



## Eviction Resolution Pilot Program: Dispute Resolution Center Update

June 2022

*DRC ERPP services provided “a nice, calm space. We were able to come to an agreement on what’s owed.”*

- *Tenant after participating in an ERPP mediation session (Jun '22)*

*“I very much appreciate working with you and all of your associates. You have been very helpful to myself and my property owners. With your help we have been able to keep a lot of renters in their homes.”*

- *Property manager message to DRC ERPP staff (Jun '22)*

### Summary

In April 2021 the Legislature established the Eviction Resolution Pilot Program (ERPP) under E2SSB 5160 (codified in [RCW 59.18.660](#)). The program launched in July 2021 with collaboration among Washington’s 21 nonprofit Dispute Resolution Centers (DRCs) and stakeholders including Superior Courts, legal aid partners, rental assistance agencies and landlord and tenant advocates. ERPP engages participants in dispute resolution, legal aid, and rental assistance to sustain housing stability.

DRCs facilitate communication to solve unpaid rent in order to help tenants retain housing and landlords receive rents owed to maintain their properties in the rental market. The centers also serve tenants and landlords by supporting access to rental assistance and legal information resources and referring to other services as needed. This monthly report is offered to provide interested stakeholders with information on the nature, trends, and impact of the pilot program, supplemental to the July 1, 2022 report from the Administrative Office of the Courts to the legislature regarding the efficacy of the pilot program.

DRCs have served 63,911 people directly through ERPP since July 2021 and case volumes increased again in June (fig. 1).

The DRCs continue to experience a significant administrative burden for cases where an ERPP Notice is sent for nonpayment of the current month's rent. A high percentage of these cases resolve by the tenant paying in full within 14 days, frequently the result of when a tenant gets paid (for employed tenants) or when government benefits arrive (for tenants on fixed incomes).

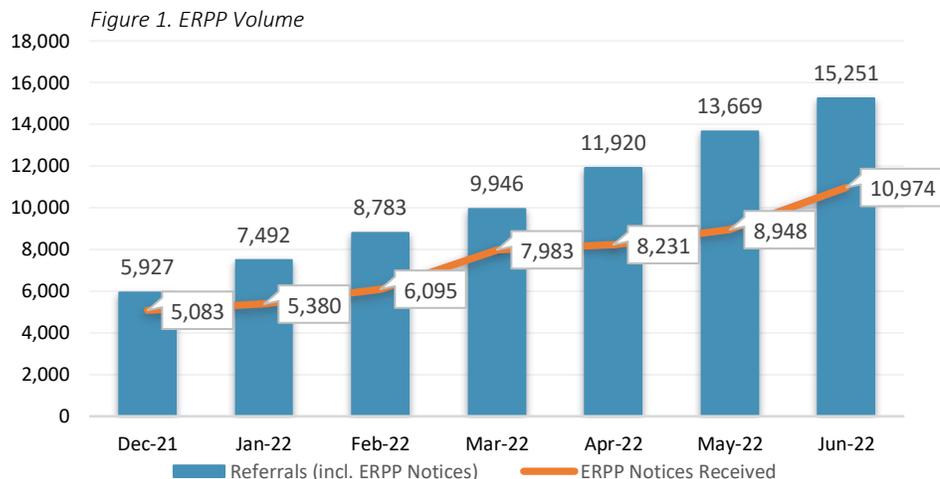
### June Updates

Resolution Washington is working with DRCs to strengthen the ERPP locally and continue to improve statewide program consistency. As rental assistance declines, DRCs expect communication and problem solving work with the parties to become even more necessary.

### DRC ERPP Data

DRCs received 23% more ERPP Notices in June compared to May volumes (fig. 1).

