NC InCK

NC INTEGRATED CARE FOR KIDS

Integrated Care Round: Legal Aid of NC

July 10, 2025: 12:00-1:30 PM

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Agenda

1. Welcome & Grounding
2. Why Legal Aid?
3. Legal Aid of North Carolina
4. A Look Ahead

Grounding for All InCK ICRs & Echos

- **Respect for All**: *There will be topics, situations, or maybe even resources that you as a person have various feelings about. We ask that in these spaces, we all show respect for all, by being supportive, caring, and professional.*
- **Take 2 and Pause**: *Discussion and hearing from you is so powerful, and what we strive for in these spaces. We ask that if you have shared twice, take a pause, to encourage colleagues to take the floor and share as well.*
- **Questions Encouraged**: *If you have a questions please ask, in most cases someone has the same one. Be BOLD and PROUD, ask it! You are always welcome to private chat questions to any member of our team.*
- **Play, Learn, Grow**: *Just like Fisher Price, we want you to enjoy this learning space, learn and grow from/with each topic!*

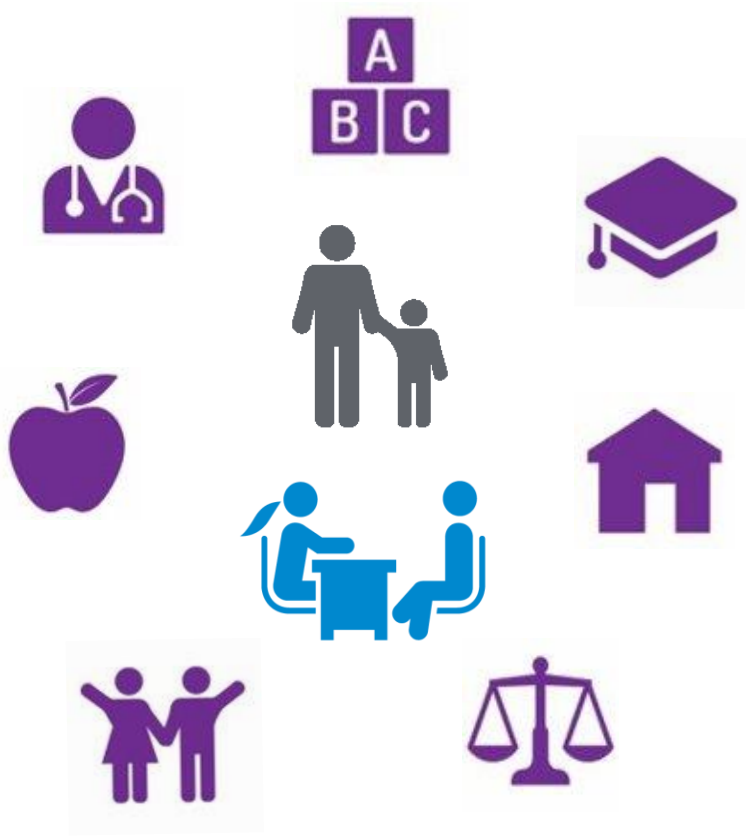


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Why Legal Aid?

A majority of low-income households experience civil legal issues (e.g. consumer issues, housing, health care, etc.) each year. Despite the harm these issues cause, they often cannot afford legal help to resolve these problems.

Families facing eviction are significantly more likely to remain stably housed if they have legal representation.



Legal Aid can support families across a variety of needs such as domestic abuse, housing, education, employment and disaster relief.

Forthcoming Medicaid and SNAP work requirements make it more important than ever to understand how Legal Aid of NC helps clients navigate these changes and preserve their coverage

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Legal Remedies for Social Drivers of Health: An Introduction to Legal Aid of North Carolina

Presentation for NC InCK Integrated Care Rounds

July 10, 2025

Madlyn Morreale, JD/MPH | Erin Bennett, JD/MPH

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Agenda



PART 1: Introduce Legal Aid of North Carolina

- Legal Remedies to address SDOH
- What is Legal Aid of North Carolina?

PART 2: Learn a bit more about our Benefits and Housing work

- Benefits (disability, Medicaid, Food and Nutrition Services)
- Housing (general tips, Fair Housing overview)

PART 3: Tips for helping Families connect with Legal Aid of NC

Part 4: Questions and discussion

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Examples of Potential "Legal Remedies" to Address Social Drivers of Health

Social Drivers of Health	Examples of How Legal Services Can Help
 Safe, Affordable Housing	▪ Prevent improper and illegal evictions and terminations of housing subsidies ▪ Ensure that repairs and services are made to unsafe rental homes ▪ Save homes from foreclosure ▪ Help homeowners and renters displaced by natural disasters
 Family Safety and Stability	▪ Secure protective orders for victims of domestic violence ▪ Assist victims of domestic violence to retain custody of their children ▪ Protect seniors from financial exploitation
 Access to Economic Opportunity	▪ Provide immigration assistance for victims of domestic violence, sexual assault, human trafficking, and other violence ▪ Remove barriers to employment, housing, and other supports for people involved with the justice system ▪ Protect farmworkers' rights to housing and workplace safety, enforce employment contracts ▪ Prevent discrimination in employment, housing, and education
 Food Security, Health Insurance, Access to Other Safety Net Supports	▪ Appeal improper denial, termination, or reduction of safety net support services ○ Medicaid ○ Supplemental Nutrition Assistance Program (SNAP)/Food Stamps ○ Unemployment Benefits ○ Disability Income ○ Veteran's Benefits ○ Disaster-Related Services
 Access to Quality Education	▪ Help children in public schools get the quality education they deserve ▪ Enforce special education rights ▪ Challenge improper school disciplinary actions, including suspensions and expulsions ▪ Protect children from bullying/harassment ▪ Help students experiencing academic failure

Up to 80% of a person's health outcomes can be attributed to social and economic factors … many of which may be remediated by access to legal services

