The North Carolina State Bar
Interest on Lawyers' Trust Accounts

Raleigh, NC



Performance Audit Report
April 2026

State Auditor
Dave Boliek

A Constitutional Office of the State of North Carolina

North Carolina Office of the State Auditor
Dave Boliek, State Auditor

Auditor's Transmittal

The Honorable Josh Stein, Governor
The Honorable Phil Berger, President Pro Tempore
The Honorable Destin Hall, Speaker of the House
Honorable Members of the North Carolina General Assembly
Katherine Anne Fyre, President, North Carolina State Bar
Peter G. Bolac, Executive Director, North Carolina State Bar
Mary Irvine, Executive Director, North Carolina IOLTA

To all:

In North Carolina, revenue generated from lawyers' trust accounts is managed by the non-profit Interest on Lawyers' Trust Accounts (IOLTA) program. That revenue – which has increased by more than 450% to $16.7 million in 2024 – is used by the State Bar's IOLTA to pay the program's own administrative costs and to award grants to nonprofit organizations and other justice-related programs chosen by the IOLTA Board.

At the North Carolina Office of the State Auditor, we launched a performance audit of IOLTA to examine whether grants were awarded in accordance with applicable rules and policies, and whether awarded funds were adequately monitored to ensure intended purposes and outcomes were achieved.

We found the grant award process complied with current requirements, but IOLTA did not have adequate monitoring practices in place and consequently lacked reasonable assurance that the millions of dollars awarded to select organizations were used for allowable, approved, and intended purposes.

For example, in 2024 IOLTA awarded $4.5 million to Legal Aid of North Carolina, Inc., more than $1 million to the North Carolina Justice Center, more than $1 million to Pisgah Legal Services, and $555,000 to the Charlotte Center for Legal Advocacy. However, IOLTA did not independently verify that grantees used these awarded funds as intended.

The shortcomings in monitoring come as grant totals have grown significantly over the years. Grant payments made in 2025 totaled $11.9 million, nearly double the $6 million in payments in 2023.

Our audit includes recommendations to strengthen post-award oversight and provide reasonable assurance that grantees use IOLTA grant funds for allowable, approved, and intended purposes. The North Carolina State Bar and IOLTA noted in their response that policies will be implemented to address concerns identified in this audit.

The State Auditor's Office will monitor and follow up on recommendations made in the audit. Our team appreciates State Bar and IOLTA staff for their cooperation throughout this process.

Respectfully submitted,



Dave Boliek
State Auditor

The North Carolina Office of the State Auditor (OSA) conducted a performance audit of the North Carolina State Bar's Interest on Lawyers' Trust Accounts (IOLTA) program to determine whether IOLTA awarded grants in accordance with applicable rules and policies and whether awarded funds were adequately monitored to ensure they were used for their intended purposes and achieved their intended outcomes.

The audit found that IOLTA's grant award process complied with applicable eligibility requirements, such as limiting awards to organizations serving North Carolina residents, meeting charitable organization criteria under Section 501(c)(3) of the Internal Revenue Code, and aligning funded activities to IOLTA's authorized purposes.

However, IOLTA did not implement adequate post-award monitoring practices despite rapid growth in revenues and grant disbursements. As a result, IOLTA lacked reasonable assurance that grantees used millions of dollars in grant funds for allowable, approved, and intended purposes.

Background

Established in 1983, IOLTA collects interest generated from certain lawyers' trust accounts and uses those funds to support initiatives that improve access to justice in North Carolina. IOLTA distributes grant funds primarily to nonprofit organizations providing civil legal services and other justice-related programs.

From 2018 through 2024,[1] IOLTA's revenues increased from approximately $3 million to $16.7 million, an increase of more than 450 percent. This growth was largely driven by external economic factors, including higher interest rates and increased real estate activity, rather than changes in program operations.

As revenues increased, IOLTA's annual grant awards also expanded significantly, rising from $1.7 million in 2018 to more than $11 million in 2024.

Audit Findings

IOLTA did not implement adequate oversight controls, increasing the risk of improper use of grant funds. Specifically,

- **Measurable goals not included in all grant applications.**

  Although grant applications required applicants to include information about goals and objectives, from January 1, 2023, through June 30, 2025, only 75% of applications tested included outcome-based goals.

- **Post-award monitoring relied on self-reported information.**

  From January 1, 2023, through June 30, 2025, IOLTA staff reviewed grantee reports for general consistency with approved budgets but did not independently verify reported expenditures or program outcomes. Staff did not test expenditures against

[1] IOLTA operates on a calendar year.

supporting documentation, corroborate reported activities or results, or conduct compliance-focused site visits.

- **Prior audit findings identified similar weaknesses.**

  A 2013 report issued by OSA identified the absence of independent verification of grantee-reported information. Although the State Bar stated it would revise monitoring protocols at that time, similar deficiencies remained during the current audit period.

Because IOLTA did not independently verify reported expenditures or outcomes, the program lacked reasonable assurance that grantees spent approximately $30.3 million in grant funds awarded during the audit period as intended.

Recommendations

To strengthen oversight and provide reasonable assurance that grantees use grant funds appropriately, OSA recommends that IOLTA:

- **Implement risk-based post-award verification procedures** to test grantee-reported expenditures against supporting documentation for a defined portion of grant funds each cycle.
- **Establish procedures to independently validate reported program outcomes**, using supporting records that protect client confidentiality.
- **Track and report monitoring coverage and results** and require corrective action plans when IOLTA identifies deficiencies or noncompliance.

IOLTA staff should design these enhancements and present them to the IOLTA Board of Trustees for review and approval within six months.

State Auditor
Dave Boliek

A Constitutional Office of the State of North Carolina

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Chapter 147, Article 5A of the North Carolina General Statutes gives the Auditor broad powers to examine all books, records, files, papers, documents, and financial affairs of every state agency and any organization that receives public funding. The Auditor also has the power to summon people to produce records and to answer questions under oath.



Background

North Carolina State Bar

The North Carolina State Bar (State Bar) is the State agency responsible for regulating the legal profession in North Carolina. Its authority and administrative structure are established in Article 4 of Chapter 84 of the North Carolina General Statutes, and its rules and regulations are contained in Title 27 of the North Carolina Administrative Code. These rules govern the State Bar's organization, regulatory responsibilities, and various programs.

The State Bar is responsible for various programs, including the Interest on Lawyers' Trust Accounts (IOLTA) program.

North Carolina Interest on Lawyers' Trust Accounts (IOLTA)

IOLTA was established by the State Bar and the Supreme Court of North Carolina in 1983 to generate income from pooled attorney trust accounts and is administered by the IOLTA Board of Trustees (Board) under 27 N.C. Administrative Code Subchapter 1D, Section .1300.

NC IOLTA's nine-member Board of Trustees works alongside staff to fulfill the program's mission to improve the lives of North Carolinians by strengthening the justice system as a leader, partner and funder.

Trustees may serve up to two three-year terms. Of the nine-member board, six must be active members of the State Bar. Appointments are made by the State Bar Council.[2]

Exhibit 1: IOLTA Board of Trustees – June 30, 2025

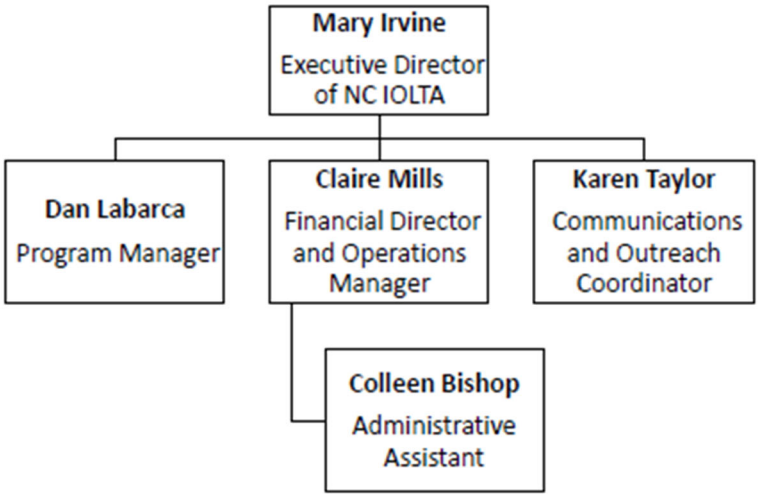


Source: IOLTA 2024 Annual Report

[2] https://nciolta.org/about-nc-iolta/board-of-trustees/

Five staff members carry out the day-to-day operations of IOLTA.

Exhibit 2: IOLTA's Organizational Chart



Source: Organizational Chart Provided by IOLTA

IOLTA collects interest generated from certain lawyers' trust accounts, including funds for real estate closings, settlement proceeds waiting for disbursement, or advance payments for legal fees. IOLTA uses these funds to support initiatives that improve the administration of justice across North Carolina.

Funds remitted from eligible trust accounts must be deposited into segregated accounts managed by the State Bar and used to support approved categories of programs, including civil legal services for indigent populations, improvements to grievance and disciplinary procedures, student loan programs for aspiring legal professionals, and other justice-related initiatives approved by the Supreme Court of North Carolina. IOLTA currently awards grants only for providing civil legal services for indigents and for other programs designed to improve the administration of justice, as approved by the Supreme Court of North Carolina.

Under State Bar rules, all general trust accounts maintained by attorneys must be established as interest or dividend-bearing IOLTA accounts, and any interest earned is required to be paid to the State Bar for purposes authorized under IOLTA.[3]

IOLTA trust accounts can only be deposited at eligible banks, which are those that agree to pay IOLTA trust accounts the highest rate available to that bank's customers when the IOLTA trust accounts meet the same minimum balance or other account qualifications.[4] IOLTA maintains a listing of banks that are eligible for opening IOLTA accounts.[5]

[3] See 27 NCAC 01D .1316(d) describing the authorized uses of funds held in IOLTA accounts.
[4] See 27 NCAC 01D .1316(b).
[5] These requirements also apply to settlement agents handling trust or escrow accounts, pursuant to G.S. 45A-9. See 27 NCAC 01D .1316(b).

The eligible banks calculate and automatically remit interest earned on IOLTA trust accounts to IOLTA, bypassing the law firm entirely.[6] Attorneys and clients never receive or handle the interest.

Grant Awarding Process

Each year, IOLTA's grant cycle follows a predictable sequence that begins with the release of the annual application in July and concludes in December, when the IOLTA Board determines funding allocations. Although the annual cycle serves as the primary mechanism for distributing funds, the Board may authorize special grants, including for emergency or disaster related assistance, outside the regular schedule.

Some grant types, including programs designed to improve the administration of justice, also require approval from the Supreme Court of North Carolina.

Application Release and Preparation

Before the application period opens, IOLTA staff develop the annual timeline, plan outreach activities, and prepare the materials applicants need to participate in the grant program. Such materials include a comprehensive application packet that covers eligibility criteria, grant policies, reporting requirements, and detailed instructions.

Application Intake and Initial Review

Once IOLTA receives grant applications, staff members review submissions for completeness and compliance with eligibility and documentation requirements. When information is missing or unclear, staff members contact applicants to request follow-up materials or clarification.

Committee Review

Beginning in 2025, the Board introduced three Grant Committees to conduct application reviews ahead of final decision-making. For each application, the Program Manager, who is an employee of the State Bar, prepares a summary outlining the applicant's mission, financial condition, program details, and other funding sources. Committee members review these summaries, note questions or issues, and provide preliminary recommendations such as supporting, reducing, or denying funding. Staff then compile these recommendations into a consolidated worksheet for consideration by the Board.

Board Review and Award Decisions

During the December Board meeting each year, IOLTA staff present the total funds available for distribution and summarize committee input and staff analysis. The Board reviews each application, considers any outstanding follow-up information, and votes to approve, modify, or deny funding.[7]

After the Board finalizes their decisions, staff notify applicants and prepare grant agreements.

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[6] See 27 NCAC 01D .1312.

[7] For Administration of Justice grants, initial approval must also be obtained from the Supreme Court of North Carolina; continuing grants in this category do not require repeat approval.

Grant Agreement and Monitoring

Grant Agreement

Before any grant funds are disbursed, each approved recipient must receive and sign a grant agreement with IOLTA. The agreement establishes the quarterly payment schedule and reporting deadlines and incorporates IOLTA grant policy requirements governing allowable use of funds, client eligibility, approval of changes in purpose or use of funds, carryforward of unspent funds, reporting and audit obligations, notification of material changes in grantee status, and prohibitions on political or legislative activity.

IOLTA staff use a standardized agreement template, updated as needed to reflect current policies, and create organization-specific agreements. Agreements are finalized and executed electronically.

Grant Monitoring

IOLTA staff monitors grants through required quarterly or semi-annual interim reports and a final report that describes program activities and outcomes. These reports include summary-level expenditure information by major cost categories, such as personnel and operating costs, along with a narrative explaining how IOLTA grant funds were used.

Upon receipt, IOLTA staff review reports to assess completeness and to determine whether reported expenditures and activities are consistent with approved budgets, following up with grantees to resolve questions or deficiencies as needed.

Grantees are also required to submit their most recent independent audit, financial review, or Internal Revenue Service Form 990 within nine months of the close of their fiscal year. Organizations with annual revenues exceeding $500,000 that receive more than $100,000 in IOLTA funding are required to submit a full independent audit.

In addition to report review, NC IOLTA conducts periodic site visits and may attend grantee board meetings.



Findings and Recommendations

IOLTA Performed Limited Oversight of Grants Despite Rapid Revenue Growth and Accelerated Disbursements

Over the past several years, the North Carolina Interest on Lawyers' Trust Accounts (IOLTA) program experienced significant changes that increased the volume of its financial activity. Program revenues rose substantially and IOLTA modified its grant disbursement timelines in response to statutory changes.

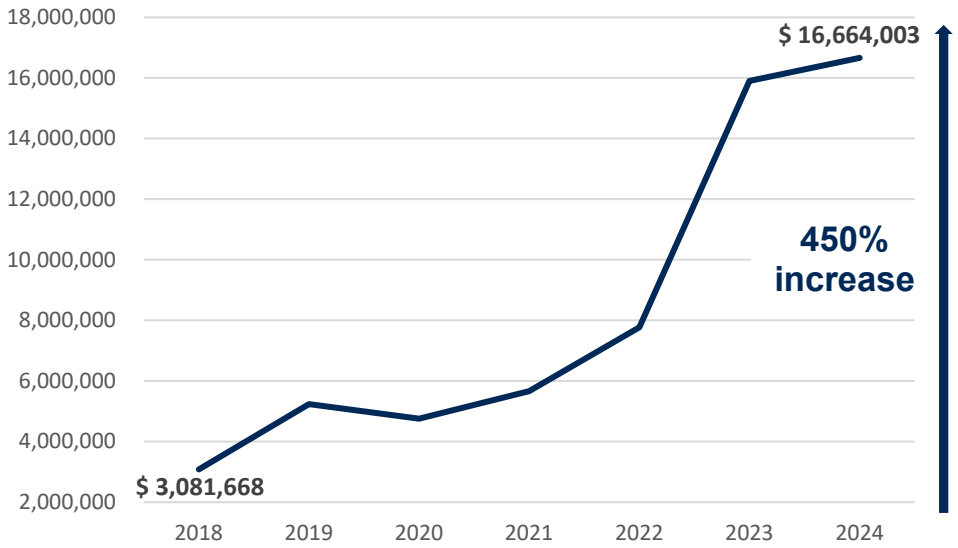
Although these developments increased the amount of revenue received and grants awarded, IOLTA had limited post-award monitoring practices in place and did not implement more robust practices as program activity expanded. As a result, the program lacked reasonable assurance that grantees used grant funds as intended.

This finding describes the conditions that contributed to increased risk of improper use of grant funds and the related oversight gaps identified in the audit.

Increased Revenues Heightened Scrutiny and Emphasized the Need for Stronger Oversight

From 2018 through 2024,[8] IOLTA revenues increased from approximately $3 million to $16.7 million, representing a more than 450% increase over six years.

Exhibit 3: IOLTA Revenue



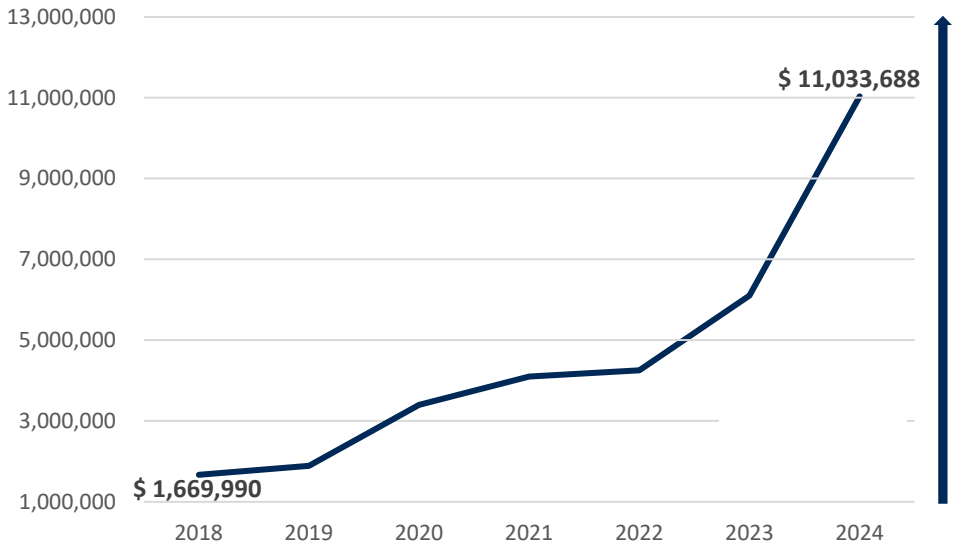
Source: IOLTA Annual Reports 2018-2024

IOLTA revenue grew as interest rates grew, accompanied by statewide growth in real estate activity. The combination of higher interest rates applied to larger trust balances produced sustained growth in IOLTA interest income.

[8] IOLTA operates on a calendar year.

As revenues increased, the amount of grants awarded by IOLTA also increased. Grant awards grew from $1.7 million in 2018 to more than $11 million in 2024, representing a 547% increase. (See Appendix A for all entities that received IOLTA grants 2023-2025.)

Exhibit 4: IOLTA Grants Awarded



Source: IOLTA Annual Reports 2018-2024

2025 Legislative Actions

During 2025, the North Carolina General Assembly introduced several measures aimed at limiting or restructuring IOLTA:

- The House's budget proposal (HB S257, May 19, 2025) sought to redirect all funds generated by interest on IOLTA trust accounts to the Office of Indigent Defense Services, which is housed within the North Carolina Administrative Office of the Courts. The General Assembly did not enact Senate Bill 257.
- Senate Bill 488 (June 24, 2025) proposed prohibiting IOLTA from awarding or encumbering grant funds for one fiscal year, allowing only administrative expenditures. The General Assembly did not enact Senate Bill 488.
- On July 9, 2025, the North Carolina General Assembly enacted Session Law 2025-70. Section 25 of Session Law 2025-70 froze all IOLTA grantmaking from July 1, 2025, through June 30, 2026, limiting expenditures to administrative costs only. As a result, IOLTA was unable to open the 2026 grant cycle.

Grant Funds Disbursed Before the Legislative Freeze

While the freeze mandated by Session Law 2025-70 applied to future grantmaking starting on July 1, 2025, it did not retroactively prohibit the distribution of grants that IOLTA had already approved for the 2025 funding year. However, the statutory language barred funds from being "encumbered or expended" for grants during the freeze period. As a result, any grant funds not

disbursed before July 1, 2025, would have been unavailable for civil legal aid for the duration of the freeze.

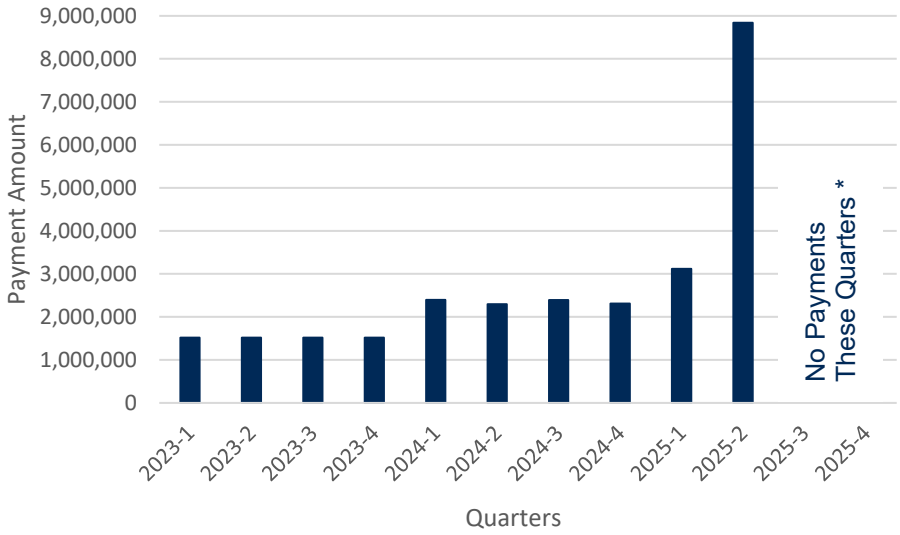
In evaluating its obligations under existing grant agreements, the Board noted that each grant agreement conditioned distribution of funds on future legal developments, stating that payment under the agreements was contingent on the outcome of any court ruling or any federal or state statutory change affecting IOLTA.

At the same time, the Board discussed that the agreements included full-year funding and that failing to distribute funds already contracted could expose IOLTA to dispute risk.

To address these issues, the Board sought legal guidance in an executive session (closed session)[9] meeting on June 2, 2025, from outside counsel about whether to accelerate distribution of grant funds.

After considering the proposed legislative actions, its contractual commitments, and the legal advice it received, the Board voted to disburse grant amounts covered by existing contracts. IOLTA accelerated payment of the remaining approved allocations for 2025.

Exhibit 6: IOLTA Payments by Quarter



***** No grant payments were made during these quarters due to the statutory freeze on awarding grants effective July 1, 2025 (Session Law 2025-70).

Source: Actual Payments Made by IOLTA

[9] Closed session or executive session are board sessions that are only open to members of the Board and not to the public.

Limited Measurable Goals

When applying for IOLTA grant funds, IOLTA required applicants to include information about their goals and objectives. Specifically, the grant application required applicants to:

> Describe [their] program's specific goals or priorities to be pursued to advance [their] mission and specify how [they] propose to use IOLTA funds to accomplish those goals.

All grant applications required IOLTA applicants to estimate the number of clients or participants that the grantee intended to serve as a measurable performance metric.

However, the grant application did not require applicants to define outcome-based goals related to the use of IOLTA funding.

Outcome-based goals are essential for effective grant oversight because they translate funded activities into observable results. Rather than focusing solely on what a grantee plans to do, outcome-based goals clarify intended results and how success towards those goals will be evaluated. This allows grantors and oversight bodies to assess whether funded activities are achieving intended benefits for stakeholders, rather than merely confirming that grantees spent funds as planned.

Auditors selected a random sample of 16 grants awarded from January 1, 2023, through June 30, 2025,[10] and reviewed the associated grant applications to determine whether grantees included measurable goals. Of the 16 tested, four (25%) applications did not include outcome-based goals.

25% of applications did not include outcome-based goals.

After receiving grant funds, IOLTA required grantees to submit quarterly or semi-annual reports using a standardized template. (See Appendix E for the year-end reports for all grants paid in 2024.) These reports required grantees to:

> Provide a narrative report of [their] program's progress toward goals stated in the grant application for the full grant year.

While IOLTA staff received all required periodic reports from the grantees, the reports simply reported on goals set in the application. For the grantees that did not include outcome-based goals in the application, IOLTA's ability to determine whether funds were achieving intended results was limited.

Lack of Independent Verification Increased Risk

The quarterly or semi-annual reports also included summary level expenditure information by major categories (e.g., personnel and operating costs) along with a narrative describing program activities and outcomes supported by IOLTA grant funds. Upon receipt, IOLTA staff

[10] During this time, 154 grants were awarded.

reviewed these reports to determine whether expenditures and activities appeared consistent with approved budgets.

Grantees were also required to submit the most recent independent audit, financial review or Internal Revenue Service Form 990 within nine months of the close of their fiscal year. Organizations with an annual revenue exceeding $500,000 and receiving more than $100,000 in IOLTA funds are required to submit a full independent audit.

However, from January 1, 2023, through June 30, 2025, IOLTA's grant monitoring procedures did not require its staff to independently verify the accuracy of information reported by grantees.

Specifically, IOLTA staff did not:

- Verify grantee-reported program activities and outcomes, such as case counts or service delivery, through independent corroboration or supporting evidence to confirm achievement of reported results.
- Verify grantee-reported expenditures against supporting documentation, including invoices, payroll records and timesheets, receipts, and bank-level documentation (such as cancelled checks or bank statements), to confirm reported expenditures.
- Conduct site visits designed to test compliance with grant requirements; instead, site visits were primarily relational and informational in nature and did not include procedures to assess allowability, accuracy, or compliance.

As a result, IOLTA's grant monitoring relied on self-reported information. IOLTA accepted reports at face value without independently confirming program activities and intended outcomes, or the occurrence, allowability, and relevance of expenditures related to the purposes of its grants.

Prior Audit Findings Identified Similar Monitoring Weaknesses

In June 2013, OSA reported that the IOLTA Board did not adequately monitor grant recipients, citing the absence of independent verification of grantee-reported information. (See Appendix D for the OSA's 2013 report.)

In response to OSA's 2013 report, the State Bar stated that IOLTA staff and the Board were reviewing and revising IOLTA's grant monitoring protocols to include standardized procedures for validating and documenting the reported use of funds and performance outcomes.

However, IOLTA's monitoring procedures still did not require independent verification of grantee-reported information.

Because IOLTA did not independently verify reported outcomes and expenditures, IOLTA lacked reasonable assurance that grantees spent approximately $30.3 million in grant funds on allowable, approved, and intended purposes.

Examples of Grant Awards Not Subject to Independent Verification

During 2024, grants awarded by IOLTA included:

- $4.5 million to Legal Aid of North Carolina for programs including education, employment, health care, housing, public benefits, senior services, and organizational capacity building.
- $1 million to the North Carolina Justice Center to support its litigation team and strategic planning.
- $1 million to Pisgah Legal Services to support programs, including children's law, domestic violence prevention, expunctions, heath care, housing, and more.
- $555,000 to the Charlotte Center for Legal Advocacy for programs including health care, housing, immigrant justice, low-income taxpayer assistance, and veterans' services.

IOLTA staff did not independently verify that grantees used these awarded funds as intended.

Best Practices Emphasize the Importance of Grant Monitoring

Best practices identified by the Government Accountability Office[11] require management to design control activities to mitigate risks and to establish and operate monitoring activities to evaluate whether controls are present and functioning. These standards emphasize using quality information and documenting control design and operation.

Further, the Uniform Guidance,[12] applicable to federal grant funding, provides best practice in monitoring grants. This guidance outlines risk-based grantee monitoring expectations for grantors, including review of financial and performance reports and, as appropriate, onsite reviews and testing. While IOLTA is not a federal program, these provisions are a widely recognized benchmark for grant monitoring.

Recommendations

To strengthen post-award oversight and provide reasonable assurance that grantees use IOLTA grant funds for allowable, approved, and intended purposes, OSA recommends that IOLTA:

1. **Implement risk-based post-award verification procedures** that require IOLTA staff to test grantee-reported expenditures against supporting documentation, such as payroll records, invoices, receipts, and bank-level documentation, for a defined portion of IOLTA grant funds each grant cycle.

[11] United States Government Accountability Office, Standards for Internal Control in the Federal Government, September 2014.
[12] Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards, 2 CFR Part 200

2. **Establish procedures to independently validate reported program outcomes**, including requiring grantees to submit case listings or other supporting records with personally identifiable information removed, sufficient to corroborate reported metrics while protecting client confidentiality.
3. **Track and report post-award monitoring coverage and results**, including the percentage of IOLTA grant dollars subject to verification each cycle, and require grantees to develop corrective action plans with defined timeframes to address identified exceptions or noncompliance.

IOLTA staff should design these post-award monitoring enhancements and present them to the IOLTA Board of Trustees for review and approval within six months.

Objectives, Scope, and Methodology

Objective

The objectives of this performance audit were to determine whether grants awarded by the North Carolina Interest on Lawyers' Trust Accounts (IOLTA) were:

- Awarded in accordance with the North Carolina Administrative Code and State Bar policies and procedures.
- Monitored to ensure that recipients were using the funds as intended and to reach intended outcomes.

Scope

The audit scope included the IOLTA program and grant payments from January 1, 2023, through June 30, 2025, with background and trend analysis dating back to 2018 where relevant.

Methodology

To determine if the objectives were met, auditors:

- Interviewed Staff Bar and IOLTA staff.
- Reviewed award applications and documentation supporting determinations.
- Reviewed monitoring efforts performed by IOLTA staff.

IOLTA Grant Awarding

Auditors conducted a comprehensive review of application-stage documentation for all grantees to verify that each award was properly supported and that all recipients met established eligibility requirements. This work included evaluating whether IOLTA followed its grant policies and whether each applicant qualified under statutory and program criteria.

Specifically, auditors:

- Reviewed IOLTA Board of Trustees meeting minutes to confirm that every grant award was formally approved in accordance with required governance procedures.
- Examined IRS determination letters for each grantee to verify active 501(c)(3) status, ensuring that all grantees met the nonprofit eligibility requirements.
- Ensured that all Civil Legal Aid grant recipients served indigent populations (individuals whose income does not exceed 200 percent of the federal poverty level or who qualify based on receipt of public assistance benefits).
- Determined that all Civil Legal Aid grant recipients provided legal services without charge or offered fee waivers.
- Confirmed that Administration of Justice grants were initially approved by the Supreme Court of North Carolina.

- Assessed grantee mission and vision statements to determine alignment with IOLTA's stated purposes, including advancing access to justice, and to ensure that each grantee provides services benefiting North Carolina residents.

Through these procedures, auditors obtained assurance that IOLTA awards were appropriately authorized, supported by required documentation, and granted only to eligible nonprofit organizations whose work aligns with program objectives.

Because of the test nature and other inherent limitations of an audit, together with limitations of any system of internal and management controls, this audit would not necessarily disclose all performance weaknesses or lack of compliance.

This audit was designed to identify, for those programs, activities, or functions included within the scope of the audit, deficiencies in internal controls significant to our audit objectives. As a basis for evaluating internal control, auditors applied the internal control guidance contained in professional auditing standards. However, our audit does not provide a basis for rendering an opinion on internal control, and consequently we have not issued such an opinion.

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

Response From the North Carolina State Bar

NORTH CAROLINA STATE BAR

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April 17, 2026

Mr. David Boliek
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Re: Response from the North Carolina State Bar

Dear Mr. Boliek:

The North Carolina State Bar and IOLTA Program appreciated the opportunity to work with the Office of State Auditor over the past eight months[1]. During this time, the State Bar and IOLTA Program provided tens of thousands of pages of documents and State Bar staff participated in 10 interviews. We believe this transparent and open process provided the Office of State Auditor with a clear view of the important work performed by both the Bar and the IOLTA Program.

The chief concerns identified in the Audit Report are the lack of adequate: (1) measurable goals in certain grants; and (2) monitoring of how grant funds are utilized by grantees. Having said that, the audit report confirms that NC IOLTA's grantmaking complies with the rules, policies, and procedures governing the program's administration, including that all grantees met eligibility requirements, and does not identify any instance of a grantee misappropriating or misusing grant funds.

Turning to the first finding—the lack of measurable goals in grants. As noted in the audit report, the primary goal of most IOLTA grantees is to provide civil legal services to people who cannot afford to hire counsel. All Civil Legal Aid grant applications require applicants to estimate the number of clients they will serve with the support of grant funds and approved grantees are required to provide quarterly or semi-annual reports documenting their progress toward that core goal. In December 2025, after the close of the audit review period, the IOLTA Program incorporated and standardized additional outcome-based reporting metrics. For example, all Civil

[1] The initial objectives of the audit detailed on August 4, 2025, were whether: (1) Interest on Lawyers' Trust Accounts (IOLTA) program grants were awarded and monitored in accordance with NC Administrative Code and State Bar policies and procedures; (2) Disciplinary investigations were completed in accordance with state law, NC Administrative Code, and State Bar policies and procedures; and (3) Expenditures were reasonable, properly authorized, supported by adequate documentation, and aligned with State Bar statutory responsibilities. On December 2, 2025, the objectives of the audit were narrowed to focus on whether: (1) IOLTA program grants were awarded in accordance with NC Administrative Code and State Bar policies and procedures; (2) IOLTA program grants were monitored in accordance with NC Administrative Code and State Bar policies and procedures; and (3) IOLTA expenditures were reasonable, properly authorized, supported by adequate documentation, and aligned with IOLTA and State Bar statutory responsibilities. The third and final revised objective was subsequently removed from the scope of the audit, leaving only the IOLTA grantmaking and grant monitoring objectives.

Legal Aid grantees are now asked to provide more detailed information about measurable client outcomes. In addition to case data already collected, data now tracked includes the legal and financial outcomes obtained for all clients, for example, the number of domestic violence protective orders obtained, foreclosures prevented, and settlements obtained. The IOLTA Program will continue to incorporate and standardize measurable goals into the grant application and grant monitoring process.

Regarding the second finding—the lack of adequate monitoring practices. The IOLTA Program has been and remains committed to keeping overhead costs low, to maximize the amount of money available for grantees to provide civil legal services to those who can't afford them. But operational efficiency must be weighed against the need to ensure that IOLTA funds are used properly. As an initial matter, the IOLTA Program will continue to receive third-party audits for all grantees with annual revenue of more than $500,000 who receive more than $100,000 in IOLTA funds. Additionally, the IOLTA Program anticipates implementing additional monitoring for these grantees, including a post-award verification model requiring grantees receiving more than $100,000 to provide a separate audit report that tests internal controls and compliance with IOLTA grant restrictions. For context, this more stringent monitoring requirement would, in 2025, have covered more than 86% of total awards. For grantees whose funding falls below the threshold, the IOLTA Program anticipates implementing additional monitoring measures including compliance testing during regular site visits to verify the accuracy of grantee reports and confirm compliance with grant restrictions. These streamlined oversight measures ensure compliance while preserving the recipient's capacity to make an impact with a modest grant award. We believe these initiatives, taken as a whole, are responsive and adequate to meet the concerns identified in the audit report.

The Office of State Auditor and specifically the audit team assigned to this project have been excellent partners throughout this process. We appreciate their professionalism and look forward to implementing policies that address their concerns.

Sincerely,



Peter G. Bolac
Secretary/Executive Director
North Carolina State Bar



Appendices

Appendix A: IOLTA Grant Recipients and Award Payment Amounts (2023-2025)

Civil Legal Aid and Administration of Justice Grants							
	2023 Payments		2024 Payments		2025 Payments		
Grantee	Number of Grants	Amount	Number of Grants	Amount	Number of Grants	Amount	Grant Descriptions
Capital Area Immigration Rights Coalition	1	$ 50,000	1	$ 50,000	1	$ 55,000	Immigration Impact Lab
Bolch Judicial Institute at Duke Law	1	120,000	1	120,000	1	42,000	Trauma education and trauma-informed judicial practice research and courts
Carolina Migrant Network	-	-	1	50,000	1	55,000	Immigration legal representation
Charlotte Center for Legal Advocacy	4	640,900	3	555,200	5	765,000	General operating support, Pro Bono Support, Immigrant Justice, Home Defense Collaborative, technology needs, and increase fundraising capacity
Children's Law Center of Central North Carolina	1	45,000	2	114,000	2	85,000	General operating support and system support
Church World Service Greensboro	-	-	-	-	1	50,000	Immigration Legal Services
Council for Children's Rights	1	90,000	1	120,000	1	101,250	Custody Advocacy and Education Law
Court Watch of North Carolina, Inc.	1	18,000	1	25,000	-	-	General operating support
Disability Rights North Carolina	2	320,000	2	355,000	3	550,000	Special Education and Homelessness Prevention, and technology needs
Dispute Settlement Center	-	-	-	-	1	50,000	Expanding access to restorative justice processes
Emancipate NC	-	-	-	-	1	99,000	Carolina Parent Defenders
NC Equal Justice Alliance	1	105,000	1	76,700	1	124,952	System support and general operating support
Financial Protection Law Center	2	106,700	1	65,000	1	75,000	General operating support and Home Defense Collaborative
Incubator for Legal Practice and Innovation	-	-	1	15,000	1	15,000	General operating support
North Carolina Office of Indigent Defense Services	1	116,800	1	160,000	1	160,000	Support for a Recruitment and Training Coordinator and building the roster of qualified attorneys
Inner Banks Legal Services	1	75,000	1	100,000	1	110,000	Immigration support services and legal services for immigrant populations
International House of Metrolina, Inc.	1	35,000	1	50,000	1	55,000	Immigration Law Clinic

Note: Hyphens (-) above indicate no grants or payments made during that year.

Civil Legal Aid and Administration of Justice Grants							
	2023 Payments		2024 Payments		2025 Payments		
Grantee	Number of Grants	Amount	Number of Grants	Amount	Number of Grants	Amount	Grant Descriptions
JusticeMatters, Inc.	1	100,000	1	150,000	2	240,000	General operating support and support of an Operations Manager
Land Loss Prevention Project	2	111,700	1	90,000	1	100,000	General operating support and Home Defense Collaborative
Legal Aid of North Carolina, Inc.	4	2,534,764	4	4,490,000	6	5,925,000	General operating support, Pro Bono support, Home Defense Collaborative Project, Organizational capacity building, system support, Domestic Violence and Sexual Assult, LANCMobile, and technology needs
Mediation Network of North Carolina	1	55,000	1	42,500	1	39,000	General operating support and network member centers
National Health Law Program	-	-	-	-	1	50,000	General operating support
NC Bar Foundation	1	32,100			1	20,000	NC Free Legal Answers and Judicial Learning Center support
NC Center on Actual Innocence	1	50,000	1	50,000	1	50,000	General operating support
North Carolina Dispute Resolution Commission	-	-	1	100,000	1	100,000	District criminal court mediation
NC Equal Access to Justice Foundation	2	155,000	2	240,000	2	270,000	Pro Bono support and Wake County Legal Support Center and Suspended Driver's License Restoration
NC Legal Education Assistance Foundation	1	85,000	2	121,800	1	110,000	General operating support and system support
NC Mock Trial Program	-	-	-	-	1	35,000	Operating support
North Carolina Justice Center	2	847,500	2	1,010,000	2	1,070,000	Litigation team support, Home Defense Collaborative, and system support
North Carolina Prisoner Legal Services, Inc.	1	45,000	2	74,900	2	66,500	Safe and Humane Jails and system support
Office of the Juvenile Defender	-	-	-	-	1	33,800	Support building a roster of qualified attorneys
Pisgah Legal Services	4	293,400	5	1,050,000	6	1,160,000	General operating support, Pro Bono support, Community Economic Development, Home Defense Collaborative, Domestic and Sexual Violence Prevention, system support, and Justice for All Program
Religious Coalition for a Nonviolent Durham	-	-	1	50,000	1	55,000	Restorative Justice Durham project
Safe Alliance	-	-	1	80,000	1	100,000	VACP's Legal Representation
U.S. Committee for Refugees and Immigrants	-	-	-	-	1	55,000	Humanitarian Legal Services
UNC Criminal Justice Innovation Lab	-	-	-	-	1	30,000	Technical assistance to Eastern NC communities
World Relief Corporation of National Association of Evangelicals/Durham	1	30,000	1	50,000	1	55,000	Immigration Legal Services
Total	33	$ 6,061,864	43	$ 9,455,100	57	$ 11,956,502	

Note: Hyphens (-) above indicate no grants or payments made during that year.

Public Interest Internships Grants					
	2024 Grantee Payments		2025 Grantee Payments		
Grantee	Number of Grants	Amount	Number of Grants	Amount	Grant Descriptions
Campbell School of Law	1	$ 30,000	1	$ 49,995	Support students pursuing summer public interest internships in NC counties designated as a legal desert
Duke University School of Law	1	10,000	1	20,000	Support students pursuing summer public interest internships in NC counties designated as a legal desert
Elon University School of Law	1	11,000	1	36,000	Support students pursuing summer public interest internships in NC counties designated as a legal desert
North Carolina Central University School of Law	1	50,000	1	50,000	Support students pursuing summer public interest internships in NC counties designated as a legal desert
University of North Carolina School of Law	1	41,000	1	49,950	Support students pursuing summer public interest internships in NC counties designated as a legal desert
Wake Forest University School of Law	1	45,800	1	36,000	Support students pursuing summer public interest internships in NC counties designated as a legal desert
Total	6	$ 187,800	6	$ 241,945	

2025 Disaster Relief Grantee Payments			
Grantee	Number of Grants	Amount	Grant Descriptions
Disability Rights NC	1	$ 12,500	Support legal needs of victims of Hurricane Helene
Legal Aid of North Carolina	1	160,000	Support legal needs of victims of Hurricane Helene
NC Bar Foundation	1	38,000	Support legal needs of victims of Hurricane Helene
Pisgah Legal Services	1	700,000	Support legal needs of victims of Hurricane Helene
Total	4	$ 910,500	

Legal Needs Assessment Grantee Payments					
Grantee	**Number of Grants**	**2023**	**2024**	**2025**	**Grant Descriptions**
Inner Banks Legal Services	1	$ -	$ 87,500	$ 87,500	Support a Family Law Legal Fellow
Legal Aid of North Carolina	1	65,388	261,552	196,164	Design and develop a statewide referral system (with 7 partner organizations)
North Carolina Justice Center	1	-	148,122	444,363	Create two legal fellowship programs to support legal services for immigrant populations (with 2 partner organizations)
Pisgah Legal Services	2	34,438	137,752	103,314	Expand brief services in family law (with 1 partnership organization) and collaborate on communications and create new information resources (with 9 partner organizations)
Total	5	$ 99,826	$ 634,926	$ 831,341	

Note: Hyphens (-) above indicate no grants or payments made during that year.

Appendix B: IOLTA Administrative and Grant Expenditures Per General Ledger (2023-2024)

General Ledger Expenses		
Account	**2023**	**2024**
Office Equipment and Furniture	$ 1,385	$ 1,205
Depreciation	2,006	-
Service Charges	3,476	3,927
Publishing	502	-
Office Supplies	166	1,592
Copying	207	109
Postage & Shipping	938	917
Office Insurance	2,626	3,168
Marketing & Communications	46,510	40,176
Rent	8,400	8,400
Grantee Monitoring	-	1,289
Executive Director Travel	8,191	7,132
Excutive Director Education	2,950	-
Board Meetings & Travel	26,317	23,902
40th Anniversary Events	10,665	-
Staff Education & Travel	8,177	8,023
Dues & Subscriptions	4,618	5,170
Misc. Non-Personnel	238	1,838
Computer Software	26,874	32,404
Audit	13,500	14,200
Comparability/Consulting	945	7,438
Strategic Initiatives	8,929	3,708
Salaries - Combined	306,827	369,861
Pension Expenses	30,683	36,986
Benefits Combined	39,806	43,359
FICA Combined	22,480	27,301
Accrued Vacation Expense	166	2,152
Worker's Comp Insurance	196	152
Misc Personnel Expense	346	360
Grants - IOLTA Funded	10,993,688	12,920,752
Matching Grants - Met	40,000	40,000
Total	$ 11,611,810	$ 13,605,521

Note: Hyphens (-) above indicate no expenses during that year.

Appendix C: IOLTA Administrative Payments to Vendors 2023-2024

Administrative Payments to Vendor 2023		
Vendor	**Description**	**Amount**
NC State Bar	Payroll, benefits, and related pass-through expenses	$ 460,648
Forthright Advertising LLC	Marketing and Communications	33,900
Information Logistics	IMS System License	10,225
Archetype	2022 Annual Report / Social Media	9,986
Proximity Hotel	Board Retreat - Aug 24-25, 2023	8,794
Delta Consulting Boston	Consulting/Comparability Review	6,135
Dulles Technology Partners	WebGrants 2023	6,000
Legal Aid of NC	Meeting Expenses	5,614
Bernard Robinson & Company	2022 IOLTA Audit Report	4,400
NC Bar Association	2023 Annual Meeting Sponsorship	4,000
NAIP	2023-24 Membership Dues; NAIP Funding Collaborative	3,496
Leadership Triangle	Executive Director - Leadership Training	2,950
Joseph C. Woodard Printing Co.	2022 Annual Report - 1,500 copies	2,822
Lenovo Inc.	Laptop	1,385
MIE	2023 Subscription	1,300
NCEAJF	EJC Conference Registrations	1,275
NC Network of Grantmakers	Dues and Subscriptions	1,000
Catering Works	IOLTA Board Lunch	882
NCAIA	Fidelity bond	827
USPO	Post Office Box Rental	388
NC Lawyers Weekly	Dues and Subscriptions	279
Wake County Bar Association	Dues and Subscriptions	185
ABA	Dues and Subscriptions	150
NC Center for Nonprofits	Dues and Subscriptions	100
	Total Expenditures	$ 566,741

Administrative Payments to Vendor 2024		
Vendor	**Description**	**Amount**
NC State Bar	Payroll, benefits, and related pass-through expenses	$ 507,832
Forthright Advertising LLC	Marketing and Communications	18,975
Delta Consulting Boston	Computer Software / Consulting	18,598
Information Logistics	IOLTA Database	11,950
LOOP Creative	Website Development	10,800
Dulles Technology Partners	Computer Software	6,000
Bernard Robinson & Company	IOLTA Audit Report	4,700
NAIP	Website Development	3,737
Leadership Triangle	Executive Director Leadership Training	2,950
Archetype	2023 Annual Report	2,226
Withers, Sarah Beth	Reimbursement - airline travel	1,085
Catering by Design	Strategic Initiatives	1,078
NC Network of Grantmakers	Dues	990
EAJC	Conference Registration	950
NC Assoc of Ins Agents	Trustee Honesty Bond	827
Quill.com	Toner cartridges	563
USPO	PO Box rental	400
Intuit	Deposit slips & checks	276
ABA	Membership	150
NC Center for Nonprofits	Membership Renewal	110
	Total Expenditures	$ 594,196

STATE OF NORTH CAROLINA

NORTH CAROLINA STATE BAR

FINANCIAL RELATED AUDIT

JUNE 2013

OFFICE OF THE STATE AUDITOR

BETH A. WOOD, CPA

STATE AUDITOR

NORTH CAROLINA STATE BAR

FINANCIAL RELATED AUDIT

JUNE 2013

NORTH CAROLINA STATE BAR COUNCIL

MR. M. KEITH KAPP, PRESIDENT

NORTH CAROLINA STATE BAR INTEREST ON LAWYERS' TRUST ACCOUNTS BOARD OF TRUSTEES

MR. MICHAEL A. COLUMBO, CHAIR

ADMINISTRATIVE OFFICERS

MR. THOMAS LUNSFORD II, STATE BAR EXECUTIVE DIRECTOR

MS. EVELYN PURSLEY, IOLTA EXECUTIVE DIRECTOR

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AUDITOR'S TRANSMITTAL

June 27, 2013

The Honorable Pat McCrory, Governor
The General Assembly of North Carolina
North Carolina State Bar Council and North Carolina State Bar IOLTA Board of Trustees
Thomas Lunsford II, North Carolina State Bar Executive Director

This report presents the results of our financial related audit at the North Carolina State Bar. Our work was performed by authority of Article 5A of Chapter 147 of the *North Carolina General Statutes* and was conducted in accordance with the performance audit standards contained in *Government Auditing Standards*, issued by the Comptroller General of the United States.

The results of our audit disclosed deficiencies in internal control and/or instances of noncompliance or other matters that are considered reportable under *Government Auditing Standards*. These items are described in the *Audit Findings and Responses* section of this report.

North Carolina General Statutes require the State Auditor to make audit reports available to the public. Copies of audit reports issued by the Office of the State Auditor may be obtained through one of the ways listed in the back of this report.

Beth A. Wood, CPA
State Auditor

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As authorized by Article 5A of Chapter 147 of the *North Carolina General Statutes*, we have conducted a financial related audit at the North Carolina State Bar (State Bar). There were no special circumstances that caused us to conduct the audit, but rather it was performed as part of our effort to periodically examine and report on the financial practices of state agencies and institutions.

The State Bar is the state agency responsible for the regulation of lawyers who are licensed in North Carolina. The State Bar is governed by a 62-member council, but daily operations are carried out by a staff of over 80 employees. Their responsibilities include investigating and prosecuting lawyers who violate the State Bar's code of ethics for lawyers. In addition, the State Bar promotes the competency of lawyers and paralegals; adopts the code of ethics for lawyers; counsels lawyers on how to follow the rules; resolves fee disputes between lawyers and clients; prevents the practice of law by people who are not licensed; and compensates clients who were the victims of lawyer theft.

All active members of the State Bar are required to pay annual membership and other various fees as set by the Council. These fees provide the revenue to operate the State Bar. Any member who fails to pay the required fees shall be subject to a penalty in an amount determined by the Council.

Within the umbrella of the State Bar is the Interest on Lawyers' Trust Accounts (IOLTA) program. IOLTA is a non-profit program established by the State Bar and the North Carolina Supreme Court to generate income from lawyers' trust accounts to fund programs for the public's benefit. The IOLTA program's primary funding source is interest earned on general trust accounts established by lawyers or interest earned on trust or escrow accounts maintained by settlement agents; voluntary contributions from lawyers; and the interest earned on the program's investments. Members of the IOLTA Board of Trustees are appointed by the State Bar Council to administer and carry out the provisions of the program.

IOLTA funds are used to pay the administrative costs of the program and fund grants approved by the IOLTA Board of Trustees. In accordance with *North Carolina Administrative Code*, grants are awarded to organizations concerned with improving the administration of justice. For example, such grants have provided for the following:

a. Legal assistance to at-risk children, the elderly, the disabled, and the poor in need of basic necessities;

b. Services to help lawyers connect with those who need pro bono assistance;

c. Needed interpreter services;

d. Summer internships for law students;

e. Training to local officials on safe and humane jails;

f. Judicial education to North Carolina judges; and

g. Student loans to young lawyers in public practice.

The general objective of this financial related audit was to identify improvements needed in internal control over selected fiscal matters. Management is responsible for establishing and maintaining effective internal control. Internal control is a process designed to provide reasonable assurance that relevant objectives are achieved. Errors or fraud may nevertheless occur and not be detected because of the inherent limitations of internal control. Also, projections of any evaluation of internal control to future periods are subject to the risk that conditions may change or that compliance with policies and procedures may deteriorate. Our audit does not provide a basis for rendering an opinion on internal control, and consequently, we have not issued such an opinion.

Our audit scope covered the period January 1, 2012 through October 31, 2012 and included selected internal controls in the following organizational units:

Accounting - The accounting staff is responsible for all accounting functions of the State Bar. Duties of the accounting staff include depositing and recording membership fees.

Membership Records - Annually, each active member is assessed a $300 membership fee, a $25 client security fund assessment, and a $50 surcharge. The membership records staff is responsible for ensuring that active members pay the required fees. They also ensure a $30 penalty fee is assessed on any active member who fails to pay dues by the due date.

IOLTA Program Staff - The Executive Director and staff of the IOLTA program work with banks and lawyers across the state to collect net interest income generated from the pooled trust accounts that lawyers must maintain for client funds and uses this income to fund programs that improve the administration of justice. The income collected by IOLTA program is distributed in the form of grants as determined by the Board of Trustees. The Board and program staff is responsible for monitoring grantees to ensure that funds awarded are used in accordance with grant requirements.

During our audit, we considered internal control in the organizational units listed above related to the following accounts/control objectives:

Dues and Penalty Fees – During our audit period, the State Bar collected approximately $7.4 million in dues and penalty fees. We examined the State Bar's procedures to ensure:

a. Membership and late fees are set using a reasonable methodology and are in compliance with state law;

b. The appropriate amount of annual membership fee, surcharge, and client security fund assessment is charged to and collected from every active member;

c. Delinquent payments are identified and an appropriate late fee is assessed;

d. Waived or rebated assessments are appropriate and allowed by state law;

e. The surcharge is properly remitted to the State Board of Elections as required by state law;

f. Receipts are safeguarded prior to deposit; and

g. The duties of receipting, depositing, and reconciling receipts are properly segregated.

We evaluated the design of internal control over all these matters; however, we did not perform detailed audit procedures on waivers/rebates and the remittance of the surcharge to the State Board of Elections.

Interest from IOLTA Participants – During our audit period, the IOLTA program collected approximately $1.4 million in interest income from lawyers' trust accounts. We examined procedures to ensure every applicable lawyer and settlement agent established interest/dividend bearing accounts at approved banks and that those accounts are monitored to ensure all interest earned is submitted to IOLTA and deposited timely. In addition, we examined procedures to ensure approved banks provide the highest interest rates available. We evaluated the design of internal control over all these matters; however, we did not perform detailed audit procedures on these objectives.

IOLTA Grant Awards - During our audit period, the IOLTA Board of Trustees awarded $2.4 million to organizations that provide legal services. We examined procedures of the IOLTA program to ensure grants were awarded for the types of programs detailed in the State Bar section of the North Carolina Administrative Code and that the amount awarded was reasonable. We also examined IOLTA's procedures for monitoring grantees for compliance with grant requirements. We evaluated the design of internal control over all these matters; however, we only performed detailed audit procedures on the monitoring of grantees.

To accomplish our audit objectives, we gained an understanding of internal control over matters described in the *Audit Scope and Objectives* section of this report and evaluated the design of the internal control. For certain objectives, we then performed further audit procedures consisting of tests of control effectiveness and/or substantive procedures that provide evidence about our audit objectives. Specifically, we interviewed personnel, observed operations, reviewed policies, analyzed accounting records, and examined documentation supporting recorded transactions and balances, as considered necessary in the circumstances. Whenever sampling was used, we applied a nonstatistical approach but chose sample sizes comparable to those that would have been determined statistically. As a result, we were able to project our results to the population but not quantify the sampling risk.

As a basis for evaluating internal control, we applied the internal control guidance contained in professional auditing standards. As discussed in the standards, internal control consists of five interrelated components: (1) control environment, (2) risk assessment, (3) control activities, (4) information and communication, and (5) monitoring.

We conducted this audit in accordance with generally accepted government auditing standards applicable to performance audits. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

The results of our audit disclosed deficiencies in internal control and instances of noncompliance or other matters that are considered reportable under generally accepted government auditing standards. These items are described in the *Audit Findings and Responses* section of this report. Management's responses are presented after each audit finding. We did not audit the responses, and accordingly, we express no opinion on them.

1. CASH RECEIPTS NOT ADEQUATELY SAFEGUARDED

The North Carolina State Bar does not deposit checks received for the Interest on Lawyers Trust Accounts (IOLTA) program daily and does not store the undeposited checks in a secure place prior to deposit. As a result, there is an increased risk that the checks will be lost or misappropriated and interest income is not maximized. *North Carolina General Statute* 147-86.10 requires that procedures be in place to maximize interest earnings.

Currently, the checks received for the IOLTA program are deposited at least once per week. Prior to deposit, checks are kept in an unlocked desk drawer. While the office in which the desk resides is locked at night, the door remains unlocked during working hours.

Recommendation: The State Bar should strengthen internal control over IOLTA program receipts. Management should consider depositing checks daily or establishing a maximum amount of receipts that can be on hand without making a deposit. In addition, undeposited receipts should be stored in a secure location to protect against theft or loss.

State Bar Response: In response to your audit finding, all checks received are now kept in a locked drawer and stamped "For Deposit Only to IOLTA". The IOLTA board has reviewed and approved procedures designed to ensure that any income received by check is maximized. Additionally, IOLTA staff continues to work towards completely eliminating receipt of paper checks by having funds transmitted electronically.

2. MONITORING OF GRANTEE ACTIVITIES AND OUTCOMES NEEDS IMPROVEMENT

The Interest on Lawyers' Trust Accounts Board of Trustees (the Board), a standing committee of the North Carolina State Bar, has not adequately monitored grant recipients. The *North Carolina Administrative Code* requires that state-funded grants be monitored for compliance with grant requirements. Monitoring should include a comparison of actual program results and outcomes to pre-established performance goals. Inadequate monitoring increases the risk of waste and/or misuse of funds.

Review of Grantee Reports

The Board is responsible for approving grants to qualified applicants under the Interest on Lawyers' Trust Accounts (IOLTA) program. The primary procedure used to monitor the use of the funds is to review grantee reports, typically submitted quarterly. However, the Board does not perform procedures to validate the information in the reports, and these reports are not audited by independent auditors.

We reviewed performance and financial reports submitted by two grantees that were awarded 79% of the total funds awarded by the Board. We found that the reports adequately explained how the grant funds were spent, and assuming valid information

was provided, the reports indicated that the funds were spent in accordance with grant requirements. However, without some type of independent verification of the information in the reports, the Board does not have sufficient assurance that the grant funds were actually used for allowable purposes or achieved stated outcomes.

Review of Audit Reports

Also as part of its monitoring procedures, the Board obtains and reviews grantees' audit reports. We determined that the largest grantee's audit (accounting for 58% of total IOLTA grant awards) included testing to ensure IOLTA funds were spent in accordance with grant requirements. However, the Board was unable to provide evidence that the other grantees' financial and/or compliance audits included testing of the IOLTA funds for grant compliance.

Obtaining grantees' independent audit reports can be a component of monitoring, and such audits may reduce the risk of noncompliance with grant requirements. However, the audits are not an effective monitoring tool if the Board cannot determine that the audits include compliance testing of the IOLTA grant. Also, an independent audit does not determine that program results and outcomes are achieved; and therefore, the Board must execute its own procedures to ensure that this goal is met.

Recommendation: The Board should strengthen its monitoring of grants by including procedures to validate the reported use of funds and performance outcomes. Available options for improving monitoring include requiring grantees to submit documentation supporting reported information or performing site visits. We believe that on-site monitoring is generally the most effective form of monitoring. During a site visit, monitors have the opportunity to interview personnel and observe operations first-hand. Furthermore, monitors can inspect original documentation supporting the use of funds and performance outcomes, which is more reliable than reviewing copies. When site visits are used, the grantor should use standardized procedures for performing and documenting the reviews.

State Bar Response: The IOLTA staff and board are reviewing and revising grant monitoring protocols which will include standardized procedures for validating and documenting the reported use of funds and performance outcomes. These revised protocols will be implemented by the time of the next grant cycle.

3. DEFICIENCIES IN INTERNAL CONTROL OVER DATABASE ACCESS

The North Carolina State Bar does not have adequate access controls in place for the North Carolina State Bar Membership Database (database). This increases the risk that unauthorized individuals could gain access to database information and intentionally or unintentionally read, add, modify, or delete data.

The database includes information about members of the State Bar and allows the State Bar to track whether members have paid required dues and other types of fees. Our review of the access controls over this database identified the following deficiencies:

- The State Bar has not performed regular reviews of user access levels. A review is only performed if requested by the membership director or upper management. There was no documentation of a review being requested during our audit period, and management indicated that the last review was over two years ago. Without a regular review of user access, staff could have privileges that are not required by their current job function and such access could remain undetected for extended periods of time. We identified two employees with "write access" (the ability to change data) to the database that is not required by their job duties. However, we did not identify any instances in which these employees altered information within the database.

- The process for granting "write access" to the database is typically granted to new employees upon the membership director's or upper management's request and approval. However, access may also be granted based on the predecessor employee's access privileges. This is not a preferred practice as there could be situations when the predecessor and successor job duties are not identical. We identified one new employee whose "write access" was granted based on the predecessor's access.

The State of North Carolina's *Statewide Information Security Manual* requires access to be controlled and managed to ensure only authorized personnel have access and to prevent users from having access that is not required by their job function. The manual also requires that a semi-annual review of users' rights be performed and documented.

Recommendation: The State Bar should perform semi-annual user access reviews to ensure that all assigned access rights are required by the users to complete their job duties. Further, the State Bar should only grant access rights based on documented requests approved by the appropriate level of management.

State Bar Response: The North Carolina State Bar agrees with the State Auditor that control of electronic database access can and should be improved. To this end, we will comply with the recommendations set forth in the State of North Carolina's *Statewide Information Security Manual* and review our access and permissions at least semi-annually. All changes in access and permissions will be documented. Senior management will be personally involved in the semi-annual reviews and in all decisions involving permission to access and/or modify the database.

Appendix E: Year End Status Reports for Grants Paid in 2024

2024-11 - Immigration Impact Lab - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 4:28 PM
Initially Submitted By:	Kathryn Doan
Last Submit Date:	
Last Submitted By:	
Approved Date:	Feb 27, 2025 3:45 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Ms. (Salutation) Kathryn (First Name) M. (Middle Name) Doan (Last Name)
Title:	CEO
Email*:	kathy.doan@amicacenter.org
Address*:	Amica Center for Immigrant Rights 1025 Connecticut Ave. NW Suite 701 Washington (City) Washington, D.C. (State/Province) 20036 (Postal Code/Zip)

Phone*:	(202) 899-8615 Ext. Phone ###-###-####
Fax:	###-###-####
Comments:	

Organization Information

Status*:	Approved
Name*:	Capital Area Immigrants' Rights Coalition
Organization Tax ID:	52-2141497
Organization Website:	www.caircoalition.org
Address*:	1025 Connecticut Avenue, NW Suite 701 Washington Washington, D.C. 20036 City State/Province Postal Code/Zip
Phone*:	(202) 331-3320 Ext. ###-###-####
Fax:	###-###-####
Name of Executive Director*:	Kathy Doan

Select the organization's fiscal year.

Fiscal Year:	Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Feb 27, 2025 3:45 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant	NC IOLTA Grant	$50,000.00	$50,000.00	$0.00	$0.00	$50,000.00	$50,000.00
Private Foundations - Pending	VLF, Herb Block, Daum Foundation, MSBA	$0.00	$0.00	$128,500.00	$135,392.15	$128,500.00	$135,392.15
State Funds - Awarded	MLSC	$0.00	$0.00	$371,444.00	$762,076.36	$371,444.00	$762,076.36
Other	Fellowship Reimbursements	$0.00	$0.00	$54,075.00	$94,379.59	$54,075.00	$94,379.59
Pass Thru Funds	Case Consultation, Technical Assistance	$0.00	$0.00	$7,828.00	$0.00	$7,828.00	$0.00
		$50,000.00	**$50,000.00**	**$561,847.00**	**$991,848.10**	**$611,847.00**	**$1,041,848.10**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
All Personnel - Combined	$45,000.00	**$0.00**	$45,000.00	$45,000.00	$0.00	$0.00	$45,000.00	$0.00	$404,224.00	**$395,654.29**	$349,146.74	$744,801.03	($340,577.03)	94.30%	$395,654.29
Fringe Benefits	$5,000.00	**$0.00**	$5,000.00	$5,000.00	$0.00	$0.00	$5,000.00	$0.00	$56,507.00	**$59,132.47**	$52,187.97	$111,320.44	($54,813.44)	95.70%	$59,132.47
Non-Personnel Expenditures															
Rent \ Mortgage \ Overhead	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$30,546.00	**$19,323.44**	$25,074.21	$44,397.65	($13,851.65)	100.00%	$19,323.44
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$19,213.00	**$10,516.90**	$21,931.40	$32,448.30	($13,235.30)	100.00%	$10,516.90
Board \ Staff Development	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$14,171.00	**$9,465.64**	$8,367.76	$17,833.40	($3,662.40)	100.00%	$9,465.64
Litigation	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,545.00	**$3,093.03**	$3,788.66	$6,881.69	($5,336.69)	100.00%	$3,093.03
Travel	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$5,240.00	**$2,928.70**	$2,671.76	$5,600.46	($360.46)	100.00%	$2,928.70
Equipment	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$7,778.00	**$7,488.51**	$6,050.59	$13,539.10	($5,761.10)	100.00%	$7,488.51
Postage	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,128.00	**$349.39**	$289.10	$638.49	$489.51	100.00%	$349.39
Supplies	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,573.00	**$867.23**	$1,154.97	$2,022.20	($449.20)	100.00%	$867.23
Printing	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$106.00	**$377.28**	$363.22	$740.50	($634.50)	100.00%	$377.28

Telephone & Internet	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$4,494.00	**$3,976.50**	$4,770.52	$8,747.02	($4,253.02)	100.00%	$3,976.50
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$79.00	**$466.48**	$57.78	$524.26	($445.26)	100.00%	$466.48
Subscriptions	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$3,668.00	**$2,802.49**	$1,618.70	$4,421.19	($753.19)	100.00%	$2,802.49
Library\ Law Subscriptions	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2,070.00	**$2,162.05**	$6,009.34	$8,171.39	($6,101.39)	100.00%	$2,162.05
Insurance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$4,414.00	**$2,031.20**	$2,718.05	$4,749.25	($335.25)	100.00%	$2,031.20
Service Charges, Wire Fees, Maintenance Fees, Bank Fees	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,106.00	**$401.32**	$229.37	$630.69	$475.31	100.00%	$401.32
Depreciation	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$3,985.00	**$0.00**	$0.00	$0.00	$3,985.00	0.00%	$0.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$50,000.00**	**$0.00**	**$50,000.00**	**$50,000.00**	**$0.00**	**$0.00**	**$50,000.00**	**$0.00**	**$561,847.00**	**$521,036.92**	**$486,430.14**	**$1,007,467.06**	**($445,620.06)**	**179.31%**	**$521,036.92**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period : 54

Cases opened during the period: 34

Cases closed during the period: 15

Cases pending at the end of the period : 73

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Case Data - Full Grant Period

Cases pending at the beginning of the period: 45

Cases opened during the period: 65

Cases closed during the period: 37

Cases pending at the end of the period: 73

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.: 2

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):

Clients served during the grant period:

Total household members for all clients served during the grant period:

Of total clients served, how many received extended service?:

Of total clients served, how many clients received advice and brief service only?:

Of total clients served, how many are seniors?:

Of total clients served, how many are under the age of 18?:

Of total clients served, how many are veterans?:

Case Service Report by Case Type

Case type	Cases Closed
Consumer	0
Education	0
Employment	0
Family (including domestic violence)	0
Health	0
Housing	0
Immigration	37
Income Maintenance/Public Benefits	0
Individual Rights	0
Juvenile	0

Miscellaneous		0
	Subtotal	**37**
	Total	**37**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0

Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	0
Franklin	0
Gaston	0
Gates	0
Graham	0
Granville	0
Greene	1
Guilford	0
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	1
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	1
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0

Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	0
Wake	0
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0

Unknown	0
Total	**3**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

The Lab has continued to expand our immigration impact litigation efforts from the Fourth Circuit into the Third Circuit and Eleventh Circuit, the regions where we see ICE increasingly transfer most immigrants it detains, including those from North Carolina across the Mid-Atlantic and South. This expansion is particularly critical given that there are no long-term immigration detention centers in North Carolina, and ICE transfers virtually all NC residents it detains to the Stewart Detention Center in Georgia, which falls under the Eleventh Circuit's jurisdiction. Our work in these circuits allows us to improve legal precedent, provide greater protections for detained North Carolinians, and challenge systemic injustices in immigration enforcement and adjudication.

Large Litigation and Advocacy Matters

A. Challenging Bars to Asylum

Amica Center's Lab has been working with partner organizations to develop litigation challenging a new rule issued by the Biden administration barring asylum seekers from protection based on minor or vague criminal offenses. This rule unjustly denies asylum to individuals based on infractions that have little to no bearing on their need for protection, further eroding due process and violating U.S. and international asylum law. We are preparing to challenge this policy in court, ensuring that those fleeing persecution are not wrongfully denied their right to seek safety.

B. Expanding Access to Immigration Court Records

We continued to lead a national effort to ensure that immigrants—particularly those detained or representing themselves—can access their own immigration court records. Our advocacy efforts, which included a second demand letter to EOIR in May 2022, a policy brief in April 2023, testimony at a congressional hearing in July 2023, and ongoing engagement with lawmakers and the White House, led to EOIR launching an online records request system in July 2024. While this was a significant step forward, the system remains inaccessible to individuals in detention who lack internet access, leaving them unable to obtain critical case documents. We continued our advocacy to push for a more equitable solution, including direct access to records for detained and pro se individuals.

C. Fighting DHS's Expanding Use of Ankle Monitors and Electronic Surveillance

Stakeholders in North Carolina have long reported concerns about ICE's prolonged and often arbitrary use of GPS ankle monitors, particularly for vulnerable individuals who have no viable process to challenge their continued surveillance. In 2024, we made significant progress in challenging ICE's overuse of these electronic monitoring devices. Through litigation, we successfully secured the removal of ankle monitors for multiple clients. Most notably, on July 12, 2024, we partnered with 28 organizations nationwide to submit a petition for rulemaking, demanding increased

Immigration Judge oversight over ICE's electronic surveillance programs. Anticipating agency inaction, we are also preparing litigation to force changes to the existing regulatory framework. In parallel, we have published a policy brief on this issue to support broader advocacy efforts.

D. Regional Impact: Supporting North Carolina Immigrants Through the Fourth and Eleventh Circuits

Our impact litigation within the Fourth Circuit has played a pivotal role in strengthening legal protections for immigrants in North Carolina. By advancing precedent-setting cases, we have addressed due process violations, unlawful detention practices, and access to fair adjudication. These efforts benefit immigrants across the state, ensuring that individuals detained or fighting removal have stronger legal avenues to challenge unjust policies.

Additionally, this year we put the foundations in place to launch the Southeast Immigrant Habeas Project to expand access to counsel for immigrants who are detained in the Southeast, primarily in Georgia, which will benefit residents of North Carolina transferred to Stewart. This project aims to provide detained individuals with a critical legal lifeline by filing habeas petitions to challenge unlawful detention and improve access to judicial review. By increasing representation for North Carolinians transferred to Stewart, we are working to combat prolonged detention and ensure due process protections for those facing deportation.

This project strengthens our regional litigation strategy, allowing us to push back against systemic injustices in immigration detention across the Southeast. This project is particularly needed due to the significant loss of rarely available immigration legal services in the South that had been provided by the Southern Poverty Law Center, given that they decided to end their immigration work. This has been particularly damaging for North Carolina residents ICE detains in Georgia. Read more here: https://prismreports.org/2024/07/15/deep-south-immigration-attorney-crisis-splc-layoffs/

II. Strengthening Relationships and Stakeholder Engagement in North Carolina

Throughout the grant period, we have prioritized relationship-building and capacity development among North Carolina immigration practitioners. This year we launched a Immigration Litigation Roundtable, offering ongoing free trainings on immigration litigation topics, and continued to facilitate an email list connecting legal service providers in the Carolinas. These efforts have helped nurture a growing referral network, enabling private and nonprofit attorneys to connect with the Lab for support in complex cases. Additionally, we continue to maintain our Fourth Circuit immigration litigation online resource, providing practitioners with legal updates and case strategies to defend immigrants facing removal.

Our litigation, advocacy, and stakeholder engagement efforts are directly advancing protections for North Carolina immigrants, challenging harmful enforcement policies, and strengthening access to justice. As ICE continues to detain and transfer North Carolinians to remote detention centers, our work remains critical in ensuring that impacted individuals receive robust legal representation and due process.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

In 2024, we faced significant obstacles in preparing for the anticipated surge in immigration detentions and deportations under the incoming Trump Administration. U.S. Immigration and Customs Enforcement (ICE) has already imposed daily arrest quotas, and recently announced plans to open a new detention facility for 30,000 noncitizens in Guantanamo Bay. These developments, along with an expansion of expedited removal, have made it increasingly difficult for detained individuals to access legal representation before being deported. Additionally, the administration's moves to restrict attorney access to detention facilities and limit oversight mechanisms have further obstructed due process protections.

To respond to these escalating challenges, this reporting term we focused on shifting our strategies to ensure more direct and immediate legal interventions. This includes expanding our on-the-ground presence at detention centers, strengthening rapid-response legal support, and increasing habeas litigation to challenge unlawful detentions. We have also adapted our collaboration with our largest direct services program the Detained Adult Program to focus more heavily on building strong records at the immigration court level, rather than waiting to engage at the appeal stage. By proactively litigating cases with the potential to set positive precedent, we are positioning ourselves to push back against policies designed to strip immigrants of their rights. Despite these mounting challenges, we remain steadfast in our commitment to defending immigrant communities and ensuring access to legal representation in an increasingly hostile environment.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

During this reporting period, we continued our engagement with pro bono attorneys, law students, and volunteers to provide critical legal representation, habeas litigation support, and appellate advocacy to support immigrants facing detention and deportation. Through our Monthly Immigration Litigation Roundtable, we trained and supported pro bono and private attorneys in complex immigration cases, equipping them with the tools to take on removal defense and impact litigation matters. Additionally, we strengthened partnerships with law schools through clinical collaborations and internship opportunities, allowing students to assist with legal research, case preparation, and direct client support. These efforts have expanded our capacity to fight for due process and ensure access to legal counsel for those facing deportation.

Please note that with respect to the first question below we have provided the number for the pro bono volunteer attorneys working specifically on Lab cases. With respect to questions two and three below, our law firm partners independently keep track of the number of hours that their attorneys devote to pro bono cases with Amica Center. They also provide the valuation of those hours based on what they would charge to a paying client. Once a year we ask the firms to report both the number of pro bono hours devoted to Amica Center cases, along with a valuation for those hours for the purposes of including that information in Amica Center's audit. However, we have not yet begun that process for FY24 audit so we are unable at this time to respone to questions two and three.

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?: 18

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

During this reporting period, we deepened our collaborations with legal service providers, bar organizations, and community-based groups to respond to emerging threats to immigrant rights in North Carolina. One of our most significant new collaborations has been working alongside other legal service providers in NC to assess the implementation of HB10 and its impact on noncitizens across the state. Our efforts have focused on education and advocacy with key stakeholders—including sheriffs, court staff, and the public—to clarify what the law does and does not require, helping to combat misinformation and reduce harm to immigrant communities. Additionally, we are evaluating potential litigation strategies to challenge the law's implementation and mitigate its consequences for noncitizens.

As part of this initiative, Amica Center is leading a FOIA request to obtain records of ICE's communications with NC legislators and various sheriffs. This effort aims to uncover the extent of ICE's involvement in both the passage and enforcement of HB10, providing critical transparency and informing potential legal and advocacy responses. These collaborations strengthen our collective ability to push back against harmful policies and ensure that immigrant communities in North Carolina receive the protections and due process they deserve.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

The need for legal representation continues to far exceed available resources as immigration enforcement escalates and the immigration court backlog reaches a historic 3.6 million cases. With the rapid increase in immigration raids and detentions, we have been unable to serve many individuals facing expedited removal, prolonged detention, and complex immigration proceedings without legal counsel. Despite expanding our capacity through pro bono partnerships and strategic litigation, the overwhelming demand means countless immigrants remain unrepresented, facing life-altering decisions without access to due process.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

One of our most significant policy-impact cases this reporting period was Rodriguez Guerra v. Perry, 1:23-cv-1151 (E.D. Va. 2024), a class action lawsuit that resulted in a landmark settlement improving due process for detained immigrants in Virginia and influencing this issue nationwide. The settlement established a new procedure requiring ICE to promptly review the custody of noncitizens who have been granted fear-based protection from deportation, ensuring they are not indefinitely detained despite securing legal relief. As a direct result, more than 20 individuals were released from ICE custody, setting an important precedent for future cases and reinforcing the principle that immigrants who qualify for protection should not remain unnecessarily detained. This case represents a critical step in challenging unlawful detention practices and strengthening due process protections for noncitizens nationwide. More details on this case can be found here: https://amicacenter.org/press-releases/class-action-settlement-releases-immigrants-from-ice-custody/

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

Our client, a young man from Lee County, NC, fled Honduras after being persecuted and nearly killed by corrupt police. Seeking safety in the U.S., he applied for asylum, only to face a series of legal roadblocks. Despite presenting strong evidence of his persecution, he has been denied relief twice due to legally erroneous decisions by immigration judges. Now, in his second appeal before the Board of Immigration Appeals (BIA), Amica Center is fighting alongside a pro bono team from Baker Hostetler to challenge these unjust rulings and secure the protection he deserves. His case highlights the critical need for experienced legal representation to navigate a complex and often hostile immigration system. Through strategic litigation and dedicated advocacy, we are working to ensure that the law is correctly applied and that our client—and others like him—have a real chance at justice.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

n/a

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

Attachments

Additional information:

2024-33 - Trauma-Informed Courts - 2024 (Year 2) - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 28, 2025 4:16 PM
Initially Submitted By:	Patricia Murphy
Last Submit Date:	
Last Submitted By:	
Approved Date:	Feb 18, 2025 2:27 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation Amelia (First Name) Middle Name Thorn (Last Name)
Title:	
Email*:	amelia.thorn@law.duke.edu
Address*:	210 Science Dr.
	Durham (City) North Carolina (State/Province) 27708 (Postal Code/Zip)

Phone*: (919) 613-4863 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Duke University School of Law

Organization Tax ID: 56-0532129

Organization Website: https://law.duke.edu/

Address*: 210 Science Dr.

Durham North Carolina 27708-0362
City State/Province Postal Code/Zip

Phone*: (919) 613-7006 Ext.
###-###-####

Fax: ###-###-####

Name of Executive Director*: Kerry Abrams

Select the organization's fiscal year.

Fiscal Year: July 1 - June 30

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Feb 18, 2025 2:27 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
Private Foundations - Pending	SPSSI	$0.00	$0.00	$2,000.00	$2,000.00	$2,000.00	$2,000.00
Private Foundations - Pending	Hope Star Foundation - 2024	$0.00	$0.00	$37,000.00	$37,000.00	$37,000.00	$37,000.00
IOLTA Grant	Previously Awarded grant ID2023-21 (2023 grant is NOT 2024 income)	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00
IOLTA Grant		$120,000.00	$120,000.00	$0.00	$0.00	$120,000.00	$120,000.00
		$120,000.00	**$120,000.00**	**$39,000.00**	**$39,000.00**	**$159,000.00**	**$159,000.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
All Personnel - Combined	$35,366.00	**$17,508.90**	$17,698.62	$35,207.52	$158.48	$0.00	$35,207.52	$158.48	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$17,508.90
Fringe Benefits	$9,513.00	**$4,884.99**	$4,707.84	$9,592.83	($79.83)	$0.00	$9,592.83	($79.83)	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$4,884.99
Administrative Staff	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$15,750.00	**$0.00**	$0.00	$0.00	$15,750.00	0.00%	$0.00
Non-Personnel Expenditures															
Contract Services	$75,121.00	**$38,930.49**	$36,250.00	$75,180.49	($59.49)	$0.00	$75,180.49	($59.49)	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$38,930.49
Rent \ Mortgage \ Overhead	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$0.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$120,000.00**	**$61,324.38**	**$58,656.46**	**$119,980.84**	**$19.16**	**$0.00**	**$119,980.84**	**$19.16**	**$15,750.00**	**$0.00**	**$0.00**	**$0.00**	**$15,750.00**	**.00%**	**$61,324.38**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period :

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period :

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

As described in more detail in the project narrative section, our research on trauma-informed courts is poised to affect the 311 district court judges and 91 superior court judges that constitute the trial-court, people-focused work of the North Carolina judiciary, because of the specific insights it offers about the judicial practices in our state in particular. It is also likely to affect the court-involved youth (juveniles) and other court users who appear before judges in North Carolina. But the publications will, of course, reach many other judicial and government officers in other states and beyond—and stands to affect their populations of court users (including but not limited to youth) as well.

Case Data - Full Grant Period

Cases pending at the beginning of the period:

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period:

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	0

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	420

Clients served during the grant period:

Total household members for all clients served during the grant period:

Of total clients served, how many received extended service?:

Of total clients served, how many clients received advice and brief service only?:

Of total clients served, how many are seniors?:

Of total clients served, how many are under the age of 18?:

Of total clients served, how many are veterans?:

Case Service Report by Case Type

Case type		Cases Closed
Consumer		0
Education		0
Employment		0
Family (including domestic violence)		0
Health		0
Housing		0
Immigration		0
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**0**
	Total	**0**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0

Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	0
Franklin	0
Gaston	0
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0

Jackson	0
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	0
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0

Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	0
Wake	0
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**0**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

Our 2024 work focused primarily on publishing our research findings stemming from various studies, many of which IOLTA had previously sponsored. Below is a list of papers worked on during 2024 that we are now published, accepted for publication/forthcoming, and under review—along with summaries describing each piece. It is also worth noting that we have presented on aspects of this research in a wide range of forums at which we were asked to present in 2024, including before the Louisiana Judicial College, visiting delegations of judges and/or court personnel from Pennsylvania and Mississippi, at a conference sponsored by the National Counsel for Juvenile and Family Court Judges, at the annual Society for the Psychological Study of Social Issues conference, a State Department-sponsored talk for the Kingdom of Bahrain, and more. Furthermore, we regularly hear from scholars, judges, and practitioners outside of the state who have read our publications and would like to chat further about our work. For example, in recent months we have connected with a researcher in Australia who focuses on trauma-informed legal practice, a judge in Mississippi who is striving to become more trauma-informed in his courtroom, and a licensed psychologist from Georgia interested in learning more about our research findings.

McKinsey, E., Heinen, M., Zottola, S. A., Ellmaker, L. & Thorn, A. (2024). Applying a trauma-informed care framework to courtroom practice: An analysis of judges' perspectives. *Juvenile & Family Court Journal*, 75, 5–21. https://doi.org/10.1111/jfcj.12267

Applying a trauma-informed care framework to courtroom practice: An analysis of judges' perspectives stems from in-depth interviews with judges who participated in our pilot trauma education program back in 2021. A couple of months after the program, we followed up with them to ask about implementation of practices in their own courtrooms and how they felt about the course and trauma more generally. In the paper, we talk about the extent to which judges identified during our conversation various themes that are generally recognized as part of a trauma-informed approach. Some themes came up more than others (e.g., a lot on collaboration; less on cultural, historical, and gender issues); some themes came up not at all (i.e., peer support); and in some cases judges identified themes different from those included in a well-established trauma-informed care framework (i.e., rehabilitation and healing).

McKinsey, E., Thorn, A., Kim, M. K., Hanson, K., Lamb, R., Brockelman, N. A., Lawrence, S. K., & Ravi, S. (2024). Judges' attitudes and experiences related to a trauma-informed approach: An exploratory study. *Psychological Trauma: Theory, Research, Practice, and Policy*. Advance online publication. https://dx.doi.org/10.1037/tra000178

Judges' Attitudes and Experiences Related to a Trauma-Informed Approach: An Exploratory Study draws from a survey of 91 district court judges in NC on their self-reported attitudes about trauma and trauma-informed care. Interestingly, though maybe not surprisingly, juvenile judges had more favorable attitudes toward a trauma-informed approach and greater engagement with those practices (and favorable attitudes were correlated with more support for rehabilitation as a principle). Judges self-reported least engagement with trauma-informed policies and procedures. Note that one of our upcoming papers will discuss how that seems to be the kind of engagement that matters to people.

McKinsey, E., Lamb, R., Thorn, A., Davis, G. F., Allen, L. A., Herndon, A. E., Sidharth, R., Terry, J. E., & Bierly, T. (2025). Implementation of practices deemed trauma-informed in juvenile court. *Psychiatry, Psychology and Law*, 1–27. https://doi.org/10.1080/13218719.2024.2421172

Implementation of practices deemed trauma-informed in juvenile court presents findings from our observations of 201 juvenile court hearings overseen by 16 judges. While observing, we examined the presence of over 60 trauma-informed practices (TIPs) related to the environment, judges' policies/activities, and judge behavior. We found that while judges were relatively highly engaged in practices related to communication and transparency, they were generally unengaged in practices related to decision-making (including sentencing) and practices related to acknowledging contextual factors contributing to youths' court involvement. We also analyzed whether judges' engagement with TIPs depended on case-, judge-, and youth-related factors, finding that judges generally implemented TIPs equitably across examined factors. However, between-judge variability in some categories suggests youths' court experiences largely depend on the judge to whom they are assigned.

McKinsey, E., Thorn, A., Kim, M. K., & Gorey, C. (2025). Trauma-Informed?: Court Personnel's Perceptions of Youths' Court Experience and Judges' Influence. *Judicature*. Accepted for publication.

Trauma-Informed?: Court Personnel's Perceptions of Youths' Court Experience and Judges' Influence discusses findings from our qualitative analysis of survey responses of 54 court personnel (juvenile defenders and juvenile court counselors) about the experiences of court-involved youth (i.e., juveniles) and judicial influence on that experience to assess extent to which youths' experiences and judges' behaviors described by court personnel did (and did not) reflect a trauma-informed approach. Central to our findings was that court personnel most commonly referenced the negative impacts that court involvement can have on youth (e.g., decreased self-worth, increased anxiety, and exacerbated mental health issues); less frequently describing positive impacts of court (e.g., court involvement leading to connection to services) or neutral impacts (e.g., court not greatly affecting youth).

McKinsey, E., Thorn, A., Kim, M. K., Lamb, R., Milberg, A., Fung, E. Y., Hanson, K., Ameen, C., Lavi, H. (2025). Exploring Youths' and Court Personnel's Perceptions of Court and their Association with Judge Engagement with Trauma Informed Practices. *International Journal of Comparative and Applied Criminal Justice.* Under review.

Exploring Youths' and Court Personnel's Perceptions of Court and their Association with Judge Engagement with Trauma Informed Practices reports quantitative findings from surveys of court-involved youth, juvenile defenders, and juvenile court counselors about various outcomes related to youths' court involvement. Linkage of survey data to court observation data allowed for novel analyses examining the association between youth experience and judge engagement with trauma-informed practices (TIPs) in court. Findings suggest a positive influence of courtroom policy/activity-related TIPs on perceived procedural justice for youth but a more complicated, potentially negative, influence of judge engagement with TIPs related to youth interactions and exploring the "bigger picture" of a youth's court involvement.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

As we discussed with you last year, for various reasons, we had difficulty recruiting youth for our study on youth experience of juvenile court—and for this reason had to pivot to surveying defenders and court counselors about their *perceptions* of the youth experience. The small sample size of youth, as well as the need to pivot to a very different population, has made finding a home for this paper somewhat challenging. We have received varying feedback from journals about whether the youth data is too small to include and whether the court personnel population elucidates the kinds of information readers might hope for. In response, we have adapted the paper to be more clear about the need to change the population surveyed and the reason behind it. We also sought advice from other authors in the juvenile space (who have had similar difficulties surveying juveniles). The paper is currently under review.
Ultimately, the difficulty we experienced in recruiting youth stems from many of the less-than-trauma-informed aspects of the juvenile justice system (e.g., unpredictable court schedules)—aspects that our work is aimed to investigate and ultimately ameliorate. This certainly incentivizes us to keep trying!

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

While this question does not technically apply to us, we wanted to note that Amelia shared much of the research that IOLTA sponsored (discussed in the papers listed above) as part of Duke Law's Wintersession course, Trauma-Informed Lawyering, which Amelia was invited back to teach this year. Engaging law students in this work continues to be a rewarding part of the work, and students were incredibly engaged in learning more about this data, especially as it pertained to court observations and youth experience.

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

On the trauma-informed courts front, one of our most promising new projects is one that IOLTA has already committed to help fund in 2025: our judicial incubator program. In the incubator program, judges meet monthly over Zoom to select a new trauma-informed practice to try, and to report back on their experience with the prior month's practice. We just completed the pilot program, which received rave reviews from the participating judges—with several offering to return to help guide the next incubator batch. We are working on an article for publication describing the experience, and other states have expressed interest in bringing incubators to their judiciaries as well.
One of the practices judges tried during the pilot—observing other judges and being observed—was so well received that judges requested Bolch work to turn "observation and feedback" into a

regularly occurring practice within the courts. We are already working with NC AOC to make this a reality; soon, we hope, judges will be able to receive continuing judicial education credits for observing and being observed by other judges.
We were also recently invited back to lead a full day of trauma education as part of New Judges Orientation in NC.
More broadly, the Bolch Judicial Institute has recently engaged in several new projects, including building a civics education curriculum with a particular focus on the judicial branch that is currently being rolled out to professionals in work settings. The Institute also recently hosted a conference on how the bench and bar can better defend the judicial branch from unfair attacks.
Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

We continue to seek ways to better hear from court-involved youth (juveniles) about their experiences of juvenile court. While asking court personnel about their perceptions of youth experience was helpful, we believe that a new approach—likely outside the system—is needed in order to reach and survey youth. For this reason, we are considering ways to engage in participatory, community-led research. We have resources at Duke Law who have engaged in this kind of research who can offer guidance, and we have also consulted with other youth organizations who do this kind of engagement more regularly.
Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Given that much of this trauma-informed courts work started with the Chief Justice's Task Force on ACEs-Informed Courts, we continue to believe that our work in North Carolina is poised to yield policy outcomes. For example, instituting a new, regular way for judges to observe and be observed by others—as well as our ongoing work regularly providing new judges with a full day of trauma education as part of New Judges Orientation—are both initiatives that are finding permanent "homes" in the system, likely to have significant staying power.
Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

The immense amount of research focused on North Carolina over the past several years—culminating in the publications highlighted above—offers judges a thorough view of the state of trauma-informed practice in juvenile court and how those practices are received by court users, offering information that few states have access to. Very few studies focus on the broad array of trauma-informed practices we studied, how those present in court, and the extent to which children in the system are influenced by those practices. While our work focused on juvenile court, judges on the whole have a better picture now of what (according to our prior studies) the likely *most* trauma-informed set of judges among them, juvenile court judges, do in court, and whether or what influence those actions have. Taken together, we can tell NC judges that the most trauma-informed among them are highly engaged in trauma-informed communication practices, but have a long way to go when it comes to sentencing and getting at the root cause of issues. We can also tell them that practices related to court policies and procedures in particular seem to positively influence youth, giving them a starting place for the kinds of practices they might focus on. This is invaluable information that should and will influence future educational programs, including the upcoming New Judges Orientation program.
Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

N/A
Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

N/A

Attachments

Additional information:

2024-22 - Immigration Legal Representation - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 30, 2025 10:36 AM
Initially Submitted By:	M Arteaga
Last Submit Date:	Mar 7, 2025 10:11 AM
Last Submitted By:	M Arteaga
Approved Date:	Mar 7, 2025 11:31 AM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation: M; First Name: Stefania; Middle Name: Arteaga; Last Name
Title:	
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Address*:	p.O.Box 11839
	Charlotte (City); North Carolina (State/Province); 28220 (Postal Code/Zip)

Phone*: 980-309-6812 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Carolina Migrant Network

Organization Tax ID: Carolina Migrant Network

Organization Website: http://www.carolinamigrantnetwork.org/

Address*: p.O.Box 11839

Charlotte North Carolina 28220-
City State/Province Postal Code/Zip

Phone*: 980-309-6812 Ext.
###-###-####

Fax: ###-###-####

Name of Executive Director*: Stefania Arteaga

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Mar 7, 2025 11:31 AM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
Private Foundations - Awarded	Horner Family Foundation	$0.00	$0.00	$10,000.00	$10,000.00	$10,000.00	$10,000.00
Private Foundations - Awarded	Z Smith Reynolds	$0.00	$0.00	$70,000.00	$89,000.00	$70,000.00	$89,000.00
Private Foundations - Pending	Hispanic Federation	$0.00	$0.00	$100,000.00	$152,500.00	$100,000.00	$152,500.00
Federal Funds - Awarded	Bank of America Foundation	$0.00	$0.00	$25,000.00	$25,000.00	$25,000.00	$25,000.00
Private Foundations - Awarded	Four Freedoms Foundation	$0.00	$0.00	$50,000.00	$180,600.00	$50,000.00	$180,600.00
Special Events	Annual CLE	$0.00	$0.00	$25,000.00	$4,475.00	$25,000.00	$4,475.00
IOLTA Grant	NC IOLTA	$50,000.00	$50,000.00	$0.00	$0.00	$50,000.00	$50,000.00
Other	Individual contributions	$0.00	$0.00	$10,000.00	$11,752.64	$10,000.00	$11,752.64
Other	Major contributions >1,000	$0.00	$0.00	$8,000.00	$259,568.14	$8,000.00	$259,568.14
		$50,000.00	**$50,000.00**	**$298,000.00**	**$732,895.78**	**$348,000.00**	**$782,895.78**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Fringe Benefits	$3,652.80	**$3,796.76**	$2,071.75	$5,868.51	($2,215.71)	$0.00	$5,868.51	($2,215.71)	$5,000.00	**$3,993.51**	$2,279.83	$6,273.34	($1,273.34)	51.67%	$7,790.27
Payroll Taxes	$3,274.17	**$2,198.00**	$1,606.12	$3,804.12	($529.95)	$0.00	$3,804.12	($529.95)	$44,000.00	**$2,445.00**	$11,337.91	$13,782.91	$30,217.09	78.37%	$4,643.00
All Personnel - Combined	$42,151.03	**$20,235.03**	$18,957.02	$39,192.05	$2,958.98	$0.00	$39,192.05	$2,958.98	$270,600.00	**$25,048.00**	$118,486.78	$143,534.78	$127,065.22	78.55%	$45,283.03
Non-Personnel Expenditures															
Audit \ Accounting Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$8,000.00	**$3,000.00**	$0.00	$3,000.00	$5,000.00	100.00%	$3,000.00
Dues	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2,000.00	**$2,580.50**	$1,897.66	$4,478.16	($2,478.16)	100.00%	$2,580.50

Board \ Staff Development	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$10,000.00	**$9,000.50**	$275.50	$9,276.00	$724.00	100.00%	$9,000.50
Audit \ Accounting Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$8,000.00	**$5,937.50**	$0.00	$5,937.50	$2,062.50	100.00%	$5,937.50
Consultant	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$4,000.00	**$7,997.50**	$3,525.71	$11,523.21	($7,523.21)	100.00%	$7,997.50
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$10,000.00	**$6,067.50**	$10,000.00	$16,067.50	($6,067.50)	100.00%	$6,067.50
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$600.00	**$0.00**	$54.70	$54.70	$545.30	100.00%	$0.00
Business Taxes	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,000.00	**$0.00**	$25.00	$25.00	$975.00	100.00%	$0.00
Advertising \ Marketing	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2,000.00	**$1,230.50**	$2,062.41	$3,292.91	($1,292.91)	100.00%	$1,230.50
Service Charges, Wire Fees, Maintenance Fees, Bank Fees	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$160.00	**$0.00**	$30.00	$30.00	$130.00	100.00%	$0.00
Rent \ Mortgage \ Overhead	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$6,000.00	**$2,575.00**	$5,687.09	$8,262.09	($2,262.09)	100.00%	$2,575.00
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$6,000.00	**$0.00**	$0.00	$0.00	$6,000.00	0.00%	$0.00
Dues	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,000.00	**$1,600.00**	$1,897.66	$3,497.66	($2,497.66)	100.00%	$1,600.00
Postage	$0.00	**$600.00**	$0.00	$600.00	($600.00)	$0.00	$600.00	($600.00)	$8,000.00	**$2,738.00**	$1,373.37	$4,111.37	$3,888.63	87.26%	$3,338.00
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,000.00	**$0.00**	$0.00	$0.00	$1,000.00	0.00%	$0.00
Utilities	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$3,300.00	**$0.00**	$0.00	$0.00	$3,300.00	0.00%	$0.00
Telephone & Internet	$922.00	**$261.24**	$274.08	$535.32	$386.68	$0.00	$535.32	$386.68	$3,600.00	**$1,059.04**	$1,483.25	$2,542.29	$1,057.71	82.61%	$1,320.28
Insurance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2,500.00	**$287.50**	$1,198.91	$1,486.41	$1,013.59	100.00%	$287.50
Technology	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,000.00	**$2,616.50**	$272.36	$2,888.86	($1,888.86)	100.00%	$2,616.50
Travel	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$9,000.00	**$3,689.00**	$6,099.01	$9,788.01	($788.01)	100.00%	$3,689.00
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$8,000.00	**$0.00**	$690.00	$690.00	$7,310.00	100.00%	$0.00
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,500.00	**$0.00**	$1,754.75	$1,754.75	($254.75)	100.00%	$0.00
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$10,000.00	**$0.00**	$128.00	$128.00	$9,872.00	100.00%	$0.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$50,000.00**	**$27,091.03**	**$22,908.97**	**$50,000.00**	**$0.00**	**$0.00**	**$50,000.00**	**$0.00**	**$426,260.00**	**$81,865.55**	**$170,559.90**	**$252,425.45**	**$173,834.55**	**59.22%**	**$108,956.58**

Case Data - Final Period of Grant

Cases pending at the beginning of the period :	240
Cases opened during the period:	52
Cases closed during the period:	0
Cases pending at the end of the period :	292

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

- **Cases pending at the beginning of the period:** 240
- **Cases opened during the period:** 183 cases (52 opened for direct rep), here is that number broken down by types of cases:
  - 68 individuals served at our pro se asylum clinics
  - 29 individuals served at our pro se employment authorization document clinic
  - 34 individuals assisted on a pro se basis
  - 52 individuals getting direct legal representation
- **Cases closed during the period:** NA, none of the cases taken for full representation were closed. Cases taken for consultation only were not counted as “opened.”
- **Cases pending at the end of the period:** 292

Case Data - Full Grant Period

Cases pending at the beginning of the period:	210
Cases opened during the period:	89
Cases closed during the period:	7
Cases pending at the end of the period:	292
Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	0

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

- **Cases opened during the period -** 272 cases (89 opened for direct rep), here is that number broken down by types of cases:
  - 111 individuals served at our pro se asylum clinics
  - 29 individuals served at our pro se employment authorization document clinic
  - 43 individuals assisted on a pro se basis
  - 89 individuals getting direct legal representation
- **Cases closed during the period**
  - 183 pro se clinic/pro se rep opened and closed (not taken for full rep)

- 7 direct rep cases closed

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	134
Clients served during the grant period:	292
Total household members for all clients served during the grant period:	217
Of total clients served, how many received extended service?:	292
Of total clients served, how many clients received advice and brief service only?:	1
Of total clients served, how many are seniors?:	20
Of total clients served, how many are under the age of 18?:	61
Of total clients served, how many are veterans?:	0

Case Service Report by Case Type

Case type		Cases Closed
Consumer		0
Education		0
Employment		0
Family (including domestic violence)		0
Health		0
Housing		0
Immigration		7
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**7**
	Total	**7**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	1
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	2
Edgecombe	0
Forsyth	0
Franklin	0

Gaston	0
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	4
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0

Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	0
Wake	0
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**7**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees: 0

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced: 292

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

As noted above, with the numbers of cases opened and individuals served, we have exceeded our goal for the year. This is due in large part to the IOLTA funding, which enabled us to sustain our legal caseworker position that supports CMN's two attorneys. The legal case worker supported one attorney in direct legal representation and the other who runs our Pro Se Asylum program which greatly increased our capacity this year.

Additional information provided after request to elaborate:

Programs Offered

CMN remains the only nonprofit in NC that offers free legal services to individuals detained by DHS. This means that we not only represent individuals who are taken into custody at the US/Mexico border seeking asylum and who are summarily detained by DHS and sent to detention camps and centers in the Southeast, but we also represent individuals who are arrested by DHS/ICE in NC and sent to detention camps and centers.

In addition to the above, at the time of the submission of this grant report CMN is the only nonprofit in Mecklenburg County (and possibly the state) that is accepting defensive asylum cases. Of the two attorneys employed at CMN, only one takes direct representation (the other attorney manages pro se case work). As such, CMN has the only attorney in the state that is able to take on free asylum representation at this time. In fact, when CMN cannot take a case there is no other nonprofit we can refer individuals in NC to. This has created an extremely high demand for our services and has created an extensive burden on staff.

This is relevant to discussing programming offered by CMN, and the goals proposed for this grant. CMN offers pro se clinics so we can attempt to assist some of the many tens of thousands of asylum seekers in this state who are unrepresented. Of course we are not able to assist all of these individuals, even through our ambitious pro se clinic model. However, the fact we were able to serve a total of 292 individuals (89 take for direct representation, the rest on a pro se basis), is an incredible accomplishment considering the size of our organization.

We expanded programs, so that we not only offer pro se asylum clinics but pro se employment authorization document (EAD) clinics for attendees of our asylum clinics. By way of background, under current law (which is being threatened by the new Trump administration) 150 days after an individual has lodged their asylum application, they may apply for an EAD. This is a legal form that must be completed by an attorney or the applicant. It is not an easy form to submit, and any error could result in a denial. Obtaining an EAD is not only a way to legally work in the U.S., but provides the applicant with a Social Security number and State issued ID or Driver's License. Due to this, even children of applicants apply for EADs so that they can obtain Social Security numbers and obtain certain means tested benefits they may be entitled to. CMN is currently the only organization in NC that offers pro se EAD clinics.

Further Expansion of Programming:

CMN further expanded programming to assist members of NC's Haitian community. Haitians are one of the many groups to be directly targeted by the new Trump administration. The threats have been racist in nature and put the Haitian community in extreme danger. CMN was able to reach out to this community and during the grant period we took on 15 (including household members) cases for Haitian nationals.

During the grant period, especially after the election results, CMN's legal office has had many requests for Know Your Rights presentations both for impacted communities, but for health care, educational, and other service providers to prepare for expanded ICE enforcement.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

Although the need for our services will always exceed our capacity, and an increase in funding is necessary, we exceeded all grant goals.
Significant obstacles we encountered relate to our status as the only organization doing this work in the state. There is such a high demand for our services that one obstacle the legal team faces is simply responding to the volume of emails we receive daily from groups referring cases to us since no one else does this work. CMN estimates our two attorneys spend approximately eight hours each a week, minimum, responding to these emails and either adding them to our wait list, adding them to be screened for our pro se clinics (the eight hours does not include the additional labor of screening individuals for our clinics). Because we respond to each and every referral, even if we must say we cannot assist due to demand for services, this takes time away from case work.
There have been changes in funding that will impact our legal office moving forward, but that funding loss has not yet had its impact because those grant cycles will expire later this year.
Significant obstacles also include the current political climate during which individuals are quite literally being disappeared by DHS/ICE. CMN legal staff regularly conduct intake and consultations for people who have had ICE show up at their door and forcibly take family members from their homes with no notice and no information about where the individual is being taken. It is difficult to overstate the trauma cased to children and partners who watch their family members - typically fathers (and sometimes mothers) who are arrested with no warning and dragged crying from their family members who do not know when, if ever, they will see their family members again. While the focus is and should be on those impacted, it is worth noting that CMN's staff has conversations with individuals who have experienced this on a regular basis, and it takes time and resources to be able to provide thoughtful and competent legal services to individuals who have the full force of the US government bent on terrorizing their communities.
We are committed to responding to calls relating to the disappearance or arrest of a family member within 48 business hours. Significant obstacles also include the uncertainty even with more routine cases. Many asylum seekers (with no criminal history and no adverse factors) are required to check in annually with ICE. Since January 21, many of these individuals are being randomly arrested and taken to DHS/ICE prison camps and jails. Since January 21 many individuals with pending asylum cases have been arrested in or around Immigration Courts. Although January 21, 2025, is outside of this grant cycle, since the election results in November 2024, there has been a great sense of terror and panic among all of our clients, and those seeking our services. And now, we must build in time to speak to every single client who either checks in with ICE or goes to court (these are most of our clients). An obstacle has been advocating for and responding to individuals who have valid concerns about being arrested and disappeared by ICE, leaving partners and minor children with no idea where they have been taken, and whether or not they will be permitted to pursue their asylum claim or summarily removed to their country of origin - one they fled for fear of their lives.
The two full time lawyers at CMN have a combined 27 years of experience practicing law - including in the fields of criminal defense (public defender) and nonprofit immigration work. As such, CMN's legal staff is equipped to handle crises, but even in the context of seasoned public defenders and immigration lawyers, these times are unprecedented and it is worth noting that the strain on service providers in areas where there are quite seriously no other attorneys doing this work for no charge is a challenge.
The problems mentioned above have been addressed by working more hours than is advisable, including nights and weekends, so that we can do our job and address client concerns during a time where they are being targeted by the government. We have also addressed these obstacles by trying to plan ahead and pivot from asylum clinics to a bond network where we hope to build our pro bono resources for individuals detained by the government. One full-time attorney at CMN has submitted a request for access (along with another group of lawyers) to the US military base in Guantanamo Bay, Cuba, where migrants are being held with zero access to legal counsel. Both attorneys at CMN have signed up for additional training and CLEs that focus on the ever changing immigration legal landscape.
We also addressed these obstacles in the grant period by designing and hosting a CLE focused on representing individuals detained by DHS at a beginner/intermediate level so that more attorneys have the basic tools necessary to address this historical crisis.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

CMN was able to engage with pro bono attorneys for our asylum clinics. The total number of attorneys who volunteered with our program between July 1, 2024 and December 31 2024 were 16. Our attorney who coordinates the clinic developed a strong relationship with Duke University's Immigration Law Clinic, including several law students who assisted in preparing forms for the asylum clinics.

CMN did not request pro bono attorneys track their hours. All services provided by CMN, including by attorneys employed by CMN, are free of charge.

1. How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project? **16**
2. How many pro bono hours were recorded by attorney volunteers in your program? **Volunteer attorneys were not asked to track their hours.**
3. What is the value of donated pro bono attorney volunteer services? **Volunteer attorneys were not asked to track their hours.**

Despite only having one full time attorney dedicated to our pro se asylum clinics, she was able to engage with and train pro bono attorney volunteers. This attorney was also tasked with screening each and every pro se asylum applicant, completion of biographic portions of asylum applications for the clinics, coordinating clinic logistics such as locations, materials, all forms and releases, food, and childcare for applicants. Further, CMN provides contact information so all pro se applicants with robust follow up services, including one on one meetings with an attorney to address concerns or questions.

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:	16
How many pro bono hours were recorded by attorney volunteers in your program?:	0
What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:	Volunteer attorneys were not asked to track.

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

CMN continues to collaborate with Matt Boles, of Duke University Law Clinic (Attorney Boles was previously with the SPLC SIFI project before it was dissolved). Attorney Boles collaborated with CMN to present a Continuing Legal Education Course (approved for 5 CLE hours in NC, SC, OH) in person in Charlotte, NC, on the topic of representing individuals in US DHS custody. We further collaborated with Duke's immigration law clinic to provide student volunteers to assist with our pro se asylum and work permit clinics. We continue to collaborate with Legal Aid of NC (LANC), specifically their Immigration Pathways for Victims (IMMPAV) program. LANC is a consistent referral source for CMN, and LANC and CMN regularly discuss strategies to serve immigrant communities in NC. LANC staff attended a strategy meeting organized by CMN, and LANC and CMN staff collaborated on Know Your Rights (KYR) programs for immigrant and refugee communities.

CMN continues to collaborate with Just Futures Law, SEAC (Southeast Asian Coalition), Charlotte Center for Legal Advocacy, Church World Services, and many other community groups - some of which also offer legal services.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

Due to capacity issues, we were not able to take every case referred. We referred out some cases (specifically for Special Juvenile Status [SIJS] applicants) to other organizations. For some cases we could not take for direct representation, we added them to our pro se clinics or wait lists. Some potential clients were turned away form our Asylum clinics because they were not eligible for asylum or for other relief.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

N/A

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

“J” is a 21 year old transwoman from Honduras. She escaped extreme violence and entered the U.S. in 2023. She relocated to Asheboro, NC, where she was able to connect with other Spanish-speaking queer and trans* immigrants. She was unable to afford to pay for a private attorney. She was referred to CMN in 2024. CMN took her asylum case pro bono. We assisted J in obtaining an employment authorization document. J has her first hearing in February 2025.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

N/A

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

N/A

Attachments

Additional information: IOLTA Income Breakdown.xlsx

2024-02 - Charlotte Center for Legal Advocacy General Operating Support - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	004
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Feb 6, 2025 7:36 PM
Initially Submitted By:	Doug Gilman
Last Submit Date:	Feb 10, 2025 12:06 PM
Last Submitted By:	Doug Gilman
Approved Date:	Mar 3, 2025 4:05 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation: Doug (First Name) Middle Name: Gilman (Last Name)
Title:	Grants Manager
Email*:	doug.gilman@charlottelegaladvocacy.org
Address*:	PO Box 25558
	Charlotte (City) North Carolina (State/Province) 28229-5558 (Postal Code/Zip)

Phone*: 980-213-0621 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Charlotte Center for Legal Advocacy

Organization Tax ID: 56-1202940

Organization Website: https://charlottelegaladvocacy.org/

Address*: 5535 Albemarle Rd

Charlotte North Carolina 28212-
City State/Province Postal Code/Zip

Phone*: (704) 376-1600 Ext.
###-###-####

Fax: ###-###-####

Name of Executive Director*: Kara Moskowitz

Select the organization's fiscal year.

Fiscal Year: July 1 - June 30

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Mar 3, 2025 4:05 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant		$185,200.00	$185,200.00	$0.00	$0.00	$185,200.00	$185,200.00
Client Fees / Services Provided		$0.00	$0.00	$70,000.00	$35,047.52	$70,000.00	$35,047.52
Other	Contracted Services/Other Revenue	$0.00	$0.00	$650,604.16	$495,467.90	$650,604.16	$495,467.90
Federal Funds - Awarded		$0.00	$0.00	$1,345,080.00	$2,000,473.03	$1,345,080.00	$2,000,473.03
State Funds - Awarded		$0.00	$0.00	$610,331.00	$599,214.41	$610,331.00	$599,214.41
Local Government		$0.00	$0.00	$480,033.96	$523,244.08	$480,033.96	$523,244.08
Private Foundations - Awarded		$0.00	$0.00	$1,145,692.24	$1,898,118.24	$1,145,692.24	$1,898,118.24
Public Donations		$0.00	$0.00	$750,000.00	$453,840.42	$750,000.00	$453,840.42
Private Foundations - Pending		$0.00	$0.00	$1,945,611.85	$0.00	$1,945,611.85	$0.00
		$185,200.00	**$185,200.00**	**$6,997,353.21**	**$6,005,405.60**	**$7,182,553.21**	**$6,190,605.60**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
All Personnel - Combined	$110,176.67	**$13,452.36**	$93,817.14	$107,269.50	$2,907.17	$0.00	$107,269.50	$2,907.17	$4,652,245.45	**$1,173,995.86**	$2,850,364.41	$4,024,360.27	$627,885.18	97.40%	$1,187,448.22
Fringe Benefits	$29,747.70	**$8,669.91**	$21,077.79	$29,747.70	$0.00	$0.00	$29,747.70	$0.00	$1,256,106.18	**$133,246.72**	$579,496.39	$712,743.11	$543,363.07	95.99%	$141,916.63
Non-Personnel Expenditures															
Advertising \ Marketing	$1,757.10	**$1,343.70**	$413.40	$1,757.10	$0.00	$0.00	$1,757.10	$0.00	$264,405.59	**$121,189.17**	$121,580.09	$242,769.26	$21,636.33	99.28%	$122,532.87

Service Charges, Wire Fees, Maintenance Fees, Bank Fees	$600.00	**$546.53**	$53.47	$600.00	$0.00	$0.00	$600.00	$0.00	$9,400.00	**$3,619.71**	$5,854.50	$9,474.21	($74.21)	94.04%	$4,166.24
Other (Please provide description)	$2,535.84	**$70.64**	$2,465.20	$2,535.84	$0.00	$0.00	$2,535.84	$0.00	$42,408.94	**$45,135.97**	$84,928.46	$130,064.43	($87,655.49)	98.09%	$45,206.61
Depreciation	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$66,000.00	**$1,052.36**	$18,124.18	$19,176.54	$46,823.46	100.00%	$1,052.36
Dues	$1,818.62	**$0.00**	$4,335.37	$4,335.37	($2,516.75)	$0.00	$4,335.37	($2,516.75)	$30,961.81	**$0.00**	$21,199.13	$21,199.13	$9,762.68	83.02%	$0.00
Equipment	$1,495.73	**$1,040.94**	$454.79	$1,495.73	$0.00	$0.00	$1,495.73	$0.00	$24,885.99	**$1,144.57**	$11,521.81	$12,666.38	$12,219.61	89.44%	$2,185.51
Insurance	$1,762.48	**$0.00**	$1,852.37	$1,852.37	($89.89)	$0.00	$1,852.37	($89.89)	$28,155.59	**$10,355.29**	$47,733.28	$58,088.57	($29,932.98)	96.91%	$10,355.29
Other (Please provide description)	$12,736.41	**$5,838.07**	$6,898.34	$12,736.41	$0.00	$0.00	$12,736.41	$0.00	$196,935.24	**$20,507.00**	$217,041.90	$237,548.90	($40,613.66)	94.91%	$26,345.07
Building Maintenance	$6,171.85	**$5,015.27**	$1,156.58	$6,171.85	$0.00	$0.00	$6,171.85	$0.00	$98,595.24	**$1,870.07**	$35,544.55	$37,414.62	$61,180.62	85.84%	$6,885.34
Other (Please provide description)	$2,414.54	**$2,414.54**	$0.00	$2,414.54	$0.00	$0.00	$2,414.54	$0.00	$42,986.19	**$12,435.59**	$6,183.73	$18,619.32	$24,366.87	88.52%	$14,850.13
Postage	$882.49	**$180.65**	$701.84	$882.49	$0.00	$0.00	$882.49	$0.00	$14,079.27	**$9,399.12**	$20,273.23	$29,672.35	($15,593.08)	97.11%	$9,579.77
Printing	$939.99	**$923.59**	$16.40	$939.99	$0.00	$0.00	$939.99	$0.00	$19,816.31	**$14,395.52**	$33,850.36	$48,245.88	($28,429.57)	98.09%	$15,319.11
Supplies	$1,803.98	**$1,454.24**	$349.74	$1,803.98	$0.00	$0.00	$1,803.98	$0.00	$37,746.37	**$0.00**	$25,662.57	$25,662.57	$12,083.80	93.43%	$1,454.24
Telephone & Internet	$1,729.03	**$0.00**	$1,876.37	$1,876.37	($147.34)	$0.00	$1,876.37	($147.34)	$28,314.61	**$4,515.72**	$54,203.68	$58,719.40	($30,404.79)	96.90%	$4,515.72
Training	$4,464.95	**$3,620.37**	$844.58	$4,464.95	$0.00	$0.00	$4,464.95	$0.00	$74,427.49	**$0.00**	$30,762.47	$30,762.47	$43,665.02	87.33%	$3,620.37
Travel	$1,777.17	**$915.98**	$861.19	$1,777.17	$0.00	$0.00	$1,777.17	$0.00	$61,208.30	**$0.00**	$18,004.66	$18,004.66	$43,203.64	91.02%	$915.98
Utilities	$1,945.00	**$870.27**	$1,074.73	$1,945.00	$0.00	$0.00	$1,945.00	$0.00	$31,052.90	**$11,523.31**	$30,046.01	$41,569.32	($10,516.42)	95.53%	$12,393.58
Library\ Law Subscriptions	$440.45	**$0.00**	$593.64	$593.64	($153.19)	$0.00	$593.64	($153.19)	$17,621.74	**$9,509.56**	$15,595.98	$25,105.54	($7,483.80)	97.69%	$9,509.56
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$185,200.00**	**$46,357.06**	**$138,842.94**	**$185,200.00**	**$0.00**	**$0.00**	**$185,200.00**	**$0.00**	**$6,997,353.21**	**$1,573,895.54**	**$4,227,971.39**	**$5,801,866.93**	**$1,195,486.28**	**82.92%**	**$1,620,252.60**

Case Data - Final Period of Grant

Cases pending at the beginning of the period :	691
Cases opened during the period:	204
Cases closed during the period:	161
Cases pending at the end of the period :	734

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Case Data - Full Grant Period

Cases pending at the beginning of the period:	812
Cases opened during the period:	1097
Cases closed during the period:	1184
Cases pending at the end of the period:	734
Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	41

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

N/A

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	
Clients served during the grant period:	1184
Total household members for all clients served during the grant period:	2489
Of total clients served, how many received extended service?:	411

Of total clients served, how many clients received advice and brief service only?:	843
Of total clients served, how many are seniors?:	244
Of total clients served, how many are under the age of 18?:	40
Of total clients served, how many are veterans?:	138

Case Service Report by Case Type

Case type		Cases Closed
Consumer		23
Education		1
Employment		1
Family (including domestic violence)		7
Health		614
Housing		70
Immigration		2
Income Maintenance/Public Benefits		362
Individual Rights		22
Juvenile		0
Miscellaneous		82
	Subtotal	**1184**
	Total	**1184**

Case Service Report by County

County	Cases Closed
Alamance	5
Alexander	0
Alleghany	0
Anson	2
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0

Buncombe	3
Burke	1
Cabarrus	22
Caldwell	1
Camden	0
Carteret	2
Caswell	0
Catawba	1
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	1
Columbus	1
Craven	1
Cumberland	3
Currituck	1
Dare	0
Davidson	1
Davie	2
Duplin	0
Durham	4
Edgecombe	0
Forsyth	5
Franklin	0
Gaston	13
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	2
Halifax	0
Harnett	0
Haywood	0
Henderson	1
Hertford	0

Hoke	0
Hyde	0
Iredell	7
Jackson	0
Johnston	1
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	1053
Mitchell	0
Montgomery	0
Moore	1
Nash	0
New Hanover	1
Northampton	0
Onslow	2
Orange	1
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	1
Pitt	1
Polk	2
Randolph	1
Richmond	1
Robeson	3
Rockingham	0
Rowan	3
Rutherford	1
Sampson	1

Scotland	0
Stanly	2
Stokes	0
Surry	1
Swain	0
Transylvania	0
Tyrrell	0
Union	17
Vance	1
Wake	8
Warren	0
Washington	1
Watauga	0
Wayne	1
Wilkes	1
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**1184**

Client Fees

Total amount of client fees collected: $15,867.25

Number of clients who paid fees: 4

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

The fees reported in 2024 were $15,867.25 and are from attorney awards associated with 4 Social Security cases. We do not track the total amount of client fees that are waived or reduced, and we do not track the number of clients whose fees were waived or reduced.

