

## FY23 End of Year Aging Services Summary

Agency/Program	\$\$ Funding	Total # Served	Description/Units
<b>Blue Ridge Pride Generation Plus</b>			
Generation Plus	\$22,627	See next column	770 viewers of 12 virtual segments, 5704 unique Facebook page visits, 153 subscribers, 1263 social media followers, 250 individual face to face encounters, and four events with 100 participants.
Comments (Quantity)	Eldercare with PRIDE Presentation was delayed due to staffing changes and capacity. The original goal was to do 8 presentations. Eldercare with Pride's first presentation is scheduled for September at Pisgah View Manor, and another in October at Land of Sky. With added staff capacity in their new Generation Plus Manager hire, they will be able to deliver this presentation routinely.		
Quality and Impact	Their social events via Connections and special offerings are garnering more participation than many of their other activities. These "connections" are encouraging some elders to take on more leadership in the group, which Gen Plus believes is a great mark of success, that these elders are better off. In Q4 of the grant period, one of their members from Givens joined the Gen Plus Committee, and another member was just added to the committee who has also agreed to assist with their Facebook page. Leadership is one marker of self-efficacy which is necessary for mental wellness. As a bonus, internal capacity increases the sustainability of the program.		
<b>Council on Aging of Buncombe County, Inc.</b>			
Congregate Nutrition	\$196,584	498 29,428 8,825	clients (HCCBG) hot meals (HCCBG) hot meals (ARPA)
Comments (Quantity)	The Senior Dining and Wellness Program served 498 unique individuals with an average of 19 new participants each month. The highest participation is on exercise days. The program served on average 3,213 meals per month. An average of 17.5 meals a month are unserved.		
Quality and Impact	In this year's survey 40% of respondents stated their overall health was better and 59% said it stayed the same after attending the program. 46% said the amount of fruits and vegetables increased, and 58% overall food intake increased by participating in the program. Exercise increased for 41% of respondents. 94% said they increased the number of people they talk to because of attending. All respondents would recommend the Senior Dining and Wellness program to a friend. One participant stated "The senior program gives me parts of weekly exercise and socialization. Gets you involved in the community and its activities. The dining is good and helpful to the nutritional diet." At the end of the year consumer contributions reached \$25,658.66.		
In Home Aide Services	\$538,712	10 38 3	unduplicated clients - Level 1 unduplicated clients (HCCBG + BCSAF) - Level 2 unduplicated clients - Level 3
Comments (Quantity)	At the end of the year the IHA program served ten Level 1 clients, thirty-eight Level 2 clients, and three Level 3 clients. The initial target numbers for FY23 were fifteen Level 1 clients, twenty-seven Level 2 clients, and three Level 3 clients.		
Quality and Impact	A telephone survey was conducted asking (1) did the service improve your quality of life and (2) would you recommend the service to others. Both questions received a 100% affirmative answer. In the same survey, COA asked for open-ended suggestions for improvement. 67% of respondents had no suggestions for improvement. The remaining 33% requested more hours with their aide.		

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Information and Assistance	\$142,210	6,648	contacts/callers
Comments (Quantity)	The breakdown for defined needs from contacts/callers was: 21% home repair and modification; 17% general/board spectrum resource coordination questions; 12% in-home aide and housekeeping assistance; 10% nutrition and food insecurity; 9% medical, long-term care, and durable medical equipment; 9% transportation; 7% housing needs; 6% legal issues including abuse/neglect, advanced directives, eviction/tenant care; 5% low-income and financial assistance; and 4% caregiver support.		
Quality and Impact	The best measure of impact came from clients, such as "You all are the first group I call whenever I need anything", "I think you need to find a way to tell more people about your program", and "It couldn't be better, everything was perfect, and communication was perfect too." Council on Aging received many more positive comments regarding impact of I & A.		
Institutional Respite	\$6,761	3 231	unduplicated clients units provided
Comments (Quantity)	This program requires in-depth planning on the part of the families including but not limited to waiting for a space to be available in the limited number of facilities that offer temporary respite. The primary challenge of the program is the caregiver's ability to pay out-of-pocket for the amount that exceeds the maximum allowable reimbursement.		
Quality and Impact	One measure that demonstrated the impact of the program came from a caregiver: "This program was extremely helpful. Without this program, I would not have been able to go to my sister's funeral."		
<b>Jewish Family Services WNC</b>			
Faye's Place Group Respite Program	\$14,441	1114 157	total number of client days (one client attending one day) client days supported by HCCBG
Comments (Quantity)	The program is making a difference. Jewish Family Services (JFS) is proud of the number served and the outcomes. They are extremely grateful for the Buncombe County Aging Funding. JFS is still struggling with the lack of available transport for members who would like to attend if the program was offered on Mondays. Mountain Mobility does not offer service on Mondays, so JFS only offers the program Tuesdays, Wednesdays, and Thursdays. Once Mountain Mobility offers Monday services, JFS will reopen the program on Mondays.		
Quality and Impact	From a survey it was reported: 96% of Faye's Place members have indicated improved quality of life and mood; 100% of Faye's Place members reported that the program met their expectations; 100% of Faye's Place members reported that they would recommend the program to others; 97% of clients answered at least <i>good</i> when rating the specific elements of the program; 94% of members maintained or improved participation in exercise; 96% of members maintained or improved participation in socialization; 98% of members maintained or improved nutrition and interest in eating lunch; and 89% of caregivers surveyed reported the program lessened their burden.		
Healing Solutions Counseling at JFS	\$13,618	2375 267	total # of counseling sessions number of counseling sessions fully or partially supported by HCCBG
Comments (Quantity)	FY23 HCCBG funds eliminated the financial burden associated with accessing mental health services by providing support for 267 counseling appointments with 25 individuals. The HCCBG funds fully supported the therapy sessions for those without health		

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	insurance and for those with insurance. The funds covered copays and other cost sharing requirements that interfered with access to services. JFS now has four full-time therapists and has had a 50% increase in monthly sessions, exceeding their expectations. JFS is working hard to minimize the time anyone is on a waiting list and partners with other counseling providers to refer those looking for services. With that said, JFS will see anyone in crisis and or get them immediate assistance.		
Quality and Impact	The impact of the program came from a survey: 96% of clients reported that Healing Solutions Counseling met or exceeded expectations; 98% of clients reported that they would recommend Healing Solutions Counseling at JFS to others ; 97% of clients reported improved quality of life; 93% of clients reported improved mood/reduced depression; 96% of clients reported progress toward a mental health goal and 89% of clients reported achievement of a mental health goal.		
<b>Land of Sky Regional Council</b>			
Community Health Worker Program	\$47,627	148 975 3434 4409 294 45	events CHW home visits “Neighbor Knocks” by volunteers total # of home visits unduplicated clients (events) unduplicated clients (home visits)
Comments (Quantity)	Primary community service events have been food distribution (food distribution - 46, health fair - 2, and social group/event - 96). Asheville Terrace Community Health workers continue to provide home visits to frail and homebound residents through the Neighbor Knock program providing 4409 home visits resulting in health management support, neighborly visits, reassurance visits, technology guidance, and assistance with transportation. This program has been essential to identifying and addressing challenges that residents have experienced related to social isolation.		
Quality and Impact	100% of participants received food through CHW led food distributions. The community total was calculated by dividing the total number of food distribution participants by the number of apartment units (248). 18.1 % of the community received daily “Neighbor Knocks” services/in-person reassurance checks exceeding the 2022-2023 target of 5%. There were 2061 total registrations at events, exceeding the target of 2000 total registrations. Approximately 20.4% of participants are considered high utilizers (60 out of 294 unique participants have registered for 10+ service events). The Asheville Terrace Community Health Worker (ATCHW) program interprets this to mean service offerings are appropriate, desired, and acceptable quality. These calculations do not account for resident turnover.		
<b>Meals on Wheels of Asheville &amp; Buncombe County</b>			
Home Delivered Meals	\$192,237	32,959 205	meals served unduplicated clients
Comments (Quantity)	Meals on Wheels is serving more meals and more seniors than ever before. The numbers above represent seniors and meals served via HCCBG. Their program as a whole served 931 unduplicated seniors and an unprecedented nearly 132,000 meals! Meals on Wheels currently operates 41 meal delivery routes throughout Buncombe County.		