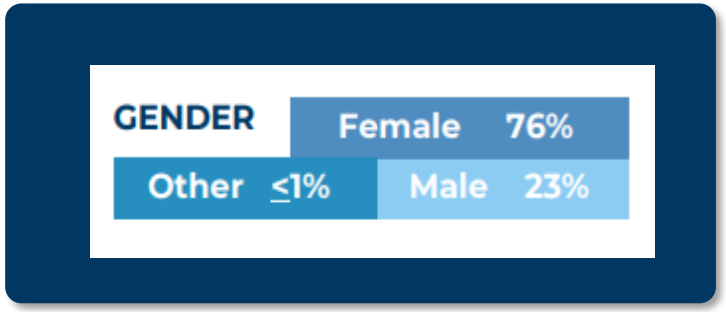
For more information about Legal Aid of North Carolina, please visit our website, https://legalaidnc.org/

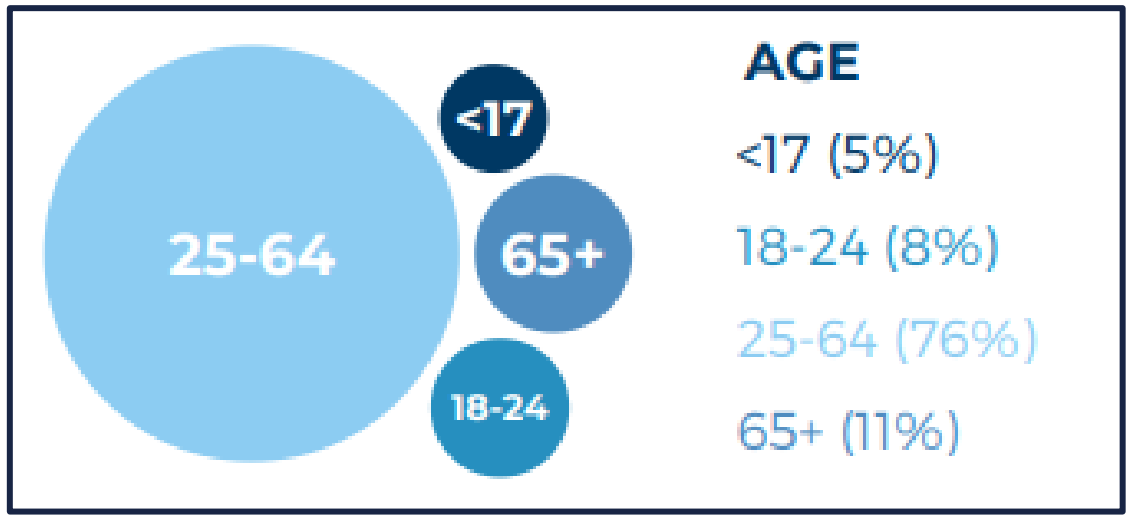
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Who Do We Serve?

$21,635
Average Household Income

69,350
Total Impacted

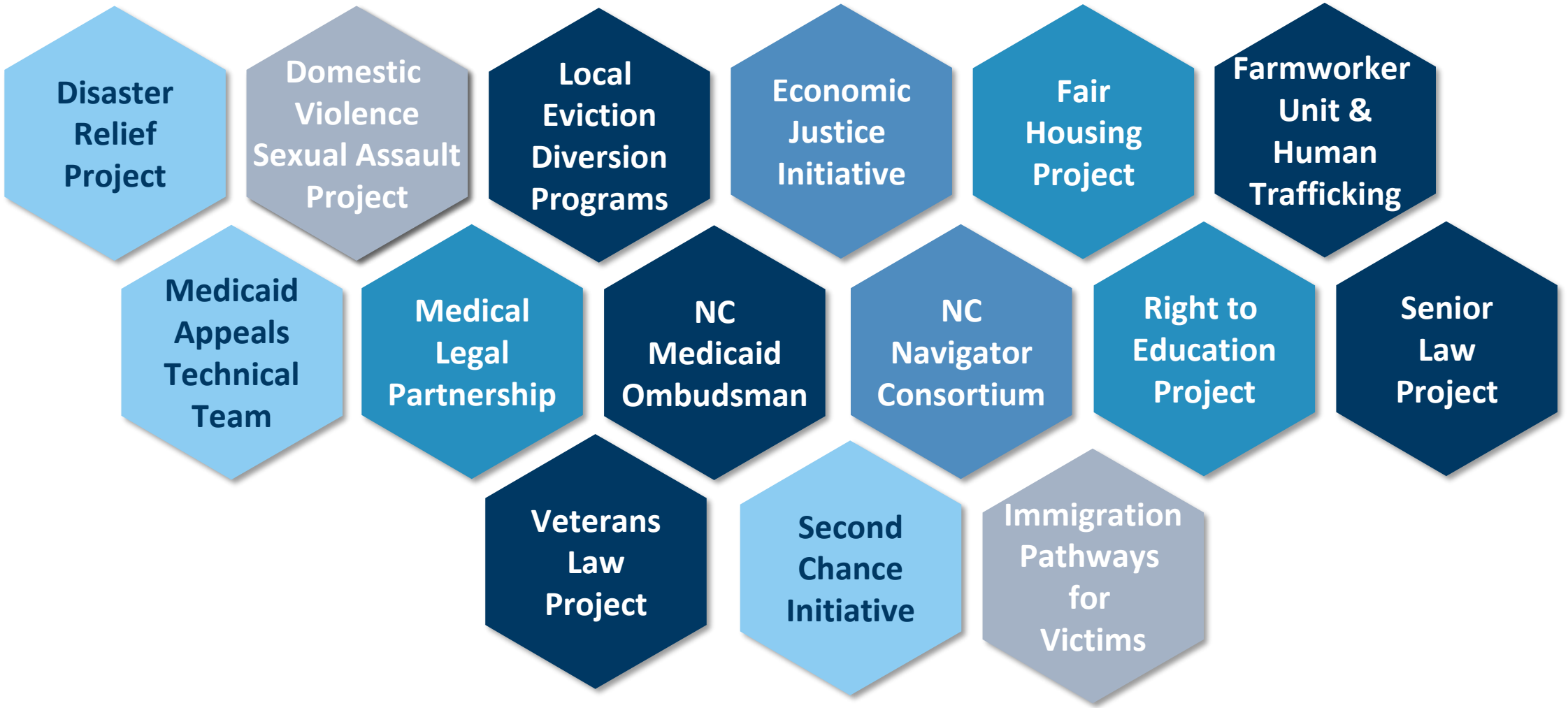




Legal Aid of North Carolina serves all 100 counties in North Carolina. During 2024, we opened more than 27,000 files generating millions in benefits, awards, and savings for our clients.