Fees for the Immigrant Justice Program are reported in the report for the NC IOLTA grant supporting that program.

Our current fee policy was adopted by our Board of Trustees in August 2021 and is attached for reference. It should be noted that we are no longer accepting Veterans Benefits cases and

therefore do not expect to have any additional fees generated from that work.

Updated client fee policy (if applicable): Client-Fee-Policy.August-31-2021_96991.pdf

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

Overall, it was a productive year for the Advocacy Center despite leadership changes and staff turnover we faced as described in this report. Our overall number of opened and closed cases was essentially the same as in 2023 (less than a 3% change). We continued to leverage the impact of our work through statewide advocacy in partnership with other civil legal organizations in North Carolina.

In 2024, the Advocacy Center continued its emphasis on reaching out into the community. This is important for our clients experiencing low-income, since virtual services and events can overcome access barriers due to geography, transportation, and health. We also were involved in the United Neighborhoods program in the Charlotte region with grants in 2 neighborhoods. The core of this program is linking nonprofits to “community quarterbacks” from the neighborhoods we serve. This structure helped us reach new people in these neighborhoods and increased our understanding of the barriers faced in accessing services. Our community outreach and education events as well as clinics spanned all of our programs and cumulatively reached thousands of North Carolinians over the year.

Health continued to be our most active service area which represented almost half of our cases in 2023. Income Maintenance and Public Benefits again comprised 30% of our 2024 cases. Among the programs discussed in this report these were also the most stable programs in terms of staffing.

With recent subregulatory changes to SSDI and SSI, we are working with our local SSA office to ensure proper implementation and education for SSA staff. Social Security recipients are unaware of these changes and Social Security staff appear to be as well, so our advocates are spending more time with these cases to educate clients and SSA staff but also to ensure compliance. We have been inundated with calls from individuals facing challenges in the disability process, whether it be at initial application or appealing a Continuing Disability Review, specfically around customer service and administrative errors at the Charlotte SSA Field Office. While we know these cases are important and we assist these callers with their needs, we are working with our statewide partners to open our lines of communication with SSA leadership in North Carolina to address these issues. From these meetings, we hope to improve SSA staff training and reduce the amount of time being spent correcting errors, so that SSA staff can be more efficient and our staff can spend more time on extended representation cases to obtain benefits for individuals in need but unable to navigate the process on their own.

In the summer of 2024, the North Carolina Department of Health and Human Services rolled out a new summer EBT lunch program called Sun Bucks to help address child hunger during the summer months. Family Support and Health Care staff provided community presentations on eligibility and awareness for this program to ensure that families with qualifying children received the benefit. Julieanne Taylor presented to the Lakeview Neighborhood Association (presentation attached) and Paola Rodriguez presented in Spanish at the annual conference for Latino families with children experiencing special needs hosted by Grupo Poder y Esperanza, a part of the Mental Health Transformation Alliance. Through our back-to-school outreach, Family Support & Health Care staff educated hundreds of families on the new North Carolina summer lunch EBT program, SUN Bucks, and assisted over 80 families to enroll in this program.

Family Support and Health Care Program staff, Natalie Marles & Julieanne Taylor, worked with the North Carolina Justice Center (NCJC) to create updated materials on nutrition services for immigrant families in North Carolina. This resource was created in response to the multitude of inquiries we receive in this area from clients and community partners alike. These documents, in both Spanish and English, and can be found on the Advocacy Center and NCJC websites.

Additionally, during this reporting period, FSHC staff prepared for the rollout of Tailored Plans to the most vulnerable Medicaid beneficiaries, which took place on July 1st. As part of the North Carolina Medicaid Ombudsman, our staff received record numbers of calls from families and beneficiaries about Tailored Plans due to confusion and misinformation from other resources leading up to the rollout. Family Support and Health Care Senior Attorney, Doug Sea, along with partners from National Health Law Program and Disability Rights North Carolina provided training to

community advocates and families across the state about the changes and potential issues that may arise. This training was followed by a more intensive training for legal services advocates across the state.

Charlotte Center for Legal Advocacy's Consumer Protection Program [CPP] continues its important work in preserving affordable housing and access to economic opportunity, and protecting financial stability and economic opportunity. We address consumer protection issues in addition to housing such as hospital debt collection issues and scams targeting vulnerable community members. Despite staffing challenges, our Consumer Protection Program was very active, especially with expunctions and driver's license restoration, both of which impact housing and employment opportunities. Leah Kane with the Consumer Protection Program has worked with our Family Support and Health Care team, statewide partners, statewide journalists and other stakeholders regarding nonprofit hospital medical debt collection and charity care practices. We anticipate working to increase outreach and education on these medical debt collection issues and access to medical debt charity care programs at nonprofit hospitals. In the last quarter of the year, expunction work was further focused on with prior clinic signups that did not or could not appear at past clinics. The main issue being the September Courthouse clinic was scheduled for the day after Hurricane Helene came through North Carolina. A mini clinic was held in December without pro bono unit and outside attorneys to address these cases. We continue to experience high demand for expunctions. During the second half of the year, the Consumer Empowerment Project (CEP, part of the Consumer Protection Program) focused on disseminating information and educating the community on property tax relief. We held a property tax relief clinic at the Charlotte Center for Legal Advocacy to assist community members with their applications for relief with both the City of Charlotte and Mecklenburg County. Additionally, we directed some clients to other resources, such as the Mecklenburg County HOMES program. During the first half of the year, CEP was also partnered with our Immigration Unit, Legal AID NC, and Safe Alliance to review domestic violence cases, give advice, direct clients to resources and other programs, and take on cases to appear in court with the clients and fight for their rights and safety in 50B domestic violence protective order hearings.

In September, Kelly Durden was announced as the new manager of the Veterans Legal Services Project and the project was reorganized under the Consumer Protection Program. This change will allow us to offer more immediate needs of veterans including housing stability and home preservation as well as address legal issues that create barriers to employment including criminal record expunctions, driver's license restoration, and access to quality health care and food. We have continued to monitor pending discharge upgrade applications awaiting decisions and limited intake of new cases to referrals from partnering agencies until a new paralegal joins the unit. During this time, the new manager of the Veterans Legal Services Project, Kelly Durden, was able to gain a fuller understanding of the processes and legal issues of the project and adjust relevant internal policies. Kelly connected with community partners who previously referred veterans and clarified the adjusted case acceptance priorities. Kelly conducted trainings for caseworkers at Veterans Affairs and Catholic Charities to explain project updates and adjust referral procedures. The Veterans Legal Services Project held a Wills4Warriors event in November in partnership with local pro bono attorneys. In total, 12 veterans received assistance with wills and advanced directives. The Veterans Legal Services Project hired paralegal Advocate Janis Renzi in December of 2024, and she will start in that role on January 6, 2025.

Our Low-Income Taxpayer Clinic increased tax outreach by presenting in Greensboro and attending an event in Troutman. The Taxpayer Clinic has seen an increase in requests for assistance from taxpayers outside the metro Charlotte area. Many of the calls for assistance are from taxpayers that live in counties (i.e. Robeson) with higher percentages of IRS audits regarding the earned income credit. This is very positive as we have struggled since the pandemic with our outreach to the eastern part of the state. In response to North Carolina allowing online gambling the Low-Income Taxpayer Clinic created a video informing North Carolinians of their obligation to report gambling winnings on their taxes. https://charlottelegaladvocacy.org/north-carolina-online-sports-betting-taxes/

In August, our Legal Services for the Elderly Program held a Wills Clinic in collaboration with Bank of America and Cadwalader, Wickersham & Taft LLP.

Other Programs
The Pro Bono and Immigrant Justice Programs are discussed in the reports for the NC IOLTA grants supporting these programs.
Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

This was a pivotal year for Charlotte Center for Legal Advocacy. In April 2024, our Board decided that leadership changes were necessary in light of continued financial and personnel concerns. As a result, Kara Moskowitz was appointed Interim CEO and tasked with stabilizing the organization. With help from several key members of the management and finance teams, we were able to reorganize some positions and departments to balance the budget. This minimized turnover after the leadership change and allowed our staff to focus on the mission and continue to build expertise in their respective practice areas. While improvements were made, the loss of institutional knowledge in administrative positions has required us to rebuild and improve processes to

ensure smooth operations.

Despite improvements to financial processes and management, the high cost of living and inflation continue to impact our ability to retain and attract talent and offer our current staff a competitive wage. As a result, we have still been unable to fill some key program positions, particularly those that require language skills. We are working to address these challenges and concerns through a review of a previously completed compensation study and preparatory budgeting.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

N/A – See Report for Pro Bono grant.

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

We work collaboratively with other legal services providers through the Equal Justice Alliance and Equal Access to Justice Commission, to coordinate the work of all providers and maximize the impact of our advocacy. We have multiple collaborative grants and projects with Legal Aid of NC, Pisgah Legal Services, and the NC Justice Center. This includes several grants funded by NC IOLTA. We continue our long and productive collaboration with the National Health Law Program. We partner with many nonprofits in the Charlotte region. We have extensive connections with local attorneys through our Pro Bono program.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

We don’t keep a comprehensive list of those we cannot serve, but we do receive calls from individuals we can’t directly assist because their situation or legal issue falls outside our scope of service. For example, our organization does not handle criminal cases, and we prioritize cases requiring full representation based on available staffing, caseload, and funding. We do try to refer individuals we cannot serve directly to other organizations we know can provide the services they need with the respect and attention they deserve. For civil legal cases we have strong collaborative relationships with nonprofit legal organizations across the state, and we regularly refer people to these organizations. We are currently part of the NC IOLTA grant led by Legal Aid of NC that focuses on coordinated referrals. We also maintain relationships with a range of nonprofits across our service region that provide non-legal services that our clients need.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Our work on behalf of all Medicaid beneficiaries in North Carolina continues in Franklin v. Kinsley. As previously reported, we reached a settlement with NC DHHS in October 2022 and began monitoring compliance in 2023. Our monitoring uncovered substantial non-compliance and the agency's failure to correct the non-compliance required us to file a motion to enforce the settlement agreement in January 2024.

Throughout the year a team of advocates has continued to monitor samples and reports provided by beneficiaries regarding failures to comply with law and the settlement agreement in the Medicaid recertification process. This work grew substantially as the first recertifications for newly eligible beneficiaries under Medicaid Expansion had their first annual recertifications in 2024. Doug Sea and Cassidy Estes-Rogers continue to negotiate with the State on this matter to obtain a resolution that will improve the recertification process in North Carolina.

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

Michael turned to the Advocacy Center after his disability benefits were unfairly denied in March 2023. The denial stemmed from missing medical records that his primary care physician had not provided, leaving him without the documentation needed to prove his eligibility. Without benefits, Michael faced uncertainty about his financial and medical future.

Our team guided Michael through the complex appeals process, advising him on how to obtain the necessary records for a Continuing Disability Review. Once the correct medical documentation was gathered and submitted, the decision was reversed. Thanks to advocacy efforts by our staff, Michael was approved for disability benefits, which will provide him with much-needed financial stability and health coverage starting in early 2025.

With his disability benefits secured, Michael can now focus on his health and well-being without the constant stress of financial instability. The approval ensures he will have access to essential medical care, prescription coverage, and basic living expenses. Looking ahead, Michael hopes to regain some independence and stability, knowing that he has the support he needs. His story is a testament to the life-changing impact of legal advocacy.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

The biggest staffing change in 2024 was the April 30 appointment of Kara Moskowitz as Interim Chief Executive Officer. Toussaint Romain, who has served as Chief Executive Officer for the past two years, stepped down from his role. The Board of Trustees is in the process of identifying and hiring a permanent CEO in 2025.

There was a change in leadership for the Advocacy Center's Board of Trustees at the end of our fiscal year in June as part of the normal cycle of board terms ending and new officer elections. Edward O'Keefe was elected Chairperson of the board, replacing Gwendolyn Lewis at the end of her term.

In February 2024 the Advocacy Center entered a contract with Ascend Nonprofit Solutions to provide additional support with our finances. Lori Wrenn stepped down as CFO in April 2024. Labeebah Thompson was named the new Vice-President of Finance, and the CFO position was not eliminated.

Dr. Stephen Cathcart started at the Advocacy Center in March 2024 as Chief People Officer. In July, Kelly Lynn was appointed Chief Philanthropy Officer with responsibility for both fundraising and communications. Renee Richards resigned as Chief Advancement Officer in July. Cassidy Estes-Rogers took on the role of Interim Chief Operating Officer in September.

Soree Finley took over as Director of the Low-Income Tax Clinic after the departure of Arthur Bartlett in March 2024. Leah Kane was appointed Interim Director of the Consumer Protection Program after Kara Moskowitz became Interim CEO. Julieanne Taylor was appointed Interim Program Director for Family Support and Health Care while Cassidy Estes-Rogers serves as Interim COO. In August, the Veterans Legal Services Project was moved to the Consumer Protection Program from the Family Services and Health Care Program, and Kelly Durden was named Managing Attorney for this unit. Kelly was a co-manager for the Community Empowerment Project with Andrew Deschler, and now Andrew is the sole Managing Attorney for that unit.

In February 2024, the Advocacy Center added two attorneys to the Consumer Protection, Kelly Durden and Andrew Deschler. Emily Johnston, an attorney in the Public Benefits Legal Unit, left the Advocacy Center in March 2024 after her fellowship ended. Sarah McIntyre moved to the Public Benefits Unit as an Attorney. Previously Sarah served as Manager of the NC Medicaid Ombudsman Unit and was replaced by Aamir Amjad. Arthur Bartlett returned to the Advocacy Center as a Senior Attorney in July 2024.

Staffing changes in the Immigrant Justice Program and Pro Bono Program are presented in the Final Reports for the 2024 NC IOLTA grants supporting those programs.

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

The value entered for cases attributable to NC IOLTA, 41 cases, was calculated based on the fraction of funds for this general operating grant, $185,200, relative to the total expenditures for the organization during the grant period, $5,801,866.93. The closed cases value used for this report was used and the calculation, which does not include cases for our Immigrant Justice Program and our Pro Bono Unit, since they have separate grants and reports. This is consistent with how this calculation was performed for the 2023 report.

Attachments

Additional information: Advocacy-Center-FY-2023-Annual-Report.pdf

charlotte center for legal advocacy

justice lives here.

Client Fee Policy and Procedure

Adopted by the Board of Directors
August 31, 2021
updating version approved on February 18, 2020

Guiding Principles

In charging fees, the Charlotte Center for Legal Advocacy will:

- Provide an opportunity for each client to contribute to the cost of his or her legal assistance, subject to applicable restrictions.
- Not turn away any client due to inability to pay a fee.
- Decide which groups of clients and types of cases to accept for representation based on the priority needs of clients for legal assistance and will not consider fees when setting case priorities.
- Not accept a case for representation when the client has funds to pay a private attorney or when the case has enough potential for a contingent fee for a private attorney, except as provided in the policy on fee-generating cases.
- Establish and consistently apply rules for fees, although the amount may vary depending on the client's situation and the type of case.
- Discuss fees to be charged with each client to whom the policy will apply and for whom the fee will not be waived.
- Comply with all applicable legal, professional, ethical and funding requirements including Rule 1.5 of the NC State Bar Rules of Professional Conduct that requires fees be reasonable in amount and communicated clearly to the client.

General Procedures

A. ***Publicity***. Advocacy Center will inform the public, client community, funding sources, volunteers, and other stakeholders of its policies regarding client fees.

B. ***Client Understanding and Agreement***.

1. Staff members will inform each applicant of the Advocacy Center fee prior to providing any service for which a fee will be charged.

2. The advocate who makes the case acceptance decision will set the client fee at the time the decision is made, based on the schedule for the type of work needed, will determine whether the fee should be paid at the beginning of the representation or in installments, and may revise this determination at any time during representation.
3. The assigned advocate will discuss the fee arrangement with the client or the client's authorized representative, making certain the client or the client's authorized representative understands the fee arrangement, and documenting the fee arrangement in the written retainer agreement.
4. The client will sign the retainer agreement containing the fee agreement.

C. ***Reduction and Waiver of Fees***. Any fee may be reduced or waived at any time before or during representation, in response to a client request or upon initiative of the advocate, to ensure that no client is turned away due to inability to pay and that no client is subjected to an extraordinary hardship in order to pay the fee.

D. ***Accounting for and Collection of Fees***.
1. Each fee and any subsequent change in fee should be recorded when it is agreed upon. Each client payment should be similarly recorded.
2. The Advocacy Center Administrator will develop electronic and paper systems to account for client fees. Periodic reports of outstanding fee obligations will be provided to advocates and managers. These reports will be coordinated with client trust fund reports. Staff will develop forms such as a retainer agreement, collection letters, client receipts and accounting forms as needed.
3. Advocacy Center will not routinely institute collection actions against current or former clients. However, in cases in which the client can pay the fee and additional collection action may be appropriate, collection action may proceed with approval of the program director and the Executive Director.

Initial Fee and Costs

A. ***Initial Screening, Advice and Brief Service***. No fee shall be charged for initial screening, including cases where legal advice or other brief service is given within a single telephone or in-person contact between the advocate and the client.

B. ***Provision of Legal Assistance Beyond Advice and Brief Service***. Where staff determines after initial screening that Advocacy Center will provide legal assistance beyond advice and brief service, a standard initial fee should be charged according to the provisions below. No fee shall be charged:
1. for any work performed before discussion with the client about imposition of a fee; or before the client has agreed to pay the fee; or
2. in cases involving protection from domestic violence or involving physical safety of a client or child; or

3. where to do so is inconsistent with fund restrictions or commitments.

C. ***Sliding Scale Initial Fee.*** The sliding scale initial fee is as follows:

Fee Category	Household income	Base Fee
Nominal Fee	0 to 50% poverty level	$20.00
Reduced Fee	51-100% poverty level	$50.00
Standard Fee	101-200% poverty level	$100.00
Standard Fee	>200% poverty level	$150.00

D. ***Costs and Attorneys' Fee Awards.*** In addition to the initial fee, the advocate will explain at the time representation is agreed upon and the retainer agreement will address:

1. The client's obligation to pay the out-of-pocket costs of litigation, by depositing the funds at the beginning of the case in the Advocacy Center trust account, by paying such funds to the trust account on an installment basis, or by reimbursing Advocacy Center from funds collected at the conclusion of the case; and
2. Advocacy Center's reservation of right to seek and receive any attorneys' fee award that may be available in the case, while not conditioning settlement upon same.

E. ***Waiver or Reduction of Fee***. The initial fee may be reduced or waived upon a client request or initiative of the advocate at any time before or during representation.

1. The advocate making the case acceptance decision may reduce the fee by half at his or her discretion if the payment of the fee would cause special hardship for the client.
2. The program director or other supervisor may approve further reduction of or waiver of any fee if the payment of any fee would cause special hardship for the client.
3. "Special hardship" means significant risk of deprivation of food, shelter or other necessities.

F. ***Payment of Initial Fees and Costs***

1. Each client for whom a base fee is set should be asked to pay the fee and anticipated costs at the beginning of the case or soon thereafter.
2. If the client is unable to pay the initial fee and anticipated costs at the beginning of the case, a schedule for installment payments should be established. The schedule should provide for payment of a reasonable portion of the fee and costs at the beginning of the case and the remainder of the fee and costs on the earliest reasonable schedule, consistent with the client's ability to pay.
3. If the case is not an emergency and the client has been determined to be able to pay the fee and costs at the beginning of the case or on an installment basis, work on the case may be deferred pending payment of the fee and costs. On no occasion should any deadline be allowed to expire without adequate advance notice to the client and a decision that the client is able but is unwilling to pay the fee and costs.
4. If a client is not able to pay the fee and anticipated costs at the time the fee is set, the client may be reminded periodically of the outstanding balance due, verbally or in writing.

G. ***Attorney's fee awards*.** Advocacy Center will take reasonable steps to protect its ability with each client to seek an award of attorneys' fees from the opposing party for its work, in cases in which an award is authorized.

1. The Advocacy Center may provide in select cases, with the approval of the Executive Director, that the client or clients agree to pay a prescribed fee in the event that they choose to accept a settlement that prevents the Center from pursuing a claim for attorneys' fees from the opposing party.
2. Any award of attorneys' fees received by Advocacy Center shall be offset against the client's obligation to Advocacy Center for a base, contingent or scheduled fee.

Additional Fees for Legal Assistance

A. ***Standard Fee*.** Where staff determine after initial screening indicates that Advocacy Center will provide legal assistance beyond advice and brief service, in addition to the initial fee, the standard fee may include a contingent fee, a scheduled fee, a fee paid by a third party, or a similar type of fee in specific cases where such a fee is appropriate, as described in this section.

B. ***Grant Compliance*.** The Advocacy Center will not charge fees where it is inconsistent with fund restrictions or commitments.

C. ***Contingent fees in Social Security, ~~and~~ Supplemental Security Income and Veterans Administration Disability cases***.

1. When appropriate, the Advocacy Center may charge a contingent fee in the amount of 25% of retroactive benefits awarded or the amount permitted by the Social Security Administration (currently $6,000), whichever is less, obtained in the representation in Social Security and SSI cases, consistent with regulations of the Social Security Administration regulating such fees.
2. When appropriate, the Advocacy Center may charge a contingent fee in an amount not to exceed 33% of retroactive benefits awarded or the amount permitted by the Veterans Administration (currently $10,000), whichever is less, obtained in the representation in VA Disability cases, consistent with regulations of the Veterans Administration regulating such fees.
3. Advocacy Center will generally accept only those cases in which the anticipated retroactive benefit is not sufficient to make the case attractive to a private representative to provide assistance on the basis of a contingent fee and will generally refer cases in which the anticipated retroactive benefit is sufficient to retain a private attorney, except as provided in the policy on fee-generating cases or where there are reasons to take the case such as existing atty client relationship.
4. If the payment of the fee would create an undue hardship for the client or the client's family, the program director may approve reduction or waiver of any fee.
5. When a contingent fee is agreed upon, the amount of the fee should be noted in the

retainer agreement and shall generally be submitted to the Social Security Administration or the Veterans Administration for approval in accordance with agency procedure so that the fee is paid directly to Advocacy Center at the conclusion of the case.

D. ***Scheduled fees* in *Immigration Law Cases***

1. The Advocacy Center will charge fees in immigration law cases according to a schedule adopted by the Executive Director in proportion to the average amount of staff time required for each category of immigration law assistance. The fee shall not exceed $1,000.00 for any case except affirmative or defensive asylum cases or full representation in appeals to the Board of Immigration Appeals or US Court of Appeals, in which case the fee shall not exceed $3,000.00.
2. Payment of scheduled fees.
   a) For each client for whom a scheduled fee is set, the client should be asked to pay the fee at the commencement of representation, or in installments at specified times during the representation.
   b) A receipt signed by the advocate who accepts the payment shall be provided to the client at the time of each payment.
   c) If the client has not paid the full fee by the conclusion of the case, a first letter requesting payment shall be sent to the client 30 to 60 days after the conclusion of the case and a second letter requesting payment shall be sent to the client 90 to 120 days later.
   d) If no payment is received within 180 days after the case is closed, the balance due should be written off and no further collection attempted, although further representation may be conditioned on payment of the fee.

3. Any scheduled fee may be reduced or waived under the following circumstances, either in response to a client request or upon the initiative of the advocate, and either at the beginning of representation or if the client's circumstances change during representation.
   a) If the client is unable to pay any or the entire fee at the commencement of the case, the advocate handling the case may establish a schedule for installment payments and should remind the client when installment payments are due.
   b) If the payment of the scheduled fee would be an extraordinary hardship for the client or the client's family, the advocate making the case acceptance decision may reduce the fee by half at his or her discretion, or the program director may approve reduction of the fee to a nominal fee or the waiver of any fee.
   c) Cases involving protection from domestic violence or involving physical safety of a client or child should receive special consideration for reduction or waiver.
   d) The reason for reduction or waiver of a scheduled fee should be recorded in the file.

Annual Report 2023

charlotte center for legal advocacy





justice lives here.

About Us

Our mission is to pursue justice for those in need.

Our vision is to build a just community ... where all people are treated fairly and have access to legal representation to meet their basic human needs of safety, security and stability.







Charlotte Center for Legal Advocacy

has been a cornerstone of the community for over five decades, providing essential legal services to low-income individuals and families in the Charlotte-Mecklenburg region and beyond. We strive to address systemic inequalities and empower clients through comprehensive legal representation, advocacy and education. Our dedicated team of attorneys, paralegals, pro bono volunteers and support staff has worked tirelessly to ensure that justice is accessible to all, regardless of financial standing.

In FY 2023, Charlotte Center for Legal Advocacy served 6,288 neighbors facing a crisis of safety, security and stability.

Board of Trustees



Another year of service and dedication to meeting our community's needs under our proverbial belt! The Charlotte Center for Legal Advocacy continues to provide access to justice for people in our community who need it the most. We are pleased to report on the past year's overall impact of our organization and our successful programs. We also want to share more about the individuals and families whose lives are better today because of the civil legal services provided by the Advocacy Center.

How do we help? We ensure people can access health care and public benefits. We help people avoid foreclosure and stay in their homes. We give peace of mind by preparing end-of-life documents. We fight for immigrants and help them receive asylum so they will not be in fear of having to leave the country. We resolve stressful tax disputes so people can be on firmer financial footing. We serve our greater Charlotte community through our legal expertise and efforts to advocate on their behalf.

We are grateful to our partners... our funders... our pro bono attorneys... our staff and board of trustees... It takes all of us to resolve issues that are holding people in our community back. And while we look back to provide you with this impact report, we also look forward to the opportunities to serve even more people in the future with your support. We believe in justice for all.

With sincere gratitude,
Gwendolyn Lewis
Chairperson of the Board of Trustees

Board of Trustees

Chairperson
Gwendolyn Lewis
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GreerWalker

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Atrium Health

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McGuireWoods, LLP

Elizabeth Murphy
Alston & Bird

Erica R. Nesmith
The Nesmith Firm PLLC

Anna O'Neal
Wells Fargo

Amy Puckett
Moore & Van Allen

Matthew Robertson
Cadwalader Wickersham & Taft LLP

Program Spotlights



Marisa...
explored her health insurance options during Open Enrollment, allowing this new entrepreneur to get a plan that worked much better for her a year after a breast cancer diagnosis

Family Support and Health Care Program

- Served 1,447 clients with a variety of benefits issues including obtaining or preserving Social Security benefits, accessing Medicaid and other health insurance programs, accessing health care services, and obtaining or preserving food and nutrition benefits; the total benefits obtained were valued at $11,049,756
- Conducted 2,143 appointments through the Health Care Navigator Unit; enrolled 925 individuals into either an Affordable Care Act Marketplace plan or Medicaid coverage

Betty...
now has peace of mind that her end-of-life documents are completed and her family will know how to move forward once she is gone

Legal Services for the Elderly

- Served more than 130 Mecklenburg seniors 60+ with preparation of legal documents that preserve self-determination and mitigate risk of guardianship
- Hosted three wills clinics to draft simple estate planning documents, serving 56 clients

Bob...
helped a client with an expungement, allowing her to complete a clinical program so she could graduate from college and become a nurse

Pro Bono Program

- Provided legal advice and representation by pro bono attorneys to 224 clients in all programs

Program Spotlights

Carla...
experienced bankruptcy and foreclosure issues, and our support allowed her to save her home and create stability for her children

Antoinette...
expunged a years-ago larceny from her criminal record, allowing her to get a good job at Lowe's distribution center

Consumer Protection Program

- Offered legal advice and extended representation to over 220 families with housing issues, debt collection issues, unfair trade practices, scam prevention, property tax delinquency and property tax exemption issues
- Assisted 47 additional families with community outreach and education
- Advocated on behalf of low-income consumers by working with local and statewide partners
- Offered legal advice and extended representation through the Community Empowerment Project by helping 79 clients expunge criminal records, supporting 16 clients with legal advice and representation regarding driver's license restoration, and providing 89 clients with outreach and education programs

Sarah...
cleared up her tax issues after an ex-partner claimed his earnings on one of her accounts, ensuring she did not have to pay an additional $20,000 in taxes

Low Income Tax Clinic

- Worked on 156 cases providing representation before the IRS and/or North Carolina Department of Revenue
- Advised 63 taxpayers on how to handle tax disputes
- Obtained $98,651 in tax refunds for our clients and decreased $167,319 of tax debts

Program Spotlights



Melanie... received her Special Immigrant Juvenile Status, social security number, and work permit, allowing her to focus on high school, work, and friends after her parents abandoned her in El Salvador

Immigrant Justice Program

- Worked on 936 open cases throughout the year
- Assisted 73 domestic violence victims
- Provided advice and extended representation to immigrants both in our office and through the Pro Bono office located in the Charlotte Immigration Court
- Screened and prepared asylum applications for the Asylum Clinic project (with the assistance of volunteers from UNC and Duke Law School)

Carlos and Carmen... received a financial settlement after being forced out of their housing three days after Carmen gave birth to their second child

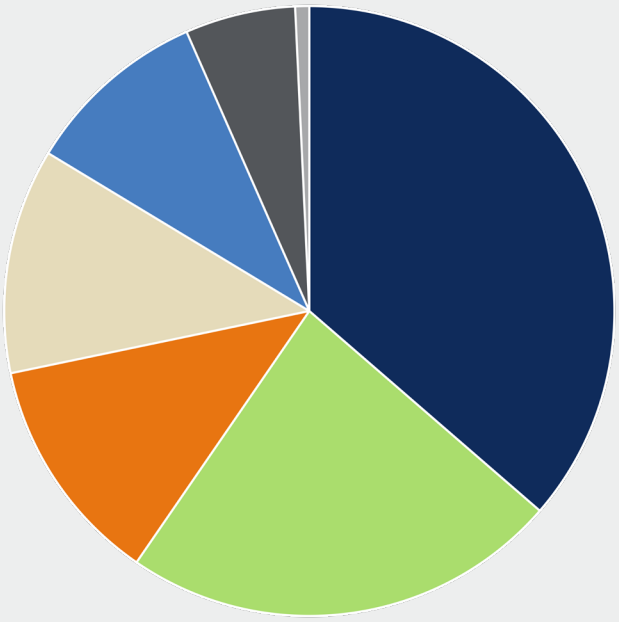


Darryl... received assistance with disability compensation back pay and VA benefits. He can now move forward with the care and compensation he has been deserving of for many years.

Veterans Program

- Served 100 veterans in obtaining discharge upgrades and/or veterans' benefits
- Obtained total outcomes valued at $2,220,568
- Organization as a whole served an additional 271 veterans with various civil legal matters

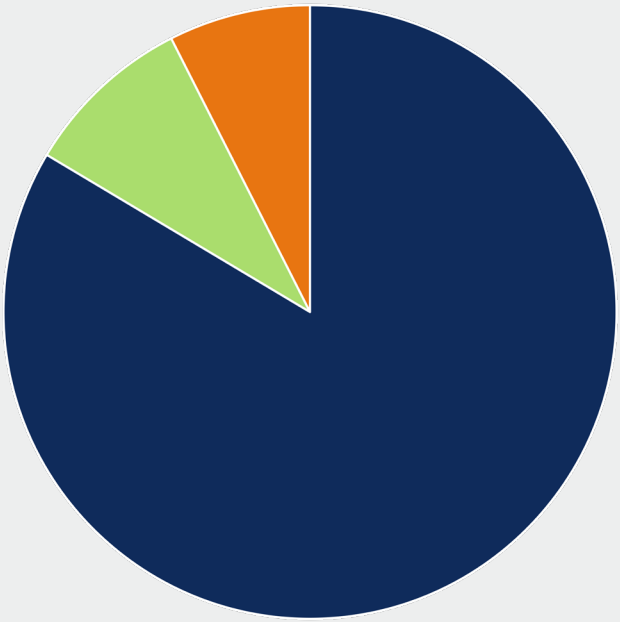
Financial Highlights



2023 Support and Revenue:

$6,715,332

- **36%** Federal, State & Local Government
- **23%** Private Foundations
- **12%** Donations
- **12%** Fee and Attorney Award Income
- **10%** In-Kind Pro Bono Support
- **6%** United Way
- **1%** Other Income



Expenses

$6,552,313

- **84%** Program Services
- **9%** Management and General
- **7%** Fundraising

These achievements underscore our commitment to making a tangible impact on the lives of those we serve and highlight the unwavering dedication of our staff and supporters in promoting justice and equity within our community.

Thank you to every single one of our donors, funders, partners and volunteers who made this possible. We couldn't do it without you.

2024-12 - Charlotte Center for Legal Advocacy Immigrant Justice Program - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	004
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 8:56 PM
Initially Submitted By:	Doug Gilman
Last Submit Date:	Feb 4, 2025 11:26 AM
Last Submitted By:	Doug Gilman
Approved Date:	Mar 3, 2025 4:11 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation: Doug (First Name) Middle Name: Gilman (Last Name)
Title:	Grants Manager
Email*:	doug.gilman@charlottelegaladvocacy.org
Address*:	PO Box 25558
	Charlotte (City) North Carolina (State/Province) 28229-5558 (Postal Code/Zip)

Phone*: 980-213-0621 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Charlotte Center for Legal Advocacy

Organization Tax ID: 56-1202940

Organization Website: https://charlottelegaladvocacy.org/

Address*: 5535 Albemarle Rd

Charlotte North Carolina 28212-
City State/Province Postal Code/Zip

Phone*: (704) 376-1600 Ext.
###-###-####

Fax: ###-###-####

Name of Executive Director*: Kara Moskowitz

Select the organization's fiscal year.

Fiscal Year: July 1 - June 30

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Mar 3, 2025 4:11 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
Other	Contracted Services	$0.00	$0.00	$229,062.00	$530,208.22	$229,062.00	$530,208.22
Federal Funds - Awarded		$0.00	$0.00	$451,258.59	$447,084.42	$451,258.59	$447,084.42
IOLTA Grant		$250,000.00	$250,000.00	$0.00	$0.00	$250,000.00	$250,000.00
		$250,000.00	**$250,000.00**	**$680,320.59**	**$977,292.64**	**$930,320.59**	**$1,227,292.64**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
All Personnel - Combined	$176,222.44	**$30,422.41**	$134,821.58	$165,243.99	$10,978.45	$0.00	$165,243.99	$10,978.45	$457,831.93	**$326,983.03**	$353,263.18	$680,246.21	($222,414.28)	80.46%	$357,405.44
Fringe Benefits	$47,580.06	**$17,116.05**	$30,464.01	$47,580.06	$0.00	$0.00	$47,580.06	$0.00	$123,614.62	**$132,258.38**	$99,816.51	$232,074.89	($108,460.27)	82.99%	$149,374.43
Non-Personnel Expenditures															
Advertising \ Marketing	$994.52	**$0.00**	$2,560.42	$2,560.42	($1,565.90)	$0.00	$2,560.42	($1,565.90)	$3,483.24	**$16,129.77**	$26,272.97	$42,402.74	($38,919.50)	94.31%	$16,129.77
Library \ Law Subscriptions	$165.75	**$0.00**	$846.20	$846.20	($680.45)	$0.00	$846.20	($680.45)	$13,049.85	**$4,068.63**	$1,434.38	$5,503.01	$7,546.84	86.67%	$4,068.63
Other (Please provide description)	$1,410.76	**$0.00**	$4,073.05	$4,073.05	($2,662.29)	$0.00	$4,073.05	($2,662.29)	$11,435.48	**$21,973.93**	$9,743.19	$31,717.12	($20,281.64)	88.62%	$21,973.93
Dues	$237.65	**$0.00**	$1,562.96	$1,562.96	($1,325.31)	$0.00	$1,562.96	($1,325.31)	$5,601.35	**$0.00**	$4,894.92	$4,894.92	$706.43	75.80%	$0.00
Equipment	$1,871.01	**$644.37**	$1,226.64	$1,871.01	$0.00	$0.00	$1,871.01	$0.00	$5,675.65	**$0.00**	$2,746.18	$2,746.18	$2,929.47	59.48%	$644.37
Insurance	$994.52	**$974.52**	$2,265.96	$3,240.48	($2,245.96)	$0.00	$3,240.48	($2,245.96)	$8,061.48	**$4,993.81**	$7,549.79	$12,543.60	($4,482.12)	79.47%	$5,968.33
Other (Please provide description)	$7,213.56	**$2,353.24**	$4,860.32	$7,213.56	$0.00	$0.00	$7,213.56	$0.00	$51,374.66	**$52,138.87**	$2,482.76	$54,621.63	($3,246.97)	88.33%	$54,492.11

Building Maintenance	$3,482.60	**$1,546.91**	$1,935.69	$3,482.60	$0.00	$0.00	$3,482.60	$0.00	$28,229.70	**$370.10**	$6,915.72	$7,285.82	$20,943.88	67.66%	$1,917.01
Other (Please provide description)	$1,205.02	**$1,174.80**	$30.22	$1,205.02	$0.00	$0.00	$1,205.02	$0.00	$10,467.83	**$3,738.65**	$0.00	$3,738.65	$6,729.18	75.62%	$4,913.45
Postage	$464.11	**$0.00**	$1,092.86	$1,092.86	($628.75)	$0.00	$1,092.86	($628.75)	$3,762.03	**$2,972.33**	$3,483.65	$6,455.98	($2,693.95)	85.52%	$2,972.33
Printing	$530.41	**$0.00**	$1,425.68	$1,425.68	($895.27)	$0.00	$1,425.68	($895.27)	$4,299.46	**$6,047.04**	$4,679.08	$10,726.12	($6,426.66)	88.27%	$6,047.04
Supplies	$977.31	**$137.61**	$839.70	$977.31	$0.00	$0.00	$977.31	$0.00	$7,921.98	**$0.00**	$5,459.78	$5,459.78	$2,462.20	84.82%	$137.61
Telephone & Internet	$1,462.60	**$0.00**	$2,437.12	$2,437.12	($974.52)	$0.00	$2,437.12	($974.52)	$7,577.59	**$8,888.70**	$6,661.22	$15,549.92	($7,972.33)	86.45%	$8,888.70
Training	$2,519.44	**$348.97**	$2,170.47	$2,519.44	$0.00	$0.00	$2,519.44	$0.00	$20,422.42	**$5,984.22**	$5,149.80	$11,134.02	$9,288.40	81.55%	$6,333.19
Travel	$1,002.80	**$357.72**	$645.08	$1,002.80	$0.00	$0.00	$1,002.80	$0.00	$8,889.57	**$1,278.25**	$1,327.20	$2,605.45	$6,284.12	72.21%	$1,635.97
Utilities	$1,665.44	**$533.67**	$1,131.77	$1,665.44	$0.00	$0.00	$1,665.44	$0.00	$8,621.75	**$5,577.55**	$3,507.61	$9,085.16	($463.41)	84.51%	$6,111.22
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$250,000.00**	**$55,610.27**	**$194,389.73**	**$250,000.00**	**$0.00**	**$0.00**	**$250,000.00**	**$0.00**	**$780,320.59**	**$593,403.26**	**$545,387.94**	**$1,138,791.20**	**($358,470.61)**	**145.94%**	**$649,013.53**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period : 886

Cases opened during the period: 143

Cases closed during the period: 100

Cases pending at the end of the period : 929

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

N/A

Case Data - Full Grant Period

Cases pending at the beginning of the period: 859

Cases opened during the period: 603

Cases closed during the period:	533
Cases pending at the end of the period:	929
Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	96

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

N/A

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	
Clients served during the grant period:	533
Total household members for all clients served during the grant period:	1062
Of total clients served, how many received extended service?:	66
Of total clients served, how many clients received advice and brief service only?:	467
Of total clients served, how many are seniors?:	3
Of total clients served, how many are under the age of 18?:	108
Of total clients served, how many are veterans?:	1

Case Service Report by Case Type

Case type	Cases Closed
Consumer	0
Education	0
Employment	0
Family (including domestic violence)	110
Health	0
Housing	0

Immigration		423
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**533**
	Total	**533**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	3
Cabarrus	39
Caldwell	3
Camden	0
Carteret	0
Caswell	0
Catawba	5
Chatham	1
Cherokee	0
Chowan	0
Clay	0
Cleveland	2
Columbus	1
Craven	0

Cumberland	1
Currituck	0
Dare	0
Davidson	1
Davie	0
Duplin	2
Durham	5
Edgecombe	0
Forsyth	7
Franklin	0
Gaston	21
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	6
Halifax	0
Harnett	0
Haywood	0
Henderson	1
Hertford	0
Hoke	0
Hyde	0
Iredell	5
Jackson	0
Johnston	3
Jones	0
Lee	1
Lenoir	2
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	382
Mitchell	0

Montgomery	0
Moore	0
Nash	0
New Hanover	2
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	1
Rockingham	1
Rowan	0
Rutherford	0
Sampson	2
Scotland	0
Stanly	1
Stokes	0
Surry	1
Swain	0
Transylvania	0
Tyrrell	0
Union	17
Vance	0
Wake	6
Warren	0
Washington	0
Watauga	1
Wayne	0
Wilkes	0

Wilson	0
Yadkin	0
Yancey	1
Out of State	9
Unknown	0
Total	**533**

Client Fees

Total amount of client fees collected: $8,290.00

Number of clients who paid fees: 77

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

A total of $8,290.00 in client fees was collected by the Immigrant Justice Program from 77 clients. We do not track the total amount of client fees that are waived or reduced, and we do not track the number of clients whose fees were waived or reduced.

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

2024 has been an active year for the Immigrant Justice Program. We opened 143 new cases and closed 100 cases. There were significant increases in the number of cases receiving extended service. As expected, most cases in 2024 were immigration cases.

Summaries of our projects in 2024 are listed below.

Know your Rights Clinics: We offered five (5) Know Your Rights Clinics throughout the year with an average of 15 participants for each clinic. We provided individuals with advice on what to expect if they encounter Immigration Customs and Enforcement officers (ICE) at their homes, schools, cars, etc. We also provided legal screenings for immigration relief to 51 participants.

Pro Se Clinic: We continued our partnership with Duke University School of Law this year to coordinate and facilitate one pro se asylum clinic in Fall 2024. In collaboration with the the Duke School of Law Clinic and students, we prepared 8 asylum applications serving 16 individuals (including family members of principal applicants). We have taken this work into 2025 and will be filing all applications in the next couple of weeks. Most of these participants were referred to the clinic through the work we do in the Pro Bono Room.

Pro Bono Asylum Program: We had 22 Pro Bono Attorneys representing 29 Afghan asylum seekers. All asylum applications for our Afghan clients have been filed. Several of our clients have already been approved for asylum by the US Citizenship and Immigration Service. But for this Program, most of these Afghanis would have been subject to removal to Afghanistan in September 2023 when their parole status expires. Many of our Afghan asylum clients are more than five months past their application filing date, meaning that they are eligible to file applications for employment authorization. We have been advising the pro bono attorneys on how to help their clients with these applications. Most of these participants have their employment authorization and are being referred to another local organization for assistance with their adjustment process.

Outside the Pro Se Afghan work we continue to work with the six pro bono attorneys who are providing representation to 7 non-Afghan asylum applicants. These individuals are all in removal proceedings. Four clients are from Russia, one is a minor from Guatemala, two are siblings from Mexico.

Pro Bono Room: We continued to provide our friend of the court services for respondents in Immigration court. We provide respondents guidance and written material on checking their applications, filing motions, filing applications, etc. We also provided many Respondents with legal screenings that helped them identify their eligibility for forms of relief.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

There were three major challenges for the Immigrant Justice Program in 2024. We were able to hire two bilingual attorneys in 2024, and we added four Immigrant Justice Fellows in 2023. Despite these exciting additions, there is still a need to hire additional attorneys for the program to carry out this work. It has been challenging to hire full-time attorneys with both the language skills and legal experience needed to serve our clients. Given the leadership and staff transition that took place in late 2023, we swiftly allocated many cases with the existing team thus placing a heavy burden on remaining staff to dedicate their time to these existing cases with fast approaching hearing dates, which limited our capacity to take on new matters. Finally, our office has been preparing for the new Trump administration and the ever-changing immigration policies that come along with this change, particularly with the immigration court and DHS enforcement policies. The support and flexibility of funding from NC IOLTA will be important as we react and adapt to the changes expected in 2025.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

We are collaborating with El Puente Hispano, a nonprofit in Cabarrus County that provides various services to the Hispanic immigrant community. One of our team members conducted several Know Your Rights presentations to the immigrant community located in the Cabarrus County area and also participated in a Power of Attorney clinic in Spring 2024.

The same IJP staff member also conducted two Know Your Rights sessions at local medical care centers located in Gastonia, NC and Huntersville, NC. Each session had an average of 20-25 participants. The participants were a combination of hospital staff and social workers.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

We don't keep a comprehensive list of those we cannot serve, but we do receive calls from individuals we can't directly assist because their situation or legal issue falls outside our scope of service. For example, our organization does not handle criminal defense or family law cases, and we prioritize cases requiring full removal proceeding representation based on available staffing, caseload, and funding. We refer individuals we cannot serve directly to other organizations we know can provide the services they need. On average we receive 150 calls a month from our general intake. There is more demand for the services we provide than our staff and funding can accommodate. We expect that the need for our services will increase in 2025 with the new Trump administration.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Our U-Visa mass litigation (filed with the Justice Center, Legal Aid of North Carolina and pro bono immigration attorney Brad Banias) is still pending in federal court in Vermont and Nebraska. The majority of plaintiffs have already received employment authorization pursuant to the government's strategy of mooting the two suits and thereby avoiding a ruling that would require USCIS to act more quickly to adjudicate all U-Visa applications. Pisgah Legal Services has now joined the litigation as an organizational plaintiff. There has been little change in 2024.

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

The funding we receive from this program is critical to support the services we provide for individuals and families in Charlotte and surrounding areas. Below is a story reflecting such critical services we faced this year [all names have been changed for confidentiality and privacy purposes].

In the summer of 2024, Paulina and her two young children were introduced to Charlotte Center for Legal Advocacy's Immigrant Justice Program. They had just moved to North Carolina from the Midwest, seeking a fresh start after enduring unimaginable trauma. Paulina, a devoted mother, had recently discovered the horrifying truth that her husband had been sexually abusing their children for years—a secret the children had kept in silence out of fear.

The turning point came when Paulina, a survivor of domestic abuse herself, found the courage to reach out to a survivors' rights organization for help. Her bravery inspired her children to speak up and share their own stories. Recognizing the urgency of their situation, the organization referred Paulina and her family to the Advocacy Center as they relocated to Charlotte, seeking not just safety but a path to rebuild their lives.

When Paulina and her children arrived at the Advocacy Center, they told their harrowing story. Our advocates immediately conducted a thorough legal screening and identified several forms of relief for them. Because of the crimes they endured, Paulina and her children were eligible for U Visas, a pathway that could eventually lead to lawful permanent residency and even U.S. citizenship.

By July 2024, we secured the necessary certification from the police department to support their U Visa application. Since then, our team has worked diligently to prepare their application packet for submission to USCIS. If approved, the family will gain temporary protected status in the United States, along with work authorization and access to public benefits—critical resources to help them regain stability.

While their journey to healing and justice continues, Paulina and her children are focused on reclaiming their lives. In the meantime, the Advocacy Center is by their side, providing legal support and connecting them with community resources to aid in their recovery.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

Cristina Cerón and Ruth Santana were promoted to Co-Director roles in February 2024. They were appointed Interim Co-Directors in December 2023 after Sharon Dove's departure and were promoted after going through our normal application and interview process.

Kiara Vasquez, Supervising Attorney, left the Advocacy Center in January 2024 to join the new nonprofit started by previous Immigrant Justice Program Director, Sharon Dove. Two paralegals in the Immigrant Justice Program, Arty Xiomara Penida-Aguirre and Gladiola Medienta, left the Advocacy Center in March and April 2024 for other positions.

The program added two bilingual attorneys. Before joining the Advocacy Center, Cristiano Mendez was a Public Defender at the Gaston County Public Defender's Office, representing indigent clients in District and Superior Court. Prior to working as an Assistant Public Defender, Cristiano worked on asylum cases with Johnson & Nicholson Law and the U.S. Committee for Refugees and Immigrants. Before joining the Advocacy Center, Tracy Valdez served as a judicial intern for the Honorable Justice Allison Riggs at the North Carolina Supreme Court, and she worked as a Summer Fellow for the Yale Law School – Veterans Legal Services Organization. Prior to attending law school, Tracy worked as a bilingual paralegal for Tin Fulton Walker & Owen, where she provided support with immigration and criminal cases.

We hired three Paralegal Advocates in the late spring and summer of 2024. We are currently hiring another attorney role to assist with the ever-growing immigration and domestic violence prevention work we do.

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

N/A

Attachments

Additional information: September KYR Clinic Flyer 3.pdf



charlotte center for legal advocacy

justice lives here.

Clínica sobre inmigración y sus derechos como inmigrante

Immigration and Know Your Rights Clinic

¿Qué es?

Un espacio informativo en el que las personas pueden conocer sobre sus derechos y el sistema de la corte de inmigración. Los participantes deben estar en proceso de deportación y tener una fecha próxima de corte en la Corte de Inmigración o estar esperando una.

¿Cuándo es?

Viernes 20 de septiembre, 1:00p.m. a 3:00 p.m.

¿Dónde es?

Centro de Apoyo Legal de Charlotte
5535 Albemarle Road, Charlotte, NC 28212

¿Qué ofrecemos?

- Presentación sobre cuales son sus derechos.
- Información sobre sus derechos legales en la corte de inmigración.
- Orientacion legal para Patrocinadores de Menores No Acompañados.
- Información sobre cómo averiguar la fecha de corte del menor, cómo buscar un abogado, etc.
- Ayuda con los formularios de cambio de dirección y cambio de lugar de corte.

What is it?

An informative space for people that are in removal proceedings and have an upcoming court date with immigration court or are waiting for one. These orientations are to give people a better understanding of their rights and the immigration court system.

When is it?

Friday, September 20th, 1:00 to 3:00 p.m.

Where is it?

Charlotte Center for Legal Advocacy
5535 Albemarle Road, Charlotte, NC 28212

What do we offer?

- Know Your Rights Presentations.
- Learn about your rights in the US immigration court system.
- Legal Orientation for Sponsors of Unaccompanied Children.
- Information about how to check for the child's court date, how to find a lawyer, etc.
- Help with change of address and change of venue forms.

Programa de Justicia para Immigrantes

Immigrant Justice Program

2024-24 - Charlotte Center for Legal Advocacy Pro Bono - 2024

Status Report Details

Funding Opportunity:	25214-2024 IOLTA Grant Cycle - Pro Bono Support
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Feb 7, 2025 4:05 AM
Initially Submitted By:	Doug Gilman
Last Submit Date:	
Last Submitted By:	
Approved Date:	Mar 3, 2025 3:53 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation: Doug (First Name) Middle Name: Gilman (Last Name)
Title:	Grants Manager
Email*:	doug.gilman@charlottelegaladvocacy.org
Address*:	PO Box 25558
	Charlotte (City) North Carolina (State/Province) 28229-5558 (Postal Code/Zip)

Phone*: 980-213-0621 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Charlotte Center for Legal Advocacy

Organization Tax ID: 56-1202940

Organization Website: https://charlottelegaladvocacy.org/

Address*: 5535 Albemarle Rd

Charlotte North Carolina 28212-
City State/Province Postal Code/Zip

Phone*: (704) 376-1600 Ext.
###-###-####

Fax: ###-###-####

Name of Executive Director*: Kara Moskowitz

Select the organization's fiscal year.

Fiscal Year: July 1 - June 30

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Mar 3, 2025 3:53 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Pro Bono Support Grant		$120,000.00	$120,000.00	$0.00	$0.00	$120,000.00	$120,000.00
Private Foundations - Awarded		$0.00	$0.00	$226,854.00	$92,499.41	$226,854.00	$92,499.41
		$120,000.00	**$120,000.00**	**$226,854.00**	**$92,499.41**	**$346,854.00**	**$212,499.41**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
All Personnel - Combined	$72,309.91	**$38,381.47**	$43,328.43	$81,709.90	($9,399.99)	$0.00	$81,709.90	($9,399.99)	$159,248.31	**$42,487.67**	$16,025.59	$58,513.26	$100,735.05	41.73%	$80,869.14
Fringe Benefits	$19,523.68	**$10,635.14**	$8,888.54	$19,523.68	$0.00	$0.00	$19,523.68	$0.00	$42,997.04	**$11,911.91**	$3,287.54	$15,199.45	$27,797.59	43.77%	$22,547.05
Non-Personnel Expenditures															
Library \ Law Subscriptions	$289.07	**$36.12**	$252.95	$289.07	$0.00	$0.00	$289.07	$0.00	$171.23	**$330.59**	$136.20	$466.79	($295.56)	61.76%	$366.71
Other (Please provide description)	$1,664.29	**$181.88**	$1,482.41	$1,664.29	$0.00	$0.00	$1,664.29	$0.00	$1,457.40	**$2,200.32**	$798.22	$2,998.54	($1,541.14)	64.31%	$2,382.20
Dues	$1,193.57	**$353.88**	$339.69	$693.57	$500.00	$0.00	$693.57	$500.00	$1,070.21	**$0.00**	$182.91	$182.91	$887.30	20.87%	$353.88
Equipment	$981.66	**$162.42**	$219.24	$381.66	$600.00	$0.00	$381.66	$600.00	$856.16	**$0.00**	$118.05	$118.05	$738.11	23.62%	$162.42
Insurance	$1,156.73	**$207.36**	$749.37	$956.73	$200.00	$0.00	$956.73	$200.00	$1,027.40	**$0.00**	$403.40	$403.40	$624.00	29.66%	$207.36
Other (Please provide description)	$8,359.02	**$4,869.22**	$1,989.80	$6,859.02	$1,500.00	$0.00	$6,859.02	$1,500.00	$7,452.05	**$0.00**	$1,071.43	$1,071.43	$6,380.62	13.51%	$4,869.22
Building Maintenance	$4,050.64	**$628.59**	$422.06	$1,050.65	$2,999.99	$0.00	$1,050.65	$2,999.99	$3,597.27	**$4.04**	$227.26	$231.30	$3,365.97	18.04%	$632.63
Other (Please provide description)	$1,584.68	**$350.78**	$233.90	$584.68	$1,000.00	$0.00	$584.68	$1,000.00	$1,244.86	**$0.00**	$125.95	$125.95	$1,118.91	17.72%	$350.78
Postage	$579.19	**$336.16**	$243.03	$579.19	$0.00	$0.00	$579.19	$0.00	$479.45	**$188.62**	$130.86	$319.48	$159.97	35.55%	$524.78
Printing	$616.92	**$283.20**	$333.72	$616.92	$0.00	$0.00	$616.92	$0.00	$547.95	**$650.02**	$179.70	$829.72	($281.77)	57.35%	$933.22
Supplies	$1,183.97	**$709.65**	$474.32	$1,183.97	$0.00	$0.00	$1,183.97	$0.00	$1,009.62	**$5,869.77**	$255.40	$6,125.17	($5,115.55)	83.80%	$6,579.42

Telephone & Internet	$1,134.78	**$452.98**	$681.80	$1,134.78	$0.00	$0.00	$1,134.78	$0.00	$957.53	**$523.40**	$367.12	$890.52	$67.01	43.97%	$976.38
Training	$2,930.39	**$1.43**	$528.96	$530.39	$2,400.00	$0.00	$530.39	$2,400.00	$2,602.74	**$0.00**	$284.83	$284.83	$2,317.91	34.94%	$1.43
Travel	$1,164.98	**$1,107.88**	$57.10	$1,164.98	$0.00	$0.00	$1,164.98	$0.00	$1,035.96	**$4,505.74**	$30.75	$4,536.49	($3,500.53)	79.57%	$5,613.62
Utilities	$1,276.52	**$701.18**	$375.34	$1,076.52	$200.00	$0.00	$1,076.52	$200.00	$1,098.82	**$0.00**	$202.11	$202.11	$896.71	15.81%	$701.18
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$120,000.00**	**$59,399.34**	**$60,600.66**	**$120,000.00**	**$0.00**	**$0.00**	**$120,000.00**	**$0.00**	**$226,854.00**	**$68,672.08**	**$23,827.32**	**$92,499.40**	**$134,354.60**	**40.77%**	**$128,071.42**

Final Report - Pro Bono

Case Data - Final Report Period of Grant

Cases pending at the beginning of the period *:	250
Cases opened during the period*:	49
Cases closed during the period*:	89
Cases pending at the end of the period *:	210

Case Data - Full Grant Period

Cases pending at the beginning of the period*:	258
Cases opened during the period*:	172
Cases closed during the period*:	220
Cases pending at the end of the period*:	210
Of cases closed this year, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.*:	128

Additional Client Data - Full Grant Period

This should include clients served in any open or closed cases.

Clients served during the grant period*:	220
Total household members for all clients served during the grant period*:	342

Of total clients served, how many received extended service?*:	169
Of total clients served, how many clients received advice and brief service only?*:	51

Pro Bono Program Data

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?*:	329
How many pro bono hours were recorded by attorney volunteers in your program?*:	2189
What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.*:	437800

Case Service Report by Case Type

Case type		Cases Closed
Consumer		5
Education		0
Employment		0
Family (including domestic violence)		26
Health		0
Housing		4
Income Maintenance/Public Benefits		6
Miscellaneous		179
	Subtotal	**220**
	Total	**220**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0

Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	1
Burke	0
Cabarrus	1
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	2
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	1
Franklin	0
Gaston	4
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	0

Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	2
Jackson	0
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	207
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0

Rockingham	0
Rowan	1
Rutherford	0
Sampson	0
Scotland	0
Stanly	1
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	0
Wake	0
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**220**

Narrative

Character limit = 20,000 characters

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of active pro bono attorneys (volunteered at some point this year), specific pro bono programs (for example, hotline, clinic, or other program), recruitment efforts, etc.*:

Our Pro Bono program experienced substantial changes in 2024 as described in later sections. After Laureen Kickham's passing in January were able to hire quickly and brought Sidonia Gibilisco on board by mid-March. The addition of Sidonia to the team allowed the unit to recover and even expand on the pro bono programs.

Expunctions

As outlined in our mid-year report, the Advocacy Center hosted several expunction clinics and workshops providing training and hands-on experience to at least 67 attorneys, many of whom were new to our organization. We worked with our partners in the courthouse clinics to come up with a strategy to reduce no-shows on clinic day and provide another opportunity for clients that did not attend the clinic to meet with an attorney. By way of example, our September clinic at the courthouse just happened to fall on the day after Hurricane Helene resulting in only 50% attendance. Shortly thereafter, the pro bono team was approached by Fisher Phillips, a large national firm that recently doubled the size of its Charlotte office, hoping to drum up pro bono involvement among their attorneys at the end of the year. Working with the Community Empowerment Project team, Advocacy Center staff conducted outreach and scheduled 10 of the clinic participants still seeking expungement assistance to come to our office and meet with Fisher Phillips attorneys. These volunteer attorneys were provided with self-paced training materials including a recorded PPT presentation specifically catered to understanding eligibility and advising the client. The pro bono unit has worked closely with CEP this year to hone and improve our clinic model so that more clients can receive meaningful service and more attorneys can participate in whatever capacity they have available.

Special Immigrant Juvenile Status

Throughout the year, SIJS custody cases were placed with attorneys on a rolling basis. Through Triage and other trainings around Charlotte, we were able to expand our volunteer base for these types of cases. In addition to the September Triage Training, IJP attorneys Cristina Ceron and Sabrina Gamero made themselves available to train groups of attorneys from Wells Fargo, McGuire Woods, King & Spalding, and a host of other organizations at events throughout the year. last year, pro bono attorneys were responsible for nearly 40% of SIJS custody cases, 25 of the 63 cases closed; currently there are 42 SIJS cases being worked on by pro bono attorneys.

Simple Estate Planning

The pro bono unit kept pace placing elderly Mecklenburg County residents with attorneys to have their simple estate planning documents drafted and executed. The program both places cases on a rolling basis and holds clinics throughout the year. In 2024, we returned to Huntersville hosting a clinic at the North County Library in August to support our Legal Services for the Elderly project. Fifteen (15) volunteer attorneys and summer associates from Cadwalader and Bank of America drafted and executed estate planning documents for eighteen (18) clients. At our November LSE Clinic, more than forty (40) volunteers from Parker Poe and Duke Energy assisted twenty-three (23) clients at our offices on Albemarle Road. The Pro Bono Unit also worked with the Veteran's unit for the annual Wills for Warriors clinic at the VA which served 21 clients and had 100% client attendance.

Volunteer Recruiting and Tracking

The pro bono unit has several ways in which we make contact with prospective volunteers. In addition to the interest form on our website, we have ongoing projects posted on Pro Bono Go, attend pro bono fairs at various firms, financial institutions, and corporations, participate in monthly calls with other North Carolina LSO pro bono coordinators and quarterly meetings with pro bono coordinators across all organizations in the state. Our summer internship program and outreach to summer associates across the city through CLEs and social events is a way to introduce new attorneys to pro bono as they begin their professional careers. The managing attorney was invited to speak at UVA Law as part of a panel about largescale pro bono projects, namely Triage. Courtney also served on a panel alongside Federal Circuit Appellate Justice Kara Stoll for the newest Charlotte area Inn of Court. The pro bono unit spent a lot of time last year fielding calls and questions from prospects as well as evaluating how best to manage volunteers. Currently, the unit is building out a database in AirTable to manage and track volunteer involvement that will allow us to better identify attorneys who can assist with more niche types of cases.

Character limit = 10,000

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.*:

Towards the end of January 2024, the program's long-time paralegal, Laureen Kickham, passed away unexpectedly after over a decade of service to the organization. Laureen's passing was a significant setback; at that time, the Managing Attorney, Courtney Viebrock, had only been in the position for a few months and was not yet familiar with Laureen's duties. As a coworker and person, Laureen was one of a kind and many across the organization felt the loss both professionally and personally.

For the Pro Bono program, after the departure of former CEO Toussaint Romain in late April it has been necessary to repair some relationships with partners, supporting programs that have experienced turnover or lost positions due to the changes in leadership and operating with little guidance from the CEO. Since Kara Moskowitz was named Interim CEO, these challenges have gradually eased. By way of example, the managing attorney was able to sit in a meeting with the former CEO, Ken Schur, and learn about the organization's history and the vision for the pro bono program, including that we work closely with Advancement to leverage our relationships into meaningful financial support for the organization. The Managing Attorney's involvement as an Access to Justice Ambassador has been a valuable experience to gaining a broader understanding of our organization's place in the legal community.

Character limit = 6,000

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations to engage pro bono attorneys.*:

In addition to the collaborations mentioned in previous sections, the Advocacy Center has stayed involved with various community partners as well as the local bar. As we have in the past, the Advocacy Center presented a pro bono award at the Mecklenburg County Bar's Annual Meeting. In 2024, we highlighted the work done by pro bono attorneys in SIJS cases presenting the award to our Triage Champions. Elizabeth Murphy accepted the award on behalf this group of attorneys. In lieu of presenting a traditional token, the Managing Attorney framed the signed order from Elizabeth's first SIJS custody hearing back in 2012. That client will be eligible for US citizenship this year.

In 2024, the managing attorney also began working with Elizabeth Setaro, the Medical Legal Partnership coordinator, to brainstorm ways pro bono attorneys could support that project and make the case for additional funding going forward. Through the pro bono network, Courtney connected with Tim Sanders Szabo an attorney in the Midwest running an MLP as a law firm pro bono coordinator at Stinson, a large law firm based in Minneapolis. Seeing an opportunity to draw on each other's experiences, Courtney, Elizabeth, and Tim began a monthly working group and have drawn in MLP coordinators from across NC and the Midwest to participate in discussions about how to improve our programs, talk though our common struggles, and celebrate our successes.

Simultaneously, Atrium reached out about starting an externship program like one they have in Winston-Salem with a Wake Forest Law student. Blaine Sanders of Robinson Bradshaw was looped in as well as a frequent collaborator with Atrium on pro bono projects. Over several months, the team assembled identified a service area (housing condition cases), a case referral system using Atrium's technology and their Community Health Workers, interviewed and selected a Wake Forest Law 3L student interested in spending their final semester in Charlotte. As a result, this pilot program got off the ground just after the 1st of 2025.

Character limit = 6,000

Please provide one brief client narrative from the past year involving a pro bono attorney that best describes your pro bono program?s services and impact. *:

This spring, Sandra (Lemon) Clory faced an important and new event in her life of over 80 years: preparing for hip surgery. Her doctors recommended she have her will and living trust in place beforehand. Determined to take control of her future, Sandra visited the library to gather the necessary forms, but she quickly realized she needed help navigating the legal complexities.

That's when she learned about Charlotte Center for Legal Advocacy's Legal Services for the Elderly program and their Wills Clinic. Sandra connected with a paralegal advocate, Hector, who walked her through the process and scheduled her appointment. Ahead of the clinic, Sidonia, another paralegal advocate, called Sandra to confirm her appointment and ensure she felt prepared.

At the clinic, Sandra experienced much more than legal assistance. "It felt like a reunion or a party," she shared. Surrounded by compassionate pro bono attorneys and paralegals volunteering their time, Sandra found herself enjoying the camaraderie of others who were also putting their affairs in order. The energy in the room was uplifting—people helping people, sharing knowledge, and planning for peace of mind.

"I'm sleeping better now that my affairs are in order," Sandra said with a smile. "I can live my last days stress-free."

Thanks to the Advocacy Center's Legal Services for the Elderly program, Sandra's story is one of empowerment and preparation. Her experience is a testament to the power of community and access to legal resources, ensuring that everyone, regardless of age or income, can approach the future with clarity and confidence.

Character limit = 3,000

Note any management or staffing changes here that impact your pro bono program, if applicable.:

In January 2024, Laureen Kickham passed away unexpectedly. Laureen was a Paralegal Advocate in the Pro Bono Unit and had worked at the Advocacy Center for 11 years when she passed. Sidonia Gibilisco was hired as a Paralegal Advocate in March 2024.

Character Limit = 10,000

Provide any additional information or comments here.:

We are continuing to refine and improve our internal methodology for tracking and reporting pro bono cases. We discovered that we were undercounting cases in our first report for January – June due to two issues. One related to how we identify pro bono cases in Legal Server. The second issue related to the collection of case data in AirTable for expunction clinics. The issues we identified were corrected in this report for data from July-December 2024 and for the January – December 2024 data reported.

179 cases are listed as “Miscellaneous” for “Case Service Report by Case Type. 4 of these cases involved immigration. 52 of these cases involved wills and estate planning. The remaining 123 cases were expunctions.

Attachments

Additional information:

2024-10 - Children's Law Center of Central North Carolina-Advocating for Children 2024 - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 7:43 PM
Initially Submitted By:	Iris Sunshine
Last Submit Date:	
Last Submitted By:	
Approved Date:	Apr 3, 2025 10:45 AM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Ms. (Salutation) Iris (First Name) Middle Name Sunshine (Last Name)
Title:	Executive Director
Email*:	isunshine@childlawnc.org
Address*:	102 West Third Street, Suite 470
	Winston-Salem (City) North Carolina (State/Province) 27101 (Postal Code/Zip)

Phone*:	(336) 831-1909 Ext. Phone ###-###-####
Fax:	###-###-####
Comments:	

Organization Information

Status*:	Approved
Name*:	Children's Law Center of Central North Carolina
Organization Tax ID:	54-2185218
Organization Website:	www.childrenslawcenternc.org
Address*:	102 West 3rd Street, Suite 470
	Winston Salem North Carolina 27101 City State/Province Postal Code/Zip
Phone*:	(336) 831-1909 108 ###-###-#### Ext.
Fax:	(336) 831-1910 ###-###-####
Name of Executive Director*:	Iris A. Sunshine

Select the organization's fiscal year.

Fiscal Year:	July 1 - June 30

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Apr 3, 2025 10:45 AM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant		$55,000.00	$55,000.00	$0.00	$0.00	$55,000.00	$55,000.00
United Way	United Way	$0.00	$0.00	$35,000.00	$29,647.90	$35,000.00	$29,647.90
Local Government	Forsyth County Commissioners Grant	$0.00	$0.00	$75,000.00	$50,000.00	$75,000.00	$50,000.00
Private Foundations - Pending	AAML	$0.00	$0.00	$5,000.00	$5,000.00	$5,000.00	$5,000.00
Private Foundations - Pending	High Point Community Foundation	$0.00	$0.00	$25,000.00	$25,000.00	$25,000.00	$25,000.00
Private Foundations - Pending	Foundation for Healthy High Point	$0.00	$0.00	$35,000.00	$20,000.00	$35,000.00	$20,000.00
Local Government	ARPA	$0.00	$0.00	$454,651.00	$448,899.89	$454,651.00	$448,899.89
Private Foundations - Pending	Tom Davis Fund	$0.00	$0.00	$25,000.00	$29,647.90	$25,000.00	$29,647.90
Local Government	Guilford County	$0.00	$0.00	$20,000.00	$20,000.00	$20,000.00	$20,000.00
Private Foundations - Pending	WSF	$0.00	$0.00	$15,000.00	$0.00	$15,000.00	$0.00
Special Events		$0.00	$0.00	$120,000.00	$139,575.93	$120,000.00	$139,575.93
Private Foundations - Pending	NC Bar	$0.00	$0.00	$9,800.00	$0.00	$9,800.00	$0.00
Public Donations		$0.00	$0.00	$85,000.00	$72,607.72	$85,000.00	$72,607.72
Private Foundations - Pending		$0.00	$0.00	$65,000.00	$1,072,866.57	$65,000.00	$1,072,866.57
Client Fees / Services Provided		$0.00	$0.00	$2,120.97	$3,898.00	$2,120.97	$3,898.00
Private Foundations - Awarded		$0.00	$0.00	$20,000.00	$20,000.00	$20,000.00	$20,000.00
Private Foundations - Pending		$0.00	$0.00	$25,000.00	$18,000.00	$25,000.00	$18,000.00
		$55,000.00	**$55,000.00**	**$1,016,571.97**	**$1,955,143.91**	**$1,071,571.97**	**$2,010,143.91**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
All Personnel - Combined	$35,000.00	**$17,500.00**	$17,500.00	$35,000.00	$0.00	$0.00	$35,000.00	$0.00	$590,252.96	**$302,010.43**	$292,744.32	$594,754.75	($4,501.79)	94.44%	$319,510.43
Fringe Benefits	$2,000.00	**$1,000.00**	$1,000.00	$2,000.00	$0.00	$0.00	$2,000.00	$0.00	$53,100.00	**$5,330.92**	$7,213.89	$12,544.81	$40,555.19	86.25%	$6,330.92
Payroll Taxes	$3,000.00	**$1,500.00**	$1,500.00	$3,000.00	$0.00	$0.00	$3,000.00	$0.00	$48,583.37	**$23,238.33**	$22,970.29	$46,208.62	$2,374.75	93.90%	$24,738.33
Non-Personnel Expenditures															
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$86,720.00	**$70,263.50**	$32,418.48	$102,681.98	($15,961.98)	100.00%	$70,263.50
Fundraising	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$45,000.00	**$33,306.95**	$821.35	$34,128.30	$10,871.70	100.00%	$33,306.95
Rent \ Mortgage \ Overhead	$15,000.00	**$7,500.00**	$7,500.00	$15,000.00	$0.00	$0.00	$15,000.00	$0.00	$16,754.30	**$7,867.50**	$7,766.52	$15,634.02	$1,120.28	51.03%	$15,367.50
Advertising \ Marketing	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$36,000.00	**$14,193.83**	$12,300.00	$26,493.83	$9,506.17	100.00%	$14,193.83
Supplies	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$28,640.00	**$20,352.72**	$12,796.50	$33,149.22	($4,509.22)	100.00%	$20,352.72
Printing	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$15,600.72	**$7,690.38**	$6,865.61	$14,555.99	$1,044.73	100.00%	$7,690.38
Postage	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$5,605.28	**$5,646.11**	$1,417.79	$7,063.90	($1,458.62)	100.00%	$5,646.11
Telephone & Internet	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$11,208.89	**$3,255.42**	$4,580.21	$7,835.63	$3,373.26	100.00%	$3,255.42
Parking	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$5,900.00	**$3,151.00**	$2,690.50	$5,841.50	$58.50	100.00%	$3,151.00
Board \ Staff Development	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$15,000.00	**$5,233.30**	$12,821.87	$18,055.17	($3,055.17)	100.00%	$5,233.30
Dues	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$6,825.00	**$680.00**	$942.25	$1,622.25	$5,202.75	100.00%	$680.00
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$10,000.00	**$4,498.60**	$3,651.49	$8,150.09	$1,849.91	100.00%	$4,498.60
Insurance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$8,610.00	**$3,545.00**	$7,760.00	$11,305.00	($2,695.00)	100.00%	$3,545.00
Meetings	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$600.00	**$815.72**	$1,354.40	$2,170.12	($1,570.12)	100.00%	$815.72
Fundraising	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$3,000.00	**$1,919.48**	$896.84	$2,816.32	$183.68	100.00%	$1,919.48
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,200.00	**$298.26**	$216.63	$514.89	$685.11	100.00%	$298.26
Subscriptions	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$10,721.45	**$7,924.95**	$5,950.11	$13,875.06	($3,153.61)	100.00%	$7,924.95
Audit \ Accounting Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$5,950.00	**$3,250.00**	$6,000.00	$9,250.00	($3,300.00)	100.00%	$3,250.00
Depreciation	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$11,300.00	**$1,050.00**	$2,892.20	$3,942.20	$7,357.80	100.00%	$1,050.00

INTERNAL USE ONLY - Matching Grant Funds														
Total	**$55,000.00**	**$27,500.00**	**$27,500.00**	**$55,000.00**	**$0.00**	**$0.00**	**$55,000.00**	**$0.00**	**$1,016,571.97**	**$525,522.40**	**$447,071.25**	**$972,593.65**	**$43,978.32**	**95.67%**	**$553,022.40**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period : 44

Cases opened during the period: 27

Cases closed during the period: 27

Cases pending at the end of the period : 44

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Children's Law Center of Central North Carolina (CLC) began the final grant period on July 1, 2024 with 44 pending CH 50B civil domestic violence cases and CH 50 high conflict custody cases involving 65 children. Forsyth and Guilford County District Court Judges appointed CLC to 27 new cases involving 40 children during the last six months of 2024. From July 1, 2024 through December 31, 2024, CLC's attorneys and volunteer attorneys advocated for the best interests of 105 young clients.

CLC tracked the racial makeup of our clients with the data available: 45% were Black/African American, 33% were White Non-Latino, 12% were Hispanic/Latino; 7% were Multiple Races, 1% reported as Asian, and 2% were not reported.

In the 27 cases CLC closed involving 41 children, 85% of them witnessed domestic violence, 56% experienced physical abuse, 56% were impacted by the household dysfunction of divorce, 49% experienced emotional abuse, 46% had a parent diagnosed with a mental illness, and 34% suffered the consequences of at least one parent's substance abuse. The average Adverse Childhood Experiences (ACE) score of these children was 4.22/10 with 26 or 70% of the children experiencing 4/10 or more ACEs. According to the Centers for Disease Control's research, an ACE Score greater than 4 is a significant indicator of poor physical, emotional and mental health outcomes later in life.

In the 27 cases CLC closed, 41% were closed with an order entered by the judge, 22% were dismissed by the judge, 15% were voluntarily dismissed by the plaintiff, in 15% of the cases a consent order was entered by the parties, and in 7% of the cases the GAL was released due to inactivity in the previous 12 months.

Case Data - Full Grant Period

Cases pending at the beginning of the period: 35

Cases opened during the period: 55

Cases closed during the period: 46

Cases pending at the end of the period: 44

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	0

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

During the 2024 grant period, CLC's Custody Advocacy Program (CAP) Director, staff attorneys and volunteer attorneys advocated for 137 children in 90 ongoing (35) and newly appointed (75) CH 50B civil domestic violence and CH 50 high conflict custody cases. CLC tracked the racial makeup of our clients with the data available: 42% were White Non-Latino, 40% were Black/African American, 10% were Hispanic/Latino; 7% were Multiple Races, 1% reported as Asian, and 2% were not reported. S
Our Forsyth and Guilford County young clients suffered multiple Adverse Childhood Experiences (ACEs). Throughout the entire grant period, CLC closed 46 cases involving 68 children with ACEs reported. 85% of these children experienced domestic violence in their households, 68% were impacted by divorce, 57% lived with a parent diagnosed with a mental illness, 53% suffered emotional abuse, 50% were physically abused, 40% dealt with a parent's substance abuse, 35% were emotionally neglected, and 20% dealt with the complexities of an incarcerated relative from their household. The average ACE score of these children was 4.34/10. There were 45 children, or 66.2%, with an ACE score greater than or equal to 4/10.
Throughout 2024, CLC's attorneys and volunteers adhered to established best practices while advocating for the best interests of children in court and serving as the impartial eyes and ears of the judges. Our work was, and is, time-consuming, highly specialized and as individual as the children we serve. CLC's team conducted thorough, unbiased investigations by interviewing children and parents, speaking with collateral witnesses such as relatives, neighbors, teachers, physicians and social workers, visiting children at home and school, reviewing court documents, law enforcement reports and education/medical records. The CAP team prepared written reports detailing concerns regarding the children and/or parents/guardians and included specific recommendations to help ensure the safety and well-being of these vulnerable clients. CLC's recommendations were tailored to each case with the goal of shielding children from emotional and psychological damage from the trauma to which they had been exposed. CLC GALs requested therapy for children to help them learn peaceful means of conflict resolution and counseling for the parents/caretakers including parenting classes, substance abuse assessments and treatment, counseling for victims of domestic violence and participation in approved batterer intervention programs. CLC CAP attorneys attended 177 hearings, conducted 113 home visits and 69 school visits and conducted 262 interviews of children, parents/guardians or collateral witnesses.

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	
Clients served during the grant period:	137
Total household members for all clients served during the grant period:	317
Of total clients served, how many received extended service?:	
Of total clients served, how many clients received advice and brief service only?:	
Of total clients served, how many are seniors?:	0
Of total clients served, how many are under the age of 18?:	137
Of total clients served, how many are veterans?:	0

Case Service Report by Case Type

Case type		Cases Closed
Consumer		0
Education		0
Employment		0
Family (including domestic violence)		46
Health		0
Housing		0
Immigration		0
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**46**
	Total	**46**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0

Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	33
Franklin	0
Gaston	0
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	13
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	0
Lee	0

Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	0
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	0

Union	0
Vance	0
Wake	0
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**46**

Client Fees

Total amount of client fees collected: $15,822.60

Number of clients who paid fees: 17

Total amount of client fees that were waived or reduced: $2,982.00

Number of clients whose fees were waived or reduced: 5

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

CLC made progress toward our program's goals in 2024 as stated in the grant application. Overall, CLC served 192 children in 145 cases between the Custody Advocacy Program (CAP) and the Education Advocacy Program (EAP). CAP advocated for 137 children during the grant period. Therefore, we did not reach our goal for the CAP program of serving 200 children. Given the expansion of our services in Guilford County and increased appointments in 2023, we anticipated a continuation of this trend. However, it is important to note that CLC's caseload is determined by the District Court Judges appointing Children's Law Center as Guardian ad Litem for children in civil domestic violence

cases and high conflict custody cases.

We engaged in efforts to recruit pro bono lawyers. We successfully recruited two lawyers; one of whom completed the required training modules in 2024 and will soon start working on her new case. A former volunteer agreed to return and accepted a new case during the grant period. Throughout the year, CLC staff engaged formally and informally with members of the Bar in an effort to recruit Pro Bono Attorneys. On March 16, 2024, Executive Director Iris Sunshine presented briefly to the Pro Bono Coordinators Network regarding opportunities with CLC at the request of Sylvia Novinsky of the North Carolina Pro Bono Resource Center. Ms. Sunshine conducted a CLE program, *The Role of the Guardian ad Litem,* for the Greensboro Bar Association on April 3, 2014.

CLC's CAP Director and Staff Attorneys regularly appeared in court and engaged with judges and court personnel regarding the nature of our work. The Executive Director began contacting and meeting newly elected District Court Judges in early December to describe CLC's best practices and elements of our Bench Book.

Throughout the grant period, our staff continued to improve CLC's procedures. For example, we established a specific email address for the Clerk of Court and/or the judges to use when notifying CLC of our appointment to a case. The clerk emailed the relevant order, case file and Children's Law Center Referral Form thus minimizing delays.

Forsyth and Guilford County District Court Judges were surveyed in July for their critical feedback. In August we received 5 responses to the Forsyth survey and 0 responses to the Guilford survey.

Forsyth respondents Agree/Strongly Agree that CLC staff testimony and written reports are both helpful and thorough in providing the court information needed. They Often/Sometimes adopt the recommendations provided by CLC in our reports. When citing the factors most important in their decision to appoint CLC, judges chose: a concern for the health and safety of the child(ren), the need for impartial and in-depth analysis of the matter, and a high degree of conflict between the parents. CLC's appointment results in these benefits as cited most often by the judges: helps the court make an informed educated decision and provides another point of view and pair of eyes on the case.

CLC continued its strong commitment to Camp HOPE NC and the Pathways Program. During 2024, 10 CLC clients participated in the Pathways Program and 9 CLC children attended camp. In December, staff referred two additional CLC children to the Pathways Program. Paige Gilliard served as an adult mentor during the week long camp for the 8th year in August.

In addition to our ongoing relationships with community partners, CLC met our goal of formally partnering with two other advocacy agencies or service providers. CLC joined the High Point Children's Initiative early in the grant period and Iris Sunshine presented to the group about CLC's programs and advocacy for children. The CAP Team met with Next Step Ministries in Kernersville to introduce their staff to CLC and our services. Our team learned about their programs and services and how CLC could make referrals to Next Step Ministries and collaborate in the future. We also established relationships with new therapists and counseling groups such as Camel City Counseling, Creative Counseling and Family Solutions in High Point.

Throughout the year, CLC's Fund Development Team focused on increasing revenue and diversifying the sources of revenue. We applied to a total of 21 new foundations in 2024. We exceeded our goal of receiving awards from three new funders and received funding from seven new grantors. These included: ANDMORE Foundation; American Snuff Company Foundation; Guilford County; Tannenbaum-Sternberger Foundation; High Point Community Foundation; Knollwood Baptist Church and the Black Philanthropy Initiative of the Winston-Salem Foundation.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

The most significant obstacle CLC encountered during the grant period was the recruitment of pro bono attorneys. Although we conducted information sessions and a CLE program and networked at monthly Bar meetings, the time-intensive nature of our work proved to be a challenge. We continued to re-evaluate our Volunteer Attorney Initiative and different opportunities for pro bono engagement. Fortunately, we met attorneys toward the end of the year who expressed interest in volunteering with CLC and plans were made to follow up with them.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

CLC was grateful to the seven pro bono attorneys who in 2024 committed to volunteering their talents in support of our mission. The law firms represented included Kilpatrick, Law Firm Carolinas, Heelstone Renewable Energy, LLC, Gibson Dunn and a solo practioner. Six of them donated 75.6 hours of their time and expertise at a value of $32,974.50.
In addition, CLC staff members were pleased to train seven law students from Wake Forest University School of Law, Elon University School of Law and University of North Carolina School of Law. During the grant period, a number of other students contacted CLC to volunteer. Three college students and four high school students learned about CLC's mission and best practices and assisted with projects in our offices including the organization, scanning and digitization of CLC's older case files.

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:	6
How many pro bono hours were recorded by attorney volunteers in your program?:	76
What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:	$32974.50 Hourly fees vary

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

Children's Law Center's most significant collaborations are with the Guilford County Family Justice Center (FJC), Bridges to Hope Family Justice Center of Forsyth County (FJC) and Camp HOPE North Carolina Guilford County. CLC is a founding partner of all three of these collaboratives beginning with the Guilford County FJC in 2015. The FJCs are "one stop shops" for victims of domestic violence, sexual assault, child maltreatment, elder abuse and human trafficking. Partner agencies include, but are not limited to, Legal Aid of NC, District Attorney, DSS, Law Enforcement, County Government, City Government, Elon University School of Law and Family Services. Camp HOPE is an evidenced based program specifically for children living with and witnessing domestic violence which provides them with a week of safety, healing, fun and an opportunity "to believe in themselves, believe in others and believe in their dreams."

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

During the grant period, Children's Law Center was not able to serve 5 children in 4 cases to which CLC was appointed because one of the parents/guardians lived out of state or more than 50 miles away from the courthouse (Forsyth or Guilford County). In those cases, the Custody Advocacy Program Team was unable to conduct a thorough investigations (conducting scheduled and unscheduled home visits) with equal contact with both parties and the child(ren). CLC's limited resources restrict travel to within a 50-mile radius from the courthouse.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

NA

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

Bob* and Laura are loving parents struggling to find the best way to raise their children. Their 8-year-old son, Kirk, has severe learning challenges requiring specialized instruction and their 9-year-old son, Bobby, Jr. has an Individual Education Plan. One problem is the parents live in separate counties. Another problem is the parents have filed numerous custody motions using up court time without finding a final solution. The Judge decided to appoint Children's Law Center as Guardian ad Litem to investigate and report back to the court their findings and recommendations.

The investigation revealed, among many other things, that currently Bobby is thriving living with his father and attending school in one county; and Kirk is thriving living with his mother and attending the specialized school in the other county.

After an extensive investigation, Children's Law Center reported and testified to the court its findings and recommended the following as being in the best interest of Kirk and Bobby: 1) the children continue their current living arrangement with their respective parent, which arrangement is working well; 2) the children each be enrolled in therapy through their respective school districts; 3) the parents participate and complete Co-Parenting Classes to improve their communication and co-parenting skills; 4) The boys have ample opportunities to engage with each other during weekend visits and after school programs; and 5) the living schedule be modified in the summer to allow the boys to live with each parent over a longer period of time. The court adopted all of these recommendations.

By appointing Children's Law Center, the Court obtained extensive, unbiased, information, from which the judge could render a complete and final order which focused on the best interests of the children providing for their current needs but allowing flexibility to meet their needs for years to come.

* The names of the parties and children have been changed.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

Children's Law Center experienced turnover among the CAP team in 2024. Forsyth County based Staff Attorney Paola Soler resigned on August 30, 2024 to care for a family member. District Court Judges and family law attorneys were notified of her departure. CLC conducted a search, but a replacement was not hired until mid-October. Jasmine Gregory, an experienced lawyer whose practice had focused on Juvenile Court matters and Child Custody, joined our team as a Staff Attorney handling civil domestic violence and high conflict custody cases in Forsyth and Guilford Counties.

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

During the grant period, Children's Law Center's Custody Advocacy Program and Education Advocacy Program served a total of 192 children in 145 cases. All of our lawyers regularly attended county Bar meetings and functions. Angel Neal presented at the DVCC meeting, Haley Lamplkin Blyth and Jim Gallaher collaborated in Highland Presbyterian Church Community Forums and Paige Gilliard conducted information sessions at the Guilford County Family Justice Center for partner agency interns regarding Children's Law Center and child advocacy. The Executive Director and staff attended Forsyth and Guilford County Commissioner meetings, as well as Winston-Salem, High Point and Greensboro City Council meetings, and other events, during Domestic Violence Awareness Month and Child Abuse Prevention Month. CAP attorneys and the ED attended the Statewide Family Justice Center and Collaborative Communities Conference in November.

Attachments

Additional information: Fall Newsletter 2024.pdf

VOICES

ELEVATING CHILDREN'S VOICES AND RIGHTS

Newsletter of **Children's Law Center of Central North Carolina**

FALL 2024

Donate today to impact a child's life.

childlawnc.org/donate

AMPLIFIED

"Children's Law Center of Central North Carolina provides children with critical resources when they need them most. The center provides important legal advocacy for families during some of their hardest times. They guide families through incredibly difficult decisions and help navigate the complex public education system. Children's Law center is particularly important to me and our family. I am thrilled to be a part of this organization and the work CLC does in our community."

CLC Board Member
MIMI BENNETT

SUPREME COURT OF THE UNITED STATES SWEARING IN

On October 15th, Children's Law Center Custody Advocacy Program Director, Paige Gilliard, and CLC Board Member, Marcus Shields, were sworn in to the United States Supreme Court Bar. Paige and Marcus were accompanied by four other attorneys from the Greensboro Bar Association and Superior Court Judge Patrice Hinnant (ret.). Paige's father served as her movant during the ceremony and petitioned the court to swear her in. A really great moment for both Paige and her father.



Paige Gilliard (second from left) and Marcus Shields (second from right) with the rest of the delegation from the Greensbor Bar Association



All justices were in attendance. Following the ceremony, the attorneys had the opportunity to observe two oral arguments at the Supreme Court, an exciting opportunity for these legal professionals to observe the highest court in the land at work. Reflecting on the experience, Paige considers it a highlight of her professional career as well as an incredible personal experience. CLC is extremely proud of Paige for this incredible achievement and her tenacious advocacy for children.

FIRST-EVER BACK TO SCHOOL BONANZA: A COMMUNITY CELEBRATION

Children's Law Center (CLC) joined community partners in Liberty Plaza, downtown Winston-Salem, for the Back to School Bonanza this September 14th. This event united families with child-focused local resources. It was about supporting families, fostering connections, and building community.



The Bonanza was the vision of Leah Powell, Legal Assistant for CLC's Education Advocacy Program (EAP), who worked alongside Hayley Lampkin-Blyth, EAP Director, and the rest of the team at CLC, to bring it to life. The event had two key goals: to provide a fun and engaging event for children and families; and to give families needed school supplies they might otherwise not have access to.

The Bonanza offered a variety of fun activities for families to enjoy. Lawn games, arts and crafts, and live music from a local DJ created a festive and welcoming atmosphere. Local businesses, Cam's Coffee Co. and Dream Kreams, were on hand serving up coffee and ice cream that kept both children and adults energized through the afternoon. Every child that visited each of the event's community resource groups was gifted a backpack filled with brand-new school supplies—aimed to lighten the load for families preparing their children early in the school year.

The Bonanza is an opportunity to connect families with the resources they need, not only from CLC, but from a variety of local organizations committed to helping children and families thrive. Community partners like The Child Care Resource Center, Family Support Network of Greater Forsyth, SaySo (Forsyth Chapter), The Parenting Path, and Triad Restorative Justice set up tables and shared information about their services. The event created an approachable environment where families could easily access support and resources.

At its heart, the Back to School Bonanza was about ensuring that families feel seen and supported as they prepare for the school year. For the children who left with backpacks full of supplies and smiles on their faces, and for the parents who received valuable information from local organizations, the day was a resounding success.

Help change the trajectory of a child's life today with a donation to CLC.

www.ChildLawNC.org

SPEAK UP FOR CHILDREN 2024 PRESENTED BY KILPATRICK

Forsyth Country Club was abuzz with energy as Children's Law Center (CLC) hosted our annual Speak Up for Children (SUFC) event on October 10th. The venue was filled, a testament to the community's unwavering commitment to the children of the Triad and elevating their voices in the courtroom and beyond. The atmosphere was electric, brimming with warmth and enthusiasm. Attendees shared stories and connected with each other, united by a common purpose and a passion for making a difference in the lives of children in Forsyth and Guilford counties.

The program began with Iris Sunshine, Executive Director of CLC, introducing long term champions for CLC and SUFC 2024 Honorary Chairs Nancy and Rich Keshian. The Keshians both reinforced their steadfast support for the organization and addressed the strong need for our services in the community. Their words set a powerful tone for the evening, reminding everyone why their presence and contributions mattered so deeply. Mr. Keshian, having served as a CLC volunteer attorney for many years also provided insight into the lives of our children like only someone who has seen the needs firsthand can. We are incredibly grateful to have the Keshians as a part of the dedicated CLC team.

Following our Honorary Chairs, Talitha Vickers, Master of Ceremonies for the evening and Marketing and Business Development Manager at Presenting Sponsor Kilpatrick, took the stage. She shared heartfelt stories, highlighted the decades of work CLC has been doing in the Triad, including having served more than 1,700 children in need. Her words shed light on the real-life challenges children face and how collective efforts can lead to meaningful change.

The program concluded with a dynamic call to action led by event committee member and champion for children Indira Roberts. With contagious enthusiasm, she initiated a paddle raise that invigorated the entire room. Hands shot up eagerly as guests pledged their support, each commitment symbolizing hope and a brighter future for children in need.

Adding to the excitement, attendees participated in a silent auction featuring fabulous donations from both local businesses and corporate supporters. The auction offered an array of enticing items and experiences, encouraging friendly competition and further contributions to the cause. It was yet another way the community came together, showcasing generosity and a shared desire to make a positive impact.

At the event's closing moments, everyone in attendance felt a wave of joy and pride upon learning this year's Speak Up for Children raised more funds than ever before. The room erupted in applause and cheers, celebrating a record-breaking achievement made possible by the dedication and generosity of everyone involved.

CLC extends its deepest gratitude to all who attended, donated, and participated in the online auction and raffle. This support not only helps to elevate the voices of children but also empowers the CLC team to continue its vital legal advocacy in the community. The success of the event is a testament to what can be achieved when we stand together with compassion and purpose. We would also like to thank the Speak Up for Children event committee for their tireless work throughout the year as well as Kilpatrick and all our event sponsors for making this event possible.



Thank you for your continued support as we work together to make a lasting difference in the lives of the children we serve.

Children's Law Center of Central NC 102 W. 3rd St. Suite 470 Winston-Salem, NC 27101 T 336-831-1909 F 336-831-1910 ChildLawNC.org

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OF CENTRAL NORTH CAROLINA

102 W. 3rd Street, Suite 470
Winston Salem, NC 27101

ChildLawNC.org

Let their voices be heard.

Children's Law Center of Central North Carolina (CLC) advocates for children. By bringing to bear a deep understanding of legal and educational systems and partnering within those systems and the community, CLC elevates children's voices and rights. Whether serving as guardian ad litem in domestic violence or high conflict custody cases or advocating for children's educational rights, Children's Law Center provides pathways and supports that lead to better outcomes and safer, brighter futures for children.

Learn More
ChildLawNC.org

2024-42 - Strategic Development and Capacity Building for Child Advocacy - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 11:54 PM
Initially Submitted By:	Iris Sunshine
Last Submit Date:	
Last Submitted By:	
Approved Date:	Apr 3, 2025 10:45 AM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Ms. (Salutation) Iris (First Name) Middle Name Sunshine (Last Name)
Title:	Executive Director
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Address*:	102 West Third Street, Suite 470
	Winston-Salem (City) North Carolina (State/Province) 27101 (Postal Code/Zip)

Phone*: (336) 831-1909 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Children's Law Center of Central North Carolina

Organization Tax ID: 54-2185218

Organization Website: www.childrenslawcenternc.org

Address*: 102 West 3rd Street, Suite 470

Winston Salem North Carolina 27101
City State/Province Postal Code/Zip

Phone*: (336) 831-1909 108
###-###-#### Ext.

Fax: (336) 831-1910
###-###-####

Name of Executive Director*: Iris A. Sunshine

Select the organization's fiscal year.

Fiscal Year: July 1 - June 30

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Apr 3, 2025 10:45 AM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant		$59,000.00	$59,000.00	$0.00	$0.00	$59,000.00	$59,000.00
		$59,000.00	**$59,000.00**	**$0.00**	**$0.00**	**$59,000.00**	**$59,000.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
All Personnel - Combined	$27,000.00	**$11,270.00**	$7,263.00	$18,533.00	$8,467.00	$0.00	$18,533.00	$8,467.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$11,270.00
Payroll Taxes	$2,000.00	**$862.16**	$581.04	$1,443.20	$556.80	$0.00	$1,443.20	$556.80	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$862.16
Non-Personnel Expenditures															
Consultant	$30,000.00	**$12,000.00**	$18,000.00	$30,000.00	$0.00	$0.00	$30,000.00	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$12,000.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$59,000.00**	**$24,132.16**	**$25,844.04**	**$49,976.20**	**$9,023.80**	**$0.00**	**$49,976.20**	**$9,023.80**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**?%**	**$24,132.16**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period :

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period :

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Case Data - Full Grant Period

Cases pending at the beginning of the period:

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period:

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.: 0

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):

Clients served during the grant period:

Total household members for all clients served during the grant period:

Of total clients served, how many received extended service?:

Of total clients served, how many clients received advice and brief service only?:

Of total clients served, how many are seniors?:

Of total clients served, how many are under the age of 18?:

Of total clients served, how many are veterans?:

Case Service Report by Case Type

Case type	Cases Closed
Consumer	0
Education	0
Employment	0

Family (including domestic violence)		0
Health		0
Housing		0
Immigration		0
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**0**
	Total	**0**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0

Cleveland	0
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	0
Franklin	0
Gaston	0
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0

Martin	0
Mecklenburg	0
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	0
Wake	0
Warren	0
Washington	0

Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**0**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

Children's Law Center of Central North Carolina (CLC) achieved both goals outlined in the Systems Support Grant proposal with the funds awarded by the North Carolina IOLTA Trust.

1. In February 2024, Children's Law Center engaged Next Stage Consulting, based in Charlotte, NC, to facilitate a six-month strategic planning process for the Board of Directors and staff. The consultants who collaborated with us were Josh Jacobson, CEO, and Jalah Blackmon, Consultant. A task force was created comprised of staff leadership (Executive Director, Custody Advocacy Program Director, Education Advocacy Program Director, Fund Development Manager and Operations Manager) and Board members (Chair, Vice-Chair, Past Chair and Board member).

   Over three months Next Stage led the task force through a series of meetings/intensives, interviewed 15 stakeholders (lawyers, judges, elected officials, community leaders, partners, and funders Strategic Planning Roadmap to CLC's Board of Directors in May which was approved. The final Strategic Plan, which is attached, was approved by the Board of Directors at their July 2024 meeting. The result is a blueprint for the future, with a three-to-five-year horizon toward optimizing our organization to generate even more impact for children in our state. It is an exciting and aspirational plan with three primary goals:

- Strengthening and deepening advocacy programming, leveraging our best- in-class model to extend impact statewide.
- Growing our capacity to sustain our advocacy programming and extend impact throughout North Carolina.
- Increasing awareness, appreciation and resources to fuel the organization's mission of providing children with quality legal advocacy.

CLC's initial efforts have been, and will continue to be, on driving resources and building capacity while further developing our programmatic identity. Staff began implementation during the summer focusing on CLC's programs service delivery including community education/prevention, intervention and systemic impact via a focus on trauma. Simultaneously, we conducted an internal audit of our processes, procedures and functions including financial management, human resources and information technology.

As part of CLC's Strategic Planning we engaged Next Stage Consulting to assist us in identifying and clarifying the organization's values concepts and guiding principles. This process similarly engaged the Board of Directors, staff and outside stakeholders and partners. CLC's values are Compassion, Empowerment, Justice, Commitment, Trust. We are incorporating them into all facets of our work

2. Children's Law Center hired a part-time Development Associate in March 2024. Jean-Luc Clark graduated from Appalachian State University with a background in Marketing and Communications. As noted in the mid-year report, Mr. Clark helped our marketing and communications efforts immensely and assumed responsibility for a significant portion of CLC's social media management and operation as well as content creation for digital and print communications, website content, and social media posts. He led a project to develop a social media strategy, built out a calendar and managed the posts. Mr. Clark's expertise and assistance in guiding these efforts to the next level allowed Fund Development Manager Ben Loebner to focus on other strategic endeavors.

In the first half of our current fiscal year (FY25; July 1, 2024 – Dec 30, 2024), CLC added 142 new donors. In comparison, CLC added 116 new donors during the entire 12-month period of the previous fiscal year (FY24; July 1, 2023 – June 30, 2024). This is a direct result of the additional resources that we allocated to new donor prospecting in addition to cultivation and engagement. The Development Associate was directly responsible for adding over 1300 new donor prospects to our donor pipeline.

Another key responsibility of the Development Associate was to solicit donation items for our silent auction associated with CLC's signature event, Speak Up for Children, in October. Mr. Clark secured over 70 items and helped us to have the most successful fundraising event we have had in years. We raised over $26,000 in the auction and $123,695 overall from the event (comprising over 10% of our revenue budget for the year). Again, the benefits of this work are two-fold, Jean-Luc Clark was able to take on a necessary project and increase the value of that project for the organization and this project was taken off of Ben Loebner's list of responsibilities, allowing him to focus on other critical projects.

The value of having development staff dedicated to the continued efforts of identifying and engaging CLC with new donor prospects is crucial to the goals of the organization. As mentioned in our application, the organization must expand our fundraising efforts as the budget for the organization has doubled in a mere five years. We are grateful for the grant from NC IOLTA which allowed CLC to invest in our development efforts and in the future stability of the organization and hire our Development Associate.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

Attachments

Additional information: CLC Strategic Roadmap-Core Values.pdf



children's LAW CENTER OF CENTRAL NORTH CAROLINA

STRATEGIC PLANNING OVERVIEW
2024-2027 CALL TO ACTION

"CLC's EAP team did a great job handling my son's case from start to finish. I am so grateful that he was given a second chance that he likely would not have had without EAP's representation."



– Education Advocacy Program Parent



Letting Their Voices Be Heard

Founded in 2005, Children's Law Center of Central North Carolina (CLC) provides children with quality legal advocacy focusing on domestic violence issues, high conflict custody cases, and the rights of children in public education. Whether serving as *Guardian ad Litem* in domestic violence or high conflict custody cases or advocating for children's educational rights, Children's Law Center provides pathways and supports that lead to better outcomes and safer, brighter futures for children.

Onboarding a New Strategic Plan

In 2024, CLC's staff and board leadership have developed a new three-year strategic plan informed by many voices and refined through passionate discussion. The result is a blueprint for the future, with a three-year horizon toward optimizing our organization to generate even more impact for children in our state. The plan has three primary goals:

- Strengthening and deepening advocacy programming, leveraging our best-in-class model to extend impact statewide
- Growing our capacity to sustain our advocacy programming and extend impact throughout North Carolina
- Increasing awareness, appreciation and resources to fuel the organization's mission of providing children with quality legal advocacy.

We invite you to learn more about our new strategic plan in service to achieving our enduring vision: to increase children's potential to become emotionally healthy adults through fostering their sense of hope and empowerment.

CELEBRATING 20 YEARS OF SERVICE IN 2025

In 2025, CLC celebrates our 20th anniversary of legal advocacy for children. The organization's new strategic plan aims to leverage the milestone to increase awareness and advance an inspirational call-to-action.

Attorneys Penny Spry and Amy Kuhlman founded CLC two decades ago as a solution to a problem. The duo was volunteering with the Legal Aid Society of Northwest North Carolina to represent children in high conflict custody battles and later domestic violence situations. The two found there was a conflict of interest in representing children in the same cases where the Legal Aid Society was representing one of the parents. They decided to create their own nonprofit to represent children.

What began as a fledgling start-up nonprofit has flourished in the years since. The past year has seen a significant growth in services, including a 50% increase in cases and 70% increase in total children served. This growth included the launch of the Education Advocacy Program and expansion of the Custody Advocacy Program services in Guilford County.

CLC's new strategic plan is an ideal platform for reintroducing the organization and its compelling mission in support of vulnerable children.



Strategic planning begins, facilitated by Next Stage	Strategic plan adopted by CLC board of directors	CLC's 20th Anniversary begins	2025-2026 fiscal year for CLC begins	CLC's 20th Anniversary concludes
February 2024	July 2024	January 2025	July 2025	December 2025

Mission: To provide children with quality legal advocacy focusing on domestic violence issues, high conflict custody cases, and the rights of children in public education.

Vision: To increase children's potential to become emotionally healthy adults through fostering their sense of hope and empowerment.

GOAL #1 **Strengthen and deepen advocacy programming, leveraging best in-class model to extend impact statewide.**	**OBJECTIVE #1A** Fully develop a three-pronged approach to service delivery for each signature program to include community education, intervention & systemic impact via a focus on trauma.	**OBJECTIVE #1B** Expand the volunteer program and launch a fellowship program, treating these as new service line offerings that extend beyond human resources relief.	**OBJECTIVE #1C** Design and launch a Center of Excellence with the goal of viewing the organization as a 'teaching hospital' toward replicating child advocacy services across NC.
GOAL #2 **Grow the organization s capacity to sustain its advocacy programming and extend impact throughout North Carolina.**	**OBJECTIVE #2A** Build out the organization's staffing model, adding volunteer coordination and fellowship management to build capacity within current team.	**OBJECTIVE #2B** Develop a replicable model of data management, process documentation, project management and program evaluation.	**OBJECTIVE #2C** Evolve the governance model to include needed expertise while developing a statewide advisory board aligned to the Center of Excellence.
GOAL #3 **Increase awareness, appreciation and resources to fuel the organization s mission of providing children with quality legal advocacy.**	**OBJECTIVE #3A** Increase relational marketing via ambassadorship by board and staff members, while increasing visibility through branded messaging aligned to campaign themes.	**OBJECTIVE #3B** Leverage 20th anniversary as a jumping-off point for messaging strategic direction and growing new contributed revenue from individuals, foundations and companies.	**OBJECTIVE #3C** Pursue new government payer models aligned to advocacy programming and aims of the Center of Excellence, focusing on a business case for support.

Extending Impact Across North Carolina

This strategic plan centers around a big idea for the organization– the creation of a **Center of Excellence** (COE).

CLC has consistently fielded inquiries from leaders across the state interested in learning more about our Custody Advocacy Program (CAP) and Education Advocacy Program (EAP). Feedback from stakeholders during this planning effort suggests an appetite for our programming serving as a model for program replication across North Carolina.

We envision a "teaching hospital" model of consulting, capacity-building and shared services, supporting advocates for children in counties desiring to build their own expressions based on our model.

To make this a reality, we will need to reinforce our current programming to make it model-worthy. This includes fully developing each of CAP and EAP across three dimensions – community education, intervention services, and systemic impact.

This ambition will also require rethinking and redesigning our volunteer efforts and internship program, launching both as impact-generating programs that go beyond building capacity for the organization by growing appreciation for the detrimental role of trauma in the lives of young people.

It is a really big idea, and we're ready to start down the path to making it a reality, one step at a time.



OUR PRIORITY EFFORTS TO REALIZE THE VISION

This three-year strategic plan is supported by an 18-month implementation plan focused on making inroads on key concepts. Our initial efforts are focused on driving resources and building our capacity while further developing our programmatic identity:

OBJECTIVE 3B: FUND DEVELOPMENT

Our new strategic plan establishes an exciting direction for our work, but it will only be possible if we are able to realize financial resources to get it off the ground.

We are working to leverage our 20th anniversary as a jumping-off point to message this strategic direction and grow new contributed revenue from individuals, foundations and companies. Resourcing this effort is a strategic imperative.

OBJECTIVE 2A: STAFFING MODEL

The funding we are raising in the near-term will allow us to add to our team, backfilling support so our staff leadership can lean in to these new areas of strategic growth.

We aim to build out our organization's staffing model, adding volunteer coordination and fellowship management to build capacity within our current team. These are needs that will add important human resources to support our mission.

OBJECTIVE 1A: PROGRAM STRENGTHENING

The strategic planning process introduced a new way for us to conceptualize our Custody Advocacy and Education Advocacy programs. Both will have a focus on prevention, intervention and systemic impact as a part of our new theory of change.

In the near-term, we need to fully develop this three-pronged approach to service delivery to include community education, ad litem and legal services & advocacy via a focus on trauma.

OBJECTIVE 1C: DESIGN THE CENTER OF EXCELLENCE

A major idea of this strategic plan is the development of a Center of Excellence (COE), expanding our impact statewide. We believe this is a key to driving financial resources from outside our current service region, building an increased footprint of impact.

In the near-term, we need to further flesh out the concept of the COE, exploring how we can serve as a 'teaching hospital' toward replicating child advocacy services across NC.

Measured Five-Year Growth

Key drivers of our financial pro forma:

- Investment in Staffing – The plan calls for growing our team to include leads for volunteer management and our fellowship program, as well as growth of our Center of Excellence to include a director-level leader and support staff.
- Revenue Diversification – ARPA funding was critical to allowing CLC to expand its staffing model in FY24. New sources of funding will be needed to sustain current operations, with the 20th anniversary serving as a jumping-off point for increasing investment from foundations, individuals and sponsors.
- Center of Excellence – Investments in staffing will have an ROI of earned revenue driven by statewide efforts including training, licensing, and shared services. This revenue has the potential to grow sizably in the years to come.

In total, CLC is anticipating roughly a 50% growth over the next five years.

	FY25	FY26	FY27	FY28	FY29	FY30
REVENUES						
Government	$256,000	$350,000	$360,000	$370,000	$380,000	$390,000
Speak Up For Children	$136,500	$150,000	$160,000	$170,000	$180,000	$190,000
Foundations	$283,000	$275,000	$280,000	$285,000	$290,000	$295,000
Individual Giving	$261,000	$275,000	$280,000	$285,000	$290,000	$295,000
Sponsorships	$50,000	$100,000	$105,000	$110,000	$115,000	$120,000
COE Earned Revenues	$0	$25,000	$110,000	$180,000	$250,000	$260,000
TOTAL	**$986,500**	**$1,175,000**	**$1,295,000**	**$1,400,000**	**$1,505,000**	**$1,550,000**
EXPENSES						
Staffing	$659,000	$705,000	$800,000	$880,000	$960,000	$988,800
Benefits & Taxes	$64,000	$99,000	$115,000	$129,000	$143,000	$147,890
Contractors	$72,000	$89,610	$92,298	$95,067	$97,919	$100,857
Marketing/Advertising	$42,000	$57,080	$58,192	$59,338	$60,518	$61,734
Speak Up for Children	$36,500	$36,050	$37,132	$38,245	$39,393	$40,575
Volunteer Activities	$0	$10,300	$10,609	$10,927	$11,255	$11,593
Operations	$79,000	$142,200	$146,526	$150,982	$155,571	$160,298
Occupancy	$34,000	$34,960	$35,949	$36,967	$38,016	$39,097
TOTAL	**$986,500**	**$1,174,200**	**$1,295,706**	**$1,400,527**	**$1,505,673**	**$1,550,843**



TOGETHER, WE CAN LET THEIR VOICES BE HEARD.

We are pleased to share with you this overview of Children's Law Center's strategic roadmap. The past several months have been a period of intense reflection, analysis and deep thinking for our team, resulting in a plan that outlines how we will enhance our impact and serve more vulnerable children.

This overview is a blueprint for expanding our reach, strengthening our programs, and transforming the lives of children in our community. A key element is the establishment of a Center of Excellence to replicate our successful programs across North Carolina. By deepening service delivery and launching initiatives like a new fellowship program, we are creating a scalable model for child advocacy.

Achieving these goals will require investment in both people and infrastructure. As a valued stakeholder, your support is essential to realizing this vision. Our plan includes specific milestones and measurable outcomes to guide our efforts. With your partnership, we are confident we can create lasting change.

We invite you to consider how you can help bring this vision to life. Your support will activate our goals and lay a foundation that will benefit children across our state for generations. We look forward to discussing the role you can play in this transformative effort.

Thank you for your continued commitment to our mission.

Iris Sunshine
Executive Director
Children's Law Center of Central North Carolina

“I really want to thank you for everything you did for the girls and myself. I appreciate how thorough you were through the whole process. I don’t think we would have reached the same outcome without your help.”

– Custody Advocacy Program Parent



children's LAW CENTER OF CENTRAL NORTH CAROLINA

Report: Values & Guiding Principles

December 20, 2024

Proposed Values & Guiding Principles - FINAL

COMPASSION	We foster empathy, dignity, and understanding in every interaction to create meaningful relationships and a caring and supportive environment.
EMPOWERMENT	We provide tools, resources, and encouragement to help individuals overcome barriers and build confidence for lasting success.
JUSTICE	We pursue equity, working to ensure every child has access to opportunity and protection under the law.
COMMITMENT	We dedicate ourselves to meaningful impact, demonstrating perseverance and excellence in serving children.
TRUST	We demonstrate transparency, reliability, and accountability to strengthen our relationships.

2024-09 - CFCR Representation and Advocacy for Youth - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	005
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 28, 2025 12:55 PM
Initially Submitted By:	Alexandra Russell
Last Submit Date:	
Last Submitted By:	
Approved Date:	Apr 2, 2025 11:10 AM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation: Alexandra (First Name) Middle Name: Russell (Last Name)
Title:	Grants Manager
Email*:	advancement@cfcrights.org
Address*:	601 East Fifth Street, Suite 450
	Charlotte (City) North Carolina (State/Province) 28202 (Postal Code/Zip)

Phone*: 704-372-7961 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Council for Children's Rights

Organization Tax ID: 561325184

Organization Website: www.cfcrights.org

Address*: 601 E. Fifth St.

Suite 510

Charlotte North Carolina 28202
City State/Province Postal Code/Zip

Phone*: (704) 372-7961 Ext.
###-###-####

Fax: (704) 372-5941
###-###-####

Name of Executive Director*: Heather Johnson, JD, MSW

Select the organization's fiscal year.

Fiscal Year: July 1 - June 30

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Apr 2, 2025 11:10 AM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
Public Donations	Individual Giving	$0.00	$0.00	$430,000.00	$330,420.00	$430,000.00	$330,420.00
Public Donations	Faith/Civic Organizations	$0.00	$0.00	$20,000.00	$17,750.00	$20,000.00	$17,750.00
Public Donations	Companies & Corporations	$0.00	$0.00	$50,000.00	$85,570.00	$50,000.00	$85,570.00
Private Foundations - Awarded	Funded Grants	$0.00	$0.00	$460,000.00	$651,965.00	$460,000.00	$651,965.00
Private Foundations - Pending	Pending Grants	$0.00	$0.00	$345,000.00	$17,000.00	$345,000.00	$17,000.00
Special Events	Fundraising	$0.00	$0.00	$275,000.00	$188,885.00	$275,000.00	$188,885.00
State Funds - Awarded	IDS Funds	$0.00	$0.00	$672,000.00	$672,500.00	$672,000.00	$672,500.00
Attorney Fee Awards	Attorney Service Fee Estimates	$0.00	$0.00	$75,000.00	$52,382.00	$75,000.00	$52,382.00
Rental Income	Rent + Interest	$0.00	$0.00	$194,157.00	$139,533.00	$194,157.00	$139,533.00
IOLTA Grant		$120,000.00	$120,000.00	$0.00	$0.00	$120,000.00	$120,000.00
		$120,000.00	**$120,000.00**	**$2,521,157.00**	**$2,156,005.00**	**$2,641,157.00**	**$2,276,005.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
All Personnel - Combined	$120,000.00	**$60,000.00**	$60,000.00	$120,000.00	$0.00	$0.00	$120,000.00	$0.00	$1,498,600.00	**$754,778.00**	$661,111.00	$1,415,889.00	$82,711.00	92.19%	$814,778.00
Fringe Benefits	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$396,507.00	**$191,798.00**	$185,276.00	$377,074.00	$19,433.00	100.00%	$191,798.00
Payroll Taxes	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$124,616.00	**$55,016.00**	$52,587.00	$107,603.00	$17,013.00	100.00%	$55,016.00
Non-Personnel Expenditures															
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$201,750.00	**$98,900.00**	$107,646.00	$206,546.00	($4,796.00)	100.00%	$98,900.00

Rent \ Mortgage \ Overhead	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$209,532.00	**$53,783.00**	$98,735.00	$152,518.00	$57,014.00	100.00%	$53,783.00
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$35,000.00	**$7,871.00**	$19,762.00	$27,633.00	$7,367.00	100.00%	$7,871.00
Dues	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$13,295.00	**$7,529.00**	$11,321.00	$18,850.00	($5,555.00)	100.00%	$7,529.00
Fundraising	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$50,000.00	**$1,885.00**	$50,926.00	$52,811.00	($2,811.00)	100.00%	$1,885.00
Insurance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$27,123.00	**$12,130.00**	$13,248.00	$25,378.00	$1,745.00	100.00%	$12,130.00
Advertising \ Marketing	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$3,000.00	**$294.00**	$6,146.00	$6,440.00	($3,440.00)	100.00%	$294.00
Postage	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$5,400.00	**$1,585.00**	$1,331.00	$2,916.00	$2,484.00	100.00%	$1,585.00
Printing	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$16,800.00	**$7,205.00**	$5,083.00	$12,288.00	$4,512.00	100.00%	$7,205.00
Supplies	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$8,000.00	**$2,531.00**	$4,610.00	$7,141.00	$859.00	100.00%	$2,531.00
Telephone & Internet	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2,000.00	**$919.00**	$748.00	$1,667.00	$333.00	100.00%	$919.00
Board \ Staff Development	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,000.00	**$0.00**	$839.00	$839.00	$161.00	100.00%	$0.00
Business Taxes	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,041.00	**$0.00**	$0.00	$0.00	$1,041.00	0.00%	$0.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$120,000.00**	**$60,000.00**	**$60,000.00**	**$120,000.00**	**$0.00**	**$0.00**	**$120,000.00**	**$0.00**	**$2,593,664.00**	**$1,196,224.00**	**$1,219,369.00**	**$2,415,593.00**	**$178,071.00**	**93.13%**	**$1,256,224.00**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period : 154

Cases opened during the period: 102

Cases closed during the period: 82

Cases pending at the end of the period : 174

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Case Data - Full Grant Period

Cases pending at the beginning of the period:	128
Cases opened during the period:	201
Cases closed during the period:	155
Cases pending at the end of the period:	174
Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	7

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	
Clients served during the grant period:	300
Total household members for all clients served during the grant period:	300
Of total clients served, how many received extended service?:	300
Of total clients served, how many clients received advice and brief service only?:	0
Of total clients served, how many are seniors?:	0
Of total clients served, how many are under the age of 18?:	300
Of total clients served, how many are veterans?:	0

Case Service Report by Case Type

Case type	Cases Closed
Consumer	0
Education	122

Employment		0
Family (including domestic violence)		33
Health		0
Housing		0
Immigration		0
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**155**
	Total	**155**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0

Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	0
Franklin	0
Gaston	0
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0

Macon	0
Madison	0
Martin	0
Mecklenburg	155
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	0

Wake	0
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**155**

Client Fees

Total amount of client fees collected:	$24,149.00
Number of clients who paid fees:	87
Total amount of client fees that were waived or reduced:	$25,830.00
Number of clients whose fees were waived or reduced:	38

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

By state law, all juveniles are conclusively presumed indigent (N.C. Gen. Stat. 7B-2000); therefore, CFCR services are free to all clients. However, in Custody Advocacy cases only, Mecklenburg County Court orders attorney fees to be paid by each parent (who are NOT our clients) in cases based on income levels. For each case, parents are assessed separately, and there were 87 individual parents who paid fees which totaled $24,149 in attorneys' fees collected. We utilize the attached sliding scale to determine minimum and maximum attorney fees based on self-reported income per court order and invoice accordingly. CFCR sends invoice reminders in an attempt to collect fees, but does not have an active debt collection practice if parents are unable or unwilling to pay. If a parent discusses hardships with paying the fee, CFCR will waive the fee. More often, parents do not pay nor ask for a reduction, which is different than a waiver. Once a case is closed, we rarely see parents pay outstanding balances and CFCR is then forced to write off these balances as bad debt on our financials. *For example, in 2024 we had 38 clients who did not pay which totaled $25,830 in write offs.

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

With IOLTA's vital support, CFCR continues to make progress in meeting the needs of youth requiring our unique services. IOLTA's investment enabled our Custody Advocacy (CAP) and Education Law (ELP) programs to train an increasing number of pro bono attorneys which ensured children's best interests were represented in high-conflict custody and students' educational needs were met, both through individual legal representation and systems change for all youth.

While IOLTA operates on a calendar year, CFCR would also like to demonstrate our progress by citing our finalized Fiscal Year 2024 data. CFCR's progress toward our goals and outcomes are outlined as follows:

Education Representation

- **135** cases where a child received free special education legal representation
- **100**% of cases where a child received free special education legal representation had identified a special education decision maker for youth in foster care
- **100**% of cases with a comprehensive evaluation for sufficiency of Individual Education Programs (IEP) or 504 plans were completed
- **2** demand letters written to enforce rights under IEPs
- **70**% of cases where further school discipline and exclusion were avoided (academic year)

Custody Advocacy Program

- **30**% of cases settled outside of court
- **100**% of CFCR recommendations accepted by court
- **100**% of trials where recommendations are fully accepted by the court
- **11** children served related to # of volunteers trained (calendar year)

Systems Advocacy

- **3** complaints filed with the Department of Public Instruction
- **3** complaints filed with the Office of Civil Rights
- **2** petitions for Judicial Reviews filed with NC Superior Court

The rising complexity of legal issues faced by our child clients has significantly impacted our capacity and requires more time to address intricate issues in existing cases, which limits our ability to accept new ones. From FY23 to FY24, the number of hearings our CAP attorneys attended has increased by 61%. These appearances included contempt motions, emergency hearings, related case hearings affecting custody matters (such as DVPO hearings or criminal proceedings), and periodic review hearings to monitor case progress. CAP also witnessed an increase in the number of cases involving at least one parent/caregiver displaying a mental health issue that potentially affect their ability to parent: 61% of CAP cases in FY24.

To address the growing need for our services, CFCR utilized our volunteer programs and long-standing partnerships with top law firms to increase capacity through pro bono attorneys. Further, CFCR staff continue to increase the number of hours they work to ensure we sustain the demand for our services, which continues to grow significantly in both our CAP and ELP programs.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

Although CFCR continues to progress in our programmatic and substantive work to increase equity and economic opportunity for youth, we are experiencing the same challenges in fundraising that many other nonprofit agencies are facing. There continues to be a decline in individual donations and corporate sponsorships due to the economic downturn, reflecting both national trends and local projections for philanthropic giving.

In response, CFCR has decreased its cash reserve from $500,000 to $300,000 to allot funds toward prioritizing staff retention and acquisition. The caliber of staff required for critical, specialized legal services necessitates competitive attorney salaries. CFCR's budget still exceeds two million dollars and we continue to maintain and grow services while pursuing new and diversified streams of revenue. To address the ongoing challenge of balancing capacity and demand, we have leveraged support from volunteer programs and strengthened partnerships with leading law firms to increase pro bono opportunities. With the growing need for our services, IOLTA's funding has enabled CFCR to optimize its capacity, sustain direct services, and catalyze systemic change to benefit children statewide.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

CFCR is honored to have the steadfast support of Charlotte's legal community, whose dedication providing pro bono services for our youth continues to grow as needs arise. We are actively working to build capacity through initiatives the Charlotte Triage Pro Bono Partnership. This collaboration has created opportunities for local law firms and corporate in-house counsel to engage with our work, support our youth, provide essential free civil legal aid, and work towards systemic changes in Education Law. Through Charlotte Triage, ELP continues to share its expertise by training pro bono attorneys to assist with drafting Office for Civil Rights and state complaints. We also collaborate with the Juvenile Court Bench to identify best practices for designating educational decision-makers for youth in foster care. Without this determination and appointment, many youth in foster care would lack legally required advocates to execute necessary IEP and 504 documentation. CFCR was instrumental in developing bench cards and worksheets to assist court partners appoint decision-makers efficiently and effectively. a decision-maker when necessary. This directly aids in the legal protections afforded to youth in foster care.

CAP aims to increase the number of children receiving legal aid by collaborating with an expanding pro bono community to assist in complex, high-conflict custody cases. Growing our CAP team and volunteer base will enhance the program's efficiency and directly support children in more cases. We value longstanding partnerships with esteemed law firms such as Moore & Van Allen, Alston & Bird, and McGuireWoods, which host biannual CAP volunteer training sessions. The enduring interest in our CAP volunteer program, sustained over decades, reflects the community's dedication to supporting vulnerable children. Volunteer involvement is critical in ensuring the continuity of our services as demand increases. With IOLTA's continued support, CFCR has been able to offer free, comprehensive virtual and in-person training for volunteer attorneys, increasing pro bono opportunities and program impact. In 2024, CFCR had 110 attorney volunteers who dedicated 2,600 pro bono hours of their time, making a significant difference in the lives of children across our community.

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:	110
How many pro bono hours were recorded by attorney volunteers in your program?:	2628
What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:	$150/hour

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

ELP is currently partnering with key national organizations, such as the Black Child Development Institute, to offer a transformative training series titled "Navigating the System: Parental

Rights Unveiled." We are also collaborating with Smart Start to host community workshops focused on IEP challenges and early intervention. Through these free tools and resources, parents gain the knowledge and confidence needed to make informed decisions about their children's educational rights. By participating in these workshops, families not only receive valuable support but also connect with a network of fellow parents and professionals, fostering an environment where parent advocates can inspire and empower others in similar circumstances to become advocates themselves.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

Mecklenburg's Family Court Judges report that on average there are an additional 10 cases per month they would like to assign to our CAP team, however, due to capacity limitations, we are unable to be appointed. CFCR also receives calls from the community and referrals from court partners and local law firms for legal representation of youth needing special education services. While our ELP team is able to provide educational guidance, resources, and referrals, we do not have the capacity to open cases for each student requiring assistance. This demonstrates the magnitude of need for free educational legal representation as well as the increased number of cases Mecklenburg Family Court is seeing in high-conflict custody cases.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

ELP continues to effectively implement a comprehensive strategy — encompassing individual representation, statewide policy advocacy, data analysis, community training and partnerships, and local policy reform— to improve the educational outcomes of youth in foster care. ELP utilizes a range of legal advocacy tools, including litigation, filing complaints with the US Department of Education's Office for Civil Rights (OCR), and with the North Carolina Department of Public Instruction (NC DPI), to influence systemic change. ELP recently negotiated a settlement regarding disability discrimination claims our team filed with the OCR. The settlement included compensatory education services and monetary reimbursement for out-of-pocket tutoring costs the family had incurred. ELP also succeeded in a state complaint decision from NC DPI, which found the local educational agency non-compliant on all issues and ordered remedies including, compensatory education, training for all special education staff at the school, and changes to school procedures for tracking reevaluation timelines.

CFCR's leadership in the local Model Courts Special Education Decision Maker (SEDM) Work Group and the creation of a statewide policy pilot project further demonstrate our commitment to advocating for youth in foster care. By addressing systemic barriers and developing practical solutions, we aim to ensure that the rights and educational needs of foster youth are met. Additionally, ELP regularly incorporates feedback from youth and families through surveys and community input to refine our practices and inform both service delivery and statewide policy development. Our experience has shown that meaningful change rarely occurs without legal expertise and representation, and CFCR is uniquely positioned to address these challenges through a full array of legal tools targeting both individual and systemic issues.

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

CFCR continues to be an engaged cohort of the Charlotte Triage Pro Bono Partnership, which connects volunteer attorneys to our agency helping expand access to legal representation for students with disabilities. Through this partnership, Timika Shafeek-Horton, a VP at Duke Energy and CFCR pro bono attorney, represented a ten-year-old client who was struggling in school due to disabilities. The student's charter school violated federal special education law when it failed to initiate special education evaluations for the student despite multiple data sources indicating a suspected disability, including documented diagnoses of Attention-Deficit Hyperactivity Disorder, Dyslexia, and a Special Learning Disability in Written Expression. To address these violations, Ms. Shafeek-Horton drafted and filed a state complaint with the NC DPI. During the investigation process, the school had the opportunity to provide a written response to the allegations but failed to respond to the complaint allegations despite multiple reminders from the Complaint Investigator.

In August 2024, the NC DPI found in favor of the student and determined that the school had violated multiple provisions of the federal special education law, failing to provide the student with a free, appropriate public education. The NC DPI ordered the charter school to provide corrective action to remedy these violations, which included not only individual remedies to ensure the

student had access to a free, appropriate public education but also created systemic remedies, such as staff training and policy and procedure revisions. We are so grateful to Ms. Shafeek-Horton for her diligent work in supporting this student in obtaining the education every child deserves.

Volunteer Testimonial: "Duke Energy's legal department has a long-standing commitment to pro bono work and the Charlotte Triage Pro Bono Project. I am pleased to have been a part of the excellent work CFCR does for children in our community and I thank CFCR's Dan Brown who served as a mentor and partner as I managed my first case." -*Timika Shafeek-Horton*

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

After nearly 10 years of service, CFCR Director of CAP Patti Tutone has made the difficult decision to take a new role in private practice. We are grateful for Ms. Tutone's contributions for almost a decade and are fortunate to have her co-directing with her successor for three weeks prior to her departure. CFCR will maintain strong, consistent leadership with the promotion of Linda Hurlbert, who is entering her sixth year as a CAP staff attorney and has 37 years of experience as a lawyer. Ms. Hurlbert is a known leader in the legal field and has the support of the Family Bar, the Family Law Bench, and her colleagues. A CAP volunteer who works alongside Ms. Hurlbert on CFCR cases provided the following testimonial:

"Linda's work with CFCR goes far beyond a job. In her role as a child's best interest attorney, she works tirelessly and gracefully to help children navigate high-conflict divorce and custody battles that they are often at the center of but cannot even understand. She has a way of speaking with kids and families that puts everyone at ease and encourages honesty and openness. She is unwavering in her efforts to keep children safe and teach caregivers how to co-parent effectively and provide a peaceful home for their children. While fiercely protecting her minor client's best interests, she shows compassion to the caregivers involved in her cases. She never judges and she endeavors to give everyone the benefit of the doubt. The CFCR team must investigate cases to ensure the children's safety and this requires home visits, school visits, consultations with healthcare professionals, and much more. Sometimes this can feel intrusive to families, but Linda shows the utmost respect to each person she crosses paths with and is careful to dive in if necessary to protect her minor clients but pulls back when the circumstances safely allow it. CFCR's work spans across the city of Charlotte, across all neighborhoods, across socioeconomic backgrounds, across ethnicities, and includes any children the court perceives as needing their own best interest attorney. Linda's work at CFCR addresses social needs across the community and her warm personality and dedication to her work allows her to connect with children and families of all backgrounds and needs. Over the last six years, I have worked with Linda on several cases and she can often be found working late into the evening on calls with the child client's therapists or teachers, taking calls on weekends with her team when a child client is upset over something

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

Attachments

Additional information: 2025 Fee Scale.pdf

COUNCIL FOR CHILDREN'S RIGHTS
BEST INTEREST ATTORNEY FLAT FEE SCALE

Annual Gross Income	Fee
0 to $20,000	$100
$20,001 to $25,000	$200
$25,001 to $30,000	$300
$30,001 to $35,000	$400
$35,001 to $40,000	$500
$40,001 to $45,000	$600
$45,001 to $50,000	$700
$50,001 to $55,000	$800
$55,001 to $60,000	$1,000
$60,001 to $65,000	$1,250
$65,001 to $70,000	$1,500
$70,001 to $75,000	$1,750
$75,001 to $80,000	$2,000
$80,001 to $85,000	$2,250
$85,001 to $90,000	$2,500
$90,001 to $95,000	$2,750
$95,001 to $100,000	$3,000

The fee for persons with annual gross incomes in excess of $100,000 will be three percent (3%) of gross annual income.

2024-30 - Pro Se Program, Co-parenting classes, and Process Server Program - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 5:05 PM
Initially Submitted By:	Leslie Patterson
Last Submit Date:	Mar 6, 2025 2:16 PM
Last Submitted By:	Leslie Patterson
Approved Date:	Mar 12, 2025 2:09 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation: Leslie (First Name) Kay (Middle Name) Patterson (Last Name)
Title:	Director
Email*:	courtwatchofnc@gmail.com
Address*:	122 N Elm St Ste 800 Greensboro (City) North Carolina (State/Province) 27401 (Postal Code/Zip)

Phone*: (336) 275-2346 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Court Watch of North Carolina, Inc.

Organization Tax ID: 58-1685122

Organization Website: courtwatchnc.org

Address*: 122 N Elm St

Ste 800

Greensboro North Carolina 27401
City State/Province Postal Code/Zip

Phone*: (336) 275-2346 Ext.
###-###-####

Fax: ###-###-####

Name of Executive Director*: Leslie Patterson

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Mar 12, 2025 2:09 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant	Court Support for Families Pro Se and Parenting Class Programs	$25,000.00	$25,000.00	$0.00	$0.00	$25,000.00	$25,000.00
Private Foundations - Pending	General Operation grant- Tannenbaum Sternberger Foundation	$0.00	$0.00	$8,000.00	$8,000.00	$8,000.00	$8,000.00
Private Foundations - Pending	General Operation grant-EcoLab	$0.00	$0.00	$5,000.00	$5,000.00	$5,000.00	$5,000.00
Private Foundations - Pending	General Operation grant-County grant	$0.00	$0.00	$15,000.00	$15,000.00	$15,000.00	$15,000.00
		$25,000.00	**$25,000.00**	**$28,000.00**	**$28,000.00**	**$53,000.00**	**$53,000.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
All Personnel - Combined	$15,550.00	**$3,050.00**	$12,500.00	$15,550.00	$0.00	$0.00	$15,550.00	$0.00	$25,379.00	**$0.00**	$14,000.00	$14,000.00	$11,379.00	47.38%	$3,050.00
Non-Personnel Expenditures															
Telephone & Internet	$750.00	**$450.00**	$300.00	$750.00	$0.00	$0.00	$750.00	$0.00	$1,320.00	**$585.00**	$735.00	$1,320.00	$0.00	63.77%	$1,035.00
Supplies	$1,200.00	**$525.00**	$675.00	$1,200.00	$0.00	$0.00	$1,200.00	$0.00	$1,200.00	**$600.00**	$600.00	$1,200.00	$0.00	50.00%	$1,125.00
Technology	$1,400.00	**$650.00**	$750.00	$1,400.00	$0.00	$0.00	$1,400.00	$0.00	$2,400.00	**$1,200.00**	$1,200.00	$2,400.00	$0.00	63.16%	$1,850.00
Rent \ Mortgage \ Overhead	$2,000.00	**$1,125.00**	$875.00	$2,000.00	$0.00	$0.00	$2,000.00	$0.00	$3,972.00	**$3,016.00**	$956.00	$3,972.00	$0.00	66.51%	$4,141.00
Postage	$1,000.00	**$575.00**	$425.00	$1,000.00	$0.00	$0.00	$1,000.00	$0.00	$1,440.00	**$720.00**	$720.00	$1,440.00	$0.00	59.02%	$1,295.00
Printing	$1,500.00	**$650.00**	$850.00	$1,500.00	$0.00	$0.00	$1,500.00	$0.00	$1,910.00	**$1,135.00**	$775.00	$1,910.00	$0.00	56.01%	$1,785.00
Insurance	$600.00	**$300.00**	$300.00	$600.00	$0.00	$0.00	$600.00	$0.00	$960.00	**$530.00**	$430.00	$960.00	$0.00	61.54%	$830.00
Other (Please provide description)	$1,000.00	**$130.00**	$870.00	$1,000.00	$0.00	$0.00	$1,000.00	$0.00	$1,500.00	**$833.00**	$667.00	$1,500.00	$0.00	60.00%	$963.00
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$4,080.00	**$2,040.00**	$2,040.00	$4,080.00	$0.00	100.00%	$2,040.00
INTERNAL USE ONLY - Matching Grant Funds															

Total	**$25,000.00**	**$7,455.00**	**$17,545.00**	**$25,000.00**	**$0.00**	**$0.00**	**$25,000.00**	**$0.00**	**$44,161.00**	**$10,659.00**	**$22,123.00**	**$32,782.00**	**$11,379.00**	**74.23%**	**$18,114.00**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period :

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period :

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Our program doesn't provide direct legal services. We provide the paperwork for litigants to file on their own and represent themselves. Our Pro Se program is free of charge for anyone seeking a custody order in the area or within NC. We average around 150 clients per month. Anyone that goes to the Guilford County Courthouse seeking a custody is sent to our office. We provide co-parenting classes, virtual family time, and a process server program also.

Case Data - Full Grant Period

Cases pending at the beginning of the period:

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period:

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.: 0

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

We average 150 clients per month that we help through our programs.

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):

Clients served during the grant period:

Total household members for all clients served during the grant period:

Of total clients served, how many received extended service?:

Of total clients served, how many clients received advice and brief service only?:

Of total clients served, how many are seniors?:

Of total clients served, how many are under the age of 18?:

Of total clients served, how many are veterans?:

Case Service Report by Case Type

Case type		Cases Closed
Consumer		0
Education		0
Employment		0
Family (including domestic violence)		0
Health		0
Housing		0
Immigration		0
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**0**
	Total	**0**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0

Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	0
Franklin	0
Gaston	0
Gates	0
Graham	0

Granville	0
Greene	0
Guilford	0
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	0
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0

Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	0
Wake	0
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**0**

Client Fees

Total amount of client fees collected:	$0.00
Number of clients who paid fees:	
Total amount of client fees that were waived or reduced:	$0.00
Number of clients whose fees were waived or reduced:	

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Our services for the Pro Se Program are free of charge. Our Two Families Now class is a $49 one time fee. Our Virtual Family Time program is $1 per min. with a minimum of 15 mins per call.

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

Our programs are ongoing and with IOLTA's help we have been able to sustain and grow throughout the years. Our numbers have risen with our being able to reach more people and the means to run the programs more effectively. Our numbers have climbed from averaging 100 clients per month to averaging 150 clients per month.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

N/A

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

We have family attorney board members who volunteer and give support. They volunteer for our 4 hour Two Families Now class also.

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

We don't directly work with any other organization but we do put our flyers in other offices and get several referrals from other organizations who send indigents to us for our programs.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

My daughter is 10 and I have become familiar with the court system over the last decade as her dad and I are unable to agree on basic custody, visitation and child support issues. In the beginning the idea of "court" was so stressful and I felt so vulnerable, I just wanted to avoid it. But as time progressed the need to set healthy boundaries for my daughter began to outweigh my fear. When my daughter's dad recently violated multiple terms of our parenting agreement, and he moved to a different state necessitating a modification to our visitation agreement, I felt ready to face these issues head-on. I chose to represent myself to keep legal fees minimal and to take a stand for the best interests of my daughter. Since I am not a lawyer, I'm not familiar with how to represent myself or correctly draft a motion or file it with the Pro-Se court. Court Watch had all the answers. I was able to obtain the correct forms with instructions that helped me to draft a strong Motion for Modification of Visitation, and a Motion to Show Cause for Contempt. My case moved through the Pro-Se court system quickly and will soon be heard by the judge. In addition, I attended the Parenting Class offered by Court Watch which meets the requirements in Guilford County, and I was glad the instructors were very knowledgable and able to answer specific questions I had about my case. Court Watch provides a wealth of resources, it works hard with a genuine intent to empower parents like me who need to represent themselves.

*Katina

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

No staffing changes

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

N/A

Attachments

Additional information: Court Support Yellow Flyer 2.docx

2024-07 - 2024 Special Education Juvenile Justice Project - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 30, 2025 6:22 PM
Initially Submitted By:	Virginia Knowlton Marcus
Last Submit Date:	
Last Submitted By:	
Approved Date:	Feb 24, 2025 3:32 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation: Emma (First Name) Middle Name: Kinyanjui (Last Name)
Title:	Legal Director
Email*:	emma.kinyanjui@disabilityrightsnc.org
Address*:	801 Corporate Center Drive Suite 118 Raleigh (City) North Carolina (State/Province) 27607 (Postal Code/Zip)

Phone*: (919) 856-2195 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Disability Rights North Carolina

Organization Tax ID: 56-1243369

Organization Website: www.disabilityrightsnc.org

Address*: 3724 National Drive, Suite 100

Raleigh North Carolina 27612
City State/Province Postal Code/Zip

Phone*: (919) 856-2195 Ext.
###-###-####

Fax: (919) 856-2244
###-###-####

Name of Executive Director*: Virginia Knowlton Marcus

Select the organization's fiscal year.

Fiscal Year: October 1 - September 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Feb 24, 2025 3:32 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant	Special Education Juvenile Justice	$205,000.00	$205,000.00	$0.00	$0.00	$205,000.00	$205,000.00
Federal Funds - Awarded	Federal P&A	$0.00	$0.00	$530,730.00	$511,890.72	$530,730.00	$511,890.72
State Funds - Awarded	GCC	$0.00	$0.00	$74,000.00	$60,574.96	$74,000.00	$60,574.96
Private Foundations - Awarded	MDC-LENS	$0.00	$0.00	$60,000.00	$60,000.00	$60,000.00	$60,000.00
		$205,000.00	**$205,000.00**	**$664,730.00**	**$632,465.68**	**$869,730.00**	**$837,465.68**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
All Personnel - Combined	$133,200.00	**$79,277.27**	$55,495.47	$134,772.74	($1,572.74)	$0.00	$134,772.74	($1,572.74)	$432,628.00	**$247,402.34**	$155,422.41	$402,824.75	$29,803.25	74.93%	$326,679.61
Administrative Staff - Combined	$12,700.00	**$7,313.10**	$5,073.76	$12,386.86	$313.14	$0.00	$12,386.86	$313.14	$41,300.00	**$24,693.97**	$13,056.33	$37,750.30	$3,549.70	75.29%	$32,007.07
Fringe Benefits	$24,800.00	**$13,250.38**	$12,428.92	$25,679.30	($879.30)	$0.00	$25,679.30	($879.30)	$80,500.00	**$47,533.61**	$32,787.97	$80,321.58	$178.42	75.77%	$60,783.99
Payroll Taxes	$10,400.00	**$5,407.06**	$4,275.06	$9,682.12	$717.88	$0.00	$9,682.12	$717.88	$33,700.00	**$17,786.30**	$12,131.96	$29,918.26	$3,781.74	75.55%	$23,193.36
Non-Personnel Expenditures															
Audit \ Accounting Services	$500.00	**$180.90**	$359.50	$540.40	($40.40)	$0.00	$540.40	($40.40)	$1,600.00	**$356.61**	$1,076.50	$1,433.11	$166.89	72.62%	$537.51
Board \ Staff Development	$1,100.00	**$580.19**	$621.06	$1,201.25	($101.25)	$0.00	$1,201.25	($101.25)	$3,600.00	**$4,224.95**	$2,992.89	$7,217.84	($3,617.84)	85.73%	$4,805.14
Contract Services	$1,700.00	**$1,227.18**	$514.26	$1,741.44	($41.44)	$0.00	$1,741.44	($41.44)	$5,600.00	**$2,660.00**	$5,664.60	$8,324.60	($2,724.60)	82.70%	$3,887.18
Equipment	$200.00	**$69.76**	$126.83	$196.59	$3.41	$0.00	$196.59	$3.41	$500.00	**$452.06**	$33.50	$485.56	$14.44	71.18%	$521.82
Insurance	$300.00	**$277.81**	$0.00	$277.81	$22.19	$0.00	$277.81	$22.19	$1,000.00	**$640.78**	$0.00	$640.78	$359.22	69.76%	$918.59
Licenses & Professional Fees	$300.00	**$251.58**	$10.20	$261.78	$38.22	$0.00	$261.78	$38.22	$1,400.00	**$271.14**	$1,101.57	$1,372.71	$27.29	83.98%	$522.72

Postage	$100.00	**$11.10**	$6.23	$17.33	$82.67	$0.00	$17.33	$82.67	$200.00	**$85.16**	$62.79	$147.95	$52.05	89.51%	$96.26
Printing	$100.00	**$0.00**	$120.34	$120.34	($20.34)	$0.00	$120.34	($20.34)	$200.00	**$1,009.07**	$340.03	$1,349.10	($1,149.10)	91.81%	$1,009.07
Rent \ Mortgage \ Overhead	$9,700.00	**$3,874.00**	$3,589.99	$7,463.99	$2,236.01	$0.00	$7,463.99	$2,236.01	$31,400.00	**$12,702.91**	$9,609.78	$22,312.69	$9,087.31	74.93%	$16,576.91
Supplies	$2,500.00	**$0.00**	$3,526.97	$3,526.97	($1,026.97)	$0.00	$3,526.97	($1,026.97)	$8,000.00	**$5,890.67**	$4,692.70	$10,583.37	($2,583.37)	75.00%	$5,890.67
Technology	$5,100.00	**$1,622.29**	$2,702.15	$4,324.44	$775.56	$0.00	$4,324.44	$775.56	$16,400.00	**$11,215.57**	$6,837.94	$18,053.51	($1,653.51)	80.68%	$12,837.86
Telephone & Internet	$1,000.00	**$256.60**	$206.97	$463.57	$536.43	$0.00	$463.57	$536.43	$3,200.00	**$972.30**	$702.54	$1,674.84	$1,525.16	78.32%	$1,228.90
Travel	$1,300.00	**$0.00**	$2,343.07	$2,343.07	($1,043.07)	$0.00	$2,343.07	($1,043.07)	$4,300.00	**$4,057.86**	$3,996.87	$8,054.73	($3,754.73)	77.47%	$4,057.86
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$205,000.00**	**$113,599.22**	**$91,400.78**	**$205,000.00**	**$0.00**	**$0.00**	**$205,000.00**	**$0.00**	**$665,528.00**	**$381,955.30**	**$250,510.38**	**$632,465.68**	**$33,062.32**	**95.03%**	**$495,554.52**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period : 17

Cases opened during the period: 20

Cases closed during the period: 8

Cases pending at the end of the period : 29

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Case Data - Full Grant Period

Cases pending at the beginning of the period: 5

Cases opened during the period: 36

Cases closed during the period: 12

Cases pending at the end of the period: 30

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	12

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Note 1: One client's cased was closed and subsequently reopened; it remains pending. This explains the discrepancy in the number of pending cases, above.
Note 2: The case numbers above reflect DRNC's Education Team cases that are funded by IOLTA.

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	
Clients served during the grant period:	41
Total household members for all clients served during the grant period:	157
Of total clients served, how many received extended service?:	40
Of total clients served, how many clients received advice and brief service only?:	1
Of total clients served, how many are seniors?:	0
Of total clients served, how many are under the age of 18?:	40
Of total clients served, how many are veterans?:	0

Case Service Report by Case Type

Case type	Cases Closed
Consumer	0
Education	12
Employment	0
Family (including domestic violence)	0
Health	0
Housing	0
Immigration	0
Income Maintenance/Public Benefits	0

Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**12**
	Total	**12**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	1
Cumberland	1
Currituck	0

Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	1
Franklin	0
Gaston	1
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	1
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	0
Mitchell	0
Montgomery	0
Moore	0

Nash	0
New Hanover	1
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	1
Polk	1
Randolph	0
Richmond	0
Robeson	1
Rockingham	0
Rowan	1
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	0
Wake	1
Warren	1
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0

Yancey	0
Out of State	0
Unknown	0
Total	**12**

Client Fees

Total amount of client fees collected:	$0.00
Number of clients who paid fees:	0
Total amount of client fees that were waived or reduced:	$0.00
Number of clients whose fees were waived or reduced:	0

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Disability Rights NC does not charge fees to our clients for legal services.

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

Near the end of 2024, a DRNC Education Team attorney represented a student in a correctional setting in their IEP meeting. Afterwards, the student reported that the facility's staff had described the DRNC attorney as "ambitious" – and the student reported that they were ambitious, too.

"Ambitious" is a fitting word to describe DRNC's Education Team's work on our IOLTA-funded work this year. We served 41 clients using IOLTA funds, all of whom were low-income and had faced school exclusion in some way, whether relegated to homebound or modified day placements, excessive suspensions, inappropriate alternative school placement, or school-based juvenile court involvement. This was all accomplished while hiring to fill out the team.

DRNC's Education Team also embarked on an ambitious project to monitor all of the state's juvenile detention centers in 2024, to identify possible rights violations and to advocate with state personnel to improve conditions. We drove all across the state to accomplish this goal, speaking with young people in each facility about systemic issues. We accomplished this while also monitoring each of the state's youth development centers. In total, we made approximately 21 monitoring visits to North Carolina's juvenile justice facilities in 2024, positioning ourselves to engage in powerful advocacy and achieving systemic and individual advocacy victories for young people in the system. One such victory was the removal of all children from one of the facilities after we uncovered alarming conditions.

DRNC's Education Team also engaged in significant community education and outreach in 2024, provided substantive analysis on education issues to DRNC's Public Policy Team, and built a strong, cohesive team culture that serves as a healthy grounding for our ambitious advocacy moving forward.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

The most significant obstacle DRNC's Education Team encountered in 2024 was the need to fully staff our team with strong attorneys at public interest rates of pay. One of our 3 new attorney hires was ultimately recruited with the prospect of DRNC increasing our staff salaries, which we were subsequently able to do. Our Education Team experienced turnover in 2023, with two Education Team attorneys leaving to start their own private firm and the third attorney accepting a higher paid position at another nonprofit law firm. DRNC's new Ed Team supervising attorney began in December 2023 and successfully balanced hiring for the open positions with providing high quality representation as a small team. Ed Team is now fully-staffed and provided high-quality representation, systemic impact, and community outreach throughout 2024.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

DRNC's Education Team hosted two law students in 2024, a legal extern in the spring and a legal intern in the summer. DRNC's Education Team did not otherwise engage pro bono attorneys this reporting period.

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:	0
How many pro bono hours were recorded by attorney volunteers in your program?:	0
What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:	0

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

In 2024, DRNC's Education Team engaged in multiple collaborations with other legal services and community-based organizations. For example, we collaborated with attorneys and non-attorney staff from Legal Aid of NC, and with attorneys from various education/youth justice law clinics, on topics of mutual interest in the education advocacy space. We also continue to participate in the NC Special Education Roundtable, a collection of special education attorneys and advocates statewide. We are members of the NC-LENS network, which brings together community advocacy organizations working on behalf of youth with disabilities and youth of color. In 2024, DRNC's Education Team also engaged in multiple instances of community education and outreach, including (not limited to): training juvenile defenders, providing parent education to military families, presenting on special education topics for Spanish-speaking parents of families with students with ADHD, and co-presenting with a local special education director about special education rights at a local library.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

Due to capacity limitations, DRNC's Education Team had to briefly close intake twice during 2024. This occurred once during the summer and again at the end of the year. We know that at least one student was unable to be served due to the closure.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Thanks to the support of our IOLTA grant, DRNC has been able to engage in impactful monitoring in North Carolina's juvenile justice facilities, which has yielded policy and practice changes with the NCDPS Division of Juvenile Justice. In 2024, DRNC monitored at all juvenile detention centers (JDCs) and all youth development centers (YDCs) in the state. Policy and practice wins include changes to a facility's use of handcuffing/shackling students (DRNC requested that this practice cease), changes to facilities' use of disciplinary room confinement, cleaning and painting of the interior of a facility, and numerous other formal requests such as implementation of a robust positive behavior system in a facility. DRNC is excited to continue this deeply important advocacy work in the state's juvenile justice facilities, advocating for and sharing the stories of young people who often remain unseen.

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

Student 1 is a 16-year-old male student of Middle Eastern descent. He has autism. After his family moved to North Carolina from out of state, he was enrolled in School District 1. Within the first month of school, Student 1 had a tantrum at school, and the school determined that Student 1 should only be allowed to come to school for approximately 3 hours a day, be educated in a classroom with just himself and a teacher – largely segregating him from his peers, and recommended that Student 1 be educated in a life skills classroom that did not afford the opportunity to receive a high school diploma.

Disability Rights NC became involved and met several times with Student 1 and his mother through home visits to understand the student's and parent's needs and desires. DRNC then represented Student 1 and his mother through extensive IEP meeting advocacy. This culminated in a plan to transition Student 1 to a full day schedule, with intensive academic and behavior supports. DRNC was also successful in arguing against the life skills class placement. Student 1 is now attending school full-time, with significant supports, attending class with his peers, and earning credits towards his high school diploma.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

During this grant period, the DRNC Education Team's IOLTA project added two excellent new full-time staff attorneys; one in August 2024 and the other in September 2024. Both are highly qualified attorneys, former educators, deeply passionate about education advocacy and dismantling the school-to-prison pipeline, and excellent colleagues. DRNC's Education Team also has a Master's of Social Work intern from UNC-Chapel Hill for the 2024-2025 school year; the intern has focused on systemic work, policy, and program evaluation efforts. Given these team additions, DRNC's Education Team is now comprised of 3 full-time attorneys, 1 full-time advocate, 1 part-time advocate, and 1 MSW intern. In addition, multiple DRNC staff members have assisted with the Ed Team's monitoring efforts in juvenile justice facilities (utilizing federal grant funds).

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

We are proud of and grateful for what we are able to achieve with the steadfast support of NC IOLTA. Thank you for all you do.

Attachments

Additional information:

2024-18 - Homelessness Prevention Project - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 9:10 AM
Initially Submitted By:	Virginia Knowlton Marcus
Last Submit Date:	
Last Submitted By:	
Approved Date:	Feb 24, 2025 3:43 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Ms. (Salutation) Virginia (First Name) Middle Name Knowlton Marcus (Last Name)
Title:	Executive Director
Email*:	virginia.knowltonmarcus@disabilityrightsnc.org
Address*:	3724 National Drive, Suite 100
	Raleigh (City) North Carolina (State/Province) 27612 (Postal Code/Zip)

Phone*: (919) 856-2195 Ext.
Phone
###-###-####

Fax: (919) 856-2244
###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Disability Rights North Carolina

Organization Tax ID: 56-1243369

Organization Website: www.disabilityrightsnc.org

Address*: 3724 National Drive, Suite 100

Raleigh North Carolina 27612
City State/Province Postal Code/Zip

Phone*: (919) 856-2195 Ext.
###-###-####

Fax: (919) 856-2244
###-###-####

Name of Executive Director*: Virginia Knowlton Marcus

Select the organization's fiscal year.

Fiscal Year: October 1 - September 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Feb 24, 2025 3:43 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant	Housing	$150,000.00	$150,000.00	$0.00	$0.00	$150,000.00	$150,000.00
Federal Funds - Awarded	Federal P&A Grants	$0.00	$0.00	$2,221,228.00	$2,195,325.54	$2,221,228.00	$2,195,325.54
		$150,000.00	**$150,000.00**	**$2,221,228.00**	**$2,195,325.54**	**$2,371,228.00**	**$2,345,325.54**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
All Personnel - Combined	$98,229.00	**$68,799.30**	$29,497.87	$98,297.17	($68.17)	$0.00	$98,297.17	($68.17)	$1,454,099.00	**$703,767.72**	$708,769.42	$1,412,537.14	$41,561.86	93.49%	$772,567.02
Administrative Staff - Combined	$8,829.00	**$6,078.43**	$2,875.17	$8,953.60	($124.60)	$0.00	$8,953.60	($124.60)	$130,871.00	**$67,095.28**	$50,050.97	$117,146.25	$13,724.75	92.90%	$73,173.71
Fringe Benefits	$16,714.00	**$9,835.98**	$6,819.63	$16,655.61	$58.39	$0.00	$16,655.61	$58.39	$247,186.00	**$114,406.42**	$122,796.81	$237,203.23	$9,982.77	93.44%	$124,242.40
Payroll Taxes	$7,714.00	**$4,946.52**	$2,314.82	$7,261.34	$452.66	$0.00	$7,261.34	$452.66	$114,486.00	**$52,255.27**	$49,235.13	$101,490.40	$12,995.60	93.32%	$57,201.79
Non-Personnel Expenditures															
Audit \ Accounting Services	$771.00	**$0.00**	$309.50	$309.50	$461.50	$0.00	$309.50	$461.50	$10,829.00	**$0.00**	$4,213.50	$4,213.50	$6,615.50	93.16%	$0.00
Board \ Staff Development	$343.00	**$467.23**	$547.03	$1,014.26	($671.26)	$0.00	$1,014.26	($671.26)	$4,857.00	**$9,851.88**	$11,471.67	$21,323.55	($16,466.55)	95.46%	$10,319.11
Contract Services	$1,200.00	**$727.21**	$878.02	$1,605.23	($405.23)	$0.00	$1,605.23	($405.23)	$18,100.00	**$18,032.28**	$10,640.14	$28,672.42	($10,572.42)	94.70%	$18,759.49
Equipment	$0.00	**$0.00**	$6.77	$6.77	($6.77)	$0.00	$6.77	($6.77)	$300.00	**$0.00**	$213.20	$213.20	$86.80	96.92%	$0.00
Licenses & Professional Fees	$514.00	**$10.80**	$670.35	$681.15	($167.15)	$0.00	$681.15	($167.15)	$7,386.00	**$805.63**	$3,490.00	$4,295.63	$3,090.37	86.31%	$816.43

Postage	$1,114.00	**$749.71**	$35.52	$785.23	$328.77	$0.00	$785.23	$328.77	$16,886.00	**$2,383.22**	$453.90	$2,837.12	$14,048.88	78.32%	$3,132.93
Rent \ Mortgage \ Overhead	$7,286.00	**$5,377.74**	$1,944.75	$7,322.49	($36.49)	$0.00	$7,322.49	($36.49)	$107,514.00	**$35,974.02**	$34,073.82	$70,047.84	$37,466.16	90.54%	$41,351.76
Supplies	$1,200.00	**$245.13**	$908.63	$1,153.76	$46.24	$0.00	$1,153.76	$46.24	$17,900.00	**$43,391.99**	$18,906.09	$62,298.08	($44,398.08)	98.18%	$43,637.12
Technology	$3,600.00	**$1,870.11**	$1,777.57	$3,647.68	($47.68)	$0.00	$3,647.68	($47.68)	$53,800.00	**$58,855.35**	$26,324.14	$85,179.49	($31,379.49)	95.89%	$60,725.46
Telephone & Internet	$600.00	**$195.38**	$153.45	$348.83	$251.17	$0.00	$348.83	$251.17	$8,700.00	**$3,051.18**	$2,784.23	$5,835.41	$2,864.59	94.36%	$3,246.56
Travel	$1,886.00	**$1,138.90**	$818.48	$1,957.38	($71.38)	$0.00	$1,957.38	($71.38)	$28,314.00	**$22,776.76**	$19,255.52	$42,032.28	($13,718.28)	95.55%	$23,915.66
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$150,000.00**	**$100,442.44**	**$49,557.56**	**$150,000.00**	**$0.00**	**$0.00**	**$150,000.00**	**$0.00**	**$2,221,228.00**	**$1,132,647.00**	**$1,062,678.54**	**$2,195,325.54**	**$25,902.46**	**98.83%**	**$1,233,089.44**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period : 14

Cases opened during the period: 6

Cases closed during the period: 6

Cases pending at the end of the period : 16

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Case Data - Full Grant Period

Cases pending at the beginning of the period: 21

Cases opened during the period: 18

Cases closed during the period: 20

Cases pending at the end of the period: 16

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	20

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	
Clients served during the grant period:	37
Total household members for all clients served during the grant period:	43
Of total clients served, how many received extended service?:	16
Of total clients served, how many clients received advice and brief service only?:	21
Of total clients served, how many are seniors?:	14
Of total clients served, how many are under the age of 18?:	0
Of total clients served, how many are veterans?:	2

Case Service Report by Case Type

Case type	Cases Closed
Consumer	0
Education	0
Employment	0
Family (including domestic violence)	0
Health	0
Housing	20
Immigration	0
Income Maintenance/Public Benefits	0
Individual Rights	0
Juvenile	0

Miscellaneous		0
	Subtotal	**20**
	Total	**20**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	1
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	1
Currituck	0
Dare	0
Davidson	1

Davie	0
Duplin	1
Durham	1
Edgecombe	0
Forsyth	0
Franklin	0
Gaston	1
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	1
Hyde	0
Iredell	1
Jackson	0
Johnston	1
Jones	0
Lee	0
Lenoir	0
Lincoln	1
McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	2
Mitchell	0
Montgomery	1
Moore	0
Nash	0
New Hanover	0

Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	1
Pender	0
Perquimans	0
Person	0
Pitt	1
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	1
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	0
Wake	4
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0

Unknown	0
Total	**20**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Disability Rights NC does not charge fees for its services.

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

In 2024, the IOLTA grant allowed DRNC to prevent housing insecurity for 43 disabled (or related to disabled) household members. Fourteen of those were clients served in the last six months. Not only has our representation of disabled tenants forestalled discriminatory evictions, we have helped obtain stable housing for individuals trapped in institutions due to a lack of housing. Examples below will illustrate how we have we have helped tenants avoid or defeat evictions, prevent foreclosure, and advanced the right of institutionalized individuals to transition into the community in accessible, affordable housing with supportive services.

We are often able to forestall evictions (even after they are filed) by educating the landlord/property managers about their legal obligations under the federal and state Fair Housing Acts to provide reasonable accommodations to their tenants with disabilities. We have also developed fact sheets, templates, and sample letters seeking reasonable accommodations for clients when we are unable to provide full representation. The loss of two housing attorneys within a 12-month period impacted the number of clients we could service directly. However, we are very excited that an experienced housing attorney, who has handled landlord/tenant and fair housing cases, will be joining our team in February 2025 after a diligent hiring search, which will allow us to assist many more clients.

The following are some examples of DRNC's work over the past six months. In one instance, we were contacted by an individual who was having difficulty both paying his rent and recertifying his annual financial information with a local housing authority (HA). The HA ended its practice of accepting paper checks at the office and completing recertification by mail and in person. Instead, it began accepting rent and recertification applications through an online portal. Our client's disabilities prevented him from doing either of these tasks online (many of our clients have difficulty navigating online portals) and he was in danger of being both evicted and losing his rental subsidy. We drafted a letter for him to send to the housing authority requesting a reasonable accommodation allowing him to continue to pay rent and recertify in person. The Fair Housing Act prohibited the HA from requiring all tenants to use the online porta. After receiving the letter we drafted on his behalf, the HA granted the accommodations so our client could continue to pay rent by mailing a check and recertifying on paper rather than using their portal.

In another case involving a Homeowners Association (HOA), an individual was threatened with foreclosure for failing to pay fees and fines associated with supposed violations of covenants about parking on the grass. However, the individual had a physical disability requiring that he park nearer to his front door than the driveway. Although we did not represent the caller, we provided extensive advice about his rights regarding the FHA violations and Charlotte's Fair Housing Ordinance, including how to file complaints with HUD and/or the Charlotte-Mecklenburg's Community

Relations Office. We also contacted Legal Aid directly about the foreclosure matter on his behalf to find out if they would be able to assist. The HOA eventually reversed all the fees and fines associated with his parking on the lawn due to his disability.

DRNC is seeing an uptick in people with disabilities who are stuck in institutions even though they are capable and want to live in the community because of a lack of housing. We are not able to accept as many of these types of case without a dedicated housing attorney and additional support from other team members because they are extremely time consuming, especially if we have to help identify and secure supportive services. In one case, an individual with quadriplegia contacted us from a skilled nursing facility where he had been living for two years because of medical complications that arose when he lost his housing in 2022. After couch surfing for a time, he was hospitalized with sepsis due to poor wound care and chronic UTI caused when his catheter was inappropriately removed by a nurse, damaging his urethra. After leaving the hospital, the medical complications resulted in the need for him to be placed in a skilled nursing facility (SNF) for ongoing care and stabilization. He subsequently left the SNF and his Managed Care Organization agreed to pay for a hotel until housing could be found through a program called Transition to Community Living Initiative. However, due to additional hospitalizations to mitigate health concerns and little to no continuity of care, he was suddenly dropped from the program and his personal items removed from the hotel. This individual contacted us after seeking medical care at a hospital when, rather than provide care, the hospital gave him $3 to take a bus to a local shelter instead. DRNC took the case to support advocating for housing in the community for him and was able to get his Managed Care Organization to create a team (including DRNC) to support him in finding housing and stabilizing his health. DRNC helped get him approved for a special Medicaid Waiver program to assist with in-home skilled nursing and personal care support, preventing him from being needlessly institutionalized again. We also helped identify accessible units in the area where the individual wanted to live and located a brand new, fully accessible first floor unit. He will soon move into that apartment. If not for the intervention of DRNC, this individual would have continued to cycle in and out of hospital emergency departments without receiving needed help for mental health and chronic medical conditions. He will now have a home as well as support to attend medical appointments along with other social and family supports to live in the community rather than a facility.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

It was challenging meeting the number of cases we set as our goal in 2024 due to the loss of two housing attorneys within a twelve month period. We were finally able to hire an experienced housing attorney at the beginning of this year and he will join our team in February. It has been a challenge to recruit a highly qualified housing attorney, especially at public interest rates of pay. As we searched for an experienced housing attorney, we cross-trained team members with knowledge of the Medicaid program to assist with housing cases, including identifying and securing home and community-based services for individuals transitioning to the community. Other internal teams also assisted with representing housing clients in litigation.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

DRNC's housing team is currently collaborating with HOPE (Housing Options for People with Exceptionalities), a grass roots organization whose mission is to create affordable and inclusive housing/communities where people of all abilities and ages can live and grow. We supported HOPE in obtaining a Collective Impact grant for Building Capacity for Home & Community Based Services through the CARES program at the UNC-Chapel Hill School of Social Work. We are part of HOPE's Intellectual and Developmental Disabilities (IDD) Systems workgroup that is dedicated to advancing this cause.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

For clients that we were unable to provide with full representation, we provided them with fact sheets, templates, and sample letters, and other information to assist them in advocating for themselves. We also set up a system of "warm handoffs" to coalition partners, e.g., Legal Aid NC, to refer cases, particularly those where the legal issue was not related the client's disability. This process allowed callers/potential clients with and without disabilities to receive assistance and/or representation who might not have received it otherwise. We continue to strive to find resources and/or representation for disabled individuals with housing matters when they are not eligible for our services or we do not have the capacity to serve them when requested. We seek to never turn away a client without some sort of information, advice, or service.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

N/A

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

Legal Aid of NC contacted DRNC in February 2024 about a resident who had been stuck in a nursing facility for almost 5 years (since October 2019). Conditions were horrible and she neither wanted nor needed to be there. The resident wanted our help and we agreed to work with LANC. Although she had been promised only a short stay at the facility by her Managed Care Organization (MCO), there was no effort to get her out of this institution and into housing in the community. She was and is fully capable of living independently in the community with proper supports, and is her own guardian. DRNC helped connect our client to the Transitions to Community Living program (TCL) through the MCO as well as the CAP/DA Waiver program. These programs provide both housing and supportive services. DRNC's advocate remained closely involved, alerting the TCL settlement monitor to issues, and pushing the MCO to move forward. Even with our diligence, housing was not identified until October 2024. Even after identifying the housing and moving in, there were multiple points for the housing to fail due to a lack of services and follow up by the MCO. Our advocate remained on the case after our client moved and ensured that transportation, furniture, meals, social security benefits, and her medication were obtained. DRNC also helped address maintenance issues and secure appropriate staff, etc. We did all this work to make sure that the client would be successful in her new apartment, and not be forced to return to the facility for lack of follow-up by the MCO and others. We continue to be involved as the transition is still ongoing.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

Disability Rights NC lost two housing attorneys in 2024 and has been searching for an attorney with experience in both Fair Housing cases as well as general landlord/tenant law. Because our clients are low-income, they cannot afford an attorney so there are few in the community outside of non-profits that are willing to take on this type of work. Although the pool is small, we are excited by the prospects of our new attorney starting with us in late February. Vigorous work to prevent clients from becoming homeless continued despite a reduced staff.

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

We are proud of and grateful for what we are able to achieve with the steadfast support of NC IOLTA. Thank you for all you do.

Attachments

Additional information:

2024-37 - Capacity Building and Engagement for NC Legal Aid Providers - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	003
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 30, 2025 4:19 PM
Initially Submitted By:	Jennifer Simmons
Last Submit Date:	Mar 3, 2025 10:47 AM
Last Submitted By:	Jennifer Simmons
Approved Date:	Mar 3, 2025 11:21 AM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation: Jennifer (First Name) Middle Name: Simmons (Last Name)
Title:	Executive Director
Email*:	simmons@ncequaljusticealliance.org
Address*:	PO Box 2448
	Raleigh (City) North Carolina (State/Province) 27602 (Postal Code/Zip)

Phone*: 919-890-1093 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: NC Equal Justice Alliance

Organization Tax ID:

Organization Website: http://ncequaljusticealliance.org

Address*: PO Box 28802

Raleigh North Carolina 27611-
City State/Province Postal Code/Zip

Phone*: 919-890-1093 Ext.
###-###-####

Fax: ###-###-####

Name of Executive Director*: Jennifer Simmons

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Mar 3, 2025 11:21 AM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
Pass Thru Funds	Coordinated Referral Sub-grant	$0.00	$0.00	$6,000.00	$7,500.00	$6,000.00	$7,500.00
IOLTA Grant	Operating Support	$76,700.00	$76,700.00	$0.00	$0.00	$76,700.00	$76,700.00
Private Foundations - Awarded	NC LEAF	$0.00	$0.00	$1,000.00	$1,000.00	$1,000.00	$1,000.00
Other	Membership Dues	$0.00	$0.00	$61,000.00	$61,090.00	$61,000.00	$61,090.00
Pass Thru Funds	Outreach and Communications Sub-grant	$0.00	$0.00	$4,000.00	$4,000.00	$4,000.00	$4,000.00
Private Foundations - Awarded	NC Bar Foundation Conference support	$0.00	$0.00	$3,000.00	$3,000.00	$3,000.00	$3,000.00
Special Events	Legal Services Conference registration fees	$0.00	$0.00	$52,500.00	$40,509.00	$52,500.00	$40,509.00
		$76,700.00	**$76,700.00**	**$127,500.00**	**$117,099.00**	**$204,200.00**	**$193,799.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Non-Personnel Expenditures															
Contract Services	$61,650.00	**$30,825.00**	$30,825.00	$61,650.00	$0.00	$0.00	$61,650.00	$0.00	$35,000.00	**$12,500.00**	$22,500.00	$35,000.00	$0.00	36.21%	$43,325.00
Contract Services	$15,050.00	**$2,084.00**	$0.00	$2,084.00	$12,966.00	$0.00	$2,084.00	$12,966.00	$10,000.00	**$0.00**	$0.00	$0.00	$10,000.00	0.00%	$2,084.00
Travel	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$250.00	**$262.00**	$0.00	$262.00	($12.00)	100.00%	$262.00
Technology	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,000.00	**$692.00**	$1,445.00	$2,137.00	($1,137.00)	100.00%	$692.00
Meetings	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$600.00	**$268.00**	$525.00	$793.00	($193.00)	100.00%	$268.00
Supplies	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$250.00	**$0.00**	$0.00	$0.00	$250.00	0.00%	$0.00
Postage	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$200.00	**$200.00**	$0.00	$200.00	$0.00	100.00%	$200.00
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$35,000.00	**$15,138.00**	$9,900.00	$25,038.00	$9,962.00	100.00%	$15,138.00
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$7,800.00	**$4,382.00**	$3,832.00	$8,214.00	($414.00)	100.00%	$4,382.00

Contract Services	$14,000.00	**$10,098.00**	$10,795.00	$20,893.00	($6,893.00)	$0.00	$20,893.00	($6,893.00)	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$10,098.00
Contract Services	$14,000.00	**$846.00**	$4,218.00	$5,064.00	$8,936.00	$0.00	$5,064.00	$8,936.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$846.00
Other (Please provide description)	$5,967.00	**$325.00**	$0.00	$325.00	$5,642.00	$0.00	$325.00	$5,642.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$325.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$110,667.00**	**$44,178.00**	**$45,838.00**	**$90,016.00**	**$20,651.00**	**$0.00**	**$90,016.00**	**$20,651.00**	**$90,100.00**	**$33,442.00**	**$38,202.00**	**$71,644.00**	**$18,456.00**	**79.52%**	**$77,620.00**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period :

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period :

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

The 2024 Capacity Building and Engagement for Legal Aid Providers grant supports two primary areas of work for the Equal Justice Alliance ("Alliance"): (1) an increase in paid staffing in order to support the Alliance's functions and infrastructure without requiring members to contribute more in dues at the expense of their missions; and (2) funding for collaborative, member-requested projects and trainings. In addition, this report will also cover the Alliance's work to connect individuals seeking legal help with appropriate nonprofit assistance through the NC Legal Resource Finder, which is a holdover from a 2023 grant award.

The institutional support for increased staff time afforded by this grant has permitted the Alliance to continue its positive impact for Alliance member organizations and the overall state legal aid infrastructure. Alliance members' leaders gathered for ten biweekly, virtual meetings during the second half of 2024. These meetings continue to serve as a locus for connection, familiarity, and collaboration among the leadership of North Carolina's legal aid community. Members are able to discuss areas of mutual interest such as: 1) policies to support and provide guardrails around remote work, 2) renewed actions against IOLTA programs in other states, and 3) plans to engage a consultant to help communicate the value of civil legal aid to North Carolina policymakers. Alliance meetings also provide a space for members to collectively celebrate each other's victories and support each other when experiencing setbacks.

IOLTA-sponsored staff time also permits the Alliance to participate in community-wide collaborative efforts as well. In 2024 the Alliance hosted the biannual Legal Services Conference. From September 10-12, 2024, 291 professionals from nine Alliance member organizations gathered for three half-days of learning, networking, fellowship, and inspiration. The Conference offered affordable access to 9.5 hours of relevant and timely CLE in 21 different programs, presented by 52 different speakers from within and outside the NC legal aid community. Together, the Conference provided 236 attendees with 1,703 hours of continuing education credit.

The Alliance participates in two subgrants to enhance the delivery of legal services in NC: LANC's grant to create a coordinated referral system, and Pisgah Legal Service's grant to improve outreach and communication efforts. Additionally, Alliance members have identified multiple other collaborative efforts to be supported by the Director. In the second half of 2024, the Director administered a workgroup that reviewed consultants' proposals to provide communications guidance on the value and effectiveness of civil legal aid. This workgroup recommended a consultant, McCabe Messaging Partners, which was approved by Alliance membership.

Also, the Alliance proudly launched the NC Legal Resource Finder on February 29, 2024. In the second half of 2024, 1,261 people performed searches to find legal help for their situation. Analytics data tells us that 60% of the users have income below 125% of the federal poverty limit, and 83% fall below 200% of the federal poverty limit. In other words, users of the LRF

appear to be financially eligible for many civil legal aid programs. The top three categories of legal problems are, predictably, family (23.5%), housing (20.1%), and criminal (19.6%), in that order.

In the second half of 2024, the contracting developer improved access to events supporting free legal help. Users can now search for events by location; they will not be shown in-person events happening in other regions of North Carolina. Users also have the capacity to search all events by region and legal topic, which can help people find in-person or online opportunities to learn more about the law or even to receive one-on-one help.

Case Data - Full Grant Period

Cases pending at the beginning of the period:

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period:

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	0

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

The 2024 Capacity Building and Engagement for Legal Aid Providers grant supports two primary areas of work for the Equal Justice Alliance (“Alliance”): (1) an increase in paid staffing in order to support the Alliance’s functions and infrastructure without requiring members to contribute more in dues at the expense of their missions; and (2) funding for collaborative, member-requested projects and trainings. In addition, this report will also cover the Alliance’s work to connect individuals seeking legal help with appropriate nonprofit assistance through the NC Legal Resource Finder, which is a holdover from a 2023 grant award.

The institutional support for increased staff time afforded by this grant has permitted the Alliance to continue its positive impact for Alliance member organizations and the overall state legal aid infrastructure. Alliance members’ leaders gathered for twenty-one biweekly, virtual meetings during 2024. These meetings continue to serve as a locus for connection, familiarity, and collaboration among the leadership of North Carolina’s legal aid community. Members use these gatherings to discuss areas of mutual interest such as activities of the NC State Bar’s Access to Justice committee, national trends incorporating allied legal professionals into access to justice efforts in other states, updates and support in the aftermath of Hurricane Helene, and discussion of state legislative actions and analysis of election results.

IOLTA-sponsored staff time also permits the Alliance to participate in community-wide collaborative efforts as well. In 2024 the Alliance hosted the biannual Legal Services Conference. From September 10-12, 2024, 291 professionals from nine Alliance member organizations gathered for three half-days of learning, networking, fellowship, and inspiration. The Conference offered affordable access to 9.5 hours of relevant and timely CLE in 21 different programs, presented by 52 different speakers from within and outside the NC legal aid community. Together, the Conference provided 236 attendees with 1,703 hours of continuing education credit.

The Alliance participates in two subgrants to enhance the delivery of legal services in NC: LANC’s grant to create a coordinated referral system, and Pisgah Legal Service’s grant to improve outreach and communication efforts. Additionally, Alliance members have identified multiple other collaborative efforts to be supported by the Director. In 2024, the Alliance sponsored cross-organizational events for law clerks from member organizations. The Director also administered a workgroup that reviewed consultants’ proposals to provide communications guidance on the value and effectiveness of civil legal aid. This workgroup recommended a messaging consultant which will begin work in 2025.

Also, the Alliance proudly launched the NC Legal Resource Finder on February 29, 2024. Between March 1 and the end of 2024, without significant promotional efforts, 2,167 people performed searches to find legal help for their particular situation. Analytics data tells us that 60% of the users have income below 125% of the federal poverty limit, and 83% fall below 200% of the federal poverty limit. The top three categories of legal problems are, predictably, family (23.5%), housing (20.1%), and criminal (19.6%), in that order. The least accessed problem type so far is immigration – a statistic that may change after the website is translated into Spanish in 2025.

Users of the website are shown resources for nonprofit legal help that fit their legal problem and eligibility criteria. They are also offered online reliable, neutral resources for legal information, as well as information about online, local, or regional events that provide either one-on-one legal help or legal information. These offerings will continue to grow as Alliance partners add more information about how the public can access their services.

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):

Clients served during the grant period:

Total household members for all clients served during the grant period:

Of total clients served, how many received extended service?:

Of total clients served, how many clients received advice and brief service only?:

Of total clients served, how many are seniors?:

Of total clients served, how many are under the age of 18?:

Of total clients served, how many are veterans?:

Case Service Report by Case Type

Case type		Cases Closed
Consumer		0
Education		0
Employment		0
Family (including domestic violence)		0
Health		0
Housing		0
Immigration		0
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**0**
	Total	**0**

Case Service Report by County

County	Cases Closed

Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	0
Franklin	0

Gaston	0
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	0
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0

Perquimans	0
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	0
Wake	0
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**0**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Not applicable.

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

The 2024 Capacity Building and Engagement for Legal Aid Providers grant supports two primary areas of work for the Equal Justice Alliance ("Alliance"): (1) an increase in paid staffing in order to support the Alliance's functions and infrastructure without requiring members to contribute more in dues at the expense of their missions and (2) funding for collaborative, member-requested projects and trainings. In addition, this report will also cover the Alliance's work to connect members of the public with appropriate nonprofit legal help through the NC Legal Resource Finder, which is a holdover from its 2023 grant award.

The institutional support for increased staff time afforded by this grant has permitted the Alliance to maintain and expand its positive impact for Alliance member organizations. During the first half of 2024, the Alliance has convened twenty-one biweekly, virtual meetings, which served as loci for connection, familiarity, and collaboration among the leadership of North Carolina's legal aid community. During these biweekly meetings, members celebrate their successes, support each other when experiencing setbacks, and discuss areas of mutual interest to either their client communities or their organizations. As a few examples from 2024, members used meetings to: celebrate DRNC's positive national publicity; bemoan funding reductions in dollars to serve domestic violence survivors and share ideas to fill the funding gap; discuss a model for reducing office space in light of a primarily remote workforce; learn from LANC's Chief Diversity Officer about its organizational approach to fostering diversity, equity, and inclusion; hear from national experts about trends in paraprofessional license expansion; share the impact of Tropical Storm Helene on western North Carolina; learn about the No Wrong Door project for coordinated referrals; and plan for the impact of the 2024 election outcomes.

Additionally, the Alliance Director leveraged the IOLTA-funded time to engage more deeply in community collaborations. Through the Director, the Alliance is part of the community's work to create a coordinated referral system and to improve and coordinate communication around complex legal issues. The Director also convened a workgroup to plan the biannual Legal Services Conference, which was held online in September. Additionally, the Alliance sponsored gatherings for members' summer law clerks, including online networking sessions, cross-promotion of organizations' webinars for their own interns, and a July in-person gathering in Raleigh.

The Alliance Director also has worked with staff from LANC and CCLA to plan an equity training program that will be open to all Alliance member staff in 2025. Managers and supervisors will learn ways to recognize their own limiting biases and also to support their teams who may face microaggressions from peers.

The Alliance supports the nonprofit legal aid providers through staff training via a biannual conference. In September, 291 professionals from nine Alliance member organizations gathered for three half-days of learning, networking, fellowship, and inspiration. Through the online conference platform Whova, participants could access the Conference from the comfort of their own offices. The 2024 Legal Services Conference offered affordable access to 9.5 hours of relevant and timely CLE in 21 different programs, presented by 52 different speakers from within and outside the NC legal aid community. Leah Rothstein, co-author of Just Action: How To Challenge Segregation Enacted Under the Color of Law, offered a keynote address as attendees celebrated the talent and dedication of the community through the Pillars of Justice Awards, and national leaders on technological innovation conducted a training on creative problem-solving. Many staff also took advantage of the opportunity for professional development by volunteering to create and deliver trainings in their areas of expertise.

In 2024 Alliance members opted not to retain a lobbyist, and instead to use that time considering ways to improve the efficacy of its legislative advocacy on behalf of funding for civil legal aid. A workgroup met in the early part of 2024 to evaluate different approaches to improve the Alliance's effectiveness. Members agreed to focus on an evaluation of its messaging, seeking to better communicate the critical nature of legal aid services. A different workgroup met during the summer and fall to review proposals from potential candidates, and eventually selected a consultant that was approved by the Alliance membership. In early 2025, McCabe Messaging Partners will begin its work to create messaging recommendations to better explain the value of

civil legal aid. All activities in pursuit of legislative funding for civil legal aid providers are supported by non-IOLTA resources.
The NC Legal Resource Finder (nclrf.org, or "LRF") launched on February 29, 2024. Between March 1 and December 31, 2,167 people searched for free legal help for a wide range of problems. After the launch, the Director continued to augment the legal help resources shared by the LRF, adding other sources of reliable, neutral legal information. Several non-Alliance members that provide legal help have also joined the LRF, such as Safe Alliance, Inner Banks Legal Services, and International House.
Additionally, the developer and another tech consultant have now implemented data analysis of visitors and their requests for help. The new analytics dashboard will help the community to understand the legal problems faced by website users. So far, the data tells us that 60% of the users have income below 125% of the federal poverty limit, and 83% fall below 200% of the federal poverty limit. The top three categories of legal problems are, predictably, family (23.5%), housing (20.1%), and criminal (19.6%), in that order. The least accessed problem type so far is immigration – a statistic that may change after the website is translated into Spanish in 2025.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

No significant changes. We are grateful for IOLTA's permission to use 2024 grant funds to support an in-person convening of Alliance members in early 2025.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

Not applicable.

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

During 2024, the Legal Resource Finder facilitated new partnerships for the Alliance with legal aid providers who are not currently Alliance members. The Legal Resource Finder, or "LRF," is an online tool that helps people with legal problems connect with sources of free or reduced cost legal help. Available at http://nclrf.org, the LRF launched on February 29, 2024, offering information about all Alliance-member civil legal aid providers. Since that time, the Director has continued to augment the legal help resources shared by the LRF, adding other sources of reliable, neutral legal information that exist online. (As an unrelated aside, the outputs of the IOLTA-funded Outreach and Enrollment grant administered by Pisgah Legal Services represent an additional collaboration that will support by the LRF.)

The LRF has also expanded its sources of information through the addition of several non-Alliance nonprofits that offer legal help for free or at a reduced rate. The Alliance Director has created some new partnerships in the course of this step and enhanced other pre-existing relationships. As one example, Inner Banks Legal Services ("IBXLS") is a nonprofit organization that provides free and reduced rate legal services in several underserved counties in eastern NC. The Director has discussed Alliance membership with IBXLS in the past, and IBXLS has opted out of membership. Now, IBXLS chose to add its information to the LRF. In addition to providing information to North Carolinians about an additional source of help for bankruptcy, consumer issues, and family law (among other service types), the Alliance Director has a regular reason to stay in contact with IBXLS. Relationships are strengthened by this sort of regular interaction.

Similar partnerships have been formed with Safe Alliance and International House – two other nonprofits that have added information about their legal assistance to the LRF. These were organizations that have not had any recent contact with the Alliance before this engagement. A fourth nonprofit, Justice Matters, is still considering whether to add its information to the LRF. These partnerships –fully realized or still in development – both extend the reach of the tool, permitting more people to find legal help, and further relationships with non-Alliance members of the civil legal help community.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

Not applicable.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Not applicable.

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

One way the Alliance supports its nonprofit legal aid members is through staff training at a biannual, multi-day conference. From September 10-12, 2024, 291 professionals from nine Alliance member organizations gathered for three half-days of learning, networking, fellowship, and inspiration. Since the Conference was hosted on the online platform Whova, participants could access the Conference from the comfort of their own offices.

The 2024 Legal Services Conference offered affordable access to 9.5 hours of relevant and timely CLE in 21 different programs, presented by 52 different speakers from within and outside the NC legal aid community. Leah Rothstein, co-author of *Just Action: How to Challenge Segregation Enacted Under Color of Law,* offered a keynote address as attendees celebrated the talent and dedication of the community through the Pillars of Justice Awards, and national leaders on technological innovation conducted a training on creative problem-solving. Many staff also took advantage of the opportunity for professional development by volunteering to create and deliver trainings in their areas of expertise.

Attendees' feedback on the post-conference evaluation was positive. 95% of attendees agreed or strongly agreed that they learned something useful during the conference. 86% agreed or strongly agreed that the conference was a good use of time. 84% of attendees were satisfied or very satisfied with the content of the trainings. 236 completed the evaluation survey for continuing education, either CLE or CPE. Overall, attendees obtained 1,703 hours of continuing education credit.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

Not applicable.

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

The expenses for three line items: 1) Contract Services (Legal Resource Finder developer), 2) Contract Services (Legal Resource Finder Project Management), and 3) Other (Legal Resource Finder user testing preparation) are from IOLTA-provided funds awarded in 2023. The Equal Justice Alliance is grateful for IOLTA's permission to complete its work on development and full implementation of the Legal Resource Finder in 2024.

Attachments

Additional information:

2024-06 - At-Risk Legal Assistance - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 15, 2025 2:32 PM
Initially Submitted By:	April Cheers
Last Submit Date:	
Last Submitted By:	
Approved Date:	Mar 14, 2025 2:38 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Ms. (Salutation) April (First Name) Middle Name Cheers (Last Name)
Title:	Finance & Grants Manager/Paralegal
Email*:	april@financialprotectionlawcenter.org
Address*:	PO Box 390
	Wilmington (City) North Carolina (State/Province) 28402 (Postal Code/Zip)

Phone*: (910) 442-1013 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Financial Protection Law Center

Organization Tax ID: 56-2262315

Organization Website:

Address*: PO Box 390

Wilmington North Carolina 28402
City State/Province Postal Code/Zip

Phone*: (910) 442-1010 Ext.
###-###-####

Fax: ###-###-####

Name of Executive Director*: Maria D. McIntyre

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Mar 14, 2025 2:38 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
Private Foundations - Pending	Z Smith Reynolds Foundation	$0.00	$0.00	$38,990.00	$38,990.00	$38,990.00	$38,990.00
State Funds - Awarded	NC Housing Finance Agency (Collaborative)	$0.00	$0.00	$23,500.00	$23,500.00	$23,500.00	$23,500.00
State Funds - Pending	NC Housing Finance Agency (Collaborative)	$0.00	$0.00	$23,500.00	$28,200.00	$23,500.00	$28,200.00
IOLTA Home Defense Project Grant	IOLTA HDP (Collaborative)	$0.00	$0.00	$50,040.00	$50,040.00	$50,040.00	$50,040.00
IOLTA Grant	IOLTA Grant - General Operating Support	$65,000.00	$65,000.00	$0.00	$0.00	$65,000.00	$65,000.00
Private Foundations - Pending	American College of Bankruptcy Foundation Grant	$0.00	$0.00	$5,000.00	$5,000.00	$5,000.00	$5,000.00
Private Foundations - Pending	New Hanover Community Endowment - Responsive Grant	$0.00	$0.00	$130,000.00	$0.00	$130,000.00	$0.00
Private Foundations - Pending	New Hanover Community Endowment - Strategic Grant	$0.00	$0.00	$7,565.00	$0.00	$7,565.00	$0.00
Private Foundations - Awarded	NC Bar Foundation Grant (2023-2024)	$0.00	$0.00	$1,000.00	$1,000.00	$1,000.00	$1,000.00
Private Foundations - Pending	NC Bar Foundation Grant (2024-2025)	$0.00	$0.00	$500.00	$0.00	$500.00	$0.00
Client Fees / Services Provided	Attorney Fees	$0.00	$0.00	$4,000.00	$3,000.00	$4,000.00	$3,000.00
Investments / Interest	Interest Income	$0.00	$0.00	$1,500.00	$10,615.32	$1,500.00	$10,615.32
IOLTA Grant	IOLTA LNA - Coord Referral	$0.00	$0.00	$15,000.00	$15,000.00	$15,000.00	$15,000.00
IOLTA Grant	IOLTA LNA - Coord Outreach & Comm	$0.00	$0.00	$4,000.00	$9,357.14	$4,000.00	$9,357.14
Private Foundations - Pending	American Bar Endowment	$0.00	$0.00	$30,000.00	$0.00	$30,000.00	$0.00
Private Foundations - Pending	Landfall Foundation	$0.00	$0.00	$2,125.00	$2,000.00	$2,125.00	$2,000.00
Public Donations	Fundraising and Donations	$0.00	$0.00	$50,000.00	$50,016.44	$50,000.00	$50,016.44
		$65,000.00	**$65,000.00**	**$386,720.00**	**$236,718.90**	**$451,720.00**	**$301,718.90**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
All Personnel - Combined	$43,650.00	**$18,226.63**	$18,363.99	$36,590.62	$7,059.38	$0.00	$36,590.62	$7,059.38	$216,850.00	**$89,846.51**	$85,274.23	$175,120.74	$41,729.26	82.72%	$108,073.14
Fringe Benefits	$4,500.00	**$1,841.43**	$1,906.39	$3,747.82	$752.18	$0.00	$3,747.82	$752.18	$22,500.00	**$9,014.87**	$8,845.52	$17,860.39	$4,639.61	82.66%	$10,856.30
Non-Personnel Expenditures															
Contract Services	$5,900.00	**$5,177.37**	$5,064.70	$10,242.07	($4,342.07)	$0.00	$10,242.07	($4,342.07)	$29,100.00	**$11,198.43**	$14,534.95	$25,733.38	$3,366.62	71.53%	$16,375.80
Dues	$500.00	**$624.16**	$309.60	$933.76	($433.76)	$0.00	$933.76	($433.76)	$2,500.00	**$1,318.84**	$916.50	$2,235.34	$264.66	70.54%	$1,943.00
Insurance	$900.00	**$1,313.46**	$373.66	$1,687.12	($787.12)	$0.00	$1,687.12	($787.12)	$4,600.00	**$2,319.57**	$1,146.34	$3,465.91	$1,134.09	67.26%	$3,633.03
Subscriptions	$3,000.00	**$1,309.15**	$2,053.04	$3,362.19	($362.19)	$0.00	$3,362.19	($362.19)	$15,500.00	**$3,118.61**	$5,939.12	$9,057.73	$6,442.27	72.93%	$4,427.76
Training	$750.00	**$0.00**	$881.65	$881.65	($131.65)	$0.00	$881.65	($131.65)	$3,750.00	**$0.00**	$2,310.53	$2,310.53	$1,439.47	72.38%	$0.00
Travel	$200.00	**$0.00**	$0.00	$0.00	$200.00	$0.00	$0.00	$200.00	$800.00	**$0.00**	$0.00	$0.00	$800.00	0.00%	$0.00
Rent \ Mortgage \ Overhead	$2,200.00	**$2,035.22**	$1,685.96	$3,721.18	($1,521.18)	$0.00	$3,721.18	($1,521.18)	$10,710.00	**$4,444.78**	$4,744.04	$9,188.82	$1,521.18	71.18%	$6,480.00
Parking	$750.00	**$230.08**	$235.29	$465.37	$284.63	$0.00	$465.37	$284.63	$3,750.00	**$500.02**	$668.51	$1,168.53	$2,581.47	71.52%	$730.10
Postage	$300.00	**$237.35**	$294.83	$532.18	($232.18)	$0.00	$532.18	($232.18)	$1,700.00	**$571.15**	$854.96	$1,426.11	$273.89	72.82%	$808.50
Supplies	$750.00	**$195.31**	$248.86	$444.17	$305.83	$0.00	$444.17	$305.83	$3,750.00	**$506.95**	$723.53	$1,230.48	$2,519.52	73.48%	$702.26
Telephone & Internet	$800.00	**$724.76**	$614.90	$1,339.66	($539.66)	$0.00	$1,339.66	($539.66)	$4,200.00	**$1,587.46**	$1,722.55	$3,310.01	$889.99	71.19%	$2,312.22
Litigation	$600.00	**$260.19**	$327.24	$587.43	$12.57	$0.00	$587.43	$12.57	$2,900.00	**$431.87**	$901.36	$1,333.23	$1,566.77	69.42%	$692.06
Other (Please provide description)	$200.00	**$324.89**	$139.89	$464.78	($264.78)	$0.00	$464.78	($264.78)	$800.00	**$715.67**	$426.73	$1,142.40	($342.40)	71.08%	$1,040.56
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,000.00	**$321.67**	$678.80	$1,000.47	($0.47)	100.00%	$321.67
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$500.00	**$0.00**	$0.00	$0.00	$500.00	0.00%	$0.00
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$618.00	**$244.94**	$87.32	$332.26	$285.74	100.00%	$244.94
Technology	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$30,000.00	**$0.00**	$0.00	$0.00	$30,000.00	0.00%	$0.00
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2,125.00	**$0.00**	$2,007.77	$2,007.77	$117.23	100.00%	$0.00
Office Expenses	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2,000.00	**$0.00**	$0.00	$0.00	$2,000.00	0.00%	$0.00
INTERNAL USE ONLY - Matching Grant Funds															
New Sources	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$0.00

Total	**$65,000.00**	**$32,500.00**	**$32,500.00**	**$65,000.00**	**$0.00**	**$0.00**	**$65,000.00**	**$0.00**	**$359,653.00**	**$126,141.34**	**$131,782.76**	**$257,924.10**	**$101,728.90**	**71.71%**	**$158,641.34**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period : 43

Cases opened during the period: 46

Cases closed during the period: 41

Cases pending at the end of the period : 48

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Case Data - Full Grant Period

Cases pending at the beginning of the period: 72

Cases opened during the period: 94

Cases closed during the period: 118

Cases pending at the end of the period: 48

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.: 24

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):

Clients served during the grant period: 166

Total household members for all clients served during the grant period:	321
Of total clients served, how many received extended service?:	38
Of total clients served, how many clients received advice and brief service only?:	98
Of total clients served, how many are seniors?:	58
Of total clients served, how many are under the age of 18?:	29
Of total clients served, how many are veterans?:	7

Case Service Report by Case Type

Case type		Cases Closed
Consumer		118
Education		0
Employment		0
Family (including domestic violence)		0
Health		0
Housing		0
Immigration		0
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**118**
	Total	**118**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	1
Ashe	0
Avery	0

Beaufort	0
Bertie	0
Bladen	2
Brunswick	11
Buncombe	1
Burke	1
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	12
Craven	1
Cumberland	0
Currituck	1
Dare	0
Davidson	0
Davie	0
Duplin	2
Durham	1
Edgecombe	0
Forsyth	0
Franklin	1
Gaston	1
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	1
Halifax	0

Harnett	1
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	1
Lee	1
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	1
Martin	0
Mecklenburg	3
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	36
Northampton	0
Onslow	9
Orange	0
Pamlico	0
Pasquotank	0
Pender	14
Perquimans	0
Person	1
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0

Rockingham	0
Rowan	0
Rutherford	0
Sampson	1
Scotland	0
Stanly	0
Stokes	1
Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	0
Wake	3
Warren	1
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	2
Unknown	7
Total	**118**

Client Fees

Total amount of client fees collected: $3,000.00

Number of clients who paid fees: 1

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced: 1

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

The fees that we received in 2024 consisted of a significantly discounted Chapter 13 case attorney's fee for one case filed during the report period.

Additionally, we routinely provide many pro bono services to clients in Chapter 13 cases over the course of their multi-year plans and never ask the Court to approve any further compensation beyond what we might have received on a discounted fee, if one was charged.

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

From January through December 2024, our successfully concluded cases included 19 homes saved from foreclosure, with a cumulative fair market value of $3,336,227.50. At the beginning of our report period (January 1, 2024), we had 72 open case files, which included 40 open inquiries and 32 ongoing extended service cases, including 11 active, filed Chapter 13 bankruptcy cases for which we provide ongoing representation and support.

During the grant period, we opened 94 new cases, and we closed 118 cases, including 98 brief services or advice cases and 38 extended services cases. As of the end of the report period on December 31, 2024, we had 48 open cases including 30 open inquiries and 18 extended service cases of which 8 are ongoing Chapter 13 bankruptcy cases that we continue to service.

NCHAF Concluded

We concluded our NC Homeowner Assistance Fund (NCHAF) advocacy for homeowners seeking assistance for pandemic financial hardship in early 2024. Our clients included those in or at risk of foreclosure and those in active bankruptcy cases.

During the span of the program, from January 2022 to early 2024, we assisted 23 homeowners/ households in New Hanover, Pender, Brunswick, Columbus, Bladen, Jones, Onslow, Duplin and Mecklenburg Counties in obtaining cumulative assistance of over $524,000. Individual awards ranged from $2,230.80 to the $40,000 maximum.

Foreclosure Defense

We saw a heightened need for foreclosure defense and active loss mitigation efforts, in particular for federally insured or guaranteed loans (HUD, VA, Fannie Mae, etc.) that have special – and particularized – loss mitigation rules.

VA loans have been especially challenging in the last two years as there was no viable option for loan modifications given that they were tied to market interest rates, resulting in a higher interest rate than the client’s contract rate and loan modification payments that were unaffordable.

Fortunately, in 2024, the VA introduced a new program, the VA Servicing Purchase (VASP), where the VA can offer a 30 to 40 year reamortization and a 2.5% interest rate which will allow much more payment affordability for homeowners seeking a loan modification to avoid foreclosure.

We have two pending cases – one pending since 2022 and one just a few months old – where the surviving spouse seeks to assume the VA loan of their deceased Veteran spouse. As the VASP program just went into effect October 1, we are assisting one client with her trial payment plan that precedes the formal modification. We are cautiously optimistic that her mortgage servicer is implementing the VASP modification rules.

We are seeking to help our other client through the process as well. We find more of our cases – VA loans and others – involve heirs (usually a spouse or child of the mortgage borrower) who need assistance in taking over payments or assuming the mortgage to preserve the family home and equity. Often, we need to confer with and refer the client to an estate attorney for estate administration necessary to achieve the assumption.

We have recently begun working with another married couple in New Hanover County. The wife is employed full-time and is the caregiver to her 67-year-old husband who lives with serious

disabilities following a stroke. We will seek a VASP modification to get them payment relief and a restructuring of their mortgage loan.

The most challenging cases, like one we have presently in Bladen County, are privately held, non-federally insured loans that do not have federal loss mitigation protections. While we can still pursue loss mitigation on behalf of the client, there is no guarantee of a viable workout option. If our efforts are unsuccessful in this case, we will then consider whether we can file a Chapter 13 for the family to avoid foreclosure and resume payments through a Chapter 13 plan.

Bankruptcy

We continued to advocate for clients in Chapter 13 cases – some of which have been in existence for more than six years. The pandemic relief CARES Act allowed for a 24-month extension of Chapter 13 plans, from 5 to 7 years, and we obtained that extension for nearly all of our clients. The extension was beneficial to our clients because it lowered their monthly plan payments but it lengthened our representation and commitment. Most of our Chapter 13 bankruptcy clients are elderly or managing chronic health conditions, which require significant "hands on" client communications to keep cases from being dismissed. In 2024, two clients successfully concluded their cases and received Chapter 13 discharges, with one client – a single grandmother in her 60s living in rural Brunswick County – coming out of her case "mortgage free" after paying off her mortgage through the bankruptcy.

In August, we received an urgent referral from a private practice attorney of a homeowner facing the imminent foreclosure sale of her Cape Fear Habitat for Humanity home. Our client, working full-time and suffering serious health problems, in part from a hit and run car accident she suffered in 2023, is the sole provider for her 5-member household. She and her husband have custody of two grandchildren and a nephew (one age 21, one in high school and one in middle school). Habitat denied our "11th hour" efforts to obtain a loan workout or repayment plan, so we filed an emergency Chapter 13 case. We helped the client regroup and put her on a path to stabilize her family's finances, resume payment on her car and mortgage loans, secure the family home and preserve her significant home equity. Her Chapter 13 plan was confirmed in November and she is performing well in her case so far.

We are consulting with at least two clients who intend to file Chapter 7 cases early in 2025, for non-mortgage debt relief. Our clients understand that Chapter 13 cases to stop a foreclosure receive priority and that we schedule our Chapter 7 filings over a longer timeframe, provided the client has no urgent need to file.

Student Loan Assistance

We helped a few clients with efforts to alleviate pressing student loan obligations. We helped two clients apply for federal direct loan consolidations so that they could get the benefit of a one-time administrative account adjustment to get them on the quickest path to public student loan forgiveness or other forgiveness and to obtain affordable monthly payments. The status of federal student loan debt relief is highly uncertain given that litigation challenges successfully stopped the Biden Administration's most favorable repayment plan – SAVE. Further, we brace for substantial change that is likely, if not imminent, in the next Administration.

We continue to follow up with another client we wish to assist with a Total and Permanent Disability Discharge of her federal student loans. The Biden Administration simplified the TPD application process and we are encouraging this client to apply soon given future uncertainty of the program.

Litigation

We did not litigate this year though we continue to investigate and research a complex "Zombie mortgage" case. Zombie cases involve an old second or subordinate mortgage loan, often a charged off loan, that has not been collected or paid for years. It "returns from the dead" when an assignee collects on the loan and seeks to foreclose, which was the situation in the case we are investigating. We hope to co-counsel with or refer the case to an experienced consumer attorney.

Fundraising/Sustainability Efforts

We continue to work closely with Mara LaLonde of MSL Grant Consulting in Hillsborough, who we began consulting with in 2021. In addition to grant prospecting and writing, Mara integrates all grant and funding strategy with an eye toward FPLC sustainability and strategic growth. Mara recommended that we bring in Elizabeth Hunter of Hunter Kemper Consulting to help with Board expansion and building fundraising systems and infrastructure in 2023. We worked again with Elizabeth in 2024 on fundraising efforts and in succession planning. We hope to contract with her again in 2025 as we have developed good rapport as a team.

Mara developed a periodic e-newsletter that has been well received by our grant funders, former clients and partners and we continue to add to the distribution list. Mara will continue to develop new grant prospects and fundraising opportunities with family foundations and corporate giving in 2025. She was instrumental in helping us write our successful New Hanover Community Endowment grant application ($300,000 total over three years – October 2024 – September 2027) and our first-time grant application to New Hanover County for non-County agency funding ($19,604 for July 2024 – June 2025).

Mara and Elizabeth helped to develop and execute our 2024 Year-End Fundraising Appeal and helped broaden our prospects list with recommendations from our Board resulting in contributions from new donors. We are also receiving a few donations throughout the year, in response to the periodic e-newsletter that Mara designs and distributes.

Elizabeth and Mara have created a template for a corporate and business partnership initiative that we are continuing to develop. We plan to target area businesses – with input and suggestions from the Board – that support our mission and foster community partnership. We intend to launch this new campaign in 2025

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:	0
How many pro bono hours were recorded by attorney volunteers in your program?:	0
What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:	0

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

We were honored to be invited to join the Harrelson Center as an associate partner late in 2024. The Harrelson Center is a campus of nonprofits in downtown Wilmington that has over 40 nonprofit partners, onsite and beyond. We are excited for the opportunities to have more collaborations with area nonprofits and to have access to the extensive support, training and cooperation the Harrelson Center provides to its partners.

Cape Fear Housing Coalition organized an educational series in Brunswick County focusing on issues for senior homeownership preservation. FPLC presented on property tax relief at Brunswick Senior Resources, Inc. in Calabash on October 2. Unfortunately, the event was not well attended. We look forward to holding property tax relief information sessions in New Hanover and other counties during the 2025 application period of January 1 - June 1, 2025.

We remained engaged with three collaborative grant projects in 2024:

• The **Home Defense Project** collaborative with Legal Aid and the other legal services organizations across the state on foreclosure prevention, home retention and consumer protection advocacy.
• We completed the first year of the two-year NCIOLTA Legal Needs Assessment **Outreach & Communications** and **Coordinated Referral** grant projects.

These projects are time intensive, requiring frequent grant partnership (and subcommittee) meetings and work. The mission of the projects is to increase delivery of legal services and community education and information to low-wealth citizens in North Carolina through increased coordination and collaboration of the NC legal services providers. The Legal Needs Assessment grant projects are scheduled to conclude September 30, 2025.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

We reported in our Semi-Annual report that we were assisting a single homeowner in his late 60s who is representative of many of our older clients who struggle to “age in place.” He has accumulated some equity but with modest Social Security income, he has faced difficulty in keeping up with his mortgage payments and the rising costs of taxes, insurance and home maintenance. He came to us after he suffered a serious medical event and was served with foreclosure.

Since our last report, we helped him obtain a Fannie Mae “flex” loan modification. The loan was modified in accordance with Fannie Mae regulations, to reduce his payment, keep his low contract interest rate, and capitalize his arrearage. This allowed him to resume payments and bring the mortgage current. The foreclosure was dismissed. We have also assisted him in monitoring the loan modification of his modest equity line and in assessing his other non-mortgage debt obligations. While, on paper, he has substantial equity and could sell, there are limited options available to him – and others in his situation – for affordable housing options if he did sell. There is no easy solution for these homeowners. We continue to consult with this client while he stabilizes his finances and assesses his future options.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

We are pleased to bring on board, in partnership with Cape Fear Community College’s Paralegal Technology Program, a paralegal studies student intern for the term January – May 2025. She will assist us primarily with real property tax relief outreach and implementation for the 2025 application period.

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

NOTE RE: INCOME REPORTED: Investments/Interest Income amount reported of $10,615.32 includes $7,465.32 interest earned and $3,150 rent-sublease income.

Attachments

Additional information:

2024-36 - Incubator for Legal Practice and Innovation (ILPI) IOLTA grant - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	003
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 10:46 AM
Initially Submitted By:	Mark Atkinson
Last Submit Date:	
Last Submitted By:	
Approved Date:	Feb 27, 2025 1:32 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Mr. (Salutation) Mark (First Name) Middle Name Atkinson (Last Name)
Title:	Executive Director
Email*:	mark@innovationlegal.org
Address*:	107 W Geer St
	Durham (City) North Carolina (State/Province) 27701 (Postal Code/Zip)

Phone*: 919-630-1143 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Incubator for Legal Practice and Innovation

Organization Tax ID: 85-2394431

Organization Website: https://www.innovationlegal.org/

Address*: 107 W Geer St

Durham North Carolina 27701-
City State/Province Postal Code/Zip

Phone*: 919-630-1143 Ext.
###-###-####

Fax: ###-###-####

Name of Executive Director*: Mark Atkinson

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Feb 27, 2025 1:32 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
Public Donations	donations from public, former participants, friends of the program, etc	$0.00	$0.00	$3,850.00	$103.30	$3,850.00	$103.30
Other	Participating Attorney ("membership") fees @ $50/month	$0.00	$0.00	$9,000.00	$6,769.70	$9,000.00	$6,769.70
IOLTA Grant	Administration of Justice Grant	$15,000.00	$15,000.00	$0.00	$0.00	$15,000.00	$15,000.00
Pass Thru Funds	Private Donations for Legal Oasis Summer Stipends	$0.00	$0.00	$29,324.01	$29,790.72	$29,324.01	$29,790.72
Admin Fees	Admin fee - 3% of distributed Legal Oasis Funds	$0.00	$0.00	$450.00	$450.00	$450.00	$450.00
		$15,000.00	**$15,000.00**	**$42,624.01**	**$37,113.72**	**$57,624.01**	**$52,113.72**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Management	$9,000.00	**$6,000.00**	$3,000.00	$9,000.00	$0.00	$0.00	$9,000.00	$0.00	$3,000.00	**$0.00**	$1,000.00	$1,000.00	$2,000.00	10.00%	$6,000.00
Administrative Staff - Combined	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$6,000.00	**$0.00**	$0.00	$0.00	$6,000.00	0.00%	$0.00
Non-Personnel Expenditures															
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.01	**$0.00**	$0.00	$0.00	$0.01	0.00%	$0.00
Rent \ Mortgage \ Overhead	$6,000.00	**$4,200.00**	$1,800.00	$6,000.00	$0.00	$0.00	$6,000.00	$0.00	$2,400.00	**$1,499.00**	$1,191.00	$2,690.00	($290.00)	30.96%	$5,699.00
Publication	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,000.00	**$36.12**	$283.73	$319.85	$680.15	100.00%	$36.12
Service Charges, Wire Fees, Maintenance Fees, Bank Fees	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$68.00	**$336.00**	$210.00	$546.00	($478.00)	100.00%	$336.00
Telephone & Internet	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$382.00	**$159.90**	$60.00	$219.90	$162.10	100.00%	$159.90
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$15,000.00	**$0.00**	$15,000.00	$15,000.00	$0.00	100.00%	$0.00
	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$0.00
INTERNAL USE ONLY - Matching Grant Funds															

Total	**$15,000.00**	**$10,200.00**	**$4,800.00**	**$15,000.00**	**$0.00**	**$0.00**	**$15,000.00**	**$0.00**	**$27,850.01**	**$2,031.02**	**$17,744.73**	**$19,775.75**	**$8,074.26**	**71.01%**	**$12,231.02**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period :

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period :

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Case Data - Full Grant Period

Cases pending at the beginning of the period:

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period:

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.: 0

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

The 19 “participants served” as listed below is the sum of two separate cohorts.
Eight participating attorneys were part of the ILPI cohort that started in September 2023 and ran into August 2024. Eleven participating attorneys are in the ILPI cohort that launched in September 2024.

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services): 19

Clients served during the grant period:

Total household members for all clients served during the grant period:

Of total clients served, how many received extended service?:

Of total clients served, how many clients received advice and brief service only?:

Of total clients served, how many are seniors?:

Of total clients served, how many are under the age of 18?:

Of total clients served, how many are veterans?:

Case Service Report by Case Type

Case type		Cases Closed
Consumer		0
Education		0
Employment		0
Family (including domestic violence)		0
Health		0
Housing		0
Immigration		0
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**0**
	Total	**0**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0

Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	0
Franklin	0
Gaston	0
Gates	0
Graham	0
Granville	0
Greene	0

Guilford	0
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	0
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	0

Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	0
Wake	0
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**0**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

ILPI does not provide direct legal services. Our “clients” are attorneys in the program who are starting practices that address access to justice issues (serving in legal deserts, providing low bono services, starting non-profit law firms, etc). ILPI charges $79/month.

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

We began the year with 8 attorneys in the program. Those attorneys were part of the 2023-24 cohort that ran from September 2023 to August 2024. We kicked off a new cohort of 11 attorneys in September 2024. We set a goal of 12 participating attorneys in a new cohort so we’re one short of that goal.
Of the 11 participants, they are spread across state: Salisbury, Greensboro, Hillsborough, Durham, Raleigh, and Kill Devil Hills (and one in South Carolina). Three of the 11 are fresh out of law school (NCCU). Two of them plan to start solo firms and focus on court-appointed work (IDS private appointed counsel).in Person, Granville, Vance and Franklin Counties. The third recent law school graduate is returning to his small town in South Carolina to serve his community.
The remaining 8 attorneys range in experience from 3 to 10+ years. The attorney in Salisbury is focused on court appointed work, having returned to his hometown, and the Kill Devil Hills attorney does a mix of small business and court appointed defense work. The other attorneys are in various stages of business development.
One new resource that was added as a benefit to participating attorneys is a partnership with National Business Institute (NBI-SEMS). NBI-SEMS is a CLE provider with a large catalog of relevant and high quality legal courses. They provide their courses for free (!) to participating attorneys.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

We did not encounter any significant obstacles over the past year. To be sure, there was some drop-off in participation with a few of the attorneys over the course of the year. Reasons vary but drop-off occurs as life circumstances change (they move, family commitments, etc), their current job limits their ability to start a new firm, or their career goals change. Of the past cohort, roughly 1/3 of the participants faded in their involvement as the program year progressed. In one case, it was because her solo law firm was so successful that she did not need ILPI’s support!

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

Two significant collaborations were started in 2024.
The first was partnering wth Jimbo Perry and The Legal Oasis Fellowship Program. In this initiative, ILPI acted as the fiscal sponsor in supporting the placement of 3 law school students with private law firms in legal deserts, exposing them to the needs and the opportunities. They were placed in Rutherfordton, Kinston, and Mount Airy. As the fiscal sponsor, ILP managed the funds ($5,000 stipend for each) and helped Jimbo Perry with coordination (MOU, communication, etc).
The second collaboration was brainstormed and strategized in 2024, but will be implemented in 2025. Specifically, the collaboration is a partnership with Carla Huff at Indigent Defense Services (IDS) where ILPI will create a video-training series on law office practice and technology. The purpose is to provide helpful educational material for solo and small law firms on the business aspects of running a law firm. IDS needs and wants their PAC (private appointed counsel) to thrive so that they are available to provide their services for IDS clients. This training is intended to help them survive and thrive so that they will “do well and do good.”

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

With permission, I will share two quick narratives that describe ILPI’s impact:

1. An attorney worked at Cumberland County DSS for 2 years and was burnt out by the demands of the job. He wanted to start his own firm but was intimidated by the prospect. In January 2024, he joined ILPI’s cohort, left his job and started his own firm. ILPI gave him the support and encouragement that he needed to take that first step. His practice focuses on parent defender work in Chatham and Orange counties. He lives in Durham and, when he was working in Cumberland county, he would routinely get home at 7 pm or later. His kids would already be in bed. Now, he is better able to manage his schedule, spend more time with his young family, do the work that is fulfilling, and meet his financial need to support his family.
2. Another member of the 2023-24 cohort, a Wake Forest Law graduate, joined ILPI, returned to his home in Surry County and started a solo practice. While in the courthouse, an older Latino man approached him and said that his son needed help on a traffic ticket. The son and the man did not speak English well and were confused about the charges. The language confusion resulted in the son missing his court appointment and, as a result, facing jail time. To make a long story short, this attorney (a “son of Surry county” who could speak Spanish) agreed to limited representation of the son at a modest fee and appeared before the judge to explain the circumstances. Upon better understanding the circumstances and the prior clean record of the

son, the judge dismissed the jail time. But for ILPI's support of this attorney, he may not have been in the courthouse that day.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

Attachments

Additional information:

2024-32 - Best Practices in Recruitment and Training Coordinator - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 3:23 PM
Initially Submitted By:	Carla Huff
Last Submit Date:	
Last Submitted By:	
Approved Date:	Mar 18, 2025 3:32 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Ms. (Salutation) Mary (First Name) S (Middle Name) Pollard (Last Name)
Title:	Executive Director, Office of Indigent Defense Services
Email*:	mary.s.pollard@nccourts.org
Address*:	123 W. Main St., Suite 400
	Durham (City) North Carolina (State/Province) 27613 (Postal Code/Zip)

Phone*:	919-354-7208 Ext. Phone ###-###-####
Fax:	###-###-####
Comments:	

Organization Information

Status*:	Approved
Name*:	North Carolina Office of Indigent Defense Services
Organization Tax ID:	n/a
Organization Website:	
Address*:	123 W. Main St., Suite 400
	Durham North Carolina 27613- City State/Province Postal Code/Zip
Phone*:	919-354-7200 Ext. ###-###-####
Fax:	###-###-####
Name of Executive Director*:	Mary Pollard

Select the organization's fiscal year.

Fiscal Year:	July 1 - June 30

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:	www.ncids.org

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Mar 18, 2025 3:32 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant		$160,000.00	$160,000.00	$0.00	$0.00	$160,000.00	$160,000.00
		$160,000.00	**$160,000.00**	**$0.00**	**$0.00**	**$160,000.00**	**$160,000.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
All Personnel - Combined	$79,800.00	**$40,705.50**	$39,520.02	$80,225.52	($425.52)	$0.00	$80,225.52	($425.52)	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$40,705.50
Payroll Taxes	$6,106.00	**$3,042.69**	$2,951.02	$5,993.71	$112.29	$0.00	$5,993.71	$112.29	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$3,042.69
Pension or Retirement	$19,552.00	**$9,785.58**	$9,887.88	$19,673.46	($121.46)	$0.00	$19,673.46	($121.46)	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$9,785.58
Other (Please provide description)	$7,410.00	**$4,109.37**	$4,108.62	$8,217.99	($807.99)	$0.00	$8,217.99	($807.99)	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$4,109.37
Non-Personnel Expenditures															
Technology	$7,992.00	**$0.00**	$7,500.00	$7,500.00	$492.00	$0.00	$7,500.00	$492.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$0.00
Travel	$1,000.00	**$507.96**	$682.78	$1,190.74	($190.74)	$0.00	$1,190.74	($190.74)	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$507.96
Travel	$1,800.00	**$324.32**	$841.32	$1,165.64	$634.36	$0.00	$1,165.64	$634.36	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$324.32
Supplies	$1,165.00	**$0.00**	$0.00	$0.00	$1,165.00	$0.00	$0.00	$1,165.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$0.00
Training	$3,000.00	**$0.00**	$611.95	$611.95	$2,388.05	$0.00	$611.95	$2,388.05	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$0.00
Supplies	$16,162.00	**$0.00**	$6,128.68	$6,128.68	$10,033.32	$0.00	$6,128.68	$10,033.32	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$0.00
Other (Please provide description)	$3,370.00	**$1,935.00**	$370.80	$2,305.80	$1,064.20	$0.00	$2,305.80	$1,064.20	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$1,935.00
Other (Please provide description)	$12,643.00	**$2,955.63**	$4,825.00	$7,780.63	$4,862.37	$0.00	$7,780.63	$4,862.37	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$2,955.63
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$160,000.00**	**$63,366.05**	**$77,428.07**	**$140,794.12**	**$19,205.88**	**$0.00**	**$140,794.12**	**$19,205.88**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**?%**	**$63,366.05**

Case Data - Final Period of Grant

Cases pending at the beginning of the period :

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period :

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Case Data - Full Grant Period

Cases pending at the beginning of the period:

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period:

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	0

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):

Clients served during the grant period:

Total household members for all clients served during the grant period:

Of total clients served, how many received extended service?:

Of total clients served, how many clients received advice and brief service only?:

Of total clients served, how many are seniors?:

Of total clients served, how many are under the age of 18?:

Of total clients served, how many are veterans?:

Case Service Report by Case Type

Case type		Cases Closed
Consumer		0
Education		0
Employment		0
Family (including domestic violence)		0
Health		0
Housing		0
Immigration		0
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**0**
	Total	**0**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0

Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	0
Franklin	0
Gaston	0
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0

Jackson	0
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	0
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0

Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	0
Wake	0
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**0**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

Education and Communication: Completed Trauma-Informed Trainings and Total Participants: Stigma and Suicide (Annual Public Defender Conference: 300 attendees), Children of Incarcerated Parents (18 attendees)*, 4Rs of Being Trauma-Informed (Juvenile Defender Training: 30 attendees), Secondary Traumatic Stress (Duke University-Whiskey In the Courtroom: 100 attendees), Trauma-Informed Care and Well-Being (Incubator for Legal Practice and Innovation: 8 attendees), Break The Stigma: Suicide (5 attendees), Adverse Childhood Experiences/Environments (6 attendees), Trauma-Informed & Trauma-Responsive Strategies (Office of Parent Defender Conference: 30 attendees), Secondary Trauma (Campbell Law School-Blanchard Community Law Clinic: 8 attendees) *community stakeholder presentation. Sent invitations for two stress-reduction strategies presentations for individuals taking the July bar exam. Provided follow-up support to law graduates who need to re-take the Bar Exam and made connections for them to create a study and support group (7 attendees). Coordinated training for two staff to attend NAPD Mitigation Course and to expand with future trainings based on knowledge acquired. ; created bi-monthly wellness activities for public defense staff to decrease impacts of stress and secondary trauma; distributed NARCAN to 8 PD offices to provide life-saving measures in the event of an overdose (and emergency personnel not being immediately available or accessible)-this promotes enhanced learning of situations that PD Offices may face and are likely to encounter. This creates a culture of care for both staff and clients, increased professional development skills, both being important for recruitment and retention; collaborated with IDS Communication Specialist to create an efficient and streamlined method for potential candidates to access current job openings via the IDS website, this provides an opportunity for interested candidates to become more familiar with the work of IDS; personalized job postings created with PD Offices requesting assistance; solicited interest for Zen Den/wellness space interest to all PD Offices and began distributing equipment requests; coordinated attendance for 10 public defense staff to attend NAPD's Womens Conference. Career Fair Events: UNC-Women In Law event, UNC Public Interest Law Career Clinic, NYU 2-Day Career Fair, Southern Regional Black Law School Fair, John Marshall Law School, NC Central Law School x3, UNC-CH Law School: Meet The Tarheels x2, Wake Forest University School of Law, South Eastern Law School Consortium, Campbell Law Career Fair.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

Private Assigned Counsel (PAC) recruitment continues to be a challenge due to low reimbursement rates and low number of attorneys in rural areas.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

Recruitment and Retention: Symplicity Recruitment Tool utilized to expand outreach to law schools throughout the United States. Since implementation in January, the platform has yielded 67 candidate applications that were distributed to local PD Offices; conducted 5 small-group orientations to upcoming graduates on hiring timelines for new PD Offices and submission process; provided orientation to 1L/2L students on internship application process (18 attendees); attended 13 law school events both in and out of state, these events yielded contact with 154 potential candidates; created a spreadsheet from school contacts which includes 374 students (359 law school students and 15 undergraduate students) graduating from 2024-2027; attended the July 2024 NC Bar Exam location and distributed "31 Things To Do While Waiting For Your Bar Exam Results" and distributed approximately 75 QR Codes providing information on PD Offices hiring; provided Crimes Books and Sentencing Handbooks to 20 private assigned counsel; purchased 48 secure USB flash drives for private assigned counsel to offset private expenses that can be impacted due to low reimbursement rates for court-appointed work; attended meetings with UNC-CH and NC State to discuss social work interns supporting indigent defense work for both PD Offices and PAC/MAC attorneys.

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

Career Fair Events: UNC-Women In Law event, UNC Public Interest Law Career Clinic, NYU 2-Day Career Fair, Southern Regional Black Law School Fair, John Marshall Law School, NC Central Law School x3, UNC-CH Law School: Meet The Tarheels x2, Wake Forest University School of Law, South Eastern Law School Consortium, Campbell Law Career Fair.
Presentations: provided training to Wake County Academy of Criminal Trial Lawyers (WCACTL) on trauma with an additional focus on recruitment efforts for Private Assigned Counsel (PAC).

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

IDS continues to advocate for an increase in reimbursement rates for Private Assigned Counsel (PAC) and Managed Assigned Counsel (MAC) attorneys. IDS also distributed a survey to attorneys that have provided indigent defense in the past. This survey generated over 1,100 responses and this information will be used in future recruitment and advocacy efforts.

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

The Recruitment and Training Coordinator has provided individualized recruitment to future attorneys. This has resulted in several new graduates moving to North Carolina from out of state. The new Assistant Public Defenders provided feedback that the guidance and support impacted their decision to move to and seek employment in North Carolina.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

No management or staffing changes that impacted programming.

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

Leadership: Hosted two-day Chief Public Defender Onboarding event (8 attendees) to provide education on PD Office implementation and opening. At the conclusion of the PD Onboarding event, created and implemented Special Topics for Chief Public Defenders to get support needs met through regularly scheduled information sessions with SMEs on Public Defender Offices topics; created and implemented Special Topics for Administrative Assistants to get support needs met through regularly scheduled information sessions with SMEs on administrative topics; provided 1:1 support to a new multi-county PD Office on retention strategies and improving office culture; attended PD Curriculum Redesign Workshop with UNC-SOG to support future training opportunities that may impact recruitment and retention for APDs/MAC/PAC attorneys; organized and facilitated monthly IDS Commission sub-group focused on maximizing training recruitment practices to enhance the training pool; attended the inaugural appointment ceremony of two Chief Public Defenders with two new offices. **Materials and**

Activities: crisis response cards created and distributed to all Public Defender Offices for distribution to clients; Judicial Branch mental health resource cards created and distributed to all Public Defender Offices for distribution to staff; distributed *Call To Action Letter* and *Expert Resources* document for career fairs and training events; collaborated with Office of Juvenile Defender staff to brainstorm on trauma-informed courtroom practices with the juvenile court process; created an interviewing manual to standardize the interview process and decrease bias during the interview process; provided feedback to UNC-CJIL staff for a SW Workshop that was later hosted by UNC-CJIL-the workshop goals were to educate and evaluate future opportunities to support indigent defense utilizing a holistic defense approach with social workers as part of the defense team, either as paid staff or through a robust internship program.

Attachments

Additional information: 2024_IOLTA Summary by Month.xlsx

2024-19 - Empowering Hope: Legal Services for Vulnerable Immigrant Populations - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	003
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 23, 2025 9:53 AM
Initially Submitted By:	Sarah Beth Withers
Last Submit Date:	
Last Submitted By:	
Approved Date:	Feb 27, 2025 2:21 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Ms. (Salutation) Sarah Beth (First Name) Middle Name Withers (Last Name)
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Phone
###-###-####

Fax: (252) 565-6921
###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Inner Banks Legal Services

Organization Tax ID: 82-2117036

Organization Website: https://ibxlegal.org/

Address*: 130A East 2nd Street

Washington (City) North Carolina (State/Province) 27889- (Postal Code/Zip)

Phone*: (252) 495-0585 Ext.
###-###-####

Fax: (252) 565-6921
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Name of Executive Director*: Sarah Beth Withers, Esq.

Select the organization's fiscal year.

Fiscal Year: October 1 - September 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Feb 27, 2025 2:21 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
Private Foundations - Awarded	NC Bar Foundation	$0.00	$0.00	$5,000.00	$5,000.00	$5,000.00	$5,000.00
Other	IOLTA Family Law Fellowship beginning April 2024	$0.00	$0.00	$65,625.00	$95,500.00	$65,625.00	$95,500.00
Client Fees / Services Provided	Sliding Scale Income	$0.00	$0.00	$300,000.00	$249,589.80	$300,000.00	$249,589.80
Public Donations	Annual Fundraisers and Public Donations	$0.00	$0.00	$5,000.00	$3,778.38	$5,000.00	$3,778.38
IOLTA Grant	Empowering Hope: Legal Services for Vulnerable Immigrant Populations	$100,000.00	$100,000.00	$0.00	$0.00	$100,000.00	$100,000.00
		$100,000.00	**$100,000.00**	**$375,625.00**	**$353,868.18**	**$475,625.00**	**$453,868.18**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
All Personnel - Combined	$60,000.00	**$30,000.00**	$30,000.00	$60,000.00	$0.00	$0.00	$60,000.00	$0.00	$237,000.00	**$105,836.41**	$88,313.15	$194,149.56	$42,850.44	76.39%	$135,836.41
Payroll Taxes	$10,000.00	**$5,000.00**	$5,000.00	$10,000.00	$0.00	$0.00	$10,000.00	$0.00	$17,540.00	**$5,700.28**	$5,268.73	$10,969.01	$6,570.99	52.31%	$10,700.28
Fringe Benefits	$10,000.00	**$5,000.00**	$5,000.00	$10,000.00	$0.00	$0.00	$10,000.00	$0.00	$24,903.00	**$6,763.84**	$6,155.05	$12,918.89	$11,984.11	56.37%	$11,763.84
Non-Personnel Expenditures															
Audit \ Accounting Services	$375.00	**$0.00**	$375.00	$375.00	$0.00	$0.00	$375.00	$0.00	$1,907.00	**$824.00**	$410.00	$1,234.00	$673.00	76.69%	$824.00
Dues	$480.00	**$0.00**	$480.00	$480.00	$0.00	$0.00	$480.00	$0.00	$1,320.00	**$342.00**	$722.00	$1,064.00	$256.00	68.91%	$342.00
Insurance	$5,338.00	**$0.00**	$5,338.00	$5,338.00	$0.00	$0.00	$5,338.00	$0.00	$2,667.00	**$1,877.44**	$2,071.76	$3,949.20	($1,282.20)	42.52%	$1,877.44
	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$40,718.00	**$44,045.73**	$26,450.97	$70,496.70	($29,778.70)	100.00%	$44,045.73
Office Expenses	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2,000.00	**$1,834.51**	$3,977.38	$5,811.89	($3,811.89)	100.00%	$1,834.51
Postage	$200.00	**$0.00**	$200.00	$200.00	$0.00	$0.00	$200.00	$0.00	$500.00	**$219.00**	$208.00	$427.00	$73.00	68.10%	$219.00
Printing	$350.00	**$0.00**	$350.00	$350.00	$0.00	$0.00	$350.00	$0.00	$550.00	**$45.69**	$31.43	$77.12	$472.88	18.06%	$45.69

Rent \ Mortgage \ Overhead	$7,365.00	**$3,700.50**	$3,682.50	$7,383.00	($18.00)	$0.00	$7,383.00	($18.00)	$20,335.00	**$15,599.50**	$7,757.50	$23,357.00	($3,022.00)	75.98%	$19,300.00
Technology	$1,060.00	**$0.00**	$1,060.00	$1,060.00	$0.00	$0.00	$1,060.00	$0.00	$5,297.00	**$472.26**	$1,381.61	$1,853.87	$3,443.13	63.62%	$472.26
Telephone & Internet	$1,812.00	**$906.00**	$906.00	$1,812.00	$0.00	$0.00	$1,812.00	$0.00	$9,060.00	**$5,244.71**	$4,677.84	$9,922.55	($862.55)	84.56%	$6,150.71
Training	$800.00	**$0.00**	$782.00	$782.00	$18.00	$0.00	$782.00	$18.00	$200.00	**$0.00**	$0.00	$0.00	$200.00	0.00%	$0.00
Travel	$1,000.00	**$77.74**	$922.26	$1,000.00	$0.00	$0.00	$1,000.00	$0.00	$1,800.00	**$21.49**	$0.00	$21.49	$1,778.51	2.10%	$99.23
Utilities	$1,220.00	**$610.00**	$610.00	$1,220.00	$0.00	$0.00	$1,220.00	$0.00	$1,830.00	**$955.68**	$1,014.28	$1,969.96	($139.96)	61.76%	$1,565.68
Technology	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$78.00	**$175.84**	$39.43	$215.27	($137.27)	100.00%	$175.84
Office Expenses	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,920.00	**$990.00**	$880.00	$1,870.00	$50.00	100.00%	$990.00
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$6,000.00	**$7,356.05**	$6,204.62	$13,560.67	($7,560.67)	100.00%	$7,356.05
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$100,000.00**	**$45,294.24**	**$54,705.76**	**$100,000.00**	**$0.00**	**$0.00**	**$100,000.00**	**$0.00**	**$375,625.00**	**$198,304.43**	**$155,563.75**	**$353,868.18**	**$21,756.82**	**94.21%**	**$243,598.67**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period :	24
Cases opened during the period:	42
Cases closed during the period:	31
Cases pending at the end of the period :	35

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

This reported data focuses exclusively on the immigration program funded by the 2024 grant award and does not encompass all client and case data handled by Inner Banks Legal Services in 2024. A "case" or "client" is defined as an individual who has fully signed an engagement agreement, for whom a notice of appearance has been entered, and who has been represented in a legal proceeding. However, this definition does not fully reflect the breadth of services provided during the year, as it excludes individuals who received a 45-minute consultation or counsel and advice only.

The report follows the format of the July 2024 report, which similarly concentrated on data specific to the funded immigration program. From January to June 2024, IBLS served 59 individual families through consultations, counsel and advice, or engaged legal representation. From July to December 2024, an additional 42 individual families were served. Overall, in 2024, IBLS assisted 101 families with immigration matters, providing consultations, tailored advice, or full legal representation, with an additional 34 families served through Know Your Rights programming.

Case Data - Full Grant Period

Cases pending at the beginning of the period:	73
Cases opened during the period:	185
Cases closed during the period:	177
Cases pending at the end of the period:	81
Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	7

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Of cases **closed** this grant period, 7 cases, or 4%, were attributable to IOLTA immigration funding. This calculation is based on the percentage of funding provided by IOLTA relative to the organization's or project's overall budget.

At Inner Banks Legal Services, we define a case as one where the client has fully signed an engagement agreement, a notice of appearance has been entered, and representation has been provided in a legal proceeding. In 2024, we represented clients in 258 separate cases that met this definition. This data reflects all case types handled by IBLS for engaged legal representation, including cases from both funded programs and other initiatives. It includes only cases where actions were filed or appearances were made, excluding consultations or instances where only limited advice and counsel were provided without formal representation.

It is important to note, however, that this figure does not capture the full scope of our impact. In addition to the 258 cases, an additional **406 individuals** received a 45-minute consultation and follow-up counsel and advice tailored to their legal needs. **In total, IBLS served 664 individuals in 2024**, providing tailored legal counsel and advice, with 258 receiving full legal representation.

Within the **closed** cases, 4% involved immigration matters. However, of all families served:

- 39.5% of households served addressed immigration issues.
- 89.29% of immigration cases were funded under the program's budget, with applicants' incomes below 200% of the federal poverty level.
- 10.71% of immigration case applicants had incomes exceeding 200% of the federal poverty level.

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	664
Clients served during the grant period:	258
Total household members for all clients served during the grant period:	201
Of total clients served, how many received extended service?:	258
Of total clients served, how many clients received advice and brief service only?:	406

Of total clients served, how many are seniors?:	34
Of total clients served, how many are under the age of 18?:	35
Of total clients served, how many are veterans?:	42

Case Service Report by Case Type

Case type		Cases Closed
Consumer		28
Education		0
Employment		0
Family (including domestic violence)		40
Health		0
Housing		0
Immigration		7
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		29
Miscellaneous		73
	Subtotal	**177**
	Total	**177**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	87
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0

Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	1
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	1
Forsyth	0
Franklin	0
Gaston	0
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	1
Hoke	0

Hyde	6
Iredell	0
Jackson	0
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	20
Mecklenburg	0
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	1
Pender	0
Perquimans	0
Person	0
Pitt	51
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0

Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	3
Union	0
Vance	0
Wake	0
Warren	0
Washington	5
Watauga	0
Wayne	0
Wilkes	0
Wilson	1
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**177**

Client Fees

Total amount of client fees collected:	$249,589.80
Number of clients who paid fees:	104
Total amount of client fees that were waived or reduced:	$238,675.86
Number of clients whose fees were waived or reduced:	258

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Clients of Inner Banks Legal Services benefit from reduced or waived fees. Under the current grant programming, households receiving immigration and family law services with incomes at or below 200% of the federal poverty level receive services free of charge. For clients seeking other types of legal services, or for households exceeding the 200% income threshold for immigration and family law services, fees are determined using a sliding scale. Discounts range from 60% to 10% off the market rate, which is $250 per hour for attorney services and $100 per hour for paralegal services, based on household income and size. This approach enhances clarity in the billing process, highlights the tangible benefits of discounted services, and has improved client understanding and satisfaction with our fee structure. The fee structure remains unchanged since the application was submitted.

Our organization collects client fees from various sources, including IDS indigent cases and paying clients on our sliding scale. The total amount of fees waived or reduced reflects the difference between the market rate and the fees paid by clients under the sliding scale, and the value of free immigration and family law services provided. However, it is important to note that our system

does not track the total dollar value of waived or reduced fees for certain groups, such as participants receiving free consultations, limited counsel and advice, those served for free through educational outreach programs, and those with services paid by IDS indigent programming.

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

The goals outlined in our grant application centered on three primary objectives: direct legal representation, Know Your Rights workshops, and community partner collaboration. Over the grant year, Inner Banks Legal Services (IBLS) made substantial progress toward these objectives, despite initial challenges.

Objective 1: Direct Legal Representation
IBLS committed to providing direct legal representation to at least 80 individuals facing immigration challenges. This included intake screenings, consultations, and representation in cases involving VAWA waivers, U-Visas, T-Visas, Deferred Action for Childhood Arrivals (DACA), and Special Immigrant Juvenile Status applications. We also sought to address additional legal needs, such as consumer fraud.

During the grant year, IBLS exceeded its target by assisting **101 families** with immigration-related legal needs. Among these, 28 families received full legal representation, with 73 families receiving consultations with targeted legal advice and counsel. Our team dedicated over 970 hours to this program, encompassing intake, case preparation, and court appearances.

Objective 2: Know Your Rights Workshops
IBLS conducted a series of Know Your Rights workshops and legal education sessions tailored to immigrant communities in Eastern North Carolina. Topics included navigating the U.S. legal system, child custody, and immigration protections.

Through a partnership with AMEXCAN, these workshops were delivered both in person and virtually, equipping participants with knowledge to make informed legal decisions. A total of 34 individuals participated in these educational outreach efforts, increasing awareness of legal protections and resources among immigrant populations.

Objective 3: Community Partner Collaboration
IBLS expanded collaborations with local organizations to build trust and provide comprehensive support for immigrant families. Partnerships with AMEXCAN, Catholic Charities, Legal Aid NC—Greenville, and the Pro Bono Resource Center strengthened our referral network for immigration cases.

We also partnered with local law enforcement agencies, offering training on completing USCIS I-918 Forms to facilitate U-Visa applications. Additionally, we built connections with immigration attorneys statewide to encourage pro bono involvement and establish a broader referral system for cases beyond our capacity.

IBLS staff participated in community events such as National Night Out and Hispanic Heritage Month celebrations, distributing bilingual outreach materials to enhance visibility. We also partnered with NC Justice Center to begin planning Power of Attorney clinics to meet anticipated legal needs in response to potential policy changes.

Changes in Capacity
During the grant year, IBLS invested in staff development to deepen our understanding of immigration law. An unexpected staffing transition in January 2024 delayed progress early in the year as we sought and trained a new immigration attorney. However, IBLS adapted by reallocating resources and streamlining processes to maintain service delivery.

Despite these initial challenges, IBLS achieved meaningful progress toward its objectives. We have solidified our position as a trusted resource for immigrant communities in Eastern North

Carolina and remain steadfast in our commitment to advocating for their legal needs.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

In December 2023, Shannon Russell announced her retirement as an attorney, which led to the immediate need to search for a replacement for the immigration attorney position. As a result, we were without an attorney for the immigration program from January to February 20, 2024. When Gabrielle Johnson joined our team, there was a learning curve, requiring additional resources for training and a delay in fully implementing immigration services.

Despite these initial setbacks, we leveraged our partnerships with local community organizations, such as AMEXCAN and Catholic Charities, to expand our service reach and strengthen our referral network. We also prioritized staff training to build our capacity for legal representation and community education, allowing us to ultimately meet our program objectives.

While these challenges presented obstacles, our team remained dedicated to serving the immigrant communities of Eastern North Carolina. By adapting our strategies and focusing on staff development, we ensured continued progress and successfully achieved our goals, strengthening our organizational capacity in the process.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

During this reporting period, while we did not directly engage pro bono volunteer attorneys, we achieved significant milestones through mentorship, counsel, and advice provided by several experienced immigration law attorneys. These mentors generously shared their expertise, guiding us as we navigated the complexities of immigration law and enhanced our ability to serve our clients effectively.

Although we did not have a formal pro bono program in place, the support and guidance from these attorneys were invaluable. Their contributions played a crucial role in expanding our understanding of immigration law principles and procedures, directly benefiting our clients.

While we do not have quantifiable data on pro bono hours or the total number of active pr bono attorneys, the mentorship and assistance we received have undoubtedly enriched our organization's capacity and positively impacted the quality of services we provide. We remain deeply grateful for the guidance of these legal professionals, whose generosity has been instrumental in advancing our mission of promoting access to justice in immigration matters.

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?: 3

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

Our organization has cultivated several impactful collaborations with legal services organizations and community-based groups to enhance our ability to serve clients and address their legal needs effectively.

One of our most significant partnerships is with the NC Justice Center. Together, we are working on initiatives to increase access to justice for vulnerable populations, particularly immigrants. This collaboration has expanded our understanding of immigrant needs, deepened our legal knowledge, and broadened the services we provide to our immigrant neighbors. Specific projects include developing pro se name change packets in both English and Spanish, as well as creating a custodial brochure to help immigrants navigate the North Carolina custody process. Once finalized in both languages, this brochure will be distributed during the NC Justice Center's power of attorney clinics for immigrant communities, which are being held in response to impending policy changes. Additionally, we partnered with the NC Justice Center to integrate IBLS programming into their Legal Resources Finder, making our services more accessible for referrals.

We have also forged valuable relationships with community-based organizations like AMEXCAN (Association of Mexicans in North Carolina) and other immigrant advocacy groups. These partnerships have been instrumental in expanding our outreach efforts, increasing awareness of our services, and connecting us with individuals and families in need of legal assistance, particularly in immigration law.

These collaborations represent significant milestones for our organization, enabling us to expand our impact, refine our service delivery, and strengthen ties with the legal and community sectors. Looking ahead, we are dedicated to nurturing these partnerships and exploring new opportunities to further our mission of ensuring access to justice for all.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

Our program has primarily focused on applications and waivers related to U Visas for victims of domestic violence, as well as Special Immigrant Juvenile Status applications for unaccompanied minors. During this period, we have seen a significant increase in requests for assistance with asylum applications, family-based immigration status, and deportation defense.

However, Inner Banks Legal Services faced challenges in serving certain clients or applicants due to limitations in program funding and staff capacity. Currently, we have one bilingual attorney and one bilingual secretary, who also serves as both the firm's full-time secretary and paralegal for the program. These staffing constraints have significantly limited our ability to serve the growing number of individuals seeking help with immigration cases. Additionally, we did not anticipate that 89.29% of our immigration cases would qualify for free services, with clients' incomes falling under 200% of the federal poverty level. With the program expecting only 39% of these cases to be grant-funded, this has severely limited the services we were able to provide. As a result, many cases received only consultations with targeted counsel and advice, and fewer clients were able to receive full-scope representation.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Our focus has primarily been on providing direct legal services to clients in need. While our casework is vital for individual clients, we did not undertake broader initiatives or advocacy efforts that would have a significant policy impact during this period. Our commitment remains steadfast in addressing the immediate legal needs of our clients.

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

In 2022, a client from Colombia fled life-threatening dangers in her home country and sought safety in North Carolina. She quickly found employment at a hotel, only to endure a life-altering event shortly after starting her new job; a hotel guest sexually assaulted her. Struggling with fear, trauma, and the challenges of adjusting to a new country, she hesitated to report the assault. However, with encouragement from her husband and colleagues, she bravely informed her supervisors and law enforcement.

The aftermath was fraught with challenges. Despite cooperating with police and providing testimony, the perpetrator evaded justice, and her employment was terminated, likely tied to the case. In 2024, in search of stability and justice, the client turned to our organization for assistance. Recognizing her eligibility for a U Visa, which provides legal status for victims of certain crimes who assist in investigations or prosecutions, we guided her through the complex application process.

A critical step in her journey involved securing a "Certification of Helpfulness" from law enforcement. When the stalled investigation threatened to impede her progress, we advocated on her behalf, providing written and in-person education to the Police Department with educational information about U Visa certifications, supported by Department of Homeland Security resources. Thanks to these efforts, the certification was approved.

We are now completing her U Visa application, which represents a crucial step toward rebuilding her life. This process not only offers her a pathway to legal status but also a chance to heal, regain stability, and support her family. Her courage in the face of adversity exemplifies the resilience we aim to empower in all our clients, and her story underscores the profound impact of our work in bridging access to justice for those in need.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

In late December 2023, Shannon Russell, a key member of our team, announced her decision to transition out of full-time employment as an attorney to focus on her family. This transition began outside of the current grant cycle, with a gradual reduction in her office availability starting in January 2024.

To address this staffing change, Gabrielle ("Gabby") Johnson, a bilingual attorney, joined our team in February 2024. Gabby's bilingual skills have significantly enhanced our ability to serve immigrant communities, contributing to the growth and expansion of our program and enabling us to better meet our clients' needs.

For other programs funded by IOLTA, in August 2024, our family law attorney, Amy Glantz, was offered a partnership at another firm. Amy played a vital role in ensuring a smooth transition as we welcomed Amelia Bryn Cooper, who had recently completed the July 2024 bar exam, into our family law programming. In November 2024, we also brought on Taylor Norris, another newly licensed attorney. Amy has continued to play a vital role through mentorship and training our two new attorneys.

Amelia Bryn and Taylor now share family law responsibilities across the six counties we serve, with Amelia Bryn covering Pitt, Martin, and Hyde Counties, and Taylor covering Beaufort, Washington, and Tyrrell Counties. Both attorneys provide family law services under our IOLTA Fellowship grant and our sliding scale program. Additionally, they have been appointed as the conflict Guardian Ad Litem Attorney Advocates for District 2.

We are thrilled to mentor and train these two newly licensed attorneys, who bring fresh energy and dedication to providing free family law services in our rural eastern North Carolina counties. Their addition strengthens our ability to address the critical legal needs of our communities and furthers our mission of ensuring equal access to justice.

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

Attachments

Additional information:

2024-14 - International House of Metrolina, Inc. Immigration Law Clinic Support - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 9:03 AM
Initially Submitted By:	Autumn Weil
Last Submit Date:	Apr 24, 2025 11:59 AM
Last Submitted By:	Jelena Giric-Held
Approved Date:	Apr 24, 2025 2:22 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation: Jelena (First Name) Middle Name: Giric-Held (Last Name)
Title:	Immigration Clinic Director
Email*:	jheld@jhclt.org
Address*:	PO Box 5429
	Charlotte (City) North Carolina (State/Province) 28299 (Postal Code/Zip)

Phone*: 704-333-8099 113
Phone Ext.
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: International House of Metrolina, Inc.

Organization Tax ID: 58-1440413

Organization Website:

Address*: 1817 Central Ave

Suite 215

Charlotte North Carolina 28205
City State/Province Postal Code/Zip

Phone*: (704) 333-8099 Ext.
###-###-####

Fax: ###-###-####

Name of Executive Director*: Autumn Weil

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Apr 24, 2025 2:22 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
State Funds - Awarded	Office of Refugee Resettlement Contract	$0.00	$0.00	$164,000.00	$204,219.00	$164,000.00	$204,219.00
Private Foundations - Pending	Sister of Mercy Foundation	$0.00	$0.00	$50,000.00	$55,000.00	$50,000.00	$55,000.00
Pass Thru Funds	ARPA Workforce Development Funding	$0.00	$0.00	$69,000.00	$129,110.00	$69,000.00	$129,110.00
Private Foundations - Pending	Ginter Family Foundation	$0.00	$0.00	$45,000.00	$45,000.00	$45,000.00	$45,000.00
Public Donations		$0.00	$0.00	$17,414.00	$0.00	$17,414.00	$0.00
IOLTA Grant		$50,000.00	$50,000.00	$0.00	$0.00	$50,000.00	$50,000.00
Private Foundations - Pending	Blumenthal Foundation	$0.00	$0.00	$5,000.00	$5,000.00	$5,000.00	$5,000.00
Client Fees / Services Provided		$0.00	$0.00	$41,500.00	$49,420.00	$41,500.00	$49,420.00
		$50,000.00	**$50,000.00**	**$391,914.00**	**$487,749.00**	**$441,914.00**	**$537,749.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Paralegal	$19,982.00	**$12,932.03**	$9,991.00	$22,923.03	($2,941.03)	$0.00	$22,923.03	($2,941.03)	$46,624.00	**$24,609.00**	$23,312.00	$47,921.00	($1,297.00)	67.64%	$37,541.03
Attorney	$12,852.00	**$9,367.03**	$6,426.00	$15,793.03	($2,941.03)	$0.00	$15,793.03	($2,941.03)	$51,408.00	**$26,964.00**	$25,704.00	$52,668.00	($1,260.00)	76.93%	$36,331.03
Attorney Staff - Combined	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$115,810.00	**$72,780.00**	$57,905.00	$130,685.00	($14,875.00)	100.00%	$72,780.00
Administrative Staff - Combined	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$95,432.00	**$66,625.00**	$47,716.00	$114,341.00	($18,909.00)	100.00%	$66,625.00
Payroll Taxes	$5,000.00	**$2,500.00**	$2,500.00	$5,000.00	$0.00	$0.00	$5,000.00	$0.00	$21,171.00	**$14,217.00**	$9,329.73	$23,546.73	($2,375.73)	82.48%	$16,717.00
Fringe Benefits	$2,166.00	**$1,083.00**	$1,083.00	$2,166.00	$0.00	$0.00	$2,166.00	$0.00	$3,834.00	**$11,401.00**	$1,083.00	$12,484.00	($8,650.00)	85.22%	$12,484.00

Non-Personnel Expenditures															
Rent \ Mortgage \ Overhead	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$14,775.00	**$29,979.00**	$7,387.50	$37,366.50	($22,591.50)	100.00%	$29,979.00
Utilities	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2,550.00	**$1,990.00**	$1,275.00	$3,265.00	($715.00)	100.00%	$1,990.00
Telephone & Internet	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,300.00	**$1,353.00**	$650.00	$2,003.00	($703.00)	100.00%	$1,353.00
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$3,060.00	**$10,050.00**	$1,500.00	$11,550.00	($8,490.00)	100.00%	$10,050.00
Dues	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$5,000.00	**$0.00**	$3,000.00	$3,000.00	$2,000.00	100.00%	$0.00
Service Charges, Wire Fees, Maintenance Fees, Bank Fees	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$800.00	**$454.00**	$400.00	$854.00	($54.00)	100.00%	$454.00
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2,000.00	**$13,700.00**	$1,000.00	$14,700.00	($12,700.00)	100.00%	$13,700.00
Insurance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$5,000.00	**$3,130.00**	$2,500.00	$5,630.00	($630.00)	100.00%	$3,130.00
Equipment	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2,500.00	**$4,844.00**	$1,250.00	$6,094.00	($3,594.00)	100.00%	$4,844.00
Postage	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$5,000.00	**$1,133.00**	$2,500.00	$3,633.00	$1,367.00	100.00%	$1,133.00
Licenses & Professional Fees	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$12,000.00	**$7,644.00**	$6,000.00	$13,644.00	($1,644.00)	100.00%	$7,644.00
Supplies	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$3,650.00	**$586.00**	$3,000.00	$3,586.00	$64.00	100.00%	$586.00
Board \ Staff Development	$7,500.00	**$1,617.94**	$0.00	$1,617.94	$5,882.06	$0.00	$1,617.94	$5,882.06	$0.00	**$165.00**	$0.00	$165.00	($165.00)	9.25%	$1,782.94
Travel	$2,500.00	**$2,500.00**	$0.00	$2,500.00	$0.00	$0.00	$2,500.00	$0.00	$0.00	**$613.00**	$0.00	$613.00	($613.00)	19.69%	$3,113.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$50,000.00**	**$30,000.00**	**$20,000.00**	**$50,000.00**	**$0.00**	**$0.00**	**$50,000.00**	**$0.00**	**$391,914.00**	**$292,237.00**	**$195,512.23**	**$487,749.23**	**($95,835.23)**	**124.45%**	**$322,237.00**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period :	936
Cases opened during the period:	320
Cases closed during the period:	277
Cases pending at the end of the period :	997

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services,

and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Case Data - Full Grant Period

Cases pending at the beginning of the period:	863
Cases opened during the period:	751
Cases closed during the period:	585
Cases pending at the end of the period:	997
Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	88

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	
Clients served during the grant period:	997
Total household members for all clients served during the grant period:	980
Of total clients served, how many received extended service?:	635
Of total clients served, how many clients received advice and brief service only?:	116
Of total clients served, how many are seniors?:	18
Of total clients served, how many are under the age of 18?:	185
Of total clients served, how many are veterans?:	0

Case Service Report by Case Type

Case type	Cases Closed
Consumer	0

Education		0
Employment		0
Family (including domestic violence)		0
Health		0
Housing		0
Immigration		585
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**585**
	Total	**585**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	50
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	1
Chatham	0

Cherokee	0
Chowan	0
Clay	0
Cleveland	5
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	3
Franklin	0
Gaston	10
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	3
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0

McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	474
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	10
Rutherford	0
Sampson	0
Scotland	0
Stanly	1
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	28
Vance	0

Wake	0
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**585**

Client Fees

Total amount of client fees collected: $49,420.00

Number of clients who paid fees: 222

Total amount of client fees that were waived or reduced: $6,845.00

Number of clients whose fees were waived or reduced: 34

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

The amount of fees collected reflects fees collected from clients whom we may have retained in prior year(s) but who were not able to move forward until 2024. Of the 751 new cases that we opened in 2024, fees were charged to 222 cases. These clients have not necessarily paid all our fees yet, but they paid at least for the initial consultation, or a portion of the retainer. 34 clients were served “pro bono” or at a reduced rate. 495 clients were not charged any fees because their fees are covered under our contract with the NC State Refugee Office.
The Clinic charges fees to some of its clients. Some are covered under the contract we have with the NC State Refugee Office, and therefore, we do not charge them any fees. Some clients we serve “pro bono” or at a reduced rate if they are homeless, near homeless, or have very little to no income. If a client has multiple members in the household who are all seeking the same service (green cards/travel documents, etc...), every additional family member is charged only 50% of the fee. We charge a fee for the initial consultation. If the client is retained, the first half of the retainer is due at the evidence check appointment, and the balance is due at the signing appointment. Our fee schedule changed in February of 2024.

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

During the calendar year of 2024, Clinic staff surpassed the goal of serving 850 unduplicated individuals with their immigration needs. We served 997 unduplicated clients. During the reporting period, we opened 751 new cases, filed 520, and received 409 approvals and 3 denials. Our success rate was above 99%. Of 409 approvals, 109 clients became Permanent Residents, 75 became citizens of the United States, and 222 received some other immigration benefit.

As described in our semi-annual report, one of the major accomplishments early this year was that we received approvals for the affirmative asylum cases taken by two of our representatives in the prior year. We were overjoyed to hear the results. We were excited because we always wanted to delve into this area of immigration law but never had the capacity to do so. Our representatives continued to work with these clients on their applications for adjustment of status ("green cards"). When capacity allows, Clinic representatives would like to take a couple of affirmative asylum cases per year.

The situation with the Afghan populations seems to have stabilized now, compared to last year. Majority of the eligible Afghans had a chance to apply for asylum and were either approved or their approvals are coming. Processing of those who were eligible for SIV (Special Immigrant Visas) is also mostly complete and they are now coming to us for help with their applications for adjustment of status for their families.

There is no major change in USCIS processing times. Replacements and renewals of Permanent Resident cards ("green cards") are inexcusably long although, there was a modest improvement and instead of 22 to 27 months, they are now processed in 20 to 21.5 months. Still too long for a client in dire need of the document, but better than before. Travel documents have also seen a modest improvement from 17 months to 14.5 months. Again, it is still too long when clients have families abroad and want to attend the birth of their child, weddings, see old parents, or go to a funeral. Expedited processing is almost impossible to get. A client of ours was not able to be by his wife's side when she was giving birth to their first child. Another could not attend her sister's funeral, and so on. And, even if expedited processing is approved, it still takes 2-3 months to receive the document, which in emergency situations is still too long. Some improvements were also made with Employment Authorization Documents ("work permits") and processing times depend on the category under which client applies for it. Earlier this year, one of our clients was issued a work permit with incorrect validity dates and when he received the document, it was to expire in 5 days instead of a year. Our client lost his job, and it took USCIS 5 months to correct it; we had to engage a USCIS Ombudsman for this to happen. During these 5 months, our client, who lives in the housing for homeless and low-income individuals with disabilities, who is single and has no family support in the United States, relied on the Roof Above and Mecklenburg County Shelter Plus Care program to pay for his living expenses and his medication on which he is dependent due to multiple health problems. He worked as a janitor at Charlotte Airport. Due to this long gap in employment, he had problems finding a new job. Every year since 2012, we have been helping this client with renewal of his work permit. He is not eligible for any other immigration benefit and cannot go back to Sudan due to continuous problems in his country.

We wrote about delays in Department of State's immigrant visa processing which started with the onset of pandemic and DOS is still struggling to catch up. What used to take six months now takes a couple of years or more, especially in US Embassies in Africa, where most of our clients are from. Of course, after a lengthy wait for an immigrant visa to be scheduled, things change. The main problem our low-income clients face is financial in nature. To obtain an immigrant visa, the petitioner must prove that the beneficiary will not become a public charge in the United States. This is proven with tax returns, paychecks, letters from employers, etc. Oftentimes, because our clients are low-income, they need to have a "joint sponsor." It is difficult to find someone willing to take on such responsibility. Also, over the years, things change so that when the interview is finally scheduled, all the financial records must be updated. Sometimes, our clients need to look for a new sponsor because the one they initially had either "dropped out" or their income situation has changed. Preparing clients for this long-awaited interview nowadays takes almost as much time as the initial filing. Still, the reward is immense. To see families reunited is an incredible feeling of a huge accomplishment for all and we feel fortunate to be the ones our clients trust to do this work.

After a couple of years of staffing stability, in spring this year, two of our younger attorneys decided to join other organizations. We are proud of them because they both landed good jobs. One went to the CLINIC (Catholic Legal Immigration Network), the renowned organization that trains legal representatives to provide high quality and affordable immigration legal services, and the other moved cross-country to serve as a USCIS officer in California. However, we were extremely fortunate in being able to fill these two open positions almost immediately with two licensed immigration attorneys, both with a couple of years of experience in the immigration field. One is a bilingual Spanish speaker, the language always in high demand, and the other fluent in Arabic, currently an emerging need at the Clinic with lots of clients from Syria and Sudan who are seeking adjustment of status. What is most interesting and heart-warming is that both individuals were at one time interns at our Clinic, and both reached out to us seeking employment. After Law School, they both worked in private practice and were looking for more meaningful employment and a better work environment. We also hired a paralegal who is working towards applying for a partial DOJ accreditation. And lastly, our legal assistant retired in September, and we were extremely fortunate to hire an equally capable and qualified replacement who made the transition seamless.

It is worth mentioning that this year, after a hiatus of several years, we resumed hosting McMillan Fellows. The last fellow we hosted was one of our newly hired attorneys, Ayat Hamza, who was with us in the summer of 2019. After this, the pandemic started, and with all of us working remotely, we did not feel like we would be able to provide valuable experience to the intern in such circumstances. Before this, we hosted McMillan Fellows for 12 consecutive years. The Honorable James B. McMillan Fellowship Fund was established to honor the memory and example of U.S. District Judge James B. McMillan with the goal of promoting justice and innovation within the legal system in Mecklenburg County, NC. It awards fellowships to law students who desire to gain work experience in non-profit and governmental agencies. This year, our McMillan fellow was Avery Carter, a rising 2L student at UNC School of Law in Chapel Hill with a couple of years of experience as an immigration paralegal and demonstrated passion for this area of law. She was an invaluable addition to our team this summer.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

n/a

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

n/a

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:	0
How many pro bono hours were recorded by attorney volunteers in your program?:	0
What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:	0

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

Clinic staff continues to participate in collaborative meetings with other local non-profit immigration services providers to discuss best practices, current issues, and barriers in services, but also successes. Every three months we meet with the Mecklenburg County non-profits which provide immigration assistance. This group consists of International House, Legal Aid of NC, Charlotte Center for Legal Advocacy, Latin American Coalition, Carolina Refugee Resettlement Agency, Carolina Migrant Network, and Carolina Immigration Law. We frequently refer cases to each other, and these meetings are particularly helpful when all of us are faced with an increased demand for services or changes in immigration laws and regulations. These meetings will be especially important in the coming years due to change in Administration and renewed anti-immigrant policies and sentiment.

The Clinic has a close relationship with the local USCIS office. We regularly attend their Open House and Stakeholder meetings. Our staff is well known and respected by Charlotte Field Office officers, and they often refer clients to us. This mutually respectful relationship was a huge help to us on many occasions when we were able to gain clarity on some of our clients' immigration situations. We hope that this well-established relationship will be helpful to us in the coming years. However, goodwill will certainly not be enough when policies and regulations begin to change. Officers will have to abide by the law, but we at least expect to continue seeing friendly and welcoming faces.

Over the years, we built strong relationships with various providers serving immigrant and refugee/asylee population across the state, like Humanitarian Immigration Law Clinic of Elon School of Law in Greensboro, The Center for New North Carolinians of University of NC Greensboro, Church World Service, NC Justice Center of Raleigh, Faith Action, Carolina Refugee Resettlement Agency, Pisgah Legal Services, Carolina Migrant Network, and others. We see/meet each other in various settings, from State Refugee Office meetings to the ones recently formed as response to the upcoming new Administration, as described below. We often consult with each other on various immigration cases and provide other kinds of support to each other, which will be especially important in the coming years.

We continue to participate in monthly meetings with a group that addresses different issues in Afghan immigration cases: TRIG/Bars/Technical Issues in serving Afghans. This group is spearheaded by Shane Ellison, professor of law at Duke University School of Law and again, includes our colleagues from non-profit immigration services providers as well as attorneys from the private bar. This group meets once a month and has its own listserv where we share problems and exchange advice.
At the end of 2024, in December, in anticipation of the new administration, a new group formed. This is a group of statewide non-profit immigration legal services providers, spearheaded by NC Justice Center in Raleigh. The group will provide support for those advocating to protect immigrants' rights in NC and work together to support each other's efforts over the next four years and beyond. There is a Shared Resources Hub with materials from various organizations so that we do not duplicate efforts. There is also a Live Database of Direct Immigration Legal Services Providers that is shared in this Hub with detailed information of all service providers and what each of us do. Meetings will be held monthly.
Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

Because of high demand for our services and our capacity limitations, we assigned 301 intakes to representatives. Our intakes are performed on Tuesdays, and out of 52 Tuesdays in 2024, we conducted intakes on 44 of them. This means that we completed 6.5 intakes on average each week. We accept a maximum of 12 intakes per intake day. Because we saw many large families, which sometimes include up to 8 members, we did not have the capacity to do more. All those interested in our services and whom we were not able to take on as clients, were provided with a referral to either other non-profit services providers or private immigration attorneys, depending on the services they needed.
Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

n/a
Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

We will use the same story as the one from the semi-annual report, because there was an update (see the end):
Musie left Eritrea in 2001 to escape civil unrest. He was approved for asylum in the US and became a US citizen in 2012. He filed petitions for his wife and two children he left in Eritrea, pro se. These three petitions were stuck in various phases of the process, and we helped him move them forward. In 2014, the family was reunited in the US, after 13 years of separation. Upon arrival, Musie's wife Abrehet, had to undergo open-heart surgery which was successful. Regarding immigration, this was not the end of the road. There was yet another obstacle for Abrehet and the two children. Because Musie became a US citizen after filing initial petitions for his family, they could not apply for permanent residency immediately upon arrival. They all had to attend their asylum "nunc pro tunc" interviews in Arlington, VA, first. These are required when the petitioner naturalizes before beneficiaries become permanent residents. This is often an issue with asylee families and is not known to those who do not practice law. We do these types of cases often and we got them through this process as well. Then, we were able to apply for their green cards, which took another 2-3 years. Now, Abrehet is ready to become a US citizen. Her first interview earlier this year was only a partial success. A combination of client's anxiety and officer's unreasonable expectations (a complaint was filed with the supervisor), resulted in the second interview scheduled for Abrehet in late August. This is as far as we wrote in our semi-annual report. In August, Abrehet and I attended her second interview, and she passed the test without any issues. She cried tears of joy, and I was absolutely thrilled for her success and conclusion of her immigrant story. When we walked out of the building, her husband, Musie, eagerly approached us to hear the results. We all exchanged many hugs, as we have known each other for so many years. A few weeks later, she was sworn in and became a citizen of the United States!
Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

As mentioned in the Narrative portion of this report, we did have staffing changes in 2024 (see last paragraph of the Narrative). However, these changes did not have a negative impact on the

goals we set in our grant application. We achieved and exceeded our goals because transitions were almost seamless. This being said, were it not for these changes, our results would have been even better.

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

Because the system allows us to only enter numbers for the above questions, I would like to take this opportunity and explain how we came to these numbers, as we have two different ways in which we track them. First is the total number of unduplicated clients served during the reporting period (997) which includes cases opened, closed, filed, as well as cases opened in prior year(s) that we are still working on or that are still pending at USCIS. These are the cases on activity lists for all four representatives, whether they are actively being worked on or pending at USCIS, and we monitor their progress. Second is the number of cases we opened during the reporting period (751), i.e., calendar year 2024. From this latter system we track numbers related to how many cases we opened in 2024, how many we filed and closed, how many “green cards” or naturalizations were approved, clients’ ages, types of cases, counties where they live, whether they were charged fees or served pro bono, countries of origin, etc.

Regarding the total number of household members for clients served, we are unable to provide a precise number, despite trying to set up the system to report on this number more accurately. Therefore, this year we decided to go with what we have, which is the number of family members served during the calendar year. We capture this information during our intakes, and for 2024 that number is 980.

Attachments

Additional information:

2024-17 - JusticeMatters 2024 - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 7:14 PM
Initially Submitted By:	Libby Coles
Last Submit Date:	
Last Submitted By:	
Approved Date:	Jun 5, 2025 3:08 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Ms. (Salutation) Libby (First Name) M. (Middle Name) Coles (Last Name)
Title:	Executive Director
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	Durham (City) North Carolina (State/Province) 27702 (Postal Code/Zip)

Phone*: 919-794-7511 3
Phone Ext.
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: JusticeMatters, Inc.

Organization Tax ID: 27-1378558

Organization Website: https://www.justicemattersnc.org/

Address*: PO Box 199

Durham North Carolina 27702-
City State/Province Postal Code/Zip

Phone*: 919-794-7511 3
###-###-#### Ext.

Fax: ###-###-####

Name of Executive Director*: Libby Magee Coles, Esq.

Select the organization's fiscal year.

Fiscal Year: October 1 - September 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Jun 5, 2025 3:08 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant		$150,000.00	$150,000.00	$0.00	$0.00	$150,000.00	$150,000.00
Federal Funds - Awarded		$0.00	$0.00	$517,536.00	$634,610.94	$517,536.00	$634,610.94
Public Donations		$0.00	$0.00	$608,000.00	$726,870.94	$608,000.00	$726,870.94
Other	Earned Income - County of Durham DSS	$0.00	$0.00	$10,000.00	$14,000.00	$10,000.00	$14,000.00
Local Government	City of Durham	$0.00	$0.00	$350,000.00	$275,766.02	$350,000.00	$275,766.02
Local Government	Wake County ARPA	$0.00	$0.00	$200,000.00	$182,881.78	$200,000.00	$182,881.78
State Funds - Awarded	NC HTC	$0.00	$0.00	$183,478.00	$162,699.86	$183,478.00	$162,699.86
		$150,000.00	**$150,000.00**	**$1,869,014.00**	**$1,996,829.54**	**$2,019,014.00**	**$2,146,829.54**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
All Personnel - Combined	$132,500.00	**$68,615.27**	$67,000.00	$135,615.27	($3,115.27)	$0.00	$135,615.27	($3,115.27)	$1,291,896.00	**$643,028.18**	$522,249.00	$1,165,277.18	$126,618.82	89.58%	$711,643.45
Payroll Taxes	$10,136.00	**$6,384.73**	$5,800.00	$12,184.73	($2,048.73)	$0.00	$12,184.73	($2,048.73)	$98,065.00	**$46,613.41**	$79,165.00	$125,778.41	($27,713.41)	91.17%	$52,998.14
Fringe Benefits	$7,364.00	**$0.00**	$2,200.00	$2,200.00	$5,164.00	$0.00	$2,200.00	$5,164.00	$76,129.00	**$17,069.75**	$41,915.00	$58,984.75	$17,144.25	96.40%	$17,069.75
Non-Personnel Expenditures															
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2,185.00	**$1,750.74**	$3,067.00	$4,817.74	($2,632.74)	100.00%	$1,750.74
Board \ Staff Development	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$29,562.00	**$5,365.60**	$24,071.00	$29,436.60	$125.40	100.00%	$5,365.60
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$11,822.00	**$0.00**	$0.00	$0.00	$11,822.00	0.00%	$0.00
Advertising \ Marketing	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$8,976.00	**$1,841.72**	$2,230.00	$4,071.72	$4,904.28	100.00%	$1,841.72

Rent \ Mortgage \ Overhead	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$68,830.00	**$36,922.08**	$36,820.00	$73,742.08	($4,912.08)	100.00%	$36,922.08
Utilities	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$6,011.00	**$1,493.56**	$5,792.00	$7,285.56	($1,274.56)	100.00%	$1,493.56
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$25,000.00	**$4,461.95**	$5,822.00	$10,283.95	$14,716.05	100.00%	$4,461.95
Office Expenses	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$15,816.00	**$8,964.95**	$6,862.00	$15,826.95	($10.95)	100.00%	$8,964.95
Technology	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$27,333.00	**$5,817.55**	$9,590.00	$15,407.55	$11,925.45	100.00%	$5,817.55
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$82,000.00	**$13,430.30**	$44,331.00	$57,761.30	$24,238.70	100.00%	$13,430.30
Service Charges, Wire Fees, Maintenance Fees, Bank Fees	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$5,156.00	**$3,266.08**	$0.00	$3,266.08	$1,889.92	100.00%	$3,266.08
Parking	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,011.00	**$798.51**	$0.00	$798.51	$212.49	100.00%	$798.51
Travel	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$8,195.00	**$3,577.70**	$9,352.00	$12,929.70	($4,734.70)	100.00%	$3,577.70
Insurance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$11,287.00	**$5,836.94**	$6,401.00	$12,237.94	($950.94)	100.00%	$5,836.94
Fundraising	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$8,000.00	**$0.00**	$8,751.00	$8,751.00	($751.00)	100.00%	$0.00
Audit \ Accounting Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$40,000.00	**$17,000.00**	$18,661.00	$35,661.00	$4,339.00	100.00%	$17,000.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$150,000.00**	**$75,000.00**	**$75,000.00**	**$150,000.00**	**$0.00**	**$0.00**	**$150,000.00**	**$0.00**	**$1,817,274.00**	**$817,239.02**	**$825,079.00**	**$1,642,318.02**	**$174,955.98**	**90.37%**	**$892,239.02**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period :	318
Cases opened during the period:	102
Cases closed during the period:	125
Cases pending at the end of the period :	295

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Providing data to re-submit pervious report's data of Cases pending at the beginning of the period (318); Cases opened during the previous reporting period was 119; Cases closed during the previous reporting period was 89; Cases pending at the end of the previous period was 288.

Case Data - Full Grant Period

Cases pending at the beginning of the period:	288
Cases opened during the period:	221
Cases closed during the period:	214
Cases pending at the end of the period:	295
Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	20

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	
Clients served during the grant period:	410
Total household members for all clients served during the grant period:	895
Of total clients served, how many received extended service?:	337
Of total clients served, how many clients received advice and brief service only?:	73
Of total clients served, how many are seniors?:	49
Of total clients served, how many are under the age of 18?:	25
Of total clients served, how many are veterans?:	1

Case Service Report by Case Type

Case type	Cases Closed
Consumer	0
Education	0
Employment	0

Family (including domestic violence)		106
Health		0
Housing		0
Immigration		108
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**214**
	Total	**214**

Case Service Report by County

County	Cases Closed
Alamance	2
Alexander	0
Alleghany	0
Anson	1
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	3
Cherokee	0
Chowan	0
Clay	0

Cleveland	0
Columbus	0
Craven	0
Cumberland	1
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	152
Edgecombe	0
Forsyth	0
Franklin	0
Gaston	0
Gates	0
Graham	0
Granville	1
Greene	0
Guilford	1
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0

Martin	0
Mecklenburg	0
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	1
Orange	9
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	1
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	0
Wake	39
Warren	0
Washington	0

Watauga	0
Wayne	1
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	2
Unknown	0
Total	**214**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

N/A

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

Through this grant JusticeMatters continued to address the roots and repercussions of human trafficking by providing trauma-informed legal services throughout North Carolina and promoting just policies and practices impacting our clients and community.
Our primary goal in 2024 was to sustain and increase the number of indigent individuals in the Triangle, and survivors of human trafficking statewide, who have meaningful access to our free, trauma-informed family law and immigration legal services.
In FY23-24 we pursued two key priorities:.

1. **Strengthen Trauma-Informed Design across JusticeMatters to cultivate and sustain the wellbeing of our workforce and to promote the wellbeing of our clients, and**
2. **Increase the capacity of our legal teams to strengthen preventive services for vulnerable individuals at risk of exploitation, including undocumented immigrants and abused/neglected/abandoned children.**

Overall, NC IOLTA's grant of $150,000 in 2024 provided critical support for general operating expenses that sustain our delivery of free, trauma-informed civil legal services to

indigent individuals in NC.
Given JM's size and stage of growth, NC IOLTA funds were critical to JM's ability to deploy other funding streams, primarily state and local grants. JM utilized NC IOLTA funding to fill gaps across the board at JM, both programmatic expenses and the operational expenses necessary to support the provision of services—covering a portion of almost every staff member's salary.

I. Primary Goal

As per JM's Goals and Objectives, JM utilized IOLTA funding to sustain and maintain the number of clients served. We did not increase client number served this year, primarily due to our Family Law Section's shift in focus from providing one-time consultations to taking on more full representation cases. (Full representation takes more attorney time, hence our attorneys served fewer clients while completing the same number of work hours.) We are working to enhance our data tracking and reporting mechanisms such that we can provide more detailed data in the future.
Further, we launched a new grant project with The Duke Endowment and secured our first direct federal grant from the Office for Victims of Crime—laying the groundwork to increase number served in 2025.
In CY 2024 (January 1–December 31, 2024) JusticeMatters received 1,832 calls on our intake line from individuals requesting services. Of these callers, 691 were provided one or more referral(s) for services, or information regarding, legal and/or social services; 410 were provided 1+ legal consultation(s) and/or full legal representation; and the legal status and/or legal security of 211 additional children was directly impacted by the legal services we provided to their parent or caregiver, our client.
In comparison, in CY 2023 (January 1–December 31, 2023) JusticeMatters received 1,605 calls on our intake line from individuals requesting services. Of these callers, 552 were provided one or more referral(s) for services, or information regarding, legal and/or social services; 578 were provided 1+ legal consultation(s) and/or full legal representation; and the legal status and/or legal security of 292 additional children was directly impacted by the legal services we provided to their parent or caregiver, our client.
In comparison, in CY 2022 (January 1–December 31, 2022) JusticeMatters received 1,236 calls on our intake line from individuals requesting services. Of these callers, 401 were provided one or more referral(s) for services, or information regarding, legal and/or
social services; 415 were provided 1+ legal consultation(s) and/or full legal representation; and the legal status and/or legal security of 539 additional children was directly impacted by the legal services we provided to their parent or caregiver, our client.
II. Priorities
NC IOLTA's grant supported JM's two key priorities in FY23-24:
1. Strengthen Trauma-Informed Design
We continued to integrate and uphold TID principles in the provision of services, which studies show promotes better outcomes for survivors. And, we continued to develop and implement policies/practices that reach beyond burnout/wellness to support staff who are exposed to trauma as part of work with JM—seeking to both prevent and mitigate the impacts of trauma for the wellbeing of staff and the sustainability of our model.
Notably, in 2024 JM was awarded three-year funding from The Duke Endowment, in partnership with Research Triangle Institute (RTI), and Impact Academy (IA), for evaluation to formalize and prove JM's model for trauma-informed legal services. In October 2024 we began Phase 1: Impact Model Build with IA: Launch project partnership, Buildout of Theory of Change, Design Logic Model, with Impact Academy, Develop Outcome Tracking System, Provide CRM Integration.
This project includes both (1) a formative evaluation and (2) development of an internal outcomes-tracking system for ongoing evaluation and sustainability of TILP. Findings will inform the development of a scalable program and evaluation tools that legal service providers (LSPs) can use to help guide their practices toward a more sustainable and effective service delivery model. By addressing the challenges inherent to providing legal services to clients who encounter trauma, this project can both enhance the sustainability of LSPs and elevate program outcomes for child and family wellbeing.
Our objective is to formalize a replicable/sharable and sustainable evidence-based model, with proven impact on client and staff wellbeing—improving outcomes in alignment with advances in the science of behavioral health, and improving service delivery models in feasible, sustainable ways for the advancement of the field. This work will serve as a foundation for advocacy, systems change, and the sustainability of trauma-informed nonprofit legal service provision.
2. Increase the capacity of our legal teams
In 2024 we laid the groundwork to significantly increase the capacity of our legal teams. First, we were awarded funding from The Duke Endowment for "Advancing Innovation for the Wellbeing of Children & Families: JM's Trauma-Informed Legal Services Program for Kinship Caregivers (JM TILP)". With this three-year grant we will expand the provision of free, trauma-informed family law services to Caregivers so they can secure legal permanency—legal custody, guardianship, or adoption—for the children in their care. This award funds the addition of two family law attorneys to our team, who began work October 1, 2024.
Through funds from the NC Human Trafficking Commission, we began program design work with Impact Academy for two new programs: Case Management and Victim-

Survivor Rights Representation. We posted both positions and began recruiting in Q4 2024.
Survivor Rights: JM will hire a senior-level Survivor Rights Attorney to ensure due process for survivors of human trafficking in the criminal legal system, focusing on language access rights, child survivor rights, and representation for witness testimony. This position will also serve as a key partner to leadership in the build-out of a robust legal section.
Case Management: JM will hire a Client Resource Specialist (CRS) to provide trauma-informed case management services to individuals who have experienced trafficking, with a focus on education, advocacy, and resource coordination. The CRS will conduct intake assessments and facilitate successful connections to services, ensuring clients receive support across the continuum of care.
III. Staffing
In 2024 we grew our legal team by hiring two new attorneys, doubling the number of attorneys in our Family Law Section and increasing our capacity to serve once the attorneys are fully onboarded and serving a full caseload in Q1 2025.

We also began recruiting for four new, grant-funded direct service positions to expand our services to survivors of human trafficking across the state: a Survivor Rights Attorney, a Client Resource Specialist, an Immigration Staff Attorney, and an Immigration Paralegal. The first two positions are funded by the NC Human Trafficking Commission, and the later by an OVC Grant that we will launch in early 2025.

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems. Character limit = 10,000 (about 1,500 words)
Requests for services continue to exceed our capacity. During 2024, we paused case acceptance several times. During each pause, our Client Services Team continued to answer calls from potential clients and provided referrals to other legal and supportive services.
As in years past, in 2024 JusticeMatters continued to navigate the challenge of staff transitions, which significantly impacted staff workload and service capacity due to the size of our agency and the challenges of recruiting, hiring, and onboarding qualified attorneys with relevant expertise.
We began the year with 16 staff, including 6 attorneys and 4 paralegals. Over the year we offboarded 1 attorney and 1 paralegal, and onboarded 3 new attorneys, 1 paralegal, and 1 client services specialist. (Two of the attorney positions are new to JM.) We ended the year at 18 staff, of which 13 are devoted to service provision: 8 attorneys, 4 paralegals, and 1 client support service provider.
Throughout 2024, we focused on sustaining day-to-day operations and forward momentum, continuing to implement staff expansion and organization restructuring in alignment with our 2021-2024 Strategic Plan. We finished updating JM’s organizational leadership and staffing structure, further refining staff roles and responsibilities and updating our methodologies for monitoring key organizational performance metrics.
Fiscally, in alignment with our 2021-2024 Strategic Plan, we continued to diversify revenue streams, grow our budget, and strategically allocate resources toward increased sustainability.
Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

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Fiscally, in alignment with our 2021-2024 Strategic Plan, we continued to diversify revenue streams, grow our budget, and strategically allocate resources toward increased

sustainability.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

JusticeMatters engaged one pro bono attorney in 2024, an experienced attorney with expertise in our practice areas. The volunteer supported our Immigration Section by providing immigration legal assistance to clients, and supported the Wake County Family Law Team with custody petitions for Special Immigrant Juvenile Status cases.

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:	1
How many pro bono hours were recorded by attorney volunteers in your program?:	159
What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:	$12,779.81 (159.25 hours x $80.25 = $12,779.81).

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

In 2024 JM was the first NC agency to apply for and receive the Allyship Badge from Survivor Network NC (SNNC), which was based on our demonstrated commitments to Survivor Leadership, Survivor Inclusivity, and Financial Empowerment Policy for Survivor Compensation. SNNC is a NC nonprofit that specializes in survivor-led resource sharing, professional development of survivors of human trafficking (HT), and training and technical assistance provided by experts with lived experience of HT.
We also continued to engage with other nonprofit immigration service providers across NC to ensure clarity on service provision, share resources, and communicate regarding issues/barriers impacting our clients. Of note, in addition to ongoing collaborative work:
JusticeMatters' Immigration Section staff continued to refer to, and collaborate closely with, Duke Law's Immigration Clinic to expand access to services for individuals in removal proceedings/seeking relief from removal. We continued to refer to, and collaborate closely with, case managers at The Bridge International on behalf of mutual clients who have survived human trafficking.
JusticeMatters' Family Law Section staff continued to serve on pro bono and public service committees for legal associations to improve access to justice. In Durham, we continued to invest in our collaboration with the Durham County Courthouse through operation of the Pro Se Center, providing legal consultations for pro se litigants and other family law matters.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

In 2024, JusticeMatters was unable to provide legal services to 72 potential clients who were otherwise eligible for legal services. Out of those 72 potential clients, 28 were seeking Family Law services while 44 had Immigration Law needs.
Although JM has not conducted targeted outreach or advertising to inform eligible individuals of our services, demand for our services continues to exceed our capacity. For

example, we currently cannot serve the majority of clients from Triangle-adjacent counties who request our family law services. Most clients are referred by former clients, public and private partners (such as healthcare providers, and the public school, court, and child welfare systems).

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

N/A

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

Our client "Jane" came to JM as a child, and the immigration team helped her through the process of receiving Special Immigrant Juvenile status. Jane now has a little one of her own, and in 2024 we helped Jane secure an Employment Authorization Document. When it arrived and she came to pick it up, she burst into tears with joy and relief for the ways this helps her provide for her own little one

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

Our Managing Director transitioned from JusticeMatters in December 2024. We are actively recruiting to fill this role. Currently, our Executive Director and Director of Business Operations cover the Managing Director's core functions.
Of particular note, we established three new leadership positions in 2024: (1) Director of Impact & Engagement, to solidify JusticeMatters' commitment to impact evaluation for continuous improvement; (2) Director of Education and Client Support Services, to solidify and expand JM's client support services staff (intake, referrals, limited case management, etc.); and (3) Director of Internal Business Operations, to strengthen our lean operations team, providing critical operational and administrative support to sustain our growth.

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

We are in the process of completing our standard annual audit, and will provide final, audited financials to NC IOLTA upon request.

Attachments

Additional information:

2024-05 - General Operating Suport - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Feb 8, 2025 12:46 AM
Initially Submitted By:	Wendy Burnette
Last Submit Date:	
Last Submitted By:	
Approved Date:	Mar 5, 2025 3:10 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation Wendy First Name Middle Name Burnette Last Name
Title:	Program Manager
Email*:	Wendy@landloss.org
Address*:	PO Box 179
	Durham City North Carolina State/Province 27702 Postal Code/Zip

Phone*: (919) 682-5969 106
Phone Ext.
###-###-####

Fax: (919) 688-5596
###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Land Loss Prevention Project

Organization Tax ID: 56-1348982

Organization Website: www.landloss.org

Address*: PO Box 179

Durham North Carolina 27702
City State/Province Postal Code/Zip

Phone*: (919) 682-5969 106
###-###-#### Ext.

Fax: (919) 688-5596
###-###-####

Name of Executive Director*: Savonala Horne

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Mar 5, 2025 3:10 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant	IOLTA GOS	$90,000.00	$90,000.00	$0.00	$0.00	$90,000.00	$90,000.00
IOLTA Home Defense Project Grant	LANC - Collaborative	$0.00	$0.00	$44,040.00	$44,040.00	$44,040.00	$44,040.00
IOLTA Grant	IOLTA LNA Grants	$0.00	$0.00	$26,000.00	$25,607.14	$26,000.00	$25,607.14
Private Foundations - Pending	ZSR	$0.00	$0.00	$150,000.00	$100,000.00	$150,000.00	$100,000.00
Private Foundations - Pending	11th Hour Project	$0.00	$0.00	$200,000.00	$250,000.00	$200,000.00	$250,000.00
Federal Funds - Awarded	Government Grants	$0.00	$0.00	$799,983.00	$1,168,729.69	$799,983.00	$1,168,729.69
Other	LANC Grants	$0.00	$0.00	$79,390.00	$90,690.00	$79,390.00	$90,690.00
Private Foundations - Awarded	Other Foundations	$0.00	$0.00	$445,000.00	$615,110.00	$445,000.00	$615,110.00
Other	Individual & Misc Donations	$0.00	$0.00	$130,000.00	$211,092.60	$130,000.00	$211,092.60
Investments / Interest	Interest & Investments	$0.00	$0.00	$20,000.00	$0.00	$20,000.00	$0.00
Rental Income	Rental Income	$0.00	$0.00	$60,000.00	$428.40	$60,000.00	$428.40
		$90,000.00	**$90,000.00**	**$1,954,413.00**	**$2,505,697.83**	**$2,044,413.00**	**$2,595,697.83**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
All Personnel - Combined	$72,000.00	**$36,000.00**	$36,000.00	$72,000.00	$0.00	$0.00	$72,000.00	$0.00	$801,579.18	**$427,537.18**	$380,764.66	$808,301.84	($6,722.66)	91.82%	$463,537.18
Payroll Taxes	$5,652.00	**$2,826.00**	$2,826.00	$5,652.00	$0.00	$0.00	$5,652.00	$0.00	$62,923.97	**$35,901.68**	$29,214.73	$65,116.41	($2,192.44)	92.01%	$38,727.68
Fringe Benefits	$12,348.00	**$6,174.00**	$6,174.00	$12,348.00	$0.00	$0.00	$12,348.00	$0.00	$107,652.00	**$114,069.46**	$41,028.66	$155,098.12	($47,446.12)	92.63%	$120,243.46
Fringe Benefits	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$35,457.36	**$30,523.64**	$2,466.86	$32,990.50	$2,466.86	100.00%	$30,523.64

Non-Personnel Expenditures															
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$72,471.00	**$604,928.00**	$0.00	$604,928.00	($532,457.00)	100.00%	$604,928.00
Audit \ Accounting Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$54,000.00	**$3,165.52**	$10,250.00	$13,415.52	$40,584.48	100.00%	$3,165.52
Audit \ Accounting Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$30,000.00	**$10,267.48**	$9,652.52	$19,920.00	$10,080.00	100.00%	$10,267.48
Consultant	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$195,000.00	**$77,428.00**	$227,500.00	$304,928.00	($109,928.00)	100.00%	$77,428.00
Business Taxes	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$15,400.00	**$13,500.06**	$1,469.58	$14,969.64	$430.36	100.00%	$13,500.06
Utilities	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$12,500.00	**$3,544.16**	$3,411.97	$6,956.13	$5,543.87	100.00%	$3,544.16
Insurance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$21,000.00	**$21,000.00**	$0.00	$21,000.00	$0.00	100.00%	$21,000.00
Telephone & Internet	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$6,160.00	**$6,472.60**	$830.14	$7,302.74	($1,142.74)	100.00%	$6,472.60
Storage	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$16,500.00	**$18,183.00**	$353.02	$18,536.02	($2,036.02)	100.00%	$18,183.00
Parking	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$13,440.00	**$10,959.00**	$2,481.00	$13,440.00	$0.00	100.00%	$10,959.00
Postage	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$4,000.00	**$1,143.63**	$438.78	$1,582.41	$2,417.59	100.00%	$1,143.63
Printing	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$30,000.00	**$12,159.23**	$2,124.99	$14,284.22	$15,715.78	100.00%	$12,159.23
Dues	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$17,500.00	**$2,041.01**	$2,881.13	$4,922.14	$12,577.86	100.00%	$2,041.01
Licenses & Professional Fees	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$8,000.00	**$8,792.73**	$1,836.00	$10,628.73	($2,628.73)	100.00%	$8,792.73
Supplies	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$10,000.00	**$3,171.06**	$2,958.18	$6,129.24	$3,870.76	100.00%	$3,171.06
Equipment	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$4,000.00	**$0.00**	$5,398.46	$5,398.46	($1,398.46)	100.00%	$0.00
Building Maintenance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$40,000.00	**$13,831.18**	$14,182.62	$28,013.80	$11,986.20	100.00%	$13,831.18
Travel	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$25,000.00	**$39,549.94**	$11,682.13	$51,232.07	($26,232.07)	100.00%	$39,549.94
Travel	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$12,000.00	**$5,098.52**	$3,841.30	$8,939.82	$3,060.18	100.00%	$5,098.52
Training	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$25,000.00	**$11,014.00**	$10,000.00	$21,014.00	$3,986.00	100.00%	$11,014.00
Depreciation	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$30,000.00	**$17,922.62**	$17,103.44	$35,026.06	($5,026.06)	100.00%	$17,922.62
Capital Expenses	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$152,829.49	**$6,992.76**	$2,363.00	$9,355.76	$143,473.73	100.00%	$6,992.76
Technology	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$15,000.00	**$4,669.23**	$9,427.93	$14,097.16	$902.84	100.00%	$4,669.23
Service Charges, Wire Fees, Maintenance Fees, Bank Fees	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$5,000.00	**$872.80**	$536.78	$1,409.58	$3,590.42	100.00%	$872.80

Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$100,000.00	**$0.00**	$0.00	$0.00	$100,000.00	0.00%	$0.00
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$7,000.00	**$2,853.00**	$3,596.07	$6,449.07	$550.93	100.00%	$2,853.00
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$14,000.00	**$4,200.00**	$3,000.00	$7,200.00	$6,800.00	100.00%	$4,200.00
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$11,000.00	**$17,656.62**	$2,593.38	$20,250.00	($9,250.00)	100.00%	$17,656.62
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$90,000.00**	**$45,000.00**	**$45,000.00**	**$90,000.00**	**$0.00**	**$0.00**	**$90,000.00**	**$0.00**	**$1,954,413.00**	**$1,529,448.11**	**$803,387.33**	**$2,332,835.44**	**($378,422.44)**	**119.36%**	**$1,574,448.11**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period : 525

Cases opened during the period: 68

Cases closed during the period: 12

Cases pending at the end of the period : 580

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Cases pending at end of period below factors in case consolidation.

Case Data - Full Grant Period

Cases pending at the beginning of the period: 454

Cases opened during the period: 150

Cases closed during the period: 24

Cases pending at the end of the period: 580

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	2

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Farmers, farm families and agriculturalists whose matters were addressed in 2024 through intake produced vegetables, eggs, herbs, and berries; raised livestock; and created value-added products.

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	0
Clients served during the grant period:	603
Total household members for all clients served during the grant period:	1095
Of total clients served, how many received extended service?:	596
Of total clients served, how many clients received advice and brief service only?:	7
Of total clients served, how many are seniors?:	357
Of total clients served, how many are under the age of 18?:	0
Of total clients served, how many are veterans?:	43

Case Service Report by Case Type

Case type	Cases Closed
Consumer	0
Education	0
Employment	0
Family (including domestic violence)	0
Health	0
Housing	24
Immigration	0
Income Maintenance/Public Benefits	0
Individual Rights	0

Juvenile		0
Miscellaneous		0
	Subtotal	**24**
	Total	**24**

Case Service Report by County

County	Cases Closed
Alamance	1
Alexander	0
Alleghany	0
Anson	0
Ashe	1
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	1
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	1
Cumberland	1
Currituck	0
Dare	0

Davidson	0
Davie	0
Duplin	1
Durham	5
Edgecombe	0
Forsyth	0
Franklin	0
Gaston	0
Gates	0
Graham	0
Granville	1
Greene	0
Guilford	0
Halifax	0
Harnett	1
Haywood	0
Henderson	0
Hertford	0
Hoke	1
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	2
Mitchell	0
Montgomery	0
Moore	0
Nash	1

New Hanover	0
Northampton	0
Onslow	1
Orange	1
Pamlico	0
Pasquotank	0
Pender	1
Perquimans	1
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	1
Wake	1
Warren	0
Washington	0
Watauga	1
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0

Out of State	0
Unknown	0
Total	**24**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees: 0

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced: 0

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

We do not charge clients fees for direct legal services, technical assistance, or educational training.

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

Impact has been positive and wide ranging. The LLPP addressed legal matters in the following areas: agricultural; environmental; real property; consumer protection; wills/estate planning; civil rights; zoning, municipal services, and related issues; bankruptcy as a last-resort alternative to foreclosures (farms and/or homes); and business/agricultural business issues. The SmartGrowth Business Center addressed a variety of matters including those involving rural economic development and farmers' cooperatives. In 2024, LLPP preserved property with a tax value of $2,197,793 for clients in credit-related matters alone, retaining critical assets for families in need and protecting farms and agricultural businesses. LLPP handled 603 matters and served clients residing in 84 of the state's 100 counties. In 2024, LLPP reached over 2,311 people through educational events, inclusive of presentations, workshops, and staffed exhibits, often hosted by a range of local, state, and regional partners.

Updating from the interim report reflects LLPP's diverse and wide-ranging outreach and education geared to professional and client communities. On July 25, LLPP participated as a panelist at the Croatan Institute Stakeholder Meeting held in Gibsonville, reaching 50 people. On August 30, LLPP held a small group workshop for 15 people at St. Peter's Missionary Baptist Church in Greenville, N.C. On September 4, LLPP provided a virtual presentation for 24 Wake Forest University Law School students on basic title exploration. On September 10, LLPP presented the CLE session "Resolving Heir Property Cases" at the N.C. Legal Services Conference, held online. There were 77 attendees. On September 12, LLPP served as a co-panelist along with the U.S. Bank - Farm Management Division and the North Carolina Employee Ownership Center at the NC Growth Succession Planning - Lessons in Wealth Building Workshop held at Johnson C. Smith University in Charlotte. Sixty people participated. On September 16, LLPP spoke as part of the Motherhouse Starter Series: Complicit No More by Land Justice Futures held online. There were 210 attendees for the session "The Doctrine at Work in Relationship to Land". Most attendees were Catholic sisters and other religious community members, including those who may be looking to build land justice into their religious property plans. On September 23, LLPP presented virtually at the 7th ENC Regional Church and Community Resiliency Collaborative event, reaching approximately 300 people. On September 30 and October 1, LLPP exhibited at Rural Advancement Foundation International's annual Come to the Table Conference held in Rocky Mount, reaching over 100 people through discussions at the staffed table. On October 7 and 8, LLPP exhibited at the North Carolina A&T State University Regional Small Farms Conference in Greensboro, reaching approximately 90 people through in-person discussions, with the vast majority of visitors being farmers. On October 15, LLPP provided a small group workshop for 15 people on heir property, cooperative

formation, and estate planning invited by Operation Spring Plant and held in Henderson. Also on October 15, LLPP addressed estate planning at a small group meeting of 10 Grant Street neighbors at Monument of Faith Church in Durham. On November 2 and 3, LLPP exhibited at the Carolina Farm Stewardship Association's Sustainable Agriculture Conference held in Durham, having in-person discussions with approximately 100 visitors to the table. In addition, LLPP was a panelist for two workshop sessions on the 3rd - "Understanding Heirs Property at the Community Level" and "Land Access Tools for Collective and Shared Ownership" - with 30 and 40 attendees respectively. On November 11, LLPP served on an online panel at the Heir Property Practitioner Network meeting addressing scoping an heir property practice. Approximately 27 attorneys attended. On November 13, LLPP participated on a panel on heir and coastal property issues within the Shape of the Coast Legal Symposium CLE as part of the Sea Grant North Carolina Coastal Conference held in New Bern. Fifty people attended the session. On November 14, LLPP presented at the fall Minority Farmers and Landowners Conference in Plymouth, addressing heir property, land use changes, boundaries and surveys, and estate planning, reaching 30 people. On November 15, LLPP provided a small group presentation for 14 people in Supply, N.C., addressing heir property challenges and opportunities as part of Cape Fear Habitat for Humanity's Homeowner Education Series.

LLPP consistently provides viable options to further land retention and promote sustainable community economic development. Services performed in 2024 include working with a farm-based non-profit to provide business consultation on a range of topics (example: value-added products, housing, bona fide farm status); assisting a young producer seeking to develop an educational farm stay experience for nonfarmers on his land; assisting an elder farmer seeking to address land access issues and establish grazing area for his cattle; working with a cooperative that grows herbs and produces personal care products to develop a farm lease; and working with multiple families in formulating a land management and consolidation plan for heir property to maintain land tenure and advance land sovereignty and sustainability. For example, in an ongoing matter, LLPP assisted an heir property owner to examine options for land management and achieve collaborative goals in conjunction with agricultural use. Part of the land is rented to a farmer growing wheat, corn, peanuts and tobacco. LLPP provided diverse foreclosure prevention intervention; ongoing multi-year advocacy through the course of several bankruptcies which are preserving livelihoods and land; estate and farm succession planning; and resolution of a variety of property disputes. LLPP's work bolstered Black-led and focused initiatives -- for example, in an ongoing matter, LLPP worked with a collective of Black-farm and agriculturally-focused organizations utilizing business services to foster support for mutual advancement and heightened financial well being. LLPP has also expanded its participation in community-centered and driven sustainable development of urban land within the land trust framework and is participating in a Black, Indigenous, and People of Color (BIPOC)-led collective working to advance widespread land retention and resident control in an underserved area of the state.

LLPP participates in state-based and nationally-focused environmental justice networks. LLPP continued its involvement with the renaissance of the National Black Environmental Justice Network. One of the land-based prongs of the collaborative agenda is addressing the rollback of environmental protection and regulations impacting the health, safety, and well-being of Black Americans. LLPP continued to collaborate with the National Family Farm Coalition and others to examine ways to protect community-based farm businesses from large-scale corporate acquisition.

LLPP served on USDA's Equity Commission Agriculture Committee and, in 2023, contributed to the interim report which put forward recommendations to enhance diversity across the USDA, further opportunities for people of color, and address discrimination and, in 2024, to the final report: https://www.usda.gov/equity-commission/reports.

LLPP continued its engagement around heir property policies, implementing advancements, and furthering knowledge through outreach and access through direct legal advocacy as well as technical assistance to ensure that producers can participate in gains achieved in the Farm Bill. In 2024, there were four marker bills in Congress addressing heir property issues, signs of growing interest and momentum concerning the challenges and opportunities associated with co-ownership. The marker bills were within the policy discussion in collaborative work toward a new Farm Bill. One of the marker bills advances the opportunity for funding in states that enact the UPHPA for, among the provisions, the funding of legal services to assist heir property owners.

Through the LLPP's policy collaboration with the Rural Coalition contributing requested input and analysis on provisions affecting socially disadvantaged farmers of color in the American Rescue Plan (2021) and the Inflation Reduction Act (2022), the IRA's Discrimination in Financial Assistance Program (DFAP) emerged, providing $2.2 billion in financial assistance for farmers, ranchers, and forest landowners who experienced discrimination in USDA farm lending programs prior to January 1, 2021. LLPP received DFAP project-related funds to assist in providing education and technical assistance to potential claimants. DFAP applications were accepted from July 7, 2023, to January 17, 2024. Program awards were made in 2024. Here are the state-based results, to which LLPP contributed in N.C., with notable benefit to applicants: https://22007apply.gov/award-distribution.html. The LLPP-organized team and its subcontractor handled 126 applications, delivering millions in relief to farmers.

LLPP's work continues to uplift that of the wider community and our robust technical assistance helped a farmer-led CBO in receiving $800,000 to administer a climate-smart agriculture initiative. From this, various smaller initiatives are being supported, such as food distribution in ENC through an organization centering food security and poverty alleviation for youth and a regenerative agriculture project by a food access organization in northeastern NC.

The LLPP is an active member of the Equal Justice Alliance.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

Our work continues to benefit individuals and families statewide. In the time since the furlough was lifted in 2015 which had been imposed to stabilize the finances of the organization due to prior state budget cuts, the LLPP has made steady progress. Beginning in mid-year 2015 and continuing through 2021, the LLPP saw notable positive gains in funding and leveraging those resources. In 2024 as in 2022 and 2023, fundraising efforts remained a strong focus with the aim of continuing the upward trend and gaining greater diversification both in type and scope of funding. We ended the year having successfully secured additional future funding.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

We do not have a pro bono attorney panel within our organization. In an ongoing effort to encourage more individuals to practice public interest law or provide pro bono legal assistance once they become practicing attorneys, in 2024 the Litigation Unit integrated student participation into its overall work through the engagement of law students from local law schools in short-term winter and fall projects, a wills clinic, a spring externship, and a brief research project. In addition, a non-student Fellow from a related discipline completed a multi-week placement with the organization supporting cross-disciplinary professional education.

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:	0
How many pro bono hours were recorded by attorney volunteers in your program?:	0
What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:	0

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

Newer previously noted collaboration involves a policy initiative with the Rural Advancement Foundation International-founded Farmers of Color Network addressing debt cancelation and Farm Service Agency policy.

Other current collaborators include the North Carolina Environmental Justice Network** (community interaction and strategic planning); the Black Farmers and Agriculturalists Association (outreach facilitation); Concerned Citizens of Tillery (outreach facilitation to seniors); the Heirs Property Retention Coalition* (legal and policy resources nationwide); participants in the Fair Lending and Home Defense Project* (Charlotte Center for Legal Advocacy, the NC Justice Center, Pisgah Legal Services, Financial Protection Law Center, and Legal Aid; assists homeowners facing foreclosure); Equal Justice Alliance*; Operation Spring Plant (outreach); and the Durham Farm and Food Network Task Force (food system collaboration, outreach).
* indicates LLPP membership; **partner organization

The LLPP also works with the Farmer to Farmer Network (outreach, provision of technical assistance), Farming for Justice (building farming capacity to engage in local food economy), Rural Advancement

Foundation International (outreach, technical assistance, farm policy), the Rural Coalition (farm policy); and the Federation of Southern Cooperatives (farm policy). We also engage with the Southeastern African American Farmers Organic Network, which addresses building sustainable food systems and protecting land and biodiversity, and the Black Urban Growers organization, which concentrates on peer-to-peer assistance. The LLPP participates in the Black Land and Power coalition and is a member of the leadership team, having been elected in 2020 as a member of the Coordinating Council. As noted, a Resource Commons has been established to distribute financial resources to groups seeking capacity building in business development.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

The individuals we were unable to render full service to last year were primarily over-income. However, as is our policy, we make every effort to provide meaningful referrals to those who contact us.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Much of our policy work in 2024 remained grounded in the LLPP's longstanding direct legal assistance to farmers and farm-based businesses and overcoming the challenges posed by co-ownership complexities. Drawing from our expansive multi-faceted work to assist underserved farmers through outreach to producers, in addition, LLPP raised awareness and understanding of the Inflation Reduction Act provisions concerning the USDA and addressing debt relief and farm loan discrimination.

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

The LLPP assisted a farmer facing foreclosure of a guaranteed loan from an FSA preferred lender. He is a tribal member, coming from a line of family farmers that started with his grandfather in 1939. After retiring from the school system as a teacher, he wanted to farm full time and was approved for a guaranteed loan to build a cattle operation.

He received two guaranteed loans in February of 2018, totaling over $280,000, secured by his home and approximately180 acres of farmland. From the beginning, he experienced significant difficulty. The lender refused to release funds directly to him to purchase cattle, so it took months for him to find a broker that would deliver cattle and receive the loan funds directly from the bank. He ended up dealing with two seemingly unscrupulous brokers and did not get the number or quality of cattle that he should, while the brokers received his loan funds directly. Because of the delay after the start of the loan until he received the cattle, he was unable to sell them in time for his first annual payment. He utilized his savings to make the first two annual payments, but between the barriers to acquiring healthy cattle and the impact of COVID on the markets, he struggled to make the annual payments.

The farmer sought to restructure his loans but the lender repeatedly declined. He received a notice of default and acceleration of his loans at the start of 2022. At that point, he connected with the Land Loss Prevention Project. Through multi-year, multi-faceted legal and technical assistance from the LLPP, inclusive of negotiation with both the lender and the USDA and forging connection to assistance geared to distressed borrowers, the farmer gained significant debt relief and avoided devastating loss of land and livelihood. Although the mortgages had been paid, the lender failed to address filing satisfactions through the Register of Deeds, despite several requests by LLPP. LLPP then made a formal demand, resulting in the deeds of trust being marked satisfied and clearing the client’s path forward.

In another multi-year matter, LLPP developed, negotiated, and finalized a ground lease for a client cooperative to build a community grocery in an underserved area of a N.C. city. In 2024, in a competitive process, the cooperative was selected by the county to receive $1 million to construct the grocery and fulfill the vision of expanding access to healthy food.

Staff note: an additional client story has been attached since the story above was reported in the 2023 final report (though now with a slight update).

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

In "Additional Client Data For Year" section, extended service includes matters being investigated for extended service which could not be classified as "having received advice and brief service only". "Senior" is defined as 60 years of age or above.

Attachments

Additional information: Additional client narrative IOLTA final report 2024 Land Loss Prevention Project..docx

2024-01 - 2024 IOLTA-General Support - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	004
Status Report Type:	Final Report
Reporting Period:	01/31/2024 - 12/31/2024
Initial Submit Date:	Feb 28, 2025 10:00 AM
Initially Submitted By:	Sharon Council
Last Submit Date:	
Last Submitted By:	
Approved Date:	Apr 7, 2025 10:41 AM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Ms. (Salutation) Ashley (First Name) H. (Middle Name) Campbell (Last Name)
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Phone*: 919-614-0715 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Legal Aid of North Carolina, Inc.

Organization Tax ID: 31-1784161

Organization Website: https://www.legalaidnc.org

Address*: Post Office Box 26087

Raleigh North Carolina 27611-
City State/Province Postal Code/Zip

Phone*: (919) 856-2564 Ext.
###-###-####

Fax: (919) 856-2120
###-###-####

Name of Executive Director*: Ashley Campbell

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Apr 7, 2025 10:41 AM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
Federal Funds - Pending		$0.00	$0.00	$16,171,900.00	$0.00	$16,171,900.00	$0.00
Federal Funds - Awarded		$0.00	$0.00	$10,952,750.00	$29,219,219.00	$10,952,750.00	$29,219,219.00
State Funds - Awarded		$0.00	$0.00	$3,279,734.00	$3,552,388.00	$3,279,734.00	$3,552,388.00
State Funds - Pending		$0.00	$0.00	$200,000.00	$0.00	$200,000.00	$0.00
IOLTA Grant		$3,150,000.00	$3,165,000.00	$0.00	$0.00	$3,150,000.00	$3,165,000.00
IOLTA Grant	Other IOLTA Grants applied for-Home Defense, Pro Bono & Cap	$0.00	$0.00	$1,529,900.00	$1,552,022.00	$1,529,900.00	$1,552,022.00
United Way		$0.00	$0.00	$155,000.00	$126,807.00	$155,000.00	$126,807.00
Local Government		$0.00	$0.00	$3,646,000.00	$3,827,012.00	$3,646,000.00	$3,827,012.00
Private Foundations - Awarded		$0.00	$0.00	$1,766,000.00	$4,183,587.00	$1,766,000.00	$4,183,587.00
Private Foundations - Pending	Funds to be Secured	$0.00	$0.00	$3,357,883.00	$0.00	$3,357,883.00	$0.00
Other	Revenue from Sale of Property	$0.00	$0.00	$4,000,000.00	$0.00	$4,000,000.00	$0.00
Pass Thru Funds		$0.00	$0.00	$-4,967,634.00	$-6,229,828.00	$-4,967,634.00	$-6,229,828.00
Public Donations		$0.00	$0.00	$1,500,000.00	$2,201,333.00	$1,500,000.00	$2,201,333.00
Rental Income		$0.00	$0.00	$200,000.00	$225,937.00	$200,000.00	$225,937.00
Investments / Interest		$0.00	$0.00	$200,000.00	$532,096.00	$200,000.00	$532,096.00
Attorney Fee Awards		$0.00	$0.00	$30,000.00	$52,951.00	$30,000.00	$52,951.00
		$3,150,000.00	**$3,165,000.00**	**$42,021,533.00**	**$39,243,524.00**	**$45,171,533.00**	**$42,408,524.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage
Personnel Expenditures														

Attorney Staff - Combined	$912,000.00	**$259,401.00**	$658,240.00	$917,641.00	($5,641.00)	$0.00	$917,641.00	($5,641.00)	$15,288,600.00	**$3,410,608.00**	$10,291,819.00	$13,702,427.00	$1,586,173.00	93.72%
Paralegal Staff - Combined	$109,500.00	**$29,651.00**	$90,526.00	$120,177.00	($10,677.00)	$0.00	$120,177.00	($10,677.00)	$3,810,000.00	**$851,416.00**	$2,311,152.00	$3,162,568.00	$647,432.00	96.34%
Administrative Staff - Combined	$452,891.00	**$119,096.00**	$288,802.00	$407,898.00	$44,993.00	$0.00	$407,898.00	$44,993.00	$5,557,009.00	**$1,927,120.00**	$5,590,024.00	$7,517,144.00	($1,960,135.00)	94.85%
Fringe Benefits	$513,468.00	**$138,746.00**	$364,306.00	$503,052.00	$10,416.00	$0.00	$503,052.00	$10,416.00	$8,893,532.00	**$2,188,583.00**	$6,049,295.00	$8,237,878.00	$655,654.00	94.24%
Attorney Staff - Combined	$101,000.00	**$25,579.00**	$75,545.00	$101,124.00	($124.00)	$0.00	$101,124.00	($124.00)	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%
Fringe Benefits	$35,350.00	**$8,786.00**	$26,440.00	$35,226.00	$124.00	$0.00	$35,226.00	$124.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%
Non-Personnel Expenditures														
Rent \ Mortgage \ Overhead	$421,753.00	**$87,537.00**	$348,335.00	$435,872.00	($14,119.00)	$0.00	$435,872.00	($14,119.00)	$2,223,795.00	**$656,982.00**	$1,766,516.00	$2,423,498.00	($199,703.00)	84.76%
Equipment	$73,838.00	**$10,692.00**	$69,919.00	$80,611.00	($6,773.00)	$0.00	$80,611.00	($6,773.00)	$776,162.00	**$182,058.00**	$378,826.00	$560,884.00	$215,278.00	87.43%
Office Expenses	$62,309.00	**($17,044.00)**	$84,862.00	$67,818.00	($5,509.00)	$0.00	$67,818.00	($5,509.00)	$242,691.00	**$142,239.00**	$419,536.00	$561,775.00	($319,084.00)	89.23%
Telephone & Internet	$98,867.00	**$25,652.00**	$82,812.00	$108,464.00	($9,597.00)	$0.00	$108,464.00	($9,597.00)	$401,133.00	**$138,888.00**	$402,270.00	$541,158.00	($140,025.00)	83.30%
Travel	$37,498.00	**$7,843.00**	$33,243.00	$41,086.00	($3,588.00)	$0.00	$41,086.00	($3,588.00)	$292,502.00	**$175,736.00**	$319,937.00	$495,673.00	($203,171.00)	92.35%
Training	$28,383.00	**$12,304.00**	$14,742.00	$27,046.00	$1,337.00	$0.00	$27,046.00	$1,337.00	$271,617.00	**$90,541.00**	$86,391.00	$176,932.00	$94,685.00	86.74%
Other (Please provide description)	$110,779.00	**$32,551.00**	$86,818.00	$119,369.00	($8,590.00)	$0.00	$119,369.00	($8,590.00)	$489,221.00	**$70,711.00**	$442,971.00	$513,682.00	($24,461.00)	81.14%
Contract Services	$95,698.00	**$26,569.00**	$59,574.00	$86,143.00	$9,555.00	$0.00	$86,143.00	$9,555.00	$1,669,302.00	**$347,934.00**	$663,939.00	$1,011,873.00	$657,429.00	92.15%
Insurance	$32,248.00	**$5,671.00**	$28,880.00	$34,551.00	($2,303.00)	$0.00	$34,551.00	($2,303.00)	$167,752.00	**$56,534.00**	$120,246.00	$176,780.00	($9,028.00)	83.65%
Advertising \ Marketing	$3,000.00	**($2,393.00)**	$5,347.00	$2,954.00	$46.00	$0.00	$2,954.00	$46.00	$397,000.00	**$541,730.00**	$320,811.00	$862,541.00	($465,541.00)	99.66%

Other (Please provide description)	$18,151.00	**$9,607.00**	$11,381.00	$20,988.00	($2,837.00)	$0.00	$20,988.00	($2,837.00)	$211,849.00	**$109,439.00**	$141,450.00	$250,889.00	($39,040.00)	92.28%
Capital Expenses	$29,632.00	**$4,122.00**	$22,223.00	$26,345.00	$3,287.00	$0.00	$26,345.00	$3,287.00	$1,329,368.00	**$427,837.00**	$815,970.00	$1,243,807.00	$85,561.00	97.93%
Other (Please provide description)	$13,635.00	**$3,437.00**	$10,198.00	$13,635.00	$0.00	$0.00	$13,635.00	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%
Other (Please provide description)	$0.00	**$15,000.00**	$0.00	$15,000.00	($15,000.00)	$0.00	$15,000.00	($15,000.00)	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%
INTERNAL USE ONLY - Matching Grant Funds														
New Sources	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%
Total	**$3,150,000.00**	**$802,807.00**	**$2,362,193.00**	**$3,165,000.00**	**($15,000.00)**	**$0.00**	**$3,165,000.00**	**($15,000.00)**	**$42,021,533.00**	**$11,318,356.00**	**$30,121,153.00**	**$41,439,509.00**	**$582,024.00**	**98.61%**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period : 8339

Cases opened during the period: 4746

Cases closed during the period: 6319

Cases pending at the end of the period : 6766

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

LANC PROVIDES DIRECT LEGAL SERVICES

Case Data - Full Grant Period

Cases pending at the beginning of the period: 5990

Cases opened during the period: 20384

Cases closed during the period:	19609
Cases pending at the end of the period:	6766
Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	1373

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

LANC PROVIDES DIRECT LEGAL SERVICES

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	0
Clients served during the grant period:	23344
Total household members for all clients served during the grant period:	59770
Of total clients served, how many received extended service?:	8354
Of total clients served, how many clients received advice and brief service only?:	10078
Of total clients served, how many are seniors?:	3740
Of total clients served, how many are under the age of 18?:	833
Of total clients served, how many are veterans?:	800

Case Service Report by Case Type

Case type	Cases Closed
Consumer	612
Education	155
Employment	13
Family (including domestic violence)	7255
Health	552
Housing	7551

Immigration		0
Income Maintenance/Public Benefits		978
Individual Rights		1410
Juvenile		0
Miscellaneous		1083
	Subtotal	**19609**
	Total	**19609**

Case Service Report by County

County	Cases Closed
Alamance	396
Alexander	115
Alleghany	34
Anson	17
Ashe	23
Avery	12
Beaufort	66
Bertie	36
Bladen	77
Brunswick	249
Buncombe	128
Burke	221
Cabarrus	256
Caldwell	360
Camden	3
Carteret	55
Caswell	18
Catawba	272
Chatham	152
Cherokee	87
Chowan	19
Clay	37
Cleveland	94
Columbus	90
Craven	101

Cumberland	641
Currituck	8
Dare	57
Davidson	230
Davie	88
Duplin	43
Durham	1712
Edgecombe	80
Forsyth	1065
Franklin	116
Gaston	321
Gates	19
Graham	14
Granville	67
Greene	36
Guilford	1855
Halifax	45
Harnett	198
Haywood	205
Henderson	28
Hertford	56
Hoke	54
Hyde	7
Iredell	158
Jackson	112
Johnston	354
Jones	17
Lee	116
Lenoir	104
Lincoln	48
McDowell	129
Macon	54
Madison	1
Martin	55
Mecklenburg	2257
Mitchell	14

Montgomery	19
Moore	135
Nash	174
New Hanover	584
Northampton	20
Onslow	322
Orange	239
Pamlico	26
Pasquotank	41
Pender	68
Perquimans	7
Person	30
Pitt	583
Polk	4
Randolph	172
Richmond	67
Robeson	300
Rockingham	296
Rowan	170
Rutherford	13
Sampson	65
Scotland	42
Stanly	44
Stokes	96
Surry	150
Swain	52
Transylvania	5
Tyrrell	8
Union	154
Vance	90
Wake	1557
Warren	32
Washington	23
Watauga	98
Wayne	214
Wilkes	105

Wilson	176
Yadkin	90
Yancey	7
Out of State	45
Unknown	4
Total	**19609**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees: 0

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced: 0

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

LANC DOES NOT CHARGE CLIENT FEES

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

Legal Aid of North Carolina's primary goal is to use our limited resources to protect the most critical basic needs of our clients with high-quality legal representation. We achieved that primary goal in 2024 as we continued to expand our resources. We opened 20,384 case files and closed 19,609 files. Of the closed cases, 6,782 were domestic violence cases, 7,550 were housing related (including 4,632 eviction diversion cases), 1,079 were reentry focused and 951 were public benefits. The uptick in our housing cases continues to be directly linked to the expansion of our eviction diversion work being done in most counties.

Our top service areas included issues such as domestic abuse, eviction, immigration/naturalization, federally subsidized housing, and criminal record expungement. Within this framework, we addressed the unique challenges faced by our clients, whose average household income stood at $21,635 annually, reflecting 102.9% of the federal poverty level.
As you know, our Domestic Violence program has experienced significant cuts by one of our largest funders, the Governor's Crime Commission (GCC). The GCC funding reduction was not a result of any failure by LANC. Family violence legal issues remain the largest area of legal services in our organization. We are committed to identifying cost savings and diversifying funding to prevent further reductions in service to victims.

Legal Aid of North Carolina (LANC) recently hosted its first-ever Innovation Olympics, an initiative designed to empower staff to think creatively, collaborate, and propose game-changing ideas for

improving processes, systems, and service delivery. The event, inspired by the spirit of the Summer Olympics, brought the organization together in a multi-round competition to celebrate ingenuity and turn challenges into opportunities. At its core, the Innovation Olympics is about empowering our staff to see themselves as problem-solvers. Lawyers, paralegals, administrative staff, board members, and volunteers—everyone is invited to bring their lived experiences and insights to the table. It's an opportunity to democratize innovation, breaking down silos and creating a space where the best ideas can emerge, regardless of where they come from.

At Legal Aid of NC, we are growing a culture of innovation. Our staff are our greatest asset, and their ideas have the power to transform how we serve our clients. Events like this show that innovation isn't just a buzzword—it's a mindset that can create real impact.

By engaging the entire organization in a collective challenge, we remind ourselves of the mission that unites us: ensuring equal access to justice. When we collaborate across roles and departments, bringing together diverse perspectives to tackle barriers, we're not just innovating—we're living the vision and mission of LANC.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

Aside from the reduction in domestic violence funding and the ever-increasing community need for our services, LANC did not encounter obstacles that affected our ability to reach and exceed our goals.

As you can imagine, much of Q4 was spent responding to community needs in the West because of Hurricane Helene. When Helene devastated Western NC last fall, Legal Aid NC immediately mobilized our disaster response to assist families whose homes, businesses, employers, land, roads/bridges, and livelihoods were impacted. As the enormity of the devastation became clear, we sought immediate funding to increase our staff capacity to meet families where they were – including at Red Cross shelters, Disaster Response Centers, and community assistance events. We continue to work collaboratively with Pisgah Legal Services and other community agencies in Western NC for direct referrals from individuals and families that are receiving food, shelter, health and other support along with legal obstacles. Legal Aid has implemented extensive communication strategies, including a dedicated website, social media campaigns, and media relations, to inform the public about available services post-Hurricane Helene. We have reached a wide audience through various platforms, ensuring affected individuals are aware of available legal assistance.

When Congress approved the December 2024 bill that included Helene Disaster appropriation, funding for support grants to legal services organizations was excluded. This news was a surprise to us and to our largest federal funder that submitted our $10M request over 5 years, the Legal Services Corporation. Legal services funding for disaster victims has been historically awarded through Congress disaster bills, and these funds have powered our ability to serve victims of Hurricane Florence and Tropical Storm Fred. We were prepared for cuts but never thought that legal services would be entirely removed from the final bill. The immediate impact to our 2025 budget is a reduction of $2M in expected federal disaster relief funding for Western NC. Our full response to meet the needs of devastated Western NC families requires us to identify additional sources of funding for dedicated disaster attorneys and paralegals to serve increased caseloads in Western NC. Our development team is working with established funders and prospecting new sources of funding to offset this loss.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

N/A – The organization receives a separate grant under the Volunteer Lawyers Program (VLP)

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?: 346

How many pro bono hours were recorded by attorney volunteers in your program?: 5229

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.: $1,045,800 (5229 hrs. x $200=$1,045,800)

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

Domestic Violence Prevention (DVPI) Project continues to collaborate with over 70 shelters to help victims escape violence and their abusers. The project works with agencies such as Interact in Raleigh, Safe on Seven in Winston-Salem, and family justice centers across the state.

The Child's Advocate Project (TCA) continues to collaborate with the judiciary and the private family law bar in Wake and Durham counties to ensure that children in custody cases involving family violence, substance abuse, mental instability of a parent, or children with special needs are prioritized for appointment of an attorney. TCA also works with the National Family Violence Law Center at George Washington University.

Since 2022, our Second Chance Wilmington project (SCW) has helped New Hanover County residents overcome obstacles created by criminal records and suspended driver's licenses, restoring their opportunities for housing, employment, and higher education. In 2024, the SCW office opened 280 expunction cases and 77 driver's license restoration files. In the 280 expunction files, we filed 2,170 expunction petitions, which resulted in the expunction of 10,032 charges and convictions.

The Medical Legal Partnership (MLP) Program currently includes 12 different health care institutions, many of which offer MLP services to patients in multiple locations. These include statewide specialty hospitals (NC Children's Hospital, Duke Children's Hospital and Health Center, James and Connie Maynard Children's Hospital, Brenner Children's Hospital, and NC Cancer Hospital), large regional hospital systems (Atrium Health, UNC Healthcare, Cone Health System, Duke University Health System, and FirstHealth of the Carolinas), and a number of community-based primary care clinics (Downtown Health Plaza, Winston East Pediatrics, El Futuro, Family Service of the Piedmont, Lincoln Community Health Center, Mustard Seed Community Health, and Triad Adult & Pediatric Medicine).

Our MLP work, along with our Navigator work, NC Medicaid Ombudsman work, and Medicaid Appeals Technical Team (MATT) has positioned us to be a key player in the State's Medicaid Transformation efforts. Our MLP staff have played a significant role in the design and implementation of one of the signature programs of the State's Medicaid transformation work, the Healthy Opportunities Pilot ("HOP") Program.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

Similar to previous years, in 2024 Legal Aid of NC was unfortunately unable to serve certain applicants due to various factors including eligibility. Some applicants did not meet the eligibility requirements for our services, either due to income limitations or the nature of their legal issues falling outside of our scope of assistance (e.g., criminal cases, certain family law matters, etc.).

Due to high demand and limited resources, we were unable to provide services to all applicants. While we strive to assist as many individuals as possible, we had to prioritize cases based on available funding and eligibility.

In most instances, applicants were referred to other legal service providers or community organizations better equipped to handle their specific needs. This could include instances where our

services were not the most appropriate for the situation (e.g., legal needs outside of our jurisdiction or specialty).

We strive to assist individuals in other ways, including providing referrals to other organizations, community resources, or self-help materials. In many cases, applicants were directed to other free or low-cost legal services, depending on their needs and eligibility.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

LANC had many cases with significant policy impact. Here is just one:
In November 2024 LANC successfully resolved a Medicaid Estate Recovery case against DHHS/DHB. That puts our tally at 3-0 this year.

Similar to the other cases, NCDHHS was seeking to recover Medicaid expenditures from the estate of a deceased Medicaid beneficiary. Her estate consisted of the family residence located in Pasquotank County where her 49-year-old son (our client) lived. We were lucky to receive the case very early in the estate recovery process and were able to assess all possible defenses while simultaneously applying for an undue hardship deferment request. While an undue hardship deferment would have been helpful to the client, it does not stop estate recovery forever. Instead, it only defers the recovery until the undue hardship applicant no longer meets all the eligibility requirements for that deferment. When possible, our goal should always be to find an avenue to have the recovery fully waived, so our clients are never forced to sell their homes to pay off debts to Medicaid.

Very quickly we identified a fatal notice error that was crucial to our case. This same error occurred in another case from earlier this year and resulted in a complete waiver of recovery. We received a letter from DHB counsel letting us know that DHHS/DHB would be forever waiving estate recovery against the estate!

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

Ms. Maria was a manager at a restaurant located at the entrance to Charlotte-Douglas International Airport. The restaurant’s prime location attracted many employees from other airport eateries who would clock in and out at Ms. Maria’s station—a practice initially tolerated by management but later prohibited.

One day, Ms. Maria noticed an employee from another restaurant attempting to clock out at her terminal. Despite the restaurant policy prohibiting such actions, the employee persisted. Following standard procedure, Ms. Maria requested to see his ID badge. Although he initially refused, the employee allowed her to view his badge after she showed him hers. Ms. Maria informed him that she would take a photo of the badge to send to Human Resources, as per protocol. However, when she tried to retain the badge, the employee became aggressive and threatened her job before leaving the scene. Ms. Maria was unable to file a formal complaint or report the incident due to her responsibilities at the register.

A few days later, Ms. Maria received word from Human Resources that a complaint had been filed against her. She was asked to respond via email, with no opportunity to speak in person or review any evidence. Despite requesting access to security footage, her request was denied. Within days, she was terminated from her position.
Facing the loss of her job and uncertainty of her future, Ms. Maria applied for unemployment benefits. However, her employer contested her claim, accusing her of misconduct, including snatching the employee’s badge and causing injury. Initially, the North Carolina Division of Employment Security (NCDES) denied her claim. With rent due and limited financial resources, Ms. Maria turned to Legal Aid of North Carolina (LANC) for help.

LANC’s Support:

When Ms. Maria reached out to LANC, she was under immense stress. Not only had her unemployment claim been denied, but she also faced the threat of eviction. The day before Thanksgiving, she received an eviction notice, adding to her burden. To make matters worse, Ms. Maria had just lost her beloved grandmother on the morning of her appeal hearing. Acknowledging the emotional toll, LANC requested a continuance, giving Ms. Maria the time she needed to grieve.

Attorney Michael McGurl took on Ms. Maria's case, thoroughly reviewing the evidence and preparing for the appeal hearing. The employer's case was based primarily on the testimony of the employee involved in the incident, but the evidence presented was weak—blurry photographs and vague accusations, with no sworn statements or identity for the employee. At the hearing, the employer failed to produce the employee for testimony, relying solely on hearsay.

It seemed to Attorney McGurl that the employee had fabricated his account to tarnish Ms. Maria's reputation and avoid facing repercussions for his actions. He demonstrated the weak and faulty nature of the evidence presented against Ms. Maria who, as a credible and sympathetic witness, was able to clearly explain the incident, noting that she was the victim of harassment.
Thanks to LANC's representation and Ms. Maria's testimony, the Appeals Referee ruled in Ms. Maria's favor, finding no credible evidence of misconduct or a physical altercation. Ms. Maria was awarded her unemployment benefits, giving her the stability she needed to move forward in life and pursue new career opportunities.

With the support of Legal Aid of North Carolina, Ms. Maria was able to regain control of her life during a difficult time. Not only did she secure her unemployment benefits, but the experience also gave her the confidence to look ahead to the future. Legal Aid is proud to have helped Ms. Maria navigate these challenges, and we remain optimistic about her success in her next chapter.
A Grateful Client's Note:
Ms. Maria expressed her gratitude to Attorney McGurl with the following message:
"Dear Michael,
Happy New Year!

I wanted to take a moment to express my heartfelt gratitude for all your hard work, dedication, and expertise in helping me win my unemployment case. Your guidance and support made a significant difference, and I truly appreciate the time and effort you invested in my situation. You are a brilliant attorney, and Legal Aid is blessed to have you at their service.

This victory has helped in healing my heart and brought me a fresh start for the new year. I couldn't have done it without your help. Thank you so much for standing by me and for being such a reliable and skilled advocate. I wish you a prosperous and joyful New Year filled with blessings, success, and happiness. Thank you again for everything!
I'm grateful."

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

There have been no management or staffing changes that impact programs funded by IOLTA.

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

CLIENT STORY #2

In the early afternoon of Thursday, September 26th, Meredith C. watched the Cane River expectantly from her home in Burnsville. It had been raining for two straight days and the river was high. Her boyfriend worked in Asheville and called her anxiously. "They're saying that it's going to get bad, Meredith. They're saying that if you live near a river or creek, you should leave now." This was before Helene had even arrived in the area.

Meredith had lived in her idyllic farmhouse for four and a half years. She had scraped together the $4,000.00 for a down payment, and in April 2020, at the beginning of the pandemic, she had secured a loan from Fannie Mae through their first-time buyer program. When she signed the closing documents, she wore a mask, and the paperwork was slid across a legal conference table from 6 feet away. Built in 1940, her 3-bedroom, 1-bathroom farmhouse was in rough shape. During the ensuing stay-at-home period of the pandemic, she poured sweat equity into the home, sanding, trim work, painting, she laid a new bathroom floor, changed out all ceiling fans, lights and electrical outlets and redid the bathroom. Slowly, the house started to feel like home. She planted a garden in her backyard and let her free-range chickens run loose in the field. Sunflowers grew tall in the summer months, and by Christmas 2023, the home looked very closely to what she had originally envisioned.

By 4:00 PM on the 26th, the river was brimming, four or five feet higher than usual. Meredith's boyfriend came back from Asheville and brought her a generator, still thinking that they would ride out the storm. She had a decision to make; the first thing to flood was going to be the low-lying culvert and driveway. Once that happened, they would be trapped. They put Meredith's two cats and some essentials in her car and left for her mother's rental cabin in another part of the county. The tenant in the stone house next door chose not to flee, but many residents of the RV commune down the street did leave. The elder operator of the commune stayed, along with her son and one or two animals.

Throughout Thursday night and into Friday morning, Meredith monitored the cameras on the home property from the safety of the rental cabin. She knew it was bad once she saw water creeping toward the home, but once the power went out, she longer knew.

Years earlier, Meredith worked part time at the Yancey County Library. From her own research she knew the history of flooding in the immediate area. For context, the 1916 flood brought 15-20 inches of rain over a six-day period. Generally considered a 1,000-year flood, it was the benchmark for flooding in the area. The 1977 flood brought 11 inches in two days. That storm reached the bottom of Meredith's house. Locals called it a 100-year flood. Hurricane Helene brought a total of 31 inches of rain in four days. Some have called it a 100,000-year flood. Most that I encountered in the mountains used the term "biblical".

After the storm left the area, Meredith waited to return. Between the trees down and roads missing, it was impossible to drive back to the property. Normally, it would be a 12-minute drive from her mom's rental. It took her 4 days to get back. On the highway, they were dumbfounded. "It looks like a nuclear bomb went oU'", she kept telling her boyfriend. Whole chunks of the road were missing. Some portions of the asphalt were in the river. Cars were in trees. They had just turned slowly onto the road near their home when saw their neighbor driving in the opposite direction and flagged him down. Billy Ray was frazzled, a distant look in his eyes. "Meredith, your house is gone."

When they arrived back, all they saw was part of their foundation and steps. A record lay on the topmost step. Some personal belongings were here or there. Everything else was gone. Meredith just stood there looking. It was all gone.

In the following days, she learned what had happened to her home and community. The river rose until only her roof was above the water. When the RV commune flooded, one RV floated to their home. The operator of the commune took a picture, which has since gone viral. It's not clear if the RV tore it down, or if the neighbors dump truck floated down and finished the job. The tenant in the stone house next door had to be rescued by emergency management during the flooding.

When I met Meredith, it was about a week and half after the destruction. She was the kindest client, but clearly still in shock from the event. She had received some money from FEMA but no longer had a home nor had the desire to rebuild. I asked her about flood insurance. She had made ends meet but could not aU'ord the $800.00 amount required. Her monthly mortgage payment was $682.00. There was no way she could pay that amount for insurance. We talked a lot about financial planning, advised about flood insurance and FEMA regulations, but like so many in the early days of Helene relief, people just wanted to talk, to be heard. Meredith is now on the hook for the remaining $45,000 of the mortgage.

With the assistance of Alicia Edwards and the Disaster Relief Team, they are negotiating with the mortgage company for either a short payoU' or some other means of getting out of the mortgage.

The thing that strikes me about Meredith, a virtue that we see over and over in the folks in the mountains, is her insistence on positivity and gratitude. In all our conversations, in all our meetings, she has yet to complain. She has lost nearly every worldly possession, but she counts herself to be lucky. She told me that she was one of the fortunate ones. "It's only a house," she told me. "We didn't have anyone die in our neighborhood."

Attachments

Additional information: Public Donations Detail.xlsx

2024-16 - 2024 IOLTA-Home Defense Project/Foreclosure Prevention - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	004
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Feb 28, 2025 9:57 AM
Initially Submitted By:	Sharon Council
Last Submit Date:	
Last Submitted By:	
Approved Date:	Apr 7, 2025 10:52 AM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Ms. (Salutation) Ashley (First Name) H. (Middle Name) Campbell (Last Name)
Title:	CEO
Email*:	ashleyc@legalaidnc.org
Address*:	319 Chapanoke Road Suite 104 Raleigh (City) North Carolina (State/Province) 27603 (Postal Code/Zip)

Phone*: 919-614-0715 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Legal Aid of North Carolina, Inc.

Organization Tax ID: 31-1784161

Organization Website: https://www.legalaidnc.org

Address*: Post Office Box 26087

Raleigh North Carolina 27611-
City State/Province Postal Code/Zip

Phone*: (919) 856-2564 Ext.
###-###-####

Fax: (919) 856-2120
###-###-####

Name of Executive Director*: Ashley Campbell

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Apr 7, 2025 10:52 AM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Home Defense Project Grant		$600,000.00	$600,000.00	$0.00	$0.00	$600,000.00	$600,000.00
State Funds - Awarded	NCHFA	$0.00	$0.00	$200,000.00	$399,749.00	$200,000.00	$399,749.00
State Funds - Pending	NCHFA	$0.00	$0.00	$200,000.00	$0.00	$200,000.00	$0.00
Private Foundations - Pending	Z. Smith Reynolds & Other	$0.00	$0.00	$500,000.00	$355,000.00	$500,000.00	$355,000.00
		$600,000.00	**$600,000.00**	**$900,000.00**	**$754,749.00**	**$1,500,000.00**	**$1,354,749.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Attorney Staff - Combined	$329,619.00	**$99,688.22**	$248,508.27	$348,196.49	($18,577.49)	$0.00	$348,196.49	($18,577.49)	$175,981.00	**$55,024.41**	$99,953.38	$154,977.79	$21,003.21	30.80%	$154,712.63
Paralegal Staff - Combined	$50,471.00	**$6,706.40**	$34,117.84	$40,824.24	$9,646.76	$0.00	$40,824.24	$9,646.76	$18,629.00	**$17,892.01**	$19,470.64	$37,362.65	($18,733.65)	47.79%	$24,598.41
Administrative Staff - Combined	$16,045.00	**$5,133.65**	$16,032.48	$21,166.13	($5,121.13)	$0.00	$21,166.13	($5,121.13)	$58,455.00	**$15.76**	$11,145.03	$11,160.79	$47,294.21	34.52%	$5,149.41
Fringe Benefits	$107,257.00	**$27,832.12**	$79,805.20	$107,637.32	($380.32)	$0.00	$107,637.32	($380.32)	$71,243.00	**$27,715.97**	$45,932.59	$73,648.56	($2,405.56)	40.63%	$55,548.09
Non-Personnel Expenditures															
Rent \ Mortgage \ Overhead	$22,585.00	**$4,241.67**	$14,554.38	$18,796.05	$3,788.95	$0.00	$18,796.05	$3,788.95	$20,691.00	**$7,553.04**	$12,175.42	$19,728.46	$962.54	51.21%	$11,794.71
Equipment	$4,780.00	**$736.16**	$3,671.40	$4,407.56	$372.44	$0.00	$4,407.56	$372.44	$8,120.00	**$1,231.10**	$1,984.54	$3,215.64	$4,904.36	42.18%	$1,967.26
Office Expenses	$3,950.00	**$911.49**	$3,563.90	$4,475.39	($525.39)	$0.00	$4,475.39	($525.39)	$11,750.00	**$1,214.48**	$1,957.70	$3,172.18	$8,577.82	41.48%	$2,125.97
Telephone & Internet	$5,246.00	**$983.77**	$4,224.83	$5,208.60	$37.40	$0.00	$5,208.60	$37.40	$9,254.00	**$1,946.51**	$3,137.74	$5,084.25	$4,169.75	49.40%	$2,930.28
Travel	$754.00	**$164.51**	$754.00	$918.51	($164.51)	$0.00	$918.51	($164.51)	$1,146.00	**$0.00**	$531.01	$531.01	$614.99	36.63%	$164.51
Training	$12,789.00	**$1,541.53**	$3,528.94	$5,070.47	$7,718.53	$0.00	$5,070.47	$7,718.53	$3,611.00	**$0.00**	$0.00	$0.00	$3,611.00	0.00%	$1,541.53

Other (Please provide description)	$4,768.00	**$997.13**	$3,757.61	$4,754.74	$13.26	$0.00	$4,754.74	$13.26	$9,232.00	**$1,031.48**	$1,662.73	$2,694.21	$6,537.79	36.17%	$2,028.61
Contract Services	$1,475.00	**$420.00**	$965.81	$1,385.81	$89.19	$0.00	$1,385.81	$89.19	$36,925.00	**$6,750.00**	$13,500.00	$20,250.00	$16,675.00	93.59%	$7,170.00
Insurance	$1,749.00	**$336.65**	$1,572.55	$1,909.20	($160.20)	$0.00	$1,909.20	($160.20)	$7,849.00	**$598.93**	$965.45	$1,564.38	$6,284.62	45.04%	$935.58
Advertising \ Marketing	$202.00	**$202.00**	$0.00	$202.00	$0.00	$0.00	$202.00	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$202.00
Other (Please provide description)	$1,415.00	**$1,974.01**	($177.82)	$1,796.19	($381.19)	$0.00	$1,796.19	($381.19)	$12,485.00	**$332.77**	$571.87	$904.64	$11,580.36	33.49%	$2,306.78
Other (Please provide description)	$36,895.00	**$8,661.81**	$24,589.49	$33,251.30	$3,643.70	$0.00	$33,251.30	$3,643.70	$99,469.00	**$12,195.69**	$21,298.82	$33,494.51	$65,974.49	50.18%	$20,857.50
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$355,160.00	**$127,511.27**	$259,448.71	$386,959.98	($31,799.98)	100.00%	$127,511.27
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$600,000.00**	**$160,531.12**	**$439,468.88**	**$600,000.00**	**$0.00**	**$0.00**	**$600,000.00**	**$0.00**	**$900,000.00**	**$261,013.42**	**$493,735.63**	**$754,749.05**	**$145,250.95**	**83.86%**	**$421,544.54**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period : 429

Cases opened during the period: 126

Cases closed during the period: 210

Cases pending at the end of the period : 345

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

LANC PROVIDES DIRECT LEGAL SERVICES

Case Data - Full Grant Period

Cases pending at the beginning of the period: 399

Cases opened during the period: 651

Cases closed during the period:	702
Cases pending at the end of the period:	345
Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	253

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

LANC PROVIDES DIRECT LEGAL SERVICES

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	0
Clients served during the grant period:	991
Total household members for all clients served during the grant period:	2117
Of total clients served, how many received extended service?:	212
Of total clients served, how many clients received advice and brief service only?:	518
Of total clients served, how many are seniors?:	440
Of total clients served, how many are under the age of 18?:	23
Of total clients served, how many are veterans?:	69

Case Service Report by Case Type

Case type	Cases Closed
Consumer	0
Education	0
Employment	0
Family (including domestic violence)	0
Health	0
Housing	702

Immigration		0
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**702**
	Total	**702**

Case Service Report by County

County	Cases Closed
Alamance	8
Alexander	0
Alleghany	0
Anson	1
Ashe	1
Avery	0
Beaufort	0
Bertie	4
Bladen	2
Brunswick	12
Buncombe	80
Burke	8
Cabarrus	8
Caldwell	2
Camden	0
Carteret	2
Caswell	1
Catawba	3
Chatham	6
Cherokee	3
Chowan	2
Clay	1
Cleveland	3
Columbus	6
Craven	6

Cumberland	13
Currituck	2
Dare	1
Davidson	6
Davie	1
Duplin	7
Durham	20
Edgecombe	0
Forsyth	21
Franklin	2
Gaston	12
Gates	1
Graham	0
Granville	1
Greene	1
Guilford	27
Halifax	3
Harnett	8
Haywood	5
Henderson	35
Hertford	5
Hoke	3
Hyde	0
Iredell	6
Jackson	1
Johnston	5
Jones	3
Lee	4
Lenoir	2
Lincoln	3
McDowell	6
Macon	7
Madison	13
Martin	4
Mecklenburg	93
Mitchell	7

Montgomery	2
Moore	2
Nash	10
New Hanover	21
Northampton	2
Onslow	12
Orange	4
Pamlico	0
Pasquotank	0
Pender	14
Perquimans	1
Person	0
Pitt	9
Polk	4
Randolph	4
Richmond	3
Robeson	10
Rockingham	2
Rowan	8
Rutherford	21
Sampson	2
Scotland	1
Stanly	2
Stokes	2
Surry	1
Swain	1
Transylvania	8
Tyrrell	0
Union	2
Vance	3
Wake	39
Warren	2
Washington	0
Watauga	0
Wayne	9
Wilkes	2

Wilson	1
Yadkin	4
Yancey	6
Out of State	1
Unknown	0
Total	**702**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees: 0

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced: 0

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

LANC DOES NOT CHARGE CLIENT FEES

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

During the 2024 full-year reporting period, the Home Defense Partnership (HDP) met its three primary goals: To Prevent home loss and provide economic stability to the most vulnerable homeowners living in North Carolina's 100 counties; to provide indirect legal advocacy for the most challenged North Carolina communities through targeted education & outreach initiatives; and to expand the homeownership preservation advocacy lens to provide consistent holistic and systemic economic redress to these vulnerable homeowner populations. HDP has consistently met stated goals as reflected in the data evidencing advocacy and outcomes for the reporting year.

Providing direct legal advocacy:

HDP provided direct legal services to over 1,000 homeowners for the year, influencing the lives of approximately 1,106 household members for each quarterly reporting period. Savings from the services provided totaled over $25M. HDP expended approximately 13,053 casework hours for homeowners whose cases were closed during the reporting period and estimates an additional 6,050 casework hours expended in ongoing homeownership preservation advocacy efforts. Traditional advocacy continues to center HDP's work. HDP spent direct advocacy efforts addressing myriad issues that lead to homeownership instability – including resolving mortgage servicing, property tax, and homeowner association payment discrepancies; defending against foreclosures, mobile home repossessions and mobile home evictions resulting from title issues; facilitating loss mitigation resolutions for homeowners experiencing financial crises and repayment hardships;

clarifying and resolving ownership rights for heir property owners seeking assistance from homeowner relief programs; assisting homeowners navigating difficult disaster recovery & resiliency processes; working with homeowners to reduce/reorganize consumer debts and protect essential assets using available federal bankruptcy protections; and where necessary, using court processes to (1) defend homeowners against investor and equity-skimming scams and other exploitative practices that rob them of the deeds or titles to/accumulated equity in their homes and (2) secure relief for homeowners stemming from home warranty issues and unscrupulous home repair contracting practices.

To make the best use of limited staffing resources and reduce stressors experienced by homeowners served, HDP continues to engage mortgage loss mitigation and other forms of debt mediation & resolution as primary advocacy tools. For example, during the last quarter of the reporting period, HDP represented Client-A, who was battling a serious illness and caring for her disabled child. Client-A was having difficulties with her mortgage servicer. Her loan had been sold multiple times, and the successor mortgage servicer had made certain errors that prematurely advanced Client-A's loan maturity date. Initially, the mortgage servicer would not correct its error, threatening instead to foreclose the home Client-A had owned and lived in for almost thirty years. Through a variety of mitigation approaches, HDP was able to get the mortgage servicer to extend Client-A's loan term, eliminate the lump sum payment of the principal by extending the loan maturity date, and eliminate the unaffordable balloon payment. Through HDP's intervention, Client-A had achieved desired mortgage loan terms that preserved the home that had been a part of her family heritage.

During the 2024 reporting period, HDP worked with the North Carolina Office of Recovery & Resiliency (NCORR) REBUILD program to help ensure disabled and other vulnerable survivors of Hurricanes Matthew (2016) and Florence (2018) were provided ongoing relief in the form of (1) payment subsidies to assist with rental needs while their homes were being rebuilt or repaired (2) reasonable accommodations to give them access to and the best use of repaired or rebuilt homes and (3) pre-litigation/litigation assistance to address ongoing home repair & warranty issues.

Additionally, bankruptcy continued to represent a needed and more strategically useful advocacy tool for reducing and otherwise eliminating homeowner debts. Just in the last reporting quarter, HDP secured over $.5M in savings to several homeowners who were battling both private and government mortgage servicers – to correct mortgage payment discrepancies, reduce or eliminate mortgage principal, correct inappropriate seizure of IRS tax refunds, and otherwise provide breathing room for vulnerable families who needed time to catchup their mortgage and car payments. The brief narrative that supports and highlights these efforts is contained in the narrative section (below).

Lastly, when necessary, HDP employed litigation strategies to address aggressive debt collection, home solicitation scams and other exploitative practices that could have led to home loss and home equity theft. During this reporting period, HDP successfully reversed an investment company's acquisition of an inter-generationally-owned home, after it was discovered the scammers had acquired the property through illicit means that resulted in the exploitation of the elderly homeowner. Additionally, HDP joined in multiple lawsuits against various out-of-state and in-state investment firms that have utilized various deceptive purchase tactics meant to take homes from the most vulnerable North Carolinians. This effort is being engaged in conjunction with ongoing litigation against the owners and operators of large apartment complexes – to stop the practice of deceiving tenants into paying unlawful hidden fees.

Efforts to provide indirect legal advocacy – with a more systemic-level legal advocacy component:

HDP engaged community education & outreach efforts to North Carolina homeowner and minority farming communities – to provide resources regarding financial homeownership/farm land relief, disaster recovery initiatives, urgent home repair options, financial scams and exploitative practices and intergenerational wealth transfer initiatives and practices. During the reporting year, HDP held collaborative education & outreach initiatives with internal and external grassroots and agency partners – to reach over 2,300 participants and influence over 3K participant family members.

As an example of a successful collaborative outreach initiative with a systemic redress component, HDP received supplemental funding under the American Rescue Plan Act (ARPA) to engage the Stabilizing Homeownership Opportunity for Wealth (SHOW) workshops in East Winston (NC). The workshops served mostly "Black and Brown" vulnerable homeowner families, living in East Winston and facing property taxation issues and other challenges influencing their housing stability. Given staffing resource limitations, in December 2024, HDP held its final workshop in a 3-hour roundup series that [re]addressed mortgage servicing, property taxation (relief), home repair & weatherization, and estate planning concerns. The final workshop was attended by East Winston community members who decided to participate in a fair housing initiative housed under Legal Aid of North Carolina's (LANC) Fair Housing Project (FHP).
The initiative involves working with an East Winston collaborative -- Legacy Bridge NC and the "Voices of Solidarity" (VoS) – to train participants as "testers" and to bring greater awareness around fair housing issues that plague vulnerable homeowner and renter communities in East Winston. VoS is comprised of East Winston community members who were regular participants in SHOW workshops and who were interested in sustaining workshop efforts after the SHOW initiative phased out. Legacy Bridge NC is a grassroots organization that partnered with SHOW to bring greater community awareness to homeownership issues in East Winston communities. Legacy Bridge NC worked over 25 years in East Winston communities to address K-12 education and other community economic development needs of local residents.

The goals of this community education & outreach effort remain twofold: (1) To educate vulnerable communities and provide substantive training opportunities that give them the tools to identify

and address fair housing concerns; and, (2) provide a venue for data collection and assessment that can support fair housing litigation designed to address systemic level concerns in rental housing and homeownership financing, appraisal, taxation and relief program practices in Winston-Salem communities. The collaboration to address fair housing concerns in East Winston will be ongoing and is a direct result of the community education & outreach efforts HDP continues to engage as two of three stated primary goals.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

HDP Advocacy continues to be influenced by the shifts in resources away from consumer work to address critical rental and general consumer needs. Many homeowners who barely survived Hurricanes Matthew and housing and disaster recovery needs across North Carolina. The fallout from Hurricanes Matthew (2016), Florence (2018) and Helene (2024) continue to provide challenges to the limited staffing resources available to address homeownership Florence continue to struggle with obtaining resources to rebuild their homes and their lives. Additionally, many homeowners still occupy motels or share living arrangements with family members and friends as they attempt to navigate burdensome home repair and reconstruction processes through North Carolina Office of Recovery & Resiliency's (NCORR) ill-fated REBUILD program. HDP partners entered an arrangement with NCORR legal staff to assist a limited number of REBUILD homeowners in resolving ongoing repair, reconstruction and warranty issues. That process is even more fragile in the wake of NCORR's announcement that REBUILD has run out of money to assist Hurricanes Matthew and Florence homeowner survivors. Given ongoing disaster recovery issues Down East, a coalition of community-based and other housing-focused agencies formed a charette to encourage/design a written blueprint for addressing myriad legal/non-legal concerns that arise post hurricane and other disaster-related events.

Given lessons learned from previous hurricanes impacting homeowners Down East, in the wake of Hurricane Helene, HDP anticipates a growing number of homeowners who will need legal and non-legal interventions to address homeownership stability concerns – including, but not limited to: mortgage servicing and aggressive debt collection needs; insurance, warranty and home repair issues; and, other economic security threats stemming from financial scams and other forms of financial exploitation. Currently, a coalition of agencies – to include Pisgah Legal Services, LANC and other HDP partners – continues to assist Hurricane Helene survivors in navigating housing and other consumer-related needs.

In response to the destruction caused by Hurricane Helene, HDP pivoted some of its resources to respond to the storm. Additionally, HDP staff have been engaged in the North Carolina Inclusive Disaster Recover Network (NCIDR). Included with this effort, HDP recorded educational videos for social media to help homeowners avoid scams and prevent fraud, and to train Pro Bono attorneys statewide on helping with these same issues. Related to this effort, HDP held trainings for partner organizations so they could help amplify the message with the populations they serve and hosted staff and volunteer attorneys at more than a dozen FEMA events across the Western North Carolina region. Although most Hurricane Helen survivors are addressing more immediate concerns – like rental housing security and FEMA assistance – homeowners in affected Western Carolina regions will eventually need assistance navigating inevitable homeowner issues. HDP continues to meet and prepare advocacy efforts to address these issues as becomes necessary.

Despite ongoing challenges around sufficiency of staffing and financial resources, HDP continues to provide community education & outreach to affected homeowners Down East and will continue to do the same out West. The current request to funders is for more financial support to scale up direct and indirect legal services advocacy to meet the needs of HDP staff and client communities alike.

Over the last several years, HDP experienced funding decreases (approximately 40%) across major funding sources critical to the ongoing work. Yet and more importantly, HDP remains fluid and continues to shift and reorganize limited resources to ensure needed homeownership preservation advocacy can continue without noticeable interruptions. HDP will continue to seek out financial opportunities to attract newer attorney-Advocates and otherwise support ongoing Advocacy efforts as it evolves its processes and practices to meet stated resource challenges

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

HDP does not use pro bono attorneys and volunteers in this capacity. LANC receives a separate grant under the Volunteer Lawyers Program (VLP).

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:	0
How many pro bono hours were recorded by attorney volunteers in your program?:	0
What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:	0

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

HDP offers the following illustrations of collaborative workings geared towards systemic redress around ongoing homeownership stability concerns:

(1) HDP partnered with MDC, Inc. (Durham, NC), Columbus County Community Forum (Whiteville, NC), Goldsboro/Wayne County Homeowners Coalition/Rebuilding Broken Places (Goldsboro, NC), and members of several other grassroots organizations in Cumberland and Robeson Counties, to form the NC Disaster Recovery Housing Group. This group was formed in the wake of programmatic failings in NCORR's REBUILD program that led to thousands of Eastern North Carolina homeowners being left without viable recourse to repair and rebuild their homes and live in hazard-free geographies. This group remains instrumental in hosting community meetings where homeowners can come and share their ongoing concerns and air grievances about the REBUILD process. The group's goal is to build a viable coalition of actors who can help create and sustain a written and actionable blueprint for engaging legal and non-legal strategies towards sustained recovery & resiliency.

(2) **Restated:** HDP received funding under the American Rescue Plan Act (ARPA) to provide targeted assistance to vulnerable homeowners in East Winston (Forsyth County), beginning in yr-2023. Many of these homeowners are under threat of tax foreclosure and are living in heir property arrangements. The project, titled "Stabilizing Homeownership and Opportunities for Wealth" (SHOW), is working currently with many partners in (and/or concerned about) the East Winston communities – including Cuz Mike Banner, Other Suns Coffee Shop, Forsyth County Tax Office, Professor members at Winston-Salem State University, organized community associations, and the Malloy-Jordan East Winston Heritage Center Branch Library. The goal is to address heir property and property taxation issues as a critical part of preserving homeownership opportunities. HDP has moved into the "relational" stage of its ongoing community outreach, as it recognizes SHOW's success depends directly on the success of the relationships formed with existing community agencies that influence East Winston community members. An extended discussion about the movement of these relationships into a sustainable fair housing initiative is discussed in the first narrative.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

N/A

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Restated with additional updates: Many North Carolinians who seek the promise of homeownership cannot overcome many traditional financing hurdles. Land contracts have become an attractive pitch to many vulnerable North Carolinians seeking homeownership opportunities. Some contracting arrangements simply entail enticing the homeowner into purchasing old mobile homes located in a mobile home park. Unsophisticated homeowners often lack credit/financial means and use this financing method to “half-step” from renters to homeowners. The level of instability in this type of creative financing arrangement commonplace among vulnerable NC populations – including many from Black, Indigenous and Spanish speaking communities.

Although North Carolina represents one in a handful of states that require these types of contracts be recorded, oftentimes they are not recorded. When they are recorded, they have material recordation defects. These types of housing arrangements can become even more complicated when these homes suffer disasters and homeowners seek proof of title to obtain insurance and other forms of financial relief to recover from the disaster. Oftentimes, these homeowners lack that proof of ownership in the face of aggressive eviction efforts. HDP has teamed up with rental housing advocates to address the predation in these land contract issues, including questionable title practices, illegal financing arrangements, repair and warranty issues.

In February 2024, Federal District Court Judge James Dever approved the settlement in a class action case brought by the Justice Center to challenge practices of a mobile home park owner in Wake County. The lawsuit alleged the park owners (related entities based in Michigan) had illegally “sold” the park residents mobile homes on an installment basis in contracts that lacked multiple required disclosures and consumer protections and then evicted members of the class when they fell behind on payments, despite their status as installment purchasers and not tenants. The mobile home park owners agreed to pay $1 million dollars to resolve this case, as well as make substantial changes to their method of operations going forward. The case involved just under 200 class members residing in 100 households. Settlement proceeds were distributed starting in May, 2024. The settlement administrator completed distribution of the settlement checks to class members, with all but $1,290.09 out of the $1.02M remaining in the settlement account. That amount will be distributed equally between IOLTA and IDS as a cy pres award.

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

Consumer bankruptcy can be an often-overlooked advocacy tool for bringing needed relief to struggling homeowners. Even though private corporations avail themselves of the corporate bankruptcy process as a tool for avoiding creditors and eliminating or reimagining their debts, homeowners are burdened with believing they must pay their debts to be whole. HDP works tirelessly to promote the use of Chapter 7 bankruptcy (debt elimination) and Chapter 13 bankruptcy (debt elimination & discharge) as viable tools for bringing financial stability and economic security to vulnerable homeowners. The following brief narrative highlights the use of the Chapter 13 bankruptcy process in bringing the most powerful mortgage creditors to the negotiating table to provide needed relief to financially vulnerable homeowners:

Client-B had entered into a construction loan agreement with a creditor to finance the construction of her new home. Client-B had purchased the land many years prior to entering the loan agreement and was having the newly constructed home placed onto that land. Client-B’s home had been constructed poorly and the contractor/developer had been sued in previous contractual arrangements because of these same construction issues. Additionally, the creditor on the construction loan refused to assist Client-B in converting her loan to a regular mortgage loan (per the written contract). Client-B was making her mortgage payments under the construction loan agreement, but subsequently suffered a financial hardship which caused her to fall behind on her mortgage payments. Client-B attempted to obtain a loan modification under the TARP-HAMP program, designed to assist homeowners struggling financially because of continuing financial fallout from the 2008 market crash. Client-B’s mortgage servicer, refused to assist her in moving from her construction loan status in order to take advantage of available loan modification opportunities. Instead, the mortgage servicer initiated foreclosure and Client-B sought HDP’s assistance in preserving her homeownership status.

HDP attempted to engage loss mitigation to assist Client-B in obtaining a loan modification, but the mortgage servicer continued to stall the loss mitigation process while moving forward with foreclosure. HDP filed a Chapter 13 bankruptcy on Client-B's behalf and then filed an Adversary Proceeding (AP) in the bankruptcy against the mortgage holder and mortgage servicer for failing to engage loss mitigation options per RESPA/CFPB statutory and regulatory requirements. The litigation ensued for several years, but during the entire time, Client-B maintained her homeownership status by staying under the protection of her Chapter 13 bankruptcy. The AP settled, with Client-B obtaining forgiveness of her entire/existing mortgage debt and a cancellation of the Deed of Trust underlying that debt. Client-B owns her home free and clear of any mortgage debt and is working currently to obtain necessary repairs to her home.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

Addressed in prior narrative.

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

HDP is grateful for continued funding in its longstanding efforts to influence the breadth and shape of homeownership and general housing stability in North Carolina. Each HDP partner has committed its resources to the continued fight on behalf of vulnerable North Carolina homeowners who fall under the radar – given the misplaced perception of a "housing boon that benefits all homeowners" and the breadth of need around myriad issues impacting North Carolinians experiencing "situations of poverty." Lastly, HDP is most grateful for the increased funding received from IOLTA to continue these important advocacy efforts.

Attachments

Additional information:

2024-25 - 2024 IOLTA-Pro Bono Support - 2024

Status Report Details

Funding Opportunity:	25214-2024 IOLTA Grant Cycle - Pro Bono Support
Program Area:	IOLTA
Status:	Approved
Status Report Number:	004
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 3:49 PM
Initially Submitted By:	Sharon Council
Last Submit Date:	
Last Submitted By:	
Approved Date:	Apr 7, 2025 3:36 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Ms. (Salutation) Ashley (First Name) H. (Middle Name) Campbell (Last Name)
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Phone*: 919-614-0715 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Legal Aid of North Carolina, Inc.

Organization Tax ID: 31-1784161

Organization Website: https://www.legalaidnc.org

Address*: Post Office Box 26087

Raleigh North Carolina 27611-
City State/Province Postal Code/Zip

Phone*: (919) 856-2564 Ext.
###-###-####

Fax: (919) 856-2120
###-###-####

Name of Executive Director*: Ashley Campbell

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Apr 7, 2025 3:36 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
Federal Funds - Pending	LSC & VOCA	$0.00	$0.00	$1,533,921.00	$946,028.00	$1,533,921.00	$946,028.00
IOLTA Pro Bono Support Grant		$440,000.00	$440,000.00	$0.00	$0.00	$440,000.00	$440,000.00
State Funds - Awarded		$0.00	$0.00	$72,000.00	$173,989.00	$72,000.00	$173,989.00
		$440,000.00	**$440,000.00**	**$1,605,921.00**	**$1,120,017.00**	**$2,045,921.00**	**$1,560,017.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Attorney Staff - Combined	$67,983.00	**$16,995.00**	$50,988.00	$67,983.00	$0.00	$0.00	$67,983.00	$0.00	$491,823.00	**$0.00**	$302,525.00	$302,525.00	$189,298.00	81.65%	$16,995.00
Paralegal Staff - Combined	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$75,181.00	**$0.00**	$63,680.00	$63,680.00	$11,501.00	100.00%	$0.00
Administrative Staff - Combined	$190,815.00	**$47,703.00**	$143,112.00	$190,815.00	$0.00	$0.00	$190,815.00	$0.00	$235,161.00	**$0.00**	$173,916.00	$173,916.00	$61,245.00	47.68%	$47,703.00
Administrative Staff - Combined	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$0.00
Fringe Benefits	$90,579.00	**$22,644.00**	$67,935.00	$90,579.00	$0.00	$0.00	$90,579.00	$0.00	$280,758.00	**$0.00**	$189,042.00	$189,042.00	$91,716.00	67.61%	$22,644.00
Fringe Benefits	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$0.00
Fringe Benefits	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$0.00
Non-Personnel Expenditures															
Rent \ Mortgage \ Overhead	$27,720.00	**$6,044.00**	$20,790.00	$26,834.00	$886.00	$0.00	$26,834.00	$886.00	$62,219.00	**$0.00**	$52,663.00	$52,663.00	$9,556.00	66.25%	$6,044.00
Equipment	$4,422.00	**$1,107.00**	$3,315.00	$4,422.00	$0.00	$0.00	$4,422.00	$0.00	$8,519.00	**$0.00**	$17,499.00	$17,499.00	($8,980.00)	79.83%	$1,107.00
Office Expenses	$4,356.00	**$1,089.00**	$3,267.00	$4,356.00	$0.00	$0.00	$4,356.00	$0.00	$11,103.00	**$0.00**	$8,556.00	$8,556.00	$2,547.00	66.26%	$1,089.00
Telephone & Internet	$6,468.00	**$1,617.00**	$4,851.00	$6,468.00	$0.00	$0.00	$6,468.00	$0.00	$17,011.00	**$0.00**	$14,072.00	$14,072.00	$2,939.00	68.51%	$1,617.00

Other (Please provide description)	$3,498.00	**$874.00**	$2,624.00	$3,498.00	$0.00	$0.00	$3,498.00	$0.00	$10,314.00	**$0.00**	$7,403.00	$7,403.00	$2,911.00	67.91%	$874.00
Insurance	$1,914.00	**$479.00**	$1,435.00	$1,914.00	$0.00	$0.00	$1,914.00	$0.00	$13,565.00	**$0.00**	$4,481.00	$4,481.00	$9,084.00	70.07%	$479.00
Other (Please provide description)	$472.00	**$118.00**	$354.00	$472.00	$0.00	$0.00	$472.00	$0.00	$1,128.00	**$0.00**	$5,993.00	$5,993.00	($4,865.00)	92.70%	$118.00
Travel	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$7,942.00	**$0.00**	$3,635.00	$3,635.00	$4,307.00	100.00%	$0.00
Training	$1,773.00	**$1,330.00**	$1,329.00	$2,659.00	($886.00)	$0.00	$2,659.00	($886.00)	$0.00	**$0.00**	$744.00	$744.00	($744.00)	21.86%	$1,330.00
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$245,673.00	**$0.00**	$173,989.00	$173,989.00	$71,684.00	100.00%	$0.00
Indirect Costs	$40,000.00	**$10,000.00**	$30,000.00	$40,000.00	$0.00	$0.00	$40,000.00	$0.00	$145,525.00	**$0.00**	$101,820.00	$101,820.00	$43,705.00	71.80%	$10,000.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$440,000.00**	**$110,000.00**	**$330,000.00**	**$440,000.00**	**$0.00**	**$0.00**	**$440,000.00**	**$0.00**	**$1,605,922.00**	**$0.00**	**$1,120,018.00**	**$1,120,018.00**	**$485,904.00**	**69.74%**	**$110,000.00**

Final Report - Pro Bono

Case Data - Final Report Period of Grant

Cases pending at the beginning of the period *:	532
Cases opened during the period*:	140
Cases closed during the period*:	313
Cases pending at the end of the period *:	359

Case Data - Full Grant Period

Cases pending at the beginning of the period*:	437
Cases opened during the period*:	690
Cases closed during the period*:	768
Cases pending at the end of the period*:	359
Of cases closed this year, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.*:	115

Additional Client Data - Full Grant Period

This should include clients served in any open or closed cases.

Clients served during the grant period*:	1028
Total household members for all clients served during the grant period*:	2413
Of total clients served, how many received extended service?*:	267
Of total clients served, how many clients received advice and brief service only?*:	427

Pro Bono Program Data

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?*:	346
How many pro bono hours were recorded by attorney volunteers in your program?*:	5229
What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.*:	$1,045,800 (5229 hrs. x $200.00 = $1,045,800)

Case Service Report by Case Type

Case type		Cases Closed
Consumer		14
Education		23
Employment		0
Family (including domestic violence)		107
Health		0
Housing		317
Income Maintenance/Public Benefits		91
Miscellaneous		216
	Subtotal	**768**
	Total	**768**

Case Service Report by County

County	Cases Closed
	347

Alamance	8
Alexander	3
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	1
Bertie	2
Bladen	0
Brunswick	3
Buncombe	12
Burke	10
Cabarrus	7
Caldwell	5
Camden	0
Carteret	1
Caswell	1
Catawba	10
Chatham	13
Cherokee	2
Chowan	1
Clay	3
Cleveland	7
Columbus	5
Craven	2
Cumberland	9
Currituck	0
Dare	1
Davidson	4
Davie	0
Duplin	0
Durham	86
Edgecombe	0
Forsyth	34
Franklin	1

Gaston	8
Gates	0
Graham	2
Granville	6
Greene	2
Guilford	49
Halifax	3
Harnett	5
Haywood	4
Henderson	1
Hertford	2
Hoke	3
Hyde	0
Iredell	11
Jackson	5
Johnston	7
Jones	0
Lee	11
Lenoir	2
Lincoln	0
McDowell	4
Macon	2
Madison	1
Martin	1
Mecklenburg	159
Mitchell	1
Montgomery	2
Moore	1
Nash	1
New Hanover	18
Northampton	1
Onslow	8
Orange	9
Pamlico	0
Pasquotank	0
Pender	3

Perquimans	1
Person	2
Pitt	9
Polk	0
Randolph	39
Richmond	0
Robeson	11
Rockingham	2
Rowan	1
Rutherford	1
Sampson	5
Scotland	0
Stanly	3
Stokes	3
Surry	2
Swain	2
Transylvania	0
Tyrrell	0
Union	7
Vance	2
Wake	96
Warren	2
Washington	2
Watauga	0
Wayne	4
Wilkes	0
Wilson	6
Yadkin	1
Yancey	1
Out of State	3
Unknown	0
Total	**768**

Narrative

Character limit = 20,000 characters

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of active pro bono attorneys (volunteered at some point this year), specific pro bono programs (for example, hotline, clinic, or other program), recruitment efforts, etc.*:

As stated in our grant application, our goals for 2024 were to strengthen existing projects, expand partnerships, connect urban lawyers to rural clients, streamline our use and raise awareness of Pro Bono Go, and enhance our disaster legal services plan.

PROJECTS

We continued to strengthen our existing pro bono projects during Q4, especially Lawyer on the Line, the Volunteer Wills Program and the Charlotte Triage Pro Bono Partnership.

Lawyer on the Line (LOTL)

LOTL is our advice-only program. Volunteer attorneys, paralegals and law students work under the supervision of LANC attorneys to provide legal advice over the phone to clients with common legal issues. LOTL volunteers handle cases involving either housing conditions in private rental homes or domestic violence protective orders. LOTL cases are handled either by individual volunteers working independently, or by participants in an LOTL clinic, at which groups of volunteers — usually from the same law firm, company, local bar association or law school — gather in person or virtually. During Q4, we held two LOTL clinics with NC Central Law and one with Wake Forest Law. We continued to hold monthly LOTL clinics through the Charlotte Triage Pro Bono Partnership, which is discussed below.

Volunteer Wills Program (VWP)

Our VWP recruits private attorneys to prepare wills and advanced directives for our senior clients. Volunteers serve either independently or as a participant in a wills clinic. Independent volunteers meet with their clients by phone or video conference and prepare their documents afterwards. After reviewing the documents with the client, the volunteer hands them off to LANC for execution. LANC staff execute the documents at in-person meetings with the client, either a one-on-one meeting or at a Signing Day event attended by groups of clients from the same area.

Participants in wills clinics are volunteers from the same law firm, company, bar association or law school. At the clinics, volunteers meet with their clients in person, prepare the documents and review them with the client (and with LANC attorneys in the case of law students), and then execute them. In only a few hours, clients receive fully executed — and completely free — wills and advanced directives.

Charlotte Triage Pro Bono Partnership

Charlotte Triage is a partnership among Charlotte’s private and public-interest legal communities to coordinate the provision of pro bono legal services to meet residents’ most pressing unmet legal needs. Charlotte Triage has seven areas of focus, including housing and domestic violence, the two areas in which LANC serves as a legal services partner.

In the housing area, we hold a monthly Lawyer on the Line housing-conditions clinic, at which volunteer attorneys and paralegals provide legal advice over the phone to LANC clients struggling with poor living conditions in their rental homes, and two monthly Courthouse Clinics, at which volunteer attorneys provide on-the-spot legal help — including full representation in some cases — to tenants appearing at eviction court without an attorney. Notably, December’s LOTL clinic served clients in western North Carolina whose homes were damaged by Hurricane Helene.

In the domestic violence area, volunteer attorneys participate in workshops at which LANC attorneys train them to draft pro se child-custody complaints for our clients. After the training, volunteers meet with clients and advise them on the custody process, then create the client’s complaint for them to file on their own. Volunteers also provide clients with a closing advice letter.

Each housing clinic and custody workshop is organized by one or more “Champions.” Each focus area has a group of Champions — nine for housing and five for domestic violence — who

coordinate the services provided within that area. Champions represent some of the city's leading law firms and companies, including McGuireWoods, Moore & Van Allen, Womble Bond Dickson, Bank of America, Honeywell and Wells Fargo.

PARTNERSHIPS AND THE URBAN/RURAL DIVIDE

Working within the Disaster Legal Services partnership to coordinate the delivery of pro bono services from volunteers around the state — and the country — to Hurricane Helene survivors, many of whom live in small, isolated mountain communities that can be hard to access in the best of times, was the primary focus of our Pro Bono Programs team during Q4. A full discussion of this effort is in the Disaster Legal Services Section below.

PRO BONO GO

We continued to use Pro Bono Go in Q4. Pro Bono Go, at probonogo.org, is an online service created by the NC Pro Bono Resource Center in partnership with Charlotte Center for Legal Advocacy, Legal Aid NC and Pisgah Legal Services. NC legal professionals can use Pro Bono Go to easily browse, sign up for, share, and create customized email alerts for pro bono opportunities from the state's leading civil justice groups. To raise awareness of the service throughout the private bar, we promote our pro bono opportunities in our monthly email newsletter to volunteers and on our website and social media channels.

Internally, we intend for Pro Bono Go to become a tool that our staff throughout the state can use independently to seek pro bono volunteers. Currently, very few of our staff outside of our Pro Bono team use the service, and those who do use it require the help of our Pro Bono team. Our effort to raise internal awareness of this service and enable our colleagues to use it independently is part of our broader effort to increase engagement with pro bono in our advocacy units (our field offices and special projects). We are undertaking this effort with the support of funding from the Legal Services Corporation's Pro Bono Innovation Fund, discussed below in our response to the request for any additional information.

DISASTER LEGAL SERVICES

In late September, immediately before the start of Q4, Hurricane Helene wreaked havoc in western North Carolina, leaving the residents of 39 counties and the territory of the Eastern Band of Cherokee Indians eligible for individual assistance from FEMA.
As a member of NC's Disaster Legal Services (DLS) partnership, helping to coordinate the legal community's response to the disaster was among our firm's top priorities for much of Q4. The DLS partnership activates following the federal declaration of a disaster in North Carolina. The NC Bar Association, American Bar Association and FEMA are the other partners. Pisgah Legal Services, an Asheville-based civil legal aid organization serving much of western NC, is working closely with the partnership.

Our Pro Bono Programs team is playing a leading role in this effort, coordinating with the NC Bar Association to recruit and train volunteers, with our Disaster Relief Project to determine which cases should be handled by LANC staff and which should be handled by volunteers, with our Central Intake Unit to ensure a steady flow of volunteer-appropriate cases, and more.

As of this writing, over 1,600 volunteers from around the country have signed up to serve survivors. Over 100 clients have had their cases referred to volunteers. The majority of cases involve housing and FEMA, though we have also referred cases involving insurance, consumer issues, employment, family law, and benefits. As travel within the region is not always feasible for volunteers, creating remote-service opportunities is an integral element of this effort. Volunteers provide legal advice over the phone, meet with clients via video conference, and rely on local LANC staff for mentoring and support.

See the section regarding new/significant collaborations to learn how a local law office has gone above and beyond to help us serve Helene survivors.

Character limit = 10,000

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.*:

Responding to Hurricane Helene dominated the activities of our Pro Bono team during Q4, leaving the team with less time than it would have liked to focus on its other goals. Given that

coordinating the pro bono response to Hurricane Helene will remain a top priority of the team for much of 2025, in Q4 it began the hiring process for a pro bono staff attorney and case coordinator who would work from our Asheville office and focus entirely on Helene-related pro bono efforts. Both positions were filled in January. See the management/staffing changes section to learn more.

Character limit = 6,000

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations to engage pro bono attorneys.*:

DISASTER RELIEF

Immediately after Hurricane Helene struck western North Carolina, Anna Stearns, an attorney with Sneed & Stearns in Buncombe County, reached out to LANC leadership to develop a pro bono partnership on behalf of survivors. Initially, Sneed & Stearns generously made their office space available to LANC for client meetings. Soon after, they went even further by devoting part of their paralegals' time exclusively to supporting our disaster relief efforts. To honor the above-and-beyond contributions of Anna Stearns and her colleagues, we included her in our 2024 list of Pro Bono Hero Award winners, which we announced during the National Celebration of Pro Bono in late October. To learn more, watch our announcement of Sneed & Stearns' award on LinkedIn: https://bit.ly/sspbhali.

DOMESTIC VIOLENCE

Aware of the overwhelming need for representation in domestic violence protective order cases and cuts to funding sources, we believe that pro bono work is a crucial piece to supporting survivors. To that end, we filled a vacant Supervising Attorney position with an experience domestic violence attorney who spent the last two months of 2024 preparing to build a statewide domestic violence pro bono program, starting with a partnership with Womble Bond Dickinson in Winston-Salem in 2025.

SWEARING-IN CEREMONIES
For the second year in a row, our Pro Bono team partnered with law schools and local bar associations to promote pro bono service to new NC attorneys at swearing-in ceremonies across the state. At the swearing-in ceremony in Durham, for example, the Durham Bar Association, which organized the event, made time during the ceremony to allow a member of our Pro Bono team and the managing attorney of our Durham office to speak to the new attorneys about the importance of pro bono service and the numerous statewide and local opportunities available through Legal Aid NC.

Character limit = 6,000

Please provide one brief client narrative from the past year involving a pro bono attorney that best describes your pro bono program?s services and impact. *:

Note: The following is an excerpt from an article published October 31 on the website of Waldrep Wall Babcock & Bailey PLLC. Access the full article at https://bit.ly/wwbdlanc.

Recently, Waldrep Wall Babcock & Bailey PLLC attorneys were able to assist a pro bono client referred by Legal Aid of North Carolina. The client could not continue to pay his credit card debt and personal loans after losing his job and being unable to work.

Waldrep Wall successfully helped the client file a Chapter 7 petition, a legal document that starts the bankruptcy process, without the client having to pay any of the fees normally associated with a bankruptcy petition. Waldrep Wall assisted the client in filing an application to have the $338 filing fee waived and worked with Butterfly Financial Education, Inc., to waive the fees for the required credit counseling courses.

The client received a Chapter 7 discharge that eliminated approximately $85,000 of unsecured debt. As a result, this client is no longer facing collection efforts and can have some peace of mind. The client was very grateful with the outcome, saying, "I am overwhelmed with the work you [Waldrep Wall attorneys] did for me, guiding me through everything, and I really appreciate it."

Waldrep Wall also proudly partners with Legal Aid to provide quality legal services to the underserved members of our community. Allison Constance, the Director of Pro Bono Programs at Legal Aid, indicates that there is a great need for collaboration with the bankruptcy bar. “At Legal Aid of North Carolina, our staff works tirelessly to meet the civil legal needs of people across the state, but we cannot even come close to meeting that need without the help of pro bono volunteers. Attorneys in private practice are an essential piece of providing access to justice, especially in bankruptcy law.”

Character limit = 3,000

Note any management or staffing changes here that impact your pro bono program, if applicable.:

NEW SUPERVISING ATTORNEY

On October 16, Ashley Edwards-Davis transferred from a staff attorney position in our Durham office to join our Pro Bono Programs team as a supervising attorney. Ashley's primary responsibility will be building up our pro bono programming for domestic violence survivors across the state.

NEW DISASTER RELIEF STAFF ATTORNEY AND CASE COORDINATOR

In January 2025, Lauren Ashley Redmon and Hannah Price joined our Pro Bono team as its first staff attorney and case coordinator, respectively, to focus exclusively on coordinating pro bono service to survivors of Hurricane Helene. Both live in Buncombe County and work from our Asheville office.

Lauren Ashley’s practice has focused on real estate law and estate planning and administration. Hannah previously served as a litigation paralegal with our Senior Law Project.

NEW STRATEGY AND OPERATIONS MANAGER

In Q4, the Pro Bono team began the hiring process for a Strategy and Operations Manager, a new position on the team. Working closely with the Director of Pro Bono Programs, the Strategy and Operations Manager’s primary responsibilities will include spearheading volunteer outreach efforts, overseeing compliance with legal and organizational standards, supporting the successful execution of pro bono clinics statewide, and leading the transformation of our pro bono program supported by grants from the Legal Services Corporation’s Pro Bono Innovation Fund. In January 2025, the team hired Tricia Russ to fill the position. Tricia is an attorney with more than a decade of experience, both in the public and private sectors, including in-house experience. She starts February 17.

NEW RALEIGH COMMUNITY ENGAGEMENT MANAGER

In Q4, the Pro Bono team and Raleigh office began the hiring process for a Raleigh Community Engagement Manager, a position to mirror one currently in place in Charlotte. This team member will focus on pro bono work in Raleigh, collaborations with law firms, and engagement with community partners. In January 2025, the team hired Marquita Pittman to fill the position. Marquita has been a domestic violence attorney in the Raleigh office for several years.

After many years of service to LANC, staff attorney Elizabeth Krabill is no longer with our firm as of December 2024. Resources for this position and the supervising attorney position previously held by Nicole Mueller until September 2024 were not specifically filled but reallocated into the above positions.

Character Limit = 10,000

Provide any additional information or comments here.:

LSC PRO BONO INNOVATION FUND GRANTS

October 1 marked the start of the six-month assessment of our firm pro bono program funded by a Planning Grant from the Legal Services Corporation’s Pro Bono Innovation Fund. The assessment is largely internal, focusing on how we can increase engagement with pro bono among our field offices and special projects. Our goal is to transform our pro bono program from one that is largely centralized in our Raleigh-based Pro Bono Programs team into a hybrid program where our offices and projects work hand in glove with our central team to ensure that pro bono has as deep and broad a footprint throughout the state and throughout our practice areas as our advocacy units.

During Q4, the consultant with whom we are working to conduct the assessment administered a firmwide self-assessment survey via Survey Monkey to evaluate staff knowledge and perceptions regarding our pro bono program. Responses were used to assess our program across seven categories, ranking it as “basic,” “evolving” or “strong and integrated.” Overall, survey participants ranked our program as “basic” in all seven categories. Achieving a “strong and integrated” program remains our goal, and survey results highlight the need for significant effort to reach this standard. We look forward to collaborating with all stakeholders to strengthen our pro bono program.

In January 2025, we submitted our pre-application for an LSC PBIF Transformation Grant. Transformation Grants are two-year grants that fund the complete transformation of an organization’s pro bono program. If awarded, we intend to use our Transformation Grant to fund part of the cost of our Strategy and Operations Manager, who will lead the effort to transform our program as described in the first paragraph of this section. LSC will inform pre-applicants of its decisions in early March.

NATIONAL CELEBRATION OF PRO BONO

We marked 2024’s National Celebration of Pro Bono, held annually during the last week of October, by announcing our list of Pro Bono Hero Awards for 2024 (learn more at https://bit.ly/lancpbha2024) and, for the first time, sending some of our top volunteers and supporters a special treat — a chocolate bar with a LANC-branded custom label (see attachment).

LANC INNOVATION OLYMPICS

In Q4, LANC held its first-ever Innovation Olympics to solicit innovative ideas from staff for improving client services and the operation of our firm. Our Pro Bono team participated in the event, coming in second place (by two votes!) with its idea of Ask Bill: The PAI Timekeeping Platypus. Ask Bill is an online tool that will help LANC staff determine if an activity qualifies as Private Attorney Involvement (PAI) time according to LSC and, if so, how to properly document it in our case management system. A case coordinator on our Pro Bono team who has web-development experience designed a beta version of the tool. It uses an AI-generated image of a gavel-wielding, powdered-wigged platypus in a judge’s robe, who determines whether an activity counts as PAI time based on a user’s answers to a set of simple questions. The goal of the project is to increase the amount of staff time categorized as PAI by making it easier for staff to determine and document their PAI time. While Ask Bill was not selected as the winning project, our firm is already beginning the implementation process as a step towards insuring compliance with LSC regulations.

CLE

LANC held four CLE sessions with a pro bono focus in Q4.

On October 23, a member of our Pro Bono team presented at a CLE in Charlotte held by our Immigration Pathways for Victims (IMMPAV) project, which provides immigration relief to victims of domestic violence, sexual assault and human trafficking. The project operates its own pro bono program with support from our Pro Bono team. The goal of the CLE was to recruit and train volunteer attorneys to handle U Visa adjustment cases.

On October 24, our Director of Pro Bono Programs presented a virtual CLE, “A Not-So-Scary Pro Bono Primer,” about pro bono programs at LANC that take only a few hours and require no experience.

On October 30, our Domestic Violence and Sexual Assault project held its annual Domestic Violence Awareness Month CLE. This year’s event included a presentation from Poyner Spruill attorney and LANC pro bono volunteer Steve Epstein.

On November 21, LANC partnered with the NC Bar Foundation to present a day-long CLE to train volunteers to handle typical disaster cases. Among the LANC presenters at the event was Hannah Guerrier, LANC’s Charlotte Community Engagement Manager, who serves as a supervising attorney on our Pro Bono team. She joined a member of our Disaster Relief Project to present a session on tenant rights and fair housing issues.

KATTEN PRO BONO AWARDS

In October, Katten Muchin Rosenman LLP honored Richard Farley, longtime pro bono chair of the firm’s Charlotte office, at its 25th annual Pro Bono Service Awards. At the time of the event, Richard was stepping down as pro bono chair after nearly nine years at the helm, during which time he created a thriving pro bono program. Richard generously donated his honorarium to

support our work on behalf of Hurricane Helene survivors. A member of our Pro Bono team attended the event and spoke about LANC's pro bono opportunities.

Attachments

Additional information: IOLTA 2024 Q4 Report - Attachments-1-31-25.pdf

LEGAL AID
OF NORTH CAROLINA

As a pro bono volunteer, you already make a difference. You give selflessly of your time, which is in short supply, and your talents, which are in high demand. We know that you make real sacrifices to serve North Carolinians in need, and we deeply appreciate you for it.

This holiday season, you can make an even bigger difference than you already do — but without sacrificing more time and effort. With only a few clicks of your mouse, you can make a donation to Legal Aid of North Carolina that will help us provide life-changing legal help throughout the year.

Will you give the gift of justice this holiday season? No amount is too small — even modest gifts can make a big difference.

Whether you can give or not, we extend our sincerest thanks for everything you do and our warmest wishes for a happy holiday season.

See you in 2025!

GIVE

Let's celebrate!

As 2024 draws to a close, let's ring out the year by celebrating some of the amazing pro bono partners and volunteers whose selfless service over the last 12 months has made a major impact in the lives of North Carolinians in need. We can't do it without you!



Our partners

Robinson Bradshaw helps launch Summer Associate Pro Bono Program

Charlotte Triage marks 6th anniversary

UNC Law Economic Justice Clinic scores $11k settlement for LANC client

Better Together partnership honored by NCBA

Garfinkel Immigration honored for immigration work

Bank of America, McGuireWoods launch child-custody project for domestic violence survivors

Wells Fargo, Cadwalader lead pilot project for name and gender-marker changes

---



Our volunteers

Meet our 2024 Pro Bono Hero Award winners

- Honeywell
- Robinson, Bradshaw & Hinson, P.A.
- Sneed & Stearns, P.A.
- Aishah Reed Foster, Moore & Van Allen
- Amily McCool, Scharff Law Firm
- Brad Banias, Banias Law, LLC
- David Lindsay, K&L Gates LLP
- Jon Powell, Campbell Law
- Peter Robinson

Connor Crews - McGuireWoods

Diana Santos Johnson - Waldrep Wall

Mark Kinghorn - McGuireWoods

Dana Lumsden - Bradley Arant Boult Cummings LLP

William C. Moore

Kris Pickler - Honeywell

Todd Stillerman - Wells Fargo

Now hiring!



Join our Pro Bono team!

Take a leading role in bolstering our partnership with the private bar by applying for one — or more! — of the open positions on our Pro Bono Programs team. Not in the job market yourself? Help spread the word by forwarding this email to someone who is.

- Strategy and Operations Manager
- Supervising Attorney

Charlotte Triage Pro Bono Partnership

Charlotte Triage is the Queen City legal community's concerted effort to use pro bono to meet residents' most pressing legal needs. An inaugural member of the partnership, we help coordinate services to housing clients and domestic violence survivors. Learn more.



Sign up for courthouse clinics on 12/16, 12/19

Want to keep families in their homes over the holidays? Sign up for this month's eviction courthouse clinics Monday the 16th and Thursday the 19th. Courthouse clinic volunteers provide on-the-spot legal advice and representation to tenants who come to court without a lawyer.

Sign up



Housing volunteers serve Helene survivors

Huge thanks to the volunteers who participated in the Dec. 5 Lawyer on the Line clinic! The clinic was a special one — volunteers provided pro bono legal advice over the phone to Tropical Storm Helene survivors struggling with serious housing-conditions issues. Special thanks to Triage Champions Timothy Hughes from Bank of America and Mark Kinghorn from McGuireWoods LLP for organizing the event.

Sign up for next month's Lawyer on the Line clinic

Program Spotlight

Disaster Legal Services

A partnership between the NC Bar Association, American Bar Association, FEMA and Legal Aid of North Carolina, the Disaster Legal Services partnership has recruited 1,000+ legal professionals from around the country to provide pro bono legal help to Tropical Storm Helene survivors. If you are an NC legal professional and haven't signed up yet, click the link below to learn more and join the partnership today.

Learn more and sign up!

Volunteer



Kate L. Eaton · Bridges EXP

Wilmington

Huge thanks to Kate L. Eaton, Chief Legal Officer at Bridges EXP in Wilmington, for coming to the rescue of one of our housing clients.

Our client's landlord had started eviction proceedings against her. Rather than go to court and risk winding up with an eviction on her record, which would seriously hamper her search for new housing, our client decided to voluntarily vacate her home. In response, her landlord agreed to dismiss the eviction case.

Believing everything had been taken care of, our client began the search for new housing. Imagine her shock when her application for a new rental home was denied because she had an eviction on her record. Something had gone wrong.

We asked Kate if she could help and she readily agreed. Working against a tight deadline, Kate reviewed the case, gathered evidence and filed to have the court set aside the eviction judgment based on the landlord's promise to dismiss the case. The court agreed, leaving our client with a clean record that wouldn't stand in her way of securing new housing.

"My time volunteering with Legal Aid ... and other pro bono opportunities is what keeps me grounded, reminds me of the duty and responsibility of my profession, and helps me feel confident and motivated and find pride in my work and effort," Kate wrote in a LinkedIn post.

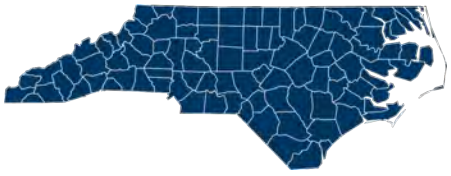
"I strongly encourage all professionals who read this, if you don't already, to find a way to volunteer your professional expertise in your local (or extended) community," she wrote.

"Trust me ... you will never regret the time spent. It will come back to you tenfold in personal pride and satisfaction and gratitude."

Thank you, Kate!

Pro Bono Go

Pro Bono Go is a one-stop shop for pro bono opportunities from NC's leading civil-justice groups. Check out our latest opportunities below. More at probonogo.org.

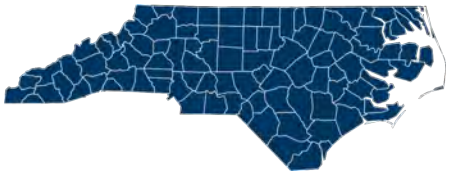


Housing conditions advice (attorneys only)

Statewide · Serve remotely

Our Lawyer on the Line program seeks attorney volunteers willing to receive referrals for brief advice on housing conditions and landlord-tenant issues. Training provided.

Learn more

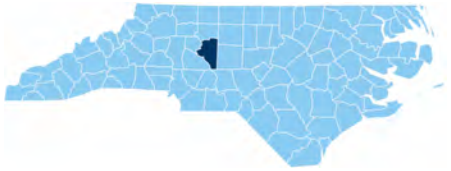


Brief advice in rural DV Protective Order cases

Statewide · Serve remotely

One-hour phone consultation with a client preparing for a pro se 50B hearing. Sign up for a 2-week period and receive 1 referral within that time. Experience required.

Learn more

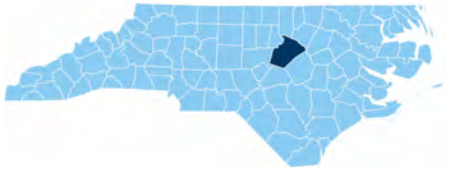


Grandparent guardians seek custody of grandchildren

Davidson County

Volunteers needed for drafting custody complaint for grandparent-guardian of two grandchildren. One of the grandchildren is special needs.

Learn more



Advise community garden on nonprofit governance

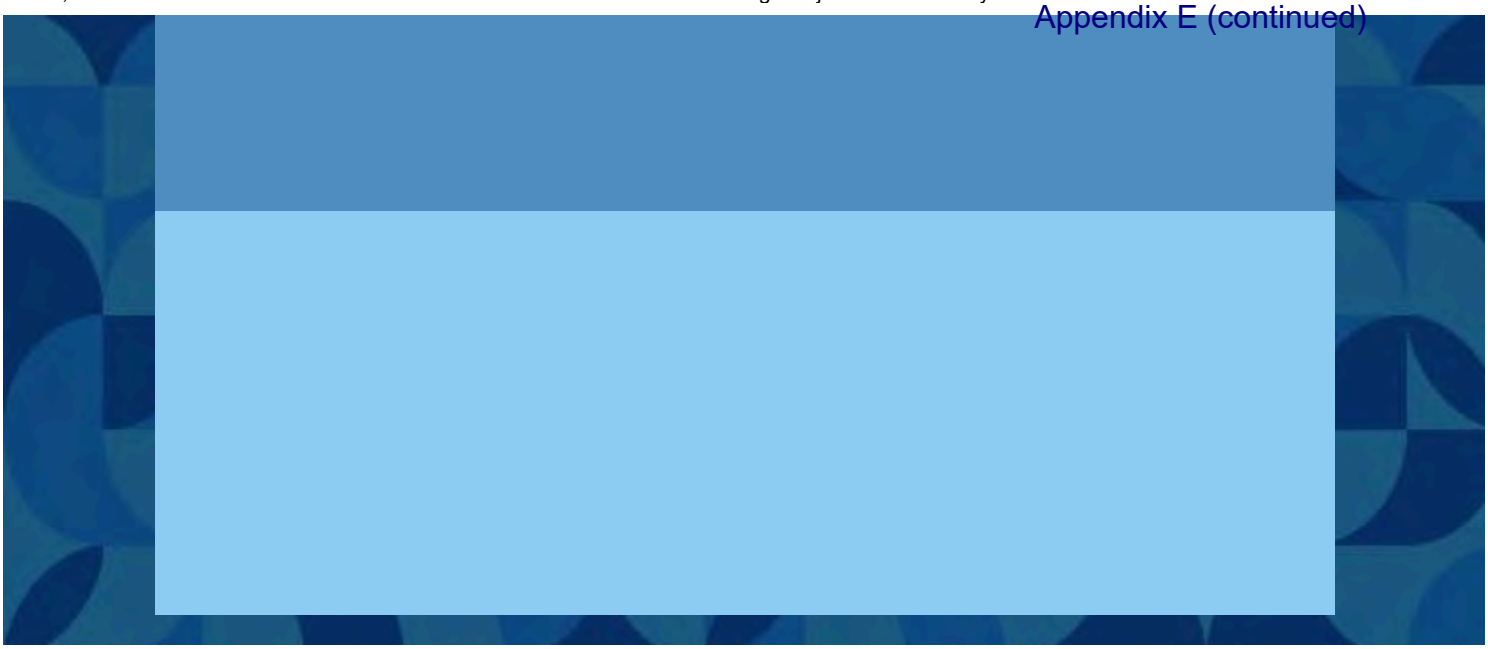
Wake County

Seeking attorney to provide brief advice and counsel to community garden providing fruits and vegetables to low-income families and volunteers.

Learn more

Pro Bono at Legal Aid NC

Our Programs Our Team Connect Volunteer Pro Bono Go



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US

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LEGAL AID OF NORTH CAROLINA

We marked this year's National Celebration of Pro Bono, held during the last week of October, by announcing the 2024 winners of our Pro Bono Hero Awards!

Launched in 2023, the awards recognize remarkable pro bono service on behalf of our clients and our firm — service that we hope serves as an inspiring example to the NC legal community. The awards also celebrate the diversity of the forms of pro bono service from which our clients and organization benefit, and the diversity of the volunteers themselves.

Allison Constance, Director of Pro Bono Programs for Legal Aid NC, said, “This year’s slate of honorees shows just how varied in form — but equal in impact — pro bono service can be.

“Whether it’s serving numerous clients in a single year or serving a single client for numerous years, helping us launch a new program or dedicating oneself to an existing one, serving our clients or serving our firm *as* a client, all of this year’s honorees are vital partners on our mission to provide equal justice for North Carolinians in need.”

2024 Pro Bono Hero Award winners

- Honeywell
- Robinson, Bradshaw & Hinson, P.A.
- Sneed & Stearns, P.A.
- Aishah Reed Foster
- Amily McCool
- Brad Banias
- David Lindsay
- Jon Powell
- Peter Robinson

Watch videos of Legal Aid NC leaders discussing the remarkable service of this year's winners: legalaidnc.org/pro-bono-hero-awards-2024.



Join our Pro Bono Programs team!

Want to make a real difference in the lives of North Carolinians in need? Join our Pro Bono Programs team by applying for one — or more! — of our three open positions:

- Pro Bono Strategy and Operations Manager
- Pro Bono Supervising Attorney
- Pro Bono Staff Attorney, Disaster Relief

Not in the job market yourself but know someone who is? Help spread the word by forwarding this email to them!



Tropical Storm Helene update

Thank you to the 1,000+ legal professionals from around the country who have signed up to provide pro bono services to survivors of Tropical Storm Helene. The widespread devastation means there will be more than enough work to go around, so we're still looking for volunteers.

Sign up today!



Meet our local pro bono coordinators!

Much of our pro bono activities are run by our central Pro Bono Programs team, which is based in our Raleigh headquarters, but four of our field offices have staff members who manage pro bono in their offices' service areas.

Learn more



Drink Legalade!

Did we launch a sports drink to promote equal justice for low-income North Carolinians? Nope! But we did create a fun fake commercial for this year's sports-themed Wake Co. Bar Awards, an annual variety show/fundraiser for Legal Aid NC.

Watch the video!

CLE Calendar



Serving those affected by Tropical Storm Helene

Thu, Nov 21 · 6.5 hrs · Live In-person/Live webcast

We are partnering with the NC Bar Association and NC Bar Foundation to present a CLE for legal advocates interested in serving survivors of Tropical Storm Helene. The event will be presented live in-person at the NC Bar Center in Cary and webcast live. Click the links below to learn more and register.

Learn more · Agenda · Register
Free for Disaster Legal Services volunteer attorneys! Sign up

---

Charlotte Triage Pro Bono Partnership

Charlotte Triage is the Queen City legal community's concerted effort to use pro bono to meet residents' most pressing legal needs. An inaugural member of the partnership, we help coordinate services to housing clients and domestic violence survivors. Learn more.



Thank you, Lawyer on the Line volunteers!

On November 7, legal professionals from Dechert LLP, Sysco, Wells Fargo and Womble Bond Dickinson — and a student from Elon Law! — provided pro bono legal advice to Legal Aid NC clients living with dangerous and unsanitary living conditions.

Learn more

Program Spotlight



Pro bono for nonprofits

Did you know that some of our clients are nonprofit organizations? It's true! While most of our clients are individuals, we can provide free legal help to nonprofits that further our mission.

For example, we are currently seeking a pro bono attorney who can provide advice and brief counsel to a Wake County group that provides fruits and vegetables to low-income families. See fourth item in Pro Bono Go section below.

Are you interested in providing pro bono service to NC nonprofits? Drop us a line at probono@legalaidnc.org.

Volunteer



Bárbara Herrera

Morrisville

Morrisville attorney Bárbara Herrera is one of the 1,000+ legal professionals from around the country who have signed up to provide pro bono service to survivors of Tropical Storm Helene.

She recently provided critical legal advice to a Buncombe County client whose car and subsidized apartment were damaged by the storm.

Bárbara advised our client on applying for FEMA assistance, communicating with their landlord, engaging the local housing authority, contacting their car insurance provider, and more.

Thanks to Bárbara, our client now has a clear path to achieving a full and equitable recovery from the storm.

Thank you, Bárbara!



Diana Santos Johnson · Waldrep Wall
Winston-Salem

Huge thanks to Legal Aid NC alum Diana Santos Johnson and her colleagues at Waldrep Wall Babcock & Bailey PLLC for helping one of our clients eliminate $85,000 in debt by filing for bankruptcy! Our client could not continue to pay his credit card debt and personal loans after losing his job and being unable to work.

Diana and her team also helped secure waivers for the hundreds of dollars in fees for our client's bankruptcy filing and required credit-counseling courses.

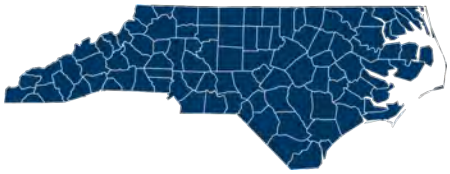
“Our staff works tirelessly to meet the civil legal needs of people across the state," said Allison Constance, our Director of Pro Bono Programs, "but we cannot even come close to meeting that need without the help of pro bono volunteers. Attorneys in private practice are an essential piece of providing access to justice, especially in bankruptcy law.”

Thank you, Diana and Waldrep Wall!

Learn more

Pro Bono Go

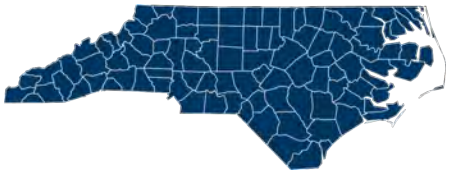
Pro Bono Go is a one-stop shop for pro bono opportunities from NC's leading civil-justice groups. Check out our latest opportunities below. More at probonogo.org.



Housing conditions advice (attorneys only)
Statewide · Serve remotely

Our Lawyer on the Line program seeks attorney volunteers willing to receive referrals for brief advice on housing conditions and landlord-tenant issues. Training provided.

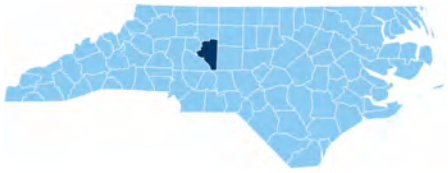
Learn more



Brief advice in rural DV Protective Order cases
Statewide · Serve remotely

One-hour phone consultation with a client preparing for a pro se 50B hearing. Sign up for a 2-week period and receive 1 referral within that time. Experience required.

Learn more

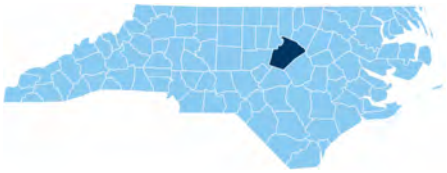


Grandparent guardians seek custody of grandchildren

Davidson County

Volunteers needed for drafting custody complaint for grandparent-guardian of two grandchildren. One of the grandchildren is special needs.

Learn more



Advise community garden on nonprofit governance

Wake County

Seeking attorney to provide brief advice and counsel to community garden providing fruits and vegetables to low-income families and volunteers.

Learn more

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LEGAL AID
OF NORTH CAROLINA



SERVE: Sign up to volunteer

Join your 1,000-plus colleagues from around the state — and the country! — who have signed up to provide pro bono service to Tropical Storm Helene survivors.

We are partnering with the NC Bar Association Young Lawyers Division, the American Bar Association Young Lawyers Division, and FEMA, with support from the NC Bar Foundation, the NC Pro Bono Resource Center and Pisgah Legal Services, to coordinate the legal community's response to the disaster.

If you are an attorney — even if you're not licensed to practice in NC (learn more) — you can join the effort by filling out the Disaster Legal Services sign-up form today (click the link below).

*** Training opportunities are coming soon! ***

VOLUNTEER



GIVE: Support our disaster relief work

Donations to our disaster relief efforts support mobile legal clinics, additional staff for dedicated disaster hotline intake, support for our pro bono program, and other emerging needs.

Your donation can be the lifeline that helps a family rebuild. Please consider giving today.

DONATE

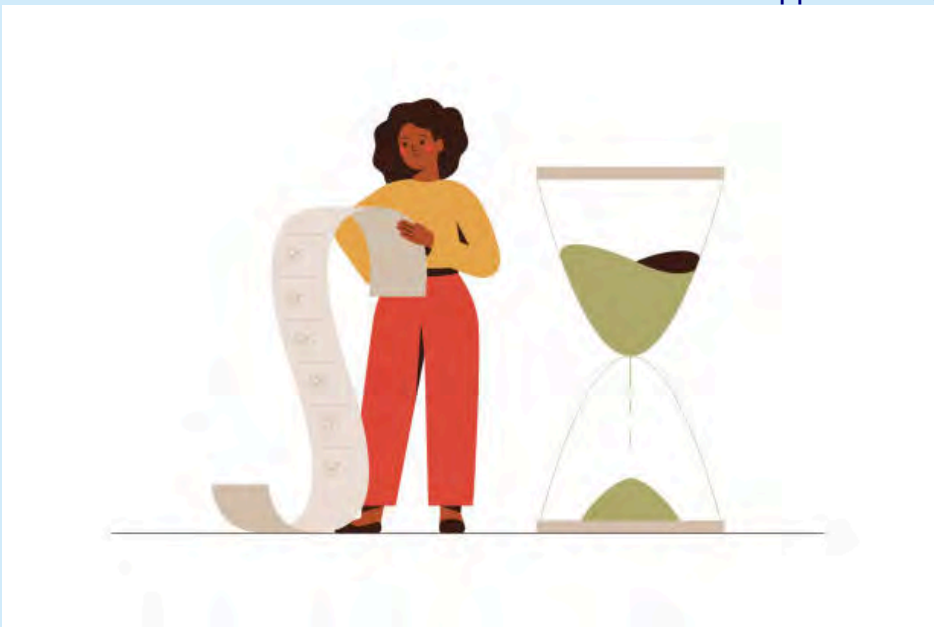


SPREAD THE WORD: Free legal resources available

Our website has a wealth of free legal resources for survivors. Please feel free to share the link to our Helene webpage among your networks and with anyone who may contact you seeking Helene-related legal help.

Our resources for clients can also be useful to volunteers, as they provide info on common post-disaster legal problems, with which private practitioners might be unfamiliar.

LEGALAIDNC.ORG/HELENE



Patience and Preparation

The watchwords of post-disaster pro bono

While the images of raging floodwaters and devastated homes are still fresh in mind, it's natural to want to help immediately. This may be especially true for lawyers, whose deep-seated spirit of service is rarely more evident than it is after a natural disaster. The reality, though, is that post-disaster pro bono is a marathon, not a sprint, making patience and preparation the watchwords of any successful pro bono response.

Patience

As important as legal help is to disaster survivors, it is not among their most immediate needs. Food, shelter, medical care and other fundamental needs come first. Legal problems can take months — even years — to surface. For Helene survivors in NC, their first legal need might not occur until it's time to appeal denials of applications for FEMA benefits, which aren't due until November 27.

In the meantime, stay in the loop by keeping up with news from the organizations — including us! — participating in the Disaster Legal Services partnership. Subscribe to their emails, follow them on social media, check their websites. We will let you know when legal needs come to a head and volunteers are needed.

Preparation

Thankfully, the "slow burn" of post-disaster legal needs gives volunteers plenty of time to prepare. While FEMA appeals, consumer scams, employment and housing might not be your everyday practice areas, there are plenty of freely available training resources to get you up to speed. Here at LANC, we are actively preparing Helene-specific training materials that we will soon make available to volunteers.

In the meantime, check out the Disaster Bootcamp section of the Legal Aid Disaster Resource Center. Learn about FEMA assistance, common post-disaster legal issues, the lifecycle of post-disaster civil legal issues, and more.

Thank you

For those who have already signed up to volunteer and those who will, all of us at Legal Aid of North Carolina thank you for willingness to donate your time and talents on behalf of our neighbors in need, and we thank you for your patience as we begin the journey to a full and equitable recovery from Tropical Storm Helene.

Other News



National Celebration of Pro Bono starts soon!

The National Celebration of Pro Bono (celebrateprobono.org), held annually throughout the last week of October, runs from the 20th through the 26th this year. Here at Legal Aid NC, we are gearing up celebrate you, our amazing volunteers, in big and small ways throughout the week. Join the fun by following our pro bono posts on LinkedIn.

Follow our LinkedIn page and our #LANCprobono hashtag



Charlotte Triage marks 6th anniversary

Legal Aid of North Carolina joined the Queen City's leading law firms and corporate legal departments on Sept. 18 to mark the sixth anniversary of the Charlotte Triage Pro Bono Partnership, a citywide effort to use pro bono to meet residents' most pressing legal needs.

Learn more



BofA, Baker Donelson organize Triage clinics

Huge thanks to Bank of America and Baker Donelson! The bank and firm organized September's Lawyer on the Line and eviction court clinics as part of the Charlotte Triage Pro Bono Partnership. The monthly events bring together volunteers from the city's leading law firms and companies to provide pro bono service to tenants struggling with poor housing conditions or facing eviction in court.

Learn more: LOTL clinic / Courthouse clinic



Ashley Edwards-Davis joins Pro Bono team

Meet Ashley Edwards-Davis, a new supervising attorney on our Pro Bono team. She may be new to the team, but she's an old hand at Legal Aid NC. She first joined our firm in 2018 after two years in private practice. In 2020 she left to serve a two-year stint in Duke University's Office for Institutional Equity, returning to us in May 2023 to serve as a domestic violence attorney in our Durham office's satellite location in Henderson. Ashley's primary responsibility will be building up our pro bono programming for domestic violence survivors across the state.

Learn more

CLE Calendar



A Not-So-Scary Pro Bono Primer

Thu, Oct 24, 12 PM - 1 PM · Virtual

October may be the month to celebrate all things spooky, but there's nothing scary about pro bono service with Legal Aid of North Carolina. Join us October 24 from 12 to 1 p.m. for *A Not-So-Scary Pro Bono Primer,* a virtual one-hour CLE about pro bono service that takes only a few hours and requires no experience. Attendees will earn one hour of General CLE credit (pending State Bar approval).

Register now!



Domestic Violence Awareness Month: True crime in the courtroom

Wed, Oct 30, 3 - 7:30 PM · Virtual and in person (Raleigh)

October is Domestic Violence Awareness Month (DVAM), a time to shine the spotlight on this all-too-pervasive problem and recommit ourselves to solving it. Our Raleigh field office will mark the occasion by holding its annual DVAM CLE, held in person and broadcast live from Campbell Law on October 30 from 3 to 7:30 p.m. The event will feature a presentation from Poyner Spruill attorney and Legal Aid NC pro bono volunteer Steve Epstein, and a panel discussion featuring prominent state judges. Attendees will earn four hours of General CLE credit (pending State Bar approval).

Register now!

Program Spotlight



Second Chance Project

Our Second Chance Project oversees our firm's statewide criminal record expunction work. Until recently, volunteering with the project was one of our premier pro bono offerings. Currently, due to new legislative changes affecting the work, the project is temporarily pausing most of its operations to reorganize and engage in strategic planning (learn more).

If you're an attorney interested in helping our clients clear their way to stable employment, housing, and more, you can stay in the loop by filling out our pro bono interest form (link below) and indicating your interest in expunction work.

Big thanks to our law school partners for continuing to work with the project throughout this transition. Special shout out to Duke Law for partnering with us on their fall break project this year!

Complete our pro bono interest form

Volunteer



Evan Lewis

Washington, NC

Here at Legal Aid NC, we are incredibly grateful for Evan Lewis' long running, skillful and incredibly prolific pro bono service, but we aren't surprised by it. After all, we know him quite well.

His deep commitment to pursuing equal justice for all North Carolinians and his dogged tenacity on behalf of his clients are well known to us from his time as Managing Attorney of our Greenville office, from 1999 to 2013.

While Evan has left Legal Aid NC, he's never stopped serving our clients, handling more than 100 pro bono cases in the last 11 years, a figure which ranks him among our most steadfast volunteers.

The breadth of his service, in addition to the depth, also makes him a standout. Consumer protection, employment, housing, public benefits, wills and advanced directives — Evan does it all.

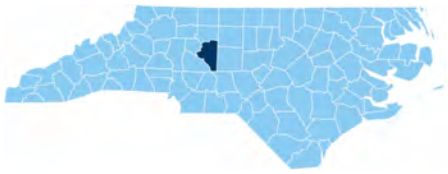
Thank you, Evan, for all that you have done and continue to do for our clients and our firm!

Learn more about Evan

Pro Bono Go

Appendix E (continued)

Pro Bono Go is a one-stop shop for pro bono opportunities from NC's leading civil-justice groups. Check out our latest opportunities below. More at probonogo.org.

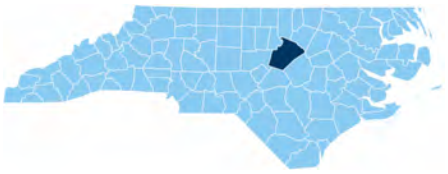


Grandparent guardians seek custody of grandchildren

Davidson County

Volunteers needed for drafting custody complaint for grandparent-guardians of two grandchildren, one of whom is special needs.

Learn more

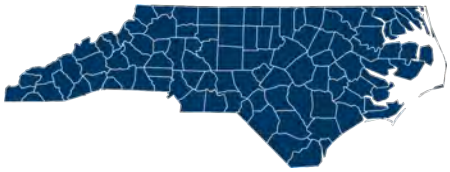


Advise community garden on nonprofit governance

Wake County

Seeking attorney to provide brief advice and counsel to community garden providing fruits and vegetables to low-income families and volunteers.

Learn more

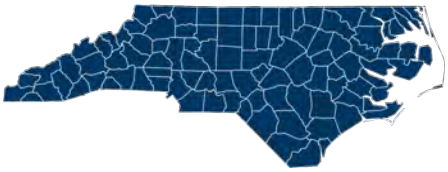


Brief advice in rural domestic violence cases

Statewide · Serve remotely

One-hour phone consultation with a client preparing to appear *pro se* at their Domestic Violence Protective Order hearing. Sign up for a 2-week period and receive 1 referral within that time. Experienced attorneys only. Training coming soon for others.

Learn more



Lawyer on the Line: Housing conditions

Statewide · Serve remotely

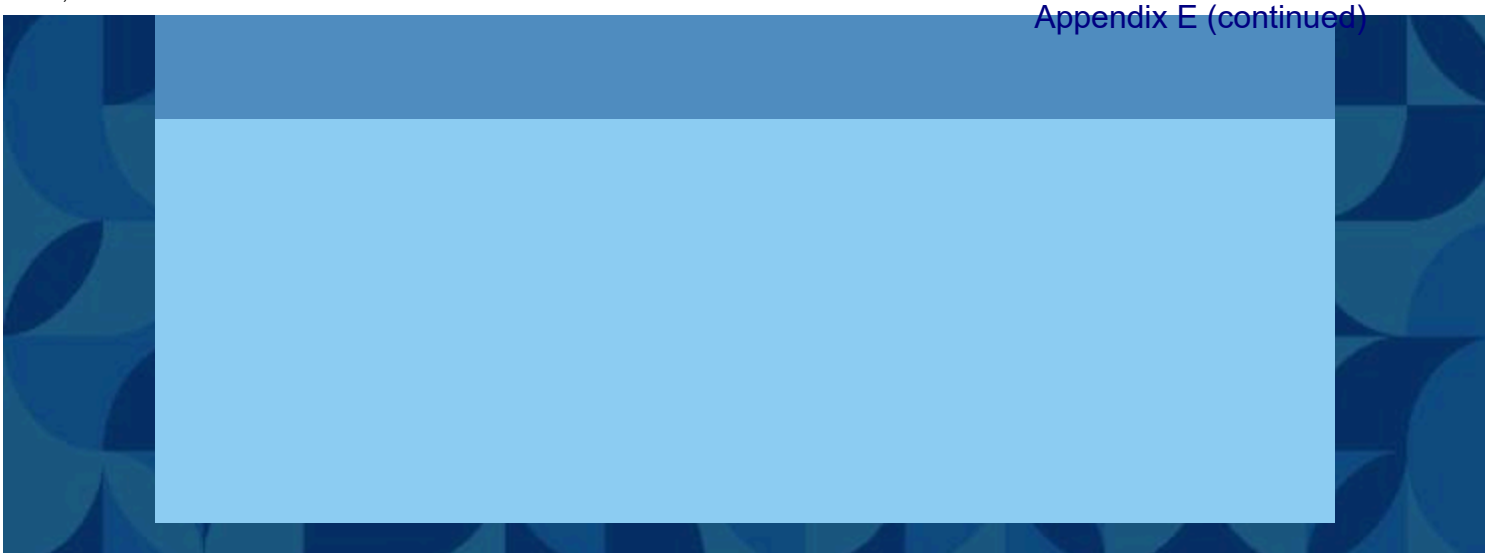
Seeking attorney volunteers to provide brief advice over the phone to tenants living with dangerous and unsanitary housing conditions and related landlord/tenant issues. Training provided.

Learn more

Pro Bono at Legal Aid NC

Our Programs Our Team Connect Volunteer Pro Bono Go

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Legal Aid of North Carolina | 319 Chapanoke Road Suite 104 | Raleigh, NC 27603-3433
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chocolate milk chocolate



What are you working on?

A. Individual case referral, case support, research project, etc.
B. Recruiting future partnerships
C. Developing plans and work for future pro bono work
D. Internship recruitment/training/supervision
E. Bar association, community, and LAC engagement
F. Training

2024-38 - Capacity Building - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	004
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 3:32 PM
Initially Submitted By:	Sharon Council
Last Submit Date:	
Last Submitted By:	
Approved Date:	Apr 7, 2025 3:26 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Ms. (Salutation) Ashley (First Name) H. (Middle Name) Campbell (Last Name)
Title:	CEO
Email*:	ashleyc@legalaidnc.org
Address*:	319 Chapanoke Road Suite 104 Raleigh (City) North Carolina (State/Province) 27603 (Postal Code/Zip)

Phone*: 919-614-0715 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Legal Aid of North Carolina, Inc.

Organization Tax ID: 31-1784161

Organization Website: https://www.legalaidnc.org

Address*: Post Office Box 26087

Raleigh North Carolina 27611-
City State/Province Postal Code/Zip

Phone*: (919) 856-2564 Ext.
###-###-####

Fax: (919) 856-2120
###-###-####

Name of Executive Director*: Ashley Campbell

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Apr 7, 2025 3:26 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant	Capacity Building Grant - IOLTA	$300,000.00	$300,000.00	$0.00	$0.00	$300,000.00	$300,000.00
		$300,000.00	**$300,000.00**	**$0.00**	**$0.00**	**$300,000.00**	**$300,000.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Fringe Benefits	$46,200.00	**$12,883.00**	$23,288.00	$36,171.00	$10,029.00	$0.00	$36,171.00	$10,029.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$12,883.00
Administrative Staff - Combined	$132,000.00	**$36,808.00**	$66,732.00	$103,540.00	$28,460.00	$0.00	$103,540.00	$28,460.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$36,808.00
Non-Personnel Expenditures															
Rent \ Mortgage \ Overhead	$9,750.00	**$3,632.00**	$4,994.00	$8,626.00	$1,124.00	$0.00	$8,626.00	$1,124.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$3,632.00
Equipment	$66,657.00	**$65,641.00**	$814.00	$66,455.00	$202.00	$0.00	$66,455.00	$202.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$65,641.00
Office Expenses	$1,584.00	**$584.00**	$803.00	$1,387.00	$197.00	$0.00	$1,387.00	$197.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$584.00
Telephone & Internet	$2,352.00	**$936.00**	$1,287.00	$2,223.00	$129.00	$0.00	$2,223.00	$129.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$936.00
Travel	$2,000.00	**$1,444.00**	$724.00	$2,168.00	($168.00)	$0.00	$2,168.00	($168.00)	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$1,444.00
Training	$10,000.00	**$10,895.00**	$35.00	$10,930.00	($930.00)	$0.00	$10,930.00	($930.00)	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$10,895.00
Other (Please provide description)	$1,272.00	**$496.00**	$682.00	$1,178.00	$94.00	$0.00	$1,178.00	$94.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$496.00
Insurance	$696.00	**$288.00**	$396.00	$684.00	$12.00	$0.00	$684.00	$12.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$288.00
Other (Please provide description)	$216.00	**$160.00**	$220.00	$380.00	($164.00)	$0.00	$380.00	($164.00)	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$160.00
Other (Please provide description)	$27,273.00	**$13,376.00**	$9,948.00	$23,324.00	$3,949.00	$0.00	$23,324.00	$3,949.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$13,376.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$300,000.00**	**$147,143.00**	**$109,923.00**	**$257,066.00**	**$42,934.00**	**$0.00**	**$257,066.00**	**$42,934.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**?%**	**$147,143.00**

Case Data - Final Period of Grant

Cases pending at the beginning of the period :	8339
Cases opened during the period:	4746
Cases closed during the period:	6319
Cases pending at the end of the period :	6766

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

LANC PROVIDES DIRECT LEGAL SERVICES

Case Data - Full Grant Period

Cases pending at the beginning of the period:	5990
Cases opened during the period:	20384
Cases closed during the period:	19609
Cases pending at the end of the period:	6766
Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	1373

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

LANC PROVIDES DIRECT LEGAL SERVICES

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	0
Clients served during the grant period:	23344
Total household members for all clients served during the grant period:	59770
Of total clients served, how many received extended service?:	8354

Of total clients served, how many clients received advice and brief service only?:	10078
Of total clients served, how many are seniors?:	3740
Of total clients served, how many are under the age of 18?:	833
Of total clients served, how many are veterans?:	800

Case Service Report by Case Type

Case type		Cases Closed
Consumer		612
Education		155
Employment		13
Family (including domestic violence)		7255
Health		552
Housing		7551
Immigration		0
Income Maintenance/Public Benefits		978
Individual Rights		1410
Juvenile		0
Miscellaneous		1083
	Subtotal	**19609**
	Total	**19609**

Case Service Report by County

County	Cases Closed
Alamance	396
Alexander	115
Alleghany	34
Anson	17
Ashe	23
Avery	12
Beaufort	66
Bertie	36
Bladen	77
Brunswick	249

Buncombe	128
Burke	221
Cabarrus	256
Caldwell	360
Camden	3
Carteret	55
Caswell	18
Catawba	272
Chatham	152
Cherokee	87
Chowan	19
Clay	37
Cleveland	94
Columbus	90
Craven	101
Cumberland	641
Currituck	8
Dare	57
Davidson	230
Davie	88
Duplin	43
Durham	1712
Edgecombe	80
Forsyth	1065
Franklin	116
Gaston	321
Gates	19
Graham	14
Granville	67
Greene	36
Guilford	1855
Halifax	45
Harnett	198
Haywood	205
Henderson	28
Hertford	56

Hoke	54
Hyde	7
Iredell	158
Jackson	112
Johnston	354
Jones	17
Lee	116
Lenoir	104
Lincoln	48
McDowell	129
Macon	54
Madison	1
Martin	55
Mecklenburg	2257
Mitchell	14
Montgomery	19
Moore	135
Nash	174
New Hanover	584
Northampton	20
Onslow	322
Orange	239
Pamlico	26
Pasquotank	41
Pender	68
Perquimans	7
Person	30
Pitt	583
Polk	4
Randolph	172
Richmond	67
Robeson	300
Rockingham	296
Rowan	170
Rutherford	13
Sampson	65

Scotland	42
Stanly	44
Stokes	96
Surry	150
Swain	52
Transylvania	5
Tyrrell	8
Union	154
Vance	90
Wake	1557
Warren	32
Washington	23
Watauga	98
Wayne	214
Wilkes	105
Wilson	176
Yadkin	90
Yancey	7
Out of State	45
Unknown	4
Total	**19609**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees: 0

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced: 0

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

LANC DOES NOT CHARGE CLIENT FEES

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

Through the efforts of our project manager, our Innovation Lab has made significant progress in our modernizing access initiative to legal services through the tiered access approach. This initiative integrates technology at the base level to address common legal questions and needs efficiently while allowing clients with more complex cases to escalate to human intervention when necessary.
Key accomplishments include:

• Work has begun to expand our AI-powered legal information assistant (LIA) to provide more robust, accurate, and accessible legal guidance for common legal issues and as a concierge throughout the online intake process, improving self-help access for low-income individuals.

• We have refined our digital intake and screening mechanisms to direct clients to the most appropriate level of service, ensuring that straightforward legal issues are addressed quickly through automated tools, freeing up staff resources for more complex cases.

• We are also strengthening our partnership with pro bono attorneys and local organizations, creating a seamless referral system that directs clients needing full representation or in-depth legal support to appropriate service providers. We piloted a process in response to Hurricane Helene and are currently expanding this as the foundation for our trusted partner network- point of entry for community partners who make referrals to LANC

• We are implementing continuous data collection and analysis to refine our approach, measuring effectiveness and identifying areas for improvement in real-time.

We are pleased to report significant strides made during the final quarter of 2024 toward advancing the goals outlined in our grant application. These efforts demonstrate our ongoing commitment to fostering a culture of diversity, equity, and inclusion (DEI) within our organization and in service to our clients.
Progress Toward DEI Goals:

1. Implementation of Firm-Wide Strategic Goals: A major milestone was the completion of our comprehensive DEI strategic report, which outlines actionable objectives and provides a clear roadmap for advancing DEI across all departments.

2. Diversity Working Group (DWG) Relaunch: The DWG was restructured and reframed in collaboration with its chairs to increase employee engagement and create a platform for meaningful dialogue and impact-driven initiatives.

3. Staff Training: Initial DEI training sessions focused on fostering awareness around diversity and disability inclusion. These foundational sessions set the stage for 2025 training that will address equity, belonging, and accessibility to ensure all staff possess the knowledge and tools to support an inclusive environment.

4. Client Post-Service Surveys: Significant progress was made in analyzing client feedback through post-service surveys. These insights are critical for identifying and addressing service disparities and ensuring equitable satisfaction across diverse client groups.

5. Language Access Plan Development: Preliminary cross-departmental discussions have laid the groundwork for implementing a robust language access plan. This initiative aims to enhance accessibility for clients with limited English proficiency by expanding translation services and multilingual resources.

6. Client Service Equity: Efforts to standardize intake processes and evaluate service quality are underway. These initiatives focus on eliminating service disparities and delivering equitable outcomes for all clients.

Major DEI Accomplishments:

• Relaunch and restructuring of the Diversity Working Group

• Facilitation of DEI training and a Listening Tour

• Delivery of DISC training to improve team dynamics and foster inclusive leadership

• Development of Core Values and Accountability Measures

• Creation of a Client Resource Inventory Guide to enhance service delivery

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

While Innovation Lab's core goal of modernizing access remains unchanged, we have made some strategic shifts based on client needs and technological advancements:

• Expansion of Digital Navigation Support: Recognizing that digital literacy remains a challenge for some users, we are now including in our modernizing access initiative working with community partners to incorporate digital navigators who assist clients in using our tech-based services.

• Scaling Up AI and Automation Tools: The positive reception of LIA and document automation tools has led us to work to expand these services to more legal issue areas, including disaster relief and housing stability beyond evictions, consumer and family law.

While our original priorities centered on building staff awareness of DEI principles, additional focus areas have been incorporated:

• Expanding the scope to include accessibility and belonging as core components of our DEI strategy.

• Introducing leadership-specific training to empower managers with the skills to lead inclusively and foster diverse teams.

• Enhancing our capacity for data analysis and evaluation to rigorously track and measure the impact of our DEI efforts.

The final quarter of 2024 was dedicated to preparing DEI initiatives, training sessions, and strategic action plans for 2025. These preparations include:
• Development of a comprehensive DEI roadmap that outlines clear objectives and timelines.

• Organization of workshops and training sessions to build staff capacity and reinforce DEI principles.

• Establishment of measurable goals and accountability frameworks to ensure sustained progress.

• Integration of DEI consultation into departmental work plans to align efforts across the organization.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

N/A – The organization receives a separate grant under the Volunteer Lawyers Program (VLP)

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:	346
How many pro bono hours were recorded by attorney volunteers in your program?:	5229
What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:	$1,045,800 (5229 hrs. x $200=$1,045,800)

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

The Innovation Lab is seeking funding to launch the Rural Hub pilot program in Pembroke and has established valuable partnerships to enhance services for local residents. The Thomas Entrepreneurship Hub provides space for the Rural Hub, fostering collaboration on fundraising and hosting community services, job training, clinics, and workshops. The 20,000-square-foot Thomas Center aims to stimulate economic growth and rejuvenate downtown Pembroke through support for local startups. Additionally, UNC Pembroke's Business School is partnering to create workshops and develop innovative rural service delivery strategies with Legal Aid.

Other key partners include Two Hawks Employment Services LLC, which offers job training, interviewing skills, and employment placement, and the NC Bar Foundation's Entrepreneur Assistance Program, providing workshops on entrepreneurial skills.

Legal Aid will deliver direct legal services to individuals below 200% of the federal poverty line, with expanded support from its statewide Second Chance Team using technology to streamline client intake, training, and case management. Legal Aid will work with partners to launch workshops focused on job skills training and placement for clients seeking expunction relief or license restoration.

Throughout the grant period, Legal Aid will collaborate with local clerks, district attorneys, and Second Chance partners to expand expunction relief and conduct outreach in Pembroke and surrounding communities. These efforts will be supported by partners like the Equal Access to Justice Commission and the NC Justice Center, ensuring that Legal Aid's work has the most significant impact on marginalized individuals facing challenges due to criminal records.

Strategic DEI Partnerships: A new partnership was established with Dr. Marks of the National Training Institute on Race & Equity. Dr. Marks will lead implicit bias and bias mitigation training sessions, further strengthening our organization's cultural competency.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

N/A

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

N/A

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

While our Innovation Lab does not provide direct legal representation, we believe our tiered access approach will dramatically improve the efficiency of service delivery, reducing bottlenecks and improving accessibility for low-income clients. Here's a potential case example we think could be a common scenario we will see

Potential Case Example: A client facing eviction visits our website and uses the AI assistant, LIA, to get immediate answers to their legal questions. Through LIA, they access a self-help guide and automated forms to file a response to their eviction notice. After completing the forms, they can learn more about what services LANC provides by watching a video similar to this one: https://photos.onedrive.com/share/66C2C3B74CBB6C15!s4f330a98a4b64587ae9a9313518bb4c2?cid=66C2C3B74CBB6C15&resId=66C2C3B74CBB6C15!s4f330a98a4b64587ae9a9313518bb4c2&ithint=video&e=jqWTq9&migratedtospo=true&redeem=aHR0cHM6Ly8xZHJ2Lm1zL3YvYy82NmM and get triaged for additional assistance based on their responses. If they need more support, they can seamlessly complete intake through a guided and supported process that combines Ai and human interventions before being referred to a legal aid attorney for full representation. The attorney can use data from the client's digital intake, saving time and allowing them to focus on the legal strategy rather than repetitive fact-gathering.

This case exemplifies how our tiered approach ensures that technology efficiently resolves lower-tier needs while seamlessly escalating complex cases to human support, making legal aid more accessible and scalable.

Conclusion

Our Modernizing Access Initiative continues to evolve and expand, driven by data, user feedback, and strategic innovation. With continued support, we aim to deepen our impact, scale our solutions, and enhance access to justice for underserved communities.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

Our Innovation Lab Program Manager (day to day operations) is moving to a different role and has been temporarily replaced by a new staff member who is ensuring continuity of our work. The hope is that we can secure funding to make this position permanent as the role, unlike the Lab's Project Manager, who directly manages innovation projects and pilots, ensures that the systems, processes, and stakeholder relationships supporting those projects are robust and sustainable. A major focus of this role is to support and expand rural legal service delivery initiatives, ensuring that innovative solutions address access-to-justice barriers faced by rural communities. The position is designed for long-term sustainability, embedding strategic operations into the fabric of the Innovation Lab and ensuring continuous improvement in legal aid services statewide.

No significant staffing changes have directly impacted IOLTA-funded programs, but we continue to explore additional staffing resources to scale our tiered access initiatives.

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

NO ADDITIONAL INFORMATION

Attachments

Additional information: FY24 IOLTA DEI Final Quarterly Report 1 29 25.pdf

Quarterly IOLTA Report

Progress and Accomplishments - Final Quarter of 2024

We are pleased to report significant strides made during the final quarter of 2024 toward advancing the goals outlined in our grant application. These efforts demonstrate our ongoing commitment to fostering a culture of diversity, equity, and inclusion (DEI) within our organization and in service to our clients

Progress Toward DEI Goals

1. **Implementation of Firm-Wide Strategic Goals**: A major milestone was the completion of our comprehensive DEI strategic report, which outlines actionable objectives and provides a clear roadmap for advancing DEI across all departments.
2. **Diversity Working Group (DWG) Relaunch**: The DWG was restructured and reframed in collaboration with its chairs to increase employee engagement and create a platform for meaningful dialogue and impact-driven initiatives.
3. **Staff Training**: Initial DEI training sessions focused on fostering awareness around diversity and disability inclusion. These foundational sessions set the stage for 2025 training that will address equity, belonging, and accessibility to ensure all staff possess the knowledge and tools to support an inclusive environment.
4. **Client Post-Service Surveys**: Significant progress was made in analyzing client feedback through post-service surveys. These insights are critical for identifying and addressing service disparities and ensuring equitable satisfaction across diverse client groups.
5. **Language Access Plan Development**: Preliminary cross-departmental discussions have laid the groundwork for implementing a robust language access plan. This initiative aims to enhance accessibility for clients with limited English proficiency by expanding translation services and multilingual resources.
6. **Client Service Equity**: Efforts to standardize intake processes and evaluate service quality are underway. These initiatives focus on eliminating service disparities and delivering equitable outcomes for all clients.

Major Accomplishments

- Relaunch and restructuring of the Diversity Working Group
- Facilitation of DEI training and a Listening Tour
- Delivery of DISC training to improve team dynamics and foster inclusive leadership
- Development of Core Values and Accountability Measures
- Creation of a Client Resource Inventory Guide to enhance service delivery

Outcomes and Impact

1. **Staff Engagement Events**: We hosted 10 staff engagement events this year, directly involving and impacting all 420 LANC staff members. These events fostered a sense of community, provided opportunities for dialogue, and reinforced the importance of DEI within our organization.
2. **Measured Impact**: Staff feedback has underscored the significant impact of our DEI efforts. Many have expressed that these initiatives have cultivated a more inclusive and supportive work environment, highlighting the value of ongoing training, engagement, and organizational accountability.

Significant Changes in Goals or Priorities

While our original priorities centered on building staff awareness of DEI principles, additional focus areas have been incorporated:

- Expanding the scope to include accessibility and belonging as core components of our DEI strategy.
- Introducing leadership-specific training to empower managers with the skills to lead inclusively and foster diverse teams.
- Enhancing our capacity for data analysis and evaluation to rigorously track and measure the impact of our DEI efforts.

Programmatic Updates

Strategic Partnerships: A new partnership was established with Dr. Marks of the National Training Institute on Race & Equity. Dr. Marks will lead implicit bias and bias mitigation training sessions, further strengthening our organization's cultural competency.

Preparation for 2025

The final quarter of 2024 was dedicated to preparing DEI initiatives, training sessions, and strategic action plans for 2025. These preparations include:

- Development of a comprehensive DEI roadmap that outlines clear objectives and timelines.
- Organization of workshops and training sessions to build staff capacity and reinforce DEI principles.
- Establishment of measurable goals and accountability frameworks to ensure sustained progress.

- Integration of DEI consultation into departmental work plans to align efforts across the organization.

Management or Staffing Changes

There were no significant staffing changes during this reporting period that impacted programs funded by the IOLTA grant.

Acknowledgements

We extend our heartfelt gratitude to the IOLTA Grant for their unwavering support in our DEI work. Their generous funding has been instrumental in advancing our DEI initiatives and achieving our goals.

Thank you to all team members, partners, and stakeholders for their dedication and commitment to fostering a diverse, equitable, and inclusive environment.

As we look forward to 2025, we remain steadfast in our commitment to DEI. The progress we have made in the final quarter of 2024 sets a strong foundation for continued growth and innovation in the year ahead.

2024-27 - Continue and Expand Mediation Services in Criminal District Court - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 30, 2025 4:39 PM
Initially Submitted By:	Janice Almond
Last Submit Date:	
Last Submitted By:	
Approved Date:	Feb 18, 2025 3:30 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Ms. (Salutation) Janice (First Name) Rahn (Middle Name) Almond (Last Name)
Title:	President MNNC Board
Email*:	jcalmond@bellsouth.net
Address*:	8414 US Hwy 15-501 N
	Pittsboro (City) North Carolina (State/Province) 27312 (Postal Code/Zip)

Phone*: 919-360-0927 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Mediation Network of North Carolina

Organization Tax ID: 5818344569

Organization Website: www.mnnc.org

Address*: 1311 Freeway Drive

Reidsville North Carolina 27320
City State/Province Postal Code/Zip

Phone*: (336) 461-3300 Ext.
###-###-####

Fax: ###-###-####

Name of Executive Director*: Jody K. Minor

Select the organization's fiscal year.

Fiscal Year: July 1 - June 30

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Feb 18, 2025 3:30 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant	Total IOLTA	$55,000.00	$42,500.00	$0.00	$0.00	$55,000.00	$42,500.00
Court Fees	Medicaid Appeals	$0.00	$0.00	$550,000.00	$534,900.00	$550,000.00	$534,900.00
Court Fees	District Court	$0.00	$0.00	$120,000.00	$116,532.00	$120,000.00	$116,532.00
Other	Center dues	$0.00	$0.00	$10,890.00	$6,105.00	$10,890.00	$6,105.00
		$55,000.00	**$42,500.00**	**$680,890.00**	**$657,537.00**	**$735,890.00**	**$700,037.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Payroll Taxes	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2,646.00	**$0.00**	$0.00	$0.00	$2,646.00	0.00%	$0.00
All Personnel - Combined	$25,000.00	**$0.00**	$0.00	$0.00	$25,000.00	$0.00	$0.00	$25,000.00	$9,600.00	**$0.00**	$5,063.59	$5,063.59	$4,536.41	100.00%	$0.00
Non-Personnel Expenditures															
Audit \ Accounting Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$8,700.00	**$3,300.00**	$1,100.00	$4,400.00	$4,300.00	100.00%	$3,300.00
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$25,000.00	**$18,009.00**	$6,509.00	$24,518.00	$482.00	100.00%	$18,009.00
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$502,000.00	**$337,606.00**	$161,300.00	$498,906.00	$3,094.00	100.00%	$337,606.00
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$114,000.00	**$62,939.00**	$47,766.00	$110,705.00	$3,295.00	100.00%	$62,939.00
Insurance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$750.00	**$0.00**	$0.00	$0.00	$750.00	0.00%	$0.00
Other (Please provide description)	$30,000.00	**$30,000.00**	$0.00	$30,000.00	$0.00	$0.00	$30,000.00	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$30,000.00
Service Charges, Wire Fees, Maintenance Fees, Bank Fees	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$3,760.00	**$825.00**	$1,994.46	$2,819.46	$940.54	100.00%	$825.00
Postage	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$150.00	**$0.00**	$0.00	$0.00	$150.00	0.00%	$0.00
Subscriptions	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$350.00	**$891.00**	$559.90	$1,450.90	($1,100.90)	100.00%	$891.00

INTERNAL USE ONLY - Matching Grant Funds														
Total	**$55,000.00**	**$30,000.00**	**$0.00**	**$30,000.00**	**$25,000.00**	**$0.00**	**$30,000.00**	**$25,000.00**	**$666,956.00**	**$423,570.00**	**$224,292.95**	**$647,862.95**	**$19,093.05**	**97.14%**	**$453,570.00**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period :

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period :

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

For Calendar year 2024 the project budget was $120,000.00. The actual to mediation centers for this period was $116,532.00. This represents 1942 mediated cases that paid the $60 fee. IOLTA funding supported up to 500 additional cases that did not or could not pay the mediation fee. Most centers did not collect data on unpaid cases. Nor is there data collected on the number of cases per county in NC. As MNNC centers accept clients without regard to personal values, identity, age, household numbers, or other demographic factors, those data are not tracked. Inappropriate case referrals such as domestic violence and sexual assault among others are refused for mediation but data is not kept on the number of such cases. Most centers do not make referrals or recommendations to mediation clients.

Case Data - Full Grant Period

Cases pending at the beginning of the period:

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period:

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.: 0

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

See case data in the above paragraph for clients served by MNNC centers. Of 1942 paid cases mediated, at least twice that number represents the minimum number of clients served. It is not uncommon for more than two participants to be present at mediation but those data are not tracked. Nor are the number of cases mediated but not paid tracked by many centers.

As mediation has an endpoint, few clients are served by extended service unless restitution is involved. A case requiring restitution is not closed until payments are complete.
A few centers may track case types or other data, the **time and personnel** to collect, record, proof, and otherwise manage data is a cost not available to most centers.

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	5637
Clients served during the grant period:	2819
Total household members for all clients served during the grant period:	
Of total clients served, how many received extended service?:	
Of total clients served, how many clients received advice and brief service only?:	
Of total clients served, how many are seniors?:	
Of total clients served, how many are under the age of 18?:	
Of total clients served, how many are veterans?:	

Case Service Report by Case Type

Case type	Cases Closed
Consumer	0
Education	0
Employment	0
Family (including domestic violence)	0
Health	0
Housing	0
Immigration	0
Income Maintenance/Public Benefits	0
Individual Rights	0
Juvenile	0
Miscellaneous	0
Subtotal	**0**
Total	**0**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	0
Franklin	0

Gaston	0
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	0
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0

Perquimans	0
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	0
Wake	0
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**0**

Client Fees

Total amount of client fees collected:	$116,535.00
Number of clients who paid fees:	1942

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

As a general rule, clients whose fees are waived or reduced are not tracked. Funds received by mediation centers from IOLTA totaled $33,000.00 for the calendar year. This is a total of $2538.46 per year for each center which can cover 42 cases per center for unpaid or waived fees. If any center has fewer than 42 cases per year covered by IOLTA funding, they may use fees for volunteer management, training, and support for fees for community cases that are mediated before participants enter the court system.

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

Number of people served has been addressed in previous paragraphs. Centers have been able to maintain services for both criminal district court and their community. There has not been a loss of capacity for most centers. Most centers do not use pro bono attorneys for criminal district court mediation though there are pro bono attorneys serving on some Governing Boards for centers but not for MNNC.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

The most significant obstacle encountered by MNNC is is the absence of an Executive Director though it has not affected the Criminal District Court's mediation program. Governing Board members have advertised and recruited for applicants for an Executive Director. A plan for three interviews was developed and will take place in early 2025.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

A large percentage of cases mediated by MNNC member center mediators involve relationships between friends, neighbors, and others in the community who have come into conflict and are unable to resolve their differences. Through mediation they are able to restore a satisfactory level of harmony in their community/neighborhood as it is common for a disagreement between two people to escalate as friends and family takes sides. On an average basis, the resolution rate among all MNNC centers is 75% to 85%.
For Example:
Two young women got into a fight at a local quick stop and were ultimately charged with both Damage to Property and Simple Assault. The judge in Criminal District Court accepted their guilty pleas and sentenced them to pay restitution for damages to the quick stop property. When the judge asked why they were fighting they refused to answer. The judge referred them to mediation to try to work out their differences.
In mediation each accused the other of “taking” their boyfriend. They each declared that said boyfriend had made promises of an exclusive relationship. The mediator said the boyfriend would have to be present to speak for himself regarding his intentions as they could not speak for him. So, the mediator got his contact information to set up mediation among the three of them. The boyfriend reported that he was with his girlfriend and refused to join a mediated session.
Before declaring the meeting over re animosity between the two women in the mediation room, the mediator asked them if the boyfriend was a free agent who made his own decisions or if he needed their permission. He went on to say he was somewhat confused as to why they were fighting over someone who had already moved on. But he was prepared to declare an impasse.
A few moments of silence ensued and one of the women said that boyfriend could make his own decisions and that she now felt kind of stupid for the fight over him. The other woman agreed and apologized for starting the fight. They then told the mediator that he could write their agreement to reflect that they had learned a lesson and their quarrel was done.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

Attachments

Additional information:

2024-29 - Innocence Claim Review - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 10:47 AM
Initially Submitted By:	Christine Mumma
Last Submit Date:	
Last Submitted By:	
Approved Date:	Feb 26, 2025 10:17 AM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Ms. (Salutation) Christine (First Name) Middle Name Mumma (Last Name)
Title:	Executive Director
Email*:	admin@nccai.org
Address*:	PO Box 52446 Shannon Plaza Station Durham (City) North Carolina (State/Province) 27717 (Postal Code/Zip)

Phone*: (919) 489-3268 Ext.
Phone
###-###-####

Fax: (919) 489-3285
###-###-####

Comments:

Organization Information

Status*: Approved

Name*: NC Center on Actual Innocence

Organization Tax ID: 56-2200512

Organization Website: www.nccai.org

Address*: PO Box 52446

Shannon Plaza Station

Durham North Carolina 27717
City State/Province Postal Code/Zip

Phone*: (919) 489-3268 Ext.
###-###-####

Fax: (919) 489-3285
###-###-####

Name of Executive Director*: Christine Mumma

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Feb 26, 2025 10:17 AM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
Public Donations	Individual Contributions	$0.00	$0.00	$150,000.00	$171,310.00	$150,000.00	$171,310.00
Private Foundations - Pending	Z. Smith Reynolds Foundation	$0.00	$0.00	$75,000.00	$50,000.00	$75,000.00	$50,000.00
Federal Funds - Pending	Federal DOJ	$0.00	$0.00	$295,744.00	$214,000.00	$295,744.00	$214,000.00
Private Foundations - Pending	Pope Foundation	$0.00	$0.00	$50,000.00	$50,000.00	$50,000.00	$50,000.00
IOLTA Grant		$50,000.00	$50,000.00	$0.00	$0.00	$50,000.00	$50,000.00
Private Foundations - Pending	AJ Fletcher Foundation	$0.00	$0.00	$50,000.00	$100,000.00	$50,000.00	$100,000.00
Private Foundations - Pending	NC Bar Foundation	$0.00	$0.00	$2,000.00	$1,000.00	$2,000.00	$1,000.00
Private Foundations - Pending	SC Bar Foundation	$0.00	$0.00	$5,000.00	$29,169.00	$5,000.00	$29,169.00
Private Foundations - Pending	New Grants	$0.00	$0.00	$50,000.00	$0.00	$50,000.00	$0.00
Other	Investment Income from Sledge Foundation	$0.00	$0.00	$148,100.00	$3,486,195.00	$148,100.00	$3,486,195.00
		$50,000.00	**$50,000.00**	**$825,844.00**	**$4,101,674.00**	**$875,844.00**	**$4,151,674.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
All Personnel - Combined	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$568,491.00	**$440,409.00**	$423,647.00	$864,056.00	($295,565.00)	100.00%	$440,409.00
Attorney	$50,000.00	**$25,000.00**	$25,000.00	$50,000.00	$0.00	$0.00	$50,000.00	$0.00	$73,625.00	**$15,452.00**	$38,306.00	$53,758.00	$19,867.00	51.81%	$40,452.00
Non-Personnel Expenditures															

Rent \ Mortgage \ Overhead	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$21,600.00	**$10,344.00**	$10,344.00	$20,688.00	$912.00	100.00%	$10,344.00
Utilities	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$8,000.00	**$2,102.00**	$2,331.00	$4,433.00	$3,567.00	100.00%	$2,102.00
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$93,300.00	**$47,996.00**	$17,211.00	$65,207.00	$28,093.00	100.00%	$47,996.00
Dues	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,400.00	**$202.00**	$1,028.00	$1,230.00	$170.00	100.00%	$202.00
Insurance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$5,800.00	**$6,244.00**	$1,545.00	$7,789.00	($1,989.00)	100.00%	$6,244.00
Supplies	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$12,000.00	**$15,136.00**	$12,162.00	$27,298.00	($15,298.00)	100.00%	$15,136.00
Service Charges, Wire Fees, Maintenance Fees, Bank Fees	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$30,000.00	**$310,098.00**	$33,445.00	$343,543.00	($313,543.00)	100.00%	$310,098.00
Travel	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$11,628.00	**$3,335.00**	$7,688.00	$11,023.00	$605.00	100.00%	$3,335.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$50,000.00**	**$25,000.00**	**$25,000.00**	**$50,000.00**	**$0.00**	**$0.00**	**$50,000.00**	**$0.00**	**$825,844.00**	**$851,318.00**	**$547,707.00**	**$1,399,025.00**	**($573,181.00)**	**169.41%**	**$876,318.00**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period : 156

Cases opened during the period: 113

Cases closed during the period: 144

Cases pending at the end of the period : 163

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Case Data - Full Grant Period

Cases pending at the beginning of the period: 162

Cases opened during the period: 201

Cases closed during the period: 331

Cases pending at the end of the period: 163

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.: 25

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):

Clients served during the grant period: 417

Total household members for all clients served during the grant period:

Of total clients served, how many received extended service?: 201

Of total clients served, how many clients received advice and brief service only?: 216

Of total clients served, how many are seniors?:

Of total clients served, how many are under the age of 18?:

Of total clients served, how many are veterans?:

Case Service Report by Case Type

Case type	Cases Closed
Consumer	0
Education	0
Employment	0
Family (including domestic violence)	0
Health	0
Housing	0
Immigration	0
Income Maintenance/Public Benefits	0
Individual Rights	331
Juvenile	0

Miscellaneous		0
	Subtotal	**331**
	Total	**331**

Case Service Report by County

County	Cases Closed
Alamance	5
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	3
Beaufort	1
Bertie	1
Bladen	2
Brunswick	6
Buncombe	6
Burke	0
Cabarrus	1
Caldwell	0
Camden	1
Carteret	1
Caswell	0
Catawba	1
Chatham	3
Cherokee	0
Chowan	0
Clay	0
Cleveland	3
Columbus	0
Craven	3
Cumberland	2
Currituck	1
Dare	0
Davidson	2

Davie	1
Duplin	1
Durham	7
Edgecombe	0
Forsyth	7
Franklin	1
Gaston	3
Gates	0
Graham	1
Granville	0
Greene	0
Guilford	10
Halifax	1
Harnett	3
Haywood	1
Henderson	0
Hertford	2
Hoke	1
Hyde	0
Iredell	2
Jackson	1
Johnston	2
Jones	0
Lee	0
Lenoir	2
Lincoln	2
McDowell	4
Macon	0
Madison	1
Martin	0
Mecklenburg	12
Mitchell	1
Montgomery	1
Moore	2
Nash	4
New Hanover	3

Northampton	1
Onslow	5
Orange	2
Pamlico	0
Pasquotank	1
Pender	0
Perquimans	0
Person	0
Pitt	1
Polk	0
Randolph	3
Richmond	0
Robeson	3
Rockingham	4
Rowan	3
Rutherford	2
Sampson	1
Scotland	3
Stanly	3
Stokes	1
Surry	1
Swain	0
Transylvania	0
Tyrrell	0
Union	3
Vance	1
Wake	14
Warren	1
Washington	0
Watauga	1
Wayne	3
Wilkes	0
Wilson	2
Yadkin	2
Yancey	0
Out of State	137

Unknown	15
Total	**331**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

The Center provides all of its services free of charge.

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

The Center's primary goal for 2024 was to exonerate clients who have had innocence claim litigation pending for years due to delays dating back to the pandemic. In early December Richard Waller was finally exonerated of second-degree murder in Durham, NC, after a fifteen-year wrongful conviction. This was the fourth NCCAI exoneration resulting from a focuse review of cases prosecuted during two consecutive terms of prosecutors later disbarred in Durham County and the fifth overall.

We had a record number of evidentiary hearings this year and are awaiting judicial decisions in five cases – one shaken baby death case, one murder case with an issue with the time of death, one rape, and two co-defendants in a murder case who were convicted based on false testimony by an incentivized witness. We have been waiting for an order in the time of death case since March 2024. We also spent a significant amount of time preparing for a complicated and intensive three-week hearing that started January 6th, the Winston-Salem 5 case, a 2002 case involving false confessions given by six children ages 14-16. The important innocence case is made more complicated by the fact that the murder victim was the grandfather of the NBA star Chris Paul, and he and his family support the convictions.

We have four postconviction motions pending for hearing in very strong cases, six cases pending postconviction drafting, and several cases in the final stages of investigation before drafting. Two of those cases include twenty boxes of discovery recently received through a court order. Sadly, evidence in two other cases with high potential for exoneration had it been DNA tested was destroyed without notice in violation of the statute. Although we will not be able to exonerate those individuals through DNA testing, we are seeking judicial relief for th violations of law. That process will take longer.

During the 2023 legislative session, the Center initiated statutory changes to require recording of juvenile suspect interviews, establish a committee to study exoneree compensation, revise preservation of biological evidence laws, and increase the independence of the North Carolina State Lab. It takes more than one session for change, particularly given the powerful voice o opposition from the Conference of District Attorneys, but the Center was successful in facilitating the passage of one important piece of legislation in 2024 and is now the first state in the country with the statutory requirement for recording of all jailhouse informant interviews. This change will have a direct impact on the use of perjured jailhouse informant testimony.

The Center has continued to make significant progress with our ongoing "collaborative" projects with State organizations. The success of our focused review of Durham County felony convictions cannot be overstated as it resulted in the exoneration of Kevin Johnson, Timothy Evans, Abdul Rasheed and Richard Waller. Two remaining cases stemming from this review

remain. Our work on this project is ongoing and we are hopeful that the success of this project will lead to finding another District Attorney's office who shares our goal of transparency in justice.

The Center has completed the review of the pre-1990 Microscopic Hair Comparison cases included on a report received from the State Lab. In the meantime, the State Lab is conducting it own review and has verbally committed to sharing the results of that review when it is complete. We plan to pursue that commitment in the first quarter of 2025 now that the elections are over.

The Center's Executive Director has also been coordinating the identification of DNA mixture cases from 2004 until 2013 with the NC State Crime Lab. We hope this project will not on result in additional exonerations but will also impact oversight of scientific testimony used to obtain convictions and how we approach review of past cases when scientific advances raise questions regarding the reliability of those convictions.

Other Center accomplishments towards goal were previously outlined in the interim report.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

After 14 years, long-time employee, valued member of the Center's team, and the attorney partly funded by the IOLTA grant moved on to the next stage of her career. Cheryl Sullivan will be difficult to replace in full, but it was time for her to step away from the emotionally and mentally exhausting work that we do and on to her next challenge. Although we miss her and her amazing contribution to the litigation of the important cases we have, we are happy that she will continue to contribute to the criminal justice community in her role with Prisoner Legal Services in the jails' program.

Regarding legislative efforts, as previously mentioned, the Conference of District Attorneys continues to derail criminal justice reform using its closed-door relationships with each and every one of the members of the general assembly. As the Conference can reach out to its members and have complete coverage of the State with one email, it can effectively misrepresent facts and intentions. Chief Justice Lake Jr.'s study commission in the early 2000's was critically important in that all stakeholders were at the table and prosecutors had to articulate their criticisms of reforms openly and publicly. Being in a public forum not only limited the irrational commentary that reform efforts were designed to free the guilty but provided an opportunity for learning and compromise. With that lesson in mind, the Center has talked to several Senate and House members about establishing an open forum for discussion of reforms in the next session.

The Conference of District Attorneys has also impacted the Center's ability to partner in claim review with county prosecutors. Several prosecutors have informed the Center that the conference has specifically informed them that any cooperation with the Center or our cases, even if the evidence is compelling, is frowned upon. As ministers of justice, the conference sees the duty of prosecutors as protecting convictions rather than ensuring justice has been served. For that reason, the Center will continue to pursue changes to the NC Professional Rule of Responsibility 3.8, Special Responsibilities of a Prosecutor.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

To accomplish the review and investigation of such a large volume of inquiries, each year the Center coordinates and supervises work by hundreds of law student volunteers attending four of North Carolina's six law schools (UNC, NCCU, Campbell, and Elon). By collaborating with law schools, the Center ensures the efficient review of claims while providing an opportunity fo future attorneys to work on real cases, learn from the past work of other attorneys, develop professional skills, and appreciate the value of pro bono legal assistance. A significant number of students who have been trained by the Center are now in senior positions within District Attorney (DA) and Public Defender offices. With the lessons they learned through their work with us, it is our hope that they can contribute to a much-needed change in the culture of our justice system.

Additionally, this year, the Center worked with 6 attorneys who reviewed documents, prepared summaries, or provided legal advice pro bono on cases. We also worked with 25 other

students and professionals who volunteered with the Center.

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:	6
How many pro bono hours were recorded by attorney volunteers in your program?:	200
What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:	$60000

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

A limited number of exonerees have a place to live when they are released. Several have lived with our Executive Director for months at a time while safe alternatives are identified. None have received the therapy, social work support, or job training they needed. To help fill this important need, the Center is partnering with Second Act Farm in Alamance County to build two Joseph Sledge Houses of Healing (JSHH) where reentry services can be provided in a safe and nurturing environment.

Devoted friends of the Center, Alex Grandos and Mandy Locke, a former News and Observer reporter who covered many exoneration cases and went through a wrongful conviction of her own, are leasing, for $1, six acres of their farm in Snow Camp, NC for the building of the homes. Lowes Home Improvement is partnering with the Center to provide all materials for the homes at a 25% discount from cost and a contractor is taking on the project at a reduced rate.

Groundbreaking for the two tiny houses commenced in early July 2024. One home will house an exoneree while the other will host support staff dedicated to helping that exoneree with transition through therapists, social workers, and job training services and to visit with family members to rebuild relationships. Relationships with professionals in the Alamance County community are being developed so they are ready to assist.

Our objective with the tiny houses is to have them completed by mid-2025 and able to house our exonerated clients, as well as exonerees from other NC organizations or individuals, as they are released. We also will offer the houses to other justice-oriented nonprofits for their use for retreats, work sessions, etc.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

To ensure each potentially viable innocence claim moves toward resolution as quickly as possible, time and resources are dedicated to a thorough review and investigation of qualifying claims. Although each inmate receives a response, if an inmate's claim does not meet the Center's minimum criteria, we refer him or her to other appropriate agencies, such as NC Prisoner Legal Services, Legal Aid, and The Justice Center.

Fortunately, the Center has significantly increased its resources since its inception in 2000 enabling us to change our minimum criteria to review cases. The minimum criteria to qualify for Center review are: 1) the inmate has been convicted of a felony in North or South Carolina, 2) the case is post-conviction, 3) the inmate is not currently represented by an attorney, 4) there has to be some possibility for new evidence that was not presented or available at the time of trial or plea; and 5) the inmate is claiming complete factual innocence. But meeting those limiting criteria is just the beginning of the challenge. There are many claims the Center reviews where we are 100% confident there has been an injustice, procedural bars built into the post-conviction law, lost or destroyed physical evidence, witnesses who are deceased, etc. limit or completely block or ability to help. We know firsthand that there are innocent people in prison, and they will die there. It is beyond frustrating that those words are not motivating to some.

Although the Center is a trailblazer for innocence work in North Carolina, we understand and appreciate the importance of sharing viewpoints, learning from others, and ensuring all work is effective and efficient. To that end, we work alongside the following organizations with the common goal of a more equitable justice system.

- North Carolina Prisoner Legal Services (NCPLS)
- UNC – Chapel Hill School of Law Student Volunteer Innocence Organization*
- Campbell University School of Law Student Volunteer Innocence Organization*
- Elon University School of Law Student Volunteer Innocence Organization*
- NC Central University School of Law Student Volunteer Innocence Organization*

- North Carolina Indigent Defense Services
- North Carolina Advocates for Justice Criminal Section
- North Carolina Innocence Inquiry Commission

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Alex Trogdon's case involves the complicated issue of Shaken Baby Syndrome (SBS), a highly criticized area of "forensic science."
As outlined in Alex's extensive post-conviction motion for relief, in recent years, doctors and the courts across the country have recognized the problematic diagnosis of shaken baby syndrome (also referred to as abusive head trauma) and subjective conclusions regarding bite-mark "evidence." These diagnoses are flawed; with experts testifying from a place of biased speculation rather than objective analysis based on facts.
During a three-day evidentiary hearing in March, the Center called several expert witnesses, including a forensic odontologist, to dispute the inaccurate bitemark testimony at trial, a biomechanical engineer who testified regarding the impossibility that the injury to the child's brain resulted from shaking, a radiologist who testified that based on her review of the x-rays there were numerous misdiagnosis resulting from biased interpretations looking for abuse, and, most notably, a forensic pathologist who concluded the child died of respiratory disease after looking at slides of lung tissue taken during the autopsy.
Alex's case provides yet another example of how the State continues to fight against innocence cases, and not even consider the possibility that there may have been an injustice, regardless of how strong and scientific the evidence of innocence. Proposed orders were submitted to the sitting judge in July and we are waiting with cautious optimism for him to render a decision in this case.

