

# **Eviction Prevention Introduction**

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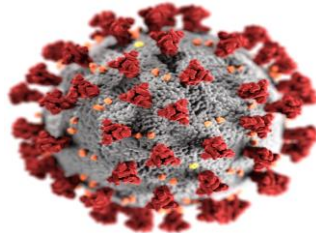
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# What is Eviction Prevention?

- 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:

“Eviction prevention programming (EPP): Best practices review Feb 2015” <https://www.issuelab.org/resources/22482/22482.pdf>

“An eviction prevention program toolkit”

[https://member.nw.org/programs/HomeOwn/Documents/Financial%20Capability/Eviction%20Prevention%20 Toolkit.pdf](https://member.nw.org/programs/HomeOwn/Documents/Financial%20Capability/Eviction%20Prevention%20Toolkit.pdf)

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

# Discussion

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