



Eviction Resolution Pilot Program: Dispute Resolution Center Update June 2023

“ The ultimate benefit to ERPP was that it just bought me more time. I do think it's an important and effective program! It allowed my landlord and I to speak for the first time in 6 months, and work out our issues after they had told me prior to not contact them and to only speak to their lawyer.
- Tenant ”

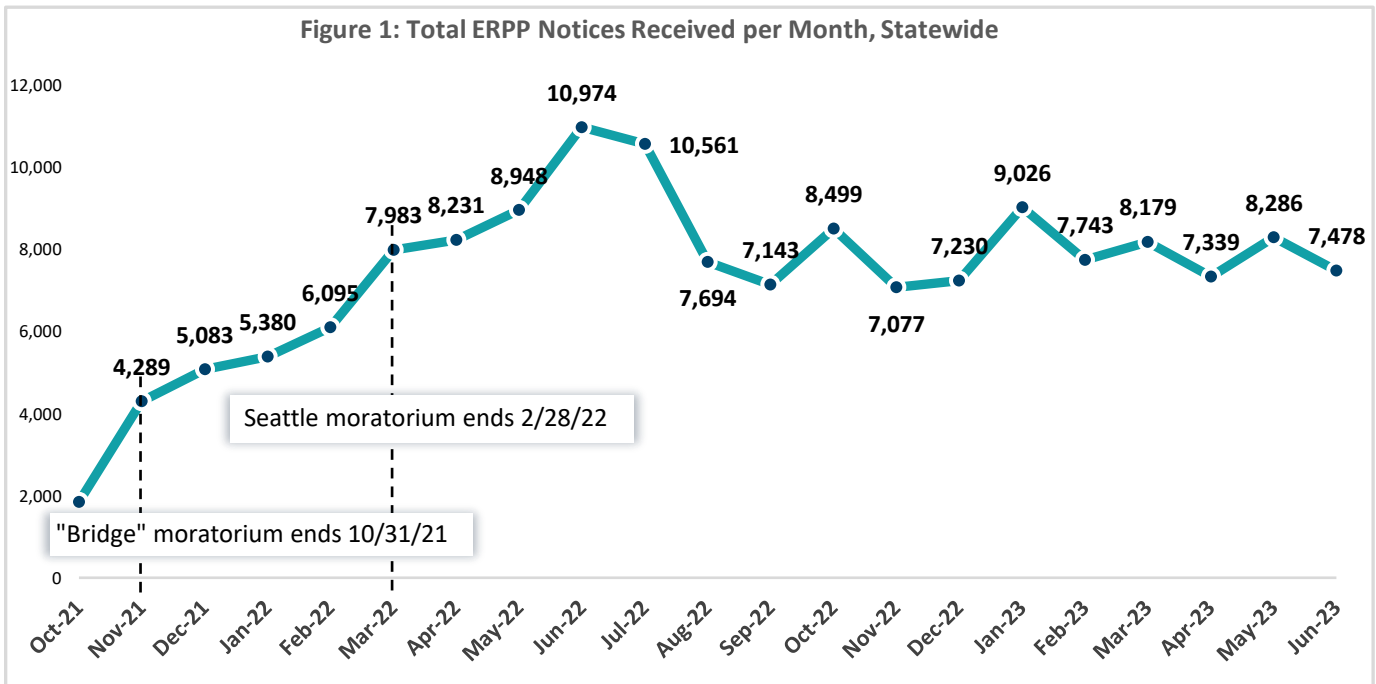
“ [The DRC staff member] was extremely helpful and understood both the needs of the landlord and the needs of the tenant.
- Landlord ”

June: ERPP Conclusion

Statewide demand for DRC services remained high throughout the months the ERPP was active and after eviction moratoria were lifted (fig. 1). The issuance of pay or vacate rent notices remained steady through June 2023, averaging more than 7,000 per month statewide.

- During the month of June, DRC staff and mediators remained busy helping tenants and landlords to problem solve, access resources, and close cases before the expiration of the mandatory program on July 1, 2023.
- Going forward, DRCs will continue to offer voluntary [tenant-landlord conflict resolution services](#) for parties who choose to participate, in alignment with local needs and capacity.

The June statewide ERPP case volume decreased somewhat compared to May (fig. 1).



- King and Spokane Counties generated 50% of the total ERPP June notices received statewide.
- The average statewide tenant response rate was 37% for cases closed in June.

