



Eviction Resolution Pilot Program: Dispute Resolution Center Update May 2022

"A landlord was very appreciative of our program for explaining our process and guiding him through it to certification."

- A DRC ERPP staff member (May '22)

"I really appreciate the program that has helped me so much. I would have been on the streets if your program wasn't available. I thank you all so so much!"

- Tenant after receiving ERPP services (May '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 providing 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 annual report to the legislature regarding efficacy of the pilot program that is next due on July 1, 2022.

DRCs have served 55,360 people directly through ERPP since July 2021 and case volumes continue to increase (fig. 1).

Rental assistance delays continue to create program pressure where landlords choose to wait for rental assistance, particularly for DRCs with high case volumes. Additionally, DRCs balance case management of the many notices for current month late rent, which often are solved without ERPP assistance, with those for multiple months of arrears that require dispute resolution services.

May Updates

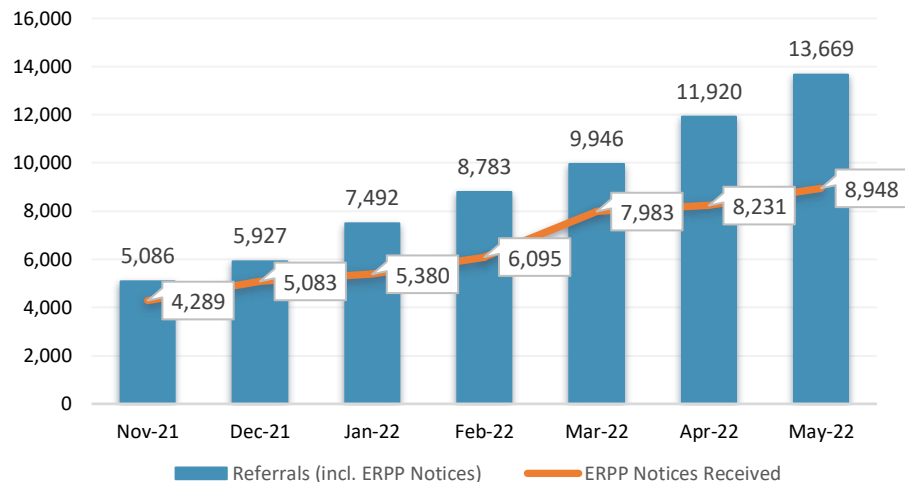
Resolution Washington is working with DRCs to strengthen the ERPP locally and continue to improve statewide program consistency. As rental assistance declines, DRCs expect communication and problem solving work with the parties to become even more necessary.

DRC ERPP Data

DRCs received 9% more ERPP Notices in May compared to April volumes (fig. 1).

The average statewide tenant response rate was 60% for cases closed in May, ranging from 24% to 90% depending upon the county.

Figure 1. ERPP Volume



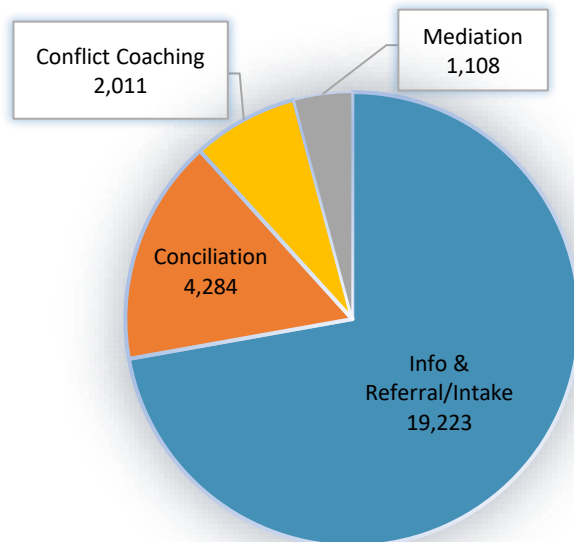
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As of May 31, 2022, the DRCs reported the following on cases closed year to date (Jul 2021-May 2022):¹

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 31% of Info & Referral service cases and 54% 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: 81%
- Conflict Coaching: 67%
- Conciliation: 80%
- Mediation: 72%

- 55,360 people were directly served
- 143 tenants were served using an interpreter due to clients' limited English proficiency

Where outcomes were known, DRCs reported that:

