

# Driver's License Restoration Program & Debt Relief Pilot Project

## Overview

**Department Division:** *Justice Services*

**Contract Name:** *FY23 SJC Debt Relief Pilot*

**Supplier Name:** *Pisgah Legal Services*

**Funding Source:** *Safety + Justice Challenge Grant*

**Contract Period:** *October 1, 2022 through June 30, 2023*

**Reporting Frequency:** *Quarterly*

**Contract Synopsis:** The SJC Debt Relief Pilot program focuses on driver's license restoration. The Driver's License Restoration Program is an initiative by Pisgah Legal Services that assists participants who meet established income/eligibility guidelines by compiling relevant information and formally assisting participants throughout the driver's license restoration process.

Driver's license restoration can help improve an individual's eligibility for employment, higher wages, childcare stability, access to healthcare, and can help avoid further involvement in the criminal justice system. The funds are used to pay remaining Department of Motor Vehicle fines or fees allowing for formal restoration.

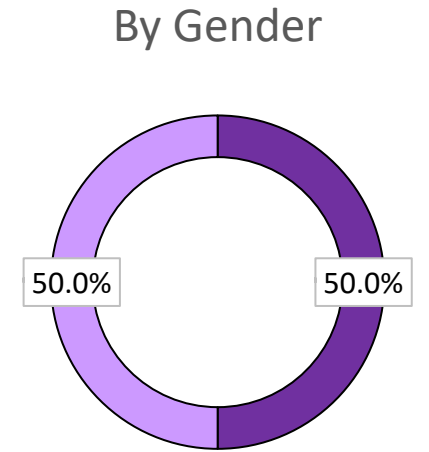
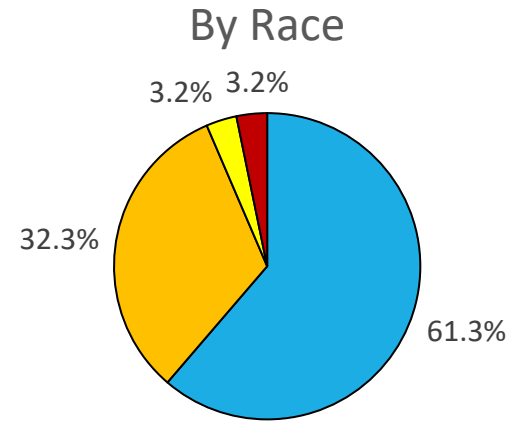
### **Reporting Highlights:**

- *26 individuals were assisted during reporting period*
- *32.3% either obtained a new driver's license or were eligibility to reapply for driver's license while 67.7% were awaiting results*

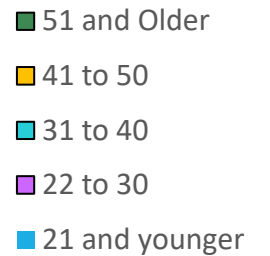
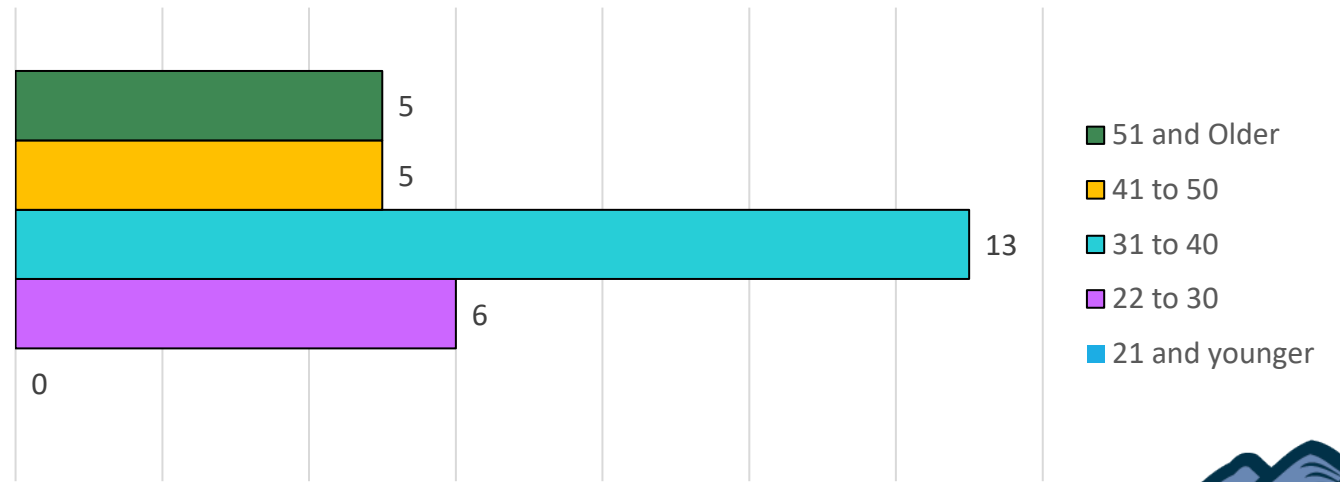