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

Dominique Thorpes' post-conviction relief motion and hearing were based on new evidence that disproves the time of death and claims of extensive ineffective assistance of counsel.

At approximately 5:00 p.m. on August 26, 2007, the body of Steve Yarborough was found in his bathtub and blood was found all over the interior of Yarborough's home. The autopsy conducted on Yarborough's body concluded that Yarborough had died from over twenty stab wounds, indicating a very personal attack, and a rape kit was collected by the medical examiner.

Individuals who were seen in the neighborhood known for drug dealing the night before the body was found were identified as suspects, including Dominique Thorpe, Quentin Royster, and Kenneth Snead. Thorpe was interviewed by the NC SBI in 2007 and denied any involvement in the murder of Yarborough, adding that he had never even been inside of Yarborough's home.

Royster was also interviewed in 2007, when he too denied any involvement in Yarborough's murder and voluntarily provided a DNA sample to law enforcement. After law enforcement was unable to induce confessions from any suspects, the case became a cold case until 2012.

After mounting pressure from the victim's family, and the help of jailhouse informants and "witnesses" who were incentivized with dropped charges, reduced sentences, and monetary reward, Thorpe, Royster, and Snead were indicted and arrested for first-degree murder and conspiracy to commit murder in 2013.

The State heavily relied on the testimony of two jailhouse informants, Everette Walker and Joseph Moore, who both testified that Thorpe confessed to them while they were in jail. Finally, the State offered the testimony of Blanche Smith, who spoke to Detective Hughes in October of 2012 and claimed that during the weekend of Yarborough's murder five years earlier, she saw Thorpe standing outside a neighbor's home holding a bloody Izod shirt with blood on his belt. Smith further claimed that she saw Thorpe in New York a couple of months later, and that Thorpe told her that he needed to get away and admitted that Royster had killed Yarborough. Smith's interview with Detective Hughes came immediately after Smith was arrested for selling drugs. At trial, she acknowledged that at the end of her statement to Det. Hughes, she told him she didn't want to lose her apartment and expected something in return for her statement. Unsurprisingly, Smith was

released from jail eight days later. Furthermore, when Smith began having financial difficulties in 2013, she received $1,165 of financial help from RPD along with the $5,000 Governor's reward. Before her testimony in Thorpe's case, Smith had been convicted of several assaults and on the morning of her testimony, she pled guilty to selling and delivering marijuana, possession with intent to sell and deliver marijuana, possession of drug paraphernalia, and conspiracy.

When Thorpe applied for review by the Center, we immediately identified numerous "red flags." First, one of the most important aspects of the State's case was Everette Walker's testimony, which alleged that Thorpe admitted to forcing Yarborough into both oral sex and anal sex. To support this theory, the State also offered the medical examiner's testimony regarding the shallow tearing at the corners of Yarborough's mouth. Despite this testimony, the oral swabs and smears from Yarborough's rape kit were never tested before trial. The Center obtained postconviction testing of this DNA evidence and the results failed to reveal any of Thorpe's DNA in either the oral swabs or anal smears. If Thorpe's trial attorney had obtained testing of this DNA before trial, she would have been able to expose Walker's testimony as false and undermine the State's entire theory of the case.

In addition, Thorpe's trial attorney failed to properly investigate and challenge the time of Yarborough's death, which was an immensely important aspect of the State's case. The State's case alleged that Yarborough was murdered after 11:30pm on August 25th. However, the Center consulted with two medical examiners who, based on the decomposition, put the time of death as being significantly earlier.

Additional investigation resulted in the complete recantation by one of the State's witnesses, who had put Thorpe on the victim's porch the night before the body was found. He testified at the postconviction hearing that law enforcement threatened him with charges if he did not testify.

The Center filed a motion requesting that the Court vacate Thorpe's conviction and dismiss all his charges with prejudice. An evidentiary hearing was held in August, and the Judge will render a decision in the coming months.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

This year the Center has made significant staffing changes. In January, Catherine Brown, who has seven years of litigation experience, was hired, and in March, James Babb, a Sout Carolina criminal law attorney with over twenty years of litigation experience, was hired. Both attorneys have extensive knowledge of criminal law and litigation strategies, which will significantly impact the Center's ability to successfully represent its clients to exoneration.

In September, the Center hired Juliette Lafargue, a recent UNC law school graduate who previously interned for the Center. Juliette has been a wonderful addition to the litigation team an has provided invaluable support at several hearings this year.

The Center hired Jenny Lee as the new intake coordinator in October. She has quickly improved operations for case intake and is extremely efficient and detail-oriented.

As outlined above, the Center's senior staff attorney, Cheryl Sullivan, left the Center to pursue other opportunities in October. She is missed, but we were fortunate to have absorbed severa seasoned litigators with decades of experience prior to her exit.

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

Investigation expenses included $24,000 in DNA testing and $18,000 in expert consultation and testimony. Office supplies exceeded budget due to the need for new computers, IT support for Windows 11 conversion, scanning for notebooks used during hearings, and a license for the Filemaker program we use for case tracking. Service Charges and Bank Fees line item includes expenses for Timothy Evans after he had neck surgery and was unable to work, Kevin Johnson being unable to pay rent after losing his job in January when the Durham Police targeted him and the DA's office charged him with charges later dismissed as unfounded, and a truck for Leroy Sprull who spent 28 years in prison for a murder he did not commit but will never receive a pardon or compensation of any kind. Additionally, that line item includes $257K for tiny house expenses.

Attachments

Additional information:

2024-35 - DRC District Criminal Court Mediation Program Funding - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	004
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 1:43 PM
Initially Submitted By:	Tara Kozlowski
Last Submit Date:	
Last Submitted By:	
Approved Date:	Feb 21, 2025 4:11 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Ms. (Salutation) Tara (First Name) L. (Middle Name) Kozlowski (Last Name)
Title:	Executive Director
Email*:	tara.l.kozlowski@nccourts.org
Address*:	901 Corporate Center Drive
	Raleigh (City) North Carolina (State/Province) 27607 (Postal Code/Zip)

Phone*: (919) 890-1415 Ext.
Phone
###-###-####

Fax: (919) 890-1935
###-###-####

Comments:

Organization Information

Status*: Approved

Name*: North Carolina Dispute Resolution Commission

Organization Tax ID:

Organization Website:

Address*: 901 Corporate Center Drive

Raleigh North Carolina 27607-
City State/Province Postal Code/Zip

Phone*: 919-890-1415 Ext.
###-###-####

Fax: 919-890-1935
###-###-####

Name of Executive Director*: Tara Kozlowski

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Feb 21, 2025 4:11 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant	DRC District Community Court Mediation Program Funding-DRC acting as fiscal sponsor	$100,000.00	$100,000.00	$0.00	$0.00	$100,000.00	$100,000.00
		$100,000.00	**$100,000.00**	**$0.00**	**$0.00**	**$100,000.00**	**$100,000.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
All Personnel - Combined	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$0.00
Non-Personnel Expenditures															
Other (Please provide description)	$100,000.00	**$21,360.00**	$31,740.00	$53,100.00	$46,900.00	$0.00	$53,100.00	$46,900.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$21,360.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$100,000.00**	**$21,360.00**	**$31,740.00**	**$53,100.00**	**$46,900.00**	**$0.00**	**$53,100.00**	**$46,900.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**?%**	**$21,360.00**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period :

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period :

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

The DRC's 2024 District Criminal Court Mediation (DCC) pilot program achieved significant progress toward its goal of providing free mediation services to North Carolina citizens and assisting district courts in managing their caseloads. The program grew steadily throughout the year as interested stakeholders throughout the State requested to participate in the program. Through a partnership between the DRC and certified community mediation centers across NC, 885 mediations were provided to district criminal court parties at no cost. With a settlement rate of 86%, 772 cases were removed from the district criminal court docket, saving court costs and reducing court staff's caseloads.
Extensive data has been collected by DRC staff to document the demographics impacted in each district. A significant majority of parties served were below the poverty line, demonstrating the vital role of this collaboration between the DRC, community mediation centers, and IOLTA funding in reaching those most in need.
Looking ahead to 2025, our goal is to continue to expand the pilot program, with interest already expressed by two additional counties. DRC staff plan to visit participating districts to provide essential support and education to parties and court staff, fostering greater awareness and utilization of mediation services. Additionally, we aim to collect more detailed data, capturing the types of cases resolved through mediation, including restitution and truancy cases.

Case Data - Full Grant Period

Cases pending at the beginning of the period:

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period:

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.: 0

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services): 885

Clients served during the grant period:

Total household members for all clients served during the grant period:

Of total clients served, how many received extended service?:

Of total clients served, how many clients received advice and brief service only?:

Of total clients served, how many are seniors?:

Of total clients served, how many are under the age of 18?:

Of total clients served, how many are veterans?:

Case Service Report by Case Type

Case type		Cases Closed
Consumer		0
Education		0
Employment		0
Family (including domestic violence)		0
Health		0
Housing		0
Immigration		0
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**0**
	Total	**0**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0

Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	0
Franklin	0
Gaston	0
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	0

Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	0
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0

Tyrrell	0
Union	0
Vance	0
Wake	0
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**0**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

The DRC does not charge any client fees.

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

The DRC's 2024 District Criminal Court Mediation (DCC) pilot program achieved significant progress toward its goal of providing free mediation services to North Carolina citizens and assisting district courts in managing their caseloads. The program grew steadily throughout the year as interested stakeholders throughout the State requested to participate in the program. Through a partnership between the DRC and

certified community mediation centers across NC, 885 mediations were provided to district criminal court parties at no cost. With a settlement rate of 86%, 772 cases were removed from the district criminal court docket, saving court costs and reducing court staff's caseloads.

Extensive data has been collected by DRC staff to document the demographics impacted in each district. A significant majority of parties served were below the poverty line, demonstrating the vital role of this collaboration between the DRC, community mediation centers, and IOLTA funding in reaching those most in need.

Looking ahead to 2025, our goal is to continue to expand the pilot program, with interest already expressed by two additional counties. DRC staff plan to visit participating districts to provide essential support and education to parties and court staff, fostering greater awareness and utilization of mediation services. Additionally, we aim to collect more detailed data, capturing the types of cases resolved through mediation, including restitution and truancy cases.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

Fortunately, the DRC DCC pilot program encountered no significant obstacles during the 2024 grant period. However, feedback from our centers highlighted challenges related to new ADA's in court who were unfamiliar with the program, which led to a lack of promotion of the mediation services, provided at no cost. In 2025, DRC staff is planning to visit the participating districts in the pilot program to educate court staff and ADA's about the available DCC pilot program and the benefits of mediation when there is no cost to the parties.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

At the start of our pilot program, the DRC partnered with five certified community mediation centers serving seven counties. In the second quarter, we expanded by adding two more centers and four additional counties. By the third quarter, we included two more counties, and in the fourth quarter, we added a new center with four more counties. This ongoing collaboration and expansion have proven highly effective of our grant program. The more counties we serve, the more citizens across North Carolina we can reach with conflict resolution services provided at no cost to the parties, while also assisting local courts with their heavy caseloads. Our goal for 2025 is to continue building partnerships with new counties and districts, expand the program's reach, and provide North Carolina's citizens with accessible mediation services, ensuring the program's continued growth and success.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

The most common feedback received from our certified community mediation centers regarding the lack of mediations, or participant engagement, is that the parties often prefer to proceed directly to trial, or are unfamiliar with the mediation process. There are also many parties who simply fail to appear in court. To address these issues, DRC staff created a small flyer to distribute to parties, highlighting the availability of grant-funded mediation services at no cost to the parties. This flyer is accompanied with our DCC brochure, providing detailed information about the mediation process. With the continued support of court staff, ADA's, and DA's, we aim to further educate parties about the benefits of mediation in 2025 and work toward resolving more disputes amicably, reducing the need for trials.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

Hit/Run Leave Scene Prop Damage - mediated 12.5.24

The defendant had a chance to explain why she left the scene - she had a miscarriage that day and stated that this minor damage was the last thing she was thinking about at the time. The complainant was understanding. The defendant gave the cash payment for the damage to the complainant, and I asked him to count it. He did and it was $10 more in restitution due to bill denominations and the defendant insisted that he keep it, and she also asked for a minute to apologize for the incident and the inconvenience that it created for the complainant. The defendant was grateful to be able to apologize.

-Sheila Evans, Coastal

A case referred to mediation involving injury to real property with both parties having very modest means. The uninsured defendant had run off the road with his vehicle, significantly damaging the complainant's fence. Having a functional fence was very important to the complainant because of the three dogs she owns, and her homeowner's insurance has a $1,000. deductible. The complainant presented two estimates from fencing companies which exceeded the $1,000. deductible. All the complainant was requesting was that her fence be repaired/replaced without incurring any out-of-pocket expense to her. The defendant was not in a financial position at the time to make restitution in a timely manner. We discussed options that could immediately provide a remedy to the complainant's need for the fence to be restored. The defendant assured us he could pay restitution within 90 days, but this did not address the complainant's need for a fence to protect her dogs immediately. After exploring numerous options, the defendant offered to bring his father (a retired construction worker) to her home and the two of them make an effort to repair the fence enough to secure her pets until the defendant could make full financial restitution. I explained to both parties we could not get the case dismissed until the complainant was satisfied with the resolution. We put a continued court date on the case to allow the defendant time to either repair the fence and/or come up with the restitution. Ten days later the complainant reached out to the mediator to share her fence had been repaired by the defendant and his father to her satisfaction. Additionally, they repaired a broken gate that was not part of the damage the defendant had caused with his vehicle. The complainant indicated she was very satisfied and no longer felt she needed the financial restitution. I kept the case open several weeks to make sure the complainant was indeed satisfied, and the fence repairs were still acceptable. After the holidays the defendant's court appointed attorney shared with me a cashier's check payable to the complainant in the amount originally request as restitution. I explained the court appointed attorney that his client had addressed the repairs to the complainant's satisfaction, and I was uncertain the financial restitution was necessary. When I called the complainant to advise her of the cashiers check, she was overcome with gratitude and indicated she would be returning the money to the defendant.

-Melanie Long, CRC

I. this case, a customer had signed for his children's mother to rent a TV from a Rental Center with a promise to pay it off. Anyway, the rented item did not get paid in full. At some point, this nice customer was stopped for a traffic violation, and this is how he found out about his warrant of Fail to Return Rented Property. Once referred to mediation, this nice customer did not want to get his children's mother involved and agreed to pay off the balance that was owed. This gave the nice customer the opportunity to keep his criminal record clean as well as keeping a good business relationship with the renter center. The NICE customer was very thankful for such an opportunity.

-Shirley, OSF

He made a mistake/poor choice that could have affected his record while he was drunk and grieving the breakup of his relationship. He got a chance to show his remorse through a verbal apology and pay restitution to the victim without having a conviction on his record. This one mistake did not have to follow him through his life. Also, the victim is receiving restitution without having to testify in court or to wait on the clerk to send her a check.

-Jessica, PMC

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

N/A

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

Attachments

Additional information:

2024-26 - Driver's License Restoration Project Grant - 2024

Status Report Details

Funding Opportunity:	25214-2024 IOLTA Grant Cycle - Pro Bono Support
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 30, 2025 12:33 PM
Initially Submitted By:	Jennifer Lechner
Last Submit Date:	
Last Submitted By:	
Approved Date:	Feb 24, 2025 3:09 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation: Jennifer (First Name) Middle Name: Lechner (Last Name)
Title:	
Email*:	lechner@ncaccesstojustice.org
Address*:	PO Box 2448
	RALEIGH (City) North Carolina (State/Province) 27602 (Postal Code/Zip)

Phone*:	(919) 890-1092 Ext. Phone ###-###-####
Fax:	###-###-####
Comments:	

Organization Information

Status*:	Approved
Name*:	NC Equal Access to Justice Foundation
Organization Tax ID:	26-2466688
Organization Website:	ncaccesstojustice.org
Address*:	NC Equal Access to Justice Foundation PO Box 2448 Raleigh North Carolina 27602 City State/Province Postal Code/Zip
Phone*:	(919) 890-1090 Ext. ###-###-####
Fax:	###-###-####
Name of Executive Director*:	Jennifer Lechner

Select the organization's fiscal year.

Fiscal Year:	Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Feb 24, 2025 3:09 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant	Legal Support Center	$0.00	$0.00	$100,000.00	$100,000.00	$100,000.00	$100,000.00
IOLTA Pro Bono Support Grant	PBRC DLRP	$140,000.00	$140,000.00	$0.00	$0.00	$140,000.00	$140,000.00
Local Government	Legal Support Center - Wake County	$0.00	$0.00	$290,338.00	$345,838.00	$290,338.00	$345,838.00
Private Foundations - Awarded	ZSR & NCBF	$0.00	$0.00	$105,000.00	$110,017.00	$105,000.00	$110,017.00
Public Donations	Law Firm & Individual Donations	$0.00	$0.00	$100,000.00	$129,440.00	$100,000.00	$129,440.00
Other	Alliance & NC LEAF Contract Fees	$0.00	$0.00	$168,000.00	$223,519.00	$168,000.00	$223,519.00
State Funds - Awarded	AOC Support - PBRC ED	$0.00	$0.00	$152,400.00	$175,698.00	$152,400.00	$175,698.00
Other	NCSB CLE Fees	$0.00	$0.00	$380,000.00	$395,805.00	$380,000.00	$395,805.00
Local Government	Legal Support Center - City of Raleigh	$0.00	$0.00	$50,000.00	$50,000.00	$50,000.00	$50,000.00
Private Foundations - Pending	Legal Support Center - WCBF	$0.00	$0.00	$30,000.00	$30,000.00	$30,000.00	$30,000.00
		$140,000.00	**$140,000.00**	**$1,375,738.00**	**$1,560,317.00**	**$1,515,738.00**	**$1,700,317.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Paralegal Staff - Combined	$29,800.00	**$18,890.01**	$14,855.59	$33,745.60	($3,945.60)	$0.00	$33,745.60	($3,945.60)	$66,870.00	**$23,242.41**	$29,510.51	$52,752.92	$14,117.08	60.99%	$42,132.42
Attorney Staff - Combined	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$705,500.00	**$451,392.80**	$440,435.04	$891,827.84	($186,327.84)	100.00%	$451,392.80
Administrative Staff - Combined	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$227,860.00	**$79,388.78**	$119,438.92	$198,827.70	$29,032.30	100.00%	$79,388.78
Interns - Combined	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$0.00

Non-Personnel Expenditures															
Advertising \ Marketing	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,100.00	**$5,234.64**	$6,765.36	$12,000.00	($10,900.00)	100.00%	$5,234.64
Audit \ Accounting Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$38,000.00	**$23,275.64**	$17,099.96	$40,375.60	($2,375.60)	100.00%	$23,275.64
Consultant	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$20,000.00	**$11,666.69**	$10,000.02	$21,666.71	($1,666.71)	100.00%	$11,666.69
Consultant	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$37,000.00	**$5,400.17**	$18,253.42	$23,653.59	$13,346.41	100.00%	$5,400.17
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$109,725.00	**$53,597.87**	$46,402.13	$100,000.00	$9,725.00	100.00%	$53,597.87
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$0.00
Contract Services	$100,200.00	**$58,939.37**	$36,036.08	$94,975.45	$5,224.55	$0.00	$94,975.45	$5,224.55	$0.00	**$9,063.00**	$643.40	$9,706.40	($9,706.40)	9.27%	$68,002.37
Dues	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$6,850.00	**$51.15**	$3,886.25	$3,937.40	$2,912.60	100.00%	$51.15
Insurance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$5,000.00	**$313.00**	$4,561.00	$4,874.00	$126.00	100.00%	$313.00
Meetings	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$3,500.00	**$400.37**	$3,077.12	$3,477.49	$22.51	100.00%	$400.37
Meetings	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,000.00	**$31.60**	$18.99	$50.59	$949.41	100.00%	$31.60
Meetings	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2,000.00	**$199.41**	$1,978.29	$2,177.70	($177.70)	100.00%	$199.41
Meetings	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$32,670.00	**$14,211.62**	$22,817.84	$37,029.46	($4,359.46)	100.00%	$14,211.62
Office Expenses	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$10,250.00	**$3,553.69**	$3,614.25	$7,167.94	$3,082.06	100.00%	$3,553.69
Parking	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$200.00	**$251.65**	$12.00	$263.65	($63.65)	100.00%	$251.65
Parking	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$5,000.00	**$3,272.33**	$3,027.75	$6,300.08	($1,300.08)	100.00%	$3,272.33
Postage	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$250.00	**$0.00**	$0.00	$0.00	$250.00	0.00%	$0.00
Rent \ Mortgage \ Overhead	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$4,800.00	**$2,342.37**	$1,812.76	$4,155.13	$644.87	100.00%	$2,342.37
Service Charges, Wire Fees, Maintenance Fees, Bank Fees	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,000.00	**$1,775.29**	$666.24	$2,441.53	($1,441.53)	100.00%	$1,775.29
Subscriptions	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$13,000.00	**$20,565.27**	$3,599.02	$24,164.29	($11,164.29)	100.00%	$20,565.27
Technology	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$3,400.00	**$7,846.78**	$2,986.92	$10,833.70	($7,433.70)	100.00%	$7,846.78
Technology	$10,000.00	**$3,737.11**	$7,541.84	$11,278.95	($1,278.95)	$0.00	$11,278.95	($1,278.95)	$4,500.00	**$750.36**	$11,527.40	$12,277.76	($7,777.76)	52.12%	$4,487.47
Training	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$4,000.00	**$4,100.05**	$366.54	$4,466.59	($466.59)	100.00%	$4,100.05
Travel	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$8,000.00	**$2,787.98**	$2,759.88	$5,547.86	$2,452.14	100.00%	$2,787.98
Utilities	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$7,400.00	**$8,144.52**	$4,560.63	$12,705.15	($5,305.15)	100.00%	$8,144.52

Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$4,000.00	**$13,603.65**	$3,780.57	$17,384.22	($13,384.22)	100.00%	$13,603.65
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$140,000.00**	**$81,566.49**	**$58,433.51**	**$140,000.00**	**$0.00**	**$0.00**	**$140,000.00**	**$0.00**	**$1,322,875.00**	**$746,463.09**	**$763,602.21**	**$1,510,065.30**	**($187,190.30)**	**114.15%**	**$828,029.58**

Final Report - Pro Bono

Case Data - Final Report Period of Grant

Cases pending at the beginning of the period *:	843
Cases opened during the period*:	1242
Cases closed during the period*:	1570
Cases pending at the end of the period *:	203

Case Data - Full Grant Period

Cases pending at the beginning of the period*:	425
Cases opened during the period*:	2825
Cases closed during the period*:	2538
Cases pending at the end of the period*:	203
Of cases closed this year, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.*:	768

Additional Client Data - Full Grant Period

This should include clients served in any open or closed cases.

Clients served during the grant period*:	2500
Total household members for all clients served during the grant period*:	6150

Of total clients served, how many received extended service?*:	22
Of total clients served, how many clients received advice and brief service only?*:	2500

Pro Bono Program Data

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?*:	624
How many pro bono hours were recorded by attorney volunteers in your program?*:	1547
What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.*:	$386,750 ($250/hour)

Case Service Report by Case Type

Case type		Cases Closed
Consumer		0
Education		0
Employment		0
Family (including domestic violence)		0
Health		0
Housing		0
Income Maintenance/Public Benefits		0
Miscellaneous		2538
	Subtotal	**2538**
	Total	**2538**

Case Service Report by County

County	Cases Closed
Alamance	27
Alexander	11
Alleghany	2
Anson	16
Ashe	8
Avery	1

Beaufort	11
Bertie	6
Bladen	12
Brunswick	18
Buncombe	40
Burke	56
Cabarrus	41
Caldwell	50
Camden	1
Carteret	4
Caswell	5
Catawba	74
Chatham	6
Cherokee	12
Chowan	2
Clay	0
Cleveland	27
Columbus	21
Craven	19
Cumberland	114
Currituck	0
Dare	0
Davidson	65
Davie	5
Duplin	9
Durham	63
Edgecombe	9
Forsyth	95
Franklin	18
Gaston	53
Gates	3
Graham	7
Granville	9
Greene	4
Guilford	115
Halifax	11

Harnett	27
Haywood	24
Henderson	22
Hertford	4
Hoke	16
Hyde	0
Iredell	56
Jackson	30
Johnston	27
Jones	4
Lee	9
Lenoir	22
Lincoln	17
McDowell	35
Macon	5
Madison	4
Martin	4
Mecklenburg	169
Mitchell	8
Montgomery	10
Moore	22
Nash	23
New Hanover	38
Northampton	1
Onslow	26
Orange	14
Pamlico	4
Pasquotank	2
Pender	4
Perquimans	2
Person	11
Pitt	54
Polk	8
Randolph	49
Richmond	44
Robeson	71

Rockingham	17
Rowan	40
Rutherford	17
Sampson	14
Scotland	26
Stanly	22
Stokes	6
Surry	13
Swain	37
Transylvania	5
Tyrrell	0
Union	22
Vance	31
Wake	139
Warren	7
Washington	2
Watauga	6
Wayne	13
Wilkes	30
Wilson	17
Yadkin	9
Yancey	2
Out of State	128
Unknown	19
Total	**2538**

Narrative

Character limit = 20,000 characters

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of active pro bono attorneys (volunteered at some point this year), specific pro bono programs (for example, hotline, clinic, or other program), recruitment efforts, etc.*:

In 2024, IOLTA's support for the Driver's License Restration Project (DLRP) enabled the PBRC to contract with a part-time paralegal and continue with 2 full-time license restoration attorneys. The PBRC also conducted a targeted fundraising campaign to hire 2 part-time contract attorneys to help meet a dramatic spike in client demand (discussed in detail below). The PBRC organized and hosted 26 advice letter clinics in partnership with law firms and other legal organizations, as well as 2 rounds of the "remote project," which allows volunteers to draft advice letters on their own

time (outside of the clinic setting). PBRC engaged 596 volunteers to send 2,500 advice letters to clients across the state, 702 more letters than in 2023. PBRC staff are acutely aware that the advice letter is often the only help that clients will receive to help them restore their driving privileges. In 2024, staff reworked the advice letter, providing advice on the order in which to handle each type of suspension and providing more detailed steps about how to resolve each type of suspension. The letter is now a highly individualized step-by-step guide for the client on how to get back to an active license.

PBRC staff also coordinated "mass relief" efforts in Robeson, Orange, and Chatham counties. Under this program, the District Attorney of each district motioned the court to remit fines and fees on thousands of outstanding traffic court tickets. The motions have been granted, and once processing is completed by the Clerks of Court, relief will have been granted in over 38,000 cases; Orange: 5,834, Chatham: 3,444, and Robeson: 29,403.

Additionally, PBRC staff:

- Continued an expansion of Debt Relief (415) Project, where volunteer attorneys take on Advice Letter clients for individual representation on motions to remit fines and fees. The project is now open to volunteers across the state and volunteers continue to file motions in new counties and learn more about the process in each one.
- Continued to partner with the Federal Public Defender to secure Raise the Age expunctions for their clients through the use of pro bono attorneys.
- Offered CLE presentations in the areas of license restoration, ethics, cross cultural lawyering, technology, and increasing pro bono participation.

Character limit = 10,000

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.*:

In 2024, the DLRP encountered a dramatic increase in client demand. In 2023, an average of 147 client requested assistance each month. In 2024, the average was 229, nearly a 56% increase. To combat the backlog, the PBRC turned to its loyal volunteer base. Volunteers gave generously, both financially and with their time. Fundraising efforts enabled PBRC to contract with two additional attorneys to (1) help prepare documents before clients were assigned to volunteers and (2) help review advice letters drafted by volunteers. Then, volunteers gave their time for our Pro Bono Month remote project: 91 volunteers helped the DLRP draft 533 advice letters in three weeks. This was, by far, the largest remote project ever undertaken by the DLRP and it was a huge success. Volunteers cleared out the immediate client backlog. PBRC staff now includes 2 full-time attorneys and a part-time paralegal armed with the knowledge of how to run an efficient remote project. We anticipate that higher demand will sustain at least, as more people find out about DLRP. We have yet to advertise or promote the service.

Character limit = 6,000

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations to engage pro bono attorneys.*:

The PBRC continues to convene a monthly expunction and license restoration working group meetings attended by attorneys from Legal Aid of North Carolina, the Durham Expunction and Restoration Program, the Charlotte Center for Legal Advocacy, Pisgah Legal Services, Campbell Law's Blanchard Community Law Clinic, UNC School of Law Clinical Programs, Orange County Restoration Program, and the Durham Expunction and Restoration Program. This working group has resulted in a strong referral network and the ongoing exchange of best practices and resources.

The PBRC has also partnered with the Wake County Legal Support Center to hold a clinic for license restoration, focused on helping pro se litigants draft motions to remit fines and fees traffic cases. Another clinic is planned for late January 2025.

Finally, new private partners include Smith Anderson, the Association of Corporate Counsel, Akerman, Butler Snow, and Bank of America.

Character limit = 6,000

Please provide one brief client narrative from the past year involving a pro bono attorney that best describes your pro bono program?s services and impact. *:

It is very rewarding when the DLRP can help a client to full license restoration. Sarah (name changed), received an advice letter explaining that her license was suspended in 2008 due to both missing court and outstanding traffic ticket costs. In total, she owed $1,752.

Sarah is a single mother with children in college. Five years ago, she underwent major surgery, after being told that she would otherwise have less than five years to live. Despite this physical and emotional challenge, Sarah fought to work and provide for her family, asking for rides from neighbors and friends. She is currently attending school for accounting but was limited to online

courses. Fortunately, she was matched with a pro bono attorney who could represent her in asking the court to remit her outstanding fines and fees. The pro bono attorney was able to get the entirety of these costs remitted.

Typically, Sarah would have been on her own to resolve the two cases where she missed court (from 2008). However, she no longer lived in the same county, making it difficult to get to court without a driver's license, and she had a lot of anxiety about going to court and speaking in public. Given that these cases were the only thing standing between Sarah and a driver's license, PBRC staff, using connections through the license restoration working group, was able to get the cases where Sarah had missed court dismissed. This meant that Sarah was now eligible to get her license back.

Sarah's story is the subject of an upcoming IOLTA publication.

Character limit = 3,000

Note any management or staffing changes here that impact your pro bono program, if applicable.:

Ayana Robinson transitioned from a contract attorney to a full-time staff member on July 1, 2024. Starting in May 2024, the PBRC also hired Bonnie Keen as a part-time paralegal to assist with preparing DMV records for advice letter drafting.

Character Limit = 10,000

Provide any additional information or comments here.:

Budget Notes

1. 2024 financials used to generate this report are unaudited.
2. As reported in the interim and final reports, DLRP attorney Ayana Robinson shifted from contract status to an employee on July 1. For ease of interpretation, we've reported her staff compensation with contract payments on the "Contract Services - DLRP Attorney" line, so as to show total expense against the approved budget amount.

Attachments

Additional information:

2024-31 - Wake County Legal Support Center - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 30, 2025 12:34 PM
Initially Submitted By:	Jennifer Lechner
Last Submit Date:	
Last Submitted By:	
Approved Date:	Feb 26, 2025 10:26 AM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation: Jennifer (First Name) Middle Name: Lechner (Last Name)
Title:	
Email*:	lechner@ncaccesstojustice.org
Address*:	PO Box 2448
	RALEIGH (City) North Carolina (State/Province) 27602 (Postal Code/Zip)

Phone*: (919) 890-1092 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: NC Equal Access to Justice Foundation

Organization Tax ID: 26-2466688

Organization Website: ncaccesstojustice.org

Address*: NC Equal Access to Justice Foundation

PO Box 2448

Raleigh North Carolina 27602
City State/Province Postal Code/Zip

Phone*: (919) 890-1090 Ext.
###-###-####

Fax: ###-###-####

Name of Executive Director*: Jennifer Lechner

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Feb 26, 2025 10:26 AM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant	Legal Support Center	$100,000.00	$100,000.00	$0.00	$0.00	$100,000.00	$100,000.00
IOLTA Pro Bono Support Grant	PBRC DLRP	$0.00	$0.00	$140,000.00	$140,000.00	$140,000.00	$140,000.00
Local Government	Legal Support Center - Wake County	$0.00	$0.00	$290,338.00	$345,838.00	$290,338.00	$345,838.00
Local Government	Legal Support Center - City of Raleigh	$0.00	$0.00	$50,000.00	$50,000.00	$50,000.00	$50,000.00
Private Foundations - Awarded	ZSR & NCBF	$0.00	$0.00	$105,000.00	$110,017.00	$105,000.00	$110,017.00
Public Donations	Law Firm & Individual Donations	$0.00	$0.00	$100,000.00	$129,440.00	$100,000.00	$129,440.00
Other	Alliance & NC LEAF Contract Fees	$0.00	$0.00	$168,000.00	$223,519.00	$168,000.00	$223,519.00
State Funds - Awarded	AOC Support - PBRC ED	$0.00	$0.00	$152,400.00	$175,698.00	$152,400.00	$175,698.00
Other	NCSB CLE Fees	$0.00	$0.00	$380,000.00	$395,805.00	$380,000.00	$395,805.00
Private Foundations - Awarded	Legal Support Center - WCBF	$0.00	$0.00	$30,000.00	$30,000.00	$30,000.00	$30,000.00
		$100,000.00	**$100,000.00**	**$1,415,738.00**	**$1,600,317.00**	**$1,515,738.00**	**$1,700,317.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Attorney Staff - Combined	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$705,500.00	**$451,392.80**	$440,435.04	$891,827.84	($186,327.84)	100.00%	$451,392.80
Paralegal Staff - Combined	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$86,670.00	**$42,132.42**	$44,366.10	$86,498.52	$171.48	100.00%	$42,132.42
Administrative Staff - Combined	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$227,860.00	**$79,388.78**	$119,438.92	$198,827.70	$29,032.30	100.00%	$79,388.78
Interns - Combined	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$0.00

Non-Personnel Expenditures															
Advertising \ Marketing	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,100.00	**$5,234.64**	$6,765.36	$12,000.00	($10,900.00)	100.00%	$5,234.64
Audit \ Accounting Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$38,000.00	**$23,275.64**	$17,099.96	$40,375.60	($2,375.60)	100.00%	$23,275.64
Consultant	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$20,000.00	**$11,666.69**	$10,000.02	$21,666.71	($1,666.71)	100.00%	$11,666.69
Consultant	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$37,000.00	**$5,400.17**	$18,253.42	$23,653.59	$13,346.41	100.00%	$5,400.17
Contract Services	$100,000.00	**$53,597.87**	$46,402.13	$100,000.00	$0.00	$0.00	$100,000.00	$0.00	$9,725.00	**$0.00**	$0.00	$0.00	$9,725.00	0.00%	$53,597.87
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$0.00
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$115,200.00	**$68,002.35**	$36,679.50	$104,681.85	$10,518.15	100.00%	$68,002.35
Dues	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$6,850.00	**$51.15**	$3,886.25	$3,937.40	$2,912.60	100.00%	$51.15
Insurance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$5,000.00	**$313.00**	$4,561.00	$4,874.00	$126.00	100.00%	$313.00
Meetings	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$3,500.00	**$400.37**	$3,077.12	$3,477.49	$22.51	100.00%	$400.37
Meetings	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,000.00	**$31.60**	$18.99	$50.59	$949.41	100.00%	$31.60
Meetings	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2,000.00	**$199.41**	$1,978.29	$2,177.70	($177.70)	100.00%	$199.41
Meetings	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$32,670.00	**$14,211.62**	$22,817.84	$37,029.46	($4,359.46)	100.00%	$14,211.62
Office Expenses	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$10,250.00	**$3,553.69**	$3,614.25	$7,167.94	$3,082.06	100.00%	$3,553.69
Parking	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$200.00	**$251.65**	$12.00	$263.65	($63.65)	100.00%	$251.65
Parking	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$5,000.00	**$3,272.33**	$3,027.75	$6,300.08	($1,300.08)	100.00%	$3,272.33
Postage	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$250.00	**$0.00**	$0.00	$0.00	$250.00	0.00%	$0.00
Rent \ Mortgage \ Overhead	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$4,800.00	**$2,342.37**	$1,812.76	$4,155.13	$644.87	100.00%	$2,342.37
Service Charges, Wire Fees, Maintenance Fees, Bank Fees	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,000.00	**$1,775.29**	$666.24	$2,441.53	($1,441.53)	100.00%	$1,775.29
Subscriptions	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$13,000.00	**$20,565.27**	$3,599.02	$24,164.29	($11,164.29)	100.00%	$20,565.27
Technology	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$3,400.00	**$7,846.78**	$2,986.92	$10,833.70	($7,433.70)	100.00%	$7,846.78
Technology	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$9,500.00	**$4,487.47**	$19,069.24	$23,556.71	($14,056.71)	100.00%	$4,487.47
Training	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$4,000.00	**$4,100.05**	$366.54	$4,466.59	($466.59)	100.00%	$4,100.05
Travel	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$8,000.00	**$2,787.98**	$2,759.88	$5,547.86	$2,452.14	100.00%	$2,787.98
Utilities	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$7,400.00	**$8,144.52**	$4,560.63	$12,705.15	($5,305.15)	100.00%	$8,144.52
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$4,000.00	**$13,603.65**	$3,780.57	$17,384.22	($13,384.22)	100.00%	$13,603.65

INTERNAL USE ONLY - Matching Grant Funds													
Total	**$100,000.00**	**$53,597.87**	**$46,402.13**	**$100,000.00**	**$0.00**	**$0.00**	**$100,000.00**	**$0.00**	**$1,362,875.00**	**$774,431.69**	**$775,633.61**	**$1,550,065.30**	**($187,190.30)**	**113.73%**	**$828,029.56**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period :

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period :

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

4243 for July 1 – December 31, 2024

Case Data - Full Grant Period

Cases pending at the beginning of the period:

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period:

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.: 0

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

The Wake County Legal Support Center provided services to 7,930 visitors for all of 2024. The reported racial breakdown of the visitors in 2024 was:

- 62% Black/African American;
- 3% White/Caucasian;
- 25% Hispanic or Latino;

- 5% Asian;
- American Indian/Alaska Native 1%;
- Native Hawaiian/Pacific Islander 1%;
- Other 5%.

The reported gender breakdown of the visitors in 2024 was:

- 56% female
- 43% male
- Under 1% transgender/non-binary

The reported breakdown of the visitors with children in 2024 was:

- 47% with children
- 42% unknown
- 11% no children

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	7930
Clients served during the grant period:	
Total household members for all clients served during the grant period:	
Of total clients served, how many received extended service?:	
Of total clients served, how many clients received advice and brief service only?:	
Of total clients served, how many are seniors?:	
Of total clients served, how many are under the age of 18?:	
Of total clients served, how many are veterans?:	

Case Service Report by Case Type

Case type	Cases Closed
Consumer	0
Education	0
Employment	0
Family (including domestic violence)	0

Health		0
Housing		0
Immigration		0
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**0**
	Total	**0**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0

Cleveland	0
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	0
Franklin	0
Gaston	0
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0

Martin	0
Mecklenburg	0
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	0
Wake	0
Warren	0

Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**0**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

No fees are charged at the WCLSC.

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

Provide Assistance to Visitors

In its first year, the WCLSC assisted 5,550 walk-in visitors. By 2024, that number grew to nearly 8,000 walk-in visitors in one year. Most assistance is provided in areas of law identified as “high need” in the 2021 State Legal Needs Assessment. Visitors often seek help because they either qualify for Legal Aid but are unable to receive it due to resource shortages or fall into the gap identified in the assessment—those who do not qualify for Legal Aid but cannot afford legal representation.

WCLSC staff support visitors by helping them navigate the courthouse and its processes, providing access to forms for common legal issues, assisting with form completion, and educating visitors about what to expect during their legal proceedings. Consistent with the findings of the Legal Needs Assessment, the majority of cases involve Family Law and Housing issues.

Create Online Resources and Provide Assistance on Utilizing Online Resources

In 2024, the WCLSC used IOLTA funds to enhance its online offerings, converting all packets and forms previously available only to walk-in visitors into fillable PDFs and posting them on the

website. This initiative has significantly improved accessibility for individuals who cannot visit the WCLSC in person due to disabilities, work schedules, caregiving responsibilities, or transportation challenges. Visitors can now access, complete, and file these forms at their convenience or fill them out ahead of time, reducing the time they need to spend at the Center.
Additionally, to support the growing number of volunteer programs, the WCLSC partnered with A2J Tech to develop a volunteer portal. This portal streamlines the volunteer experience, making it easier for volunteers to provide additional pro bono assistance while improving the management of ongoing projects and associated volunteers.

Partner with Courthouse Entities

To address the varied needs of its many visitors, the WCLSC has strengthened partnerships with existing courthouse entities. WCLSC staff continue to collaborate with the Access and Visitation Coordinator, who is based out of the family court office but sits in the Center in order to assist more visitors. The coordinator serves as a subject matter expert on all matters related to child custody and modification referrals.
In 2024, the WCLSC formalized a partnership with InterAct, which provides services for individuals experiencing domestic violence and sexual assault. An InterAct court navigator is available in the Center for four hours each day to assist visitors with domestic violence protective orders and connect them to adjacent wraparound services often needed by victims. Through this partnership, the WCLSC referred over 600 visitors to InterAct for assistance in 2024.

Cultivate pro bono opportunities and service

Strategic collaborations have been vital to the WCLSC's impact. Partnerships with the local bar association, local law schools, and paralegal programs facilitated pro bono opportunities and educational seminars in both English and Spanish on topics like custody and divorce. The Attorney of the Day program, launched in collaboration with the Family Law Section of the Wake County/Tenth Judicial Bar Association in 2023, provides free legal consultations twice a month. Since its launch,
Attorney of the Day has involved nearly 20 law firms and nearly 400 attorney hours to assist more than 300 clients. Since January 2024, the WCLSC also launched a remote ongoing pro bono project called "Attorney on the Go," and a "Lawyers in Your Library" pro bono clinics at a different Wake County library each quarter. A fourth pro bono project, called "LANC on the Go," was recently launched that allows WCLSC to refer visitors who qualify for assistance directly to Legal Aid of North Carolina. All these projects are only possible with the complex systems WCLSC has developed through automated technology for conflict checks, approvals, and follow-up processes, freeing staff from using valuable time to manage administrative duties.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

In response to the challenge of overwhelming demand, WCLSC secured additional funding from other sources to extend operating hours by 2 hours every day to 9 a.m.-3 p.m. beginning in late October. WCLSC extend hours again in at the beginning of February to open a full day every day, from 8:30 a.m. – 5 p.m. WCLSC continues to innovate and leverage technology to streamline our processes and expand services with current staffing levels.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

The WCLSC’s mission has always been to provide accessible legal information and resources. However, for many individuals, resources alone are not enough—legal assistance from an attorney is essential but often unaffordable. To address this need, the WCLSC partnered with the Wake County Bar Association to establish the Attorney of the Day program. To date, this initiative has provided free family law advice to over 360 families, supported by the dedication of 100 volunteer attorneys from Wake County. This program has been invaluable in guiding families through family law proceedings when legal representation was otherwise out of reach.
Building on this success and in response to community feedback, WCLSC launched Lawyers in Your Library (LIYL) in 2024. Feedback revealed several barriers to accessing the Attorney of the Day program, including challenges with taking time off work, securing childcare, transportation, and courthouse parking. LIYL addresses these obstacles by bringing services into the community. The pilot program operated at four library locations across Wake County: East Regional Library (Knightdale), Southeast Regional Library (Garner), Oberlin Regional Library (Raleigh), and North

Regional Library (Raleigh). 15 volunteer attorneys provided free family law consultations to 113 families in LIYL's pilot year.
Due to its success and overwhelmingly positive feedback, LIYL will expand to six strategically selected locations in the coming year. This growth reflects our continued commitment to removing barriers to justice and ensuring that all community members have access to the legal assistance they need.

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:	115
How many pro bono hours were recorded by attorney volunteers in your program?:	230
What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:	$67,500 ($250/hour)

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

Pro Bono volunteer numbers and hours do not include pro bono attorneys used by LANC to support LANC on the Go referrals.
In 2024, the WCLSC collaborated with Wake County Public Libraries to pilot Lawyers in Your Library. This innovative initiative brought free legal consultations directly into community library spaces, making legal services more accessible to underserved populations. Four events were held across Wake County, including two in the City of Raleigh (Oberlin and NOR), which collectively assisted 113 families with pro bono family law consultations.

Best Practices and Model Approaches

- Leveraging Public Libraries as Accessible Community Hubs: Libraries provided a familiar, non-intimidating environment where residents could comfortably seek legal assistance. This model showcases the potential of leveraging trusted, community-centered spaces to enhance service delivery.
- Engaging Pro Bono Attorneys: By partnering with legal professionals willing to volunteer their time, LIYL ensured high-quality legal support while minimizing costs.
- Targeting High-Need Areas: Event locations were strategically selected to reach communities with limited access to legal resources, maximizing the program's impact.

Contributions to Service Effectiveness and Efficiency

- Increased Accessibility: By extending legal services into the community, LIYL eliminated common barriers such as transportation challenges and unfamiliarity with the courthouse setting.
- Community Trust and Awareness: Hosting events in well-known and well-utilized public spaces helped build trust with the community and increased awareness of available legal resources.
- Scalable and Replicable Model: The success of the pilot demonstrates the feasibility of expanding this approach, providing a framework for similar programs seeking to increase their reach and effectiveness.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

While the WCLSC has made significant strides in serving the community, there are three main categories of visitors we were unable to fully assist: (1) those who visited outside of our operating hours, (2) those unable to physically visit the courthouse in downtown Raleigh, and (3) those requiring more than legal information and resources, such as direct legal representation or in-depth legal advice.
To address these gaps, we are implementing several targeted initiatives. First, we have secured increased funding from Wake County to extend our operating hours. Beginning February 3, 2025, the WCLSC will align its schedule with courthouse hours, ensuring greater accessibility for individuals seeking in-person assistance.
Second, we continue to leverage IOLTA funds to expand our library of online resources. By creating and enhancing fillable forms, instructional guides, and video tutorials, we aim to reach individuals who are unable to visit the courthouse in person due to disabilities, transportation challenges, or other barriers. These resources allow users to independently access the information and tools typically provided by WCLSC staff from wherever they are instead of requiring them to physically come to the courthouse in downtown Raleigh.
Finally, to better support visitors requiring legal advice or representation, we continue to explore expanding pro bono opportunities in partnership with the Wake County Bar Association and other legal organizations. Existing programs such as Attorney of the Day and Lawyers in Your Library have laid the groundwork for these efforts, and we are actively exploring additional ways to match volunteers with unmet legal needs.

We remain committed to reducing barriers to justice and continually adapting our services to ensure that more members of our community have access to the critical legal support they need.
Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

The experience of Wake County Legal Support Center visitors and staff helps to inform policy conversations to increase access to the justice system. For example, pro bono attorneys and visitors reported challenges when filing form CR-415, the motion to remit fees and fines from minor traffic offenses. These challenges included different standards of review applied by different judges and in person hearings that are often difficult to attend for those without a driver's license and who need to find childcare or take off from work. We were able to work with the Chief District Court Judge, another Wake County judge, and the Clerk's office to develop a protocol for one judge to receive all 415 motions. This judge does not require a hearing and has had training about the underlying rationale for the 415 motion and the impact of driver's license suspensions. This new process in Wake County has significantly increased the number of 415 motions granted and is far less onerous on pro bono attorneys and pro se petitioners.
Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

Maria X exemplifies the individuals who turn to the Legal Support Center for help—someone determined to ensure her children's safety and well-being despite lacking the resources to hire an attorney. Since the Center opened, Maria has sought support 26 times—almost monthly—relying on our staff and courthouse partners at every step of her legal journey.
Maria came to the Center as she explored the possibility of leaving an abusive relationship. She was referred to our partner organization, InterAct, where she received assistance in filing a Domestic Violence Protective Order (DVPO) and accessing resources to support her safety and recovery. Concerned about how the DVPO might impact custody of her children, Maria also worked with courthouse partner Norma Boyd, the AOC State Access and Visitation Specialist, who guided her through her rights in custody proceedings and outlined the steps she needed to take.
With this support, Maria filed her own paperwork and represented herself in family court, successfully gaining custody of her children. She is now pursuing child support to further secure her family's stability. Throughout her journey, Maria has relied on the WCLSC for assistance with completing forms, notarizing documents, understanding service procedures, and navigating complex legal processes.
Additionally, Maria utilized the Attorney of the Day program to access free legal consultations from volunteer attorneys in the Wake County family law bar. These consultations provided her with the guidance she needed to address legal questions beyond the scope of the Center's services.
Maria's story is one of perseverance, empowerment, and the transformative role that the Legal Support Center plays in bridging the justice gap for individuals like her. With a network of support from the WCLSC and its partners, Maria has taken control of her legal situation and continues to advocate for the best interests of her children.
Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

Budget note
1. 2024 financials used to generate this report are unaudited.

Attachments

Additional information:

2024-28 - NC LEAF 23/24 Grant Application - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 30, 2025 1:51 PM
Initially Submitted By:	Brandi Wicclair
Last Submit Date:	
Last Submitted By:	
Approved Date:	Mar 5, 2025 3:45 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation: Brandi (First Name) Leigh (Middle Name) Wicclair (Last Name)
Title:	Executive Director
Email*:	lwicclair@ncleaf.org
Address*:	217 East Edenton Street
	Raleigh (City) North Carolina (State/Province) 27601 (Postal Code/Zip)

Phone*: 336-407-6394 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: NC Legal Education Assistance Foundation

Organization Tax ID: 56-1682398

Organization Website: https://www.ncleaf.org

Address*: 217 E. Edenton Street

Raleigh North Carolina 27601-
City State/Province Postal Code/Zip

Phone*: (919) 845-6089 Ext.
###-###-####

Fax: (919) 706-4995
###-###-####

Name of Executive Director*: Leigh Wicclair

Select the organization's fiscal year.

Fiscal Year: July 1 - June 30

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Mar 5, 2025 3:45 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
Admin Fees	LANC	$0.00	$0.00	$22,000.00	$10,854.82	$22,000.00	$10,854.82
Admin Fees	State Funds	$0.00	$0.00	$30,000.00	$12,126.16	$30,000.00	$12,126.16
Public Donations		$0.00	$0.00	$15,000.00	$17,710.00	$15,000.00	$17,710.00
IOLTA Grant	General Support	$99,300.00	$99,300.00	$0.00	$0.00	$99,300.00	$99,300.00
IOLTA Grant	Web Grants database	$0.00	$0.00	$22,500.00	$22,500.00	$22,500.00	$22,500.00
State Funds - Awarded	LRAP	$0.00	$0.00	$270,000.00	$287,873.84	$270,000.00	$287,873.84
Pass Thru Funds	LANC LRAP	$0.00	$0.00	$220,000.00	$124,389.29	$220,000.00	$124,389.29
Pass Thru Funds	Other LRAP	$0.00	$0.00	$7,000.00	$7,467.55	$7,000.00	$7,467.55
Investments / Interest	Interest Income	$0.00	$0.00	$5,000.00	$33,604.80	$5,000.00	$33,604.80
		$99,300.00	**$99,300.00**	**$591,500.00**	**$516,526.46**	**$690,800.00**	**$615,826.46**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Non-Personnel Expenditures															
Meetings	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$3,000.00	**$658.32**	$468.96	$1,127.28	$1,872.72	100.00%	$658.32
Technology	$2,000.00	**$0.00**	$2,000.00	$2,000.00	$0.00	$0.00	$2,000.00	$0.00	$2,000.00	**$0.00**	$1,679.18	$1,679.18	$320.82	45.64%	$0.00
Technology	$3,000.00	**$0.00**	$3,000.00	$3,000.00	$0.00	$0.00	$3,000.00	$0.00	$3,000.00	**$0.00**	$140.68	$140.68	$2,859.32	4.48%	$0.00
Technology	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$22,500.00	**$16,000.00**	$6,500.00	$22,500.00	$0.00	100.00%	$16,000.00
Consultant	$6,050.00	**$0.00**	$5,000.22	$5,000.22	$1,049.78	$0.00	$5,000.22	$1,049.78	$6,000.00	**$0.00**	$0.00	$0.00	$6,000.00	0.00%	$0.00
Dues	$1,000.00	**$0.00**	$0.00	$0.00	$1,000.00	$0.00	$0.00	$1,000.00	$1,000.00	**$0.00**	$0.00	$0.00	$1,000.00	0.00%	$0.00
Fundraising	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,200.00	**($150.00)**	$1,211.00	$1,061.00	$139.00	100.00%	($150.00)
Audit \ Accounting Services	$7,500.00	**$0.00**	$7,500.00	$7,500.00	$0.00	$0.00	$7,500.00	$0.00	$7,500.00	**$1,350.00**	$12,900.09	$14,250.09	($6,750.09)	65.52%	$1,350.00
Travel	$1,500.00	**$896.80**	$0.00	$896.80	$603.20	$0.00	$896.80	$603.20	$1,500.00	**$0.00**	$0.00	$0.00	$1,500.00	0.00%	$896.80

Travel	$2,000.00	**$0.00**	$0.00	$0.00	$2,000.00	$0.00	$0.00	$2,000.00	$2,000.00	**$0.00**	$0.00	$0.00	$2,000.00	0.00%	$0.00
Training	$1,500.00	**$1,000.00**	$76.87	$1,076.87	$423.13	$0.00	$1,076.87	$423.13	$1,500.00	**$0.00**	$0.00	$0.00	$1,500.00	0.00%	$1,000.00
Insurance	$1,500.00	**$0.00**	$1,500.00	$1,500.00	$0.00	$0.00	$1,500.00	$0.00	$1,500.00	**$0.00**	$1,005.00	$1,005.00	$495.00	40.12%	$0.00
Office Expenses	$1,750.00	**$879.56**	$522.47	$1,402.03	$347.97	$0.00	$1,402.03	$347.97	$2,850.00	**$0.00**	$0.00	$0.00	$2,850.00	0.00%	$879.56
Contract Services	$45,000.00	**$5,424.08**	$45,000.00	$50,424.08	($5,424.08)	$0.00	$50,424.08	($5,424.08)	$45,000.00	**$55,516.46**	$15,713.94	$71,230.40	($26,230.40)	58.55%	$60,940.54
Contract Services	$14,500.00	**$0.00**	$14,500.00	$14,500.00	$0.00	$0.00	$14,500.00	$0.00	$14,500.00	**$12,000.00**	$2,500.00	$14,500.00	$0.00	50.00%	$12,000.00
Contract Services	$12,000.00	**$2,000.00**	$10,000.00	$12,000.00	$0.00	$0.00	$12,000.00	$0.00	$12,000.00	**$8,800.00**	$0.00	$8,800.00	$3,200.00	42.31%	$10,800.00
Loan Repayment Assistance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$450,000.00	**$80,039.91**	$105,311.67	$185,351.58	$264,648.42	100.00%	$80,039.91
Loan Repayment Assistance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$220,000.00	**$68,838.07**	$52,567.75	$121,405.82	$98,594.18	100.00%	$68,838.07
Loan Repayment Assistance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$7,000.00	**$4,020.30**	$5,047.25	$9,067.55	($2,067.55)	100.00%	$4,020.30
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$99,300.00**	**$10,200.44**	**$89,099.56**	**$99,300.00**	**$0.00**	**$0.00**	**$99,300.00**	**$0.00**	**$804,050.00**	**$247,073.06**	**$205,045.52**	**$452,118.58**	**$351,931.42**	**56.23%**	**$257,273.50**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period :

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period :

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

In the second half of 2024, NC LEAF provided loan repayment assistance to fifty-one attorneys for the third quarter (July, August, and September) and thirty-four attorneys for the fourth quarter (October, November, and December).
NC LEAF also administered loan repayment reimbursement to thirty-nine Legal Aid of North Carolina attorneys for the third quarter and thirty-three Legal Aid of North Carolina attorneys for the fourth quarter.

Case Data - Full Grant Period

Cases pending at the beginning of the period:

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period:

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.: 0

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

NC LEAF assists many of the state's lowest paid but most essential attorneys to repay their school debt, helping legal service organizations and government agencies hire and retain talented, dedicated, and well-trained attorneys to provide critical legal help to the people of North Carolina.

NC LEAF served 113 attorneys in the 2024 class. These public interest attorneys work in eighty-seven counties across the state and include fifty assistant district attorneys, twenty-four assistant public defenders, sixteen non-profit attorneys, twenty-two other government attorneys, and one court appointed attorney.

NC LEAF presented a free webinar to public interest attorneys and law students featuring nationally recognized student loan expert, Heather Jarvis, on September 19. This webinar covered updates to federal student loan repayment and Public Service Loan Forgiveness. 159 people registered for the webinar event, eighty-seven people watched the webinar live, and an additional 104 people viewed the training within four days following the webinar. This strong turnout underscores the ongoing need for education on loan repayment and forgiveness programs. It also highlights the critical role NC LEAF plays as a trusted resource and educator for the public interest community on student loan-related matters.

We are currently reviewing our 2025 applicant pool of 161 attorneys.

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services): 113

Clients served during the grant period:

Total household members for all clients served during the grant period:

Of total clients served, how many received extended service?:

Of total clients served, how many clients received advice and brief service only?:

Of total clients served, how many are seniors?:

Of total clients served, how many are under the age of 18?:

Of total clients served, how many are veterans?:

Case Service Report by Case Type

Case type		Cases Closed
Consumer		0
Education		0
Employment		0
Family (including domestic violence)		0
Health		0
Housing		0
Immigration		0
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**0**
	Total	**0**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0

Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	0
Franklin	0
Gaston	0
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	0

Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	0
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0

Tyrrell	0
Union	0
Vance	0
Wake	0
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**0**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

NC LEAF has made the following progress toward this year's goals:

1. Keep the program growing to meet the needs of public interest attorneys and the communities they serve: 118 attorneys applied for the 2024 NC LEAF class, and, of those, 113 recipients were selected based on their eligibility criteria. Over the course of this year, four recipients were closed out either because they completed Public Service Loan Forgiveness or they left

qualifying employment.

Many recipients were placed back into administrative forbearance during the year due to issues with loan providers and evolving changes to federal policies. NC LEAF provided loan repayment reimbursement to eighty-six attorneys for the first quarter of 2024, seventy-two attorneys for the second quarter, fifty-one attorneys for the third quarter, and thirty-four attorneys for the fourth quarter.

NC LEAF also administered loan repayment reimbursement to thirty-six Legal Aid of North Carolina attorneys, two New Jersey Housing Justice attorneys, and one Equal Access to Justice Commission staff attorney for the first quarter of 2024, forty-four Legal Aid of North Carolina attorneys, three New Jersey Housing Justice attorneys, and one Equal Access to Justice Commission staff attorney for the second quarter, thirty-nine Legal Aid of North Carolina attorneys for the third quarter, and thirty-three Legal Aid of North Carolina attorneys for the fourth quarter.

2. Update organizational documents and contracts: The NC LEAF Board of Directors adopted revised bylaws which better align with our current practices, establish a clear framework for the future growth and evolution of our board, and reinforce NC LEAF's commitment to a breadth of representation on the board. NC LEAF also created a Board of Directors manual and updated a number of additional governance and programmatic policies including a conflict-of-interest policy, gift acceptance policy, applicant eligibility criteria, whistleblower policy, and staff job descriptions.

   The Board of Directors formed two new board committees this year. The Outreach Committee engages law students and public interest attorneys, disseminating information about our program to facilitate greater awareness about the loan repayment assistance benefit and how to apply. The Nominating Committee identifies and recommends board of director candidates who possess the expertise and diversity needed to effectively contribute to NC LEAF and ensures a smooth transition of board leadership.

3. Further streamline backend and application process: Thanks to the generosity of IOLTA, NC LEAF purchased a dedicated grant management program called WizeHive by Zengine in January. This program was chosen after a careful review of five grant management software programs and is successfully used by Louisiana's loan repayment assistance program. NC LEAF worked with Zengine staff to build a customized database composed of a submission portal for applicants and recipients, an administrative portal for NC LEAF staff, and a review portal for the NC LEAF Board of Directors. This program makes the application and reporting process easier to use and more transparent for applicants and recipients, increases staff efficiency, and gives us greater historical reporting capabilities. Staff held trainings for all recipients, managed third and fourth quarter reporting, and managed the 2025 application process using the new system. NC LEAF continues to work with Splinter Group to manage our website and other communications.

4. Memorialize history of NC LEAF: With the ability to purchase the grant management program, a significant amount of our Program Administrator's time which we planned to dedicate to this project has been spent on helping to implement the new grant management program. We have interviewed several of NC LEAF's founders and past leadership which has already positively impacted our communications and fundraising strategies. We plan to finish this project early this year.

5. Continue annual report and fundraising campaign: NC LEAF applied for funding from the Z. Smith Reynolds Foundation and the SECU Foundation. NC LEAF did not receive either grant but will continue to identify and apply to potential grantors in 2025. NC LEAF launched a fall fundraiser to accompany our third annual report and more than tripled our donations compared to the same time period last year. NC LEAF will continue to strengthen fundraising and to inform and educate potential funders about the burden of student loans on public interest attorneys, the importance of keeping people in public interest law, and the value of investing in NC LEAF.

6. Continue meetings in person throughout the year: The NC LEAF Board of Directors met in person in February and October. The Nominating Committee met remotely three times, and the Outreach Committee met twice. Additionally, NC LEAF staff had a retreat here in Raleigh at the end of July to plan for 2025 and to roll out the new grant management program.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

NC LEAF and the public interest community have navigated a number of challenges related to loan repayment. Covid-related federal loan forbearance has ended for most borrowers, meaning many recipients paid educational loans for the first time and had to navigate an extra monthly bill for at least some portion of the year. Furthermore, a lawsuit regarding the Saving on a Valuable

Education (SAVE) Repayment Plan, which many of our recipients are enrolled in, placed borrowers back into forbearance. Unlike during Covid-related forbearance, this period of forbearance does not count towards Public Service Loan Forgiveness and is now expected to continue until September 2025. The uncertainty and political controversy regarding federal loan assistance and repayment plans added to financial anxiety. NC LEAF is more important than ever as a source of support and information, and the demand for educational loan repayment assistance is only growing.

These starts and stops to loan repayment make it more difficult to forecast funding requirements. Additionally, NC LEAF has had a varied history of funding from the state. NC LEAF is in the state budget through June 2025, and we are optimistic that this funding will continue.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

NC LEAF amplifies and supports the work of nonprofits across the state by providing a much-needed benefit to public interest attorneys, helping organizations recruit and retain talented, trained attorneys despite fluctuating budgets and the financial pressure individuals face to leave public service for the private sector. As one recipient at a nonprofit law firm in Western North Carolina writes,
“Turnover is a real cost to non-profit organizations with tight budgets. The more we can do to keep public interest attorneys in their roles, building knowledge and capacity within their organizations, the more clients we can serve and the better we can serve them.” NC LEAF is an ex officio member of the Equal Justice Alliance. NC LEAF also engages in strong partnerships with the Conference of District Attorneys, the NC Association of Public Defenders, and the NC Conference of Clerks of the Superior Court. These statewide nonprofit and government organizations rely on NC LEAF for their own recruitment efforts and these partnerships ensure that NC LEAF remains up to date regarding trends, challenges, and innovations within our statewide public interest community.

Since 2007, NC LEAF has administered loan repayment assistance on behalf of Legal Aid of North Carolina. The number of qualifying LANC recipients has grown to over 90 staff attorneys. In addition, NC LEAF partners with the North Carolina State Bar Specialization Board to support scholarships for public interest attorneys who could not afford the fees to achieve specialization certification. This partnership was made possible by a $500 grant from the North Carolina Bar Foundation.

This year NC LEAF partnered with Seton Hall Law School to administer Seton Hall's loan repayment assistance program for the New Jersey Housing Justice Corps Fellows. The New Jersey Housing Justice Corps was moved to Rutgers Law School after the expiration of NC LEAF's contract with Seton Hall.

NC LEAF also initiated a national Loan Repayment Assistance Program Working Group. The group, which includes leadership from statewide loan repayment assistance programs from the District of Columbia, Louisiana, Maine, Minnesota, Nebraska, Oregon, Pennsylvania, and Texas, met quarterly in 2024 and shared best practices and up-to-date information about the ever-changing landscape of federal loan repayment and the Public Service Loan Forgiveness Program. Our next meeting is March 5, 2025.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

We believe there are about 400 public interest attorneys who could qualify for NC LEAF, and we currently serve 134. We are excited to have implemented a grant management program this year which was only possible due to the support of IOLTA. This, along with increasing our funding pool, are the first steps to fulfilling this goal.

The Program Evaluation Division of the North Carolina General Assembly identified 3,363 legal positions in state government as of September 15, 2017: [1]

- Executive Branch: 776
- Judicial Branch: 2,536
- Legislative Branch: 51

In addition to government positions, which include district attorneys, public defenders, and a variety of other attorneys employed by every department of the North Carolina government, there are currently 19 North Carolina legal services providers, nine of which are member organizations of the Equal Justice Alliance, employing 150+ attorneys (excluding attorneys employed by Legal Aid of NC).

We do not know how many of these attorneys have law school loans, but we theorize it is a majority. A 2024 survey by the American Bar Association found that 85% of law school graduate respondents graduated with student debt and those who borrowed reported median amounts of $112,500 in law school loans and $137,500 in all student loans at graduation. It is conceivable that at least 20% of government employees have law school loans and meet NC LEAF's current income threshold for eligibility. Although it would be difficult to determine eligibility based on the unknown variables of length of time practicing law and student loan status, we believe a conservative estimate is that 10% of government employees (336 based on 2017 data) would qualify.

It is likely that a large percentage of attorneys employed by the nonprofit legal services providers have loans and would qualify based on income. Using a conservative estimate of 20%, that would encompass at least 30 attorneys.

There are also nonprofits that employ attorneys who perform exclusive or near-exclusive pro bono work.

Based on these estimates, we believe there could be a range, conservatively, of 375 – 450 eligible potential NC LEAF participants statewide based on our current eligibility criteria. With additional funding, NC LEAF could support exponentially more of these public interest attorneys and keep them in public interest work longer and with less burden and worries about debt.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

NC LEAF ensures that the most talented, dedicated, and well-trained attorneys are available to all North Carolinians, regardless of income level. Members of this year's recipient class helped North Carolinians access health care, restore their driver's licenses, escape domestic violence, and receive equitable treatment while living with disabilities. Members also helped unaccompanied minors on a path to citizenship and assisted with disaster recovery. Recipients write:

NC LEAF allows me to continue to work in legal services as the cost of living rises in my city. As a result, I am able to assist North Carolinians access essential and often life sustaining healthcare through my healthcare advocacy work. -Staff Attorney, Charlotte Center for Legal Advocacy

The turnover among public interest attorneys is high as a lot of very dedicated people are eventually forced to choose between a career they love and the realities of student loan debt and home ownership, childcare, etc. There is no question the work product suffers as experienced attorneys leave, and I personally have always found the turnover to be demoralizing. Without NC LEAF, I otherwise might be unable to afford the high cost of living and raising a family in my area on a public interest salary. -Staff Attorney, Pisgah Legal Services

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

Attachments

Additional information: 2024 NC LEAF Recipient Service Counties.pdf

2024 NC LEAF Recipient Service Counties

Alamance	Johnston
Alexander	Jones
Anson	Lee
Avery	Lenoir
Bertie	Lincoln
Bladen	McDowell
Brunswick	Macon
Buncombe	Madison
Burke	Martin
Cabarrus	Mecklenburg
Caldwell	Mitchell
Camden	Moore
Carteret	Nash
Caswell	New Hanover
Catawba	Northampton
Cherokee	Onslow
Chowan	Pasquotank
Clay	Pender
Cleveland	Perquimans
Columbus	Person
Cumberland	Pitt
Currituck	Polk
Dare	Randolph
Davidson	Richmond
Davie	Robeson
Duplin	Rockingham
Durham	Rowan
Edgecombe	Rutherford
Forsyth	Sampson
Franklin	Scotland
Gaston	Stanly
Gates	Stokes
Graham	Surry
Granville	Swain
Greene	Transylvania
Guilford	Union
Halifax	Vance
Harnett	Wake
Haywood	Warren
Henderson	Washington
Hertford	Wayne
Hoke	Wilson
Iredell	Yancey
Jackson	

2024-40 - 23-24 NC LEAF Technology Grant - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 30, 2025 1:53 PM
Initially Submitted By:	Brandi Wicclair
Last Submit Date:	
Last Submitted By:	
Approved Date:	Mar 5, 2025 3:45 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation: Brandi (First Name) Leigh (Middle Name) Wicclair (Last Name)
Title:	Executive Director
Email*:	lwicclair@ncleaf.org
Address*:	217 East Edenton Street
	Raleigh (City) North Carolina (State/Province) 27601 (Postal Code/Zip)

Phone*: 336-407-6394 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: NC Legal Education Assistance Foundation

Organization Tax ID: 56-1682398

Organization Website: https://www.ncleaf.org

Address*: 217 E. Edenton Street

Raleigh North Carolina 27601-
City State/Province Postal Code/Zip

Phone*: (919) 845-6089 Ext.
###-###-####

Fax: (919) 706-4995
###-###-####

Name of Executive Director*: Leigh Wicclair

Select the organization's fiscal year.

Fiscal Year: July 1 - June 30

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Mar 5, 2025 3:45 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
Admin Fees	LANC	$0.00	$0.00	$22,000.00	$10,854.82	$22,000.00	$10,854.82
Admin Fees	State Funds	$0.00	$0.00	$30,000.00	$12,126.16	$30,000.00	$12,126.16
Public Donations		$0.00	$0.00	$15,000.00	$17,710.00	$15,000.00	$17,710.00
IOLTA Grant	General Support	$0.00	$0.00	$99,250.00	$99,300.00	$99,250.00	$99,300.00
IOLTA Grant	Web Grants database	$22,500.00	$22,500.00	$0.00	$0.00	$22,500.00	$22,500.00
State Funds - Awarded	LRAP	$0.00	$0.00	$270,000.00	$287,873.84	$270,000.00	$287,873.84
Pass Thru Funds	LANC LRAP	$0.00	$0.00	$220,000.00	$124,389.29	$220,000.00	$124,389.29
Pass Thru Funds	Other LRAP	$0.00	$0.00	$7,000.00	$7,467.55	$7,000.00	$7,467.55
Investments / Interest	Interest Income	$0.00	$0.00	$5,000.00	$33,604.80	$5,000.00	$33,604.80
		$22,500.00	**$22,500.00**	**$668,250.00**	**$593,326.46**	**$690,750.00**	**$615,826.46**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Non-Personnel Expenditures															
Meetings	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$3,000.00	**$658.32**	$468.96	$1,127.28	$1,872.72	100.00%	$658.32
Technology	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$4,000.00	**$0.00**	$3,679.18	$3,679.18	$320.82	100.00%	$0.00
Technology	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$6,000.00	**$0.00**	$3,140.68	$3,140.68	$2,859.32	100.00%	$0.00
Technology	$22,500.00	**$16,000.00**	$6,500.00	$22,500.00	$0.00	$0.00	$22,500.00	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$16,000.00
Consultant	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$12,000.00	**$0.00**	$5,000.22	$5,000.22	$6,999.78	100.00%	$0.00
Dues	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2,000.00	**$0.00**	$0.00	$0.00	$2,000.00	0.00%	$0.00
Fundraising	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,200.00	**($150.00)**	$1,211.00	$1,061.00	$139.00	100.00%	($150.00)
Audit \ Accounting Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$15,000.00	**$1,350.00**	$20,400.09	$21,750.09	($6,750.09)	100.00%	$1,350.00
Travel	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$3,000.00	**$896.80**	$0.00	$896.80	$2,103.20	100.00%	$896.80

Travel	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$4,000.00	**$0.00**	$0.00	$0.00	$4,000.00	0.00%	$0.00
Training	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$3,000.00	**$1,000.00**	$76.87	$1,076.87	$1,923.13	100.00%	$1,000.00
Insurance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$3,000.00	**$0.00**	$2,505.00	$2,505.00	$495.00	100.00%	$0.00
Office Expenses	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$4,600.00	**$879.56**	$522.47	$1,402.03	$3,197.97	100.00%	$879.56
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$90,000.00	**$60,940.54**	$60,713.94	$121,654.48	($31,654.48)	100.00%	$60,940.54
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$29,000.00	**$12,000.00**	$17,000.00	$29,000.00	$0.00	100.00%	$12,000.00
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$24,000.00	**$10,800.00**	$10,000.00	$20,800.00	$3,200.00	100.00%	$10,800.00
Loan Repayment Assistance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$450,000.00	**$80,039.91**	$105,311.67	$185,351.58	$264,648.42	100.00%	$80,039.91
Loan Repayment Assistance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$220,000.00	**$68,838.07**	$52,567.75	$121,405.82	$98,594.18	100.00%	$68,838.07
Loan Repayment Assistance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$7,000.00	**$4,020.30**	$5,047.25	$9,067.55	($2,067.55)	100.00%	$4,020.30
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$22,500.00**	**$16,000.00**	**$6,500.00**	**$22,500.00**	**$0.00**	**$0.00**	**$22,500.00**	**$0.00**	**$880,800.00**	**$241,273.50**	**$287,645.08**	**$528,918.58**	**$351,881.42**	**60.05%**	**$257,273.50**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period :

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period :

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

In the second half of 2024, NC LEAF provided loan repayment assistance to fifty-one attorneys for the third quarter (July, August, and September) and to thirty-four attorneys for the fourth quarter (October, November, and December).

NC LEAF also administered loan repayment reimbursement to thirty-nine Legal Aid of North Carolina attorneys for the third quarter and thirty-three Legal Aid of North Carolina attorneys for the fourth quarter.

Case Data - Full Grant Period

Cases pending at the beginning of the period:

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period:

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.: 0

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

NC LEAF assists many of the state's lowest paid but most essential attorneys to repay their school debt, helping legal service organizations and government agencies hire and retain talented, dedicated, and well-trained attorneys to provide critical legal help to the people of North Carolina.

NC LEAF served 113 attorneys in the 2024 class. These public interest attorneys work in eighty-seven counties across the state and include fifty assistant district attorneys, twenty-four assistant public defenders, sixteen non-profit attorneys, twenty-two other government attorneys, and one court appointed attorney.

NC LEAF presented a free webinar to public interest attorneys and law students featuring nationally recognized student loan expert, Heather Jarvis, on September 19. This webinar covered updates to federal student loan repayment and Public Service Loan Forgiveness. 159 people registered for the webinar event, eighty-seven people watched the webinar live, and an additional 104 people viewed the training within four days following the webinar. This strong turnout underscores the ongoing need for education on loan repayment and forgiveness programs. It also highlights the critical role NC LEAF plays as a trusted resource and educator for the public interest community on student loan-related matters.

We are currently reviewing our 2025 applicant pool of 161 attorneys.

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):

Clients served during the grant period:

Total household members for all clients served during the grant period:

Of total clients served, how many received extended service?:

Of total clients served, how many clients received advice and brief service only?:

Of total clients served, how many are seniors?:

Of total clients served, how many are under the age of 18?:

Of total clients served, how many are veterans?:

Case Service Report by Case Type

Case type		Cases Closed
Consumer		0
Education		0
Employment		0
Family (including domestic violence)		0
Health		0
Housing		0
Immigration		0
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**0**
	Total	**0**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0
Caldwell	0
Camden	0

Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	0
Franklin	0
Gaston	0
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0

Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	0
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0

Transylvania	0
Tyrrell	0
Union	0
Vance	0
Wake	0
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**0**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

NC LEAF worked with Zengine staff to build a customized database composed of a submission portal for applicants and recipients, an administrative portal for NC LEAF staff, and a review portal for the NC LEAF Board of Directors. This program makes the application and reporting process easier to use and more transparent for applicants and recipients, increases staff efficiency, and

gives us greater historical reporting capabilities. Staff created manuals and held trainings for all recipients as part of the onboarding process prior to third quarter reporting.

Recipients who attended the trainings reported that the submission portal is straightforward and intuitive to use. Recipients no longer have to annually reenter information that does not change, such as their attorney bar number, but they can update their contact information and other dynamic information at any time. Recipients can now also view their submitted quarterly reports at any point throughout the year. WizeHive provides SOC 2 compliance and ensures that recipient data is properly secured.

From an administrative perspective, WizeHive has allowed staff to organize and manage quarterly reports and annual applications directly. We can also update the application and reporting questions and forms in real time rather than having to make a request. WizeHive has streamlined communication with recipients as staff can enter notes for all conversations with recipients and attach emails and other documentation into client files that can be viewed at any time by staff and the recipient.

NC LEAF managed third and fourth quarter reporting using WizeHive. The program was a vast improvement over our old system as all paperwork and supporting documents are easy to access in one file location. We can also export customizable reports with all information needed to reimburse our recipients.

NC LEAF also managed the 2025 application process in WizeHive and is currently reviewing 161 applications, our largest application pool to date. Wizehive will allow for a more sophisticated review of applications in coordination with our board of directors. In future years when all quarterly reports are in the new system, WizeHive will also help streamline our auditing process.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

We did not experience any significant obstacles while implementing the new grant management system, however, there is a learning curve to any new technology which we anticipated and worked through using the self-help materials and by reaching out to WizeHive staff when needed.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

NC LEAF amplifies and supports the work of nonprofits across the state by providing a much-needed benefit to public interest attorneys, helping organizations recruit and retain talented, trained attorneys despite fluctuating budgets and the financial pressure individuals face to leave public service for the private sector. As one recipient at a nonprofit law firm in Western North Carolina writes, “Turnover is a real cost to non-profit organizations with tight budgets. The more we can do to keep public interest attorneys in their roles, building knowledge and capacity within their organizations, the more clients we can serve and the better we can serve them.” NC LEAF is an ex officio member of the Equal Justice Alliance. NC LEAF also engages in strong partnerships with the Conference of District Attorneys, the NC Association of Public Defenders, and the NC Conference of Clerks of the Superior Court. These statewide nonprofit and government organizations rely on NC LEAF for their own recruitment efforts and these partnerships ensure that NC LEAF remains up to date regarding trends, challenges, and innovations within our statewide public interest community.

Since 2007, NC LEAF has administered loan repayment assistance on behalf of Legal Aid of North Carolina. The number of qualifying LANC recipients has grown to over 90 staff attorneys. In addition, NC LEAF partners with the North Carolina State Bar Specialization Board to support scholarships for public interest attorneys who could not afford the fees to achieve specialization certification. This partnership was made possible by a $500 grant from the North Carolina Bar Foundation.

This year NC LEAF partnered with Seton Hall Law School to administer Seton Hall’s loan repayment assistance program for the New Jersey Housing Justice Corps Fellows. The New Jersey Housing Justice Corps was moved to Rutgers Law School after the expiration of NC LEAF’s contract with Seton Hall.

NC LEAF also initiated a national Loan Repayment Assistance Program Working Group. The group, which includes leadership from statewide loan repayment assistance programs from the District of Columbia, Louisiana, Maine, Minnesota, Nebraska, Oregon, Pennsylvania, and Texas, met quarterly in 2024 and shared best practices and up-to-date information about the ever-changing landscape of federal loan repayment and the Public Service Loan Forgiveness Program. Our next meeting is March 5, 2025.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

We believe there are about 400 public interest attorneys who could qualify for NC LEAF, and we currently serve 113. We are excited to have implemented a grant management program this year which was only possible due to the support of IOLTA. This, along with increasing our funding pool, are the first steps to fulfilling this goal.

The Program Evaluation Division of the North Carolina General Assembly identified 3,363 legal positions in state government as of September 15, 2017: [1]

- Executive Branch: 776
- Judicial Branch: 2,536
- Legislative Branch: 51

In addition to government positions, which include district attorneys, public defenders, and a variety of other attorneys employed by every department of the North Carolina government, there are currently 19 North Carolina legal services providers, nine of which are member organizations of the Equal Justice Alliance, employing 150+ attorneys (excluding attorneys employed by Legal Aid of NC).

We do not know how many of these attorneys have law school loans, but we theorize it is a majority. A 2024 survey by the American Bar Association found that 85% of law school graduate respondents graduated with student debt and those who borrowed reported median amounts of $112,500 in law school loans and $137,500 in all student loans at graduation. It is conceivable that at least 20% of government employees have law school loans and meet NC LEAF’s current income threshold for eligibility. Although it would be difficult to determine eligibility based on the unknown variables of length of time practicing law and student loan status, we believe a conservative estimate is that 10% of government employees (336 based on 2017 data) would qualify.

It is likely that a large percentage of attorneys employed by the nonprofit legal services providers have loans and would qualify based on income. Using a conservative estimate of 20%, that

would encompass at least 30 attorneys.

There are also nonprofits that employ attorneys who perform exclusive or near-exclusive pro bono work.

Based on these estimates, we believe there could be a range, conservatively, of 375 – 450 eligible potential NC LEAF participants statewide based on our current eligibility criteria. With additional funding, NC LEAF could support exponentially more of these public interest attorneys and keep them in public interest work longer and with less burden and worries about debt.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

NC LEAF ensures that the most talented, dedicated, and well-trained attorneys are available to all North Carolinians, regardless of income level. Members of this year's recipient class helped North Carolinians access health care, restore their driver's licenses, escape domestic violence, and receive equitable treatment while living with disabilities. Members also helped unaccompanied minors on a path to citizenship and assisted with disaster recovery. Recipients write:

NC LEAF allows me to continue to work in legal services as the cost of living rises in my city. As a result, I am able to assist North Carolinians access essential and often life sustaining healthcare through my healthcare advocacy work. -Staff Attorney, Charlotte Center for Legal Advocacy

The turnover among public interest attorneys is high as a lot of very dedicated people are eventually forced to choose between a career they love and the realities of student loan debt and home ownership, childcare, etc. There is no question the work product suffers as experienced attorneys leave, and I personally have always found the turnover to be demoralizing. Without NC LEAF, I otherwise might be unable to afford the high cost of living and raising a family in my area on a public interest salary. -Staff Attorney, Pisgah Legal Services

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

Attachments

Additional information: 2024 NC LEAF Recipient Service Counties.pdf

2024 NC LEAF Recipient Service Counties

Alamance	Johnston
Alexander	Jones
Anson	Lee
Avery	Lenoir
Bertie	Lincoln
Bladen	McDowell
Brunswick	Macon
Buncombe	Madison
Burke	Martin
Cabarrus	Mecklenburg
Caldwell	Mitchell
Camden	Moore
Carteret	Nash
Caswell	New Hanover
Catawba	Northampton
Cherokee	Onslow
Chowan	Pasquotank
Clay	Pender
Cleveland	Perquimans
Columbus	Person
Cumberland	Pitt
Currituck	Polk
Dare	Randolph
Davidson	Richmond
Davie	Robeson
Duplin	Rockingham
Durham	Rowan
Edgecombe	Rutherford
Forsyth	Sampson
Franklin	Scotland
Gaston	Stanly
Gates	Stokes
Graham	Surry
Granville	Swain
Greene	Transylvania
Guilford	Union
Halifax	Vance
Harnett	Wake
Haywood	Warren
Henderson	Washington
Hertford	Wayne
Hoke	Wilson
Iredell	Yancey
Jackson	

2024-04 - Litigation 2024 - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	005
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 4:57 PM
Initially Submitted By:	Carlene McNulty
Last Submit Date:	
Last Submitted By:	
Approved Date:	Mar 5, 2025 3:25 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation: Kim-Marie (First Name) Middle Name: McLellan (Last Name)
Title:	Director of Gifts and Endowments
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Address*:	224 S. Dawson Street
	Raleigh (City) North Carolina (State/Province) 27601 (Postal Code/Zip)

Phone*: 919-856-3185 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: North Carolina Justice Center

Organization Tax ID: 56-1348186

Organization Website: https://www.ncjustice.org

Address*: PO Box 28068

Raleigh North Carolina 27611-
City State/Province Postal Code/Zip

Phone*: (919) 856-2570 Ext.
###-###-####

Fax: ###-###-####

Name of Executive Director*: Reginald Shuford

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Mar 5, 2025 3:25 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant		$960,000.00	$960,000.00	$0.00	$0.00	$960,000.00	$960,000.00
Private Foundations - Pending	Pending grant via LANC/ZSR - Mortgage Foreclosure	$0.00	$0.00	$24,200.00	$24,200.00	$24,200.00	$24,200.00
Private Foundations - Awarded	ZSR Winner Fellow	$0.00	$0.00	$50,000.00	$50,000.00	$50,000.00	$50,000.00
Private Foundations - Awarded	General operating grants	$0.00	$0.00	$396,100.00	$583,394.00	$396,100.00	$583,394.00
IOLTA Grant	LNA grants	$0.00	$0.00	$32,500.00	$32,500.00	$32,500.00	$32,500.00
Attorney Fee Awards	Estimated attorney fee awards	$0.00	$0.00	$250,000.00	$1,506,876.00	$250,000.00	$1,506,876.00
Public Donations	Contributions and special events revenue	$0.00	$0.00	$75,000.00	$303,790.00	$75,000.00	$303,790.00
IOLTA Home Defense Project Grant	Pending grant via LANC - not awarded	$0.00	$0.00	$57,000.00	$57,000.00	$57,000.00	$57,000.00
		$960,000.00	**$960,000.00**	**$884,800.00**	**$2,557,760.00**	**$1,844,800.00**	**$3,517,760.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Attorney Staff - Combined	$456,700.00	**$119,159.81**	$356,307.84	$475,467.65	($18,767.65)	$0.00	$475,467.65	($18,767.65)	$475,140.00	**$86,669.19**	$343,738.84	$430,408.03	$44,731.97	47.51%	$205,829.00
Paralegal Staff - Combined	$133,110.00	**$43,951.33**	$104,432.22	$148,383.55	($15,273.55)	$0.00	$148,383.55	($15,273.55)	$44,360.00	**$0.00**	$31,804.26	$31,804.26	$12,555.74	17.65%	$43,951.33
Administrative Staff - Combined	$50,030.00	**$12,499.88**	$39,828.39	$52,328.27	($2,298.27)	$0.00	$52,328.27	($2,298.27)	$85,370.00	**$16,441.15**	$66,519.41	$82,960.56	$2,409.44	61.32%	$28,941.03
Fringe Benefits	$171,840.00	**$39,699.88**	$89,272.62	$128,972.50	$42,867.50	$0.00	$128,972.50	$42,867.50	$155,890.00	**$37,489.97**	$93,549.99	$131,039.96	$24,850.04	50.40%	$77,189.85
Non-Personnel Expenditures															
Rent \ Mortgage \ Overhead	$34,250.00	**$8,562.50**	$25,687.50	$34,250.00	$0.00	$0.00	$34,250.00	$0.00	$28,650.00	**$6,788.75**	$20,366.25	$27,155.00	$1,495.00	44.22%	$15,351.25

Printing	$1,500.00	**$375.00**	$1,125.00	$1,500.00	$0.00	$0.00	$1,500.00	$0.00	$1,260.00	**$315.00**	$945.00	$1,260.00	$0.00	45.65%	$690.00
Postage	$1,490.00	**$372.50**	$1,117.50	$1,490.00	$0.00	$0.00	$1,490.00	$0.00	$1,240.00	**$310.00**	$930.00	$1,240.00	$0.00	45.42%	$682.50
Telephone & Internet	$8,610.00	**$2,152.50**	$6,457.50	$8,610.00	$0.00	$0.00	$8,610.00	$0.00	$7,190.00	**$1,709.50**	$5,128.50	$6,838.00	$352.00	44.26%	$3,862.00
Technology	$22,660.00	**$2,732.14**	$19,495.00	$22,227.14	$432.86	$0.00	$22,227.14	$432.86	$18,910.00	**$4,543.50**	$13,630.50	$18,174.00	$736.00	44.98%	$7,275.64
Travel	$9,520.00	**$251.21**	$620.99	$872.20	$8,647.80	$0.00	$872.20	$8,647.80	$7,970.00	**$1,855.25**	$5,565.75	$7,421.00	$549.00	89.48%	$2,106.46
Training	$4,680.00	**$3,200.94**	$7,253.32	$10,454.26	($5,774.26)	$0.00	$10,454.26	($5,774.26)	$3,910.00	**$977.50**	$2,932.50	$3,910.00	$0.00	27.22%	$4,178.44
Meetings	$3,510.00	**$0.00**	$2,632.50	$2,632.50	$877.50	$0.00	$2,632.50	$877.50	$2,930.00	**$732.50**	$2,197.50	$2,930.00	$0.00	52.67%	$732.50
Office Expenses	$4,610.00	**$55.50**	$3,457.50	$3,513.00	$1,097.00	$0.00	$3,513.00	$1,097.00	$3,880.00	**$937.00**	$1,986.01	$2,923.01	$956.99	45.42%	$992.50
Litigation	$22,870.00	**$4,703.48**	$16,521.72	$21,225.20	$1,644.80	$0.00	$21,225.20	$1,644.80	$19,130.00	**$2,378.24**	$9,408.50	$11,786.74	$7,343.26	35.70%	$7,081.72
Library \ Law Subscriptions	$10,890.00	**$8,470.63**	$22,877.61	$31,348.24	($20,458.24)	$0.00	$31,348.24	($20,458.24)	$9,120.00	**$5,356.50**	$12,498.49	$17,854.99	($8,734.99)	36.29%	$13,827.13
Advertising \ Marketing	$2,340.00	**$0.00**	$275.00	$275.00	$2,065.00	$0.00	$275.00	$2,065.00	$1,960.00	**$490.00**	$1,255.00	$1,745.00	$215.00	86.39%	$490.00
Audit \ Accounting Services	$5,520.00	**$0.00**	$5,520.00	$5,520.00	$0.00	$0.00	$5,520.00	$0.00	$4,610.00	**$3,457.50**	$8,067.50	$11,525.00	($6,915.00)	67.62%	$3,457.50
Insurance	$3,680.00	**$0.00**	$2,643.83	$2,643.83	$1,036.17	$0.00	$2,643.83	$1,036.17	$3,070.00	**$2,187.00**	$5,103.00	$7,290.00	($4,220.00)	73.39%	$2,187.00
Contract Services	$330.00	**$577.18**	$1,610.48	$2,187.66	($1,857.66)	$0.00	$2,187.66	($1,857.66)	$280.00	**$70.00**	$210.00	$280.00	$0.00	11.35%	$647.18
Dues	$1,080.00	**$0.00**	$1,579.00	$1,579.00	($499.00)	$0.00	$1,579.00	($499.00)	$910.00	**$0.00**	$0.00	$0.00	$910.00	0.00%	$0.00
Licenses & Professional Fees	$10,780.00	**$430.00**	$4,090.00	$4,520.00	$6,260.00	$0.00	$4,520.00	$6,260.00	$9,020.00	**$90.00**	$4,336.75	$4,426.75	$4,593.25	49.48%	$520.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$960,000.00**	**$247,194.48**	**$712,805.52**	**$960,000.00**	**$0.00**	**$0.00**	**$960,000.00**	**$0.00**	**$884,800.00**	**$172,798.55**	**$630,173.75**	**$802,972.30**	**$81,827.70**	**90.75%**	**$419,993.03**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period :	775
Cases opened during the period:	38
Cases closed during the period:	132
Cases pending at the end of the period :	681

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

The goal of the NC Justice Center (NCJC) is to take on high impact cases that protect and expand the rights of workers, consumers, immigrants, and low-income families. Our litigation staff has decades of experience litigating issues affecting low-income North Carolinians and is relied on as experts by other legal services organizations, pro bono attorneys and organizations that serve low-income communities across the state.
The NCJC litigates cases in all major areas of poverty law, including consumer, housing, public benefits, health, education, employment, and immigrants' rights. In 2024, the NCJC has served as lead counsel or co-counsel in seven class actions and handled over 40 additional impact cases. Moreover, we provided representation or legal advice to an active caseload of over 85 immigrant clients.
Our class action litigation impacts thousands of individuals in North Carolina. For example, the settlement in our litigation against a large debt buyer, described below, provided monetary relief to over 18,000 class members, and canceled debt for over 11,000 of those class members. The issues in our cases indirectly impact tens of thousands of residents of North Carolina, as bad actors are deterred from engaging in harmful practices.

Case Data - Full Grant Period

Cases pending at the beginning of the period:	822
Cases opened during the period:	123
Cases closed during the period:	264
Cases pending at the end of the period:	681
Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	145

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

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Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	
Clients served during the grant period:	945

Total household members for all clients served during the grant period:	2668
Of total clients served, how many received extended service?:	806
Of total clients served, how many clients received advice and brief service only?:	139
Of total clients served, how many are seniors?:	74
Of total clients served, how many are under the age of 18?:	27
Of total clients served, how many are veterans?:	12

Case Service Report by Case Type

Case type		Cases Closed
Consumer		2
Education		0
Employment		56
Family (including domestic violence)		0
Health		4
Housing		33
Immigration		143
Income Maintenance/Public Benefits		1
Individual Rights		0
Juvenile		0
Miscellaneous		25
	Subtotal	**264**
	Total	**264**

Case Service Report by County

County	Cases Closed
Alamance	9
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0

Beaufort	2
Bertie	0
Bladen	3
Brunswick	0
Buncombe	11
Burke	0
Cabarrus	3
Caldwell	1
Camden	0
Carteret	1
Caswell	0
Catawba	0
Chatham	4
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	6
Currituck	0
Dare	0
Davidson	1
Davie	0
Duplin	4
Durham	28
Edgecombe	1
Forsyth	11
Franklin	2
Gaston	3
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	8
Halifax	1

Harnett	3
Haywood	0
Henderson	4
Hertford	0
Hoke	4
Hyde	0
Iredell	2
Jackson	0
Johnston	5
Jones	0
Lee	6
Lenoir	1
Lincoln	0
McDowell	0
Macon	1
Madison	0
Martin	0
Mecklenburg	8
Mitchell	1
Montgomery	0
Moore	0
Nash	2
New Hanover	2
Northampton	0
Onslow	0
Orange	10
Pamlico	0
Pasquotank	0
Pender	2
Perquimans	0
Person	1
Pitt	5
Polk	0
Randolph	2
Richmond	0
Robeson	4

Rockingham	0
Rowan	1
Rutherford	0
Sampson	1
Scotland	0
Stanly	0
Stokes	0
Surry	1
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	2
Wake	65
Warren	1
Washington	0
Watauga	0
Wayne	10
Wilkes	2
Wilson	9
Yadkin	0
Yancey	0
Out of State	6
Unknown	4
Total	**264**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

Case updates in our litigation during 2024 include:
· We continued successful representation of immigrants before the Federal Court, Board of Immigration Appeals (BIA), Charlotte Immigration Court and USCIS in a myriad of immigration cases, including asylum, family-based, U-Visas, and Cancelation of Removal. Examples of our immigration work include:
o We secured Legal Permanent Resident Status for family members of Afghan parolees. We prepared clients for a successful adjustment of status interview which took place in August 2024.
o We filed a Special Immigrant Juvenile application on behalf of 14-year-old child under the custody of Surry County DSS. She was abandoned by both of her parents. We filed a motion to sever the child's case from her biological mother's removal action so the special immigrant juvenile case could proceed. This motion was granted by the immigration judge on September 23, 2024.
o Our motion to dismiss the deportation action against a client who came to the US several years ago was granted. Our client, fleeing from violence in Honduras was detained at the border and forced to wear an ankle bracelet which carried a high monthly fee as part of his bond. We secured an agreement with the bond company to remove the ankle bracelet after he had worn it for several years.
o We were successful in securing Cancelation of Removal on behalf of a married couple from Mexico who are parents of a severely disabled US Citizen child. They were able to establish extreme hardship due to the fact their child requires round the clock medical attention that would not be available to them if they are deported to Mexico.
o Coordinated with the U.S. Department of State's Office of the Coordinator for Afghan Relocation Efforts (CARE) team to assist family members of an Afghan refugee client who remain in Afghanistan. Their I-760 "Follow to Join" petition was approved, but because there is no embassy or consulate in Afghanistan, they must travel to a different country to have their petition processed. The CARE team is assisting with logistics of relocating our client's family members to Pakistan.
o Humanitarian Parole was approved for family members of our client who previously worked for a non-profit organization in Afghanistan. providing health care services to women experiencing gender-based violence. After the US government withdrew from Afghanistan, Afghan nationals, such as our client, who previously worked with international NGOs were targeted with violence and abuse.
o We received a replacement green card for an individual suffering from a significant mental impairment. He could not find any of his immigration documents, and did not know his immigration status. Now that we have secured proof of his legal permanent resident status, he is now eligible for health benefits.
o Secured Deferred Action approvals for multiple clients who are employees of workplaces being investigated by federal employment agencies including OSHA, EEOC, and the US Department of Labor.
o A U-visa application was approved for a client and her family members. This client was a victim of a violent robbery and sex offense in her home. We filed for this immigration benefit in 2015. She now has lawful status and will be eligible to apply for Legal Permanent Resident status in March of 2027.
o At the request of New Hanover County Department of Social Services, we filed a Special Immigrant Juvenile petition on behalf of a child who was brought to the US unlawfully by her mentally unstable mother and then abandoned. She was sexually assaulted by an older man and now lives in a foster home under the guardianship of DSS.
o We filed asylum applications for two clients who were victims of female genital mutilation in Guinea.
o We filed an asylum application on behalf of a young woman who recently came to the US from Democratic Republic of the Congo. She was the target of death threats, and physical violence because of her LGBTQ identity.
o We secured a U-Visa certification from Diplomatic Security Service, a bureau of the Department of State, on behalf of a client who we believe was a victim of trafficking by a grower. The allegations include confiscation of identity and immigration documents, subjecting workers to substandard conditions, lack of medical care and threats of abuse to continue working. We submitted a U visa application on her behalf based on this certification.
o Our petition to adjust status to lawful permanent resident was granted for a client we have represented since 2010. We initially filed a U visa application on this client's behalf, but the petition was rejected due to an alleged missed deadline. We filed a petition for mandamus and argued the government had miscalculated the deadline. A federal court ruled in our favor, and we secured her U-visa in 2022, and our client and her son received green cards in February 2024.
· Superior Court Judge Micheal O'Foghludha approved a class action settlement we entered into with one of the largest debt buyers in the country. This case was filed in 2016, alleging the company had obtained, and continued to obtain default judgments in violation of NC law. The defendant agreed to pay $5.75M to settle the case. The settlement also provides for cancelation of unpaid judgments in excess of $35M, and significant attorneys' fees to the NC Justice Center. There are 18,771 people in the class who are entitled to receive benefits from the settlement. The

Settlement Administrator completed the first distribution of funds in August, and the defendant has completed the judgment cancelation process throughout the state.

· Federal District Court Judge James Dever approved the settlement in a class action case we brought to challenge practices of a mobile home park owner in Wake County. We alleged the park owners (related entities based in Michigan) had illegally "sold" our class members mobile homes on an installment basis in contracts that lacked multiple required disclosures and consumer protections and then evicted members of the class when they fell behind on payments, despite their status as installment purchasers and not tenants. The mobile home park owners paid over $1 million dollars to resolve this case and have made substantial changes to their method of operations going forward. The case involves just under 200 class members residing in 100 households. The settlement administrator completed distribution of the settlement checks to class members, with all but $1,290.09 remaining in the settlement account. That amount will be distributed equally between IOLTA and IDS as a cy pres award.

· We settled a case against a homeowner's association in which our clients disputed fines totaling in excess of $13,000. We had previously negotiated a settlement with the HOA that substantially reduced the amount owed. After a new collection agency hired by the HOA sent our clients dunning letters for the full amount of the fines, we sent a demand letter and negotiated a settlement that relieved them of paying all but $19 of the assessments claimed.

· A partial settlement was reached in a fair housing case we filed with the NC Human Relations Commission. We alleged that a tenant property management company failed to follow federal guidance for considering applications from individuals with criminal records. One of the defendants agreed to pay over $60,000 to settle the case. We are co-counselling this case with Legal Aid of NC.

· We continued our work as a member of the stakeholders group monitoring compliance with the US Department of Justice (DOJ) language access settlement with the NC Administrative Office of the Courts (AOC). We attended listening sessions hosted by US DOJ to share concerns about language access in the courts. We worked with the legal services working group to improve the Interpreter Request Form used by AOC. Efforts to convince AOC to start using the form are ongoing.

· We filed a complaint in the Eastern District of North Carolina against a farming corporation on behalf of clients who worked with H2A workers but were not paid the H2A wage rate, and who were not properly compensated for overtime hours. One of our clients was retaliated against for raising wage and hour issues, and another was assaulted at work. Our lawsuit alleges violations of Title VII and several torts. We are co-counselling this case with a private firm.

· Investigation by the National Labor Relations Board is ongoing as a reult of a complaint we filed on behalf of a woman who was sexually harassed and then fired when she reported the harassment. Our client received Deferred Action as a result of the initiation of the investigation.

· We filed a charge with the National Labor Relations Board alleging our clients were fired in retaliation for engaging in protected concerted activity under the National Labor Relations Act. The parties reached a settlement agreement, and the NLRB conditionally withdrew the charges. Our clients will receive a total of $34,500 in backpay and other damages.

· Our motion for conditional certification of Fair Labor Standards Act claims was granted in a class action lawsuit we recently filed on behalf of clients who came to North Carolina on short-term H2A visas, but when those visas expired, were put to work with false documents. The workers' passports and Mexican voter IDs were confiscated, and they were not given their Social Security cards. Workers were instructed not to speak to anyone in the community, have visitors, or leave the housing. A ruling is pending on the defendant's motion to dismiss the lawsuit. Discovery is underway.

· Litigation is ongoing in a class action we filed on behalf of H2A workers who paid an illegal amount for meals that they were required to purchase from their employer. The lawsuit also alleges other wage and hour violations. A motion for class certification is pending, and discovery is underway.

· We negotiated a settlement on behalf of a client who was assaulted while working for a restaurant. She was owed overtime pay and several weeks of pay.

· We successfully quashed a subpoena issued by a grower in a case involving a fine levied against a grower by the NC Occupational Safety and Health Division. The grower appealed the citations to the OSH Review Board and issued subpoenas to the NC Justice Center as well as other community advocates. The Hearing Examiner ruled in our favor on all issues and granted the motions to revoke the subpoenas.

· We filed a motion to intervene in a lawsuit brought by the Farm Bureau against the US Department of Labor to challenge recently enacted H-2A rules. We are co-counseling with FARMStand in this case.

· We settled a Forsyth County Superior Court case on behalf of clients who entered into an installment sales contract with the former owner of a home in Winston-Salem. The new owner attempted to evict our clients, despite acquiring the home subject to our clients' home contract. As part of the settlement agreement, the seller agreed to deed the home to our clients and provide a seller-financed mortgage.

· We achieved a settlement agreement in a rent-to-own case involving a seller, who owns over 100 properties across eastern NC, using a home purchase agreement form that violates many consumer laws. Under the settlement, our clients received thousands of dollars of forgiven payments for past payments they missed, a free title to a truck they had purchased from the seller, extra time to move out of their home, and relief from the abusive and onerous contracts they had enetered into.

· We conducted an oral argument before the Fourth Circuit Court of Appeals on behalf of a chicken processing plant employee who was discharged after he filed an OSHA complaint. We alleged the discharge was a retaliatory act in violation of the NC Employment Discrimination Act. Summary judgment was entered against our client by a federal court judge, and we appealed that ruling. Unfortunately, the court issued a decision that was in large part adverse to our client. We were successful in defeating the defendant's motion to have our client pay their costs in this lawsuit.

· We received unfavorable rulings in our lawsuits filed in June 2023 in Sampson County Superior Court on behalf of three immigrant families who entered into "rent-to-own" contracts for the purchase of their homes. Two of our families completed their contractual payments and the third had one payment remaining when the seller transferred ownership to a third party. The new owner

has threatened eviction, putting our clients at risk of losing their entire investments. We plan to appeal one of these cases to the North Carolina Court of Appeals.
· We received an unfavorable ruling from the NC Supreme Court in a landlord tenant case in which the NC Equal Justice Alliance, Legal Aid of North Carolina, Duke Law School Civil Justice Clinic, and the Campbell Law School Civil Clinic appeared as amici. The tenant in this case was gravely injured when a gas furnace in his rental unit exploded. His claims against the landlord were dismissed at the trial court level, but he received a favorable Court of Appeals decision. The NC Supreme Court overturned that decision.
· We worked on three surplus funds cases in 2024, helping recover more than $170,000 for five former homeowners who were left destitute after their homes were lost to foreclosure.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

The NCJC does not have a formal program to use volunteer attorneys to provide direct legal services to its clients. We began recruiting a slate of pro bono attorneys to assist us with Power of Attorney clinics that we plan to host beginning in January 2025. We have been pleased so far with the response, having recruited over two dozen attorneys in a short amount of time. We also have recruited volunteer community members, interpreters and notaries.
We often ask large law firms or other attorneys engaged in private practice in North Carolina to assist us with our major cases. We have benefited from the generous and extensive support provided to us by firms in numerous cases that settled or were being litigated in 2024.
We engage law students and other graduate and undergraduate interns. We hired three law students this summer as well as three other student interns. We also take advantage of pro bono law student volunteers throughout the year for various research projects and to appear at our clinics.

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:	6
How many pro bono hours were recorded by attorney volunteers in your program?:	100
What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:	320,000 (at $400/hour)

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

We have a long history of collaboration with legal services providers in North Carolina and beyond. We engage with legal service organizations in our advocacy work on housing, consumer, employment, public benefit, and other substantive bodies of work. We work closely with LANC, Pisgah, CCLA, Land Loss Prevention Project, Financial Protection Law Center, Southern Poverty Law Center, Southern Environmental Law Center, Education Law Center, ACLU, and the National Consumer Law Center. We also work closely with all the law school clinics in North Carolina.

We partner with many other partners and community-based organizations and entities, including El Pueblo, NC's AICN Coalition, NC Community Health Center Association, MERI, Adelante members, Blueprint NC, Episcopal Farmworker Ministry, Comite Popular Somos Raleigh, the North Carolina Community Health Center Association, NC Child, Center for Responsible Lending, and AARP.

We coordinate many other coalitions and bodies of work, including:

· Leading a coalition of low-income parents and advocacy groups formed in response to the recent consent order issued in the public-school litigation.
· Coordinating the home defense project of LANC by convening monthly virtual meetings of statewide group of legal services attorneys.
· Member of the NC AOC "Language Access Stakeholders Committee" to monitor AOC compliance with a recent US Department of Justice settlement.
- Servicing as legislative chair for the Hispanic/Latino Division of the North Carolina Advocates for Justice.
· Coordinator of Farmworker Advocacy Network Steering Committee
· Serving as member of the Durham Expunction and Restoration Network Race Equity Working Group
· Serving as member of the Adelante NC Coalition -
· Serving as member of Alianza para los Derechos del Inmigrante de Carolina del Norte - Steering Committee Member
· National Lawyers' Guild National Immigration Project - member
· American Immigration Lawyers Association - Carolinas Chapter
· NC Governor's Advisory Council on Hispanic/Latinx Affairs -Advocacy Subcommittee Member
· North Carolina Advocates for Justice - Employment Law Section - Legislative Chair
· Coordinating informal working group of legal services attorneys focusing on language access in state court.
· Coordinating a monthly call of immigration legal services providers who provide front-line services to immigrant communities in North Carolina to coordinate and strategize on service delivery and response to threats.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

The NCJC had many more requests for service than we were able to provide. This is particularly acute for immigrant families in North Carolina. There are very few organizations in North Carolina providing free civil legal services to immigrants who cannot be served by federally funded legal services programs. Many individuals need legal assistance with wage theft, evictions, family law cases, and other individual case matters where we do not have the resources to provide assistance.

We also get many requests for assistance from non-immigrants as well. These cases fall typically into cases that legal aid does not handle, or the individual is slightly above LANC eligibility guidelines.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Our case work with significant policy impact is described herein.

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

Client was born in El Salvador. As a young teen, gang activity began increasing in his neighborhood, and he became more involved with his church with the encouragement of his family and neighbors as a way to stay away from dangerous activities. He took part in the church's music group, and spent a lot of time with church leaders. He became a pastor at a young age, and then become a police officer. As part of his work, he focused on developing programs to prevent students from entering gangs.

In 2015, through a project he worked on outside his job as a police officer, he inaugurated a grant funded program in a community particularly vulnerable to gang recruitment. The gangs quickly began to view his work as a threat, and began harassing him. The nature and frequency of the threats escalated, and both he and his partner were threatened with death. Although he had tried to disguise his role as a police officer in this work, gang members quickly discovered his identity. A note was left at his home, warning that if he did not provide police uniforms for gang members, he would be killed.. Soon thereafter, gang leaders came to his home in the middle of the night and began firing weapons outside his door as an intimidation method. He called the police for protection and was told they would be on the way, but no one came. He felt he had no choice but to leave the country.
He arrived in the U.S. in November of 2015. The Justice Center prepared and filed an asylum petition on his behalf, which has been pending with the Arlington Asylum Office since 2016.
Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

We hired an immigration attorney, Jasmina Nogo, who started work with the NC Justice Center in May 2024. As an immigrant to the U.S. herself, she has fought in the struggle for immigrants' rights in North Carolina and beyond since the mid 1990s. Prior to joining the NC Justice Center, Jasmina worked as a community resources attorney at the Asylum Seeker Advocacy Project where she developed resources for asylum seekers from around the world, and as a mental health attorney at the Florence Immigrant and Refugee Rights Project in Arizona, where she represented people with mental illnesses who were detained and facing the U.S. immigration system. Jasmina also worked as a students' rights attorney at the Right to Education Project, a statewide education justice project of Legal Aid of North Carolina, as a movement paralegal at Forward Justice, and as a creative writing instructor at N.C. State. She is a fan of the public universities of the Triangle, holding her B.A. in Journalism from UNC Chapel Hill, her JD from NC Central University, and her MFA in Creative Writing from NC State.
We selected Eli Longnecker as our inaugural 2024-2026 Immigrants' Rights Fellow. Eli began employment at the NC Justice Center in September 2024. They graduated from the University of North Carolina School of Law. During law school, they interned at NC Justice Center, Centro de los Derechos del Migrante, Inc., and Legal Aid Justice Center in Virginia, serving primarily immigrant and migrant workers. Prior to law school, they worked in local government as a union organizer and as a coordinator of the Los Angeles Worker Center Network. They grew up in Chapel Hill, North Carolina.
Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

In addition to our ongoing litigation, NC Justice Center litigation staff participated in the following activities during 2024:
Community Presentations:
· On January 11, 2024, gave a presentation with NC DHHS on Medicaid Expansion and Immigrant Access to Health and Benefits to a Spanish speaking general public audience. Over 5,000 people viewed the event.
· On January 12, 2024, gave a panel presentation on farmworker rights advocacy to Student Action with Farmworkers.
· On January 18, 2024, engaged in tabling as a legal service provider for Afghan nationals at the Afghan Support Center event hosted by USCIS.
· On January 31, 2024, presented with NC Get Covered, NC Navigator Consortium on immigrant access to public benefits/Medicaid and public charge to an audience of over 90 people.
· On February 7, 2024, presented virtually with NC Get Covered, NC Navigator Consortium on immigrant access to public benefits/Medicaid and public charge, reaching over 340 people.
· On February 7, 2024, gave a presentation to a Duke Law School Poverty Law class on variety of issues affecting our immigrant clients - access to public benefits, public charge, Immigration Law 101, consumer issues, housing issues, access to civil courts.
· On February 22, 2024, gave a presentation to a group of 25 workers on eligibility criteria for Deferred Action for Labor Enforcement.
· On February 29, 2024, gave a presentation to Duke students who are part of the group "Define America" on how to mobilize and advocate for immigrant issues.
· On March 1, 2024, gave a hybrid presentation in Wilmington to association of case managers (social workers and nurses who work in hospital settings) on immigrant access to public benefits/Medicaid and public charge, reaching an audience of over 120 individuals.
· On March 13, 2024, trained volunteers for an upcoming Deferred Action clinic.
· On March 21, 2024, presented to farmworker advocates about Deferred Action eligibility.
· On April 11, 2024, gave a presentation to a group of 68 care managers in who work in Durham, Vance, Granville and Orange counties on getting access to health care for children and their families, as well as other benefit programs, on immigrant access to public benefits/Medicaid and public charge.
· On April 26, 2024, presented to the Hispanic Liaison on safe travel for immigrants who are victims of domestic violence.
· On May 29, 2024, participated in a community forum for impacted people about their rights related to interactions with law enforcement, with 75 individuals attending.
· On June 1, 2024, participated in a panel discussion on concerns with criminal fines and fees being converted into civil judgments, as well as the drug tax.
· On June 15, 2024, distributed worker's rights materials to over 285 workers at an event sponsored by the Hispanic Federation in Mt. Olive.
· On June 17, 2024, gave a presentation to the NC DHHS Uninsured Working Group on immigrant eligibility for health insurance and public benefits.
· On June 22, 2024, trained attendees at Casa Azul on rights of farmworkers with emphasis on gender-based violence.

· On August 19, 2024, participated in an online forum to discuss rights of those with Temporary Protected Status, reaching an audience of over 150 people.
· On August 26, 2024, tabled at an event sponsored by the Mexican Consulate in Raleigh, distributing workers' rights materials to attendees.
· On September 9, 2024, gave a training for H-2A farmworkers about legal protections related to retaliation at the workplace.
· On September 11, 2024, gave a CLE presentation to 78 legal services lawyers on installment sales and lease option cases and how to file litigation claims.
· On September 20, 2024, trained FAN members about how to file occupational safety and health complaints.
· On September 25, 2024, gave a presentation at the NC Institute of Medicine on language access rights and Title VI in health care settings.
· On September 26, 2024, gave a presentation to 47 legal aid lawyers on mobile home law, eviction and tenancy law with regard to mobile home ownership and installment sales/lease option law.
· On October 5, 2024, prepared a video for Facebook live about immigrant eligibility for disaster programs—FEMA, DUA, D Snap and others. Over 10,000 individuals have viewed the presentation.
· On October 8, 2024, gave a presentation on immigrant eligibility for public benefits and public charge to ACA Enrollment Assisters from across the state at their annual training.
· On October 9, 2024, gave a presentation on tenants' rights to Spanish speaking mobile home park residents in Chapel Hill, requested by Town of Chapel Hill staff.
· On October 9, 2024, gave a virtual presentation on Facebook Live in Spanish about tenant's and homeowners rights after a disaster, and immigrant eligibility for disaster programs. Over 1,800 individuals have viewed the presentation.
· On October 15, 2024, gave an overview of worker's rights and how to engage in concerned activity in a virtual presentation to the Chester Worker Center.
· On October 16, 2024, gave a presentation on immigrant eligibility for public benefits and public charge to the American Case Management Association—NC Chapter, reaching over 75 people.
· On October 22, 2024, presented about unemployment insurance needs related to Helene recovery.
· On October 22, 2024, gave a presentation to Duke law students on immigration policy.
· On October 25, 2024, gave a CLE presentation to 120 lawyers at the National Consumer Law Center Litigation Conference in Orlando on representing mobile home residents in consumer/housing litigation.
  ◦ On November 8, 2024, presented as part of a panel of experts to science writers from around the world about climate issues impacting workers and the current state of workplace protections.
· On November 9, 2024, gave a presentation to the Adelante Coalition for immigrant youth and parents about education and immigration policy updates.
· On November 13, 2024, gave a CLE presentation to 75 attendees at the National Farmworker Law conference on Fair Labor Standards Act.
· On November 14, 2024, spoke on panel of lawyers at UNC School of Law on working in employment law.
· On November 18, 2024, gave a presentation on immigrant eligibility for public benefits and public charge to legal services lawyer and staff at Church World Services.
· On November 21, 2024, presented at a train-the-trainer style workshop on emergency preparedness and education rights issues to an audience of over 100 participants in Raleigh.
· On December 9, 2024, appeared on a panel virtual presentation on emergency preparedness and education rights issues to an audience of over 300 participants
· On December 18, 2024, presented on federal immigration policies and immigrant family preparation to the NC Interagency Working Group for New Americans.
· On December 18, 2024, gave a presentation on immigrant access to public benefits and public charge to community health outreach and enrollment workers.

