Eviction Prevention

Introduction

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What is Eviction Prevention?

● The goal is housing stability
● One on one
● Most effective when done collaboratively: resident services coordinators, property managers, case managers, housing counselors, financial counselors and social service providers
● Services are generally short term, and require a quick engagement from the service provider
Eviction Prevention during COVID-19

- Immediate need with high volume
- Remote provision of services
- Rent being approached as a deferrable expense
- New terms & frequently changing resources
- Many common myths and misunderstandings
- New providers being called on to provide new types of service
The Importance of Early Intervention

- Establish rapport with a resident prior to a crisis
- Identify a plan before rent is late AND communicating with property manager
- Apply for resources before rent delinquency appears unresolvable
The Steps to Eviction Prevention

- Property Management first outreach
- Identify the “players” and outline tasks of each
- Gather the Story
- Research
- Develop the Plan
- Follow Up
Communication Methods

- Frequent communication in a variety of formats
  - Tried & Traditional: Phone, email, text...
  - New & Expanding: Teleconference, social media, group chats...
- Data privacy implications
- Building resident self-advocacy skills
Building a partnership with the Resident

- Stress and trauma
- Communication tone
- Communication team-resident, eviction prevention provider, and property manager
- Building trust
Definitions

- New terms, used inconsistently
- Example
  - Rent freeze
  - Eviction moratorium
Resources

For more information on eviction prevention program design see:


“An eviction prevention program toolkit”

* Please note that this link is only available to NeighborWorks network organizations.
Discussion
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