

FY24 Mid-Year Aging Services Summary

Agency/Program	\$\$ Funding	Total # Served	Description/Units
Blue Ridge Pride Generation Plus			
Generation Plus	\$26,875	See next column	60 face to face encounters at Connections (target: 600), 227 social media engagements (target: 1000), and 178 newsletter subscribers (target: 300)
Comments (Quantity)	With significant transition and staff capacity issues, the first half of the FY numbers were lower than hoped. Now that Blue Ridge Pride Generation Plus has a FT staff on board, Connections and social media engagements should increase the 2 nd half of the year. At a January event, for example, there were approximately 60 elders.		
Quality and Impact	While smaller than anticipated given the staff capacity issues mentioned above (now resolved), Generation Plus knows they have had on impact on the individuals who attended the Pisgah Legal Thrive event, the New Belgium Tasting Tour, the Forestry hike, and Pisgah View's Eldercare with Pride training, etc. as they've received requests from those who are engaged for more events, and to grow their membership.		
Buncombe County Health and Human Services/In-Home Aide Program			
In-Home Aide Program	\$244,364 (HCCBG) \$228,426 (BCSAF) \$472,790		
Comments (Quantity)	For the initial year, Buncombe County Health and Human Services (BCHHS)/Aging and Adult Services (AAS) did not submit an application. After the Council on Aging of Buncombe County announced that they would no longer be applying to run the program the County was asked to step in and provide the service. By January 1 st of 2024, the County managed to spend approximately 53% of their funds allocated from HCCBG funding but only 23% of their funds allocated from BCSAF funding.		
Quality and Impact	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.		
Buncombe County/Mountain Mobility			
Mountain Mobility General Transportation	\$500,000 total (both programs)	6,834 6,216	total units of service (FY24 target: 14,766) units of service (HCCBG) (FY24 target: 6,216)
Comments (Quantity)	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. Mid-year actual units of service were 6,834 units which reflected 46% 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. Number of Units of Service Provided with HCCBG Funding. At mid-year, Mountain Mobility provided 6,216 units of service which represent 100% of total units anticipated to be provided with HCCBG funding.		

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Quality and Impact	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 mid-year actual miles for mean distance between NTD preventable accidents was 276,690 miles (138% 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.			
Mountain Mobility Medical Transportation	\$500,000 total (both programs)	12,224 10,378	total units of service units of service (HCCBG)	(FY24 target: 21,769) (FY24 target: 10,378)
Comments (Quantity)	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. Mid-year actual units of service were 12,224 units which reflected 56% 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. Number of Units of Service Provided with HCCBG Funding. At mid-year, Mountain Mobility provided 10,378 units of service which represent 100% of total units anticipated to be provided with HCCBG funding.			
Quality and Impact	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 mid-year actual miles for mean distance between NTD preventable accidents was 276,690 miles (138% 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.			
Council on Aging of Buncombe County, Inc.				
Congregate Nutrition	\$194,691	11,588 408	meals unduplicated clients	(FY24 target: 24,124) (FY24 target: 400)
Comments (Quantity)	At mid-year, the Senior Dining and Wellness Program has served 408 unique individuals and 11,588 meals. This does not include the 4,201 ARPA meals served.			
Quality and Impact	Participant feedback demonstrates how well the services are delivered and their words explain how they are better off as a result of the service. One participant said that the Senior Dining and Wellness Program “saves her life”. She is a caregiver for her mother. This program gives her “the opportunity to exercise, talk to friends, and share a meal at multiple locations and at a low cost”. Another participant said, “ Wonderful to get out each day and meet new friends. Enjoy the balanced meals. Also helps with our food budget.”			