# Customer Demographics

- Utilized contract funds to assist in the process of Driver's License restoration for 30 individuals
- 61.3% (19) identified as White while 32.3% (10) identified as Black or African American
- Females accounted for 50.0% (15) while 50.0% (15) were male
- Age groups most represented are 31- to 40-year-olds (43.3%) and 22-to-30-year-olds (23.3%)

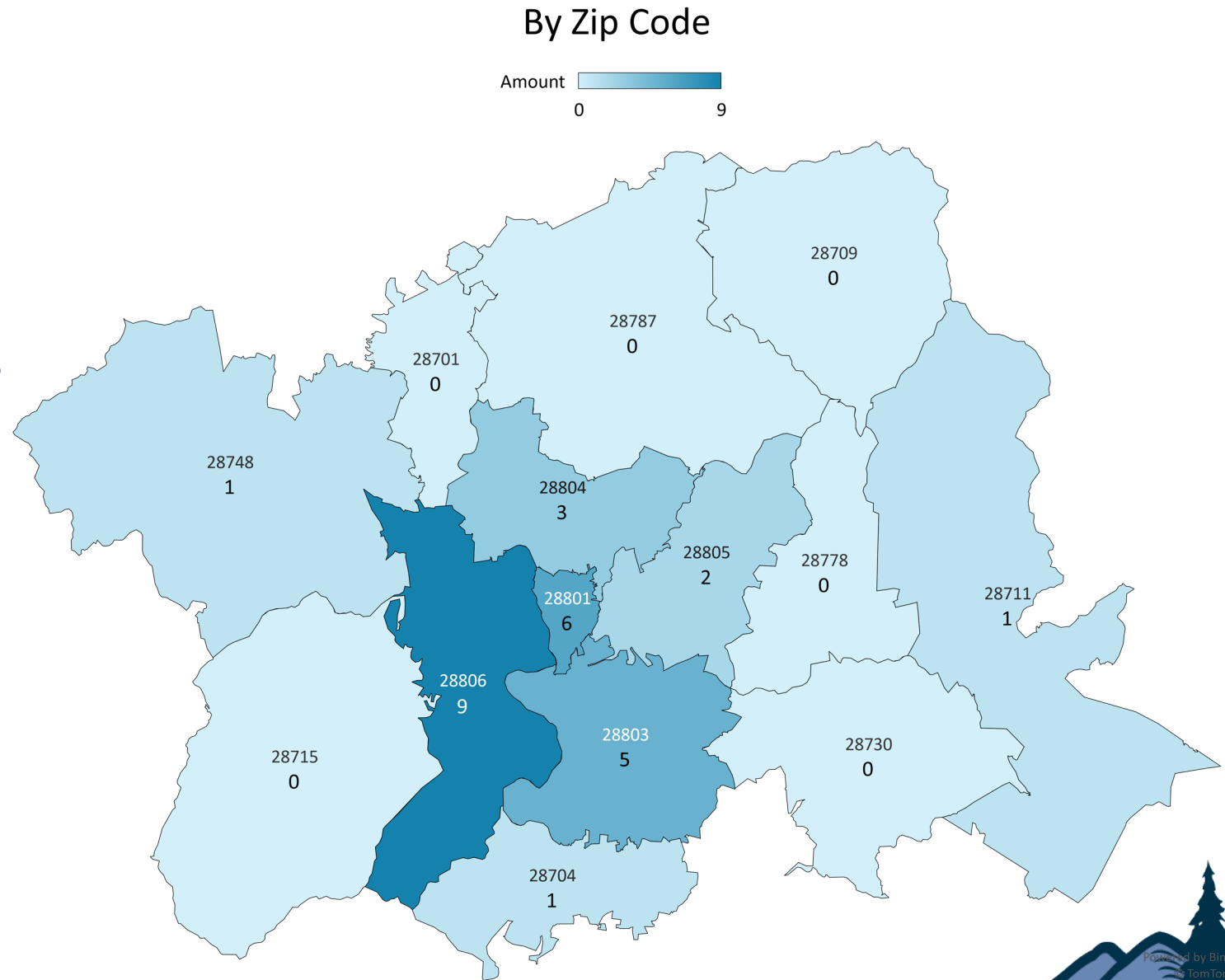


### By Age Group



# Customer Demographics (continued)

- 32.1% (9) of the eligible individuals reside in 28806. 