

FY2021 Buncombe County Strategic Partnership Grant Report

Organization Name:	Pisgah Legal Services	
Project Name:	Legal Services for Children and Families in Buncombe County	
Reporting Quarter: (Check one)		Quarter 1 (July 1, 2020 - September 30, 2020)
		Quarter 2 (October 1, 2020 - December 31, 2020)
		Quarter 3 (January 1, 2021 - March 31, 2021)
	x	Quarter 4 (April 1, 2021 - June 30, 2021)

Narrative summary of grant related activities

Overall project updates:	Pisgah Legal Services is providing free civil legal services to low-income households with children with this grant. The most common problems these clients face relate to family law, primarily domestic violence, child abuse, and sexual assault. These cases account for 42% of the cases we closed during the grant year. Given Buncombe County's tight housing market, housing cases made up 31% of cases closed this year. Other legal matters closed included immigration and naturalization (8%), income maintenance and health (8%), and consumer/debt issues (5%).
COVID-19 impacts:	In March 2021, Pisgah Legal Services staff became eligible for the COVID-19 vaccine. This past quarter our attorneys have been appearing in court and meeting with clients more often. Our offices are still closed to walk-in traffic, but we rented a tent in late-April and early-May to enable staff and attorneys to meet with clients outside while the weather was good and vaccinations were still being distributed. We have requested that Buncombe County continue offering remote court, as we still find clients who are hesitant to go to the courthouse and file charges against their abuser due to COVID-19 concerns. This quarter we prepared for the end of the eviction moratoria June 30. Fortunately the CDC extended another month and we continue to connect tenants at risk of eviction to financial assistance.
Activities related to increasing equity, diversity and inclusion:	Our EDI Committee continues to work on a Culture Amp survey, a digital platform to conduct evaluations of our organizational culture to improve our ability to meet the diverse needs of the teams and staff across our organization. We expect to distribute the survey to staff in July. We have also created a platform for staff to submit anonymous concerns if they are not comfortable going to HR and have had some small group and team discussions about articles and practices to integrate more EDI concepts in our work.
Activities related to increasing operational excellence:	Pisgah Legal Services added a new Managing Attorney position that is focused on the screening and intake portion of our work. One of the objectives of the position is to assess the kinds of cases we are receiving and from what communities and identify gaps where more outreach might be needed. We also filled a vacant Managing Attorney position that supervises the Health Justice program. These positions will help provide needed supervision and leadership capacity that has been needed as the organization has grown.

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Progress toward annual goals

Measure	Annual Goal	Actual Results (Enter Data) Please only include new data for the specific quarter				Progress toward Annual Goal
		Quarter 1	Quarter 2	Quarter 3	Quarter 4	
# of Buncombe County children helped by the organization	3,000	1,977	2,042	1,935	1,740	3,908
# of of Buncombe County children helped through this grant	300	197	204	193	174	390
# of closed Buncombe County cases supported through this grant	110	39	34	42	28	143
Success rate obtaining a positive case outcome	90%	99%	99%	99%	98%	90%

Comments:

(The first two metrics include duplicates from the prior quarter given a case opened in one quarter may continue to be worked in the following quarter, thus the progress toward the annual goal is not the sum of the quarters.)

The eviction process has been very confusing during the pandemic and challenging for anyone to navigate alone. Charlotte (name changed), a single mother, has a daughter that needs a lot of care due to a disability. Charlotte fell behind on her rent and her landlord filed an eviction. Charlotte knew to give her landlord the CDC moratorium form, but already had a court date and was unsure of her next steps. Pisgah Legal Attorney Frank Fischer contacted Charlotte after reviewing the court docket for Pisgah Legal's Tenant Eviction Response Project. He was able to advise her of the process and advised her to appear in court and ask for a continuance. However, to further confuse matters, prior to her court date all NC courts were shut down due to the rise in COVID cases. This provided extra time for Frank to help Charlotte access financial assistance to pay her back rent and to negotiate with the landlord who had threatened to terminate her lease regardless of payment to renew the lease for at least another six months.

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Use of funds to date and any budget considerations

Spending Category	Starting Budget	Total Spending (Enter Data)				Amount Remaining
		Quarter 1	Quarter 2	Quarter 3	Quarter 4	
Personnel	\$ 92,000	\$ 23,000	\$ 23,000	\$ 23,000	\$ 23,000	\$ -
Training						\$ -
Supplies/Materials						\$ -
Meetings						\$ -
Equipment/Furniture						\$ -
Printing/Marketing						\$ -
Licensing/Memberships/Dues/Subscriptions						\$ -
Client Support						\$ -
Contracts						\$ -
Professional Services						\$ -
Insurance and Bonds						\$ -
Building Maintenance						\$ -
List other cost						\$ -
List other cost						\$ -
List other cost						\$ -
Total	\$ 92,000	\$ 23,000	\$ 23,000	\$ 23,000	\$ 23,000	\$ -

Comments: