OPENING DOORS
SUPPORTING ACCESS TO JUSTICE FOR ALL

2018 Annual Report
Dear Friends of IOLTA,

According to the 2017 Justice Gap report released by the Legal Services Corporation, nationally, 71% of low-income families experience at least one civil legal problem each year. 86% of these civil legal problems received inadequate or no legal assistance. When individuals cannot address their problems by asserting their legal rights, a door is closed — to opportunity and to justice.

Since the first grants were made in 1984, NC IOLTA has opened doors by providing more than $93 million to nonprofit providers of civil legal aid and programs that further the administration of justice. Grantees of NC IOLTA find safety for families experiencing domestic violence, stabilize homeowners faced with the threat of foreclosure, give a voice to children caught up in contentious custody disputes, and address the needs of disaster victims working to rebuild their lives. Significant additional resources are essential to ensure the availability of civil legal aid to all low-income individuals and communities in need.

In the past, funds in lawyers’ trust accounts — either nominal or held for just a short time — earned no interest. Since the establishment of NC IOLTA by the State Bar and Supreme Court in 1983, interest income from lawyers’ general, pooled trust accounts has been sent to IOLTA by the banks that hold the accounts to fund programs for the public’s benefit. Currently, more than 9,200 IOLTA accounts are open at 79 financial institutions in North Carolina.

With your support, NC IOLTA can continue to open doors and close the justice gap, so that more North Carolinians have access to legal assistance.

Thank you for your partnership as we do this work together.

Elizabeth L. Quick
Chair, Board of Trustees

Mary L. Irvine
Executive Director
GIVING OVERVIEW
In 2018, NC IOLTA distributed $1,669,990 in grants through the regular IOLTA grant cycle.

$1,292,875 to fund civil legal aid for low-income individuals

$279,930 to volunteer lawyer programs that engage private attorneys to provide pro bono legal services

$97,185 to advance administration of justice efforts in North Carolina

Other Funding Cycles
In October, NC IOLTA awarded two off-cycle grants to support legal assistance for hurricane victims totaling $226,500. NC IOLTA also continued to distribute funds this year which were received in 2015 and 2016 as part of a settlement between Bank of America and the Department of Justice. In 2018, $1,676,256 was distributed for community economic redevelopment and $1,251,500 for foreclosure prevention.

Administration of State Funding
In addition to grants awarded in 2018, NC IOLTA continues to administer state funding for legal services on behalf of the State Bar as authorized by the NC General Assembly. In 2018, IOLTA administered $1,054,953 for domestic violence legal services and $100,000 for legal services for veterans.

2018 FAST FACTS

Grantee Impact

50,930 Clients served

101,414 Household members impacted

9,211 Seniors served

2,285 Children served

2,346 Veterans served

Pro Bono Engagement

2,439 Pro bono attorneys volunteered with grantee organizations

20,788 Total pro bono attorney hours recorded by grantee volunteers

Bank Highlights

79 Eligible banks

9,251 IOLTA accounts

721 Bank remittance reports processed

16 Bank compliance reviews conducted
2018 GRANTEEES

**Charlotte Center for Legal Advocacy**
- **$68,290** to support civil legal aid in Mecklenburg and surrounding counties
- **$25,460** to support pro bono legal services in Mecklenburg County
- **$108,000** to provide foreclosure prevention legal assistance
- **$184,143** for community redevelopment legal assistance

**Children’s Law Center of Central North Carolina**
- **$17,850** to support child advocacy in high-conflict custody disputes in Guilford and Forsyth Counties

**Council for Children’s Rights**
- **$29,700** to support child advocacy in high-conflict custody disputes in Mecklenburg County

**Disability Rights North Carolina**
- **$37,130** to support the Special Education Juvenile Justice Project to address educational issues for at-risk juveniles with disabilities in North Carolina schools

**Financial Protection Law Center**
- **$126,000** to provide foreclosure prevention legal assistance
- **$200,000** for community redevelopment legal assistance

**Land Loss Prevention Project**
- **$15,300** to preserve land rights for minority and indigent individuals and address issues of environmental concern in North Carolina
- **$111,000** to provide foreclosure prevention legal assistance
- **$200,000** for community redevelopment legal assistance

**Legal Aid of North Carolina**
- **$712,110** to support statewide civil legal aid
- **$211,630** to support pro bono legal services across the state
- **$664,000** to provide foreclosure prevention legal assistance
- **$235,000** for community redevelopment legal assistance

**Mediation Network of North Carolina**
- **$34,475** to support mediation centers and coordination of efforts across the state

**North Carolina Center on Actual Innocence**
- **$10,200** to support advocacy of credible innocence claims across the state

**North Carolina Equal Access to Justice Foundation**
- **$161,100** to provide disaster legal services to victims of Hurricanes Florence and Michael in partnership with Legal Aid of North Carolina

**North Carolina Legal Education Assistance Foundation**
- **$52,510** to assist public interest attorneys across the state with law school loan repayment