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We Have Legal Expertise in Many Areas of Law – Examples of Our Special Projects



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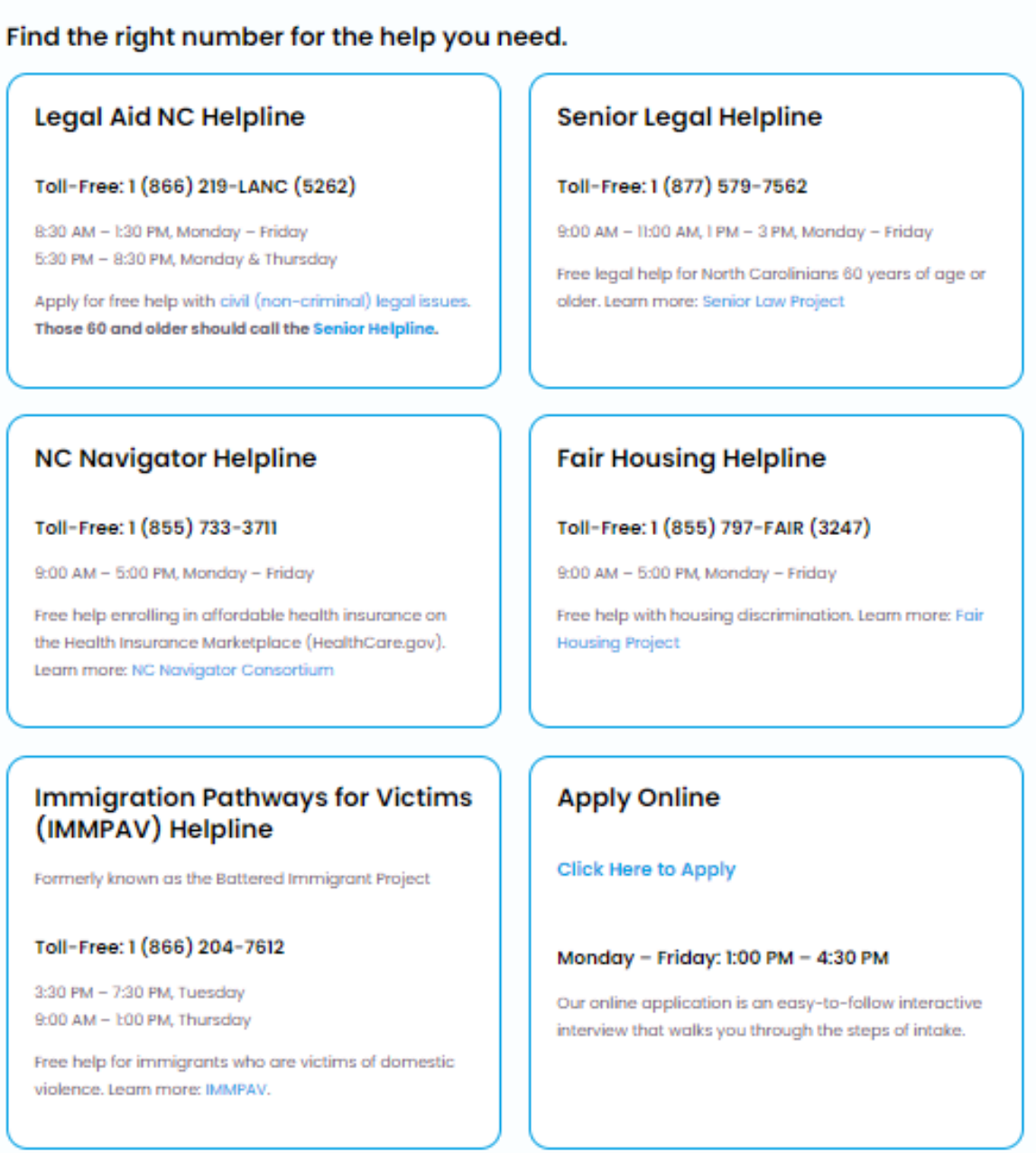
How to Apply for Assistance from Legal Aid of North Carolina?

1. Most people our apply for assistance by calling our Statewide Helpline numbers or by submitting an online application.