Quality and Impact	From their October Senior Survey Results: 98% of seniors who responded state the program has helped them to stay independent in their homes. The focus of the program is to provide these seniors with nutrition and companionship, helping them to remain independent and live safely at home where they want to be. Copy of note received from family this past December:		

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	<p>“Thank you from the family of (name left out for confidentiality). My father was able to remain in his home, primarily because of the services of MOW and the wonderful and caring volunteers who served our father. All of us in his family live hundreds of miles away, yet we knew he received a visit and meal each weekday from MOW. It was a great comfort to us to know that this service was available to him.”</p>		
<p><b>MemoryCare</b></p>			
<p>Caregiver Support</p>	<p>\$68,985</p>	<p>1130 4643 105 455</p>	<p>total units of service total number of individuals units of service served with County funds number of individuals served with County funds</p>
<p>Comments (Quantity)</p>	<p>In the 2022-2023 grant cycle, MemoryCare teams provided dementia care management services for 1,130 families (4,643 unduplicated individuals) of whom 105 families (455 unique individuals) were served with supplemental County funds. The unit of service for County funds is defined as a low-income person with dementia who is 60 or older living in Buncombe County and their caregiver(s)/family who are enrolled in their program. For every person with dementia enrolled, there averaged, 3.3 caregivers who received care as well. MemoryCare’s work with families is intensive and filled with practical, emotional, and informational support. During the year, families meet with their care team every 3-4 months to develop and update Care Plans and receive or learn about needed resources. They have additional communications between visits via phone or email for further support. One caregiver said, “<i>We are more than satisfied with MemoryCare! I and my husband have benefited greatly from the program and feel that we have improved our physical, mental, spiritual &amp; behavioral health since enrolling.</i>” Because the need for dementia services continues to grow, MemoryCare maintains a waiting list for enrollment. They see any family with need and are committed to supporting families even before enrollment by having their resource center, educational programs, peer support programs, caregiver consultation, and other support services freely available and by steering families to these and other community resources. MemoryCare’s goal is to support families as well as possible as they navigate the challenges of dementia.</p>		
<p>Quality and Impact</p>	<p>In assessing the quality of services provided by MemoryCare and whether anyone was better off as a result of the program, MemoryCare asks families/caregivers in an anonymous survey for feedback. One hundred percent said they would recommend MemoryCare’s dementia care management program to other families impacted by cognitive impairment and ninety-six percent reported <i>implementing</i> at least one recommendation from their Care Plan. The following are recommendations clients reported actually doing after their <i>initial</i> visit (several reported more than one thus totaling &gt;100%): 38% made changes to improve their loved one’s safety (driving, medication management, financial oversight, access to firearms, etc.); 28% adjusted their approach to managing dementia-related challenges; 19% developed plans for respite and/or long term care; 28% improved diet, exercise, self-care routines; 9% sought legal assistance/prepared Advance Directives; 8% participated in Caregiver College; 5% joined or explored support groups; 4% implemented medication adjustments and/or pursued referral recommendations for their loved one (e.g. imaging scan, physical therapist, audiologist, etc.); and 3% said they did “everything” recommended. Clients frequently tell MemoryCare in letters, emails, anonymous comments and conversation that MemoryCare makes a difference. One family member wrote, “I think probably the biggest blessing we have had during this journey is the opportunity to work with the team at MemoryCare. I want to thank you for all your</p>		

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	support and care, the rapid responses, the guidance, the timeline projections, the kindness, the books in the library, the effort all of you made for us. Your organization is nothing short of extraordinary.”		
<b>MountainCare</b>			
Transportation	\$39,458	338 9 857	unduplicated Adult Day clients unduplicated Transportation clients (HCCBG) total units of Transportation (HCCBG)
Comments (Quantity)	MountainCare was unable to add any new transportation clients between August and March due to limited Mountain Mobility service to the center. In the last quarter of the year, rides were approved for 4 additional HCCBG clients and their monthly trips doubled by the end of FY2023. Mountain Mobility made a total of 174 trips to Buncombe Adult Day in June. However, pre-pandemic, they were providing over 650 trips per month to MountainCare. Transportation waitlist clients requested nearly 1,000 monthly trips this year, but 80% of their requests were denied due to limited routes. At least 28 older adults were unable to enroll due to a lack of transportation. MountainCare continues to work with Mountain Mobility to increase service to their Buncombe program.		
Quality and Impact	Transportation clients are more likely to maintain a stable living arrangement than the average Adult Day participant. This year, only one transportation client was discharged within their first year of enrollment, and 93% benefitted from a stable living condition. All nine HCCBG transportation clients remained at home while receiving supportive services, and the average length of enrollment for transportation clients is nearly 5 years. One HCCBG client has been attending Adult Day since 1998; another has been enrolled since 2011. Transportation services make it possible for these individuals to benefit from their program, and without access to rides, many individuals are at risk of unnecessary institutionalization.		