**North Carolina Justice Center**
- **$341,700** to support statewide impact litigation efforts and legal services to immigrants
- **$65,500** to provide disaster legal services to victims of Hurricanes Florence and Michael in partnership with Financial Protection Law Center
- **$142,550** to provide foreclosure prevention legal assistance
- **$500,000** for community redevelopment legal assistance

**North Carolina Prisoner Legal Services**
- **$29,170** to protect the rights of jail inmates to safe and humane conditions

**Pisgah Legal Services**
- **$41,625** to support civil legal aid in Western NC
- **$42,840** to support pro bono legal services in Western NC
- **$100,000** to provide foreclosure prevention legal assistance
- **$357,113** for community redevelopment legal assistance
Under federal law, children with disabilities are guaranteed the right to an education. Yet sometimes these children are excluded from their classrooms, maybe because they have displayed challenging behaviors or are unable to effectively participate in the classroom without tailored services and supports.

One of NC IOLTA’s grantees, Disability Rights North Carolina, advocates for children with disabilities, including those who are excluded from school. Their advocacy efforts include attending school meetings, educating parents and teachers, and addressing individual and systemic concerns with school leadership, school systems, and the N.C. Department of Public Instruction.

Last year, the Education Team provided direct legal representation to 40 children and their families and individualized self-advocacy assistance to an additional 16 families. Legal information and referrals were provided to another 125 families. Ultimately, the goal of Disability Rights’ Special Education Juvenile Justice Project is to reduce suspensions, court referrals, and other exclusions from school, keeping kids in the classroom where they have the opportunity to learn and grow alongside their peers.

### GRANTEE SPOTLIGHT

Disability Rights North Carolina: Special Education Juvenile Justice Project

In 2018, NC IOLTA grantees addressed civil legal issues for clients in a range of areas.

<table>
<thead>
<tr>
<th>Category</th>
<th>Cases Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment</td>
<td>112</td>
</tr>
<tr>
<td>Education</td>
<td>241</td>
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<tr>
<td>Health</td>
<td>758</td>
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<tr>
<td>Civil Rights</td>
<td>1,068</td>
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<tr>
<td>Income and Public Benefits</td>
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<tr>
<td>Consumer</td>
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<tr>
<td>Other</td>
<td>4,829</td>
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<tr>
<td>Housing</td>
<td>7,957</td>
</tr>
<tr>
<td>Family</td>
<td>9,220</td>
</tr>
</tbody>
</table>

Total cases closed: 29,177
2018 FINANCIAL INFORMATION

**Income**

- IOLTA Accounts: $3,081,668
- Investment Income: $141,015
- Cy Pres: $2,400
- Other: $65,173

**Total Income:** $3,290,256

**Expenses**

- 2018 Administrative Expenses: $356,118
- 2019 IOLTA Grants: $1,934,500
- 2019 Foreclosure Prevention Grants: $998,000
- 2018–19 Disaster Relief Grants: $226,600

**Total Expenses:** $3,515,218

The financial information provided is a condensed version of NC IOLTA’s audited financials for the year ending December 31, 2018. Contact the IOLTA office for additional financial information.

**PRIME PARTNER BANKS**

NC IOLTA recognizes those financial institutions that go above and beyond the IOLTA eligibility requirements in their commitment to improving access to justice in their communities. Prime Partners are banks that exceed minimal compliance with the eligibility requirements of Rule .1317 to support the NC IOLTA program in its mission to ensure that low-income North Carolinians have access to critically needed civil legal aid.

**Thank you to our Prime Partner Banks for your continued support:**

Albemarle Bank & Trust  
Aquesta Bank  
Bank of Oak Ridge  
Carolina State Bank  
Coastal Bank & Trust  
Pinnacle Financial Partners  
Premier Federal Credit Union  
Providence Bank  
Roxboro Savings Bank  
Union Bank  
Congressional Bank (settlement agent accounts only)
OUR IMPACT
2018 IOLTA income totaling $3.2 million
Funded 15 grants
To provide legal services to more than 50,000 people
Throughout all 100 NC counties

YOUR SUPPORT OPENS DOORS to access to justice for vulnerable people across the state.

NC IOLTA BOARD OF TRUSTEES
Elizabeth L. Quick, Chair
Kerry A. Friedman, Vice-Chair
Anita R. Brown-Graham
Sidney S. Eagles Jr.
Jane V. Harper
Steven D. Michael
Maria Missé
Joseph A. Smith Jr.*
Robert A. Wicker
Edward C. Winslow III

*Term ended August 2018.

NC IOLTA STAFF
Mary L. Irvine, Executive Director
Shannon E. C. Azzi, Account Data Assistant
Bethany G. Farrelly, Program Assistant
Claire U. Mills, Finance Director & Operations Manager
Grantees of NC IOLTA provided the photos used throughout this annual report. Images feature grantee staff and the clients they serve.