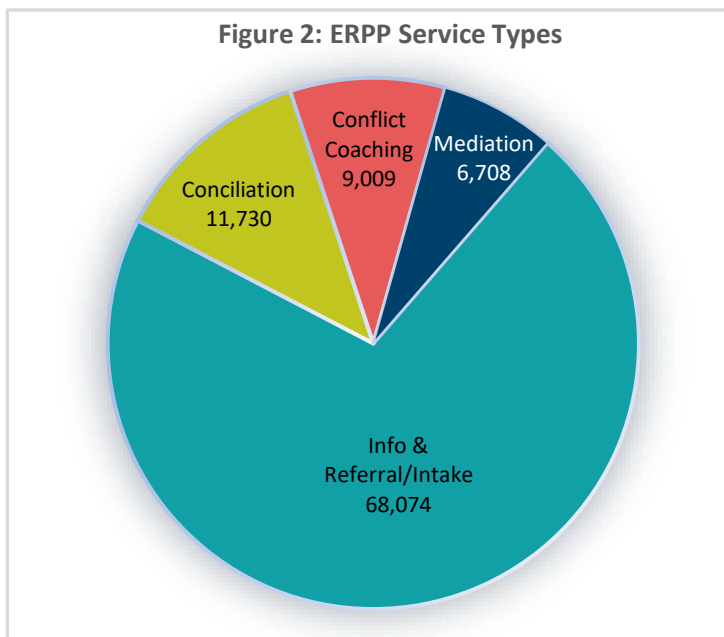


As rental assistance drops from \$675 million in 2020-22 to approximately \$40 million per year in 2023-24, DRCs are adjusting to help tenants and landlords navigate reductions in assistance.

- The median case duration measured during the November 2021 to June 2023 period was 32 days and cases that required more intensive services, such as mediation and conciliation, took a median of 48 days to close as the participants worked toward resolution.

As of June 30, 2023, the DRCs reported the following on cases closed since the program's launch in July 2021:¹

- The ERPP Notices received represented a combined total of **212,473** tenants and landlords. Many of these were quickly resolved without a certificate of participation needed, for example with current-month rent paid within a few days, assistance through information and referral, or with rental assistance. DRCs provided additional dispute resolution services for the remaining cases.
- DRCs also helped parties with housing disputes in cases where the landlord did not want to issue a notice or tenants requested conflict coaching without involving the landlord. More than 3,400 people were served directly through this voluntary participation in DRC landlord-tenant services.
- **95,521** cases were closed and completed (depicted by service type in figure 2); and **41,765** certificates were issued.²



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 47% of Info & Referral service cases and 65% of Conflict Coaching cases. Parties may also move through those stages and/or opt into Conciliation and Mediation services from the DRC.

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 Note the volume of cases closed at any given time is lower than the total number of ERPP notices received by DRCs. Some notices are for cases currently in progress. In some cases a landlord may issue more than one notice to a tenant and those may be combined into a single case to support client service. Additionally, some current month's rent notices are resolved upon confirmation of rent payment before a case can be opened.



- The overall settlement/agreement rate was **69%** and in mediation and conciliation cases parties reached an agreement **74%** of the time.³
- Where outcomes were known, DRCs reported that in **94%** of mediations and conciliations the tenancy was preserved upon case closing.
- **736** tenants were served using an interpreter due to clients' limited English proficiency or preference.
- **3%** of tenants had legal representation during the conciliation stage and **7%** of tenants had legal representation during formal mediation. DRCs provide legal resources information to all tenants and facilitate access to legal aid where requested by the tenant.

Demographics of the ERPP clients surveyed statewide during July 2021 through June 2023 were the following:⁴

- Race/Ethnicity: 51.9% White; 24.8% Black/African American; 6.7% Other; 5.1% Native Hawaiian/Other Pacific Islander; 3.9% Asian; 3.9% Multiracial; 3.0% American Indian/Alaska Native; 0.7% Indian/South Asian.
- Non-Hispanic or Non-Latino/a: 27%; Hispanic or Latino/a: 8%; No Response: 65%.
- Annual Household Income: 42% was at or below 100% of the Federal Poverty Level (FPL); 31% was at 101-200% of FPL; 16% was at 201-300% of FPL; 11% was above 300% of FPL.

Program Background

In April 2021, the Legislature established the Eviction Resolution Pilot Program (ERPP) under E2SSB 5160 (codified in [RCW 59.18.660](#)). [Resolution Washington](#) and [Washington Courts](#) contain further background and details of the program, including 1-minute ERPP videos in [English](#) and [Spanish](#).

“ My family thanks ERPP. I was heard and was given another opportunity to be a tenant again. I'm no longer worried about where my son and I would go if we were evicted. From the bottom of our hearts, thank you for this great program!
- Tenant ”

³ The rate is based on cases where the outcome was known, such as in conciliations, mediations, and where the DRC was notified that the dispute was resolved through rental assistance.

⁴ Excludes “No Response” and “Unknown” categories, except for Hispanic/Latino Origins, which includes “No Response.”