and delicious”.		
Information and Assistance	\$135,375	8,298	contacts with clients (FY24 target: 12,922)
Comments (Quantity)	20% of contacts were for “general” needs. General need calls mean the caller has multiple needs or simply doesn't know where to start. The breakdown of calls include: <ul style="list-style-type: none"> • 15% In-home aide services, housekeeping/cleaning, and caregiver respite • 13.5% Insurance navigation • 12.6% Home repair such as ramps, grab bars, lawn work, major renovations, heat relief, plumbing, and electrical • 9% Transportation • 4.6% Housing • 6.9% Financial needs including emergency assistance with paying bills and low-income program eligibility. • 3.5% Legal inquiries related to abuse, neglect, wills, power of attorney, and eviction. • 4.5% Food insecurity or other nutritional needs. • The remaining 10.4% includes social/recreation, durable medical equipment, medical needs, and long-term care advisement. 		
Quality and Impact	Information and Case Assistant clients depend on our social workers to guide them through the aging services network. One client noted that without our services she wouldn’t have even known where to start in gathering information to assist her ex-husband in long term care options.		
Jewish Family Services WNC			
Faye’s Place Elder Club Group Respite Program	\$18,700	1678 214	total number of client days (one client attending one program per day) (FY24 target: 1803) client days supported by HCCBG (FY24 target: 161)
Comments (Quantity)	Through our outreach efforts, we have increased the number of participants in our Faye’s Place Elder Club. We have also strengthened relationships with Memory Care, Mountain Care, and the Council on Aging for Buncombe County. As a result, we now have waiting lists for Tuesdays and Thursdays, with limited availability on Wednesdays. We are collaborating with Mountain Mobility to extend the program hours from 11:00 a.m. to 3:00 p.m., adding an extra hour. Unfortunately, they are currently unable to accommodate this change. We have asked to be notified when they can, and we will extend the club hours at that time.		

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Quality and Impact	<p>Quality Based on surveys collected in June 2024:</p> <ul style="list-style-type: none"> •97% of Faye's Place members have indicated that their quality of life and mood has been improved •98% of Faye's Place members report that the program met their expectations •100% of Faye's Place members would recommend the program to others •96% of clients answered at least well when rating the specific elements of the program •95% of caregivers surveyed reported the program lessened their burden. <p>Impact Based on surveys collected in June 2024:</p> <ul style="list-style-type: none"> •97% of members maintained or improved participation in exercise •98% of members maintained or improved participation in socialization •97% of members maintained or improved nutrition and interest in eating lunch •96% of caregivers reported that Faye's Place provided a positive experience for their senior loved one. 		
Healing Solutions Counseling at JFS	\$16,165	3379 468*	<p>total # of counseling sessions (FY24 target: 2335) number of counseling sessions supported by HCCBG (FY24 target: 117)</p>
Comments (Quantity)	<p>*The year-end figure shows the number of appts that HCCBG funds fully or partially supported. The mid-year figure was the total reimbursement to date divided by the \$153 reimbursement rate.</p> <p>Jewish Family Services is experiencing a significant increase in requests for mental health counseling. Our recently expanded space is now fully utilized, and we have increased our team to include six therapists and our clinical director. Most of our clients are aged fifty-five and older, with many relying on Medicare once they reach sixty-five. While clients have returned to in-person sessions, there is still a strong demand for virtual therapy, allowing us to serve the entire Buncombe County.</p> <p>We also see increased inquiries from HCCBG-eligible individuals seeking our mental health services. Many of our clients require comprehensive support, including case management. Our organization is well-equipped to provide these wrap-around services, which include case management, a food pantry, elder care, limited financial assistance, and chaplaincy services.</p> <p>We continue strengthening our referral relationships with Advent Health, Our Family Doctor, PACE, All Souls Counseling, MAHEC, Black Mountain Counseling Center, and Friends/Family/Neighbors to ensure our clients receive the best care possible.</p>		
Quality and Impact	<p>Quality Based on surveys collected in June 2024:</p> <ul style="list-style-type: none"> • 97% of clients reported that Healing Solutions Counseling met or exceeded expectations • 99% of clients said they would recommend Healing Solutions Counseling at JFS to others • 62% of our overall clients shared that had it not been for sliding scale fees. They would not be able to receive the mental health counseling services they needed on time. <p>Impact Based on surveys collected in June 2024:</p> <ul style="list-style-type: none"> • 98% of clients reported improved quality of life • 95% of clients reported improved mood/reduced depression • 96% of clients reported progress toward a mental health goal • 93% of clients reported achievement of a mental health goal. 		