Information and Assistance	\$135,375	3,886	contacts with clients	(FY24 target: 12,922)
Comments (Quantity)	The breakdown for defined needs was: <ul style="list-style-type: none"> 19% of contacts were for “general” needs. General need calls mean the caller has multiple needs or simply doesn't know where to start, 			

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	<ul style="list-style-type: none"> ● 14.5% in-home aide services, housekeeping/cleaning, and caregiver respite, ● 13.5% insurance navigation, ● 13.2% home repair such as ramps, grab bars, lawn work, major renovations, heat relief, plumbing, and electrical, ● 9% transportation, ● 5.3% housing, ● 4.7% financial needs including emergency assistance with paying bills and low-income program eligibility, ● 4% legal inquiries related to abuse, neglect, wills, power of attorney, and eviction, ● 4% food insecurity or other nutrition needs, and ● the remaining 12.8% included social/recreation, durable medical equipment, medical needs, and long-term care advisement. 		
Quality and Impact	<p>The best measure of the Information and Case Assistance are the words of the clients:</p> <p>“Your work encourages me to continue going. You help maintain the integrity of our senior community.”</p> <p>Client's daughter visited this morning to say she appreciated the help in getting her mom successfully enrolled in Medicaid and the current work on a SNAP application. She was so thankful for the adult undergarments and also asked about affordable housing for her mother. “I appreciate that one agency will do so much for my family.”</p> <p>In a sampling of data, approximately 13% of clients return for additional I&A service requests.</p>		
Jewish Family Services WNC			
Faye’s Place Elder Club Group Respite Program	\$13,999	791	total number of client days (one client attending one program per day) (FY24 target: 1803)
		152	client days supported by HCCBG (FY24 target: 161)
Comments (Quantity)	<p>Through outreach, Jewish Family Services (JFS) has increased the number of participants in their Faye’s Place Elder Club. They have strengthened relationships with MemoryCare, MountainCare, and the Council on Aging for Buncombe County. This resulted in waiting lists for Tuesdays and Thursdays. JFS has limited availability for Wednesday. JFS is working with Mountain Mobility to extend the length of the program from 11:00 a.m. to 3:00 p.m. (an additional hour). Unfortunately, Mountain Mobility is unable to do so at the present time. Jewish Family Services has asked Mountain Mobility to let them know when Mountain Mobility can, and JFS will extend the club by an additional hour. Their HCCBG target was 161 units, and they currently have provided 152 units. They will exceed their total target by year-end. JFS has also taken on additional volunteers to assist with the program. The program is overseen daily by an MSW, a program coordinator, and two volunteers.</p>		
Quality and Impact	<p>Quality</p> <p>Based on surveys collected in December 2023:</p> <ul style="list-style-type: none"> ● 96% 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 ● 95% of clients answered at least well when rating the specific elements of the program ● 92% of caregivers surveyed reported the program lessened their burden. 		

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	<p>Impact Based on surveys collected in December 2023:</p> <ul style="list-style-type: none"> • 96% of members maintained or improved participation in exercise • 97% of members maintained or improved participation in socialization • 98% of members maintained or improved nutrition and interest in eating lunch • 95% of caregivers reported that Faye’s Place provided a positive experience for their senior loved one. 		
