



COLLABORATIVE
SOLUTIONS

Eviction Prevention

Opportunities to Support Your Tenants in Your Community

Introductions

- Presented by Collaborative Solutions Inc.
 - Ashley Kerr
- Audience
 - What housing authority and community do you represent?

Why are we having a session like this?

How often have you wondered what more you can do to help your tenants succeed?

Have you wondered how to better partner with Supportive Service agencies to increase housing stability for your tenants?

Are you doing all you can to help your tenants prevent eviction?

Why are supportive services important?

- The limits on time with tenants AND the existence of multiple barriers to success, in addition to a lack of affordable housing make it important to focus on the effectiveness of housing case management and supportive services.
- With budgetary limitations, it is imperative that we provide supportive services for tenants to help them maintain housing stability and reduce the cost burdens of property management and eviction.

Why are community partnerships important?

- We cannot be all things to all people.
- When we maintain strong partnerships with community stakeholders and providers, we ensure better use of available funds and more access to care for our tenants.
- Safe, affordable, decent housing should be a goal of all of our communities and strong partnerships with landlords and providers help make this a reality.

Housing status predicts risky behavior

- Harm reduction and other behavioral prevention interventions are much less effective for participants who lack stable housing.
- Investments in supportive housing have been found to reduce emergency and inpatient health services, criminal justice involvement, and use of other crisis services.
- Effective case management has been shown to reduce damage to housing units and reduce overhead costs of housing provision.

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Outreach
Assessment

Permanent
Housing

Transitional
Housing

Emergency
Shelter

Supportive Services

Permanent
Supportive
Housing

Housing & Services in Your Community

- Do you have a complete housing continuum for vulnerable populations in your community?
- Do you participate in your local HUD Housing Continuum of Care?
- Do you know what services are available in your community?

Vulnerable populations

- In considering a housing continuum and supportive service provision, we need to consider the target population.
- Vulnerable populations include:
 - Persons living with HIV/AIDS
 - Persons with mental illness or substance use issues
 - Persons with disabilities
 - Persons who are homeless
 - Persons impacted by domestic violence
 - Persons who have little or no income
- What housing is needed? What services are needed?

Examples of Supportive Service Provision

- Case Management
- Substance Abuse Treatment
- Healthcare
- Mental Health Services
- Training and Employment
- On the Job Work Experience
- Legal Services
- Credit Counselling
- Food Provision

Examples of Community Partners

- Mental Health Centers
- Substance Abuse Treatment Facilities
- Healthcare Facilities
- The Faith Based Community
- The School System
- Institutions of Higher Education
- Chambers of Commerce
- Landlords

Examples of Partnering Skills

- Remember that you and your partner are on the same team.
- Don't play "The Blame Game".
- Be clear about partnership expectations.
- Remember that everyone's end goal should be the success of the housing program and the stability of the tenant.
- COMMUNICATE!!!

Eviction Prevention

Reasons for Eviction

- Unpaid or late rent
- Criminal activity
- Unauthorized guests
- Neighbor disturbance
- Poor housekeeping
- Other breach in the lease

Eviction Prevention for Tenants

- Teach ADLs if necessary.
- Educate the tenant on lease conditions such as visitor/guest/roommate policies.
- Talk about how to build respectful relationships with neighbors.
- Provide information on maintenance – how to submit a maintenance request or work order; how to communicate with the property owner, and what to do when property owner does not follow up.
- Check in on a regular basis with tenants on all aspects of their lives and make regular home visits.
- Explain the consequences of lease violations and eviction.
- Repeat as necessary!

Developing an Individual Housing Plan

- The housing plan should incorporate specific, measurable, attainable goals related to:
 - Maintaining housing
 - Issues of income, employment, and money management
 - Independent living skills
 - Obtaining needed treatment for substance abuse, mental health issues, etc.
 - Future-oriented housing goals
 - Establishing or improving credit history

YWCA Central Alabama

The YWCA Central Alabama has a variety of temporary and permanent housing options for single adults with and without children, seniors, and people living with disabilities.



YWCA Central Alabama

- The YWCA proactively addresses issues such as late rent with a “Special Request Form”.
- A financial Special Request is usually a payment plan to allow the tenant up to 60 days to pay off a rent balance, without delinquency or eviction.
- No more than 3 financial special requests may be submitted by any tenant within a 12-month period AND no financial special request may be requested that extends for a period greater than 60 days.

Housing provider programs designed to prevent eviction

Deborah's Place

Deborah's Place, a supportive housing provider in Chicago, has been providing services for homeless women since 1985.



Deborah's Place

Senior staff decided that placing a tenant back into homelessness defeats Deborah's Place's mission and is inconsistent with their agency vision of ending homelessness.



Deborah's Place (continued)

Committees were formed to develop an eviction prevention plan and agreed upon a 4-step process:

1. Incorporating a homeless specialist (staff position) to work with each woman to determine and address eviction risk.
2. Adding special assessments and programs for clients, focused on preventing eviction.
3. Utilizing a volunteer prevention committee to develop guidelines, hear cases of pending eviction, and make recommendations.
4. Allowing any client with a pending eviction to select a staff advocate to partner with them on the process.

Deborah's Place (continued)

After implementing an eviction prevention process, evictions dropped from 10 to 2 per year.

Case Studies

Scenario #1

- You have a family of four living in a 3 BR unit. The rent is paid regularly and the utilities have stayed on but it has been reported to you that people are living in the unit who are not on the rental agreement and there are rumors of substance abuse on the premises and increased traffic in the complex.
 - What are your first steps?
 - Who are possible community partners you could call on?
 - What are some ways you can help rectify the breaches in protocol without evicting the family?

Scenario #2

- You have a tenant who is a survivor of domestic abuse and has recently moved into the complex with her two children. She is already behind on rent and her children seem to not be attending school regularly. You also hear rumors of a strange person on the property asking about the family.
 - What are your first steps?
 - Who are possible community partners you could call on?
 - What are some ways you can help rectify the problems without endangering the family or evicting the family?

Scenario #3

- You have a tenant who is a disabled veteran, is previously homeless, and has a Section 8 voucher. Within 2 weeks of moving in a neighbor complains that the tenant is yelling and screaming about gunfire in the middle of the night and has been drinking alcohol and talking to himself. His phone has been disconnected so you are unable to reach him to discuss the situation.
 - What are your first steps?
 - Who are possible community partners you could call on?
 - What are some ways you can help rectify the problems without making the tenant homeless again?

Questions?

Contact Information

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- For more information about Collaborative Solutions, please visit us at www.collaborative-solutions.net