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Hominy Baptist Church			
DayStay Social Club	\$45,500	16	clients (FY24 target: 20)
Comments (Quantity)	DayStay was able to keep 12 - 16 participants enrolled and provide respite for caregivers. To date, we have 16 participants enrolled in the program.		
Quality and Impact	Through the DayStay program, we were able to help clients stay at home longer with their families. DayStay provides a safe place for older adults to socialize, participate in activities, and receive nutritious food and snacks. We serve the community and the county with services to assist our clients and families.		
Land of Sky Regional Council			
Community Health Worker Program	\$48,235	139 661 4342 5003 246 55 301 100% 17% 9% 1719 22.8 %	events (FY24 target: 75 events) CHW home visits “Neighbor Knocks” by volunteers total # of home visits (FY24 target: 300 home visits) unduplicated clients (events) (FY24 target: 250 unduplicated clients) unduplicated clients (home visits) total unduplicated clients % of the community receiving food through on-site distribution (Asheville Terrace residents only) Number of the community receiving “Neighbor Knock” Services/in-person reassurance check - Asheville Terrace residents Number of the community receiving “Neighbor Knock” Services/in-person reassurance check - Arrowhead Apartments residents (Target for both neighborhoods: 5%) Total participation at events (Target: 2000) % of participants participating in more than 10 events combined Asheville Terrace (23.6%) and Arrowhead Apartments (16.6%) Target: 30 %
Comments (Quantity)	Primary community service events have been food distribution (food distribution - 45, health fair - 2, health group/event - 9, social group/event -96.) Community Health workers continue to increase home visits to residents through the “Neighbor Knocks” program providing 4342 home visits resulting in 130 health management support, 502 neighborly visits, 138 reassurance visits, technology assistance, and transportation assistance was also provided.		
Quality and Impact	100% of participants received food through CHW-led food distributions at Asheville Terrace Apartments. The community total was calculated by dividing the number of food distribution participants by the number of apartment units (248). Food was not distributed by the Community Health Worker Program at Arrowhead Apartments for FY24. Approximately 23.6% of participants are considered high utilizers (56 out of 246 unique participants have registered for 10+ service events) for Asheville Terrace and Arrowhead Apartments combined. Asheville Terrace Apartments had 50 distinct participants for 211 events resulting in a 23.7% high utilization rate. Arrowhead Apartments, which began programs in March 2024, had 6 of 35 distinct individuals participate in 10+ programs resulting in an individual high utilization rate of 16.6%. We interpret this to mean service offerings are appropriate, desired, and acceptable quality. These calculations do not account for resident turnover.		

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Meals on Wheels of Asheville & Buncombe County			
Home Delivered Meals	\$198,333	34,297 268	meals served (FY24 target: 28,831) unduplicated clients (FY24 target: 180)
Comments (Quantity)	We are serving over 600 hot meals each weekday through 44 meal delivery routes in Buncombe County.		
