



Eviction Resolution Pilot Program: Dispute Resolution Center Update

April 2022

"We were trying to deliver ERPP services to a tenant who was not responding, which is how the landlord found out his tenant was in the hospital. He took the rental assistance application forms to the hospital for the tenant's son to fill out. The tenant's rent is now paid and she is able to come home, where her neighbors will help her out."

- A DRC ERPP staff member (Apr '22)

"We have an attorney in our county who has not thought highly of mediation in the past, but has never been through our center. He appeared for a meet & confer, representing a landlord. After the session [...] he said that he was pleasantly surprised by the reality of mediation and he was impressed with the process and the outcome."

- A DRC ERPP staff member (Apr '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.

DRCs served 47,568 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.

April Updates

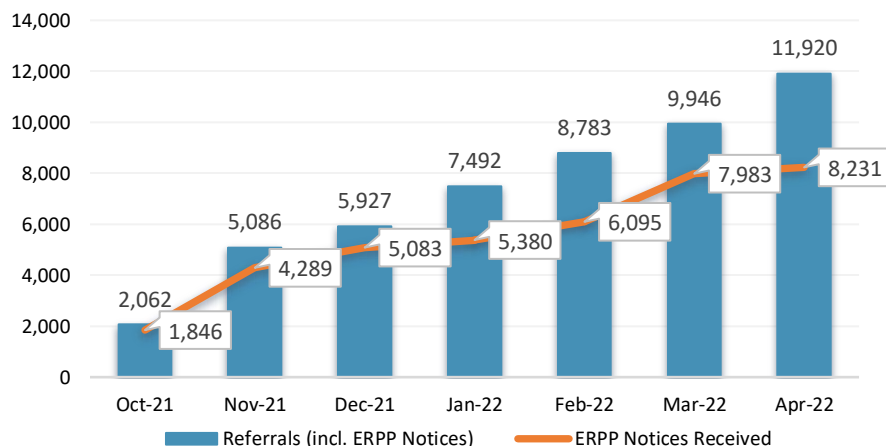
The DRC directors and the Administrative Office of the Courts met for an information-sharing session in April. DRCs facilitate effective communication and creative problem solving between the parties. As rental assistance declines, rent dispute cases are becoming more complex to resolve. The DRCs expect this work to become even more necessary as external monetary solutions dwindle.

DRC ERPP Data

DRCs received 3% more ERPP Notices in April compared to March volumes (fig. 1).

The average statewide tenant response rate was 68% in April, ranging from 14% to 90% by county depending upon numerous factors.

Figure 1. ERPP Volume



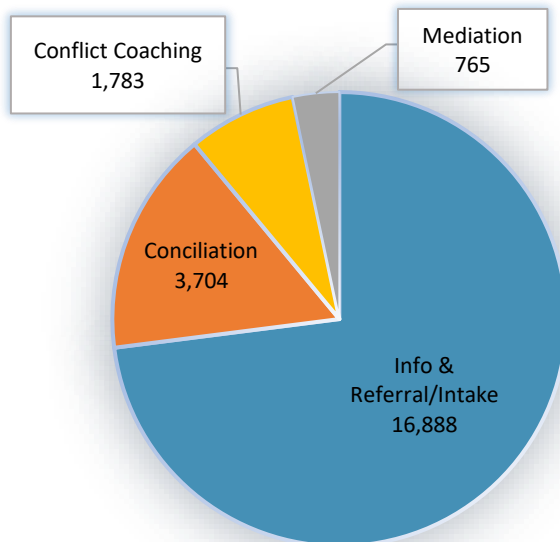
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As of April 30, 2022, the DRCs reported the following on cases closed year to date (Jul 2021-Apr 2022):¹

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 55% 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: 82%
- Conflict Coaching: 68%
- Conciliation: 81%
- Mediation: 76%

- 47,568 people were directly served
- 123 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 April 2022 were the following (data reflects all demographics received, approximately one-third of all ERPP clients):²