Healing Solutions Counseling at JFS	\$16,165	1654 52	total # of counseling sessions (FY24 target: 2335) number of counseling sessions supported by HCCBG (FY24 target: 117)
Comments (Quantity)	<p>Jewish Family Services (JFS) continues to see a significant increase in mental health counseling requests. They are utilizing the recently added space to its capacity and have increased the number of therapists to six plus their clinical director. Most of those they counsel are fifty-five and older and rely on Medicare once they reach the age of sixty-five. Clients have returned to in-person sessions, but JFS still has many requests for virtual therapy to extend their reach to the entire Buncombe County. They have seen more HCCBG-eligible individuals inquiring about their mental health services. A good number of the clients Jewish Family Services counsel need case management. Their organization is well-positioned to provide wrap-around services, including case management, a food pantry, elder care, limited financial assistance, and chaplaincy services. JFS continues to strengthen their referral relationships with Advent Health, Our Family Doctor, PACE, All Souls Counseling, MAHEC, Black Mountain Counseling Center, and Friends/Family/Neighbors.</p>		
Quality and Impact	<p>Quality Based on surveys collected in December 2023:</p> <ul style="list-style-type: none"> • 96% of clients reported that Healing Solutions Counseling met or exceeded expectations • 98% of clients said they would recommend Healing Solutions Counseling at JFS to others • Additionally, 59% of their 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 December 2023:</p> <ul style="list-style-type: none"> • 97% of clients reported improved quality of life • 94% of clients reported improved mood/reduced depression • 96% of clients reported progress toward a mental health goal • 92% of clients reported achievement of a mental health goal 		
Hominy Baptist Church			
DayStay Social Club	\$39,500	16	clients (FY24 target: 20)
Comments (Quantity)	<p>DayStay was able to keep 16 clients enrolled and provide respite for caregivers. Additionally, DayStay was able to hire two new staff members and keep their extended hours of 9:30 am - 3:30 pm.</p>		
Quality and Impact	<p>DayStay provides a safe place for older adults to socialize, participate in fun activities, and receive nutritious foods and snacks. Additionally, they provide respite care to the families of the participants. Through DayStay’s program, clients were able to stay at home longer living with their families. DayStay also serves the community and the County with services to assist their clients.</p>		

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Land of Sky Regional Council			
Community Health Worker Program	\$48,235	63 125 1754 1879 159 29	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)
Comments (Quantity)	The Community Health Worker program is a community-based model addressing the complex needs of high-risk elders in subsidized senior housing. This program has operated at Asheville Terrace Apartments (248-units) since 2018 and expanded in FY24 to include Arrowhead Apartments a 110-unit complex. CHWs emphasize social connectivity, safety, physical activity, nutrition, and reducing social isolation. Community Health Workers mitigate health inequity, food insecurity, resource access, support apathy, transportation, and social disconnection for residents. Services are provided at individual and community levels and include food distributions, health education and exercise, social programs, access to on-site clinical screenings and services (e.g., flu shots), and home visits. Primary community service events have been food distribution (food distribution -23, health fair- 1, social group/event-39). Asheville Terrace Community Health workers continue to increase home visits to residents through the “Neighbor Nock” program providing 1879 home visits resulting in health management support, neighborly visits, reassurance visits, technology guidance, and assistance with transportation. This program has been essential to identifying and addressing challenges that residents have experienced related to social isolation.		
Quality and Impact	41% of participants received food through CHW-led food distributions (FY24 target: 25%). The community total was calculated by dividing the total number of food distribution participants by the number of apartment units. Approximately 33.6% of participants are considered high utilizers (34 out of 101 unique participants have registered for 10+ service events). We interpret this to mean service offerings are appropriate, desired, and acceptable quality. These calculations do not account for resident turnover.		
Meals on Wheels of Asheville & Buncombe County			
Home Delivered Meals	\$180,554	17,004 187	meals served (FY24 target: 28,831) unduplicated clients (FY24 target: 180)
Comments (Quantity)	Currently, Meals on Wheels is serving over 500 hot meals each weekday through a total of 42 meal delivery routes.		
Quality and Impact	From their October 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.		
MemoryCare			
Caregiver Support	\$70,250	871 58	total units of service (FY24 target: 1075) units of service served with BCSAF funds (FY24 target: 98)
Comments (Quantity)	MemoryCare’s unit of service is defined as a low-income person with dementia (PWD) who is 60 or older living in Buncombe County and their Caregiver(s)/family who are enrolled in their dementia care management program. During this 6 month period, there averaged 3 caregivers for every PWD enrolled. Fifty-eight (58) units of service were provided care with <i>supplemental county funds</i> reaching 232 individuals (58 PWDs and 174 caregivers).		

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Quality and Impact	In their application, MemoryCare projected that at least 90% of families served would implement at least one recommendation made in their Care Plan. To date, 96% of those served report implementing at least one recommendation. MemoryCare is on track with projected performance measures for this project and will continue to collect data on their project’s quality measures and monitor outcomes. MemoryCare deeply appreciates BASA’s support to ensure that they are able to continue to provide expert dementia care to all families with need, regardless of their ability to pay for services.			