Quality and Impact	<p>From our October 2023 Senior Survey Results: 99.5% of seniors state they enjoy the meals and 98.5% state the program has helped them to stay independent in their homes.</p> <p>The following are recent quotes from handwritten notes received from seniors receiving the home-delivered meal service: “Thank you so much for the meals. They are a big help to us every week. We appreciate what you do.” “Thank you for bringing me good food as well as your positive thoughts and smiling face. All this helps bring me strength. I appreciate the Meals on Wheels program, and everyone involved.” “Not only are the meals a blessing, but the young lad who sometimes brings them to my door is heart-warming! Your kindness goes far in preventing a challenged person from sometimes feeling useless.”</p>		
MemoryCare			
Caregiver Support	\$70,250	1178 99	total units of service (FY24 target: 1075) units of service served with BCSAF funds (FY24 target: 98)
Comments (Quantity)	<p>MemoryCare’s model of patient care includes providing care management and education to the patient’s caregivers. This model provides families intensive support by offering practical, emotional, and informational support around caring for a person with dementia. During the year, families meet with their care team every 3-4 months to develop and update Care Plans and receive or learn about needed resources. They have additional communications between visits via phone or email for further support. Because the need for dementia care continues to grow, we maintain a waiting list for program enrollment. MemoryCare is committed to serving any family in need and offering support even before enrollment by having our resources center, educational programs, peer support programs, and other support services freely available.</p>		
Quality and Impact	<p>MemoryCare conducts an annual caregiver feedback survey. This survey provides useful data to direct quality improvement and program integrity improvement. This survey is voluntary and anonymous. MemoryCare seeks feedback on whether anyone was better off after enrolling in our program.</p> <ul style="list-style-type: none"> • Ninety-six percent of caregivers report knowledge of memory disorders improved since enrollment at MemoryCare. • Ninety-three percent of caregivers report their ability to manage their loved one’s behavior improved due to MemoryCare’s program. • Eighty-four percent of caregivers report their ability to manage caregiver-related stress improved due to MemoryCare’s program. • Eighty percent of caregivers reported MemoryCare helped them access needed community resources (for example: support network, respite services, in-home help, long-term care, legal or financial support.) • Eighty-two percent of caregivers reported learning information on how to maintain their own cognitive and physical health due to MemoryCare’s program. 		

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	Thank you for supporting the work of MemoryCare. We are grateful to have the opportunity to partner with Buncombe County to meet the needs of the aging community. The funding provided by Buncombe County allowing us to provide support to our low-income caregivers has a tremendous impact on the quality of life for these patients and their families.		
MountainCare			
Transportation	\$59,017 (HCCBG)	41 23 1709	unduplicated Transportation clients (all sources) (FY24 target: 40) unduplicated Transportation clients (HCCBG) (FY24 target: 20) total trips of Transportation (HCCBG) (FY24 target: 1639)
Comments (Quantity)	This year, HCCBG supported more than half of our total transportation clients and provided 55% of all one-way trips made to our Buncombe Center.		
Quality and Impact	Our greatest strongest indicator of success over the past few years has been our ability to rebuild our transportation services and provide trips for those in need. Since the height of the pandemic in the summer of 2020, we have increased the number of clients from 6 to 43 and increased HCCBG transportation units by more than 700% in the last three years.		
Transportation	\$39,188 (BCSAF)	41 8 453	unduplicated Transportation clients (all sources) (FY24 target: 40) unduplicated Transportation clients (BCSAF) (FY24 target: N/A) total trips of Transportation (BCSAF) (FY24 target: 610)
Comments (Quantity)	With support from BCSAF, MountainCare was able to provide transportation services for an additional 8 Adult Day participants by subcontracting with an alternative provider.		
Quality and Impact	The primary goal of these funds was to offer an alternative transportation option for Adult Day clients who had been denied service by Mountain Mobility due to route limitations. This approach proved successful by effectively bridging the transportation gap for individuals at risk of neglect without access to care. Out of the 8 individuals served through BCSAF, 5 successfully transitioned to Mountain Mobility by the end of the year; one unfortunately passed away, and the remaining two individuals continue to use Magnet Transportation to access services.		