21.4% (6) of the eligible individuals reside in 28801. 17.9% (5) of eligible individuals reside in 28803

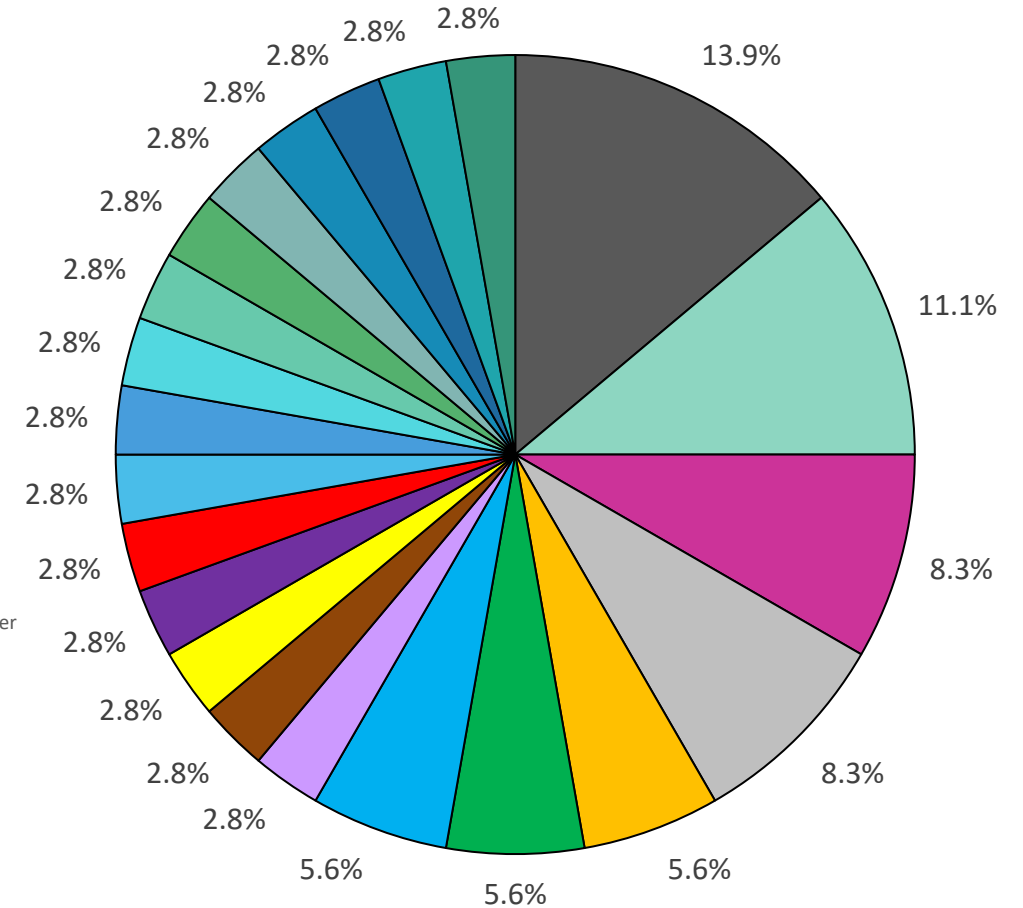


# Contract Resource Allocation

- Total program financial cost: \$15,115.09
- Average cost per individual: \$431.86
- The top 3 referral sources were 13.9% (5) Word of Mouth referrals while Supportive Housing referrals were 11.1% (4) and Existing PLS client referrals and RHA Mary Benson referrals accounted for 8.3% (3) each