MountainCare				
Transportation	\$31,517 (HCCBG)	22 10 830	unduplicated Transportation clients (all sources) unduplicated Transportation clients (HCCBG) total trips of Transportation (HCCBG)	(FY24 target: 40) (FY24 target: 20) (FY24 target: 1639)
Comments (Quantity)	Transportation services through Mountain Mobility have remained consistent for HCCBG clients, but MountainCare is still below their overall goal of receiving 325 trips per month to their Center through Mountain Mobility (MM). Across all payor sources, MM is only providing approximately 200 trips per month which is less than a third of their pre-pandemic level of service. Fortunately, they have been able to use BCSAF this fiscal year to add a second provider for individuals whose requests have been denied. More clients are currently being approved than in previous years, but routes are still unavailable for adults living in Weaverville and Black Mountain.			
Quality and Impact	<p>In a recent survey of Adult Day participants, 100% stated that they were satisfied with their transportation service, including 100% satisfaction with driver demeanor, vehicle speed, bus temperature, and safety. However, the most important measure of success with transportation is whether an individual gains access to MountainCare’s Adult Day Program. One hundred percent of their transportation clients stated that attending Adult Day has made their life better, and that they would recommend MountainCare to others. When reflecting on how their life is better since enrolling, several mentioned the importance of leaving their home to socialize:</p> <p>“If I miss a day, I am really sad. It helps me get out of the house and meet more people.”</p> <p>“The program gets me out and allows me to socialize. It is very good, friendly, and [the staff] don’t leave anyone out. They really care about the people here.”</p> <p>“[MountainCare] makes my life better . . . it helps me cope if I’m not in a good mood.”</p>			
Transportation	\$33,188 (BCSAF)	22 5 173	unduplicated Transportation clients (all sources) unduplicated Transportation clients (BCSAF) total trips of Transportation (BCSAF)	(FY24 target: 40) (FY24 target: N/A) (FY24 target: 610)
Comments (Quantity)	MountainCare has been subcontracting transportation services through Magnet since September. In the first half of this fiscal year, MountainCare initiated services for 5 Adult Day clients after requests for transportation were denied by Mountain Mobility. Since the beginning of 2024, they have already added an additional 3 clients and more than doubled their monthly trips from 44 to 95. MountainCare expects to run out of Supplemental Aging Funds in March or April, which will likely result in curtailment or discontinuation of transportation until Mountain Mobility is able to open additional routes.			
Quality and Impact	In a recent survey of transportation clients, 100% were satisfied with the service, noting Magnet’s friendly, professional staff. One client said, “I enjoy my rides to and from (MountainCare). The drivers are great. I get to know them, and they get to know me – we care about each other.”			

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	<p>All BCSAF transportation clients were at risk of discharging without transportation to their center, and (as of February) these funds made it possible for 8 older adults to continue living at home while attending MountainCare’s program. One woman has been living with her daughter and attending their program for more than three decades after suffering from a stroke. Sadly, her daughter passed away unexpectedly this winter, and her grandson moved in and became her primary caregiver. With so many changes occurring in such a short time, there was a lot of uncertainty around her future living arrangements. MountainCare enrolled her in transportation services using BCSAF, which has reduced the burden on her grandson as he adjusts to caregiving and working full-time while also grieving the loss of his mother. The participant has been able to remain in her own home with a loved one thanks to these funds.</p>		
Day Care	\$77,090	121 11 422	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)	<p>Since July, 185 adults were referred to MountainCare; 38 enrolled in their Buncombe Adult Day Program, 9 enrolled in Mountain Explorers (also in Asheville), and 32 enrolled at their Henderson location. In the first half the year, MountainCare provided 5,784 days of care at their Buncombe center and 8,887 days across all three programs. Their Buncombe clients are typically county residents (117 out of 121), 97% were aged 60+ and more than half were over the age of 80.</p>		
Quality and Impact	<p>According to a study by Leading Age Minnesota, high-performing adult day centers provide individualized programming to reflect the wishes and preferences of attendees. In a recent survey of MountainCare’s participants, 92% believe that they have control over how they spend their time. One person said, “The program offers so many choices and you’re never forced to do anything you don’t want to do.” Their schedule varies day-to-day, including physical fitness, arts and crafts, brain games, group discussions, educational opportunities, dance parties, gardening, baking, and more. At any given time, there are two to three groups meeting in different parts of the building, plus a variety of areas for self-directed activities like reading, resting, listening to music, chatting, and puzzling. Building an environment that caters to the needs of many different people also means adjusting the daily schedule “on the fly” based on the interest-level and preferences of the group that day.</p>		