Day Care	\$74,602	338 17 969	unduplicated Adult Day Care clients unduplicated Adult Day Care clients (HCCBG) total units of Adult Day Care (HCCBG)
Comments (Quantity)	In FY2023, MountainCare exceeded its expected number of clients, as well as their projected HCCBG Day Care clients (16). The units of Day Care were slightly less than budgeted (997) because most of their growth occurred in the final quarter. Inquiries and referrals remained consistent throughout the year, but enrollment was slowed by ongoing pandemic-related challenges, including lack of transportation, and hiring direct care staff as census increased. This spring, the daily attendance was the highest it had been since February 2020, and in May the monthly Day Care units increased by over 200%.		
Quality and Impact	Participating in Adult Day allows older adults to continue living at home or with a loved one while receiving community services. Caregivers often report that, without MountainCare’s program, they would need to consider alternative living arrangements. In FY2023, 78% of 169 participants either a) remained enrolled for more than one year, b) enrolled within the last year, or c) remained enrolled until the end of life. Of the individuals who did not benefit from a stable living condition, nearly half discharged due to rapidly declining health, or relocated with their primary caregiver. Only 13 out of 169 participants discharged from Adult Day within one year to move to long-term care.		
Day Health	\$114,138	338 19 1389	unduplicated Adult Day Care clients unduplicated Adult Day Care clients (HCCBG) total units of Adult Day Health (HCCBG)

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Comments (Quantity)	Since January, MountainCare has enrolled 50 additional Adult Day participants, exceeding their goal for the year (230 participants) by serving 338 participants and caregivers. Adult Day inquiries and referrals remained consistent throughout the year, but enrollment was slowed by ongoing pandemic-related challenges, including lack of transportation and the slow process of hiring direct care staff. In FY2023, more than half of our Buncombe Adult Day participants received some form of financial assistance, and 13% of MountainCare's total days of attendance for the year were provided through HCCBG Day Health Funds.		
Quality and Impact	Day Health participants benefit tremendously from regular healthcare monitoring and nursing support while attending MountainCare's program. If a participant experiences cognitive, behavioral, or medical changes, their team provides guidance to caregivers as they navigate these new challenges. When a participant has an unscheduled absence, nursing staff immediately follow up with the family to obtain information regarding the participant's condition. If a medical event or hospitalization occurs, participants and their caregivers receive the support they need to reduce further ER visits and/or readmissions. One in five adults over the age of 65 are hospitalized each year in the United States, and 6% are re-hospitalized within 30 days of discharge. Adult Day's hospitalization rates are consistently lower than the national average, with just 17% of our participants experiencing hospitalization this year, and zero readmissions in FY2023.		
Group Respite	\$7,266	2 54	unduplicated Group Respite client (HCCBG) total units of Group Respite (HCCBG)
Comments (Quantity)	Pre-pandemic, Mountain Explorers served up to 16 individuals per day, three days per week, with 2-3 employees. Group Respite reopened in February 2022, but currently meets just two days per week with one employee and one volunteer serving 6-8 participants per day. In FY2023, most of MountainCare's efforts were focused on increasing staffing and enrollment at their larger Adult Day Program.		
Quality and Impact	Of the 18 individuals who participated in the Mountain Explorers this year, 83% benefitted from a stable living arrangement. Ten have been enrolled for more than one year or enrolled within the year. Another 5 individuals transitioned from Mountain Explorers to their larger Adult Day Program and continue to receive services from MountainCare. Only three participants discharged within 12 months of enrollment, mainly due to significant changes in health preventing them from attending.		
<b>Mountain Area Health Education Center (MAHEC)</b>			
Home-Based Primary Care (HBPC) Outreach Program	\$50,506	13 0 2	unduplicated clients enrolled in full HBPC unduplicated clients enrolled in Medication Management only community engagement events
Comments (Quantity)	Enrollment is dependent on APS referrals, and MAHEC looks forward to supporting and enrolling all participants who are referred. MAHEC met its goal of having two community engagement events in the last 6 months of FY23.		