Other notable work:

We have begun organizing a series of Emergency Preparedness/Power of Attorney clinics for the immigrant community. We are in the process of revising our "Emergency Guide" and plan to do community education presentations for clients and advocates. We are partnering with local community groups in this effort and will make use of volunteer attorneys and other volunteers for interpretation and notary public services. We plan to host these clinics beginning in January 2025. We have shared our materials widely with partners across the state.

We began coordinating legal services organizations who provide legal services to immigrants. We lead monthly meetings of all organizations providing legal services in the state; have developed and will update a shared resource hub, participate in rapid response directory, share updates and concerns, and provide and receive support from each other.

We gave technical advice and assistance to over 20 state government employees, attorneys and advocates on public benefits and public charge issues, impacting over 2,040 individuals

We organized several clinics to provide legal services to workers who qualified for Deferred Action for Labor Enforcement. We recruited volunteers for this effort and partnered with local organizations. We worked closely with Duke University's immigration clinic in one such effort, using dozens of student volunteers.

Attachments

Additional information:

2024-39 - NC Justice Center Strategic Planning Grant - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 11:37 AM
Initially Submitted By:	Carlene McNulty
Last Submit Date:	
Last Submitted By:	
Approved Date:	Feb 26, 2025 1:37 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation: Kim-Marie (First Name) Middle Name: McLellan (Last Name)
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Phone*: 919-856-3185 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: North Carolina Justice Center

Organization Tax ID: 56-1348186

Organization Website: https://www.ncjustice.org

Address*: PO Box 28068

Raleigh North Carolina 27611-
City State/Province Postal Code/Zip

Phone*: (919) 856-2570 Ext.
###-###-####

Fax: ###-###-####

Name of Executive Director*: Reginald Shuford

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Feb 26, 2025 1:37 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant		$50,000.00	$50,000.00	$0.00	$0.00	$50,000.00	$50,000.00
Private Foundations - Pending		$0.00	$0.00	$75,000.00	$75,000.00	$75,000.00	$75,000.00
		$50,000.00	**$50,000.00**	**$75,000.00**	**$75,000.00**	**$125,000.00**	**$125,000.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Non-Personnel Expenditures															
Consultant	$50,000.00	**$50,000.00**	$0.00	$50,000.00	$0.00	$0.00	$50,000.00	$0.00	$75,000.00	**$75,000.00**	$0.00	$75,000.00	$0.00	60.00%	$125,000.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$50,000.00**	**$50,000.00**	**$0.00**	**$50,000.00**	**$0.00**	**$0.00**	**$50,000.00**	**$0.00**	**$75,000.00**	**$75,000.00**	**$0.00**	**$75,000.00**	**$0.00**	**100.00%**	**$125,000.00**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period :

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period :

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

NA

Case Data - Full Grant Period

Cases pending at the beginning of the period:

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period:

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.: 0

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

NA

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):

Clients served during the grant period:

Total household members for all clients served during the grant period:

Of total clients served, how many received extended service?:

Of total clients served, how many clients received advice and brief service only?:

Of total clients served, how many are seniors?:

Of total clients served, how many are under the age of 18?:

Of total clients served, how many are veterans?:

Case Service Report by Case Type

Case type	Cases Closed
Consumer	0
Education	0
Employment	0
Family (including domestic violence)	0

Health		0
Housing		0
Immigration		0
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**0**
	Total	**0**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0

Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	0
Franklin	0
Gaston	0
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0

Mecklenburg	0
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	0
Wake	0
Warren	0
Washington	0
Watauga	0

Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**0**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

NA

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

Summary:
The strategic planning process, in partnership with Valbrun Consulting Services (Valbrun), over the last year has been aimed at enhancing our organizational operations, prioritizing racial equity, and promoting social justice. It involved a comprehensive internal review, data collection, and goal-setting processes. This initiative, supported by an IOLTA grant, has involved conducting a thorough review of our operations, gathering input from staff and board members, and developing goals that prioritize equity. We have integrated the use of the Intercultural Development Inventory® (IDI®), a key tool for assessing intercultural competence, to support our efforts in building a more inclusive organization.
Our goal is to strengthen our organizational structure, improve decision-making processes, and align our work with principles of racial equity and social justice. The project is ongoing, and this report reflects the steps completed thus far, the outcomes achieved, and the next steps.
Significant strides have been made towards our goal. This report highlights the steps taken so far, the outcomes achieved, and the next steps for continuing this important work.
Process Overview:
We formed a Strategic Planning Committee (SPC) in January 2024, led by the Executive Director and comprising staff members from multiple projects and sectors of our organization. Meeting bi-

weekly, the SPC finalized a Request for Proposal in May, received seven proposals, and selected four firms for interviews in June and July. The SPC ultimately selected Valbrun, a Black woman owned firmed based in Charlotte, to lead us through this important process. We were able to secure the additional funding necessary for this project to commence and Valbrun began their work with us in July of 2024.

1. Data Collection:
1. We have made considerable progress in collecting data to evaluate our operations and decision-making processes.
2. In August, all staff were asked to complete an IDI Assessment, which was followed by a debrief call with a firm contracted by Valbrun to discuss and explain the results.
3. In September we held an all-day retreat, where we discussed organizational challenges, opportunities for growth, and the integration of racial equity into our work.
4. Staff and board surveys were distributed and completed providing critical insights into perceptions of organizational culture, communication, and the presence of any biases or inequities in our operations. We completed a detailed inventory of all aspects of the organization's current work and submitted it to Valbrun for review to help determine how efficient we are in the deployment of our time and resources.
5. Additionally, we have initiated the process of designing survey questions for interviews with key stakeholders to further explore external perspectives on our work and the impact of our services.
2. Racial Equity Lens:
1. Throughout the data collection process, we applied a racial equity lens to ensure that our strategies would address any systemic inequities and biases. This approach has shaped the way we analyzed data and began to develop goals that prioritize racial equity and social justice across the organization.
3. Use of the Intercultural Development Inventory® (IDI®):
1. As trained and certified administrators of the IDI®, Valbrun utilized the IDI as a key tool in this process. The IDI® assesses intercultural competence at both the individual and organizational levels. By applying the IDI® to our work, we can gauge how well we demonstrate cross-cultural knowledge, navigate cultural differences, and support others as they advance equity initiatives.
2. By integrating the IDI® into our strategic planning process, we gain valuable insights into the strengths and challenges of our workforce, which allows us to align our diversity, equity, and inclusion efforts with broader organizational objectives. This not only strengthens our capacity for cultural competence but also ensures that our initiatives are aligned with our strategic goals.
4. Information Gathering:
1. We have started to develop tools to collect key information from stakeholders. We will work with leadership and stakeholders to carry out a comprehensive current state analysis and gather data and information to inform current realities, organizational strengths, identify and assess internal and external threats and opportunities to help predict and plan for future conditions.
2. We have collected initiative inventories from each team to understand resource allocation and return on existing investments. This data will be used to assess current organizational performance and capacity, prioritize needs, and identify challenges as part of a comprehensive assessment.
5. Organizational Norms:
1. With the insights gained from our retreat, we created organizational norms to govern all operations, including communication, decision making, confidentiality, responsible participation, and use of time. The norms are in place to establish clear, shared guidelines that shape the way staff interact, make decisions, and work together. These norms provide a foundation for creating a culture of equity, inclusion, and accountability within the organization.
6. Implementation:
1. The implementation of our action plan has not yet started, as the planning phase is still in progress.

Outcomes and Achievements to Date:

While the project is still in progress, several key outcomes have been achieved:

1. Racial Equity Lens Integration:
1. The incorporation of a racial equity lens has already influenced the way we are approaching our organizational analysis and goal setting. By identifying areas where inequities exist, we are positioning ourselves to make more intentional and systemic changes.
2. Organizational Norms:
1. We successfully established a set of organizational norms that will guide staff and board interactions, ensuring that we build a more collaborative, transparent, and supportive work environment. These norms are foundational to creating a healthier organizational culture.
3. Increased Staff and Board Engagement:
1. The retreat increased engagement and collaboration between staff. The process has fostered open dialogue and started the process of building trust, which will be critical to the success of the internal reset moving forward.
4. Early Goal Definition:
1. Although goal setting is still a work in progress, initial goals around communication, decision-making, and the integration of racial equity have been identified and are being refined for future implementation.

Next Steps:

1. Develop Action Plan
2. Begin Implementation
3. Continue Evaluation
4. Ongoing Staff and Board Engagement

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

Challenges and Adaptations:
As expected, we faced some challenges during the early stages of the project:

1. Funding and Selection Process:

We worked to secure the remaining funds needed to fully fund this project. Our SPC also worked intentionally to recruit and select the best consultant for our organization. This part of the process took longer than expected, Due to a later-than-expected initiation of the project, we have had to adapt our timeline. While this has pushed the start of the implementation phase, it has not significantly impacted our ability to move forward with the planning and data collection processes.

2. Transition of Executive Director

The announcement that our Executive Director will be leaving the organization has presented an unexpected challenge. The Executive Director has been an integral part of facilitating this process, providing guidance, clarity, and leadership as we worked together to craft a path forward. We are nevertheless confident that we will continue the momentum without losing focus on the ultimate goals of the planning process.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

NA

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

NA

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

NA

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

NA

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

NA

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

Looking ahead, Reggie Shuford, Executuve Director, will be transitioning on February 7, 2025. The board has selected the search firm Armstrong McGuire to assist with the selection of an Interim Director. In the coming weeks, the board will launch a full search for the permanent placement of an Executive Director.

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

Attachments

Additional information:

2024-08 - Safe and Humane Jails Project - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 9:57 AM
Initially Submitted By:	Elizabeth Thomas
Last Submit Date:	
Last Submitted By:	
Approved Date:	Apr 24, 2025 3:42 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation: Elizabeth (First Name) Hopkins (Middle Name) Thomas (Last Name)
Title:	
Email*:	Bthomas@ncpls.org
Address*:	1110 Wake Forest Road
	Raleigh (City) North Carolina (State/Province) 27604 (Postal Code/Zip)

Phone*: (919) 856-2205 Ext.
Phone
###-###-####

Fax: (919) 865-2223
###-###-####

Comments:

Organization Information

Status*: Approved

Name*: North Carolina Prisoner Legal Services, Inc.

Organization Tax ID:

Organization Website: www.ncpls.org

Address*: PO Box 25397

Raleigh North Carolina 27611
City State/Province Postal Code/Zip

Phone*: (919) 856-2200 Ext.
###-###-####

Fax: (919) 856-2223
###-###-####

Name of Executive Director*: Beth Hopkins Thomas

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Apr 24, 2025 3:42 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant		$48,900.00	$48,900.00	$0.00	$0.00	$48,900.00	$48,900.00
		$48,900.00	**$48,900.00**	**$0.00**	**$0.00**	**$48,900.00**	**$48,900.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Attorney Staff - Combined	$8,330.00	**$5,180.00**	$2,258.00	$7,438.00	$892.00	$0.00	$7,438.00	$892.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$5,180.00
Paralegal Staff - Combined	$23,460.00	**$16,200.00**	$11,617.00	$27,817.00	($4,357.00)	$0.00	$27,817.00	($4,357.00)	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$16,200.00
Fringe Benefits	$9,631.00	**$5,772.00**	$3,747.00	$9,519.00	$112.00	$0.00	$9,519.00	$112.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$5,772.00
Administrative Staff - Combined	$1,413.00	**$0.00**	$0.00	$0.00	$1,413.00	$0.00	$0.00	$1,413.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$0.00
Non-Personnel Expenditures															
Travel	$2,100.00	**$169.00**	$0.00	$169.00	$1,931.00	$0.00	$169.00	$1,931.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$169.00
Postage	$57.00	**$27.00**	$30.00	$57.00	$0.00	$0.00	$57.00	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$27.00
Rent \ Mortgage \ Overhead	$3,900.00	**$1,950.00**	$1,950.00	$3,900.00	$0.00	$0.00	$3,900.00	$0.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$1,950.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$48,891.00**	**$29,298.00**	**$19,602.00**	**$48,900.00**	**($9.00)**	**$0.00**	**$48,900.00**	**($9.00)**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**$0.00**	**?%**	**$29,298.00**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period : 33

Cases opened during the period:	296
Cases closed during the period:	306
Cases pending at the end of the period :	23

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Case Data - Full Grant Period

Cases pending at the beginning of the period:	16
Cases opened during the period:	625
Cases closed during the period:	602
Cases pending at the end of the period:	23
Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	602

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	
Clients served during the grant period:	296
Total household members for all clients served during the grant period:	
Of total clients served, how many received extended service?:	0
Of total clients served, how many clients received advice and brief service only?:	296
Of total clients served, how many are seniors?:	
Of total clients served, how many are under the age of 18?:	
Of total clients served, how many are veterans?:	

Case Service Report by Case Type

Case type		Cases Closed
Consumer		0
Education		0
Employment		0
Family (including domestic violence)		0
Health		0
Housing		0
Immigration		0
Income Maintenance/Public Benefits		0
Individual Rights		602
Juvenile		0
Miscellaneous		0
	Subtotal	**602**
	Total	**602**

Case Service Report by County

County	Cases Closed
Alamance	10
Alexander	4
Alleghany	0
Anson	0
Ashe	4
Avery	0
Beaufort	1
Bertie	3
Bladen	1
Brunswick	11
Buncombe	10
Burke	2
Cabarrus	6
Caldwell	7
Camden	0
Carteret	3
Caswell	0

Catawba	6
Chatham	2
Cherokee	0
Chowan	1
Clay	0
Cleveland	11
Columbus	4
Craven	7
Cumberland	8
Currituck	1
Dare	2
Davidson	14
Davie	2
Duplin	4
Durham	13
Edgecombe	8
Forsyth	13
Franklin	3
Gaston	13
Gates	0
Graham	1
Granville	5
Greene	3
Guilford	18
Halifax	1
Harnett	5
Haywood	1
Henderson	3
Hertford	1
Hoke	8
Hyde	0
Iredell	35
Jackson	1
Johnston	6
Jones	0

Lee	3
Lenoir	3
Lincoln	5
McDowell	3
Macon	1
Madison	1
Martin	0
Mecklenburg	33
Mtchell	0
Montgomery	4
Moore	7
Nash	11
New Hanover	28
Northampton	1
Onslow	21
Orange	4
Pamlico	1
Pasquotank	6
Pender	2
Perquimans	0
Person	5
Pitt	16
Polk	1
Randolph	4
Richmond	2
Robeson	7
Rockingham	13
Rowan	7
Rutherford	5
Sampson	4
Scotland	0
Stanly	2
Stokes	2
Surry	4
Swain	3
Transylvania	7

Tyrrell	0
Union	22
Vance	5
Wake	31
Warren	2
Washington	0
Watauga	1
Wayne	22
Wilkes	5
Wilson	3
Yadkin	0
Yancey	1
Out of State	28
Unknown	4
Total	**602**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

The Safe and Humane Jails Project continues to serve as a resource for the over 25,000 clients held in jails from each of North Carolina's 100 counties. The team is comprised of one attorney and one paralegal. The Jails Team continues to meet our 2024 goals to: 1) provide legal advice; 2) advocate for detainees who raise issues of concern; 3) accept court-appointed representations to assist clients with their 1983 civil rights lawsuits about incidents that occurred in jails; 4) foster relationships with jail officials and better understand their operations; and 5) assist prisoners with jail credit.

Legal Advice: We received and responded to letters and calls from 602 jail detainees and their loved ones this year. Our team provided legal advice as clients awaited trial for their pending charges or served short sentences after conviction. We also provided resources to families, friends, and concerned advocates who reached out to us for assistance. We answered questions about detainee rights' and provided supporters with legal resources. The Jails Team concentrated our time on violations of Constitutional rights under the Eighth and Fourteenth Amendments, those that prohibit cruel and unusual punishment. The two most persistent issues our clients face are the inability to access sufficient medical care, and suffering from physical violence at the hands of correctional officers or other detainees. Our team also fielded telephone calls, emails, and directed referrals from attorneys who needed advice about issues their clients face in the jails. We provided attorneys with advice and sample pleadings to assist them in the preparation of lawsuits against county jails and detention centers arising from unsafe or unconstitutional conditions. Additionally, at the end of 2023 the Fourth Circuit decided *Short v. Hartman*, a plaintiff-friendly ruling that changed the legal framework for pre-trial detainees bringing 1983 civil rights lawsuits. As a result of this encouraging decision, we updated the legal resources we provide for detainees related to filing medical lawsuits since this is what is most directly implicated by the *Short* decision.

Legal Advocacy: Advocacy for detainees facing serious medical or mental health concerns and those concerned for their physical safety are among our highest priorities. The Jails Team continued to serve as a specialized resource advocating for issues arising in county jails. On many occasions, the team members contacted jail officials and provided education and support for them to improve conditions of confinement for incarcerated individuals. These calls were often to request immediate intervention with detainees not receiving proper medical attention, and ultimately proved productive in getting the care needed for our clients.

Court-Appointed Representation: The Jails Team accepts the judicial appointment of cases arising out of conditions of confinement in North Carolina detention facilities. These include cases filed in state cases as well as those of *pro se* litigants who file Section 1983 civil rights lawsuits in federal U.S. District Courts.

In 2024, our team was assigned to a case out of Richmond County. The grand jury convened in this county for a jail inspection returned numerous findings of unsafe and unsanitary conditions. The judge on the case asked that we be appointed to represent the judiciary. Our team began litigation in this case which the Defendants have currently appealed an issue to the Court of Appeals. The team will continue to fight to improve the conditions of Richmond County Detention Center.

Relationships with Jail Officials: The Jails Team continued to foster relationships with jail officials through frequent communication. Through calls, emails, and visits, we learned about jail policies, procedures, and conditions. The Team is then able to use this knowledge to benefit detainees in jails when providing legal advice or advocacy. Our paralegal Luis MacKinney toured the Catawba County Detention Center and met with the Durham Police Department. During this tour and meeting, Luis was able to see the conditions of the jails and discuss the concerns we hear from detainees in order to ensure that staff had a better sense of the issues concerning our clients. In many facilities, our relationship-building with jail officials allows us to quickly reach out to these individuals to assist in emergency intervention for a client.

Jail Credit: Our Team responded to client requests to ensure that they receive credit against their sentences for the time spent in jail. Since January 2024, we have saved people over 6 years of jail credit. This saves taxpayers from waste as well as clients from being held unconstitutionally.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

The most significant obstacle our team faces in this work is capacity to meet the many needs of our clients. Throughout 2024, we were limited to direct advocacy with jail officials and providing pro se self-help legal materials per client requests for assistance. We are thrilled to be able to expand this capacity in 2025 through increased funding sources to better serve this underserved population. We will now be able to move past advocacy with the jails to litigation when necessary, ensuring that we are able to correct some of the many violations that we witness through this project.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

One of the greatest obstacles individuals incarcerated in jails face is the lack of resources available to address their conditions of confinement. People in jails are provided court-appointed attorneys to address their pending criminal charges, however these attorneys do not have the capacity nor are they compensated by Indigent Defense Services to ensure that their clients are not abused while awaiting trial. One of the initiatives of this project is to support trial attorneys in advocating for their clients conditions of confinement. We provide sample pleadings and advise attorneys on how to ensure confidential access to their clients in the facilities. We also coach them on how to get vital medications to their clients and help them receive needed medical visits.
There are very few organizations throughout the state that serve this population which is why The Safe and Humane Jails Project is vital. Our team works hard to identify and collaborate with allies throughout the state. The Jails Team maintains a long-standing relationship with Disability Rights North Carolina. We work closely with their Prison and Jails Team to maximize our collective impact. We frequently go to one another for advice regarding specific client issues or situations that fall within an area of expertise of either organization. We also share information found through investigations at specific jail sites. It is our hope that we will be litigation partners in cases that we are able that we bring.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

Our Team was able to provide information, advice, and or pro se legal materials to everyone who reached out to us in 2024. We are thrilled to be able to expand our services to full representations moving forward.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Our work on the Richmond County Jail case has the potential for significant policy impact. The cases raises the novel issue of whether a North Carolina Superior Court Judge has the authority to order a County to act based on the findings of the Department of Health and Human Services and a grand jury investigation. If our litigation is successful in this case, then we have another avenue through which we can push facilities to improve conditions of confinement for our clients. This would be a tremendous victory as making systemic change in this field is incredibly hard due to both the short temporal nature of any one individual's incarceration awaiting trial as well as the due to the fact that each facility is run by a different administration.

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

In August, a family member of someone being held in custody in Iredell County Jail called North Carolina Prisoner Legal Services. She was frantic that her loved one was not receiving much needed medical attention.

This loved one was being held for nonviolent offenses and had a bond that she could not afford. She was heartbroken and felt powerless to help her family member.

The Jails Attorney spoke with her and got as much information on the status of the request. It turned out that the jail detainee suffered from substance abuse disorder. Their charges reflected this disorder and were nonviolent, low-level charges yet they were being held under an incredibly high bond. This person had a disease that was highly manageable when given the correct medications, yet deadly if these medications were withheld.

The attorney then called the jail and spoke with the facility nurse. The nurse informed the attorney that in order to give the client their medication, they needed proof that they were on this medicine at the time of arrest. It is important to note two things here: 1) The nurse acknowledged that the detainee had the underlying disease, 2)The nurse did not deny this medication was a life-saving necessity for this person. She did not offer to give an alternative drug that could provide the same protections. Her only concerns were jail protocol, which seems antithetical to the hippocratic oath undertaken by medical professionals.

The issue with this medication is that it is a life-saving prophylactic. Any amount of time that the detainee went without this medicine could lead to the irreversible progression of a potentially lethal disease. And the jail seemed in no rush to try to provide the drugs, or to get a doctor into the facility to re-prescribe them if needed.

At this point, the attorney had to write to the client and send medical releases. She obtained one for every facility from which the client had received treatment. The paralegal followed up on these requests until the team was about to pinpoint the prescription for this lifesaving medication. These records were made available to the jail via our team's work, yet they had the capacity to follow this trail all along and could have gotten the records in a fraction of the time it took our team to track them down. It should not take legal intervention to ensure basic healthcare when someone is a ward of the state and county holding them.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

For the first time in organizational history, North Carolina Prisoner Legal Services hired a full-time Jails Team Attorney at the beginning of December. Attorney Cheryl Sullivan joined the Team after 14 years with the North Carolina Center on Actual Innocence. Ms. Sullivan manages operations of the team and identifies cases to pursue for litigation. Paralegal Luis McKinney led communications with client supporters and the jail facilities. The team works together to develop and improve the materials distributed to clients.

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

Attachments

Additional information:

2024-43 - North Carolina Prisoner Legal Services Technology and Training Project - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 11:39 AM
Initially Submitted By:	Elizabeth Thomas
Last Submit Date:	
Last Submitted By:	
Approved Date:	Mar 19, 2025 11:27 AM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

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Comments:

Organization Information

Status*: Approved

Name*: North Carolina Prisoner Legal Services, Inc.

Organization Tax ID:

Organization Website: www.ncpls.org

Address*: PO Box 25397

Raleigh North Carolina 27611
City State/Province Postal Code/Zip

Phone*: (919) 856-2200 Ext.
###-###-####

Fax: (919) 856-2223
###-###-####

Name of Executive Director*: Beth Hopkins Thomas

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Mar 19, 2025 11:27 AM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant		$26,000.00	$26,000.00	$8,897.00	$4,953.98	$34,897.00	$30,953.98
		$26,000.00	**$26,000.00**	**$8,897.00**	**$4,953.98**	**$34,897.00**	**$30,953.98**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Non-Personnel Expenditures															
Board \ Staff Development	$4,000.00	**$2,426.18**	$0.00	$2,426.18	$1,573.82	$0.00	$2,426.18	$1,573.82	$1,000.00	**$299.98**	$0.00	$299.98	$700.02	11.00%	$2,726.16
Equipment	$2,000.00	**$0.00**	$4,224.00	$4,224.00	($2,224.00)	$0.00	$4,224.00	($2,224.00)	$1,131.00	**$0.00**	$1,000.00	$1,000.00	$131.00	19.14%	$0.00
Equipment	$10,000.00	**$0.00**	$10,808.00	$10,808.00	($808.00)	$0.00	$10,808.00	($808.00)	$2,847.00	**$0.00**	$1,735.00	$1,735.00	$1,112.00	13.83%	$0.00
Technology	$10,000.00	**$0.00**	$0.00	$0.00	$10,000.00	$0.00	$0.00	$10,000.00	$2,000.00	**$0.00**	$0.00	$0.00	$2,000.00	0.00%	$0.00
Telephone & Internet	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,919.00	**$0.00**	$1,919.00	$1,919.00	$0.00	100.00%	$0.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$26,000.00**	**$2,426.18**	**$15,032.00**	**$17,458.18**	**$8,541.82**	**$0.00**	**$17,458.18**	**$8,541.82**	**$8,897.00**	**$299.98**	**$4,654.00**	**$4,953.98**	**$3,943.02**	**55.68%**	**$2,726.16**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period :	33
Cases opened during the period:	296
Cases closed during the period:	306
Cases pending at the end of the period :	23

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

North Carolina Prisoner Legal Services (NCPLS) supports over 31,000 individuals incarcerated in North Carolina state prisons and over 25,000 individuals housed in North Carolina's county jails. NCPLS provides pro bono legal services for these individuals through three teams: 1) the Post-Conviction team represents clients in criminal cases; 2) the Civil Team represents incarcerated clients on conditions of confinement issues rising to the violation of their constitutional rights, and 3) the Safe and Humane Jails Project provides legal support to individuals housed in county jails. NCPLS is a team of 30 dedicated attorneys, paralegals, and support staff. We answer all requests for assistance in the form of providing pro se materials, brief legal advice, and partial or full litigation representation. In 2024, opened over 3,935 files for client cases. The technology upgrades we have installed have vastly improved our ability to best represent our clients and serve our communities.

Case Data - Full Grant Period

Cases pending at the beginning of the period:	16
Cases opened during the period:	625
Cases closed during the period:	602
Cases pending at the end of the period:	23
Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	602

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	
Clients served during the grant period:	602
Total household members for all clients served during the grant period:	
Of total clients served, how many received extended service?:	
Of total clients served, how many clients received advice and brief service only?:	602
Of total clients served, how many are seniors?:	
Of total clients served, how many are under the age of 18?:	
Of total clients served, how many are veterans?:	

Case Service Report by Case Type

Case type		Cases Closed
Consumer		0
Education		0
Employment		0
Family (including domestic violence)		0
Health		0
Housing		0
Immigration		0
Income Maintenance/Public Benefits		0
Individual Rights		602
Juvenile		0
Miscellaneous		0
	Subtotal	**602**
	Total	**602**

Case Service Report by County

County	Cases Closed
Alamance	10
Alexander	4
Alleghany	0
Anson	0
Ashe	4
Avery	0
Beaufort	1
Bertie	3
Bladen	1
Brunswick	11
Buncombe	10
Burke	2
Cabarrus	6
Caldwell	7
Camden	0
Carteret	3

Caswell	0
Catawba	6
Chatham	2
Cherokee	0
Chowan	1
Clay	0
Cleveland	11
Columbus	4
Craven	7
Cumberland	8
Currituck	1
Dare	2
Davidson	14
Davie	2
Duplin	4
Durham	13
Edgecombe	8
Forsyth	13
Franklin	3
Gaston	13
Gates	0
Graham	1
Granville	5
Greene	3
Guilford	18
Halifax	1
Harnett	5
Haywood	1
Henderson	3
Hertford	1
Hoke	8
Hyde	0
Iredell	35
Jackson	1
Johnston	6
Jones	0

Lee	3
Lenoir	3
Lincoln	5
McDowell	3
Macon	1
Madison	1
Martin	0
Mecklenburg	33
Mitchell	0
Montgomery	4
Moore	7
Nash	11
New Hanover	28
Northampton	1
Onslow	21
Orange	4
Pamlico	1
Pasquotank	6
Pender	2
Perquimans	0
Person	5
Pitt	16
Polk	1
Randolph	4
Richmond	2
Robeson	7
Rockingham	13
Rowan	7
Rutherford	5
Sampson	4
Scotland	0
Stanly	2
Stokes	2
Surry	4
Swain	3

Transylvania	7
Tyrrell	0
Union	22
Vance	5
Wake	31
Warren	2
Washington	0
Watauga	1
Wayne	22
Wilkes	5
Wilson	3
Yadkin	0
Yancey	1
Out of State	28
Unknown	4
Total	**602**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

Priority #1) Internet and Conference Room Technology- The most vital tool our team needs in order to do our job effectively is technology. We store all of our work product and file management electronically, and also communicate with one another virtually the majority of the time. Our team operates on a hybrid schedule meaning that members rotate days working in and out of the office. Many of our team members, as well

as members of our board of directors live outside of the Triangle. This necessitates the ability to hold hybrid meetings, or those that offer an in-person as well as virtual attendance option. Fortunately, this grant has allowed us to outfit the conference room with technology that facilitates virtual and hybrid meetings. This allows for more robust meeting attendance and participation both within our team, among our board of directors, with outside partners, and with stakeholders. We have also had the opportunity to host guests in collaborative meetings and allow other organizations the use of our conference room, which engenders goodwill.

The conference room boasts a mounted tv screen to project virtual meeting participants, a camera to transmit the participants in the conference room, and microphones to transmit sound. There is also a laptop that operates the system and hosts meetings. The technology company that installed the system, Insight, gave our team a comprehensive training so that we can all utilize the new equipment. We have also successfully updated our internet accessibility. The wireless connection was extended so that it reaches all parts of the office adequately. Team members no longer have to move around the space to try to achieve a stable connection for virtual meetings and no longer lose connectivity in the middle of meeting attendance. Additionally, in light of growing cybersecurity threats we have updated our outdated firewall. This update provides us better security against outside threats and ensures our compliance with our insurers requirements. Finally, with all of the upgrades, we found that we needed to replace a battery for our server. Our internet extenders, the firewall, and the server battery have all been installed by Insight.

Priority #2) DEI Programming- North Carolina Prisoner Legal Services prioritizes Diversity, Equity, and Inclusion efforts within our work. We strive to educate ourselves to best serve our diverse clientele. One way we do this is through our annual DEI Retreat. Since 2021, we have held an annual DEI Board of Directors/Staff retreat. Our team looks forward to the learning and growth that takes place at this event each year.

For 2024, we were able to hire a facilitator and book a beautifully scenic retreat facility at Lake Wheeler Park. On September 13, our team hosted a learning retreat for our Board of Directors and staff. One of our speakers was Mark Rabil who presented on Vicarious Trauma. Mark is a career death penalty defense attorney and shared with us his struggles to manage his mental health as a result of the stress of his representations. He spoke about the multiple layers of trauma involved in representing clients in the cases we all do: there is the initial trauma of the crime, the historical trauma all of our clients have experienced that have led them to become our clients that we must uncover and document for mitigation, and then the trauma of not often receiving just outcomes for clients for which we fight so zealously. He taught mindfulness and gave a demonstration of his meditation practice.

We also learned from therapist Wesley Wade who taught the team about Neurodiversity and Mental Health. He taught the team ways to make our communication more inclusive both internally within our office as well as with our clients. Wesley also gave advice on best practices for hiring and interviewing so that we can be less likely to discount a candidate's ability to the job properly based on traditional communication norms.

Priority #3) Case Management Software Upgrade- Our team opens thousands of client case files each year. The case management system that we use is called Legal Files which now holds over 95,000 files. We currently have no way of sorting through the files to determine which can be purged and which should remain on our servers, other than going through them one-by-one. We have submitted the request to the Legal Files team to write the code to assist in identifying and erasing superfluous files to streamline our case management and ease the burden on our systems. The Legal Files team gave us an estimate of having the program ready by the first quarter of 2025, so they are delayed. We are hopeful to receive the program soon so that we can continue the necessary task of file upkeep and management.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

Our team successfully completed Priority #1 and Priority #2 in 2024. We only encountered one major obstacle to completing Priorty #3 for this project. We placed an order with our case management software company for an upgrade to our current program in early 2024. This new coding would will allow for our upkeep and management of thousands of files we have held onto for our 45 year history. There has been a significant delay to the update, but the software company has informed us that they are hopeful to have it out by the end of the first quarter of 2025.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

We are thrilled to have a conference room that we can share with others and have welcomed multiple groups into our space for use with their own meetings. For example, the Wake County Bar Association hosted one of their quarterly meetings in the conference room. And EmancipateNC has used this space for depositions. We have also held many multi-organization meetings in which we were participants. These include an Executive Director Group sponsored by the A.J. Fletcher Foundation. We are incredibly proud of the upgraded facilities and technology and want to share it as widely as possible to help serve our community and further cultivate relationships.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

Our team was able to respond to each inquiry for assistance with a case evaluation, brief advice, full representation, or a referral to another agency.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

Our team helped secure the release of a young lady who was sentenced to life in prison as a teenager. This was through years of prolonged litigation that culminated in a commutation of her sentence under the Governor's Juvenile Sentencing Review Board process. After her release, some of our team members that worked on her case took this client to lunch to learn more about her experience in prison. After learning so much during this meeting, the team members asked this client if she would speak to the entire staff. She quickly agreed and gave an incredibly inspiring presentation in our conference room. She was open and honest about her struggles with what our team was and was not able to give her and do for her. She also shared an incredible amount about her experiences growing up in North Carolina prisons. Learning opportunites such as these are vital to our DEI work and to ensuring that we stay connected to the people we serve.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

There were no management nor staffing changes that impacted these programs.

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

Attachments

Additional information:

2024-03 - Legal Services - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	004
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 30, 2025 10:11 AM
Initially Submitted By:	Stefanie Gerber
Last Submit Date:	Apr 9, 2025 10:33 AM
Last Submitted By:	Valerie True
Approved Date:	Apr 15, 2025 4:13 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

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Type:	External User
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Phone*: (828) 210-3410 Ext.
Phone
###-###-####

Fax: (828) 252-8927
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Comments:

Organization Information

Status*: Approved

Name*: Pisgah Legal Services

Organization Tax ID: 56-1191115

Organization Website: http://www.pisgahlegal.org

Address*: P.O. Box 2276

Asheville North Carolina 28802-2276
City State/Province Postal Code/Zip

Phone*: (828) 253-0406 Ext.
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Fax: (828) 252-8927
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Name of Executive Director*: Jaclyn Kiger

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Apr 15, 2025 4:13 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Pro Bono Support Grant	Pro Bono - Pending	$0.00	$0.00	$247,250.00	$200,000.00	$247,250.00	$200,000.00
IOLTA Grant	Community Economic Development - Pending	$0.00	$0.00	$130,000.00	$100,000.00	$130,000.00	$100,000.00
IOLTA Grant	General Support - Pending	$210,000.00	$255,000.00	$0.00	$0.00	$210,000.00	$255,000.00
IOLTA Match	Match - Pending	$40,000.00	$40,000.00	$0.00	$0.00	$40,000.00	$40,000.00
IOLTA Home Defense Project Grant	Pending	$0.00	$0.00	$40,800.00	$40,800.00	$40,800.00	$40,800.00
Federal Funds - Awarded		$0.00	$0.00	$878,126.00	$1,268,192.00	$878,126.00	$1,268,192.00
Federal Funds - Pending		$0.00	$0.00	$588,784.00	$0.00	$588,784.00	$0.00
State Funds - Awarded		$0.00	$0.00	$529,524.00	$1,600,619.00	$529,524.00	$1,600,619.00
State Funds - Pending		$0.00	$0.00	$47,000.00	$0.00	$47,000.00	$0.00
Local Government		$0.00	$0.00	$685,306.00	$486,740.00	$685,306.00	$486,740.00
United Way		$0.00	$0.00	$57,283.00	$38,493.00	$57,283.00	$38,493.00
Private Foundations - Awarded		$0.00	$0.00	$3,164,038.00	$7,805,548.00	$3,164,038.00	$7,805,548.00
Private Foundations - Pending		$0.00	$0.00	$2,382,590.00	$0.00	$2,382,590.00	$0.00
Public Donations		$0.00	$0.00	$2,500,000.00	$3,674,244.00	$2,500,000.00	$3,674,244.00
Other	Interest, Fees, Events	$0.00	$0.00	$146,388.00	$559,304.00	$146,388.00	$559,304.00
IOLTA Grant	Domestic and Sexual Violence Program - Pending	$0.00	$0.00	$300,000.00	$300,000.00	$300,000.00	$300,000.00
IOLTA Grant	System Support - Pending	$0.00	$0.00	$200,000.00	$200,000.00	$200,000.00	$200,000.00
IOLTA Grant	Legal Needs Assessment Grants - Awarded (estimated PLS portion)	$0.00	$0.00	$50,000.00	$50,000.00	$50,000.00	$50,000.00
		$250,000.00	**$295,000.00**	**$11,947,089.00**	**$16,323,940.00**	**$12,197,089.00**	**$16,618,940.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Attorney Staff - Combined	$70,024.00	**$17,506.00**	$52,518.00	$70,024.00	$0.00	$0.00	$70,024.00	$0.00	$3,050,767.00	**$881,944.00**	$2,429,198.00	$3,311,142.00	($260,375.00)	97.93%	$899,450.00
Paralegal Staff - Combined	$10,450.00	**$2,611.00**	$7,839.00	$10,450.00	$0.00	$0.00	$10,450.00	$0.00	$3,294,544.00	**$1,075,822.00**	$2,862,171.00	$3,937,993.00	($643,449.00)	99.74%	$1,078,433.00
Administrative Staff - Combined	$81,799.00	**$20,449.00**	$61,350.00	$81,799.00	$0.00	$0.00	$81,799.00	$0.00	$1,705,411.00	**$476,106.00**	$1,041,634.00	$1,517,740.00	$187,671.00	94.89%	$496,555.00
Fringe Benefits	$54,839.00	**$13,709.00**	$41,130.00	$54,839.00	$0.00	$0.00	$54,839.00	$0.00	$2,478,621.00	**$513,242.00**	$1,749,126.00	$2,262,368.00	$216,253.00	97.63%	$526,951.00
Non-Personnel Expenditures															
Rent \ Mortgage \ Overhead	$3,930.00	**$984.00**	$2,946.00	$3,930.00	$0.00	$0.00	$3,930.00	$0.00	$248,890.00	**$61,640.00**	$219,824.00	$281,464.00	($32,574.00)	98.62%	$62,624.00
Equipment	$1,809.00	**$453.00**	$1,356.00	$1,809.00	$0.00	$0.00	$1,809.00	$0.00	$29,547.00	**$1,883.00**	$5,183.00	$7,066.00	$22,481.00	79.62%	$2,336.00
Office Expenses	$6,458.00	**$1,613.00**	$4,845.00	$6,458.00	$0.00	$0.00	$6,458.00	$0.00	$351,229.00	**$72,178.00**	$182,611.00	$254,789.00	$96,440.00	97.53%	$73,791.00
Postage	$1,979.00	**$494.00**	$1,485.00	$1,979.00	$0.00	$0.00	$1,979.00	$0.00	$43,627.00	**$10,295.00**	$24,322.00	$34,617.00	$9,010.00	94.59%	$10,789.00
Telephone & Internet	$3,977.00	**$995.00**	$2,982.00	$3,977.00	$0.00	$0.00	$3,977.00	$0.00	$68,663.00	**$25,405.00**	$90,345.00	$115,750.00	($47,087.00)	96.68%	$26,400.00
Travel	$852.00	**$213.00**	$639.00	$852.00	$0.00	$0.00	$852.00	$0.00	$34,521.00	**$7,847.00**	$31,635.00	$39,482.00	($4,961.00)	97.89%	$8,060.00
Training	$2,093.00	**$524.00**	$1,569.00	$2,093.00	$0.00	$0.00	$2,093.00	$0.00	$138,389.00	**$14,628.00**	$30,099.00	$44,727.00	$93,662.00	95.53%	$15,152.00
Library \ Law Subscriptions	$568.00	**$142.00**	$426.00	$568.00	$0.00	$0.00	$568.00	$0.00	$26,865.00	**$6,777.00**	$20,439.00	$27,216.00	($351.00)	97.96%	$6,919.00
Insurance	$1,184.00	**$296.00**	$888.00	$1,184.00	$0.00	$0.00	$1,184.00	$0.00	$42,563.00	**$2,159.00**	$36,626.00	$38,785.00	$3,778.00	97.04%	$2,455.00
Dues	$1,657.00	**$413.00**	$1,242.00	$1,655.00	$2.00	$0.00	$1,655.00	$2.00	$56,168.00	**$7,381.00**	$72,306.00	$79,687.00	($23,519.00)	97.97%	$7,794.00
Litigation	$407.00	**$101.00**	$306.00	$407.00	$0.00	$0.00	$407.00	$0.00	$19,345.00	**$13,731.00**	$63,125.00	$76,856.00	($57,511.00)	99.47%	$13,832.00
Technology	$5,227.00	**$1,989.00**	$3,240.00	$5,229.00	($2.00)	$0.00	$5,229.00	($2.00)	$110,652.00	**$13,035.00**	$41,146.00	$54,181.00	$56,471.00	91.20%	$15,024.00
Audit \ Accounting Services	$1,364.00	**$341.00**	$1,023.00	$1,364.00	$0.00	$0.00	$1,364.00	$0.00	$27,440.00	**$16,290.00**	$57,891.00	$74,181.00	($46,741.00)	98.19%	$16,631.00
Depreciation	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$133,408.00	**$20,444.00**	$89,382.00	$109,826.00	$23,582.00	100.00%	$20,444.00

Other (Please provide description)	$1,383.00	**$8,267.00**	$1,716.00	$9,983.00	($8,600.00)	$0.00	$9,983.00	($8,600.00)	$86,439.00	**$53,427.00**	$192,109.00	$245,536.00	($159,097.00)	96.09%	$61,694.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$250,000.00**	**$71,100.00**	**$187,500.00**	**$258,600.00**	**($8,600.00)**	**$0.00**	**$258,600.00**	**($8,600.00)**	**$11,947,089.00**	**$3,274,234.00**	**$9,239,172.00**	**$12,513,406.00**	**($566,317.00)**	**104.74%**	**$3,345,334.00**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period : 2402

Cases opened during the period: 985

Cases closed during the period: 904

Cases pending at the end of the period : 2483

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Pisgah Legal Services saw a 7% decrease in the number of cases we opened from October – December 2024 from the same time during the previous year. We attribute this decrease to the widespread destruction Hurricane Helene brought to Western North Carolina on September 27, 2024. In the storm's aftermath, Pisgah Legal Services' attorneys, social workers, and program staff quickly shifted their focus from helping our community with traditional legal services to recovery efforts ensuring client wellness and meeting emergency needs. Our efforts involved FEMA Application clinics; FEMA Appeals Clinics/Office Hours; FEMA assistance phone lines; and providing resources for the community to understand their rights following a natural disaster in areas such as housing, consumer protections, and FEMA applications. The people we helped through these efforts were tracked outside of our case management database due to the quick-moving nature of the situation and the vast needs we were witnessing and thus are not included in the numbers reported above.

Case Data - Full Grant Period

Cases pending at the beginning of the period: 2198

Cases opened during the period: 4493

Cases closed during the period: 4208

Cases pending at the end of the period: 2483

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	63

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

During 2024 we saw a 12% decrease in the number of cases we opened and a 15% decrease in the number of cases we closed versus 2023 numbers. While all our program areas' case numbers were down, the most dramatic decline has been in our Domestic and Sexual Violence Prevention Program. We attribute this to a few reasons. Federal and state cuts to domestic violence prevention funding resulted in Pisgah Legal holding off on filling a vacant domestic violence prevention attorney position, leaving the team short staffed. Referrals to Pisgah Legal from the primary domestic violence agency in one of our counties were down by roughly 1/3 from the prior year as they experienced similar funding challenges. Hurricane Helene also created new barriers for our clients to escape abuse, including increased isolation, a tight housing market, and reduced income. In Pisgah Legal's last quarter of 2024, the period affected by Hurricane Helene, we saw a 24% drop in our total domestic violence cases opened (230 cases) as compared to our total domestic violence cases opened in the last quarter of 2023 (303 cases). In regard to other program areas, our overall housing case load was down by 5% in 2024 as well.
As mentioned above in the final grant period data, Pisgah Legal Services saw a 7% decrease in the number of overall cases we opened from October 1 – December 2024 from the same time during the previous year due to Hurricane Helene. This catastrophic event prompted our staff to change the way we work so we could meet the immediate, emergency, short-term needs of our neighbors. Much of the data tracking the number of people we helped through our recovery efforts was recorded outside of our case management database.

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	
Clients served during the grant period:	6691
Total household members for all clients served during the grant period:	15535
Of total clients served, how many received extended service?:	1526
Of total clients served, how many clients received advice and brief service only?:	2682
Of total clients served, how many are seniors?:	1200
Of total clients served, how many are under the age of 18?:	415
Of total clients served, how many are veterans?:	346

Case Service Report by Case Type

Case type	Cases Closed
Consumer	325

Education		0
Employment		209
Family (including domestic violence)		1170
Health		144
Housing		1434
Immigration		216
Income Maintenance/Public Benefits		302
Individual Rights		86
Juvenile		5
Miscellaneous		317
	Subtotal	**4208**
	Total	**4208**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	3
Alleghany	0
Anson	0
Ashe	0
Avery	31
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	2278
Burke	36
Cabarrus	0
Caldwell	4
Camden	0
Carteret	0
Caswell	0
Catawba	2
Chatham	0
Cherokee	9

Chowan	0
Clay	0
Cleveland	3
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	0
Franklin	0
Gaston	1
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	0
Harnett	0
Haywood	55
Henderson	643
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	107
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	46

Macon	97
Madison	118
Martin	0
Mecklenburg	1
Mitchell	74
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	1
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	90
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	337
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	6
Transylvania	149
Tyrrell	0
Union	0
Vance	0
Wake	1

Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	1
Wilson	0
Yadkin	0
Yancey	93
Out of State	14
Unknown	8
Total	**4208**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Pisgah Legal Services does not charge any client fees.

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

HIGH QUALITY CIVIL LEGAL AID:

Pisgah Legal Services (PLS) has continued our proven track record of providing high quality and effective civil legal aid services during 2024. The demand for our services remains high, with 14,697 applications for services and 30,308 calls to our reception queue during 2024. Pisgah Legal screening staff screened and opened 4,494 cases during the grant year. Advocate staff averaged 3.18 outcomes per legal case on closed cases for the calendar year, surpassing our internal goal and improving on our overall average outcomes per case of 2.96 in 2023 as we strive to provide comprehensive and holistic legal services that address immediate needs and root causes of poverty. We have served over 15,500 people in nearly 6,700 legal cases, which does not include our increased anti-poverty work in the Health and Economic Opportunity Program and the NC Medicaid Ombudsman Program. While we surpassed our case goal for 2024, we did not meet

our goal of people helped in our legal casework. The fallout from Hurricane Helene slowed things down for casework for a few weeks as courts were closed, and our staff took an all-hands-on deck approach for disaster related work so we could meet the pressing needs of the Western North Carolina community.

On September 27, 2024, Hurricane Helene reached Western North Carolina (WNC), which had already received substantial rain the day before, bringing destruction and devastation throughout the Appalachian Mountain region. Helene brought significant precipitation, swelling streams and rivers, and producing flooding, landslides, intense winds, and tornadoes throughout WNC causing severe and catastrophic impacts on homes and essential services. All 18 counties in Pisgah Legal's service area are on the FEMA disaster declaration list. Over 125,000 homes were damaged or destroyed, including apartment buildings, single family homes, and trailers across the region, impacting an estimated 200,000 people. Whole mountain towns were under 10+ feet of water and mud or wiped out completely by flooding and landslides. There was limited or no access to utilities, including power, water, and internet - a problem that persists in some rural areas over three months later. Sewage and water treatment systems in multiple communities were damaged or completely destroyed. The storm shut down Pisgah Legal's offices for a week and staff were impacted in various degrees by the disaster – all of us without potable water for weeks and schools and childcare facilities were closed for weeks – but all were determined to help the greater WNC community. Our staff were nimble in responding to the immediate, short-term needs of our clients and focused on connecting them with food, water, shelter, supplies, and emergency resources. Our social work team coordinated a list of resources and how to access them. Our attorneys pivoted to learning about legal needs following a massive natural disaster and training Pisgah Legal staff and volunteers along with our community partners to respond to these emerging, disaster-related needs. They also put together community educational information on individuals' rights in several different areas (consumer, renters' rights, disaster assistance, etc.) that have been shared widely through social media, our website, press releases, community partners, news outlets, and word of mouth. Staff conducted wellness checks on existing clients while also communicating with new individuals and families contacting us for assistance.

Ten days after the storm (October 7, 2024), we hosted our first FEMA application walk in clinics at our Asheville and Hendersonville offices where we assisted over 600 people apply for disaster relief aid. We continued to coordinate FEMA application and/or appeals walk-in clinics across the region through December, holding 31 clinics in 11 counties (Avery, Buncombe, Burke, Henderson, Jackson, Macon, Mitchell, Polk, Rutherford, Transylvania, Yancey). We estimate that we assisted 2,032 people apply for FEMA assistance, including all household members, over the phone and at in-person clinics. This data is tracked outside of our legal case database and is in addition to the number of people we helped through our legal case work during 2024. Pisgah Legal's biggest challenge is addressing the evolving and ever-growing needs of our clients as they struggle with systemic and structural barriers which have been exacerbated by Hurricane Helene. Our long-term priorities (housing, safety from abuse, access to health care, and income security) have not changed, but we recognized that our low-income neighbors are facing a host of new challenges including:

- An even tighter and more competitive housing market as homes and entire communities become uninhabitable
- Added challenges in escaping abuse
- Lost employment
- Lack of shelters
- Limited or no access to utilities, including power, water, and internet
- Lost documents
- Repair contractor scams and disputes
- Insurance claim disputes

The local, state, and federal response in WNC has made substantial gains, but there is a long road ahead to recover and rebuild communities (some that have lost almost everything). Pisgah Legal will sustain the initiatives we enacted during the last few months of 2024 (and will maintain them as long as needed) and we are developing new responses based on what we are learning. Many of these have been done in collaboration with partners and other legal services organizations who have more experience in disaster recovery and because we know that a collective effort has a much greater impact on the WNC community. Here are examples of specific ways we have responded:

- Creation of a selfhelp packet created for $750 Serious Needs Assistance FEMA appeals, which has been distributed to partners and individuals in partner trainings and Pisgah Legal Services website.
- Navigating FEMA Denials and Appeals: We provide phone or inperson assistance for people who are facing FEMA denials and are assisting with the appeals process when possible. At least 160 FEMA appeals cases have been triaged to the NC Disaster Legal Services Hotline while we build capacity to handle more of these cases.
- We have also hosted six trainings on disaster legal services issues that were attended by more than 275 volunteers and community partners. Some of those we trained are volunteering for Pisgah Legal to assist people over the phone and the others brought the knowledge to their nonprofit organizations to better assist those they directly serve.
- Providing resources for the community to understand their rights following a natural disaster in areas such as housing, consumer protections, and FEMA applications.
- Applying for Disaster Related Unemployment and Disaster Supplemental Nutrition Assistance.
- Partnering with grassroots organizations to host community legal clinics where people can ask a lawyer urgent questions related to the disaster. These launched in Buncombe County and rotated around the region.
- Private insurance companies have already been denying peoples' claims. We have some volunteer attorneys as well as legal aid organization partners who have experience appealing denied claims. We are working closely with them to help guide, partner on, and divide up this work.

- Disaster Resource ENewsletter created and sent to 600+ community partners across WNC

HOMELESSNESS PREVENTION:

Pisgah Legal housing staff handled 1,849 cases and closed out 1,514 housing cases. Pisgah Legal Services experienced a steady demand for homelessness prevention services throughout the year, which was only exacerbated by Hurricane Helene during the last three months of 2024. Western North Carolina has had an affordable housing crisis that existed even before the COVID-19 pandemic. Combining the stress of that global disaster with the devastation caused by Hurricane Helene, which damaged or destroyed over 125,000 homes in the region in an already extremely tight housing market, the situation in WNC is dire.

Call volume at Pisgah Legal Services was up 150% in October and November. People had innumerable questions specific to housing related to the hurricane, such as "What can I do if my landlord has still not repaired the property," and "How can I avoid eviction if I am behind on rent due to losing my job?" So that we could provide answers to those reaching out directly to us as well as the greater WNC population, much of our Homelessness Prevention Program team's efforts during the last quarter of 2024 was focused on educating the community about their rights as tenants, specifically relating to evictions and repairs, in addition to casework. Our staff put together informational fliers, participated in interviews with myriad news outlets, hosted informational sessions online and in person, shared information with community partners to pass onto their constituents, wrote press releases, sent newsletters, posted on various social media platforms, and attended community meetings, ultimately passing on the information in as many places to as many people as possible. The following are links to just a few of the articles and news stories where our Homelessness Prevention Program Director, Attorney David Bartholomew disseminated information:

- *What to know about renters' rights after Helene's impacts*
- *Ask 13: Can landlords collect full rent on property without clean water or power?*
- *NC mountain housing woes headed for crisis, months after Helene*

The demand for our homelessness prevention services has been up since the storm. The following is a quote from Attorney Bartholomew:

"We haven't ever experienced something like this in Western North Carolina, but we know from other places that have had hurricanes that without moratoriums, you see evictions start to increase after 60 days. There have been more than double the number of cases that we normally have for landlord-tenant issues since the storm. We have a huge increase in people calling. Not all those people are facing eviction. Some of them have no running water, poor conditions, those types of issues. Some people are looking to try to get out of their lease when they have lost their job. But a lot of those people are being threatened with notices to vacate and, ultimately, eviction."

ASSISTANCE TO UNDERSERVED GROUPS:

Pisgah Legal Services continues to support and prioritize vulnerable families. We have been able to sustain our work in rural (non-Buncombe) counties during 2024 even with reduced capacity. Forty-four percent of our legal case work was for rural counties in WNC during 2024 compared to 43% in 2023.

Pisgah Legal helps the most vulnerable people in our service area and our statistics reflect the demographics of WNC. BIPOC clients were 38% of the people we helped in 2024, 68% identify as women, and roughly half of the clients have minor children in the household.

A third of our clients in the Afghan Asylum Project had their applications for asylum approved during 2024, which now offers them a path to lawful permanent residency (also known as a green card) and eventual citizenship, and the ability to petition for their families to join them in the United States. As of December 31, we have only 1 Afghan client waiting on their asylum approval.

Pisgah Legal and local immigrant advocacy groups are partnering to assist immigrant parents with family preparedness, including preparation of Powers of Attorney (POA). Following the election there is increased fear and anxiety in immigrant communities due to the immigration policies that have been discussed by the new administration. Our immigration team gathered partners that work with immigrants across the region in two different meetings in December. The purpose was to give our partners information about our plan related to family preparedness clinics and Know Your Rights sessions, and to hear from them about community concerns, how they want to work together, etcetera. We hosted a training for 24 volunteer attorneys on POAs for immigrant parents on December 5 and held two family preparedness clinics in mid-December. We partnered with grassroots organizations CIMA and Unete on the clinic in Asheville, and with El Centro and True Ridge on the clinic in Hendersonville. At the clinics, staff and volunteer attorneys prepared durable Powers of Attorney, Health Care Authorization Forms, Educational Powers of Attorney, travel authorizations, and other documents to help ensure that parents can designate a trusted friend or relative to care for their children if they became ill, were detained by ICE, deported, or were otherwise unable to care for their children.

PUBLIC BENEFITS AND INCOME:

Since North Carolina expanded Medicaid in December 2023, our staff worked hard to inform the community about the expansion as well as enroll newly eligible people throughout WNC. During 2024, PLS staff facilitated Medicaid applications for 398 people who were newly eligible under the expansion. To further create accessibility, our team started offering help with paper Medicaid applications for unhoused people and regularly visited Haywood Street Congregation in downtown Asheville to offer this service.

Our Benefits team had an excellent year securing impressive results for our clients who are eligible for increased access to Social Security disability benefits through the SOAR program. In 2024, we submitted 11 applications and received approvals for 18 clients with the value of the benefits secured totaling $3,001,575. This is a 19% increase in the value of benefits and a 28.5% increase in the number of approvals from 2023. While this is a huge win for our benefits team and clients, the data also shows that no SOAR applications were submitted during quarter 4, which is a rarity. Hurricane Helene and a change in the Social Security Administration's forms that required redoing paperwork for several clients, which delayed their cases, are the culprits. We have full confidence that this will not be a trend as our staff have a handful of applications ready to submit early in 2025.

Much like our housing team's work educating the public about their rights after Hurricane Helene, our benefits team also helped spread awareness and information about programs available for people to apply to for relief, including disaster unemployment assistance and Disaster Supplemental Nutrition Assistance Program.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

As noted above, the federal and state cuts to domestic violence prevention funding were significant and impacted our advocacy and services. The cuts had a negative effect on our staff capacity. Referrals from other domestic violence agencies were also down in some of our counties due to similar funding challenges. In Pisgah Legal's last quarter of 2024, the period affected by Hurricane Helene, we saw a 24% drop in our total domestic violence cases opened (230 cases) as compared to our total domestic violence cases opened in the last quarter of 2023 (303 cases). Hurricane Helene also brought unique challenges. The devastation caused by the storm forced courts to close for weeks, which affected our casework. The new, pressing needs of our community also took on forms and a sense of urgency that was different from before the storm. We took every effort to help meet our neighbors' basic needs through efforts that aligned with our mission yet were not all traditional legal services. Through close partnerships with local, regional, state, and federal agencies and organizations, our reach has been meaningful and has helped so many navigate the unique challenges that the disaster brought to the Appalachian Mountains.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

N/A *(This will be included in our MAVL report)*

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

Pisgah Legal has tapped into our established ties and partnerships while also developing new ones throughout the grant year and especially following Hurricane Helene. At the state level, this includes working with the NC Office of Resilience and Recovery (NCORR) who has activated a group of stakeholders to focus on disaster recovery. Pisgah Legal is part of the group with several organizations including the Governor's Office, NC DHHS, NCORR, NC Emergency Management, NC Department of Commerce, The Justice Center, Legal Aid of North Carolina, and Disability Rights. We are part of several other multi-organization calls, where we correspond with groups that are part of the disaster response. Each organization shares specifics of what services they are

offering to the community, and we coordinate efforts to ensure we are avoiding duplication and utilizing the available resources available to help as much as possible. One of these regular meetings is with the NC Volunteer Organizations Active in Disaster group. We are also working with nationwide organizations like Texas Rio Grande Legal Aid, who have shared their knowledge and expertise in dealing with emergency natural disasters and led a FEMA Appeals training for our staff and volunteers. We have also been working closely with smaller, local grassroots organizations throughout Western North Carolina, including True Ridge, UNETE, Just Economics, Hood Huggers International, and various churches, among others. We also maintained communications with over 600+ community partners across WNC through regular communications and a Disaster Resource E-Newsletter.

Other non-Helene related partnerships during 2024 include ones with the City of Hendersonville and two DSS organizations. In May, we entered into an agreement with the City of Hendersonville in Henderson County to launch a two-year pilot program to provide legal support services to the homeless population and other persons in crisis to assist them in getting needed services and support through a dedicated attorney and social work position

Pisgah Legal is partnering with DSS organizations in Rutherford and Henderson Counties to launch an inventive approach to address the foster care crisis. This is a pilot program and the first of its kind in the state that will provide holistic civil legal services so that families with low incomes can avoid losing their children due to issues of poverty, such as poor housing conditions, loss of public benefits, lack of income, or domestic violence. This upstream approach will help resolve critical issues before children are separated from their parents by bringing a host of services and resources to these at-risk families and avoiding trauma caused by unnecessary family separations while also alleviating the burden on the court systems in these counties.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

With the reductions in domestic and sexual violence prevention program funding and staffing, we have narrowed the scope of applicants we are able to help, for example limiting assistance to survivors of past abuse who are rebuilding their lives and to out of state survivors who have legal matters in our service area. We are also greatly reducing representation in child custody matters for survivors as these cases are extremely time intensive. These cases are being referred to our pro bono attorneys.

In addition, Pisgah Legal Services continues to struggle as the service area for some of our programs; Affordable Care Act enrollment, Medicaid enrollment, tax preparation services, tax legal assistance, and immigration legal assistance, covers 18 counties, but a majority of our legal services are only offered in 11 counties. This results in some confusion for applicants in the seven additional counties. We continue to look for funding to expand into some additional counties.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Pisgah Legal's immigration team along with the assistance of a local pro bono attorney have two different lawsuits filed against the United States Citizenship and Immigration Services related to U-Visas. Only 10,000 U-Visas are set aside each year, which are for immigrant victims of crimes who have cooperated with law enforcement. Currently, the waitlist is 15 years and growing. There are, however, interim benefits written into the regulatory framework that immigrants should be receiving if they get an interim review designation. These benefits have been taking 5 years or longer. This practice is unreasonable and harming Pisgah Legal's clients (among all immigrants on the U Visa waitlist) and causing more work for our attorneys, which is why they sued. In early 2024, the government agreed to begin giving most of the 175 clients in one of the lawsuits their interim benefits, which is great news for our clients and offers positive signs for U Visa petitioners across the country. One of the lawsuits was coming to a close at the end of 2024 and the other is still actively being worked.

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

More than 100,000 homes in WNC were seriously damaged or destroyed by Hurricane Helene, and many folks are struggling to find a new place to live.

Curtis knows all about being without a home. For 40 years this Army Veteran lived in the woods, afraid of interacting with people and struggling with an addiction to alcohol. One day, he decided to make a change.

He says, "My problem was isolation. Being around people scares me to death. I still don't want to be around too many people." But he decided to persevere. "I had to find out about me, what is

triggering me, handle my life, get my license and stop drinking."
After completing a recovery program in Black Mountain, Curtis entered Buncombe County's Veterans Treatment Court (VTC) where he found a host of mental health, addiction, trauma, behavioral, and psychosocial services, and support for veterans facing non-violent felony charges.
He also met Ed Treat, a Pisgah Legal Attorney who specializes in expunction and driver's license restoration and who works in partnership with the VTC.
Ed was impressed by Curtis' dedication to improving his life and helping others. "Curtis drove the process in a way that a lot of clients do not," says Ed. "Curtis was ahead of the curve. I had to catch up!"
Requirements for the VTC program are vigorous and include hours and hours of working, volunteering and staying sober. Ed says, "The VTC goes far beyond what DMV requires to get your license restored."
Curtis began working at a local hospital, cleaning rooms in the Emergency Department. He found housing, purchased a truck with cash he saved, secured insurance and, with Ed's help, got his license restored. Curtis says, ""I tried to do everything I could. I needed a lawyer to help me through this last little bit."
In March, after 15 months, Curtis successfully completed the program, but he still returns each week to the courthouse, mentoring his fellow Veterans, and staying on track with his sobriety. Now he's participating in the Warrior Canine Connection, training service dogs to assist other Veterans. "They say I spoil the dogs. But I figured out if I buy them high-quality treats, they respond better."
Kevin Rumley, who directs the VTC, says, "Curtis is an inspirational Veteran. He is one of the kindest human beings I've ever had the privilege of meeting. In court the judge will talk to the Vets about their struggles, what each of them is dealing with. If Curtis hears another Vet say he is worried about paying his rent, Curtis has paid it privately without their knowledge."
Curtis has made incredible progress, but unfortunately was one of the many people in WNC left unhoused by Hurricane Helene. The motel he was staying in was destroyed and most of his belongings too. But he still has his truck, his job, and is even being considered for a promotion to become a supervisor.
Perhaps best of all, he thinks he has found a room to rent, and his sobriety has remained intact despite the stress of the storm. "It ain't going to stop me!" says Curtis.
Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

James Barrett retired and Jackie Kiger became the new Executive Director on August 3. This transition came after a solid foundation she built during 14 years at the organization in her roles as Staff Attorney, Managing Attorney, and Chief Operating Officer.

Robin Merrell moved into a temporary position of Senior Managing Attorney of Programs during the last 5 months of the year and then left her position at Pisgah Legal after 24 years of service to take on her new role as Buncombe County District Court Judge.

Due to Robin's departure, the current needs of the organization, and post-Helene work, changes at the management level were also made in December. Long time staff members moved into Managing Attorney roles, which include:

- Molly Maynard: Consumer Law, Elder Law and Driver's License Restoration/Expungement programs
- Madeline McKeller Offen: Homelessness Prevention Program, Community Economic Development and CCRT programs
- Thomas Lodwick: Public Benefits, Medical-Legal Partnerships and Tax Law programs

Additionally, several changes took effect for current Managing Attorneys:

- Julia Horrocks moved into role as Managing Attorney over MAVL and EAGLE Programs as we expand our pro bono work with Helene needs
- James Gorsuch moved into the role of Managing Attorney for DV and Immigration Teams and maintaining current role over screening and intake areas
- Katie Russell is focusing on Volunteer and Community Engagement and Partnerships in her role as Managing Director.

For the first time, Pisgah Legal has three Managing Attorneys/Directors who are based out of Henderson or Transylvania counties, providing a more geographically diverse group of Managing Attorneys as we serve and support our clients in more rural communities across WNC.
Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

We very much appreciate the IOLTA matching support that enables us to leverage other funding. In total we raised roughly $3.5 million in our annual campaign in 2024. Matching campaigns such as the IOLTA match encourage new and increased giving.

Attachments

Additional information: NC Bar Journal_Hurricane Helene article by Jaclyn Kiger.pdf

THE NORTH CAROLINA STATE BAR

JOURNAL

WINTER
2024



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Ethical Considerations after a Natural Disaster *page 8*
A Book about the "Boy Murderer" *page 31*

Responding to Disaster: Perspectives from the Legal Services Community

By Jaclyn Kiger, Alicia C. Edwards, and Jonathan Perry

The State Bar's Editorial Board asked two legal aid organizations responding to Hurricane Helene—Pisgah Legal Services and Legal Aid of North Carolina—to share information about the work being done within the legal community to support victims of this disaster and help them rebuild. As State Bar President Todd Brown shared in his message to members of the State Bar on October 2, "[o]ur legal community always comes together in times of crisis, and we remain committed to aiding those in need." We will continue to share information about opportunities to contribute to recovery efforts and the efforts within the legal community to respond in future editions of the *Journal*.

Western North Carolina is Our Home, and This Work Is Personal

By Jaclyn "Jackie" Kiger

Our home, Western North Carolina (WNC), bore the brunt of Hurricane Helene. Pisgah Legal Services is based in Asheville, which is located in Buncombe County, where the largest number of deaths from the storm have been reported.

It's hard to explain in words the level of devastation not only in Asheville, but also in other WNC communities where Pisgah Legal has offices, including Burnsville and Spruce Pine; our Marshall office was completely flooded along with the rest of the town and must be rebuilt.

Several members of our staff lost or had homes severely damaged by the storm.



Jackie Kiger, executive director of Pisgah Legal Services, provides snacks to individuals waiting for assistance at a FEMA clinic hosted at the organization's Asheville office on October 7.

We've seen our neighbors' businesses and livelihoods destroyed, our communities literally washed away, so this recovery effort is extremely personal for us.

After the storm hit on September 27, our first priority was to reach out to our staff and ensure they were safe. Thankfully, all our staff were accounted for. We quickly mobi-

lized and held two of our first FEMA application clinics at our Asheville and Hendersonville offices on October 7, even though most of the area didn't have power or running water, including homes of our employees and volunteers.

In the month since, we have held clinics throughout WNC with staff and volunteer attorneys and deployed our mobile "Justice Bus," which is equipped with much-needed Wi-Fi capability. What our clients and neighbors have survived and are still experiencing is heartbreaking, and we know this recovery will take years. **Pisgah Legal Services is in this recovery for the long haul.**

Number Served/How We Are Helping

As of this writing, we have held more than a dozen FEMA application clinics throughout WNC, assisting over 2,000 people. We've worked in partnership with nonprofits across the mountain region and in conjunction with FEMA and LANC.

Here are a few specific ways that Pisgah Legal is assisting people in WNC:

• **FEMA and Disaster Benefits:** Applying for FEMA assistance or other disaster relief benefits can be complicated. Our staff is assisting families with these applications to ensure they receive the help they're entitled to. We are also assisting with appeals for qualifying families who may have been denied FEMA assistance.

• **Housing and Evictions:** Evictions tend to rise sharply after natural disasters and our housing team is working to stop homelessness before it happens by delaying or preventing unlawful evictions. WNC already had an affordable housing crisis, and Helene has exacerbated it.

• **Know Your Rights:** Pisgah Legal's attorneys and advocates are providing resources for our WNC community members to understand their rights following a natural disaster in areas such as housing, consumer protections, and benefits.

• **Community Lawyering:** Our *pro bono* staff are hosting community legal clinics with volunteer lawyers. We are partnering with grassroots organizations who have established trust and know the needs of the community best.

• **Domestic Violence Prevention:** Domestic violence increases in times of high stress such as a natural disaster. PLS attorneys are working to support survivors during this stressful time, including helping them navigate complicated custody issues due to relocations and lack of contact.



Legal Aid of North Carolina staff provide information and brief advice to victims in Boone during an outreach event. The LANCMobile, a mobile services intake unit, allows for easier access in disaster-stricken areas.

In addition to direct services, Pisgah Legal has shared important information on our website and social media channels. We are also serving as a resource in media interviews to reach people in our 18-county region via television, newspapers, and radio, which has been particularly important for those who lost internet service for several weeks. (Some people still do not have internet, power, or water and Asheville will be without drinking water until mid-December in the best case scenario.)

Pisgah Legal Services assists more than 23,000 people each year in WNC. Our work is made possible by generous community support as well as strong volunteer involvement. Volunteer attorneys are vital members of the Pisgah Legal team—more than 250 attorneys provide *pro bono* legal assistance to help Pisgah Legal's clients each year. Now, many of those attorneys are stepping up to assist with our crucial work in connecting individuals to disaster assistance following Hurricane Helene.

Moving Forward

We stand alongside our WNC communities, and we will do everything we can to ensure that justice is served during this recovery process. With the support of the NC State Bar, we can continue to make sure that our state's most vulnerable populations have equal access to the legal assistance they need to rebuild their lives. We are grateful to be collaborating with Legal Aid of North Carolina, as we know that the needs of Western North Carolina are great, and by working together, we can help the many people who are in need.

If you would like to volunteer or make a gift to Pisgah Legal Services' Hurricane Recovery Fund, please visit pisgahlegal.org.

Jaclyn "Jackie" Kiger is the executive director of Pisgah Legal Services.

After the Storm: Legal Aid's Mission to Rebuild Communities in the Wake of Hurricane Helene

By Alicia C. Edwards and Jonathan Perry

Hurricane Helene devastated Western North Carolina when it hit at the end of September 2024, and the effects will be felt for years to come. The destruction from this storm is worse than anything our state has experienced before. As of this writing, 101 people have died, and homes, businesses, and

2024-15 - Community Economic Development Program - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 1:28 PM
Initially Submitted By:	Valerie True
Last Submit Date:	
Last Submitted By:	
Approved Date:	Mar 13, 2025 2:31 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation: Valerie (First Name) Michelle (Middle Name) True (Last Name)
Title:	Grants Manager
Email*:	valerie@pisgahlegal.org
Address*:	P.O. Box 2276
	Asheville (City) North Carolina (State/Province) 28802 (Postal Code/Zip)

Phone*: (828) 210-3410 Ext.
Phone
###-###-####

Fax: (828) 252-8927
###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Pisgah Legal Services

Organization Tax ID: 56-1191115

Organization Website: http://www.pisgahlegal.org

Address*: P.O. Box 2276

Asheville North Carolina 28802-2276
City State/Province Postal Code/Zip

Phone*: (828) 253-0406 Ext.
###-###-####

Fax: (828) 252-8927
###-###-####

Name of Executive Director*: Jaclyn Kiger

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Mar 13, 2025 2:31 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant		$100,000.00	$100,000.00	$0.00	$0.00	$100,000.00	$100,000.00
Private Foundations - Awarded		$0.00	$0.00	$50,000.00	$5,000.00	$50,000.00	$5,000.00
Private Foundations - Pending		$0.00	$0.00	$10,000.00	$0.00	$10,000.00	$0.00
Local Government		$0.00	$0.00	$50,000.00	$0.00	$50,000.00	$0.00
Public Donations		$0.00	$0.00	$80,942.00	$146,909.00	$80,942.00	$146,909.00
		$100,000.00	**$100,000.00**	**$190,942.00**	**$151,909.00**	**$290,942.00**	**$251,909.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Attorney Staff - Combined	$57,960.00	**$28,980.00**	$28,980.00	$57,960.00	$0.00	$0.00	$57,960.00	$0.00	$109,252.00	**$53,202.00**	$44,325.00	$97,527.00	$11,725.00	62.72%	$82,182.00
Paralegal Staff - Combined	$8,004.00	**$4,002.00**	$4,002.00	$8,004.00	$0.00	$0.00	$8,004.00	$0.00	$7,225.00	**$638.00**	$517.00	$1,155.00	$6,070.00	12.61%	$4,640.00
Administrative Staff - Combined	$6,000.00	**$3,000.00**	$3,000.00	$6,000.00	$0.00	$0.00	$6,000.00	$0.00	$17,747.00	**$9,258.00**	$11,380.00	$20,638.00	($2,891.00)	77.48%	$12,258.00
Fringe Benefits	$22,079.00	**$11,039.00**	$11,040.00	$22,079.00	$0.00	$0.00	$22,079.00	$0.00	$34,476.00	**$7,457.00**	$12,489.00	$19,946.00	$14,530.00	47.46%	$18,496.00
Non-Personnel Expenditures															
Rent \ Mortgage \ Overhead	$1,133.00	**$567.00**	$566.00	$1,133.00	$0.00	$0.00	$1,133.00	$0.00	$4,153.00	**$1,772.00**	$1,263.00	$3,035.00	$1,118.00	72.82%	$2,339.00
Equipment	$47.00	**$23.00**	$24.00	$47.00	$0.00	$0.00	$47.00	$0.00	$156.00	**$35.00**	$32.00	$67.00	$89.00	58.77%	$58.00
Office Expenses	$1,092.00	**$546.00**	$546.00	$1,092.00	$0.00	$0.00	$1,092.00	$0.00	$3,597.00	**$653.00**	$1,046.00	$1,699.00	$1,898.00	60.87%	$1,199.00
Telephone & Internet	$114.00	**$57.00**	$57.00	$114.00	$0.00	$0.00	$114.00	$0.00	$1,324.00	**$757.00**	$748.00	$1,505.00	($181.00)	92.96%	$814.00
Travel	$402.00	**$201.00**	$201.00	$402.00	$0.00	$0.00	$402.00	$0.00	$38.00	**$86.00**	$85.00	$171.00	($133.00)	29.84%	$287.00
Training	$11.00	**$5.00**	$6.00	$11.00	$0.00	$0.00	$11.00	$0.00	$2,296.00	**$357.00**	$223.00	$580.00	$1,716.00	98.14%	$362.00

Library \ Law Subscriptions	$88.00	**$44.00**	$44.00	$88.00	$0.00	$0.00	$88.00	$0.00	$643.00	**$215.00**	$138.00	$353.00	$290.00	80.05%	$259.00
Insurance	$609.00	**$305.00**	$304.00	$609.00	$0.00	$0.00	$609.00	$0.00	$853.00	**$156.00**	$174.00	$330.00	$523.00	35.14%	$461.00
Postage	$195.00	**$97.00**	$98.00	$195.00	$0.00	$0.00	$195.00	$0.00	$375.00	**$178.00**	$164.00	$342.00	$33.00	63.69%	$275.00
Dues	$259.00	**$130.00**	$129.00	$259.00	$0.00	$0.00	$259.00	$0.00	$1,239.00	**$41.00**	$436.00	$477.00	$762.00	64.81%	$171.00
Litigation	$376.00	**$188.00**	$188.00	$376.00	$0.00	$0.00	$376.00	$0.00	$34.00	**$343.00**	$311.00	$654.00	($620.00)	63.50%	$531.00
Audit \ Accounting Services	$10.00	**$5.00**	$5.00	$10.00	$0.00	$0.00	$10.00	$0.00	$26.00	**$318.00**	$427.00	$745.00	($719.00)	98.68%	$323.00
Technology	$637.00	**$318.00**	$319.00	$637.00	$0.00	$0.00	$637.00	$0.00	$3,223.00	**$363.00**	$301.00	$664.00	$2,559.00	51.04%	$681.00
Contract Services	$9.00	**$5.00**	$4.00	$9.00	$0.00	$0.00	$9.00	$0.00	$2,101.00	**$581.00**	$684.00	$1,265.00	$836.00	99.29%	$586.00
Depreciation	$975.00	**$488.00**	$487.00	$975.00	$0.00	$0.00	$975.00	$0.00	$2,184.00	**$452.00**	$304.00	$756.00	$1,428.00	43.67%	$940.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$100,000.00**	**$50,000.00**	**$50,000.00**	**$100,000.00**	**$0.00**	**$0.00**	**$100,000.00**	**$0.00**	**$190,942.00**	**$76,862.00**	**$75,047.00**	**$151,909.00**	**$39,033.00**	**79.56%**	**$126,862.00**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period : 19

Cases opened during the period: 11

Cases closed during the period: 4

Cases pending at the end of the period : 26

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

N/A

Case Data - Full Grant Period

Cases pending at the beginning of the period: 24

Cases opened during the period: 35

Cases closed during the period: 33

Cases pending at the end of the period: 26

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	13

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

N/A

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	59
Clients served during the grant period:	59
Total household members for all clients served during the grant period:	13
Of total clients served, how many received extended service?:	20
Of total clients served, how many clients received advice and brief service only?:	
Of total clients served, how many are seniors?:	
Of total clients served, how many are under the age of 18?:	
Of total clients served, how many are veterans?:	

Case Service Report by Case Type

Case type	Cases Closed
Consumer	0
Education	0
Employment	0
Family (including domestic violence)	0
Health	0
Housing	0
Immigration	0
Income Maintenance/Public Benefits	0
Individual Rights	0

Juvenile		0
Miscellaneous		33
	Subtotal	**33**
	Total	**33**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	14
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0

Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	0
Franklin	0
Gaston	0
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	0
Harnett	0
Haywood	1
Henderson	3
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	2
Macon	1
Madison	0
Martin	0
Mecklenburg	0
Mitchell	1
Montgomery	0
Moore	0
Nash	0

New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	3
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	3
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	1
Transylvania	2
Tyrrell	0
Union	0
Vance	0
Wake	0
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	2

Out of State	0
Unknown	0
Total	**33**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Pisgah Legal Services provides our services pro-bono. We do not request any fees from our clients.

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

Direct Client Transactional Legal Services: Pisgah Legal's Community Economic Development Program (CED) anticipated working with approximately 30 organizations and micro businesses in 2024 with legal services that build their capacity, help them to access and manage funding, and reduce their fiscal risk. We exceeded that goal, helping 59 CED clients in 2024.

In the last quarter of the year, post Hurricane Helene, our Ced program has responded in two ways. Working with new community driven recovery efforts, such as Appalachian Community Relief in Black Mountain, to file the technical paperwork to become a nonprofit. These organizations have bubbled up out of people in the community helping neighbors to meet immediate needs.

I. addition to new nonprofits, Pisgah Legal is helping existing nonprofits navigate complex legal issues as they take on new responsibilities, roles and recovery post-Helene. For example, several nonprofits have reached out to us as they adopt creative ways to help the clients they serve recover from the storm by creating rental assistance and making funds available for home repairs. The need for this work is vast and having local organizations provide these resources to individuals and families they are already working with is key to getting support out in local, particularly rural, communities. Pisgah Legal's CED program has been able to help guide these organizations in creating these programs so that they don't violate any federal or state rules or standards related to their nonprofit status.

Our CED staff also educated themselves on the FEMA application process for nonprofits and has been working with multiple nonprofits who are pursuing support from the federal agency. We have provided legal advice or representation to 9 nonprofits about seeking federal support, including FEMA, in the past few months.

Advise on Systemic Change:

Post Helene, Pisgah Legal Services CED staff provided voice for our client population in multiple task forces, including the formation stages of the Buncombe County Long Term Recovery Group, Henderson County and Transylvania County. Pisgah Legal Services staff have worked with various community groups and local governments throughout our service region to provide perspective of what we were hearing form low-income clients, many of whom had lost wages, at risk of eviction, or had damages they are unable to afford to repair.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

Pisgah Legal Services exceeded our goals on this proposal. Our biggest challenge is not having enough staff capacity to meet the urgent needs in the past few months. We could not respond to all the requests from nonprofits needing assistance, while keeping up with the ones we had already committed to. With much of Pisgah Legal's volunteer capacity being directed to services for individuals, we had to turn away more non-profits and small businesses than we would like. For those we did try to assist many did not qualify under the stringent rules designed for assistance under FEMA, thus limiting what services we could provide.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

N/A

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

As noted above, working with brand new community initiatives that have popped up after the storm such as Rebuild Marshall and Appalachian Community Relief has been rewarding as local communities and volunteers work together to help their neighbors.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

Requests for services from Pisgah Legal Services' Community Economic Development program has continued to exceed our staff capacity. Whenever possible we provide abbreviated consultation and

advice, along with referral to other resources to individuals and entities that we are unable to assist more fully.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

N/A

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

Share and Care of Bryson City is an organization serving the unsheltered and those experiencing extreme poverty in Bryson City. They provide a weekly meal and gathering space for folks to eat together and also connect folks with resources, such as health care, recovery services, and housing, serving 20 to 30 people each week. We assisted Share and Care with filing their Articles of Incorporation with the Secretary of State's office and drafting their bylaws and organizing resolutions for their Board of Directors. We also advised and assisted Share and Care with the 1023 application for 501c3 status. They received their 501c3 status and were able to secure funding to grow the organization. After Tropical Storm Helene, Share and Care assisted folks who lost their camps due to wind and water damage with FEMA applications. Their plans for the future include purchasing a food truck, which will enable them to travel throughout Swain County to offer more meals and services.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

James Barrett retired and Jackie Kiger became the new Executive Director on August 3. This transition came after a solid foundation she built during 14 years at the organization in her roles as Staff Attorney, Managing Attorney, and Chief Operating Officer.

Robin Merrell moved into a temporary position of Senior Managing Attorney of Programs during the last 5 months of the year and then left her position at Pisgah Legal after 24 years of service to take on her new role as Buncombe County District Court Judge.

Due to Robin’s departure, the current needs of the organization, and post-Helene work, changes at the management level were also made in December. Long time staff members moved into Managing Attorney roles, which include:

- Molly Maynard: Consumer Law, Elder Law and Driver’s License Restoration/Expungement programs
- Madeline McKeller Offen: Homelessness Prevention Program, Community Economic Development and CCRT programs
- Thomas Lodwick: Public Benefits, Medical-Legal Partnerships and Tax Law programs

Additionally, several changes took eff

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

Attachments

Additional information:

2024-20 - Domestic and Sexual Violence Prevention - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	004
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 30, 2025 12:32 PM
Initially Submitted By:	Carrie Underwood
Last Submit Date:	
Last Submitted By:	
Approved Date:	Mar 14, 2025 2:41 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation: — Valerie (First Name) Michelle (Middle Name) True (Last Name)
Title:	Grants Manager
Email*:	valerie@pisgahlegal.org
Address*:	P.O. Box 2276
	Asheville (City) North Carolina (State/Province) 28802 (Postal Code/Zip)

Phone*: (828) 210-3410 Ext.
Phone
###-###-####

Fax: (828) 252-8927
###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Pisgah Legal Services

Organization Tax ID: 56-1191115

Organization Website: http://www.pisgahlegal.org

Address*: P.O. Box 2276

Asheville North Carolina 28802-2276
City State/Province Postal Code/Zip

Phone*: (828) 253-0406 Ext.
###-###-####

Fax: (828) 252-8927
###-###-####

Name of Executive Director*: Jaclyn Kiger

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Mar 14, 2025 2:41 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant	Domestic and Sexual Violence Program	$300,000.00	$300,000.00	$0.00	$0.00	$300,000.00	$300,000.00
Federal Funds - Awarded		$0.00	$0.00	$429,500.00	$625,311.00	$429,500.00	$625,311.00
State Funds - Awarded		$0.00	$0.00	$42,000.00	$151,796.00	$42,000.00	$151,796.00
Local Government		$0.00	$0.00	$225,000.00	$37,258.00	$225,000.00	$37,258.00
United Way		$0.00	$0.00	$10,000.00	$0.00	$10,000.00	$0.00
Private Foundations - Awarded		$0.00	$0.00	$120,000.00	$0.00	$120,000.00	$0.00
Public Donations		$0.00	$0.00	$440,548.00	$522,329.00	$440,548.00	$522,329.00
		$300,000.00	**$300,000.00**	**$1,267,048.00**	**$1,336,694.00**	**$1,567,048.00**	**$1,636,694.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Attorney Staff - Combined	$125,355.00	**$31,337.00**	$94,017.00	$125,354.00	$1.00	$0.00	$125,354.00	$1.00	$584,274.00	**$152,971.00**	$414,795.00	$567,766.00	$16,508.00	81.91%	$184,308.00
Paralegal Staff - Combined	$44,403.00	**$11,100.00**	$33,303.00	$44,403.00	$0.00	$0.00	$44,403.00	$0.00	$368,915.00	**$84,926.00**	$235,000.00	$319,926.00	$48,989.00	87.81%	$96,026.00
Administrative Staff - Combined	$33,976.00	**$8,494.00**	$25,482.00	$33,976.00	$0.00	$0.00	$33,976.00	$0.00	$0.00	**$68,063.00**	$84,817.00	$152,880.00	($152,880.00)	81.82%	$76,557.00
Fringe Benefits	$61,087.00	**$15,271.00**	$45,816.00	$61,087.00	$0.00	$0.00	$61,087.00	$0.00	$277,237.00	**$59,209.00**	$191,830.00	$251,039.00	$26,198.00	80.43%	$74,480.00
Non-Personnel Expenditures															
Rent \ Mortgage \ Overhead	$4,950.00	**$1,238.00**	$3,712.00	$4,950.00	$0.00	$0.00	$4,950.00	$0.00	$8,088.00	**$5,155.00**	$18,464.00	$23,619.00	($15,531.00)	82.67%	$6,393.00
Equipment	$513.00	**$129.00**	$384.00	$513.00	$0.00	$0.00	$513.00	$0.00	$2,207.00	**$74.00**	$186.00	$260.00	$1,947.00	33.64%	$203.00

Office Expenses	$7,680.00	**$1,920.00**	$5,760.00	$7,680.00	$0.00	$0.00	$7,680.00	$0.00	$10,992.00	**$626.00**	$1,715.00	$2,341.00	$8,651.00	23.36%	$2,546.00
Telephone & Internet	$4,680.00	**$1,170.00**	$3,510.00	$4,680.00	$0.00	$0.00	$4,680.00	$0.00	$580.00	**$1,139.00**	$5,214.00	$6,353.00	($5,773.00)	57.58%	$2,309.00
Travel	$2,700.00	**$675.00**	$2,025.00	$2,700.00	$0.00	$0.00	$2,700.00	$0.00	$368.00	**$408.00**	$803.00	$1,211.00	($843.00)	30.96%	$1,083.00
Training	$5,100.00	**$1,275.00**	$3,825.00	$5,100.00	$0.00	$0.00	$5,100.00	$0.00	$7,085.00	**$707.00**	$559.00	$1,266.00	$5,819.00	19.89%	$1,982.00
Library\ Law Subscriptions	$1,800.00	**$450.00**	$1,350.00	$1,800.00	$0.00	$0.00	$1,800.00	$0.00	$579.00	**$290.00**	$915.00	$1,205.00	($626.00)	40.10%	$740.00
Insurance	$1,574.00	**$395.00**	$1,179.00	$1,574.00	$0.00	$0.00	$1,574.00	$0.00	$2,220.00	**$277.00**	$3,301.00	$3,578.00	($1,358.00)	69.45%	$672.00
Postage	$1,833.00	**$459.00**	$1,374.00	$1,833.00	$0.00	$0.00	$1,833.00	$0.00	$2,123.00	**$148.00**	$895.00	$1,043.00	$1,080.00	36.27%	$607.00
Dues	$2,850.00	**$712.00**	$2,138.00	$2,850.00	$0.00	$0.00	$2,850.00	$0.00	$2,166.00	**$68.00**	$3,197.00	$3,265.00	($1,099.00)	53.39%	$780.00
Litigation	$1,500.00	**$375.00**	$1,125.00	$1,500.00	$0.00	$0.00	$1,500.00	$0.00	$213.00	**$160.00**	$783.00	$943.00	($730.00)	38.60%	$535.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$300,001.00**	**$75,000.00**	**$225,000.00**	**$300,000.00**	**$1.00**	**$0.00**	**$300,000.00**	**$1.00**	**$1,267,047.00**	**$374,221.00**	**$962,474.00**	**$1,336,695.00**	**($69,648.00)**	**105.50%**	**$449,221.00**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period : 736

Cases opened during the period: 251

Cases closed during the period: 237

Cases pending at the end of the period : 750

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Case Data - Full Grant Period

Cases pending at the beginning of the period: 756

Cases opened during the period: 1234

Cases closed during the period: 1240

Cases pending at the end of the period: 750

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	223

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	
Clients served during the grant period:	1990
Total household members for all clients served during the grant period:	5619
Of total clients served, how many received extended service?:	536
Of total clients served, how many clients received advice and brief service only?:	746
Of total clients served, how many are seniors?:	82
Of total clients served, how many are under the age of 18?:	220
Of total clients served, how many are veterans?:	22

Case Service Report by Case Type

Case type	Cases Closed
Consumer	0
Education	0
Employment	0
Family (including domestic violence)	1149
Health	0
Housing	7
Immigration	0
Income Maintenance/Public Benefits	0
Individual Rights	80
Juvenile	3

Miscellaneous		1
	Subtotal	**1240**
	Total	**1240**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	21
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	564
Burke	11
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	2
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0

Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	0
Franklin	0
Gaston	0
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	0
Harnett	0
Haywood	17
Henderson	228
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	35
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	9
Macon	48
Madison	31
Martin	0
Mecklenburg	0
Mitchell	25
Montgomery	0
Moore	0
Nash	0
New Hanover	0

Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	33
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	131
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	2
Transylvania	43
Tyrrell	0
Union	0
Vance	0
Wake	0
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	24
Out of State	14

Unknown	2
Total	**1240**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Pisgah Legal Services does not charge any client fees.

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

The IOLTA DVSPP grant provided vital funding that allowed Pisgah Legal Services to continue supporting survivors of domestic violence in our community, particularly in our more rural counties, despite the expiration of several multi-year federal grants that funded free civil legal services to low-income residents. The $300,000 grant helped provide advocacy and free civil legal services to assist survivors of domestic violence, sexual assault, child abuse, and human trafficking.

Goal 1: Throughout the grant year, Pisgah Legal provided high-quality legal advice and/or representation to 5,619 people in 1,990 closed and pending cases. While many cases stemmed directly from an immediate legal need to remove a survivor from an unsafe environment, we know that our DV clients experience compounding issues while escaping abuse, and we aim to provide holistic, wrap-around services for survivors in our communities. We provide DV survivors with support for additional long-term needs as they pursue independence, including housing, family, consumer, income, healthcare, and immigration matters. To date, we have closed 1238 cases and have helped clients secure 4,215 legal remedies, including:

- Helping survivors of interpersonal violence obtain or maintain custody of their children 696 times;
- Obtaining or enforced civil protective order to protect them from abuse 621 times;
- Obtaining or enforced child support 308 times;
- Obtaining a divorce, legal separation, or annulment 292 times.

Pisgah Legal fell short of our grant goal to serve 2,300 clients and 6,210 people in households during the 2024 grant year. We attribute this to several reasons. First, federal and state cuts to domestic violence prevention funding resulted in Pisgah Legal holding off on filling a vacant domestic violence prevention attorney position, leaving the team short staffed. Second, referrals to Pisgah Legal from a primary domestic violence agency in one of our rural counties were down 1/3 from the prior year as they experienced similar funding challenges. Third, Hurricane Helene created new barriers for our clients to escape abuse, including increased isolation, a tight housing market, and reduced income. In Pisgah Legal's last quarter of 2024, the period affected by Hurricane Helene, we saw a 24% drop in our total domestic violence cases opened (230 cases) as compared to our total domestic violence cases opened in the last quarter of 2023 (303 cases). This drop in opened cases affected our ability to serve as many people as we predicted.

Goal 2: Pisgah Legal is actively working to sustain assistance for rural abuse victims in light of funding cuts and storm-related barriers that disproportionately affect these clients. During the grant period, 55% of our domestic and sexual violence cases were in our more rural counties. We have been proactive about maintaining and enriching our relationships with our DV agencies in all our rural counties throughout 2024. In the final quarter of 2024, James Gorsuch moved into the role of Managing Attorney in charge of DV and Immigration, and Attorney Gorsuch has been meeting with all our rural partners to introduce himself and continue conversations about strengthening our partnerships and individual referral processes moving forward.

Goal 3: During the 2024 grant year, Pisgah Legal assisted 840 clients with divorce and/or child custody. Of those, we provided representation in 205 cases. Due to loss of funding that has led to reduced staff capacity, Pisgah Legal has had to temporarily limit services related to Divorce or Custody in cases where there is not a current safety concern involved. This limitation is due to funding cuts and the staffing shortages that followed. We are currently focusing on divorce and custody cases where there is a safety consideration, including ongoing communication with an abuser that could cause harm in the future and lack of access to medical benefits for children and survivors. We continue to provide brief services for divorce and custody cases in situations where there is a high likelihood that clients can successfully represent themselves in court.

Goal 4: Pisgah Legal knows that Family Justice Centers are a highly effective model for providing trauma-informed, holistic services to survivors of interpersonal violence while minimizing harm to clients, and we remain committed to sustaining our highly effective Family Justice Centers in Buncombe and Henderson Counties. During the grant year, decreased funding for FJC partners including PLS, other nonprofits, and Buncombe County have led to challenges surrounding the space that the FJC occupies and the allocation of duties among the county and partner agency staff in serving clients. Pisgah Legal has been working closely with the county and the other organizations that make up the FJC to ensure the changes made don't impact the quality of legal services we can provide to survivors. The county has dedicated funding for the FJC until June of 2025. A newly hired Director for the Family Justice Center is tasked with working with partners to secure additional funding.

Work at the Henderson County Family Advocacy Center remains strong. Genevieve Holmes continues to work at the center several days a week and has become a trusted resource for the Safelight staff. Andrea Robles-Leon, one of our Bilingual Legal Assistants, is also staffed at the Hendersonville Family Advocacy Center for part of the week and is a valuable staff member at the center.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

During 2024 we saw a 12% decrease in the number of cases we opened and a 15% decrease in the number of cases we closed versus 2023 numbers. While all our program areas' case numbers were down, the most dramatic decline has been in our Domestic and Sexual Violence Prevention Program. We attribute this to the reasons outlined above, including the impact of Hurricane Helene. In Pisgah Legal's last quarter of 2024, we saw a 24% drop in our total domestic violence cases opened as compared to our total domestic violence cases opened in the last quarter of 2023. We attribute this decrease to the widespread destruction of Hurricane Helene brought to Western North Carolina on September 27, 2024. In the aftermath of the hurricane, many survivors experienced increased isolation from loved ones and support networks, and many were unable to leave home, due to blocked roads, damaged vehicles, lack of gas, and other hurricane-related obstacles. These barriers, alongside phone and internet outages, stranded many survivors with their abusers, without access to the resources and privacy needed to create a safety plan and/or escape.

We know, however, that abuse does not stop when disasters hit. Natural disasters cause elevated levels of stress and tension, escalating already strained relationships. Research has shown us that abuse and sexual assault increase dramatically after storms like Hurricane Helene. The U.S. National Plan to End Gender Based Violence, written and published in 2023, included Emergency Preparedness and Crisis Response as one of seven pillars of strategies for action, with goals to address domestic violence and its risks during federal emergency and recovery efforts, further train first responders in disaster-related DV and trauma informed care for survivors, and deepen the research base on the links between natural disasters and the increased risk of domestic and sexual violence.

While Pisgah Legal Services saw a drop in domestic violence cases in the first months after the storm, we anticipate an increase in cases in 2025 and are ready to assist survivors as they pursue safety and independence after Hurricane Helene.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

This information will be included in our MAVL report that we are submitting at the same time

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

Pisgah Legal has tapped into our established ties and partnerships while also developing new ones throughout the grant year. Pisgah Legal collaborates extensively with: DV, sexual assault and human trafficking prevention agencies; child abuse prevention agencies; Departments of Social Services/Child Protection; law enforcement; District Attorneys; judges; health care providers; Latino advocacy organizations; Councils on Aging; public housing agencies; daycare facilities; and many others. We cross-refer clients and work with them to provide wrap-around services for survivors.

Pisgah Legal also coordinates services and plans advocacy with DV, sexual violence, and child abuse agencies in WNC to reduce barriers for victims. We work with these agencies and law enforcement officials to compile evidence of abuse, which strengthens criminal prosecution of abusers, civil cases for protective orders, and other civil legal remedies. We serve on multiple task forces and committees with partners such as Domestic Violence Fatality Review Teams and Family Justice Centers.

Pisgah Legal's Health and Economic Opportunity Program (HEOP) builds on and deepens our partner network. Our immigration team coordinates efforts with partners in all eighteen counties, often doing joint outreach events in both English and Spanish, to connect DV survivors to our HEOP services, including access to health care and life-changing tax credits.

Pisgah Legal is also partnering with DSS organizations in Rutherford and Henderson Counties to launch an inventive approach to address the foster care crisis. This is a pilot program and the first of its kind in the state that will provide holistic civil legal services so that families with low incomes can avoid losing their children due to issues of poverty, such as poor housing conditions, loss of public benefits, lack of income, or domestic violence. This upstream approach will help resolve critical issues before children are separated from their parents by bringing a host of services and resources to these at-risk families and avoiding trauma caused by unnecessary family separations while also alleviating the burden on the court systems in these counties.

Following Hurricane Helene, Pisgah Legal has made significant new collaborations and strengthened existing ties as we work toward disaster recovery. At the state level, this includes working with the NC Office of Resilience and Recovery (NCORR) who has activated a group of stakeholders to focus on disaster recovery. Pisgah Legal is part of the group with several organizations including

the Governor's Office, NC DHHS, NCORR, NC Emergency Management, NC Department of Commerce, The Justice Center, Legal Aid of North Carolina, and Disability Rights. We are part of several other multi-organization calls, where we correspond with groups that are part of the disaster response. Each organization shares specifics of what services they are offering to the community, and we coordinate efforts to ensure we are avoiding duplication and utilizing the available resources available to help as much as possible. We are also working with nationwide organizations like Texas Rio Grande Legal Aid, who have shared their knowledge and expertise in dealing with emergency natural disasters and led a FEMA Appeals training for our staff and volunteers. We have also been working closely with smaller, local grassroots organizations throughout Western North Carolina, including True Ridge, UNETE, Just Economics, Hood Huggers International, and various churches, among others. We also maintained communications with over 600+ community partners across WNC through regular communications and a Disaster Resource E-Newsletter.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

With the reductions in Domestic and Sexual Violence Prevention Program funding and staffing, we have had to temporarily narrow the scope of our work, which has resulted in reduced services available to clients who are not experiencing a current safety risk. This includes some victims of past abuse that continue to try to rebuild their lives independent from their abusers. Our capacity for handling family law cases including custody, divorce, equitable distribution, etc. is also significantly reduced.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

N/A

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

At Pisgah Legal Service we know that, for domestic violence survivors, safety and independence do not often come quickly or easily. For many of our clients, leaving an abuser requires repeated follow-up support and intervention. Such was the case for Susan (name changed to protect privacy). Susan came to Pisgah Legal over a year ago for support with a protection order against her husband. Most recently, her husband had pushed her to the ground outside their home, causing her to break her wrist and go to the emergency room. She still required medical attention months after the incident. This was not the first time her husband had physically abused Susan. They had been married for over thirty years, and she had survived ongoing physical and mental abuse during that time.

Susan initially approached Pisgah Legal for help obtaining a Domestic Violence Protection Order (DVPO). Attorney Parris Booker was able to obtain a one-year order. She also advised Susan on criminal action she could take against her husband, the steps to obtaining a divorce, and how to ensure equitable distribution of their marital property. Two months after obtaining her DVPO, Susan returned to Pisgah Legal. Her husband had filed for equitable distribution and was attempting to kick Susan out of her home. Attorney Booker again represented Susan, helping her receive $16,000 for marital property and time to move out of her home. Most recently Susan returned to Pisgah Legal for assistance with her divorce. Attorney Booker helped her obtain a divorce by clerk, including a name change for Susan.

Pisgah Legal is able to provide these wrap-around, holistic supports for our clients because of generous donations, including IOLTA's donation for our Domestic and Sexual Violence Prevention Program. Adequate funding is crucial for our organization to be able to support our clients during their entire journey to independence. Thank you for supporting safety, hope, and justice in our community.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

James Barrett retired and Jackie Kiger became the new Executive Director on August 3. This transition came after a solid foundation she built during 14 years at the organization in her roles as Staff Attorney, Managing Attorney, and Chief Operating Officer.

Robin Merrell moved into a temporary position of Senior Managing Attorney of Programs during the last 5 months of the year and then left her position at Pisgah Legal after 24 years of service to take on her new role as Buncombe County District Court Judge.

Due to Robin's departure, the current needs of the organization, and post-Helene work, changes at the management level were also made in December. Long time staff members moved into Managing Attorney roles, which include:

- Molly Maynard: Consumer Law, Elder Law and Driver's License Restoration/Expungement programs
- Madeline McKeller Offen: Homelessness Prevention Program, Community Economic Development and CCRT programs
- Thomas Lodwick: Public Benefits, Medical-Legal Partnerships and Tax Law programs

Additionally, several changes took effect for current Managing Attorneys:

- Julia Horrocks moved into role as Managing Attorney over MAVL and EAGLE Programs as we expand our pro bono work with Helene needs
- James Gorsuch moved into the role of Managing Attorney for DV and Immigration Teams and maintaining current role over screening and intake areas
- Katie Russell is focusing on Volunteer and Community Engagement and Partnerships in her role as Managing Director.

For the first time, Pisgah Legal has three Managing Attorneys/Directors who are based out of Henderson or Transylvania counties, helping ensure the organization is not Buncombe County-centric.

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

N/A

Attachments

Additional information:

2024-23 - Mountain Area Volunteer Lawyers Program - 2024

Status Report Details

Funding Opportunity:	25214-2024 IOLTA Grant Cycle - Pro Bono Support
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 1:51 PM
Initially Submitted By:	Stefanie Gerber
Last Submit Date:	
Last Submitted By:	
Approved Date:	Mar 13, 2025 2:21 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Ms. (Salutation) Stefanie (First Name) Middle Name Gerber (Last Name)
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	Asheville (City) North Carolina (State/Province) 28801 (Postal Code/Zip)

Phone*: 828-210-3772 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Pisgah Legal Services

Organization Tax ID: 56-1191115

Organization Website: http://www.pisgahlegal.org

Address*: P.O. Box 2276

Asheville North Carolina 28802-2276
City State/Province Postal Code/Zip

Phone*: (828) 253-0406 Ext.
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Fax: (828) 252-8927
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Name of Executive Director*: Jaclyn Kiger

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Mar 13, 2025 2:21 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Pro Bono Support Grant		$200,000.00	$200,000.00	$0.00	$0.00	$200,000.00	$200,000.00
Private Foundations - Pending		$0.00	$0.00	$125,000.00	$125,000.00	$125,000.00	$125,000.00
Public Donations		$0.00	$0.00	$297,008.00	$383,255.00	$297,008.00	$383,255.00
		$200,000.00	**$200,000.00**	**$422,008.00**	**$508,255.00**	**$622,008.00**	**$708,255.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Attorney Staff - Combined	$41,640.00	**$20,820.00**	$20,820.00	$41,640.00	$0.00	$0.00	$41,640.00	$0.00	$128,266.00	**$73,556.00**	$69,449.00	$143,005.00	($14,739.00)	77.45%	$94,376.00
Paralegal Staff - Combined	$84,280.00	**$42,140.00**	$42,140.00	$84,280.00	$0.00	$0.00	$84,280.00	$0.00	$112,905.00	**$20,938.00**	$76,309.00	$97,247.00	$15,658.00	53.57%	$63,078.00
Administrative Staff - Combined	$21,120.00	**$10,560.00**	$10,560.00	$21,120.00	$0.00	$0.00	$21,120.00	$0.00	$37,084.00	**$87,529.00**	$36,761.00	$124,290.00	($87,206.00)	85.48%	$98,089.00
Fringe Benefits	$33,651.00	**$16,825.00**	$16,826.00	$33,651.00	$0.00	$0.00	$33,651.00	$0.00	$107,854.00	**$59,837.00**	$59,986.00	$119,823.00	($11,969.00)	78.07%	$76,662.00
Non-Personnel Expenditures															
Rent \ Mortgage \ Overhead	$1,898.00	**$949.00**	$949.00	$1,898.00	$0.00	$0.00	$1,898.00	$0.00	$7,839.00	**$2,413.00**	$1,420.00	$3,833.00	$4,006.00	66.88%	$3,362.00
Equipment	$342.00	**$171.00**	$171.00	$342.00	$0.00	$0.00	$342.00	$0.00	$669.00	**$220.00**	$101.00	$321.00	$348.00	48.42%	$391.00
Office Expenses	$3,651.00	**$1,825.00**	$1,826.00	$3,651.00	$0.00	$0.00	$3,651.00	$0.00	$11,331.00	**$6,647.00**	$691.00	$7,338.00	$3,993.00	66.78%	$8,472.00
Telephone & Internet	$3,812.00	**$1,906.00**	$1,906.00	$3,812.00	$0.00	$0.00	$3,812.00	$0.00	$4,440.00	**$316.00**	$479.00	$795.00	$3,645.00	17.26%	$2,222.00
Travel	$1,700.00	**$850.00**	$850.00	$1,700.00	$0.00	$0.00	$1,700.00	$0.00	$293.00	**$185.00**	$249.00	$434.00	($141.00)	20.34%	$1,035.00
Training	$1,500.00	**$750.00**	$750.00	$1,500.00	$0.00	$0.00	$1,500.00	$0.00	$3,400.00	**$414.00**	$751.00	$1,165.00	$2,235.00	43.71%	$1,164.00
Library \ Law Subscriptions	$1,200.00	**$600.00**	$600.00	$1,200.00	$0.00	$0.00	$1,200.00	$0.00	$1,518.00	**$771.00**	$636.00	$1,407.00	$111.00	53.97%	$1,371.00

Insurance	$1,049.00	**$524.00**	$525.00	$1,049.00	$0.00	$0.00	$1,049.00	$0.00	$2,204.00	**$998.00**	$851.00	$1,849.00	$355.00	63.80%	$1,522.00
Postage	$1,222.00	**$611.00**	$611.00	$1,222.00	$0.00	$0.00	$1,222.00	$0.00	$1,304.00	**$484.00**	$555.00	$1,039.00	$265.00	45.95%	$1,095.00
Dues	$1,580.00	**$790.00**	$790.00	$1,580.00	$0.00	$0.00	$1,580.00	$0.00	$2,428.00	**$443.00**	$943.00	$1,386.00	$1,042.00	46.73%	$1,233.00
Litigation	$1,355.00	**$679.00**	$676.00	$1,355.00	$0.00	$0.00	$1,355.00	$0.00	$473.00	**$3,714.00**	$609.00	$4,323.00	($3,850.00)	76.14%	$4,393.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$200,000.00**	**$100,000.00**	**$100,000.00**	**$200,000.00**	**$0.00**	**$0.00**	**$200,000.00**	**$0.00**	**$422,008.00**	**$258,465.00**	**$249,790.00**	**$508,255.00**	**($86,247.00)**	**120.44%**	**$358,465.00**

Final Report - Pro Bono

Case Data - Final Report Period of Grant

Cases pending at the beginning of the period *:	778
Cases opened during the period*:	297
Cases closed during the period*:	469
Cases pending at the end of the period *:	606

Case Data - Full Grant Period

Cases pending at the beginning of the period*:	553
Cases opened during the period*:	752
Cases closed during the period*:	672
Cases pending at the end of the period*:	606
Of cases closed this year, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.*:	189

Additional Client Data - Full Grant Period

This should include clients served in any open or closed cases.

Clients served during the grant period*:	1278
Total household members for all clients served during the grant period*:	2555

Of total clients served, how many received extended service?*:	269
Of total clients served, how many clients received advice and brief service only?*:	556

Pro Bono Program Data

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?*:	263
How many pro bono hours were recorded by attorney volunteers in your program?*:	2218
What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.*:	$554,500

Case Service Report by Case Type

Case type		Cases Closed
Consumer		176
Education		0
Employment		11
Family (including domestic violence)		27
Health		6
Housing		128
Income Maintenance/Public Benefits		60
Miscellaneous		264
	Subtotal	**672**
	Total	**672**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	1
Alleghany	0
Anson	0
Ashe	0
Avery	0

Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	411
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	0
Franklin	0
Gaston	0
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0

Halifax	0
Harnett	0
Haywood	7
Henderson	103
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	5
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	6
Macon	3
Madison	21
Martin	0
Mecklenburg	0
Mitchell	9
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	8
Randolph	0
Richmond	0

Robeson	0
Rockingham	0
Rowan	0
Rutherford	51
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	26
Tyrrell	0
Union	0
Vance	0
Wake	0
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	20
Out of State	1
Unknown	0
Total	**672**

Narrative

Character limit = 20,000 characters

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of active pro bono attorneys (volunteered at some point this year), specific pro bono programs (for example, hotline, clinic, or other program), recruitment efforts, etc.*:

Pisgah Legal Services' pro bono staff and volunteer attorneys continued to do impactful work in 2024 to help our neighbors, but the year's efforts during the last quarter look much different than the previous year. Until Hurricane Helene devastated many communities in Western North Carolina (WNC) on September 27, 2024, our case referrals to volunteer

attorneys were on par with 2023 case referrals. Before the storm, our team coordinated referrals of wills and powers of attorney, housing, consumer and employment advice cases, domestic violence protective orders, adult guardianships, debt consultations and bankruptcy, and other civil legal issues. After Helene, our pro bono team quickly shifted its focus significantly to address disaster-related needs. We quickly pivoted to learning about legal needs following a massive natural disaster and training PLS staff and volunteers and our community partners to respond to these emerging, disaster-related needs. Many local attorneys and law firms were heavily impacted by the storm themselves, with homes and law offices damaged, all of us without potable water for weeks, and schools and childcare facilities closed for weeks. All 18 counties in Pisgah Legal's service area are on FEMA's disaster declaration list. The following are details related to our grant goals for 2024 that includes information about how our pro bono team and volunteer attorneys pivoted to help our neighbors with their recovery from Hurricane Helene:

Recruit at least 10 Volunteer Attorneys with Active NC Licenses and at least 5-10 New Emeritus/EAGLE Attorneys

We have had an influx of interest from potential volunteer attorneys, including several new EAGLE volunteer attorneys, and exceeded our recruitment goals. Since January 2024, we have recruited 48 MAVL and 19 EAGLE volunteer attorneys and are thrilled with the growth of our pro bono attorney team. We had many new attorneys reach out to us about volunteering following Hurricane Helene, including attorneys with very relevant experience with insurance and landlord/tenant experience. We trained new volunteer attorneys to assist with FEMA appeals, as well. Many of these attorneys assisted at our disaster recovery clinics. Following the election in November, new volunteer attorneys came on board to assist with Powers of Attorney and family preparedness clinics for immigrant families in our region. We are very pleased to have recruited a small group of attorneys in Macon and Jackson counties, who are helping with wills and with services for immigrants in communities in the far western counties of our service area.

Refer at least 1,000 cases to volunteer attorneys

During 2024, Pisgah Legal Services referred 786 cases to volunteer attorneys, however this number does not reflect the full extent of people helped through our pro bono program. We strive to do impactful work that addresses both existing and emerging community needs and that impacted the number and types of cases we referred in 2024. We slowed down our usual case referrals in April to partner with Lutheran Services Carolinas and Catholic Charities to host a humanitarian re-parole clinic for 50+ Ukrainian evacuees in our community. This project took significant time and effort due to the need to recruit and train volunteer attorneys to do this work and to set up an event to serve Ukrainian and Russian-speaking clients.

With the devastation in Western North Carolina caused by Hurricane Helene, our focus changed in October, November, and December to meeting the massive, pressing, and evolving needs of our community. We shifted from some of our usual case types (e.g., guardianship, bankruptcy, domestic violence protective orders) and our team quickly learned about disaster legal issues, including FEMA, insurance, and housing and consumer issues that arise following a major natural disaster. We assisted more than 2,000 people in FEMA and disaster recovery clinics and much of this work was not captured as legal cases/referrals.
Below are details of ways our pro bono program, in close coordination with our Health and Economic Opportunity Program and our non-attorney volunteer team, responded to assist disaster survivors:

- Coordinating FEMA application and/or appeals walk-in clinics across the region to help people apply for assistance and appeal denials. We held 31 FEMA and Disaster Legal Services Clinics in 11 counties between October 7 and December 11, 2024 (Avery, Buncombe, Burke, Henderson, Jackson, Macon, Mitchell, Polk, Rutherford, Transylvania, Yancey). We estimate that we have assisted 2,032 people apply for FEMA assistance, including all household members, over the phone and at in-person clinics.
- Navigating FEMA Denials and Appeals: We provide phone or in-person assistance for people who are facing FEMA denials and are assisting with the appeals process when possible. At least 160 FEMA appeals cases have been triaged to the NC Disaster Legal Services Hotline while we build capacity to handle more of these cases.
- "Ask a Lawyer" Clinics: Our pro bono staff have hosted community legal clinics with some of our Mountain Area Volunteer Lawyers. Staff and volunteers deploy to community-based locations where members of the community can meet with a lawyer for information and advice. We launched our "Ask a Lawyer" clinics in Buncombe County in late October and we continued to host these in counties around the region, as well as partner with the NC Bar Foundation and Legal Aid of NC to support clinics they are hosting. We identified grassroots partners in each area who have established trust and best know the needs of the community who will help with space for the clinic and marketing in the community. We assisted 672 people (all members of the household) at "Ask a Lawyer" clinics during the last quarter of 2024.
- Represent individuals with private insurance denials for disaster-related home, car, or other property damage/loss. Insurance companies are denying many claims for disaster-related damage and loss. We have some volunteer attorneys as well as legal aid organization partners who have experience appealing denied claims. We are working closely

with them to help guide, partner on, and divide up this work.
- Creation of a self-help packet created for $750 Serious Needs Assistance FEMA appeals, which has been distributed to partners and individuals in partner trainings and Pisgah Legal Services website.
- Disaster Resource E-Newsletter created and sent to 600+ community partners across WNC

In the midst of hurricane recovery, following the election in November, our team quickly responded to requests from immigrant advocacy groups in the region to help immigrant families with Powers of Attorney and family preparedness. We recruited and trained more than 30 volunteer attorneys to do this work and coordinated two Power of Attorney clinics in December to assist almost 40 families in Buncombe and Henderson Counties.
Our volunteer attorneys have contributed 2,218 hours of pro bono time towards legal case work during 2024. This time is modestly valued at $554,500 in free legal services for our low-income clients ($250/hour) This pro bono service benefited a total of 2,555 adults and children, including our clients and their family members.
Pisgah Legal Services received a total of 204 inquiries to volunteer with us in our disaster response efforts. PLS deployed a total of 69 volunteers to support disaster response efforts through clinics, phone calls, and pro bono case referrals to assist with FEMA applications and appeals, housing issues, insurance questions/denials and other disaster legal issues. Though we did not have time/resources to track individual volunteer hours in the immediate aftermath of the storm, we estimate at least a total of 673 hours of volunteer time were donated in these efforts.