- 93% of tenants continued their tenancy
- 7% resulted in the planned termination of the tenancy with tenants making other housing plans

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

- Race/Ethnicity: 60.6% White; 16.5% Black/African American; 8.0% Other; 4.4% Multiracial; 4.2% Native Hawaiian/Other Pacific Islander; 3.5% Asian; 2.3% American Indian/Alaska Native; 0.5% Indian/South Asian
- Non-Hispanic or Non-Latino/a: 36.5%; Hispanic or Latino/a: 8.6%; No Response: 54.9%
- 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

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

² 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*

May 2022

“Great program; helped save my house; the mediators were very helpful” – Tenant after participating in mediation session with Landlord

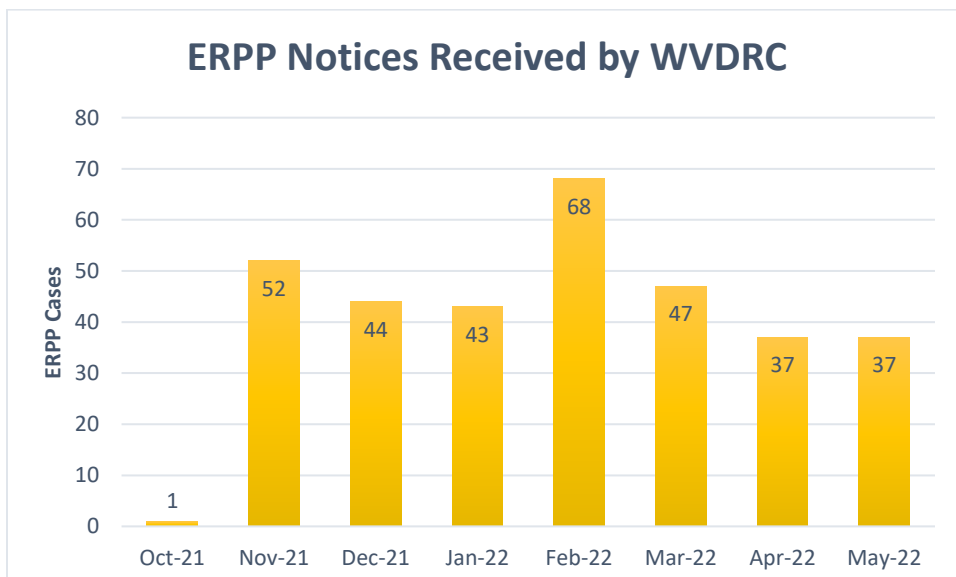
Summary

Wenatchee Valley Dispute Resolution Center continues to find success with the Eviction Resolution Pilot Program as 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

Over half of the cases are closed without needing full ERPP services most often due to tenant paying rent or rental assistance being available and accepted by landlord. We are experiencing an increase in requests for mediation where tenants do not qualify for rental assistance or landlords are apprehensive towards accepting rental assistance funds. Legibility, accuracy, and completeness of ERPP notice forms and supporting documents sent to DRC continues to be a challenge. We are noting an increase in cases that are only for one month of rent that is often paid by tenant later during the current month owed.

WVDRC Data as of May 31, 2022



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Closed Cases January 2022 thru May 2022

Date DRC Received Notice (Monthly)	Jan, 2022	Feb, 2022	Mar, 2022	Apr, 2022	May, 2022	Total (Disposition)
Disposition	43	68	45	34	22	212
Infeasible (not common)		1				1
Mediated No Agreement		1	1			2
No response from Tenant	4	5		3	4	16
Mediated Agreement		2	4	2	2	10
ERPP no longer needed	21	29	26	14	11	101
Resolution by Rental Assistance	18	30	14	15	5	82

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 May 2022 Cases

Date DRC Received Notice (Monthly)	Jan, 2022	Feb, 2022	Mar, 2022	Apr, 2022	May, 2022	Total (ERPP Case Status)
ERPP Case Status	43	68	47	37	37	232
Case Closed, Certificate Issued	4	7	3	3	6	23
Case Closed, Resolved	39	61	43	31	16	190
Closing Certificate Pending					1	1
Scheduled (mediation, conciliation)					1	1
Rental Assistance pending				2	2	4
Current Month Rent Pending					3	3
Confirmation (no ERPP) pending			1	1	4	6
Tenant outreach pending					4	4

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