Quality and Impact	For the grant performance period of 2022-2023, 13 patients were referred to Home Based Primary Care by Buncombe County's Adult Protective Services (APS) or a Community-Based Organization (CBO). Buncombe County APS referred nine patients who were at high risk of neglect and abuse and who lacked a primary care provider (PCP). Since individual enrollment, the program has connected all patients to a Primary Care Physician. The HBPC program continued to provide full-spectrum, team-based care addressing medical and non-medical/social determinant needs. One successful client who has experienced better results from the HBPC outreach program is a 76-year-old client who had been without medical care for several years. Upon establishing with the program, the team worked collaboratively to initiate services with Home Health, Physical Therapy, and Occupational Therapy, and the client was able to start a productive regime of strength training and therapeutic exercises. In addition to connecting the client with a social worker, the HBPC		

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	<p>team was able to collaborate with a community agency to install a ramp and obtain assistance with house cleaning. The client was also connected with a Certified Nursing Assistant to help with self-care. Through the HBPC Outreach Program, they were also able to engage the client in medical and self-management of her treatable chronic conditions, bringing her diabetes and thyroid problems under better control through consistent and regular follow-up with the primary care team. This is just one story of the HBPC Outreach Program's lasting impact on improving inequities and closing gaps in care through the provision of high-quality care to individuals in their homes.</p>		
<b>Mountain Housing Opportunities</b>			
Emergency Home Repair	\$88,318	177 53	total number of unduplicated clients unduplicated clients (HCCBG)
Comments (Quantity)	MHO served a total of 53 households with HCCBG funding. The projected number of households to be served was 66. With the increase of funds available per household, MHO served 13 less than projected. However, more repairs were accomplished in the households served due to more available funds. The remaining 13 households were served with other funding sources.		
Quality and Impact	As of the end of June 2023, 53 households were served through HCCBG funding. Each client is given a satisfaction survey for repairs performed. Through the response to the surveys from the clients, these repairs eliminated threats to health, safety and mobility/accessibility for 53 households served in the time period.		
<b>Buncombe County/Mountain Mobility</b>			
Mountain Mobility General Transportation	\$500,000 total (both programs)	14,002 6,199	total units of service units of service (HCCBG or BC)
Comments (Quantity)	<b>Number of Units of Service Provided.</b> Mountain Mobility General Transportation units of service provided (one-way trip for one eligible customer) were set at a 2022-23 target of 13,871 units. Year-end actual units of service were 14,002 units which reflects 100% of the total units anticipated to be provided in the 2022-23 year. Mountain Mobility ensures continuing service to clients after funds have been exhausted by use of other grant funds and Buncombe County general funds. The provision of units of service (one-way trips) aligns with Aging Plan Goal 3.2 Increase older adults' access to services and supports. <b>Number of Units of Service Provided with HCCBG Funding.</b> At year-end, Mountain Mobility provided 6,199 units of service which represent 100% of total units anticipated to be provided with HCCBG funding.		
Quality and Impact	<b>Mean Distance Between Preventable Accidents.</b> Mountain Mobility identifies mean distance between NTD preventable accidents as a measure of safety. Mountain Mobility measures mean distance between NTD preventable accidents by assessing the total number of miles traveled during the specified period and dividing that by NTD reportable preventable accidents. The 2022-23 target miles for mean distance between NTD reportable preventable accidents is 200,000 miles. The 2022-23 actual miles for mean distance between NTD preventable accidents is 992,010 miles (496% of the target). Mountain Mobility uses a variety of safety policies, programs, procedures, training, and retraining to develop safe driving habits and reduce the frequency of preventable accidents and thus increase the number of miles traveled without a preventable accident.		