Coordinate Rural Will & Power of Attorney Clinics and Assist At Least 25 Clients with these matters Outside of Buncombe County

Pisgah Legal Services assisted 147 clients with wills and powers of attorney during 2024 – 75 of those clients were outside of Buncombe County.
Other will and POA clinics we held in rural areas of our service region during 2024 include:
- In April, we partnered with the Mitchell County Senior Center to assist 12 clients there with these end-of-life planning documents.
- In May, our pro bono team partnered with The Grahamtown Team in Forest City in Rutherford County where we helped 6 people with wills and advanced directives. The Grahamtown Team asked us to collaborate to assist residents with wills and to also educate residents of this historically Black community about heir property issues.
- We also coordinated on-site will/POA appointments frequently in our Hendersonville office, largely handled by one EAGLE volunteer Michael Majewski.
- We hosted a will/POA clinic in Brevard in August, in partnership with Habitat for Humanity in Transylvania County, to assist low-income homeowners there.

Coordinate at least 2-3 CLE programs and additional training opportunities for pro bono attorneys, training 50 or more volunteers.

We have coordinated seven trainings for volunteer attorneys, including two CLEs in January, with 120 attorneys trained, exceeding our goal for the year:

- In January we hosted a CLE on employment law and a CLE on expunction.
- We trained volunteer attorneys on how to represent clients to secure domestic violence protection orders in February.
- We trained new EAGLE volunteers to assist with Driver's License Restoration in April and May.
- In May, Pisgah Legal Services' Justice for All program director Jacob Oakes conducted a training on how to complete renewal applications for humanitarian parole for volunteer attorneys. This training was for a Re-Parole Clinic hosted by Pisgah Legal Services, Lutheran Services, and Catholic Charities to help Ukrainian individuals and families who fled their country after Russia invaded in 2022.
- In October, November and December we trained volunteer attorneys on FEMA appeals and insurance matters related to disaster recovery.
- As mentioned above, we hosted a training for volunteer attorneys on POAs for immigrant parents in December.

In addition to our typical training opportunities, we also hosted six trainings on disaster legal services issues that were attended by more than 275 volunteers and community partners. Some of those we trained are volunteering for Pisgah Legal to assist people over the phone and the others brought the knowledge to their nonprofit organizations to better assist those they directly serve.

Character limit = 10,000

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.*:

Our biggest challenge during 2024 was the devastation caused by Hurricane Helene. Everyone in our region, including Pisgah Legal Services' staff and volunteer attorneys, were affected by the storm. Even while facing their own challenges, such as home damage, utility outages, and closed schools and childcare for weeks, our staff and volunteers wanted to assist others and quickly learned and responded to the new, pressing, and evolving needs that our community was experiencing following the storm. We shifted our focus from our traditional way of working to include:

- Staffing Community Legal Clinics allowing members of the public to meet with lawyers, including identification of grassroots partners in the area who have established trust and best know the needs of the community to assist with space for and marketing of the clinic in the community;
- Expansion of the Pisgah Legal housing and consumer advice lines by adding more lines and hours and shifting to respond to disaster-related questions;
- Providing legal assistance to appeal denied private insurance claims;
- Hosting FEMA application and information walk-in clinics (collaborating with FEMA when possible);
- Navigating FEMA denials and appeals;
- Disseminating information about housing, consumer protections and FEMA benefits to the public;
- Assisting clients with applications for disaster-related unemployment benefits and Disaster Supplemental Nutrition Assistance.

We continue to learn about issues our low-income neighbors are facing due to disaster recovery. We will continue to listen, learn, and evolve the way we work to meet their needs. We will be on the ground for the weeks, months, and years to come that it will take for Western North Carolina to recover.

Character limit = 6,000

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations to engage pro bono attorneys.*:

Pisgah Legal has tapped into our established ties and partnerships while also developing new ones throughout the grant year and especially following Hurricane Helene. Our pro bono staff are working closely with FEMA representatives in several different ways, including at Disaster Recovery Centers throughout WNC. We collaborate with numerous community partners through participation in Long Term Recovery Groups in multiple counties, including Buncombe, Avery, Mitchell, and Transylvania. At the state level we partnered with the NC Office of Resilience and Recovery (NCORR) who has activated a group of stakeholders to focus on disaster recovery. Pisgah Legal is part of the group with several organizations including the Governor's Office, NC DHHS, NCORR, NC Emergency Management, NC Department of Commerce, The Justice Center, Legal Aid of North Carolina, and Disability Rights. Pisgah Legal Services has deepened our connections to organizations that are part of the Disaster Legal Services network, including NCBA/NCBF, the NC Pro Bono Resource Center, Legal Aid of North Carolina and others. We are part of numerous other multi-organization calls and collaborations, where we correspond with groups that are part of the disaster response. Each organization shares specifics of what services they are offering to the community, and we coordinate efforts to ensure we are avoiding duplication and utilizing the available resources available to help as much as possible. One of these regular meetings is with the NC Volunteer Organizations Active in Disaster (NCVOAD) group. Following the disaster, Pisgah Legal Services' pro bono team has made a concerted effort to connect with grassroots and mutual aid organizations who are often closest to the community. These connections have informed our disaster response and will continue to do so. We are pleased to be part of a Just Recovery collaborative that includes partners in Buncombe County committed to ensuring that traditionally marginalized communities are not left behind in disaster recovery. We also worked with nationwide organizations like Texas Rio Grande Legal Aid, who have shared their knowledge and expertise in dealing with natural disasters and led a FEMA Appeals training for our staff and volunteers. In November and December we quickly engaged with immigrant advocacy groups, including CIMA, True Ridge, El Centro of Henderson County, Unetè, and the International Friendship Center to coordinate services, advocacy and community education in immigrant communities. We also maintained communications with over 600+ community partners across WNC through regular communications and a Disaster Resource E-Newsletter.

A sample of community partners we collaborated with to provide FEMA assistance and other Disaster Legal Services (not a complete list):

- Operation Gateway (Buncombe)
- Cane River Middle School (Yancey)
- Frank Volunteer Fire Department (Avery)

- Macon County Library (Macon)
- AHOPE (Buncombe)
- Haywood St. Congregation (Buncombe)
- Swannanoa Communities Together (Buncombe)
- Swannanoa Valley Christian Ministries (Buncombe)
- MAHEC (Buncombe)
- Spencer Baptist Church (Rutherford)
- Legal Aid of NC (statewide)
- NC Bar Foundation (statewide)
- Canton Library (Haywood)
- Toe River Health District (Mitchell, Avery)
- TRACTOR (Mitchell)
- Saluda Senior Center (Polk)
- Jewish Community Center (Buncombe)
- Read 2 Succeed at Pisgah View Apartments (Buncombe)
- Emma United Methodist Church (Buncombe)
- American Bar Associations' Young Lawyers' Division

Character limit = 6,000

Please provide one brief client narrative from the past year involving a pro bono attorney that best describes your pro bono program?s services and impact. *:

Pisgah Legal's pro bono attorneys not only represent our clients, but also assess cases and make recommendations of private law firms to people needing assistance on issues that require more in-depth specialization. This was the case for Belinda (name changed), who is hard of hearing and came to Pisgah Legal at the beginning of 2023 after experiencing workplace discrimination based on her disability. We referred Belinda to Disability Rights NC, and they helped her submit a complaint to the Equal Employment Opportunity Commission (EEOC). The EEOC determined Belinda was discriminated against on the job in two locations that she worked in. The EEOC advised her to retain representation to file an employment discrimination case against her employer. Because Disability Rights NC does not have lawyers on staff, they contacted us for further assistance. Three of our employment advice line attorney volunteers reviewed all the evidence and reports from Belinda and the EEOC and identified a private law firm to take the case on a contingency basis. In October 2024, the law firm let us know that in addition to securing a significant monetary award for Belinda, they were able to get the employer to commit to company-wide training for its employment specialists, focusing specifically on accommodations for hard-of-hearing staff and job applicants. Belinda cares very much about improving conditions and processes for people like her, and the trainings mandated by the court decision are a step in the right direction.

Character limit = 3,000

Note any management or staffing changes here that impact your pro bono program, if applicable.:

Pisgah Legal had a staffing change for our management level positions and Pro Bono Team in December. Managing Attorney Julia Horrocks is now the manager of our pro bono programs as of mid-December. Julia has been at PLS for 10+ years and managed our immigration, DV, tax teams prior to shifting to management of our pro bono programs. Katie Russell, who has managed the Pro Bono Team for about 10 years, is shifting her focus full-time to Community Engagement and Partnerships across all our programs and 18-county region. There will be a good bit of overlap with Julia and Katie as she will support the pro bono team on community engagement related to many of their projects. Max Gibbons, Pro Bono Services Director, has shifted to be the lead attorney on our Disaster Recovery Team and is engaging many volunteers in Pisgah Legal's disaster work. Kristianna Gasparjan continues to be a key part of the pro bono team as our program coordinator. We are in the process of hiring a new bilingual (Spanish/English) program coordinator to support our pro bono efforts, particularly related to assisting disaster survivors.

Character Limit = 10,000

Provide any additional information or comments here.:

Our pro bono team, including volunteer attorneys and our pro bono staff, showed amazing dedication and a tremendous ability to adapt to a changing landscape of issues in our mountain communities in 2024. Volunteer attorneys have been key to addressing emerging needs in Western North Carolina for disaster survivors, as well as for Ukrainian evacuees and immigrants across our region.

Attachments

Additional information: Know Your Rights and Prepare Yourself Workshop Held for Immigrants in Asheville.pdf

ENLACE LATINO NC
NOTICIAS DIGITALES EN ESPAÑOL

Immigration

“Know Your Rights and Prepare Yourself” Workshop Held for Immigrants in Asheville

The activity included an immigration specialist lawyer. Questions were addressed and data was collected to help in the preparation of Power of Attorney for undocumented immigrants. Donations were also given to families affected by Helene.



By: **Patricia Serrano**
23 December, 2024

EN



During the session, participants received guidance on key topics such as immigration laws, family rights, and safe use of public transportation. In addition to the briefing, 160 ELNC/food bags were handed out.

With the aim of informing the Latin community about the **HB 10 law** To prepare for the potential mass deportations announced by President-elect Donald Trump, El Colectivo NC held a "Know Your Rights" workshop in the city of Asheville, in western North Carolina.

The event was attended by attorney Leonel González Jr., from **Pisgah Legal Services**, who explained the constitutional rights of all people living in the United States, regardless of their immigration status.

Among the topics discussed were the right to remain silent, the importance of not opening the door to immigration agents without a court order, and the need to have a security plan in case of arrest. In addition, advice was given on how to prepare and act in interactions with police and immigration agents.



Attorney Leonel Gonzalez J explained the HB 10 law, its scope, application and how to be prepared and have a plan for possible interaction with police authorities and ICE/ELNC

Related: **"Know Your Rights and Be Prepared" Workshops for Immigrants Begin in North Carolina**

Support for the Latino community after Helen's passing

During the session, participants received guidance on key topics such as immigration laws, family rights and safe use of public transportation.

"This is the last meeting of the year to come and support our colleagues in the area after Hurricane Helene, but also to talk about what is happening, how we can prepare and connect with organizations that are working here in the area," explained Pilar Rocha-Goldberg, president and executive director of El Centro Hispano, to **Enlace Latino NC**.

For his part, councilor **Roberto "Bo" Hess**, the first Latino in the local government of Asheville, was also present and expressed to us his support for the community.



Latino Councilman Roberto "Bo" Hess expressed his support for the Latino community of Asheville/ELNC

"We are here to learn about our rights and I want to tell the community that Asheville, and the people of Asheville, have their backs and we are going to do what we need to do to support them."

Community collaboration and donation delivery

The workshop included the collaboration of several organizations, including Mujeres Liderando, the Asheville Popular Committee for Social Justice, the Morganton Interfaith Committee, Henderson Fuerza Activa, and the Somos Raleigh Popular Committee.

In addition to the information session, 160 bags of food, including fresh and non-perishable products, were delivered to the attending families.

This donation was made possible by Women Leading 4 Wellness and Justice and The Church of Jesus Christ of Latter-day Saints.



Delivery of 160 bags of food at the end of the information session/ELNC

“We called to find out what the needs were in the community, and the Church put together this very important donation,” said Ana Ilarraza-Blackburn, leader of Women Leading 4 Wellness and Justice.

Preparation for migration policies and 'Power of Attorney'

The workshop also provided guidance on HB 10, which as of December 1 requires sheriffs in all North Carolina counties to cooperate with immigration (ICE) agents.

In addition, registrations for clinics were opened. **Power Charter**, an important resource for immigrant families.



Those present had an active participation during the information session/ELNC

Antelmo Salazar, president of **The NC Collective**, he stressed **Enlace Latino NC** the importance of these activities.

“In these difficult times, it is very important that the community knows its rights, because people are afraid and we want to build a fearless and informed community.”

The workshop is part of a series of activities aimed at empowering the Latino community in Western North Carolina.

The session was not only focused on undocumented individuals, but was open to all Spanish speakers interested in learning about their rights and available resources.

© 2025 News in Spanish about politics, immigration and community issues, of and for Latino immigrants in North Carolina
Powered by Newspack

2024-41 - System Support Grant - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 1:02 PM
Initially Submitted By:	Valerie True
Last Submit Date:	
Last Submitted By:	
Approved Date:	Mar 13, 2025 2:36 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation: Valerie (First Name) Michelle (Middle Name) True (Last Name)
Title:	Grants Manager
Email*:	valerie@pisgahlegal.org
Address*:	P.O. Box 2276
	Asheville (City) North Carolina (State/Province) 28802 (Postal Code/Zip)

Phone*: (828) 210-3410 Ext.
Phone
###-###-####

Fax: (828) 252-8927
###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Pisgah Legal Services

Organization Tax ID: 56-1191115

Organization Website: http://www.pisgahlegal.org

Address*: P.O. Box 2276

Asheville North Carolina 28802-2276
City State/Province Postal Code/Zip

Phone*: (828) 253-0406 Ext.
###-###-####

Fax: (828) 252-8927
###-###-####

Name of Executive Director*: Jaclyn Kiger

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Mar 13, 2025 2:36 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant	System Support - Pending	$200,000.00	$200,000.00	$0.00	$0.00	$200,000.00	$200,000.00
Private Foundations - Pending		$0.00	$0.00	$25,000.00	$0.00	$25,000.00	$0.00
Public Donations		$0.00	$0.00	$107,659.00	$116,171.00	$107,659.00	$116,171.00
		$200,000.00	**$200,000.00**	**$132,659.00**	**$116,171.00**	**$332,659.00**	**$316,171.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Attorney Staff - Combined	$14,558.00	**$7,279.00**	$7,279.00	$14,558.00	$0.00	$0.00	$14,558.00	$0.00	$7,839.00	**$4,906.00**	$3,994.00	$8,900.00	($1,061.00)	37.94%	$12,185.00
Administrative Staff - Combined	$66,365.00	**$34,142.00**	$34,143.00	$68,285.00	($1,920.00)	$0.00	$68,285.00	($1,920.00)	$35,735.00	**$21,905.00**	$20,277.00	$42,182.00	($6,447.00)	38.19%	$56,047.00
Fringe Benefits	$24,262.00	**$12,131.00**	$12,131.00	$24,262.00	$0.00	$0.00	$24,262.00	$0.00	$13,072.00	**$8,339.00**	$7,281.00	$15,620.00	($2,548.00)	39.17%	$20,470.00
Non-Personnel Expenditures															
Rent \ Mortgage \ Overhead	$5,300.00	**$2,650.00**	$2,650.00	$5,300.00	$0.00	$0.00	$5,300.00	$0.00	$7,738.00	**$6,958.00**	$5,818.00	$12,776.00	($5,038.00)	70.68%	$9,608.00
Equipment	$1,000.00	**$500.00**	$500.00	$1,000.00	$0.00	$0.00	$1,000.00	$0.00	$1,720.00	**$52.00**	$245.00	$297.00	$1,423.00	22.90%	$552.00
Office Expenses	$5,120.00	**$2,560.00**	$2,560.00	$5,120.00	$0.00	$0.00	$5,120.00	$0.00	$13,552.00	**$5,013.00**	$3,460.00	$8,473.00	$5,079.00	62.33%	$7,573.00
Telephone & Internet	$2,853.00	**$1,427.00**	$1,426.00	$2,853.00	$0.00	$0.00	$2,853.00	$0.00	$2,407.00	**$2,590.00**	$2,266.00	$4,856.00	($2,449.00)	62.99%	$4,017.00
Travel	$1,800.00	**$3,720.00**	$900.00	$4,620.00	($2,820.00)	$0.00	$4,620.00	($2,820.00)	$1,268.00	**$1,807.00**	$320.00	$2,127.00	($859.00)	31.53%	$5,527.00
Training	$70,000.00	**$67,180.00**	$0.00	$67,180.00	$2,820.00	$0.00	$67,180.00	$2,820.00	$40,912.00	**$14,067.00**	$1,087.00	$15,154.00	$25,758.00	18.41%	$81,247.00
Library \ Law Subscriptions	$1,600.00	**$800.00**	$800.00	$1,600.00	$0.00	$0.00	$1,600.00	$0.00	$779.00	**$621.00**	$447.00	$1,068.00	($289.00)	40.03%	$1,421.00
Insurance	$1,500.00	**$750.00**	$750.00	$1,500.00	$0.00	$0.00	$1,500.00	$0.00	$2,294.00	**$715.00**	$288.00	$1,003.00	$1,291.00	40.07%	$1,465.00

Postage	$1,222.00	**$611.00**	$611.00	$1,222.00	$0.00	$0.00	$1,222.00	$0.00	$2,734.00	**$893.00**	$473.00	$1,366.00	$1,368.00	52.78%	$1,504.00
Dues	$2,500.00	**$1,250.00**	$1,250.00	$2,500.00	$0.00	$0.00	$2,500.00	$0.00	$2,516.00	**$582.00**	$1,767.00	$2,349.00	$167.00	48.44%	$1,832.00
Litigation	$1,920.00	**$0.00**	$0.00	$0.00	$1,920.00	$0.00	$0.00	$1,920.00	$93.00	**$0.00**	$0.00	$0.00	$93.00	0.00%	$0.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$200,000.00**	**$135,000.00**	**$65,000.00**	**$200,000.00**	**$0.00**	**$0.00**	**$200,000.00**	**$0.00**	**$132,659.00**	**$68,448.00**	**$47,723.00**	**$116,171.00**	**$16,488.00**	**87.57%**	**$203,448.00**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period : 0

Cases opened during the period: 0

Cases closed during the period: 0

Cases pending at the end of the period : 0

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Pisgah Legal Services has provided legal services to more than 15,500 people in Western North Carolina in 6,700 cases in 2024. We helped even more people as we pivoted to help those impacted by the storm through Ask A Lawyer clinics, staffing Disasters Resource Centers, and providing public education about housing, consumer rights, common frauds and scams, FEMA, and more. Pisgah Legal secured over $30 million in quantifiable benefits for our clients across the WNC region in 2024.

Case Data - Full Grant Period

Cases pending at the beginning of the period: 0

Cases opened during the period: 0

Cases closed during the period: 0

Cases pending at the end of the period: 0

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.: 0

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	0
Clients served during the grant period:	0
Total household members for all clients served during the grant period:	0
Of total clients served, how many received extended service?:	0
Of total clients served, how many clients received advice and brief service only?:	0
Of total clients served, how many are seniors?:	0
Of total clients served, how many are under the age of 18?:	0
Of total clients served, how many are veterans?:	0

Case Service Report by Case Type

Case type		Cases Closed
Consumer		0
Education		0
Employment		0
Family (including domestic violence)		0
Health		0
Housing		0
Immigration		0
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**0**
	Total	**0**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	0
Franklin	0

Gaston	0
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	0
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0

Perquimans	0
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	0
Wake	0
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**0**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Pisgah Legal Services does not charge any client fees

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

Strategic Plan Implementation

The second half of 2024 was a period of transition, change, and a natural disaster of unprecedented devastation across our service region. Tropical Storm Helene hit Western North Carolina less than two months after long-time Executive Director Jim Barrett retired and new Executive Director Jackie Kiger stepped into the role. As Pisgah Legal dealt with this crisis and the changing needs of our clients and community, we leaned heavily on our Strategic Plan to guide us in decision making and ground us in our mission, vision, values, and priorities.

In late 2023, the Pisgah Legal Board of Directors and staff finalized our Strategic Plan. Our focus in 2024 has been to implement and achieve progress across the Big Ideas as identified in the plan:

1. Prioritizing and Meaningfully Acting on DEI&A to Achieve PLS' Mission
2. Improving Access to Services to Address Client Needs in a Timely and Responsive Manner and Support Staff in Their Work
3. Performing More Impactful Systemic Work to Address the Changing Poverty Issues of WNC
4. (Re)Establishing Connections & Building Relationships as a Social Justice and Anti-Poverty Organization
5. Reinforcing Essential Systems
6. Creating and Sustaining a Culture of Wellness to Support and Retain Talented Staff in a Complex, Multi-Issue Poverty Law Organization

Prioritizing DEAIB/Building Connections

As we state in our plan, "to serve a diverse client community from a wide breadth of backgrounds with a variety of different needs and desires, the values of diversity, equity, inclusion, and accessibility must be woven into the fundamental nature of PLS and its practices."

We incorporated the DEIAB priority into internal and external areas of our work through training, policies and hiring practices. As noted in the mid-year report, internal training sessions were prioritized to develop deeper understandings with our staff on key areas, such as employment law, the historical impact of racism on our community and clients through a presentation on the City of Asheville's History of Harm report, an immersive training from the Services for the Deaf and Hard of Hearing, and reducing barriers in working with the unhoused population. In the second half of the year, we also trained staff on best practices in working with formerly incarcerated individuals and invested in professional development for bilingual support staff to attend a course on providing interpreter services to improve language access.

As previously reported, PLS consulted with outside employment law specialists to review and update our HR policies, particularly around equity. This resulted in updates to the annual evaluation process, sabbatical policy, and exempt staff timekeeping. Additionally, the Boad led and implemented practices during hiring process for the Executive Director position. To ensure that the hiring of the Executive Director met our DEIAB values, Pisgah Legal Services contracted with an outside consultant to conduct a national search. Pisgah Legal's Board of Directors wanted to ensure that we were exploring a diverse candidate pool outside of the Western North Carolina region, which is predominantly White, and that bias was reduced in the selection and hiring process. Though Pisgah Legal ultimately hired an

internal candidate, Jackie Kiger, for the position, the process provided our supporters and clients the assurance that the new Executive Director was truly the strongest candidate to lead the organization.

Another significant part of our progress was re-establishing an updated DEAIB Leadership Committee to engage a broad cross section of staff in implementing our priorities and creating an inclusive workplace and experience for both our staff and clients. Pisgah Legal's new DEIAB committee had their first meeting on July 18. We recruited members of the committee from staff under the advisement of an experienced consultant to make sure that the structure we established on the front end was not in itself perpetuating divisions and extra labor for staff with who identify as a race other than White. As a result, the committee has 18 members on it and jointly created a governing agreement. The committee met four times in 2024 and developed sub-committees focused on analyzing a staff survey, affinity group participation, and long-term planning. In addition, many of the committee members attended a training led by the Adaway Group in September called Managing During Shifting Tides, that focused on navigating DEI and radial equity work at organizations at times of transition politically, culturally and within the organization. HR Director Samantha Galloway and MAVL Coordinator Kristianna Gasparjen co-chair the committee and participate in the NLADA DEI Fellowship.

Improving Access To Services/Building Impactful Work
Katie Russell has been leading efforts to increase community outreach and engagement across our region in 2024, hosting joint and one-on-one meetings with local agencies to identify the needs in the community. This groundwork paid off when Helene hit as we had established relationships and were able to distribute information widely through our partner networks. More than 600 community leaders receive our monthly Community Partner Newsletter.

In the last quarter of the year, we increased Pisgah Legal's physical presence and intake capacity at community events and locations across the region. We experimented with ways to engage more people in community settings, and developed Ask-A-Lawyer clinics providing on-the-spot advice for issues around housing and emergency benefits and FEMA rights. We learned that this is a great way for our local pro bono attorneys to respond to community needs with Helene, and provide brief, essential advice and counsel in a low-barrier setting.

Technology is and will continue to be a big part of improving our services. We added and improved how we use technology, such as new iPads, to increase client intake and screening capacity. Pisgah Legal also integrated to a new phone system in 2024 to better access clients and improve intake processes. This system has a robust text message system. Looking ahead, our internal Tech Team committee is evaluating systems and AI technology for use in our intake process.

Pisgah has utilized our Justice Bus to increase our presence and visibility in communities across WNC. Staff have brought the Justice Bus to festivals, public housing communities, food distribution sites in rural communities, and other locations. The bus provides space for staff to talk with members of the public in private. After Helene we outfitted the bus with Starlink technology, so that the Justice Bus's mobile office can be used when cell phone towers are down or unavailable due to the remoteness of the community.

Reinforcing Essential Systems
In October, Pisgah Legal contracted with a temporary Chief Operating Officer that had experience working at large law firms. The COO provided essential support in getting Pisgah Legal Services back up and running after Helene and consulted with Pisgah Legal leadership on Policies and Standard Operating Procedures on regular office functions to streamline processes and increase staff efficiency.

Pisgah now uses Freedcamp to track and monitor the strategic plan progress, which has helped create systems for accountability and tracking progress in real time, and providing reports to the Board of Directors.

Retaining and Supporting Staff
Pisgah Legal invested heavily in staff training in 2024 to invest in staff professionalism and support growth into leadership positions. Staff attended conferences and trainings not just on the provision of legal services, but on supervision, fundraising, professionalism, and technology. Bilingual staff also attended training on providing translation services.

The HR Team has led efforts to increase awareness of mental health needs, particularly around the impact of Helene. Pisgah staff have been impacted in a variety of ways, and this resulted in adapting policies and systems to meet the emerging needs of staff during the first two months following the storm: flexible work hours, Resiliency Circles for healing (external provider), mental health resources and coordination of EAN plans, and the addition of 15 hours of mental health/wellness leave approved by the PLS Board of Directors. Pisgah is learning to cope with the fact that our staff experienced Helene personally and are a part of the recovery process through our daily client and community work. As we have learned from our partner Legal Aid programs who have experienced natural disasters, this will affect our staff and increased mental health and wellness planning will be a critical priority for the organization.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

Delays in the hiring of the new Executive Director limited the amount of time spent on transition planning and overlap, as the hiring process took longer than originally anticipated. More significant were the disruptions due to Hurricane Helene, and this altered how we made progress towards our goals. We did not utilize consultants at the same rate we anticipated but instead focused on training and empowering staff in decision-making and making progress towards our Strategic Plan objectives.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

N/A

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

Pisgah Legal has tapped into our established ties and partnerships while also developing new ones throughout the grant year and especially following Hurricane Helene. Pisgah Legal is part statewide efforts with many organizations and departments, including the Governor's Office, NC DHHS, NC Emergency Management, NC Department of Commerce, The Justice Center, Legal Aid of North Carolina, and Disability Rights. We are part of several other multi-organization calls, where we correspond with groups that are part of the disaster response. Each organization shares specifics of what services they are offering to the community, and we coordinate efforts to ensure we are avoiding duplication and utilizing the available resources available to help as much as possible. Pisgah Legal also became a member of the NC Volunteer Organizations Active in Disaster (NCVOAD).

Our relationship and partnership with Legal Aid of North Carolina, while certainly not new, has developed stronger communication and collaboration through the hurricane response. Executive Directors Jackie Kiger and Ashely Campbell are in regular communication and fostering greater collaboration and coordination among their respective staff. We are also working with nationwide organizations like Texas Rio Grande Legal Aid, who have shared their knowledge and expertise in dealing with emergency natural disasters and led a FEMA Appeals training for our staff and volunteers. We have also been working closely with smaller, local grassroots organizations throughout Western North Carolina, including True Ridge, UNETE, Just Economics, Hood Huggers International, and various churches, among others. We also maintained communications with over 600+ community partners across WNC through regular communications and a Disaster Resource E-Newsletter.

Other non-Helene related partnerships during 2024 include ones with the City of Hendersonville and two DSS organizations. In May, we entered into an agreement with the City of Hendersonville in Henderson County to launch a two-year pilot program to provide legal support services to the homeless population and other persons in crisis to assist them in getting needed services and support through a dedicated attorney and social work position

Pisgah Legal is partnering with DSS organizations in Rutherford and Henderson Counties to launch an inventive approach to address the foster care crisis. This is a pilot program and the first of its kind in the state that will provide holistic civil legal services so that families with low incomes can avoid losing their children due to issues of poverty, such as poor housing conditions, loss of public benefits, lack of income, or domestic violence. This upstream approach will help resolve critical issues before children are separated from their parents by bringing a host of services and resources to these at-risk families and avoiding trauma caused by unnecessary family separations while also alleviating the burden on the court systems in these counties.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

This grant did not fund client work, instead it enabled us to expand our work and address gaps in access. We continue to receive more requests for services than we have capacity for. Several Pisgah Legal Services staff attended the MIE conference on utilizing AI and technology for legal services in Arizona in January 2025. We hope to utilize more of these technologies to improve our capacity to conduct client screening and intake.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

N/A

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

N/A

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

James Barrett retired and Jackie Kiger became the new Executive Director on August 3. This transition came after a solid foundation she built during 14 years at the organization in her roles as Staff Attorney, Managing Attorney, and Chief Operating Officer.

Robin Merrell moved into a temporary position of Senior Managing Attorney of Programs during the last 5 months of the year and then left her position at Pisgah Legal after 24 years of service to take on her new role as Buncombe County District Court Judge.

Due to Robin’s departure, the current needs of the organization, and post-Helene work, changes at the management level were also made in December. Long time staff members moved into Managing Attorney roles, which include:

- Molly Maynard: Consumer Law, Elder Law and Driver’s License Restoration/Expungement programs
- Madeline McKeller Offen: Homelessness Prevention Program, Community Economic Development and CCRT programs
- Thomas Lodwick: Public Benefits, Medical-Legal Partnerships and Tax Law programs

Additionally, several changes took effect for current Managing Attorneys:

- Julia Horrocks moved into role as Managing Attorney over MAVL and EAGLE Programs as we expand our pro bono work with Helene needs
- James Gorsuch moved into the role of Managing Attorney for DV and Immigration Teams and maintaining current role over screening and intake areas
- Katie Russell is focusing on

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

Pisgah Legal Services fully expended the IOLTA grant. We spent less than we anticipated on the DEI and strategic planning consultants. We instead hired a contract COO for three months and employed an outside hiring consultant to accomplish some of the same results. In addition, we invested more than anticipated on staff training and development. During the strategic planning process we heard from staff that they wanted to be more engaged in decision-making. By investing in their professional growth and development we both get new ideas on improving services, as one would from a consultant, and we increase the likelihood of retaining staff by offering growth and engagement opportunities.

Attachments

Additional information: PLS Strategic Plan 2023-2027.pdf

Strategic Thinking for Pisgah Legal Services

Making Strategic Change

2023 – 2027



Kōměngé

. . . when you need a fresh perspective.

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About Pisgah Legal Services

Our Mission

Pisgah Legal Services pursues justice to improve lives for low-income people in Western North Carolina (WNC) through legal assistance and advocacy.[1]

Our Vision

Pisgah Legal Services envisions a community where all people have access to civil legal assistance when they need it to protect their basic rights and secure essentials, such as housing, health care, income, and safety from abuse. We envision a community with policies and services in place that reduce poverty and ease the burdens of poverty on our neighbors.

Our Core Values & Guiding Principles

Dignity & Respect

- We honor and respect the value, worth and dignity of all people.

Compassion

- We strive to create a culture of compassion, working to be approachable, accessible, and accepting. Self-care and self-compassion are important aspects of our work and critical in building a resilient staff, workplace, and community.

Empowerment

- We value empowerment, recognizing that we do not have all of the answers and must seek the wisdom of our clients and the community to build and support a network to address poverty and reduce the barriers that low-income people and families experience.

Equitable Access to Justice

- We strive to build a legal system that ensures equitable access to justice because we believe everyone should have an opportunity to thrive and meet their basic needs.

Innovation

- We embrace innovation. In order to thrive, PLS must proactively develop new and relevant services and community relationships and serve as a model for others in an ever-changing world. We recognize the inherent need to take risks as innovators, challenge ourselves and others, and acknowledge that mistakes will be made along the way.

Professionalism

- We are committed to ensuring our work is the highest quality of professional services. We provide legal services in a comprehensive, holistic manner to resolve underlying causes of poverty and other problems affecting low-income people.

Trust

- The underlying core value in all that we do is trust. We are committed to creating and maintaining a workplace that is built upon trust and acknowledges the essential nature of trust in our roles.

[1] Cover photo of Mount Mitchell by Tom Sid on Unsplash

Our Priority Areas

Pisgah Legal Services has identified the following four areas as critical to improving the health and well-being of low-income people in our region. We seek to address the causes of poverty that fall under these broad areas.



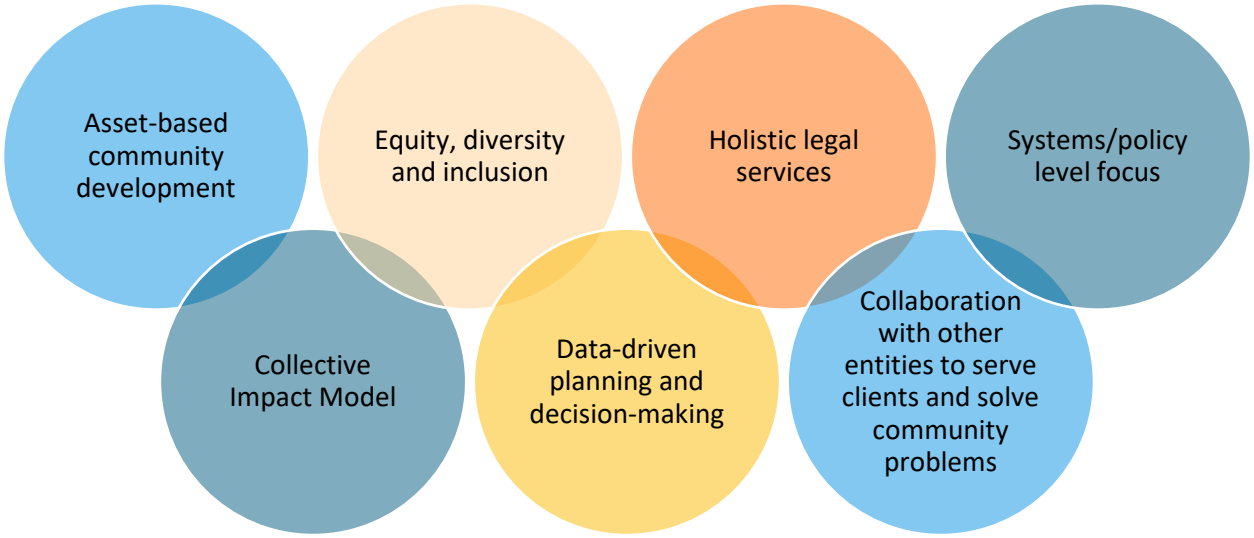
Our Advocacy Strategies

Pisgah Legal Services utilizes the following strategies to address problems of poverty and improve the health and well-being of low-income people:



Our Approach

In our implementation of the strategies listed above, we incorporate the following:



Overview of Strategic Thinking Process

To help us achieve our mission and vision, we engaged in a strategic thinking process to guide our work for the next three to five years. To help Pisgah Legal Services (PLS) realize this goal, PLS retained Kōmĕngé LLC, a consulting firm specializing in services for legal advocacy organizations, to assist in executing a planning process designed to enhance strategic thinking grounded in the core values of the justice community. In 2021, the PLS Board of Directors began a planning phase for the strategic planning process, and in 2022 developed a Board Strategic Planning Committee consisting of board and staff members, including two staff representatives not on the PLS Management Team. In conjunction with the PLS Board Strategic Planning Committee, Kōmĕngé crafted a custom planning process designed to best meet PLS' needs as an organization and the needs of the community and stakeholders.

All staff participated in a survey to gain information about PLS' services and critical community legal needs. Guided by the survey, the Kōmĕngé team conducted group interviews with staff, board members, and other key informants. In conjunction with key staff, Kōmĕngé led all PLS staff in an all-day on-site Strategic Action Meeting that consisted of: brainstorming and validation of Big Ideas, development of potential organizational, programmatic, and operational strategies; selection of specific strategies to implement PLS' Big Ideas; and brainstorming specific implementation tactics. Following the Strategic Action Meeting, Kōmĕngé and PLS staff participated in a community listening session with representatives of over 30 community organizations and local agencies from across Western North Carolina to hear their ideas and get their impression of PLS' proposed Big Ideas.

Through this process of engaging community members, key partners, board members, and staff, PLS developed goals and strategies to guide our pursuit of justice to improve lives for low-income people in Western North Carolina. Over the next several years, PLS will continue to hone and implement

the defined strategies, measure progress, and, as necessary, change or remove ineffective strategies and develop new strategies.

Big Ideas

As a result of the strategic planning process, the following goals were created to guide Pisgah Legal Services for the next several years. The primary focus of these goals is to empower the community and staff as a social justice and anti-poverty organization. Operational goals work together to support this primary focus.

- Prioritizing and Meaningfully Acting on DEI&A to Achieve PLS' Mission
- Improving Access to Services to Address Client Needs in a Timely and Responsive Manner and Support Staff in Their Work
- Performing More Impactful Systemic Work to Address the Changing Poverty Issues of WNC
- (Re)Establishing Connections & Building Relationships as a Social Justice and Anti-Poverty Organization
- Reinforcing Essential Systems
- Creating and Sustaining a Culture of Wellness to Support and Retain Talented Staff in A Complex, Multi-Issue Poverty Law Organization

Prioritizing and Meaningfully Acting on DEI&A to Achieve PLS' Mission

A true organizational commitment to DEI&A requires both internal and external components. WNC contains a broad diversity of people and communities. To serve a diverse client community from a wide breadth of backgrounds with a variety of different needs and desires, the values of diversity, equity, inclusion, and accessibility must be woven into the fundamental nature of PLS and its practices. The term "client" is used throughout this document and is inclusive of all the people served by PLS programs, including consumers, beneficiaries, and tax filers. At the start of this strategic planning process, we were in the process of selecting a DEI&A consultant firm to support the development and implementation of PLS' DEI&A strategy to be incorporated into this strategic plan. We are committed to prioritizing and meaningfully acting on diversity, equity, inclusion, and accessibility for our staff, delivery of services, and the community.

Improving Access to Services to Address Client Needs in a Timely and Responsive Manner and Support Staff in Their Work.

We are proud of the exceptional services that we offer to our communities. However, we believe we can improve the process of applying for and delivering our services. We commit to using data to analyze the provision of our services and to change our processes to improve the quality and efficiency of our work. We will engage with the community to ensure equitable access to our services for vulnerable and isolated communities in WNC.

Performing More Impactful Systemic Work to Address the Changing Poverty Issues of WNC

The communities of WNC struggle with issues around poverty and isolation unique to our region. In discussions with community partners, concerns were raised about the lack of accessible

housing, healthcare services, and other systemic legal issues. We will work with community partners and community leaders on multi-faceted campaigns to address regional concerns. We will expand our systemic and impact advocacy across the program so that all our advocates become community-centric advocates.[2]

(Re)Establishing Connections & Building Relationships as a Social Justice and Anti-Poverty Organization

COVID-19 was incredibly disruptive to the way organizations operate. For communities already facing poverty and isolation before the pandemic, life became even more difficult. Connections that were already a struggle to maintain in person were interrupted. In combination with PLS' unprecedented growth, this created a substantial number of staff who only meet their coworkers through a screen, with limited opportunities to communicate with coworkers outside of their group. We need to revive or reestablish previous relationships but, in some circumstances, we need to build relationships anew.

Similarly, community partnerships that were vibrant and fruitful before the pandemic have stalled in the intervening years due to lack of contact, or because turnover broke the personal connections that served as the bridge for the community partnership. Groups have changed and new groups have formed. Effective community advocacy is predicated on real connections to the communities we serve. We are committed to meaningful in person interactions in support of new hybrid work policies that support community, program, and staff needs.

Reinforcing Essential Systems

PLS has undergone explosive growth during the last several years. Inevitably, such growth is somewhat uneven. New programs may outpace the structures that are needed to support them and systems that were reliable at half the scale may not have effectively made the transition. Now is a great opportunity to review those systems and take proper stock. What is working, and what isn't? Are the available resources sufficient for the work being done, and are those resources distributed correctly?

Resources in question can range from physical office space, supplies, technological resources, and staff positions -- especially positions requiring specialized knowledge.

Creating and Sustaining a Culture of Wellness to Support and Retain Talented Staff in A Complex, Multi-Issue Poverty Law Organization

Just as we serve a diverse community with unique needs, we also have a diverse staff. We work in an environment with high stress, hard work, and vicarious trauma. We are committed to hiring and retaining capable staff, improving teamwork and morale, and strengthening professional development and support resources for staff to develop a Culture of Wellness at PLS.

[2] Community lawyering refers to the work of a public interest lawyer who works primarily at the intersection of law and organizing and who structures their work to reflect the needs and interests of a particular community. Because we use many non-attorney advocates at PLS, we use the phrase Community Advocate or Community Advocating in place of Community Lawyer or Community Lawyering.

Our Big Ideas

Prioritizing and Meaningfully Acting on DEI&A to Achieve PLS' Mission

- Develop and invest in a clear DEI&A strategy across PLS to support our staff, clients, volunteers, stakeholders, and communities across Western North Carolina.
- Continue to engage staff, volunteers, and leadership that better reflect the communities we serve.
- Assess and reduce disparate barriers to accessing our services.

Improving Access to Services to Address Client Needs in a Timely and Responsive Manner and Support Staff in Their Work

- Consolidate and streamline screening and intake processes where possible and build more adaptive systems to address changing client needs.
- Communicate and update clear policies and procedures for all programs.
- Expand access to services through outreach activities and community engagement.

Performing More Impactful Systemic Work to Address the Changing Poverty Issues of WNC

- Increase systemic impact advocacy projects and campaigns program-wide.

(Re)Establishing Connections & Building Relationships as a Social Justice and Anti-Poverty Organization

- Get to know each other better as colleagues.
- Revitalize community connections and relationships.

Reinforcing Essential Systems

- Update systems and infrastructure to adjust to our growth, work changes resulting from the pandemic, and our shift to a broader array of services requiring systems beyond those historically built around a law firm structure.

Creating and Sustaining a Culture of Wellness to Support and Retain Talented Staff in A Complex, Multi-Issue Poverty Law Organization

- Continue to provide support addressing high stress, hard work, and vicarious trauma issues.
- Improve inclusion of all staff in the mission and vision of PLS.

Strategies to Achieve Our Big Ideas

Prioritizing and Meaningfully Acting on DEI&A to Achieve PLS' Mission

Develop and invest in a clear DEI&A strategy across PLS to support our staff, clients, volunteers, stakeholders, and communities across Western North Carolina.

- Engage an external DEI&A consultant firm to support PLS strategy development in alignment with our mission.
- Invest staff time to engage in the development of PLS' strategy and support the creation of our DEI&A plan.
- Review our current mission, vision and value statements using a DEI&A lens.
- Conduct continuous review and improvement.
- Insert key elements of the DEI&A plan in this overall strategic plan.

Continue to engage staff, volunteers, and leadership that better reflect the communities we serve.

- Improve organizational knowledge of DEIA issues specific to the work and Western North Carolina. This includes:
  - Focus on specific communities, specific issues or struggles in the area or within PLS itself.
  - Maintain Board of Directors and staff diversity.
  - Identify and discuss systems and structures of oppression, both historical and contemporary.
  - Address ongoing struggles for justice unique to Western North Carolina.
  - Learn from organizations led by directly impacted individuals or communities.
- Increase and expand recruitment efforts beyond current/traditional methods.
- Formalize an internal leadership development training program.
- Actively pursue strategies that ensure Pisgah and staff are prepared to serve our diverse client base effectively, work effectively with colleagues from different backgrounds, and contribute to our program commitment to humility, inclusion, and diversity.

Assess and reduce disparate barriers to accessing our services.

- Proactively utilize our data to better serve our client communities.
- Address training needs that allow staff and volunteers to better serve diverse client populations.
- Develop outreach and community lawyering plans to address disparities and affirmatively reach particularly vulnerable communities.
- Target outreach and community advocating/community lawyering efforts to underserved communities.
- Increase ability to serve ESL communities by hiring staff with relevant language skills and maximize the use of those skills.
- Increase breadth and quality of external language services as gaps are identified in our current resources.
- Advocate for courts and other governmental entities to provide competent interpreters.

Improving Access to Services to Address Client Needs in a Timely and Responsive Manner and Support Staff in Their Work.

Consolidate and streamline screening and intake processes where possible and build more adaptive systems to address changing client needs.

- Research and study options for updating and adapting the screening system for legal help to serve clients timelier, reduce call backs and "lost" clients, and to ultimately reduce the time from the first contact to the case acceptance decision.
- Improve systems for issue spotting and cross referrals for holistic services across all PLS programs to ensure the highest level of service and increase outcomes for clients.
- Increase planning and coordination across different levels and divisions of the program.
- Where possible and ethical, reduce barriers between programs and teams to improve coordination and holistic services.

Communicate and update clear policies and procedures for all programs.

- Develop clear, regularly updated, case acceptance guidelines for legal programs.
- Develop clear, regularly updated, case acceptance guidelines for non legal programs.

Expand access to services through outreach activities and community engagement.

- Use outreach activities to connect potential clients with services and build local relationships.
- Commit to a Community Advocacy model.

Performing More Impactful Systemic Work to Address the Changing Poverty Issues of WNC

Increase systemic impact advocacy projects and campaigns program wide.

- Hire a Director of Advocacy & Litigation to support and involve all program advocates in impact advocacy campaigns because program wide impact advocacy requires focus and strong technical expertise.
- Institute Impact Advocacy Case Review Meetings, generally open to all; attended especially by the program's experienced advocates.
- Combine impact advocacy development with community lawyering and advocacy efforts.

(Re)Establishing Connections & Building Relationships as a Social Justice and Anti-Poverty Organization

Get to know each other better as colleagues.

- Develop systems to maximize co working opportunities.
- Hold important meetings where in person attendance is the norm.
- Lean into activities lead by the staff Social Interaction Committee (Sunshine Squad)

Revitalize community connections and relationships.

- Strategically use outreach to build and strengthen community relationships.
- Increase the use of community advocating/community lawyering. Focus on empowering the community and following their lead on needs and goals.
- Host periodic community listening session(s)to determine if there are better ways to meet community needs.

Reinforcing Essential Systems

Update systems and infrastructure to adjust to our growth, work changes resulting from the pandemic, and our shift to a broader array of services requiring systems beyond those historically built around a law firm structure.

Identify core infrastructure positions that need to be added and supported with succession planning. This may include:

- Add an experienced Advocacy Director to help train and co-counsel with less experienced staff.
- Identify additional staff positions that may reduce barriers to clients and increase staff efficiency, such as community outreach staff, firm administration, training and talent development, and IT Support.
- Develop coverage depth through succession planning at all critical levels of the organization.

Identify and fix structures/processes that have not grown in pace with PLS' growth.

- Enhance and formalize a 12–24-month new employee training and mentorship program with assigned responsibilities for completion.
- Utilize technology better to improve work efficiency.

Provide resources that new or newer geographic, practice, or program areas need to be truly successful.

- For new or newer geographic, practice, or program areas (social workers, tax credit advocates, etc.), determine what those areas need to be truly successful and create a plan to meet those needs.
- Continue to diversify funding to support broader, high priority advocacy.

Plan for infrastructure needs regarding physical space, maintenance, and safety.

- Develop clear action steps relating to physical space, maintenance, and safety.
- Address space needs depending on decisions regarding geographic expansion and evolving remote work policies.
- Continue to explore development of the vacant space next to the Charlotte Street office. Mixed use development might support current investment in community needs and allow for future expansion.

Continue multi year funding planning and increase participation of staff.

- Leverage staff expertise to develop impactful grants and other fundraising opportunities consistent with program's mission and vision, fostering creation of a culture of philanthropy.
- Implement a strategy screen or opportunity matrix more transparently to assess funding sources and help ensure that PLS pursues funding that is in line with goals and capacity.

Creating and Sustaining a Culture of Wellness to Support and Retain Talented Staff in A Complex, Multi-Issue Poverty Law Organization

Continue to provide support addressing high stress, hard work, and vicarious trauma issues.

- Continue supporting PLS staff through raises and fringe benefits that promote hiring and retaining capable staff.
- Sustain the Sunshine Squad and provide a budget for improving teamwork and morale.
- Strengthen the professional development and support resources available to staff, by identifying, sourcing, and funding training opportunities both internal and external.

Improve inclusion of all staff in the mission and vision of PLS.

- Enhance the purpose and mission to include legal and extra legal advocacy.
- Continue elevating the importance and value of every position in the program because all positions are important to the organization's success and connect with internal mentorship program.
- Consider enhancing the description of Pisgah's purpose and mission in support of this strategy (law firm and social justice organization) so all staff feel included in the mission.
- Improve communication and create more opportunities for input about key decisions affecting the program.
- Implement changes with adequate notice and time for staff to plan, increasing timelines for making decisions as necessary.

Conclusion

In 2023 Pisgah Legal Services is celebrating 45 years of standing for justice and dignity in Western North Carolina. As we approach our 50th year, this strategic plan will lift PLS and our communities to new heights in access to justice and anti-poverty advocacy. We are excited to join with our communities to champion justice and dignity with those who need it most in our mountain region.

2024-34 - Restorative Justice Juntos: Increasing access to alternative dispute resolution among Spanish speakers - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 4:06 PM
Initially Submitted By:	Leah Wilson-Hartgrove
Last Submit Date:	
Last Submitted By:	
Approved Date:	Mar 14, 2025 3:49 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

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Phone*: 919-864-2162 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Religious Coalition for a Nonviolent Durham

Organization Tax ID: 20-1356454

Organization Website: https://www.restorativejusticedurham.org/who-is-restorative-justice-durham.html

Address*: 1209 N Elizabeth St

Durham North Carolina 27701-
City State/Province Postal Code/Zip

Phone*: 919-864-2162 Ext.
###-###-####

Fax: ###-###-####

Name of Executive Director*: Ben Haas

Select the organization's fiscal year.

Fiscal Year: Calendar: January 1 - December 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Mar 14, 2025 3:49 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant	NC IOLTA Administration of Justice Grant	$50,000.00	$50,000.00	$0.00	$0.00	$50,000.00	$50,000.00
Local Government	Funding from Durham Justice Services Department	$0.00	$0.00	$7,200.00	$1,620.00	$7,200.00	$1,620.00
Private Foundations - Awarded	Grant from private foundation to support Hands Without Guns programming in 2024	$0.00	$0.00	$30,000.00	$30,000.00	$30,000.00	$30,000.00
Private Foundations - Awarded	Funding from Jubilee Home & Duke University for Community Trainings	$0.00	$0.00	$12,000.00	$11,450.00	$12,000.00	$11,450.00
Public Donations	Donations from Individual Donors and Congregations	$0.00	$0.00	$31,300.00	$33,500.00	$31,300.00	$33,500.00
		$50,000.00	**$50,000.00**	**$80,500.00**	**$76,570.00**	**$130,500.00**	**$126,570.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
Other (Please provide description)	$20,000.00	**$15,500.00**	$5,500.00	$21,000.00	($1,000.00)	$0.00	$21,000.00	($1,000.00)	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$15,500.00
Other (Please provide description)	$17,000.00	**$12,840.00**	$160.00	$13,000.00	$4,000.00	$0.00	$13,000.00	$4,000.00	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$12,840.00
Management	$6,000.00	**$6,000.00**	$3,000.00	$9,000.00	($3,000.00)	$0.00	$9,000.00	($3,000.00)	$26,500.00	**$14,500.00**	$12,000.00	$26,500.00	$0.00	74.65%	$20,500.00
Management	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$24,000.00	**$6,925.00**	$4,010.00	$10,935.00	$13,065.00	100.00%	$6,925.00
Non-Personnel Expenditures															
Other (Please provide description)	$5,000.00	**$2,000.00**	$0.00	$2,000.00	$3,000.00	$0.00	$2,000.00	$3,000.00	$12,000.00	**$4,862.00**	$3,065.00	$7,927.00	$4,073.00	79.85%	$6,862.00
Other (Please provide description)	$2,000.00	**$3,000.00**	$2,000.00	$5,000.00	($3,000.00)	$0.00	$5,000.00	($3,000.00)	$10,800.00	**$5,820.00**	$5,370.00	$11,190.00	($390.00)	69.12%	$8,820.00
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$7,200.00	**$3,012.00**	$3,095.00	$6,107.00	$1,093.00	100.00%	$3,012.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$50,000.00**	**$39,340.00**	**$10,660.00**	**$50,000.00**	**$0.00**	**$0.00**	**$50,000.00**	**$0.00**	**$80,500.00**	**$35,119.00**	**$27,540.00**	**$62,659.00**	**$17,841.00**	**77.84%**	**$74,459.00**

Case Data - Final Period of Grant

Cases pending at the beginning of the period :

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period :

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

During the second half of 2024, Restorative Justice Durham (RJD)'s Restorative Justice Juntos project built on the momentum established since onboarding our first Bilingual RJ Facilitator (Katushka Olave) in April 2024. Leaning on Katushka's embedded community perspective and our learnings from the first half of 2024, we continued to center the kind of high-touch internal and external community development that has proven integral to RJD's steady growth since 2017. With the ultimate goal of creating a robust, community-rooted, and Spanish-speaking restorative community with capacity to resource 10-12 RJ processes in Spanish each year.

In the fall, that involved using NC IOLTA funds to contract with two additional Spanish-speaking Durham residents (recruited by Katushka) to assist with her internal community development work. (And also, to begin nurturing Spanish-speaking leadership that might eventually supplement the governance of RJD's nine-person Leadership Circle, on which Katushka is currently the only Spanish speaker.) This team of three offered monthly Community Circles in Spanish throughout the fall, to complement the two monthly Community Circles (in English only) that have grounded RJD for seven years. More than 20 Spanish-speaking or bilingual Durham community members have joined those monthly circles since August. We also held our first bilingual Community Circle in December (with simultaneous interpretation supported by NC-IOLTA funds). The appreciation and engagement among 22 community members who attended the circle—roughly half of whom speak only Spanish—affirmed our intention to continue this practice on a quarterly basis.

In November, RJD used NC-IOLTA funds to host a bilingual (with simultaneous interpretation) RJD training session for eleven new facilitators, nine of whom speak Spanish. This training marked a key milestone in the project, and a three-fold increase in our number of Spanish-speaking facilitators. Katushka and her two colleagues have continued building relationships with these new RJD members, and we look forward to incorporating them into Spanish-language facilitation teams as we move into 2025.

After receiving no Spanish-language referrals in the first half of 2024, the second half of 2024 brought two new referrals from the Durham court system for RJ processes with people who speak Spanish. Katushka is now leading those two teams in collaboration with four new Spanish-speaking facilitators. She has also begun working on an RJ process in partnership with Dispute Settlement Center in Orange County, in a case of serious violent harm where the responsible party speaks only Spanish. This has allowed us to formalize a more formal partnership across county lines with DSC's new court-oriented RJ program, and suggests another potential outlet for the Spanish-language RJ capacity we're growing through this project.

A final promising development in our referral stream was a Durham County prosecutor (who had not previously referred to RJD) who recently reached out to propose a potential RJ process in a homicide case where all parties speak Spanish. While RJD's work in homicide cases has become a distinctive and celebrated feature of our program (we have now completed three processes in response to homicide, have a fourth in progress, and are in conversation about three more), our lack of Spanish-language capacity prior to this project would have precluded even considering this homicide case (which typically involve a multi-year process). This proactive engagement from a new prosecutor reaffirms the multiplicative possibilities that can emerge from offering up dual-language resources to a Durham legal system with very few such options.

Case Data - Full Grant Period

Cases pending at the beginning of the period:

Cases opened during the period:

Cases closed during the period:

Cases pending at the end of the period:

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.: 0

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

In 2024, RJD served 26 participants (people who have caused harm and/or are charged criminally) and 17 people harmed through restorative conferencing circles with roughly 20 additional family members or support people joining the processes. Our Bilingual RJ Facilitator (Katushka) has served as lead facilitator on four of these processes, including each of our three Spanish-language processes (all still in process). More broadly, Katushka has engaged with around three-dozen Spanish-speaking community members in RJD Community Circles and other community settings, while RJD on the whole has welcomed over 150 people in monthly Community Circles or/or monthly training circles.

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services): 250

Clients served during the grant period:

Total household members for all clients served during the grant period: 625

Of total clients served, how many received extended service?:

Of total clients served, how many clients received advice and brief service only?:

Of total clients served, how many are seniors?: 3

Of total clients served, how many are under the age of 18?: 5

Of total clients served, how many are veterans?:

Case Service Report by Case Type

Case type	Cases Closed
Consumer	0
Education	0
Employment	0
Family (including domestic violence)	0

Health		0
Housing		0
Immigration		0
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**0**
	Total	**0**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0

Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	0
Franklin	0
Gaston	0
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0

Mecklenburg	0
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	0
Wake	0
Warren	0
Washington	0
Watauga	0

Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**0**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees:

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

RJD does not charge any participant for our restorative conferencing, in either court or community-referred processes.

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

In our initial grant application, we identified goals of increasing access to RJD's alternative dispute resolution among Spanish speakers, fostering more expeditious case management for those individuals, and training legal professionals (in Durham and elsewhere) as collaborators in that cause. Entering (with much gratitude for your ongoing support) a second year of Restorative Justice Juntos, we have made decisive progress toward each of those goals.

As we've shared in both our mid-year report and the case report above, achieving this progress—within (Spanish-speaking) communities new to RJD during a season of considerable transition in the Durham courthouse—has required adapting our anticipated strategies and returning to practices that defined RJD's early growth as a restorative community. A key principle (worth repeating) here has been the necessity of organic, grassroots community-building—through which RJD cultivated identity, practices, volunteers, and public partnerships during its first several years as a program. That is to say, while our ultimate goal remained building an RJD with people and partnerships sufficient to complete 10-12 RJ processes in Spanish each year, we soon understood that our pathway to that goal would necessarily begin with cultivating a robust Spanish-speaking restorative community within RJD. One rooted in trust and broad-based partnerships within Durham's Spanish-speaking community writ large, and equivalent to the community ties undergirding RJD's success in 143 English-language RJ processes thus far. We understand our notable first-year

progress to be directly aligned with this community-first principle.

First, we cannot underestimate the integral importance and formative influence of our new Bilingual RJ Coordinator Katushka Olave. The first several months of this grant year centered on this hire, and the remaining nine bear out the value of that investment. As someone bringing both experience as a first-generation immigrant to the Triangle and decades of relationships within Durham's Spanish-speaking community, Katushka substantially reoriented our strategy toward a focus on outreach and community-building among Spanish speakers. While our initial plans/budget centered translation services as a means to quickly build bilingual co-facilitation teams, Katushka encouraged us to think more strategically about the place of translation in particular and bilingual collaboration in general. The impetus being that meaningful RJ work within Durham's close-knit Spanish speaking communities would require deep relational roots/trust within those same communities.

As a result, our progress toward training nine new Spanish-speaking facilitators (more than twice the four we initially proposed) began with Katushka hosting external topic-based circles among Spanish speakers in Durham. Some of those early participants then completed an RJD orientation in June. And with grant funds initially budgeted for interpretation, we hired two of these new RJD members as co-authors of our first Spanish-language Community Circles (held monthly) through the fall. We credit this broad-based, relational approach with our ability to engage over 20 Spanish-language speakers (most for the first time) in RJD-hosted events during the second half of 2024. And furthermore, for our success in preparing nine of these participants as future co-facilitators in a bilingual training in November—four of whom are already serving on their first RJD facilitation team.

Even in areas where we have leaned into building bilingual space within RJD, we see the dividends of this approach. Our first bilingual training (in November) and Community Circle (in December), for example, used IOLTA funds to provide simultaneous interpretation. And based on the communal groundwork described above, each was a genuinely bilingual event with roughly equal numbers of English and Spanish speakers. Importantly, this allowed new Spanish-speaking RJD members to experience our larger program as a familiar space of which they are already a meaningful part. And likewise, gave many of our veteran leadership/volunteers opportunity to experience the specific potential and challenges of RJD's aspiration to become a bilingual restorative community.

With this goal in mind, we've also used IOLTA support to make further long-term investments in a Spanish-speaking community within RJD. These include a bilingual versions of our website and print matierals, outfitting our office to offer hot beverages, creating new bilingual versions of important visual features in our meeting space (e.g. RJD's artistically rendered guidelines and values). And most recently, engaging a local Latino artist (recruited by Katushka) to help us imagine more cross-cultural visual language for the spaces where our facilitation work takes place.

The 'other half' or our progress towards more alternative dispute resolution for Spanish speakers involved external community education and outreach among legal system actors. These individuals (diversion coordinators and attorneys in particular) provide the vast majority of RJD's referrals, making the breadth and depth of our relationships with them pivotal. As we shared at mid-year, general factors in the Durham courthouse (i.e. the spring rollout of eCourts and prosecutor turnover) seemed to diminish our overall volume of referrals in the second quarter of 2024 (5 referrals, vs. 11 in the prior quarter). And relatedly, we received no new Spanish-speaking referrals during Katushka's first three months with RJD.

Accordingly, we sought to mirror our internal community-development efforts with similarly relational outreach inside the Durham courthouse. Katushka and Leah both increased their time spent in court in the second half of 2024, and pursued one-on-one meetings with individual attorneys to educate them about RJ generally, and our expanded Spanish-language capacity specifically. We began to see specific dividends from this approach in referrals in the latter months of 2024. But just as importantly, these interactions allowed us to deepen our understanding of how Spanish-language cases move through a dominantly English-speaking system. And to advocate with attorneys for RJD as a new and culturally sensitive resource for those cases.

Through the new lens of this project, we are (re)learning the importance of intentional, high-touch outreach within the courthouse as an investment in consistent court referrals. At the outset of 2024, we were early in a season where several of our most reliable referral sources—and most prominent legal advocates for expanding RJ—had recently left the District Attorney's office. But closing 2024, we find ourselves working with seven referring attorneys (four Durham County Assistant District Attorneys and three defense attorneys) for the first time, in addition to several more who have referred their second case to RJD during 2024. And this in addition to our first formal collaboration in Orange County Court through a dual-language RJ process with Dispute Settlement Center. Collectively, these relationships represent a renewed foundation for another generation of RJ referrals from the Durham courthouse (and across county lines)—one rooted in an understanding of RJD as a bilingual organization.

Directing elevated energy toward this time-intensive courthouse outreach has been an important investment in this project, and for this moment in RJD's development. With a second year of both Katushka and Leah on staff, we look forward to finding more "normal" rhythms for nurturing relationships with legal system actors. And also, to fulfill our goals for larger-scale community education events targeted to attorneys (in and beyond Durham). And our renewed relational capital among attorneys on both sides of the Durham courtroom provides important grounding for success in

those events.

In retrospect, all these choices reflect a return to best practices proven in RJD's development. Relationally-focused community outreach, iterative volunteer development, and a values-based internal culture have been foundational to the growth, sustainability, and quality of our facilitation work. Those established assets (in English) are an important resource and catalyst to this project, and we are encountering places where that involves (literal and figurative) translation. But above all, our quick progression toward increasing capacity for alternative dispute resolution in Spanish confirms the wisdom of nurturing a "Spanish-language RJD." One defined (like RJD as a whole) by ongoing grassroots co-development alongside the Durham communities it is of, for, and from.

Considering expeditious access to RJ case management for Spanish-speaking people in particular, we enter 2025 with a fundamentally different capacity level. As shared in our application, our existing capacity for Spanish-language processes prior to this project was one at a time. Including one pending referral for a homicide case where all parties speak Spanish, we will soon be working on four Spanish-language processes simultaneously. Three of these were initiated in the fall of 2024, reflecting (alongside a rebound in overall referrals) a caseflow in line with our ultimate goal for annual Spanish-language processes (i.e. 10–12 per year). More importantly, our success in training Spanish-speaking facilitators means nearly all these current cases are staffed (under Katushka's leadership) by volunteers onboarded during 2024. And furthermore, we entered 2025 with still further volunteer capacity to staff an additional 3-4 processes in Spanish in the first quarter as they are referred to us.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

We have addressed our most significant obstacles at some length in the case data and narrative reports above. But to briefly reiterate, this first project year presented a challenging alignment with system-level transitions in the Durham courthouse. Such that upon hiring Katushka in April 2024, we were already entering a very difficult season to solicit new or alternative actions from legal system actors in Durham.

On the one hand, these challenges ultimately allowed us different time and space to onboard Katushka and build trust/engagement within Durham's Spanish-speaking community. Which in retrospect, has provided a firm foundation for our Spanish-language capacity in the long term. And on the other hand, a resulting substantial interruption in our caseflow required much more (and more time-intensive) courthouse outreach than we had anticipated. Which meant: a) focusing more attention on small-scale and near-term advocacy (in the Durham courthouse specifically); b) focusing relatively less on the large-scale and long-term RJ education and advocacy we aspire to provide on a regional basis; and c) onboarding significantly less Spanish-language processes in 2024 than expected.

In the aggregate, these challenges gave a somewhat different shape to our efforts in 2024 than anticipated. And yet also, encouraged us to return and reinvest in approaches to community and capacity-building that are (and underlie) RJD chief strengths as an organization. Very simply, we feel confident about our response to these challenges, the progress we've made toward our project goals, and the promise of maximizing our new levels of Spanish-language RJ capacity in 2025. In all these things, we are deeply grateful for the trust and flexibility NC-IOLTA has shown during this first year, and your continued support in bringing those investments to fruition.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

From our inception, RJD has relied almost entirely on volunteers to resource our community and co-facilitation work. As we develop relationships with other RJ practitioners around the country, we continue to digest the uniqueness of this approach in both its challenges and opportunities. And also, to reaffirm volunteer engagement, leadership, and facilitation as integral to the community-

rooted restorative network we've been able to grow and sustain in Durham.

While RJD works outside the pro bono system for attorneys, we've found practicing attorneys and law students to be an invaluable resource to RJD. Not only as key advocates and referral sources within the criminal legal system, but as full co-participants/facilitators in our Community Circles, facilitation processes, and ongoing community trainings.

As we shared at mid-year, one learning from the first grant period was the need for more intentional outreach among system actors to strengthen our referral streams (for Spanish-language processes in particular). Accordingly, Katushka and Leah worked together through the fall to deepen RJD's connection with attorneys and other legal system actors in the Durham County courthouse. This involved regularly attending court and soliciting one-on-one meetings with attorneys to educate them about the restorative justice option for clients and victims they serve. We credit this outreach for the fact that, since September, four Durham County Assistant District Attorneys and three defense attorneys have referred cases to RJD for the first time (i.e. none of these seven attorneys had referred to RJD before). Additionally, three law students who completed RJD's Facilitation Training in the spring were able to join RJD facilitation teams this fall. Finally, RJD has been working to deepen a partnership with North Carolina Central University through their Law School and their Social Justice and Racial Equity Institute. Three RJD members are scheduled to present on restorative justice to NCCU Law classes over the next two months.

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

RJD's most significant partnerships derive from the rich pool of approximately 75 ongoing RJD volunteers who make the RJD community (and our work in Durham) possible. Through these relationships, we have collaborated with a wide variety of non-profit organizations, congregations, and mental health service providers (to name a few) to support the participants and people harmed working with us in restorative processes.

RJD's most significant ongoing partnerships with government agencies are with: a) Durham County's Justice Services Department (specifically with the diversion programs they operate); and b) the Durham County District Attorney's and Public Defenders' offices (through case referrals and ongoing support for RJ processes in cases they refer to RJD). We also continue to cultivate partnerships with several educational institutions, including a collaboration with Duke University's Kenan Institute for Ethics (Ada Gregory) to pursue restorative processes in incidents of intimate partner violence.

Notable new partnerships include two mentioned above (NCCU's Social Justice and Racial Equity Institute and the Dispute Settlement Center in Orange County), an invitation to provide training in the restorative justice conferencing model for faculty and staff at Duke Medical School, and participation in the Common Justice Practitioners Lab (Spring 2024–Spring 2025) with nine other RJ organizations from around the country. Finally, we are excited about an emerging partnership with the City of Durham's Community Safety Department, who are currently developing a new Office of Survivor Care dedicated to support for survivors of violent harm.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

N/A. RJD's history and practice is rooted in a commitment to offer a restorative community alternative whenever possible. While we reserve full right to independently discern acceptance/rejection of any court or community referral, we were glad to be able to serve each client/applicant referred to us during this reporting period.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

Late in the summer of 2024, Justicia Restaurativa de Durham (Restorative Justice Durham) received a call from the office of Post-Arrest Diversion. They asked us to consider taking the case of a 40-year old Latino man who had been arrested after an assault on his 15-year old son. The case was also referred to Child Protective Services. The case narrative described the details of what happened on an evening in May, when Manuel came home drunk. His wife tried to block him from getting more beer out of the refrigerator. Manuel became angry and began to yell at her. Her son came to assist her and a physical altercation ensued, where the father grabbed his neck and choked his son. The son later called the police, who came and arrested his father. The charges included felony strangulation and felony assault. Manuel spent several months in jail, and is now out and living with his sister and brother-in-law.

Cases coming to us through the Post-Arrest Diversion usually involve a person's charges being dropped if they successfully finish the RJD process. Some cases take a few months and others can go on for up to two years. In this case, the felony charges can be dropped down to misdemeanor assault. On the day we received the call, the Director of the Post-Arrest Diversion stated that she had spoken with Manuel and that he was very remorseful about the violence he perpetrated against his son. He was interested in participating in the RJD process. We called his wife and she also agreed. They understood that the process we offer provides Manuel with a chance to take responsibility for and begin to make amends for his actions on the night of the violent incident. Shortly after the call, we formed a bilingual team to take on this case. Katushka Olave was the lead facilitator, and made the calls to coordinate meetings. Sue was the advisor facilitator and Kristin, a new volunteer, was the co-facilitator.

Over the past six months, the bilingual team has met with Manuel six times. Each session lasts between one-and-a-half to two hours. The team has met with the 15-year old son and his mother four times. We are currently planning a Closing Circle, when Manuel, his two sons and his wife will see each other for the first time since the night of the incident in May. Manuel has spent several months working on his repair agreement. He has attended regular AA meetings, taken classes about domestic violence, paid the rent and expenses for his wife and family during the time he has been away, and participated in regular physical activities to help him deal with stress. On the evening of the Closing Circle, he will read letters of apology to both his wife and son. All parties (father, son, wife) have been prepared and are expressing (cautious) optimism as we approach the closing meeting. Both the father and the wife know that they can communicate with RJD in the future.

In sharing this story, we are newly mindful of how similar it is to many of our RJ processes: fractured interpersonal relationships turned violent, broad collateral consequences, and participants caught between competing impulses around safety and relationship, responsibility and stability (to name a few). We are also newly mindful of how—simply for its involvement of participants who only speak Spanish—it is simultaneously dissimilar to the vast majority of our RJD processes thus far. And indeed, to the “kind of case” that is most likely to be considered and referred for alternative resolution by our Durham legal system. Thank you for trusting and empowering us to help diminish arbitrary language-based barriers to resources that so fundamentally transform Durham’s civic response to harm—and the lives of neighbors most-impacted by it.

Finally, we would feel remiss in not mentioning how immeasurably meaningful it is in this moment—for our organization and every neighbor already engaged by this project—to be nurturing a grassroots restorative community by, for, and among Spanish-speaking folks in Durham. In every case referred to us this fall, in conversations with our referral sources, and in every face at our first bilingual Community Circle in December—the profound new vulnerability of so many Spanish-speaking neighbors is a pervasive subtext. In our first-ever Community Circles in Spanish, and for most every Spanish-speaking facilitator new to RJD this year—it is a deeply personal text lived out day-by-day. As a program committed to the principle that “Restorative justice means restorative communities,” we cannot imagine a better time to be doing this work and creating this space in Durham.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

There were no management or staffing changes of this nature.

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

A brief note regarding the budget for our IOLTA expenses. It seems the budget reallocations approved via our correspondence in September have not been updated in the Expenses section. Our reporting (and our second-half spending), however, is based on those updated line item amounts as reflected in the atttached PDF.

Attachments

Additional information: RJD NCIOLTA Budget for Grant Year Jan 1 - Dec 31 2024 - RJD - Budget Modification Request 9-6-2024 1.pdf

RJD -NCIOLTA Budget Modification Request

Category	Narrative	Budget Approved Jan. 2024	Proposed Modified Budget Sept. 2024	Budget Modification Justification
Personnel/Contractors	Spanish-speaking Coordinator	$20,000.00	$21,000.00	Since July, our talented Spanish-Speaking Coordinator, Katushka Olave, has increased her commitment to RCND to 25 hours/week in an effort to connect further with the community and legal referral sources. We are requesting to reallocate $1,000 in grant funds toward Katushka's compensation to account for the increased time Katushka is devoting to our Restorative Justice Juntos program.(The amount needed is only $1,000 due to Katushka starting in April rather than March as we had originally budgeted for.)
	Interpreters/Facilitators	$17,000.00	$13,000.00	While funds were originally approved for Conference Circle and facilitator training interpreters/facilitators, we are requesting approval to expend these funds on interpreters/facilitators engaged in a broader range of Restorative Justice Juntos activities: Conference Circles, Community Circles, and our Fall 2024 community training sessions. We are also requesting a portion of these funds for translation of programmatic materials, powerpoints, and training documents into Spanish. And, we are requesting to decrease the budget for this line item from $17,000 to $13,000.
	Program Manager	$6,000.00	$9,000.00	While we originally anticipated that our Program Manager, Leah Wilson-Hartgrove, would devote five hours/week to manage this program, since July, Leah has been devoting 10 hours/week to support this program. Leah has been investing significantly more time on outreach/advocacy needed to build a holistic RJ program for--and with--Spanish speakers in Durham. Therefore, we are requesting to reallocate $3,000 in grant funding toward Leah's compensation to account for the increased time she is contributing.
Other Program Expenses	Culturally Responsive Repair Agreement Resources	$5,000.00	$2,000.00	Since we invested the majority of program resources into planning and launching this program, and the grant period started later than anticipated, we have received less referrals in 2024 than anticipated. For this reason, we plan to expend $2000 of grant funds toward conference processes and culturally responsive repair agreements by the end of 2024. We anticipate that we will receive significantly more referrals in 2025, when our program is more established.
	Program administration (includes venue rental, program supplies, portion of compensation for operations staff supervising program staff)	$2,000.00	$5,000.00	We are requesting to reallocate $3,000 in grant funding toward program administration. This will help cover the cost of monthly Community Circles, which have proven to be successful during the grant period so far. The reallocated funds will cover the costs of program materials, venues, and food for these Circles.
	Total	**$50,000.00**	**$50,000.00**	

2024-21 - Safe Alliance 2024 VACP/LRP Application - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	003
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 4:45 PM
Initially Submitted By:	Talbot Holmes
Last Submit Date:	Feb 5, 2025 6:31 PM
Last Submitted By:	Elaine Slattum
Approved Date:	Mar 18, 2025 3:24 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation: Elaine (First Name) Middle Name: Slattum (Last Name)
Title:	Chief Financial Officer
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Address*:	601 E 5th St Ste 400 704-367-2775 North Carolina 28216 City State/Province Postal Code/Zip

Phone*: 704-749-4416 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: Safe Alliance

Organization Tax ID: 56-0529967

Organization Website: https://www.safealliance.org/

Address*: 601 East 5th Street

Suite 400

Charlotte North Carolina 28202-
City State/Province Postal Code/Zip

Phone*: (704) 367-2702 Ext.
###-###-####

Fax: ###-###-####

Name of Executive Director*: Laura Lawrence

Select the organization's fiscal year.

Fiscal Year: July 1 - June 30

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Mar 18, 2025 3:24 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
Private Foundations - Awarded	North Carolina Bar Foundation	$0.00	$0.00	$10,000.00	$10,000.00	$10,000.00	$10,000.00
State Funds - Awarded	Governors Crime Commission	$0.00	$0.00	$122,746.00	$87,625.00	$122,746.00	$87,625.00
Federal Funds - Awarded	Office on Violence Against Women	$0.00	$0.00	$255,631.00	$378,377.00	$255,631.00	$378,377.00
State Funds - Awarded	NC Council For Women	$0.00	$0.00	$49,000.00	$55,116.00	$49,000.00	$55,116.00
Local Government	City of Charlotte	$0.00	$0.00	$274,782.00	$335,547.00	$274,782.00	$335,547.00
IOLTA Grant	Civil Legal Aid - Project Support	$80,000.00	$80,000.00	$0.00	$0.00	$80,000.00	$80,000.00
IOLTA Pro Bono Support Grant	Pending proposal: Pro Bono Program Support	$0.00	$0.00	$30,000.00	$0.00	$30,000.00	$0.00
Public Donations		$0.00	$0.00	$269,817.00	$126,840.00	$269,817.00	$126,840.00
		$80,000.00	**$80,000.00**	**$1,011,976.00**	**$993,505.00**	**$1,091,976.00**	**$1,073,505.00**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
All Personnel - Combined	$55,000.00	**$32,354.00**	$20,250.00	$52,604.00	$2,396.00	$0.00	$52,604.00	$2,396.00	$633,068.00	**$270,189.00**	$310,950.00	$581,139.00	$51,929.00	91.70%	$302,543.00
Fringe Benefits	$19,000.00	**$10,766.00**	$6,638.00	$17,404.00	$1,596.00	$0.00	$17,404.00	$1,596.00	$230,559.00	**$97,205.00**	$128,718.00	$225,923.00	$4,636.00	92.85%	$107,971.00
Non-Personnel Expenditures															
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$9,836.00	**$5,372.00**	$7,548.00	$12,920.00	($3,084.00)	100.00%	$5,372.00
Dues	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$4,055.00	**$1,145.00**	$2,170.00	$3,315.00	$740.00	100.00%	$1,145.00
Building Maintenance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,600.00	**$501.00**	$1,503.00	$2,004.00	($404.00)	100.00%	$501.00
Insurance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$22,328.00	**$8,188.00**	$9,577.00	$17,765.00	$4,563.00	100.00%	$8,188.00
Advertising \ Marketing	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$500.00	**$0.00**	$0.00	$0.00	$500.00	0.00%	$0.00

Printing	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$13,905.00	**$5,520.00**	$11,302.00	$16,822.00	($2,917.00)	100.00%	$5,520.00
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$31,223.00	**$105.00**	$10,693.00	$10,798.00	$20,425.00	100.00%	$105.00
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$7,340.00	**$1,134.00**	$628.00	$1,762.00	$5,578.00	100.00%	$1,134.00
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$11,100.00	**$18,404.00**	$7,156.00	$25,560.00	($14,460.00)	100.00%	$18,404.00
Supplies	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$8,960.00	**$3,974.00**	$4,069.00	$8,043.00	$917.00	100.00%	$3,974.00
Telephone & Internet	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$15,110.00	**$5,948.00**	$7,159.00	$13,107.00	$2,003.00	100.00%	$5,948.00
Travel	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$16,017.00	**$2,723.00**	$0.00	$2,723.00	$13,294.00	100.00%	$2,723.00
Training	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$6,375.00	**$0.00**	$581.00	$581.00	$5,794.00	100.00%	$0.00
Technology	$6,000.00	**$3,054.00**	$4,758.00	$7,812.00	($1,812.00)	$0.00	$7,812.00	($1,812.00)	$0.00	**$0.00**	$0.00	$0.00	$0.00	0.00%	$3,054.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$80,000.00**	**$46,174.00**	**$31,646.00**	**$77,820.00**	**$2,180.00**	**$0.00**	**$77,820.00**	**$2,180.00**	**$1,011,976.00**	**$420,408.00**	**$502,054.00**	**$922,462.00**	**$89,514.00**	**91.15%**	**$466,582.00**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period : 69

Cases opened during the period: 525

Cases closed during the period: 531

Cases pending at the end of the period : 63

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

At the Victim Assistance Court Program (VACP) and Legal Representation Program (LRP), advocates and attorneys work together to holistically support survivors of domestic violence, sexual assault and human trafficking with a combination of legal and non-legal services. From July 1, 2024 to December 31, 2024, we served 1,732 individuals. The 1,732 includes both legal and non-legal clients as well as individuals served by VACP who did not become clients. Our advocates and attorneys provided court education 3,930 times and safety planning 2,798 times. In addition to our attorneys going to court, our advocates accompany clients to criminal and civil court. During this reporting period, they accompanied clients 1,304 times.

Case Data - Full Grant Period

Cases pending at the beginning of the period:

Cases opened during the period:	1140
Cases closed during the period:	1077
Cases pending at the end of the period:	63
Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.:	277

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

From January 1, 2024 to December 31, 2024, VACP/LRP attorneys and advocates served 3,311 individuals. This number includes both legal and non-legal clients as well as individuals served by VACP who did not become clients. Our advocates and attorneys provided court education 8,453 times and safety planning 6,126 times. In addition to our attorneys going to court, our advocates accompany clients to criminal and civil court. During this reporting period, they accompanied clients 3,009 times.
It is important to note that in the calculation of cases attributable to our IOLTA grant, our program budget reflects the budget for our entire VACP program and not only the legal services portion of this program. One of our attorneys is solely funded by IOLTA and she was the lead attorney in 277 of the 1077 cases we closed. In these cases she provided representation, advice, and assistance with pleadings. This does not incldue the assistance she provided on pro bono cases or the way the IOLTA funding as increased our ability to increase pro bono services during this grant period.

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	3311
Clients served during the grant period:	841
Total household members for all clients served during the grant period:	2418
Of total clients served, how many received extended service?:	
Of total clients served, how many clients received advice and brief service only?:	
Of total clients served, how many are seniors?:	75
Of total clients served, how many are under the age of 18?:	39
Of total clients served, how many are veterans?:	37

Case Service Report by Case Type

Case type		Cases Closed
Consumer		0
Education		0
Employment		0
Family (including domestic violence)		1077
Health		0
Housing		0
Immigration		0
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**1077**
	Total	**1077**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0
Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0

Chatham	0
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	0
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	0
Edgecombe	0
Forsyth	0
Franklin	0
Gaston	0
Gates	0
Graham	0
Granville	0
Greene	0
Guilford	0
Halifax	0
Harnett	0
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	0
Lee	0

Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	1077
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	0
Northampton	0
Onslow	0
Orange	0
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	0
Pitt	0
Polk	0
Randolph	0
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	0

Union	0
Vance	0
Wake	0
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**1077**

Client Fees

Total amount of client fees collected: $0.00

Number of clients who paid fees: 0

Total amount of client fees that were waived or reduced: $0.00

Number of clients whose fees were waived or reduced:

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Our agency does not charge a fee for legal services.

Updated client fee policy (if applicable):

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

Our overarching goal is to use the funding provided by IOTLA to increase the overall capacity of our Legal Representation Program (LRP) to provide critical life-saving legal services including, representation, assistance drafting pleadings, and legal support to domestic violence and sexual assault victims. We set a goal to provide legal representation or extensive legal advice in preparation for DVPO hearings to at least 400 clients, with 60 of those being served by volunteer attorneys. We achieved this goal and provided legal

representation or extensive legal advice to 406 clients with 82 of those represented by pro bono attorneys.

When we applied for our grant we set a goal to have 50 shifts of our attorney complaint review program covered by pro bono attorneys. We created these shifts based on the daily filing deadlines in Mecklenburg County. We surpassed this goal, and 114 shifts were covered by attorneys. The bulk of these shifts were covered in the current reporting period, with 88 of the shifts occurring between October 2024 and December 31, 2024. This significant increase was in large part due to re-launching the program with the Triage Partnership, outreach efforts and training as well as a new partnership with Duke Law School. The development of our pro bono program is discussed in subsequent questions in more detail.

Over this year, we sought to increase our knowledge base and services around custody. One way we did this was to attend CLEs with a focus on Family Law. Our attorneys continue to develop custody skills to increase our expertise.

In conjunction with learning more about family law, we set an additional goal to provide family law services to clients who are victims of domestic violence, sexual violence and child maltreatment in their family law matters within Mecklenburg County. We offer all legal clients who have children in common with their abuser some form of family law assistance. Specifically, we set a goal that 15% of clients with children in common with their abuser would have scheduled consultations and 10% would have pleadings prepared with the assistance of an attorney. We met this goal. 15.52% of clients who have children in common received family law services and 13.79% received assistance with pleadings. We provided 53 family law consultations, and our attorneys provided assistance with 33 sets of family law pleadings. We also provided family law advice at least 275 times. We are working to track when we provide specific types of advice so that we can understand overarching client needs and develop programming that will best serve our clients. Family Law remains an ongoing need for survivors of domestic violence. We are working with our advocates to make sure clients are aware of the services we provide and when advocates are closing cases, they will remind clients that our family law services are available. Our goal is to allow client choice, meet clients where they are in their healing journey and provide services that will increase their safety and independence from their abusers.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

While we achieved our goals, we experienced challenges related to the volume increase in terms of clients. We are grateful for the technology budget provided in this grant as it helped us adjust to the growth by allowing us to better serve clients with better working laptops as well as a color printer that more accurately shows our clients' injuries.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

As this report reflects, we continued to grow our pro bono program this reporting period. Three activities have driven this growth. First, we modified the domestic violence services provided through Charlotte Triage. Charlotte Triage is a project created by pro bono leaders from law firms and companies in Charlotte to provide free legal services to areas with the highest pro bono need. We partnered with Legal Aid of North Carolina in September 2023 to provide pro bono representation and complaint review to survivors of domestic violence and sexual assault. This year, we decided to narrow the focus based on attorney interest and we use pro bono attorneys through Charlotte Triage to assist with complaint review. We have pro bono champions through the program who recruit to help us find pro bono volunteers. While we still engage in recruitment efforts outside of Triage, we have found this narrower approach has increased the number of attorneys who volunteer to provide assistance with complaint drafting. A large reason for this is the skillset of many Triage volunteers is transactional and they prefer opportunities to volunteer that do not require court appearances or leaving their individual offices. The second reason for our growth is we started a partnership with Duke Law School. We trained a group of their students to review complaints, and they sign up virtually to assist. One of our staff attorneys

supervises and completes the steps of the process that must be completed by an attorney licensed in North Carolina. We are close to starting this program with UNC law students. Lastly, we increased training and outreach efforts for all areas of pro bono work. One thing that is particularly exciting for us, is that we are starting to have a significant number of repeat volunteers. This allows our attorneys to provide less hands-on assistance in the process and allows us to focus on meeting the legal needs of our clients. Given the increase of clients coming through our door, this is critical.

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:	67
How many pro bono hours were recorded by attorney volunteers in your program?:	589
What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:	88,350. (We used the rate of $150)

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

Partnership is critical to providing services to survivors of domestic violence and sexual assault. Safe Alliance is the administrative lead for Mecklenburg County's Family Justice Center. A Family Justice Center is a victim-centered, trauma informed model in which multiple domestic violence, sexual assault, elder abuse, human trafficking partners are co-located and work in collaboration so that victims and their children access all of the services they need in a single place. Documented outcomes of Family Justice Centers include significantly reduced domestic violence-related homicides, increased victim safety, helping to break the cycle of violence for children, increased efficiency in collaborative services to victims among service providers, and increased prosecution of offenders.

Mecklenburg County's center should open in 2026. Given the time it takes to build a center, Safe Alliance, along with Mecklenburg County Community Support Services (CSS), Mecklenburg County Department of Social Services (DSS), the Charlotte-Mecklenburg Police Department (CMPD), and Pat's Place Child Advocacy Center collaborate on site at the Survivor Resource Center (SRC). The SRC is a small-scale solution to the complicated process that survivors face when they seek help. The center is referral only and is a temporary precursor to Mecklenburg County's Family Justice Center. Our team provides legal services to clients of the center as well as receives referrals from SRC for individuals who need legal assistance. With client consent, we also participate in high-risk meetings at the center where service providers come together to discuss cases deemed to be of the highest lethality risk and work together to find solutions to keep victims safe.

In addition to our pro bono partnerships, we partner with Legal Aid of NC, Inc. and Charlotte Center for Legal Advocacy. We send them referrals for clients who need representation and/or legal advice in domestic violence hearings. They also refer clients to our agency when they need to draft pleadings in a domestic violence case or receive safety planning and other services provided by our program.

These partnerships are vital to our work.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

The need for civil legal services for survivors of domestic violence and sexual assault remains high. The number of people our VACP/LRP program served increased by 49 %. We do not have enough legal staff and legal resources to keep up with that growth. In an attempt to bridge this gap we increased efforts in our pro bono program. Volunteer attorneys will help us increase the number of individuals that receive legal services. We provided significant training and effort to increase, not just the number of volunteers we have, but more importantly to develop a core group of volunteers who are well trained. We believe this effort will allow us to impact more clients in the future. Going forward, our staff attorneys will still be available to assist pro bono attorneys and provide support; however, the effort we have put into training will help free up our staff attorneys to use more time to prepare for cases. This will allow us to continue to utilize the expertise of our trained staff attorneys to focus on more complex matters, such as harassment cases that can be challenging to litigate, cases where there is a significant collateral impact in family and/or criminal court, and cases where the client may need extra support because of another barrier that they face such as mental health, having limited English proficiency, or other issues related to accessibility. These complicated cases take more time and require more

attention from staff.

We believe some of our growth is due to the launch of Odessey and electronic filing in Mecklenburg County. While one of the goals of electronic filing is to increase access to our courthouse, the reality is that, for low-income individuals experiencing domestic violence the process can be slower and often put safety at risk. Odyssey does not work from a mobile device. Most of our clients do not have access to a laptop or desktop computer and even if they did, they do not have reliable access to the internet. Our courthouse has computer stations set up for people to file, but they often experience technical difficulties which disrupt and slow down the filing process, causing it to take over three hours to file. It was challenging for team to keep up with this growth. Our office is walk-in based. If we were close to the filing deadline and someone came who needed to file immediately for their safety, we provided paper copies of the complaint and guidance for them to complete the paperwork on their own to file at the courthouse and then receive additional services from us after the filing was complete. We continue to brainstorm and fundraise to be able to provide critical legal services to survivors of domestic violence and sexual assault.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

We are fortunate to have strong partnerships with other providers of domestic violence services, such as law enforcement, hospitals, and our court system. These partners all make referrals to us. We have grown our partnership with the Domestic Violence Healthcare Project affiliated with Atrium. They will reach out to us when they have a client in the hospital who needs a protective order for safety prior to being released and is unable to leave the hospital to go to court. This becomes a need in cases where the abuser almost killed the victim and/or has inflicted serious bodily injury. During this reporting period, we drafted pleadings for a woman who was in the hospital after her abuser stabbed her and her son multiple times including in her spine and neck requiring her to have multiple surgeries. She felt unsafe not having an order to help protect her. We worked with the client and drafted her complaint for a protective order. She was heard by a judge from the hospital for her temporary ex-parte hearing. One of our attorneys then represented her in court, filing the appropriate motions for her to get relief and be available via Webex or phone. The attorney then negotiated a consent in court that achieved the client's goal of a protective order, evicting the defendant from the residence. Our advocate simultaneously worked with the client to safety plan and provide supportive services as well as made referrals for the client for counseling services for both herself and children. The client was extremely grateful for this support. She spoke about how powerless she felt in the hospital bed and thanked our attorney for helping her feel safe and how happy she was to not have to wait to get an order and see the abuser in court.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

We have no changes of note.

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

We are so grateful for the support provided by IOLTA as it increases the legal services we provide to survivors of domestic violence and sexual assault. As the need for our services, continues to increase, your support helps us make sure survivors do not have to go through the court process alone, that they are safer, their legal needs are met, and their children live free from abuse.

Attachments

Additional information:

2024-13 - World Relief Durham - Immigration Legal Services - 2024

Status Report Details

Funding Opportunity:	25212-2024 IOLTA Grant Cycle
Program Area:	IOLTA
Status:	Approved
Status Report Number:	002
Status Report Type:	Final Report
Reporting Period:	01/01/2024 - 12/31/2024
Initial Submit Date:	Jan 31, 2025 2:28 PM
Initially Submitted By:	Anne Pass
Last Submit Date:	
Last Submitted By:	
Approved Date:	Mar 13, 2025 4:01 PM
Approved By:	Daniel Labarca

Contact Information

Primary Contact Information

Active User*:	Yes
Type:	External User
Name:	Salutation Amanuel (First Name) Middle Name Abraham (Last Name)
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	Durham (City) North Carolina (State/Province) 27701 (Postal Code/Zip)

Phone*: (919) 251-8624 Ext.
Phone
###-###-####

Fax: ###-###-####

Comments:

Organization Information

Status*: Approved

Name*: World Relief Corporation of National Association of Evangelicals

Organization Tax ID: 23-6393344

Organization Website: https://worldrelief.org/durham/

Address*: 801 Gilbert Street

Ste. 209

Durham North Carolina 27701-
City State/Province Postal Code/Zip

Phone*: (919) 439-7489 Ext.
###-###-####

Fax: ###-###-####

Name of Executive Director*: Adam Clark

Select the organization's fiscal year.

Fiscal Year: October 1 - September 31

If you selected Other Fiscal Year, please provide the dates of the organization's fiscal year.

Other:

Document Approval

Level	Approved By	Approved Date	Approval	Comments
1	Daniel Labarca	Mar 13, 2025 4:01 PM	Approved	

Income

Income

Source	Description	IOLTA Budget	Total IOLTA Beginning of Grant Year Thru This Period	Program Budget	Non-IOLTA Total Beginning of Grant Year Thru This Period	Total	Total Beginning of Grant Year Thru This Period
IOLTA Grant		$50,000.00	$50,000.00	$0.00	$0.00	$50,000.00	$50,000.00
Client Fees / Services Provided		$0.00	$0.00	$48,000.00	$15,745.28	$48,000.00	$15,745.28
Federal Funds - Awarded		$0.00	$0.00	$114,806.00	$234,329.58	$114,806.00	$234,329.58
Public Donations		$0.00	$0.00	$110,000.00	$25,000.00	$110,000.00	$25,000.00
		$50,000.00	**$50,000.00**	**$272,806.00**	**$275,074.86**	**$322,806.00**	**$325,074.86**

Expenses

Expenses

Budget Category	IOLTA Budget	Expenses This Period	Prior Expenses	IOLTA Total	Available Balance	Prior Expenses (Submitted Not Paid)	Total Claimed	Remaining Balance (Unclaimed)	Non-IOLTA Budget	Non-IOLTA Expenses This Period	Prior Non-IOLTA Expenses	Total Non-IOLTA	Remaining Non-IOLTA Budget	Non-IOLTA Percentage	Program Total
Personnel Expenditures															
All Personnel - Combined	$50,000.00	**$10,150.09**	$39,849.91	$50,000.00	$0.00	$0.00	$50,000.00	$0.00	$122,432.00	**$113,108.66**	$50,396.37	$163,505.03	($41,073.03)	76.58%	$123,258.75
Fringe Benefits	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$46,940.00	**$30,312.89**	$13,025.73	$43,338.62	$3,601.38	100.00%	$30,312.89
Non-Personnel Expenditures															
Board \ Staff Development	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$600.00	**$0.00**	$32.45	$32.45	$567.55	100.00%	$0.00
Building Maintenance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$750.00	**$1,663.65**	$0.00	$1,663.65	($913.65)	100.00%	$1,663.65
Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$4,450.00	**$2,176.69**	$2,004.00	$4,180.69	$269.31	100.00%	$2,176.69
Publication	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2,000.00	**$0.00**	$1,298.37	$1,298.37	$701.63	100.00%	$0.00
Rent \ Mortgage \ Overhead	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$27,000.00	**$10,907.50**	$5,709.58	$16,617.08	$10,382.92	100.00%	$10,907.50
Supplies	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$7,600.00	**$2,822.07**	$2,329.53	$5,151.60	$2,448.40	100.00%	$2,822.07
Technology	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$4,800.00	**$0.00**	$1,882.56	$1,882.56	$2,917.44	100.00%	$0.00
Telephone & Internet	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$1,440.00	**$514.86**	$199.64	$714.50	$725.50	100.00%	$514.86
Indirect Costs	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$14,162.59	**$0.00**	$14,297.32	$14,297.32	($134.73)	100.00%	$0.00
Contract Services	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$32,131.41	**$15,387.33**	$105.00	$15,492.33	$16,639.08	100.00%	$15,387.33
Insurance	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$2,500.00	**$0.00**	$40.95	$40.95	$2,459.05	100.00%	$0.00

Other (Please provide description)	$0.00	**$0.00**	$0.00	$0.00	$0.00	$0.00	$0.00	$0.00	$6,000.00	**$0.00**	$4,665.49	$4,665.49	$1,334.51	100.00%	$0.00
INTERNAL USE ONLY - Matching Grant Funds															
Total	**$50,000.00**	**$10,150.09**	**$39,849.91**	**$50,000.00**	**$0.00**	**$0.00**	**$50,000.00**	**$0.00**	**$272,806.00**	**$176,893.65**	**$95,986.99**	**$272,880.64**	**($74.64)**	**100.03%**	**$187,043.74**

2024 Final Report

Case Data - Final Period of Grant

Cases pending at the beginning of the period : 289

Cases opened during the period: 85

Cases closed during the period: 71

Cases pending at the end of the period : 303

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served this grant report period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Case Data - Full Grant Period

Cases pending at the beginning of the period: 212

Cases opened during the period: 206

Cases closed during the period: 115

Cases pending at the end of the period: 303

Of cases closed this grant period, indicate the number of cases attributable to IOLTA. Please calculate based on the percentage of funding provided by IOLTA to the organization's or project's overall budget.: 15

If your program does not provide direct legal services, please use this space to provide data regarding your program's impact and participants served over the full grant period. If your program does provide direct legal services, and you would like to provide more case data, please share it here. Character Limit = 5,000 (about 750 words)

Other Data:

Additional Client/Participant Data - Full Grant Period

This should include clients served in any open or closed cases. If your organization does not represent clients, please list the number of participants that benefitted from services only.

Participants served during the grant period (if your organization does not provide direct legal services):	64
Clients served during the grant period:	159
Total household members for all clients served during the grant period:	636
Of total clients served, how many received extended service?:	142
Of total clients served, how many clients received advice and brief service only?:	17
Of total clients served, how many are seniors?:	7
Of total clients served, how many are under the age of 18?:	59
Of total clients served, how many are veterans?:	0

Case Service Report by Case Type

Case type		Cases Closed
Consumer		0
Education		0
Employment		0
Family (including domestic violence)		0
Health		0
Housing		0
Immigration		206
Income Maintenance/Public Benefits		0
Individual Rights		0
Juvenile		0
Miscellaneous		0
	Subtotal	**206**
	Total	**206**

Case Service Report by County

County	Cases Closed
Alamance	0
Alexander	0

Alleghany	0
Anson	0
Ashe	0
Avery	0
Beaufort	0
Bertie	0
Bladen	0
Brunswick	0
Buncombe	0
Burke	0
Cabarrus	0
Caldwell	0
Camden	0
Carteret	0
Caswell	0
Catawba	0
Chatham	1
Cherokee	0
Chowan	0
Clay	0
Cleveland	0
Columbus	0
Craven	0
Cumberland	2
Currituck	0
Dare	0
Davidson	0
Davie	0
Duplin	0
Durham	150
Edgecombe	0
Forsyth	2
Franklin	4
Gaston	0
Gates	0
Graham	0

Granville	2
Greene	0
Guilford	0
Halifax	0
Harnett	2
Haywood	0
Henderson	0
Hertford	0
Hoke	0
Hyde	0
Iredell	0
Jackson	0
Johnston	0
Jones	0
Lee	0
Lenoir	0
Lincoln	0
McDowell	0
Macon	0
Madison	0
Martin	0
Mecklenburg	0
Mitchell	0
Montgomery	0
Moore	0
Nash	0
New Hanover	1
Northampton	0
Onslow	0
Orange	6
Pamlico	0
Pasquotank	0
Pender	0
Perquimans	0
Person	1
Pitt	0

Polk	0
Randolph	3
Richmond	0
Robeson	0
Rockingham	0
Rowan	0
Rutherford	0
Sampson	0
Scotland	0
Stanly	0
Stokes	0
Surry	0
Swain	0
Transylvania	0
Tyrrell	0
Union	0
Vance	0
Wake	32
Warren	0
Washington	0
Watauga	0
Wayne	0
Wilkes	0
Wilson	0
Yadkin	0
Yancey	0
Out of State	0
Unknown	0
Total	**206**

Client Fees

Total amount of client fees collected:	$15,745.28
Number of clients who paid fees:	194
Total amount of client fees that were waived or reduced:	$45,114.72
Number of clients whose fees were waived or reduced:	23

Please use this space to provide any additional information about client fee structures, waivers or reductions, including changes or updates to organizational policies regarding client fees. If your organization has updated the client fee schedule or policy since the application was submitted, an updated copy of the schedule and policy should be attached below. If your organization does not charge any client fees, please state this briefly here.

Additional client fee information:

Updated client fee policy (if applicable): Updated Client Fee Policy.pdf

Narrative

Character limit = 20,000 characters (about 3,000 words)

Provide a narrative report of your program's progress toward goals stated in the grant application for the full grant year. Where applicable, include information about the number of people served, specific programs, changes in your capacity to deliver services (ie. technology, staff, offices, programs), etc.:

Introduction

The 2024 grant year for WRD-ILS was a year of substantial growth, adaptation, and service delivery in response to evolving immigration policies and an increasing demand for legal assistance. We set ambitious goals at the outset of the year, and I am pleased to report that we have not only met, but in many cases exceeded, our targets. This narrative outlines the progress made in relation to our stated goals and objectives, including caseload management, staff expansion, community outreach efforts, and the development of partnerships to expand our services.

Goal 1: Legal Services Caseload Growth

In our grant application, we set a goal to grow our legal services caseload by 15%, from 300 to 345 cases for the year 2024. We are happy to report that we have significantly exceeded this goal, managing a total caseload of 418 cases. This figure is calculated by adding the number of pending cases at the end of 2024 (303 cases) to the number of cases closed during the year (115 cases). This total reflects not only the volume of work completed but also the growing need for immigration legal services in the Triangle area, which continues to rise due to shifts in national immigration policies.

Our caseload included the following breakdown:

Adjustment of status (I-485) - 138
Family Petition (I-130)- 12
Refugee /Asylee Family Petition I-730- 5
Appeal- 1
Consular Processing- 2
DACA Renewal- 1
Application for Travel doc. / humanitarian parole: I-131- 24
Employment authorization: I-765- 18
Application for Green card replacement: I-90- 2
Application for Naturalization / Citizenship (N-400) - 1
Special Immigrant Visa (SIV) - 2

Goal 2: Staffing and Capacity Building

Another goal we set for 2024 was the hiring of a part-time administrative assistant to enhance our internal capacity. While we successfully met this goal and welcomed a new staff member, we unfortunately experienced a transition when this individual moved on from the role. We are actively working on hiring a replacement and are confident that this will further strengthen our team's ability to handle the growing caseload.

Goal 3: Education and Outreach Efforts

WRD-ILS remains committed to not only providing direct legal services but also engaging in proactive education and outreach efforts. In 2024, we aimed to provide critical information to our clients and the broader community through workshops, presentations, and other forms of advocacy.

Our key outreach activities included:

- Community Presentations for Afghani Clients: Two community outreach events were held for our Afghani clients on May 8, 2024, and July 17, 2024, in collaboration with Refugee Hope Partners. These events focused on family petitions and re-parolee applications, addressing the specific needs of this refugee group as they navigate the immigration process in the U.S. The

opportunity for clients to ask questions and engage directly with our legal team was invaluable and helped us strengthen our connection to the community.

- Distribution of Outreach Materials: To raise awareness of our services, we distributed WRD-ILS brochures at Durham Refugee Day on June 20, 2024, and shared information through our Community Engagement Team and the WRD Immigration Center Facebook Group. These materials helped extend our reach and ensured that individuals who might not have accessed our services otherwise were informed about available resources.

Goal 4: Anticipated Partnerships and Expansion

One of the objectives in our 2024 grant proposal was the development of partnerships aimed at expanding our legal services and advocacy efforts. While we were initially excited about a potential federal partnership that would have allowed us to work with unaccompanied minors, the project has encountered significant delays due to ongoing changes in federal immigration policies. As a result, the future of this partnership remains uncertain at this time.

Despite these challenges, we recognize that the need for immigration legal services in our area is only growing, and these shifts in policy further emphasize the importance of our work. We are committed to adapting our services as necessary to meet the evolving needs of our clients, and we will continue to monitor potential partnership opportunities to expand our reach. One way we have worked to expand our accessibility is through a partnership with Refugee Hope Partners in Raleigh. We have worked alongside this organization to set up a satellite office where clients can meet with our team every Wednesday to receive services.

Character limit = 10,000 (about 1,500 words)

Describe any significant obstacles you encountered that affected your program's ability to achieve its goals, including significant changes in funding, and indicate how your program addressed those problems.:

Throughout the 2024 grant year, our program faced a number of challenges, but we have remained resilient and adaptable in addressing them. While these obstacles required adjustments to our operations, our team's commitment to providing high-quality legal services has remained steadfast.

One of the most significant obstacles faced by our Immigration Legal Services (ILS) program was the transition of our part-time administrative assistant, who found another job and moved on just a few months into the year. This vacancy has had a substantial impact on our operations, as the time spent by ILS practitioners on administrative tasks rather than focusing on direct client representation has increased. Our budget allows for the hiring of a part-time administrative assistant, and we have been actively working to fill the position. To address this issue, we have been temporarily reallocating administrative tasks among the existing ILS practitioners. While this is not an ideal solution, it has allowed us to continue operations without major disruption. However, we remain committed to filling the position as soon as possible and exploring alternative funding options that would enable us to hire a part-time administrative assistant in the future.

Another significant challenge has been the ongoing changes to immigration policies under the current administration. These shifts have had profound implications for both our clients and our organization. One of the most notable impacts has been funding cuts, including the suspension of the Refugee and Placement program. Although the ILS program itself has not been as directly affected by these funding cuts, the broader organizational impact has been felt across all services. The suspension of the Refugee and Placement program has meant that the ILS team is likely to experience an increased caseload as many clients who were previously supported through this program are now turning to us for legal assistance. As a result, our ILS team will face a heavier workload and an even greater demand for services, particularly as our clients navigate the uncertainties of immigration policy changes. This has created an environment of heightened stress and pressure on our resources, as many of our clients are dealing with unprecedented unknowns regarding their immigration status, and they turn to our team for guidance and support.

Despite these challenges, our ILS team remains steadfast in our commitment to serving clients to the best of our ability. We have a long history of navigating changing political and policy landscapes, and we are dedicated to continuing to provide high-quality, compassionate legal assistance regardless of the shifting circumstances. We are also working proactively to identify alternative funding sources and partnerships that will help us absorb the additional burden created by these changes.

Character limit = 3,000 (about 425 words)

Provide a brief narrative of significant achievements in engaging pro bono attorneys, law students, and other volunteers to serve clients this reporting period, including the total number of active pro bono attorneys (volunteered at some time this reporting period) and pro bono hours completed. Note Grantees that do not use volunteer attorneys to provide direct legal services AND grantees that receive a separate grant for their VLP program do not have to complete the pro bono questions.:

How many pro bono volunteer attorneys provided assistance on a case, clinic, or other pro bono project?:

How many pro bono hours were recorded by attorney volunteers in your program?:

What is the value of donated pro bono attorney volunteer services? Please indicate the hourly rate used or other method of calculating the value.:

Character limit = 6,000 (about 850 words)

Provide a description of your most significant and/or new collaborations that your organization has with other organizations including legal services organization, bar organizations, and community-based organizations.:

In 2024, WRD-ILS forged impactful collaborations to expand our capacity to serve immigrant communities, particularly Afghan refugees, ensuring they receive critical legal assistance and support.

Refugee Hope Partners (RHP)

Our partnership with RHP in Raleigh, NC, has been instrumental in supporting Afghan refugees, including parolees, SIV holders, asylees, and undocumented individuals. WRD-ILS provided legal consultations, interpretation services, and referrals. We also conducted three immigration workshops covering family reunification, status adjustment, and refugee rights, empowering attendees to navigate complex legal systems. This collaboration has expanded access to our services, particularly for Afghan clients in the Raleigh area.

Afghan American Association of North Carolina (AAANC)

WRD-ILS collaborated with AAANC to address barriers like transportation and geographic accessibility faced by Afghan immigrants. We coordinated referrals to RHP's Raleigh office, where WRD-ILS staff provide weekly legal consultations, bridging the service gap for clients unable to travel to Durham.

Character limit = 6,000 (about 850 words)

Please provide information about clients/applicants you were unable to serve this reporting period.:

During this reporting period, WRD-ILS received several requests for assistance from asylum seekers. Unfortunately, as our program does not handle asylum applications, we were unable to provide direct services to these individuals. However, to ensure they received the support they needed, we referred them to trusted community partners specializing in asylum cases, such as legal services organizations and immigration attorneys with relevant expertise. These referrals help connect asylum seekers to the appropriate resources while allowing WRD-ILS to focus on the areas where we can provide the most impact.

Character limit = 6,000 (about 850 words)

If applicable and not described above, please provide information about any case work with significant policy impact.:

Character limit = 6,000 (about 850 words)

Please provide one brief client narrative that best describes your program?s services and impact. For programs that provide direct client services, this should be a client story from the past year. For programs that do not provide direct client services, please provide a narrative or other information regarding the broader impact of your efforts on your participants and service area over the past year. :

One of our clients' journeys exemplifies the impact of our program's services and the resilience of the communities we serve. This client, an Afghan national who worked with the U.S. government,

was evacuated to the United States in 2021 following the collapse of the Afghan government. Upon arrival, he faced the daunting challenge of navigating the U.S. immigration system to secure legal status for himself and his family.

Our team stepped in to assist him in applying for Chief of Mission (COM) approval, a critical step for eligibility under the Special Immigrant Visa (SIV) program. Despite significant backlogs and delays in the U.S. Citizenship and Immigration Services (USCIS) system, we guided him through the application process. While waiting for COM approval, we helped the family apply for Temporary Protected Status (TPS) and re-parole, providing them with the stability and legal status needed to live and work in the U.S.

In early 2024, the client received COM approval, allowing us to immediately submit his Adjustment of Status (AOS) application. After a long and arduous process, the client and his family were approved for AOS in September 2024, becoming lawful permanent residents.

This story illustrates the vital role of comprehensive legal support in helping clients navigate complex immigration systems and secure a stable future. Today, this family is on a path to building their lives in the United States as permanent residents, a testament to their perseverance and the impact of our services.

Character limit = 3,000 (about 450 words)

Note any management or staffing changes here that impact programs funded by IOLTA, if applicable.:

As mentioned above, we have had some transition in our Administrative Assistant position. While this has brought some challenges, we are committed to hiring a replacement as soon as possible.

Character Limit = 10,000 (about 1,500 words)

Provide any additional information or comments here.:

In the income section of the report, the Federal Funds line includes both federal ($104555.82) and state funding ($129773.76).

Attachments

Additional information:

world relief™

FEE WAIVER POLICY*

World Relief Durham Immigration Legal Service Center ("WRD-ILSC") will consider reducing or waiving fees for clients who formally request and prove that they can't afford to pay the immigration legal service fees charged by the Immigration Legal Services Department. Clients requesting a waiver of fees charged by USCIS must submit a separate waiver application directly to the USCIS.

The criteria for reducing or waiving fees will be based on the U.S Government Poverty Guidelines. The following sliding fee scale is implemented:

- If a client falls below 150% of the U.S Government's Poverty Guidelines, 100% of the recommended fees may be waived.
- If a client falls between 151% and 200% of the U.S Government's Poverty Guidelines, 50% of the recommended fees may be waived

Clients must submit acceptable documentation to verify their income level, such as a Presumptive Eligibility Letter, their most recent federal tax return, pay stubs, or other recent government issued paperwork documenting income (HUD Application, Medicaid application, DSS eligibility documents).

A fee waiver may only be granted by the WRD- ILSC Program Manager and Executive Director. If a client is granted a fee waiver, he or she must sign and agree to the Fee Waiver Request form. Please note that a fee waiver will be granted based on availability of funds.

The 2024 Poverty Guidelines for the 48 continuous States and the District of Columbia is located at Poverty Guidelines | ASPE (hhs.gov).[1]

[1] The U.S Government updated the Federal Poverty Guidelines every year.

FEE WAIVER REQUEST FORM:

Date_____

Name_____

Address_____

City_____ State_____ Zip Code_____

Email_____

Phone_____ Cell_____

Permission is requested to waive all or part of the fees charged by the WRD-ILSC Program for the following reasons (specify reason/evidence being submitted):

_____

_____

_____

NOTE: Approval for a fee waiver or a decrease in fees is service specific. The waiver or decrease is only for the service specified below. If client wishes to waive fees for additional services, he or she will need to submit additional fee waiver requests. Fees charged by USCIS may still apply.

Types of service/s: _____ Cost: _____

Circle one: **Approved** **Denied**

Reason for denial: _____

ILS Program has agreed to :_____(Waive) ____ (Decrease to $_____)

I understand that I will have to provide the WRD ILSC Program with updated income information at their request to ensure that I continue to qualify for the above-mentioned waiver or decrease. I further understand if that if my income increases, I may no longer qualify for the above-mentioned fee waiver and may be required to pay the fee in its entirety.

_____ _____

Client Signature Date

_____ _____

ILS Program Manager Signature Date

_____ _____

Office Director Signature Date

Ordering Information

Copies of this report may be obtained by contacting:

Office of the State Auditor
State of North Carolina
20601 Mail Service Center
Raleigh, North Carolina 27699

Telephone: 919-807-7500
Fax: 919-807-7647
Internet: www.auditor.nc.gov



To report alleged incidents of fraud, waste or abuse in state government contact the Office of the State Auditor's Tipline:

Telephone: 1-800-730-8477

Internet: www.auditor.nc.gov/about-us/state-auditors-tipline

This audit required 781.5 hours of auditor effort at an approximate cost of $121,132.50.