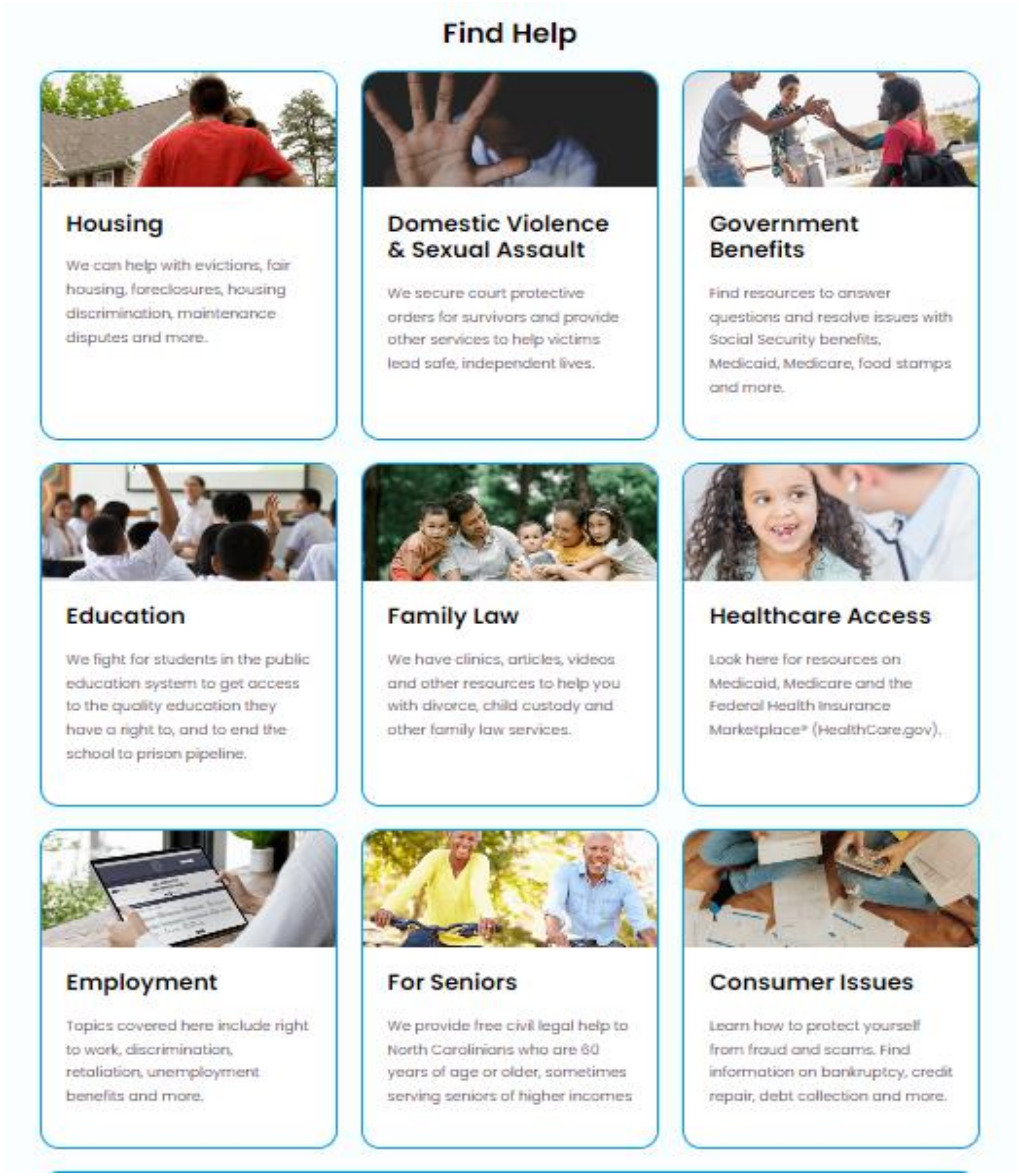
2. Some people are referred directly by health care professionals or community partners.

   This option allows us to "close the loop" with the referring professional/organization, track and report the outcomes, and work together to improve outcomes for patients and clients. Examples such as:

   - Clinics, hospitals, health systems in our statewide, Medical-Legal Partnership (MLP) Program; and
   - Domestic violence agencies.



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SELF-HELP LIBRARY

LISTEN & LEARN
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Free, valuable resources available on our website, https://legalaidnc.org/get-help/

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Legal Aid of North Carolina: Eligibility and Levels of Assistance

ELIGIBILITY CRITERIA FOR CLIENTS*

- Income and assets
- Legal status for most types of services
  - Exceptions
    - Domestic Violence Protective Orders
    - VISA Assistance for Battered Immigrants
    - Human Trafficking

"LEVEL" OR "DOSE" OF SERVICE**

- Advice and Information
- Brief Service
- Litigation
- Administrative Hearings

** Established for each client

* As established by our federal funding agency, Legal Services Corporation

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Public Benefits

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Social Security

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Social Security Disability Benefits

- Social Security Disability benefits are **monthly payments** from the government to people with physical and/or mental disabilities that meet certain criteria.
  - Disabling conditions must be expected to last at least one year or result in death

- Two Types of Social Security Disability Benefits:
  1) **Social Security Disability Insurance (SSDI)** – Adults only
  2) **Supplemental Security Income (SSI)**
     - No work history needed, **children can qualify**
     - Asset limit

✓ **Legal Aid of NC may be able to help with terminations, denials, and reductions in benefits**

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Supplemental Security Income (SSI): How to Apply?

Apply online at www.ssa.gov

Apply on the phone

In person at the local SSA office (appointments are now required)

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SSI Application Process: Things to Know



- Free to apply
- Social Security Administration (SSA) is legally **required to help individuals apply** if they request help and **provide translation services**
- Applicants should give Social Security a complete list of all medical conditions, medications, and names and contact information of all doctors when they apply
- Applicants MUST provide **proof of immigration status** for themselves or their child if they are seeking benefits for their child– take documents to the office in person for Social Security to make a copy (do not mail!)
- It may take months for a written decision to be mailed
- If applicant gets an unfavorable decision, they have 60 days to appeal

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Tips for Health Professionals



- Applicants can request an appeal without a lawyer.
- Legal Aid of NC may be able to help after the applicant receives the unfavorable decision.
- Be aware of what symptoms and limitations SSA will be looking for in the condition listing; then make sure your medical notes capture those
- Document symptoms and limitations
  - Include impacts on Activities of Daily Life (ADLs) and school- or work-related activities
- Make sure your records are submitted to SSA
- Avoid offering an opinion on whether the patient is “disabled,” and focus patient’s symptoms and limitations

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Medicaid and FNS

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Medicaid

Legal Aid of NC primarily assists with Medicaid appeals

Through our Navigator Program, Legal Aid of NC **can** assist with applications

Legal Aid of NC is also involved in other programs related to connecting Medicaid enrollees with SDOH-focused benefits

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Food and Nutrition Services (FNS)



Also known as the **Supplemental Nutrition Assistance Program (SNAP)** or Food Stamps



This program provides low-income households with money each month to help them purchase food. The money is placed on a reusable EBT card and it can only be used to purchase food.



To be eligible, you must

(1) Have an eligible immigration status; and

(2) Meet income rules



For some people, there are also work requirements



Legal Aid of NC may be able to assist with terminations, denials, and reductions of benefits

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Application Process

Ways to Apply

- In-person
- Mail
- Online through ePASS

Every applicant has the right to file an application on the same day they visit DSS during office hours.

Individuals who are denied benefits have the right to appeal.

Things to Bring:

- Required Verifications: Identity; Citizenship/Immigration Status; Household Size/Composition; Social Security Number for those applying; Income --determines **ELIGIBILITY**
- Recommended Verifications: Utility expenses; mortgage/rental expenses; property taxes and insurance; medical expenses for the aged and disabled; legally obligated child support payments; and childcare expenses--determines **BENEFIT LEVELS**

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NC Navigator Consortium

The path to finding affordable health coverage can often feel like a maze. That's why we're here. The NC Navigator Consortium works with you to choose the right coverage through the Healthcare Marketplace® at HealthCare.gov outside Open Enrollment only if you qualify for a Special Enrollment Period. Remember, if you're eligible for **Medicaid**, we can help you apply year round. Our partnership provides clarity, guidance and peace of mind for those seeking FREE, unbiased help. Get on the path to finding quality, affordable health insurance with no pressure.

