Buncombe County Supplemental Aging Funding (BCSAF)
Monitor Report for FY25

Name of the Organization: Eblen Charities

Program Name: Stability for Older Adults

Amount Funded: $18,444.00

Staff Members Present: John Bates, Program Manager and Ruby Eure, Operations Manager

Date: 6/13/25

1. What were your highlights and challenges in accomplishing your program in FY25?
   The highlights were preventing evictions and utility/heating interruptions for older adults, age 60 and above, and connecting older adults to other services/resources in which they were eligible. Providing this stability helped resolve crises and improve wellbeing.
   The main challenge was Hurricane Helene, which delayed helping some clients. Eblen Charities was shut down for two weeks and for about five weeks they were not doing any client services. They would have spent 75% of the funding by October had it not been for the storm. Eblen Charities received funding from the October 26, 2024 Concert for Carolina and used that funding before the rest of the aging services funding since it had no restrictions.

2. How do you determine eligibility for clients?
   Each client is interviewed and must provide a copy of their ID (age eligibility), verification of income (determine 60% of area median income (AMI)), and provide proof of hardship (loss of income, extra expenses, etc.).

3. Has the vendor met the invoice guidelines laid out in the supplier responsibilities in the contract? Is there adequate documentation to support payment?
   Eblen Charities did not meet the invoice guidelines of sending the invoice by the 10th of following month. When invoices were submitted, there was adequate documentation to support payment. **Billie's notes:** I monitor the contracts via Cobblestone (contract management software). In January 2025, I wrote: Eblen Charities has not submitted an invoice since September 2024. The program manager was periodically absent (which wasn't explained to me). There have been leadership changes. The Executive Director, Beth Russo

left in December 2024. In January 2025, Brian Hall started as the Executive Director. Eblen Charities plans to use all of the funding by the end of February 2025.

In February 2025, the final invoice was submitted. There was a math error on the invoice, I contacted John three times to make the correction. The invoice was paid on 5/29/25.

4. BCSAF monitor will review the Scope of Work for the supplier in each contract to make sure each area related to supplier responsibilities is being met. If an area is not, find out the barriers to meeting the guidelines and does the contract need to be amended?

   The Scope of Work was met by Eblen Charities as defined in the contract regarding eligibility of clients (age), ensuring clients were living at or below 60% of the AMI, providing a cap of $1500 per client, providing a list of clients who were served each month with supporting documentation, and ensuring the clients proved hardship.

   At the monitor visit, I was told I would be working with Ruby in FY26. I will follow up and meet with Ruby to explain the requirements of BCSAF funded providers.

5. How can Buncombe County best support your organization as you do the work?

   Continue to provide guidance for the progress reports. Ruby is taking over the invoicing and reporting from John.

6. Review 10% of client files, but no less than 3 client files and/or receipts.

   Client files were reviewed. Eblen Charities is no longer using AdvantEdge for client documentation. They are only using Charity Tracker (case management software), which not only helps with client documentation, but ensures that there is no duplication of services with their community partners. There were 28 clients served. Three client files were reviewed.

   Client files included name, date of birth, address, phone number, assigned identifier number, reason for assistance, amount approved, intake form, interview sheet, ID, proof of income, citizenship, Medicaid recipient or not, veteran or not, funding source, assigned check number for payment assistance, administration fee, etc.

Due to Hurricane Helene, Eblen Charities experienced an increased need for rental and utility assistance due to loss of income for clients. Eblen Charities responded to this demand by increasing the number of caseworkers, temp agency staff, and front desk staff. Eblen Charities also transitioned to a new system of helping clients by scheduling appointments to increase the efficiency and timelines in meeting the current needs. Eblen Charities met their responsibilities related to the Scope of Work and prevented evictions and utility interruptions for older adults, although invoicing was late some months without any explanation.