Day Health	\$119,236	242 13 747	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)	<p>Day Health is one of two levels of care received through Adult Day Services. Day Health participants require additional support through healthcare monitoring, nursing, medication administration, and personal care services. MountainCare is currently exceeding their expected Day Health units for the year; however, they plan to use ARPA funding to keep participant financial aid consistent through the end of this fiscal year. Since July, 185 adults were referred to MountainCare; 38 enrolled in their Buncombe Adult Day Program, 9 enrolled in Mountain Explorers (also in Asheville), and 32 enrolled at their Henderson location. In the first half the year, MountainCare provided 5,784 days of care at their Buncombe location, and 8,887 days across all three programs. The Buncombe Center is almost entirely made up of county residents (117 out of 121); 97% were aged 60+ and more than half were over the age of 80. All of their HCCBG clients are county residents over the age of 60.</p>		
Quality and Impact	<p>In a recent survey, 97% of their caregivers were “extremely satisfied” with the quality of care provided, and 94% of their Adult Day participants believe that the staff really care about the people who attend the program. MountainCare is proud of the results of this survey, and they cherish their personal connections with the participants and their family and friends. One caregiver commented, “We’re so happy with the care and social engagement (my husband) gets at MountainCare. The staff have become an integral and indispensable part of our lives, and I honestly don’t know what we would do without them.”</p>		

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Mountain Area Health Education Center (MAHEC)			
Home-Based Primary Care (HBPC) Outreach Program	\$57,512	6 0 6	unduplicated patients enrolled in full HBPC (FY24 target: 10) unduplicated patients enrolled in Medication Management only (FY24 target: 5) unduplicated patients referred for one-time patients (FY24 target: 5)
Comments (Quantity)	MAHEC's Home-Based Primary Care (HBPC) program is an essential service of the Center for Healthy Aging (CHA), established in 2012. CHA was created as a center of excellence to address the clinical and social challenges older adults face. HBPC provides team-based care for older adults at risk for functional and health decline. This inter-organizational program leverages medical providers, registered nurses, pharmacists, occupational therapy, resource and care management, and community health workers who collaborate to improve participants' well-being. Supplemental funds allow them to expand and optimize HBPC. With these funds, the program will continue accepting referrals from external agencies for HBPC enrollment and clinical administrative tasks such as FL-2 completion and services to assist with long-term care placement. The funds also help support a nurse to assist with care coordination, workflow optimization and completing clinical-administrative tasks for external agency referrals.		
Quality and Impact	<p>One measure that demonstrates MAHEC's Home-Based Primary Care's positive impact on care delivery service is the increase in the average number of scheduled and kept patients. During the same quarter of 2022, there were 48 kept scheduled appointments out of 131 patients, while in 2023, there has been an increase of 111 kept scheduled appointments out of 131 patients. This increase in appointments has contributed to improved patient outcomes and increased access to healthcare services for our community.</p> <p>The rise in delivery service stemmed from enhanced efficiency and optimization efforts by emphasizing scheduling and incorporating an RN as part of the interdisciplinary team.</p>		
Mountain Housing Opportunities			
Emergency Home Repair	\$75,448	71 21	total number of unduplicated clients (FY24 target: 120) unduplicated clients (HCCBG) (FY24 target: 25)
Comments (Quantity)	The Emergency 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 December 31, 2023, 21 households 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 21 households served in the time period. The repairs performed improved the health and wellbeing of older clients by repairing floors, installing safety grab bars, installing low rise stairs and/or ramps to reduce the risk of falls. Other repairs such as appliance replacement, water heater replacement, improve the quality of life for their older clients. Most clients received all requested repairs; however, 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	\$21,125	73.03	hours of service of financial and housing counseling/education and free tax preparation services (FY24 target: 234 hours)
Comments (Quantity)	At mid-year, On Track has completed 31% of anticipated services. Their services will ramp up dramatically in February-April as On Track opens their tax preparation program for the year. So far this year, clients are participating in the following services: Credit Building, Budgeting & Saving for Emergencies, Foreclosure Prevention, Homebuying, Money Goal Setting, and Prior Year Tax Preparation.		