Seeking health coverage is a big step. We'll help you take the next one.

Health coverage through the Healthcare Marketplace® at Healthcare.gov ensures that your medical expenses will be fully or partially covered by healthcare providers, hospitals and urgent care facilities that accept your plan.

Finding coverage for you and your family depends on several factors, such as how much money you make or whether you have a job that offers it. Finding coverage that **covers what you need for a cost you can afford** can be confusing, but that's why we're here.

* **You can shop for a policy directly on the Marketplace, but it's a good idea to get help.**

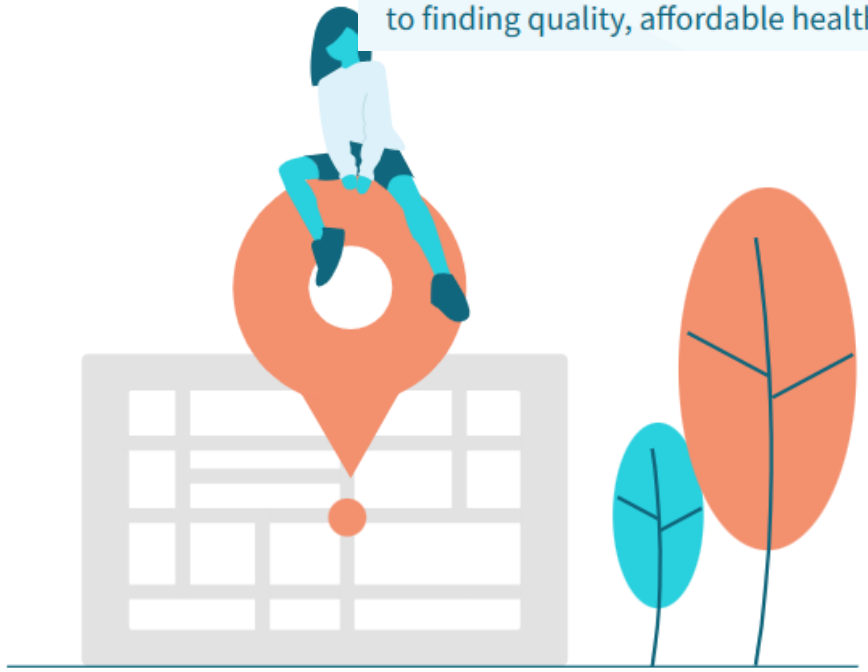


Image is screenshot from NC Navigator, NC Navigator – Affordable Health Coverage: Let's Find It Together

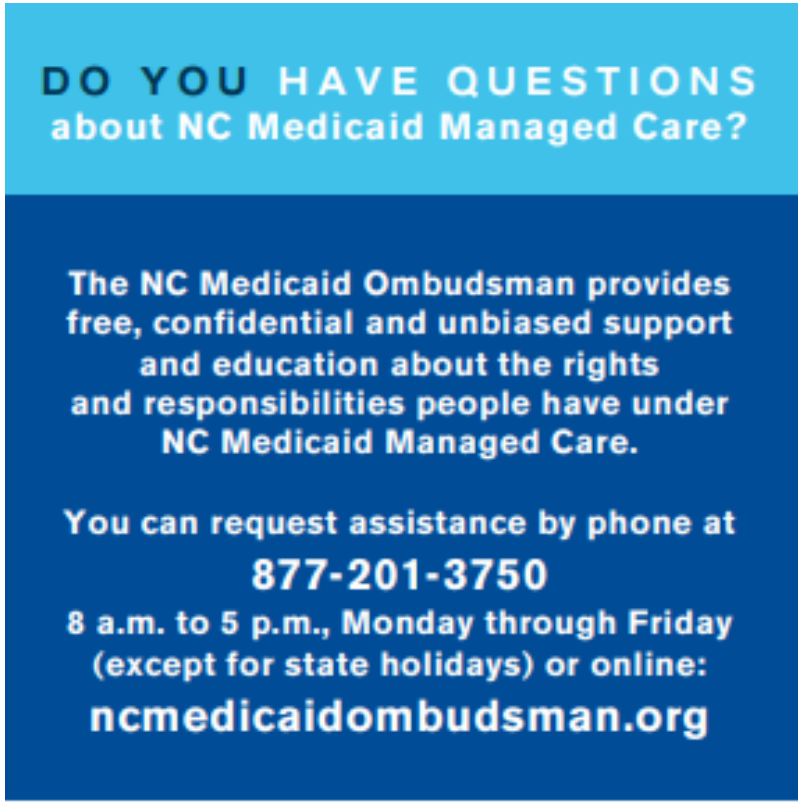
NC Medicaid Ombudsman

NC MEDICAID OMBUDSMAN KEY SERVICES

The NC Medicaid Ombudsman provides education and advocacy to Medicaid beneficiaries whether they are in NC Medicaid Managed Care or NC Medicaid Direct. The NC Medicaid Ombudsman also provides issue resolution for NC Medicaid Managed Care members.

- **INFORMATION AND EDUCATION** to inform beneficiaries of their rights and to help answer questions over the phone, website, email, by mail and in person. The NC Medicaid Ombudsman operates as a "no wrong door" information and education access point for all Medicaid beneficiaries and their families.
- **REFERRALS** to support beneficiaries' access to care in collaboration with other resources including state agencies, NCDHHS partners, community-based advocacy groups and legal service organizations. The NC Medicaid Ombudsman staff understand the services provided by other entities that assist Medicaid beneficiaries including health plans, NC Medicaid Enrollment Broker and local DSS agencies so that beneficiaries are referred to the right resource.
- **ISSUE RESOLUTION AND MANAGEMENT** to serve as the central resource to resolve issues within the NC Medicaid Managed Care delivery system. The NC Medicaid Ombudsman provides a warm hand-off when there is a need to transfer a beneficiary to an external resource in the process of issue resolution.
- **TREND MONITORING** to identify trends or systemic issues in NC Medicaid Managed Care performance. The NC Medicaid Ombudsman provides NCDHHS with strategic solutions to assist the health plans, NC Medicaid Enrollment Broker and NCDHHS to address potential systemic issues across managed care.