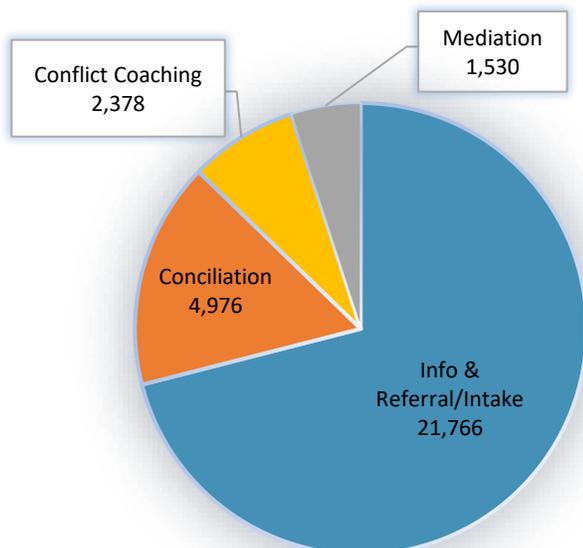
The average statewide tenant response rate was 60% for cases closed in June.



**As of June 30, 2022, the DRCs reported the following on cases closed year to date (Jul 2021-June 2022):<sup>1</sup>**

Service type at case closing:

Figure 2. ERPP Service Types



Entry into the ERPP process typically starts with Information & Referral and/or Conflict Coaching services. Once DRCs provide information and support, many of these cases may be resolved directly between tenant and landlord, or with rental assistance, without further involvement of the DRC needed. Often after receiving referrals the parties do not report an outcome to the DRC. The outcome is known for 34% of Info & Referral service cases and 53% of Conflict Coaching cases. Parties may also move through those stages and/or opt into Conciliation and Mediation services from the DRC.

When outcome is known, settlement/agreement rates for the individual services (fig. 2) are:

- Information & Referral: 79%
- Conflict Coaching: 67%
- Conciliation: 79%
- Mediation: 68%

- 63,911 people were directly served
- 158 tenants were served using an interpreter due to clients' limited English proficiency

Where outcomes were known, DRCs reported that:

- 94% of tenants continued their tenancy
- 6% resulted in the planned termination of the tenancy with tenants making other housing plans

Demographics of the ERPP clients surveyed during July 2021 through June 2022 were the following (data reflects all demographics received, approximately one-quarter of all ERPP clients):<sup>2</sup>

- Race/Ethnicity: 60.6% White; 16.6% Black/African American; 7.7% Other; 4.6% Multiracial; 4.3% Native Hawaiian/Other Pacific Islander; 3.3% Asian; 2.4% American Indian/Alaska Native; 0.5% Indian/South Asian
- Non-Hispanic or Non-Latino/a: 33.5%; Hispanic or Latino/a: 7.9%; No Response: 58.6%
- Annual Household Income: 44% was at or below 100% of the Federal Poverty Level (FPL); 31% was at 101-200% of FPL; 15% was at 201-300% of FPL; 10% was above 300% of FPL

<sup>1</sup> A few early cases may fall outside of ERPP due to cases covering rent owed from months prior to attestation (see Proclamation 21-09).

<sup>2</sup> Excludes "No Response" and "Unknown" categories, except for Hispanic/Latino Origins, which includes "No Response."