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Quality and Impact	In the world of financial literacy, knowledge is one part, while taking action with that knowledge is the other. OnTrack measures how many clients complete a financial action step after their individual session. To date, 71% of Buncombe County participants age 60 and over have completed one or more step. This meets On Track's goal of 70%. Action steps include things like paying down debt, opening a new credit building account, or applying for a mortgage assistance option when facing foreclosure.		
Pisgah Legal Services			
Elder Law Program	\$63,326	1380.65 467	total units of service provided (FY24 target: 510) total number of unduplicated clients served (FY24 target: 400)
Comments (Quantity)	Between July 1 and December 31, 2023, Pisgah Legal Services (PLS) helped 467 Buncombe County seniors address urgent legal issues affecting their health and safety, a 26% increase over the same period the prior year. Pisgah Legal has exceeded the goal set for the year.		
Quality and Impact	<p>Between July 1 and December 31, 2023, Pisgah Legal closed 322 cases for seniors, helping them to achieve 882 legal outcomes, an average of 2.7 outcomes per case. Of those on which PLS provided representation, they lost 1 (.3%) and achieved a mixed or win outcome in 156 (99%). The most common outcomes they achieved were helping seniors prepare a will (53 clients) and helping seniors avoid eviction (29 clients).</p> <p>Pisgah Legal Services helped clients like Lorraine (name changed). After a mix up with her utility company accidentally charging her twice, Lorraine's payment to her landlord was rejected for insufficient funds. Lorraine is elderly, disabled, and struggling to make ends meet as she lives on a fixed income and has a very tight budget. One unfortunate situation that was not her fault resulted in Lorraine receiving a notice to vacate for nonpayment of rent. The property management company also began requiring all tenants to pay online via a portal. Having no access to the internet and not able to drive, Lorraine's whole financial situation was thrown off and she was confused, scared, and not sure how she was going to pay her back rent and keep her roof over her head. She reached out to Pisgah Legal Services for assistance and worked with Attorney Casey Steen to resolve the situation. Attorney Steen, along with other Pisgah Legal staff and volunteers, investigated her case and aided Lorraine in applying for rental assistance through the Department of Social Services (DSS) to help her get caught up. Attorney Steen worked with the property manager for three months to navigate the situation, keeping Lorraine's eviction at bay. After some nail-biting moments, Lorraine was finally approved for \$4,600 in rental assistance through DSS that paid all her back rent as well as future payments through the end of 2023. Lorraine is so thankful for Attorney Steen's help and is overjoyed she can continue to live in the place she calls home.</p>		
Working Wheels			
Vehicle Repair Program	\$23,125	5	number of Vehicle Repair Program participants (FY24 target: 11)
Comments (Quantity)	Working Wheels served 5 program participants during the first half of the grant term. They are on track to serve 11 by June 30, 2024.		
Quality and Impact	93.3% of the Vehicle Repair Program participants from January 1, 2023 to December 31, 2023 rated their experience as 5 out of 5 stars. 97.8% rated their experience as 4 or 5 out of 5 stars. Working Wheels surveys the program participants to find out how their participation in the Vehicle Repair Program impacted their lives. They gather data about the crises averted by not having to come up with the money for an expensive vehicle repair. Working Wheels also gathers data from their program participants about their income, housing, access to their family's medical appointments, and quality of life. They do not yet have this data from the program participants served in the first half of the grant term. Working Wheels is grateful for the partnership with Buncombe County.		