Image is a screenshot from NC DHHS,
https://medicaid.ncdhhs.gov/documents/county/county-playbook/ncmt-fact-sheet-nc-medicaid-ombudsman/download



NC MEDICAID OMBUDSMAN

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Housing

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Legal Aid of NC's Housing Work



Legal Aid of NC helps North Carolinians live in safe and affordable homes.

- For families who rent, Legal Aid of NC can help:
  - Challenge improper evictions
  - Challenge terminations of their housing subsidies (e.g., Section 8 housing vouchers)
  - Ensure that landlords comply with federal, state, and local laws to keep a property safe and in good repair
- For families that own their homes, Legal Aid of NC can help:
  - Retain ownership of homes by fighting foreclosures
  - Support access to home repair support after natural disasters
  - Retain housing security by fighting improper evictions from mobile home lots
- Legal Aid of NC also assists clients who experience housing discrimination based on race, disability, familial status and more.

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Housing Conditions: Landlords' Responsibilities



A Landlord SHALL:

1. Make all repairs and do whatever is necessary to put and keep the premises in fit and habitable condition
   - This duty includes pest extermination
2. Comply with applicable building and housing codes
3. Maintain electrical, plumbing, sanitary, heating, ventilation, air conditioning, and other appliances in good and safe working order
   - If something is installed when the tenant rents the home, the landlord must maintain it and keep it working order
4. Install/provide working smoke detectors, carbon monoxide detectors
5. Keep common areas safe
6. Repair or remedy **imminently dangerous conditions** – see next slide

Landlord Not Making Repairs? (Continued)

A Landlord <u>SHALL</u>:

- <u>Repair</u> or <u>remedy</u> an "<u>imminently dangerous condition</u>"
  - Within a reasonable period of time
  - Based on the severity of the condition
  - After acquiring actual knowledge or receiving notice
  - However, a landlord may recover from the tenant actual and reasonable costs of such repairs that are the fault of the tenant

<u>12 "Imminently Dangerous Conditions</u>

1. Unsafe wiring
2. Unsafe flooring or steps
3. Unsafe ceilings or roofs
4. Unsafe chimneys or flues
5. Lack of drinkable (potable) water
6. Lack of operable locks on all doors to outside
7. Broken windows or lack of operable locks on all windows on ground floor
8. Lack of heat for all living areas
9. Lack of an operable toilet
10. Lack of an operable bathtub or shower
11. Rat infestation as a result of defects in structure
12. Excessive standing water, sewage, or flooding problems caused by plumbing or inadequate drainage that contribute to mosquito infestation or mold.

What is the Tenant Responsible For?



- Keep the premises as clean and safe as the conditions of the premises permit and cause no unsafe or unsanitary conditions in common areas;
- Inform the landlord about needed repairs and services;
- Make requests for repairs in writing UNLESS it is an emergency;
- Dispose of garbage and waste in a clean and safe manner;
- Keep plumbing fixtures as clean as their condition permits;
- Not deliberately or negligently cause damage to the premises; AND

NORTH CAROLINA LAW DOES NOT ALLOW A TENANT TO UNILATERALLY WITHHOLD RENT

N.C. GEN. STAT. 42-44(C) - THE TENANT MAY NOT UNILATERALLY WITHHOLD RENT PRIOR TO A COURT SAYING THEY CAN DO SO.

- If a tenant withholds the rent, they run the risk that their landlord will successfully be able to evict them.

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A Tenant's Primary Legal Remedy: Rent Abatement



Once a tenant has put a landlord on notice of the need for repairs (preferably in writing), has photographed/video recorded the issues with the home, and has waited a reasonable amount of time for the landlord to make repairs, it may be time for them to take their landlord to court.

Rent Abatement – a legal action in which a tenant asks a court to refund some or all of the rent money they paid to the landlord after the landlord knew that the repairs were needed.

- A tenant can get the court to order a landlord give the tenant back some or all of the rent they have paid while the place was in a state of disrepair; AND
- Set a rate of rent lower than what was agreed to until all of the necessary repairs are made.
- **Note:** Generally, the court is not going to order a landlord to make specific repairs, BUT might in certain instances, especially if imminently dangerous conditions are involved.

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A Very Quick Overview of Legal Grounds for Eviction



In order to evict a tenant, a landlord must follow a specific court process (called "Summary Ejectment") and obtain court order. Landlords and tenants cannot agree to not use this court process.

Landlords have only four legal grounds for eviction

- **Nonpayment of rent and proper notice given**
- **When a tenant says after the lease has ended and proper notice given (notice requirements vary by type and term of the lease)**
- **Breach of lease term that specifically allows for repossession (unless the lease has a specific forfeiture provision) and the landlord has demanded possession of the property**
- **Certain criminal activities**

Self-Help Evictions are Prohibited

Self-help evictions are those that do not follow the legal Summary Ejectment process. Examples may include:

- **Disconnection of water, gas, electricity;**
- **Changing locks;**
- **Padlocking;**
- **Removing doors; and**
- **Using threats.**

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Retaliatory Eviction is Prohibited!

Tenants cannot be evicted for the following protected activities:

- Complaints to the landlord about repairs;
- Complaints to a government agency about landlord's alleged violations;
- Issuance of formal complaint by a government agency to the landlord regarding the premises
- A tenant's exercise of rights under the lease or federal or state law; and
- A tenant's attempt to organize, join, or become involved with any organization promoting or enforcing tenants' rights.

This defense may be successful if the landlord's eviction action was "**substantially" in response to** (not the sole reason) a tenant's protected activity **within 12 months prior to filing**.

However, the landlord may prevail **if the reason for eviction is that tenant has failed to pay rent or breached a provision of the lease** (for which the tenant may be evicted) or if another statutory exception applies.