- Race/Ethnicity: 61.1% White; 16.2% Black/African American; 8.2% Other; 4.3% Multiracial; 4.1% Native Hawaiian/Other Pacific Islander; 3.4% Asian; 2.2% American Indian/Alaska Native; 0.5% Indian/South Asian
- Non-Hispanic or Non-Latino/a: 45.6%; Hispanic or Latino/a: 10.7%; No Response: 43.7%
- 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

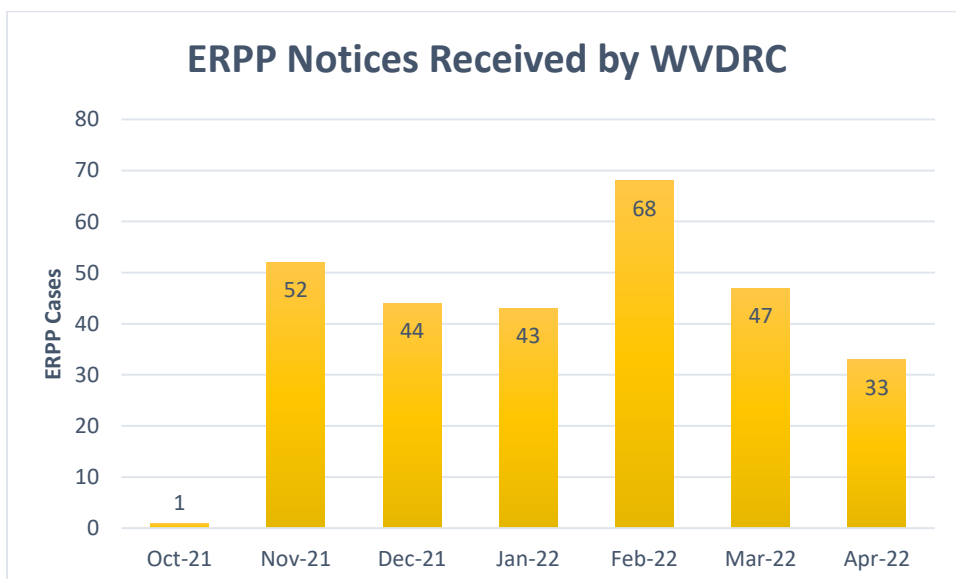
March & April 2022

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. Since the program formally started in October 2021, Wenatchee Valley DRC has mediated 12 cases with 9 cases resulting in a written settlement agreement. Over half of the cases continue to be resolved with rental assistance, tenant paying their rent, or other negotiated arrangements.

"I entered the ERPP process with frustration and agreed to mediate with low expectations but was pleasantly surprised by the opportunity for a quick and cost-effective resolution." - A landlord after receiving ERPP services (Mar '22)

WVDRC Data as of April 30, 2022



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Closed Cases October 2021 thru April 2022

Date DRC Received Notice (Monthly)	Oct, 2021	Nov, 2021	Dec, 2021	Jan, 2022	Feb, 2022	Mar, 2022	Apr, 2022	Total (Disposition)
Disposition	1	52	44	43	68	44	27	279
Infeasible (not common)					1			1
Mediated No Agreement			1		1	1		3
No response from Tenant		3	6	4	5		2	20
Mediated Agreement		4			2	3		9
ERPP no longer needed		33	18	21	29	26	11	138
Resolution by Rental Assistance	1	12	19	18	30	14	14	108

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

	Date DRC Received Notice (Monthly)	Jan, 2022	Feb, 2022	Mar, 2022	Apr, 2022	Total (ERPP Case Status)	Total (County)
County	ERPP Case Status	43	68	47	33	191	191
Douglas	Case Closed, Certificate Issued	3	3	1	1	8	69
	Case Closed, Resolved	24	20	6	7	57	
	Closing Certificate Pending				1	1	
	Rental Assistance pending			1	1	2	
	Confirmation (no ERPP) pending			1		1	
Chelan	Case Closed, Certificate Issued	1	4	1	1	7	122
	Case Closed, Resolved	15	41	36	19	111	
	Closing Certificate Pending				1	1	
	Scheduled (mediation, conciliation)			1		1	
	Schedule Pending				1	1	
	Confirmation (no ERPP) pending				1	1	

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