## Eviction Resolution Pilot Program: Wenatchee Valley Dispute Resolution Center Update

*serving Chelan & Douglas counties*

**June 2022**

### Summary

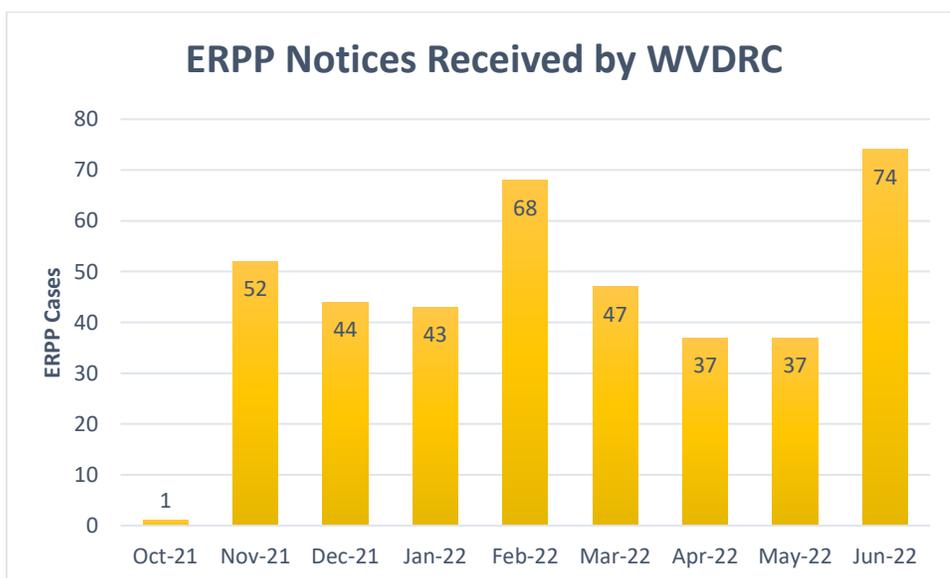
The Eviction Resolution Pilot Program is a proactive method for helping landlords and tenants resolve nonpayment of rent cases through rental assistance, dispute resolution, and legal aid. The landlord and tenant may be able to access rental assistance to repay the rent owed, work out a plan for the tenant to pay the rent owed over time, or create a plan to move out without an unlawful detainer action.

### Update

Case volume spiked in June. Over half of the cases were for current month rent owed and often resolved within a few days. Receipt of all ERPP notices from the landlords/property managers continues to be concentrated between the 7<sup>th</sup> and 10<sup>th</sup> days of each month. ERPP staff works hard to try to quickly engage the tenant within the ERPP timeframe.

- 50% of ERPP cases were closed without needing full ERPP services
- 30% of ERPP cases were resolved thru tenant qualifying for rental assistance
- 8% of ERPP cases were closed with no response from tenant
- 5% of ERPP cases were mediated with a settlement rate of 84%

### WVDRRC Data as of June 30, 2022



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**“Landlord representative was very skeptical of the whole ERPP process, especially the rental assistance funds. In communication with the rental assistance agency, landlord representative was referred by rental assistance and encouraged to work with DRC. After several lengthy emails to address all of his concerns, he is moving forward with mediation. This is a great example of the teamwork that goes into these cases, and the relationships we have with our partner agencies. It's a complicated case, with more than just back rent at issue, but both parties were eager to mediate, and I really hope this is successful for both sides.” --- From WVDRC ERPP staff**

### ***Closed Cases January 2022 thru June 2022***

Date DRC Received Notice (Monthly)	Jan, 2022	Feb, 2022	Mar, 2022	Apr, 2022	May, 2022	Jun, 2022	Total (Disposition)
Disposition	43	68	46	36	34	51	278
Infeasible (not common)		1					1
Mediated No Agreement		1	1				2
No response from Tenant	4	5		3	9	2	23
Mediated Agreement		2	4	2	3		11
ERPP no longer needed	21	29	27	16	17	36	146
Resolution by Rental Assistance	18	30	14	15	5	13	95

### ***ERPP Case Closed Possible Dispositions***

RESOLVED	NOT RESOLVED (ERPP CERTIFICATE ISSUED)
Rental Assistance	No response from tenant (at least 3 attempts)
Intake, referral	No tenant engagement within process timeframe
Tenant-Landlord resolved outside of DRC	Tenant declined ERPP services
Mediated/conciliated agreement	Mediated, no agreement reached

### ***Current Case Status – January 2022 thru June 2022 Cases***

Date DRC Received Notice (Monthly)	Jan, 2022	Feb, 2022	Mar, 2022	Apr, 2022	May, 2022	Jun, 2022	Total (ERPP Case Status)
ERPP Case Status	43	68	47	37	37	74	306
Case Closed, Certificate Issued	4	7	3	3	10	1	28
Case Closed, Resolved	39	61	44	34	27	43	248
Rental Assistance pending						23	23
Confirmation (no ERPP) pending						6	6
Tenant outreach pending						1	1

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