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Timeline for Evictions

File

- Landlord will go to the courthouse
- Landlord will file a "Complaint in Summary Ejectment" against Tenant

Summons

- Tenants will receive a "Summons"
- Tenants will receive a copy of the "Complaint in Summary Ejectment"

Hearing

- Hearing in Small Claims court in front of magistrate
- Tenant may request a "Continuance" of up to five days (with Landlord's consent)
- A "Continuance" allows the Tenant more time to request rental assistance and/or legal representation
- Landlord and Tenant present evidence
- Magistrate announce a judgement OR will take the matter under advisement and issue a decision in the coming days

HEARING

Usually held 7-10 days after Complaint is filed but can be faster or shorter

TIP: If magistrate takes a case under advisement, it is often a good idea to call the courthouse regularly after the hearing to ask if a decision has been made.

CONTINUANCE

Note: It is up to the magistrate to decide whether or to grant the continuance.

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Fair Housing

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Who Is Protected by the Fair Housing Act?



State and federal fair housing laws **prohibit discrimination** in housing on the basis of:

- Race
- Color
- Sex
- National origin
- Familial status (families with children)
- Disability
- Religion

Photo by Clay Banks on Unsplash, accessed 03-24-2024

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Discrimination on the Basis of Race or Color

- Different Treatment Based on Race and/or Color
- Race Harassment
- Criminal Background Screening
  - Criminal justice involvement itself does not make a person a member of a protected class under the Fair Housing Act
  - However, criminal justice involvement can be a proxy for other types of discrimination (i.e., racial) that would violate the Fair Housing Act



Photo by Chayene Rafaela on Unsplash, accessed 03-24-2024

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Criminal Justice Involvement and Fair Housing

A landlord's criminal background screening policies and how the landlord applies the policies **may constitute unlawful discrimination if it:**

"has a **disparate impact** on individuals of a particular race, national origin, or other protected class,"

AND

"it is **not necessary to serve a substantial, legitimate, nondiscriminatory interest of the housing provider**, or if such interest could be served by another practice that has a less discriminatory effect."

Exclusions based solely on arrest are not permissible

- Arrest records not proof of past misconduct. They only show someone suspected another person of an offense
- Often incomplete
- Unreliable to assess potential risk to safety or property

Possible exception: pending charges/Deferred w/ guilt

Exclusions based on convictions

- Blanket prohibition based on conviction not permissible
- Tailored policy (excluding people w/ certain types of convictions) may be permissible if it considers:

1. Nature of offense
2. Severity of offense
3. Amount of time that has passed since conduct

Landlord must equally screen

- Screening only African Americans or people who "look suspicious" is a FH violation
- If Latino tenant w/ conviction for X offense is excluded, white applicant w/ same history should also be excluded

HUD Office of General Counsel, *Guidance on Application of Fair Housing Act Standards to the Use of Criminal Records by Providers of Housing and Real Estate-Related Transactions* (April 4, 2016)

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Gender Discrimination



Photo by Nadine Shaabana on Unsplash, Accessed 03-26-2024

Discrimination on the basis of **gender** is unlawful under the Fair Housing Act.

- Sexual harassment by a landlord is a form of gender discrimination.
- Discrimination against survivors of domestic violence can also constitute gender discrimination.
- A 2021 HUD memorandum added discrimination based on gender identity and sexual orientation

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National Origin Discrimination

- It is illegal to discriminate because of a person's birthplace, ancestry, culture or language
  - Can be a violation even if a housing provider does not know exactly where or is mistaken about a person's national origin
- Likely national origin discrimination if a landlord treats tenants differently because:
  - They speak with an accent or
  - They speak a different language

- **Language-related housing policies** and their justifications are carefully scrutinized.
  - Refusing to negotiate with applicants/tenants who speak languages other than English when the person has an interpreter or can speak enough English to interact with landlord
  - Property-wide bans on speaking non-English languages
  - Accepting only some non-English languages
  - Only offering units near other people who speak the same non-English language
- Pattern of unequal treatment in making repairs
- Prohibiting tenants from cooking certain foods because of possible smell

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Familial Status Discrimination

The Fair Housing Act prohibits discrimination on the basis of **familial status**.

Familial status includes:

- Families with children under the age of 18,
- Pregnant persons, and
- Any person in the process of securing legal custody of a minor child (including adoptive or foster parents)

Examples of familial status discrimination include:

- Refusing to rent to families with children
- Evicting a family once a child joins the family
- Making families with children live on certain floors or in certain parts of the complex



Photo by Hu Chen on Unsplash, accessed 03-25-2024

Discrimination Against Families with Children, U.S. Department of Housing and Urban Development (HUD)
https://www.hud.gov/program_offices/fair_housing_equal_opp/discrimination_against_families_children

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Disability Discrimination

- FHA protections apply to individuals who have disabilities **or who are associated with** people with disabilities.
- People who are regarded as disabled or have a record of a disability are also protected.
- Under the FHA, a disability is a physical or mental impairment that **substantially limits one or more major life activities**, such as walking, seeing, hearing, speaking, learning, working, caring for oneself.



Photo by CDC on Unsplash, accessed 03-25-2024

Examples of potential discrimination:

- "Since you use a wheelchair, you need additional insurance to rent that unit."
- "You have to pay a pet fee for your service animal."
- "You aren't allowed to install grab bars in the shower."
- "We don't ever assign parking places for anyone. It's first come-first served."

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Reasonable Accommodations and Reasonable Modifications

Under the FHA, people with disabilities may make requests for changes in rules, policies, or structures as accommodations for a disability.

- There must be a clear **nexus**, or connection, between the requested accommodation or modification and the person's disability.

A **reasonable accommodation** is a change in a rule, policy, practice, or service that allows a person with a disability to have an equal opportunity to use and enjoy a dwelling. Examples may include:

- Allowing a service or assistance animal, despite a no-pet policy
- Allowing a tenant to have a live-in aide who is not on the lease to assist with daily care
- Assigning a reserved parking space to a tenant with a mobility impairment, even if parking is typically "first come/first served"

A **reasonable modification** is a physical change to a unit or common area that allows a person with a disability to fully use and enjoy the premises.