- Word of Mouth Referral
- Supportive Housing
- Existing PLS Client
- RHA Mary Benson referral
- Friend
- JRC
- VTC
- 211 referral - previously rcvd addl financial aid
- Comprehensive Tx Center
- Dentention Center Flyer
- Interdisiplinary Representation Program Social Worker
- Ministry of Hope
- Operation Gateway
- PLS walk-in
- Re-entry Provider
- referral source UNK, CL paid hearing fees

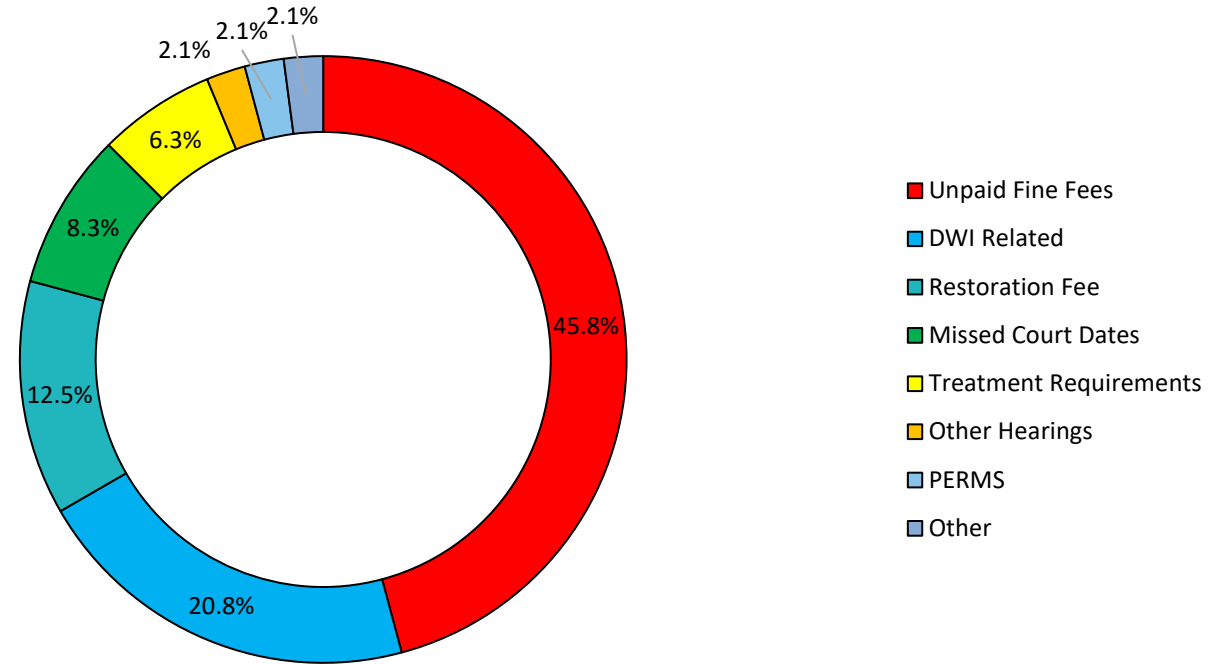
Referral Source



# Contract Resource Allocation

- The nature of the charges / suspension during this reporting period was overwhelmingly due to unpaid fines / fees (45.8%) followed by DWI Related (20.8%) and Restoration Fees (12.5%)
- Successful outcomes, measured by obtainment of new driver's license or the eligibility to reapply for driver's license, were 32.3% of the results with 67.7% of the results still pending at the time of data submission

Nature of Charges/Suspensions\*



\*client may have more than one charge

Outcome