Day Care	\$77,090	255 16 946	unduplicated Adult Day Care clients served through the program (FY24 target: 225) unduplicated Adult Day Care clients (HCCBG) (FY24 target: 22) total units of Adult Day Care (HCCBG) (FY24 target: 972)
Comments (Quantity)	During the 12-month period, Buncombe Adult Day provided 11,324 days of care to more than 510 adults and caregivers.		
Quality and Impact	A key indicator of our success is length of enrollment, which reflects participant satisfaction and our ability to meet their needs while providing stable care. In FY2024, the average length of enrollment was 1 year and 10 months, with our longest-running participant enrolled for 26 years and counting. Ninety percent of our participants either: 1) remained enrolled for one year or longer; 2) enrolled within the year; or 3) remained enrolled through the end of life.		
Day Health	\$119,236	255 21 1333	unduplicated Adult Day Health clients served through the program (FY24 target: 225) unduplicated Adult Day Health clients (HCCBG) (FY24 target: 30) total units of Adult Day Health (HCCBG) (FY24 target: 1331)
Comments (Quantity)	This year, MountainCare increased enrollment by 50%, thanks in part to the addition of several direct care employees, a part-time nurse, and a PRN nurse. Twelve percent of the 11,324 days of care provided were funded by HCCBG Day Health.		
Quality and Impact	Approximately one third of adults over the age of 60 are admitted to the hospital each year. Studies have shown that individuals participating in an Adult Day program experience 25% fewer hospital admissions compared to those who do not. MountainCare		

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	consistently surpasses this outcome, with only 4% of our participants experiencing a hospital admission from July to June, thanks to the support, medical supervision, and personalized care received through our program.		
Mountain Area Health Education Center (MAHEC)			
Home-Based Primary Care (HBPC)	\$57,512	12	unduplicated patients enrolled in full HBPC (FY24 target: 10)
Outreach Program		0	unduplicated patients enrolled in Medication Management only (FY24 target: 5)
		6	unduplicated patients referred for one-time patients (FY24 target: 5)
Comments (Quantity)	No patients were enrolled in medication management only; the majority of referred patients were enrolled in comprehensive services.		
Quality and Impact	<p>One measure that continues to demonstrate MAHEC's Home-Based Primary Care's positive impact on care delivery service is the increase in the average number of scheduled and kept appointments. During the same quarter of 2023, there were 59 kept scheduled appointments for 123 patients, while in 2024, there has been an increase to 92 kept scheduled appointments for 123 patients. This increase in appointments demonstrates the improvement in access to healthcare services for our community and has contributed to improved patient outcomes.</p> <p>The rise in service delivery stemmed from enhanced efficiency and optimization efforts, such as emphasizing scheduling and incorporating an RN as part of the interdisciplinary team.</p>		
Mountain Housing Opportunities			
Emergency Home Repair	\$80,149	123	total number of unduplicated clients (FY24 target: 120)
		30	unduplicated clients (HCCBG) (FY24 target: 25)
Comments (Quantity)	The Essential Home Repair Program is not based on a unit of service. The cost of service is based on the actual cost of the repair which can include administrative, material and contractor costs.		
Quality and Impact	As of June 30, 2024, 30 clients were served through HCCBG funding. Each client is given a satisfaction survey for repairs performed. Through the response to the surveys from the clients, these repairs eliminated threats to health, safety and mobility/accessibility for 30 households. The repairs performed improved the health and wellbeing of older clients by repairing floors, installing grab bars for safety and to reduce falls, installing low rise stairs and ramps for accessibility. Other repairs such as water heater replacements and appliance replacements improve the quality of life for our elderly clients. Most clients received all requested repairs. Some repairs will be performed at a later date through other funding sources.		
On Track Financial Education & Counseling			
Silver Dollars Financial Capabilities for Older Adults	\$28,125	402	hours of service of financial and housing counseling/education and free tax preparation services (FY24 target: 234 hours)
Comments (Quantity)	Tax season was <i>hugely</i> popular with our Silver Dollar clients this year, and we ended up exceeding our goal of hours of service by over 70%! Clients also used our credit and financial counseling services, foreclosure prevention services, and our Money Visioning & Goal Setting classes!		