- Generally, the person requesting the modification is responsible for the cost of the requested modification **unless the housing is subsidized.**
- Examples may include:
  - Installing a ramp
  - Installing grab bars in the bathroom
  - Widening doorways
  - Installing lever door handles

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Gender Discrimination – Survivors of Domestic Violence

- The **Fair Housing Act (FHA)** protects survivors of domestic violence from discrimination in housing
- Examples of possible FHA violations:
  - Landlord terminates lease or evicts due to domestic violence incident
  - Housing agency terminates housing subsidy of female tenant due to property damage caused by male abuser
  - Refusing to rent to female tenant b/c of history of property damage caused by male abuser
  - Landlord terminates lease of female tenant due to number of 911 calls or calls for police assistance related to DV ("criminal activity")

- The **Violence Against Women Act (VAWA)** provides tenants and survivors of domestic violence with additional legal protections.
  - Protects against evictions and housing subsidy terminations related to domestic violence
  - Provides for safety transfers for survivors of domestic violence and sexual assault
  - Allows housing authority/landlord to take perpetrator of domestic violence off the lease
  - Spells out rules for how victim can "prove" domestic violence, dating violence, stalking and sexual assault.
  - **Note:** VAWA protections apply to tenants in subsidized tenancies like Public Housing, Section 8 (project-based and tenant-based), LIHTC properties, and USDA RD housing.

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Gender Discrimination – Sexual Orientation and Gender Identity

- Gender discrimination includes discrimination on the basis of a person's sexual orientation or gender identity.
  - On February 11, 2021, HUD issued a memorandum recognizing the systemic discrimination in housing against LGBTQ+ individuals.
  - The memorandum declared:
    - Protections against sex discrimination under the federal FHA includes discrimination because of sexual orientation or gender identity
    - Effective immediately HUD would investigate administrative complaints alleging discrimination based on gender identity or sexual orientation



Photo by Nick Karvounis on Unsplash, accessed 03-27-2024

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Here Are a Few Examples of What Legal Aid Can Do!

Landlord Repairs/ Unsafe or Unhealthy Housing Conditions

Examples of What a Patient Might Say to You	Examples of How Legal Aid Might Help
"The landlord won't pay someone to get rid of the cockroaches." "Every time is rains, water leaks through the roof into my bedroom." "The heater went out and my landlord hasn't fixed it." "The landlord promised to repair the air conditioner and fix other things before I moved in, but now, six months later, the landlord still won't fix those things."	• Review the lease, relevant laws, and program rules. • Advise the client about the landlord's legal obligations to provide "fit and habitable" housing. • Identify potential legal options and advise the client about the types of legal claims they may have against landlord and how to pursue those claims. • If the client needs more than legal advice, assist the client for negotiation and/or legal representation.

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Here Are a Few Examples of What Legal Aid Can Do!

The Eviction Process

Examples of What a Patient Might Say to You	Examples of How Legal Aid Might Help
"My landlord told me I need to be out of the apartment by the end of the month or he'll evict me." "I fell behind on the rent and my landlord has filed court papers. I just got them the other day." "My landlord failed to make repairs so I stopped paying rent. Now I have court in a few days." "I went to court a few days ago and the magistrate said I have ten days to move."	• Review the lease, relevant laws, and any applicable program rules that may impact the landlord's ability to pursue an eviction. • Advise the client about applicable lease provisions and how they might be important in any upcoming eviction hearing. • Identify potential legal defenses for an eviction hearing and advise the client about the types of legal claims they may have against landlord and how to pursue those claims. • Advise the client about the eviction timeline, including any appeal deadlines, so that they have a better understanding of the timeframe they are working with. • If the client needs more than legal advice, assist the client for negotiation and/or legal representation.

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Here Are a Few Examples of What Legal Aid Can Do!

Fair Housing

Examples of What a Patient Might Say to You	Examples of How Legal Aid Might Help
"My landlord says I have to pay a pet fee in order to have my service animal in my apartment. " "My application for housing got denied because I was arrested a few years ago but those charges got dismissed." "I've asked my landlord to allow me to have an assigned parking place close to my building due to my mobility issues, but he said no."	• Advise the client about fair housing laws, including the landlord's obligation to provide a **"reasonable accommodation"** and/or **"reasonable modification."** • Explain to the client how best to request a **"reasonable accommodation"** or **"reasonable modification."** • Advise the client about who is financially responsible for paying for a **"reasonable modification."** • Walk the client through the process of filing a fair housing complaint with the Department of Housing and Urban Development (HUD) and/or the North Carolina Human Relations Commission (NCHRC). • If the client needs more than legal advice, assist the client for negotiation and/or legal representation.

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Tips for Applying for Help from Legal Aid of NC

- Gather all paperwork related to the legal problem
- Pay special attention to anything with dates or deadlines
- Be ready to answer questions about income and benefits
- Be prepared to share the name of the adverse party
- Reminder: Legal Aid of NC is a **free** service
- Reminder: Legal Aid of NC is a **confidential** service
- Legal Aid uses Language Line to assist non-English speaking applicants
- Call the helpline when you have time to speak for about an hour

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Questions?

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Thank you for your time!!

A Look Ahead

Reminder: Request a certificate of attendance for today's ICR at this link

Upcoming NC InCK Events:

Integrated Care Rounds:
Thursday, September 11th: 12:00 pm – 1:30 pm

Please contact Josie Hatley if you need the invitation for the ICR/Echo series.

Kindergarten Enrollment!

Working with any children who will be **5 on or before August 31, 2025?** Help families stay on track of enrollment and vaccination needs to ensure a successful transition to elementary school!

Alamance	Durham	Granville	Orange Chapel Hill-Carrboro	Vance

Related Events:

Countdown to Kindergarten | Durham Public Schools | Durham County
Tuesday, July 8, 2025 | 6:00–8:00 PM | Museum of Life and Science, 433 W Murray Ave, Durham, NC 27704 | DPS representatives and local partners will be present. **RSVP required**: Email Shewahn Lee

Kindergarten Summer Bridge Program | Granville County Schools | Granville County
July 21–24, 2025 | 4-day jumpstart experience to help rising kindergartners transition into school. Bus transportation provided. **Register here by July 7**

2025–2026 Enrollment Summer Bash | Vance County Schools | Vance County
Wednesday, July 16 & Wednesday, July 30 | 8:00–11:00 AM & 2:00–5:00 PM | Center for Innovation – Atrium, 219 Charles Street, Entrance 3 | On-site enrollment support, backpack giveaway, and “Color Me Ready” kits for rising Pre-K and Kindergarten students.