Mountain Mobility Medical Transportation	\$500,000 total (both programs)	21,560 12,422	total units of service units of service (HCCBG or BC)

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Comments (Quantity)	<p><b>Number of Units of Service Provided.</b> Mountain Mobility Medical Transportation units of service provided (one-way trip for one eligible customer) were set at a 2022-23 target of 21,557 units. End of year actual units of service were 21,560 units which reflects 100% of the total units anticipated to be provided in the 2022-23 year. The provision of units of service (one-way trips) aligns with Aging Plan Goal 3.2 Increase older adults’ access to services and supports. <b>Number of Units of Service Provided with HCCBG Funding.</b> At year-end, Mountain Mobility provided 12,422 units of service which represent 123% of total units anticipated (10,073 units) to be provided with HCCBG funding.</p>		
Quality and Impact	<p><b>Mean Distance Between Preventable Accidents.</b> Mountain Mobility identifies mean distance between NTD preventable accidents as a measure of safety. Mountain Mobility measures mean distance between NTD preventable accidents by assessing the total number of miles traveled during the specified period and dividing that by NTD reportable preventable accidents. The 2022-23 target miles for mean distance between NTD reportable preventable accidents is 200,000 miles. The 2022-23 actual miles for mean distance between NTD preventable accidents is 992,010 miles (496% of the target). Mountain Mobility uses a variety of safety policies, programs, procedures, training, and retraining to develop safe driving habits and reduce the frequency of preventable accidents and thus increase the number of miles traveled without a preventable accident.</p>		
<b>On Track Financial Education &amp; Counseling</b>			
Silver Dollars Financial Capabilities for Older Adults	\$21,000	358.98 319	hours of service unduplicated clients
Comments (Quantity)	<p>The Buncombe County Aging grant provides access to free tax prep, financial education, and financial counseling for older adults. On Track’s <b>Volunteer Income Tax Assistance (VITA) program</b> is especially popular, connecting older adults in Buncombe County to valuable tax refunds. Over the last year, the average tax client in the Silver Dollars Program was 70 years old and had a total household income of just \$25,142. That makes the \$881 average refund all the more impactful to their older clients who depend on that annual boost. Since tax prep fees typically run from \$200 to \$300 or more for even simple returns, that means that a quarter to a third of clients’ refunds would have been eaten up by fees if not for the free service supported by the generous Buncombe County grant. Other than the tax program, some of the other programs which were most popular with older adults during this grant cycle were: <b>Credit Builder; Budgeting/Money Management; and Debt Reduction.</b> On Track was also excited that older adults worked with them on <b>homebuying</b>: 13 participants (average age 69) completed Homebuyer Counseling, and 9 completed Homebuyer Education (including 3 who participated in both)! Four clients participated in their <b>Secure Matched Savings program</b>, where they complete free financial education and counseling, save \$35 per month for 6 months, and earn \$840 savings matches to create truly robust \$1,050 emergency funds. Success! Robust participation in On Track’s tax program and financial education and counseling programs meant OnTrack <b>exceeded their goals</b> for the number of clients served (159% of the goal - 200) and hours of service provided (166% of the goal - 216).</p>		
Quality and Impact	<p>Money Management /Housing Stabilization Counseling - 85% of counseling survey respondents reported an increase in knowledge, with an average of 84% increase in knowledge! 100% of counseling survey respondents reported that they could modify their basic budget to meet priority living expenses and/or have a realistic plan to meet housing goals. 100% of counseling survey respondents reported that they were” Likely” or “Very Likely” to refer someone to OnTrack! By participating in OnTrack services, clients are more knowledgeable about their housing and financial situation and are equipped with plans and support to progress toward their goals. On Track’s quality measure shows high client satisfaction with the services clients received from their counselors and educators.</p>		



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Pisgah Legal Services			
Elder Law Program	\$70,000	2706.61 588	units of service unduplicated clients
Comments (Quantity)	<p>Between July 1, 2022 and June 30, 2023, Pisgah Legal helped 588 Buncombe County seniors address urgent legal issues affecting their health and safety. This is actually the same number of clients as they served the prior year, but their attorneys are spending an average of more than 50% more time on each case on average. That time doesn't include the more than 700 hours of time also spent by their social worker staff to support the attorneys.</p>		
Quality and Impact	<p>Pisgah Legal aims to secure a positive legal outcome for 90% of their clients. In cases where Pisgah Legal provides representation, they count the number of outcomes with a Win or Mixed outcome, since a Mixed outcome is a partial success. Between July 1, 2022 and June 30, 2023, Pisgah Legal closed 473 cases for seniors in Buncombe County and recorded 1,405 outcomes, an average of nearly three per case. Common outcomes included "Prevented or delayed eviction," "Helped client manage limited resources", "Protected essential property", and "Preserved or maintained housing assistance". Of the 180 cases where PLS provided representation, they only recorded losses in 5 (3%) and achieved a mixed or win outcome in 175 (97%). With support from Buncombe County Aging Services funding, Pisgah Legal was able to help Mary (name changed). Mary reached out to Pisgah Legal in 2021 after she and her husband, both in their 80's, fell behind on their rent. Pisgah Legal attorney Frank Fischer worked to delay the eviction and help the couple apply for financial assistance. They secured enough to pay off the balance and up to six months of future rent. Frank negotiated a resolution to get the eviction dismissed and the lease extended. Though this was a win, the rent on the apartment was still too much for Mary and her husband to afford. Frank referred the couple to the PLS Community Care Response Team of social workers. Kirsten Cole and Judi Schultz spent more than 40 hours helping Mary and her husband find appropriate housing before their lease expired. They also helped the couple access additional supports to help them stretch their limited income.</p>		