Quality and Impact	Between July 1, 2023 and June 30, 2024, we saved 250 Buncombe County residents aged 60 or older at least \$350 in tax preparation fees. This equates to a cumulative \$21,000 saved! Our average refund was \$1,016, particularly impactful dollars returned for those living on a fixed income.		
Pisgah Legal Services			
Elder Law Program	\$63,326	2940.6	total units of service provided (FY24 target: 510)
		717	total number of unduplicated clients served (FY24 target: 400)

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Comments (Quantity)	Between July 1, 2023 and June 30, 2024, Pisgah Legal helped 717 senior clients in Buncombe County address urgent legal issues affecting their health and safety. This is an unduplicated count, there was a total of 759 cases for these clients during the period; 535 were closed during the reporting period and 224 were still open and being worked on at the end of the period. Pisgah Legal has exceeded the goal set for the year.		
Quality and Impact	<p>Between July 1, 2023 and June 30, 2024, Pisgah Legal closed 535 cases for seniors, helping them to achieve 1,679 legal outcomes, an average of 3.1 outcomes per case. Of those on which we provided representation, we lost 3 (.3%) and achieved a mixed or win outcome in 414 (99%). The most common outcomes we achieved were helping seniors protect essential property mostly related to debt and consumer law legal issues (135 clients) and helping seniors prevent or delay eviction (136 clients).</p> <p>Pisgah Legal's helps seniors like Jerry (name changed), to avoid eviction after he fell behind on rent when his landlord raised his rent. Jerry was in the process of gaining custody of his two grandchildren and desperately wanted to stay in his rental. Attorney Kate Merlin helped Jerry to access financial assistance to pay his rent, negotiate a settlement with his landlord, and avoid an eviction filing on his record.</p> <p>Having an eviction on your record can be devastating for a low-income family as it can prevent access to public housing subsidies and reduce the chances that a private landlord will rent to you.</p>		
Working Wheels			
Vehicle Repair Program	\$24,412	11	number of completed Vehicle Repair Program cases (FY24 target: 11)
Comments (Quantity)	During the second half of the grant term, we served six 60+-year-old Buncombe County residents with highly discounted vehicle repairs. The average days a case was open (initial call with the client to when vehicle repairs were completed) was 18 days (an increase of 7 days from the first half of the grant term). The average cost of repairs was \$1,050.75 (a decrease of \$137.95 from the first half of the grant term). Variation is expected within these two metrics' averages as each vehicle repair is unique. The average cost of vehicle repairs for the entire grant term was \$1,126.00.		
Quality and Impact	<p>To measure quality and impact of service, each Working Wheels participant in the Vehicle Repair Program gets sent a survey after their case is closed. Survey Results from 1 January 2024 to 30 June 2024 were as follows:</p> <ul style="list-style-type: none"> ● 95.5 % of survey participants gave Working Wheels a 5 out of 5 star rating ● 4.5 % of survey participants gave Working Wheels a 4 out of 5 star rating <p>A snapshot of additional feedback regarding quality of service:</p> <p><i>The lady I worked with, Hanah, was super kind and patient. I was so happy when she called because it was just what my family needed. We were so stressed to get the car up and running. She was happy to work with my mechanic and communicated with both me and my mechanic frequently to make sure everything was done.</i></p> <p><i>Mel from Working Wheels made the communication very friendly and was very accessible to my needs and communication with the mechanic team. I am very thankful for programs like yours. THANK YOU!</i></p> <p>A snapshot of responses to the question "How are you better off as a result of this vehicle repair?":</p> <p><i>Took a ton of financial and mental stress off of me. Allowed me to keep my job and stay out of credit card debt.</i></p> <p><i>This benefit enabled me to get my vehicle running. Without Working Wheels' help, I would not be able to drive my vehicle.</i></p> <p><i>Much-needed repair so I could continue to have transportation to my doctor appointments, etc. Thank you!</i></p>		