



# EVICTIION PREVENTION PILOT PROGRAM

# AT A GLANCE

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Eviction rates have been climbing rapidly over the past two decades. In 2016, 2.3 million evictions were filed in the United States- a rate of four evictions per minute, according to sociologist Matthew Desmond.

The consequences of eviction are dire. Families are at risk of losing their income, their belongings, their ability to obtain affordable housing, access to quality education for their children, and the opportunity to live in safe neighborhoods. Further, the stress of an eviction can negatively impact an individual's physical and mental health.

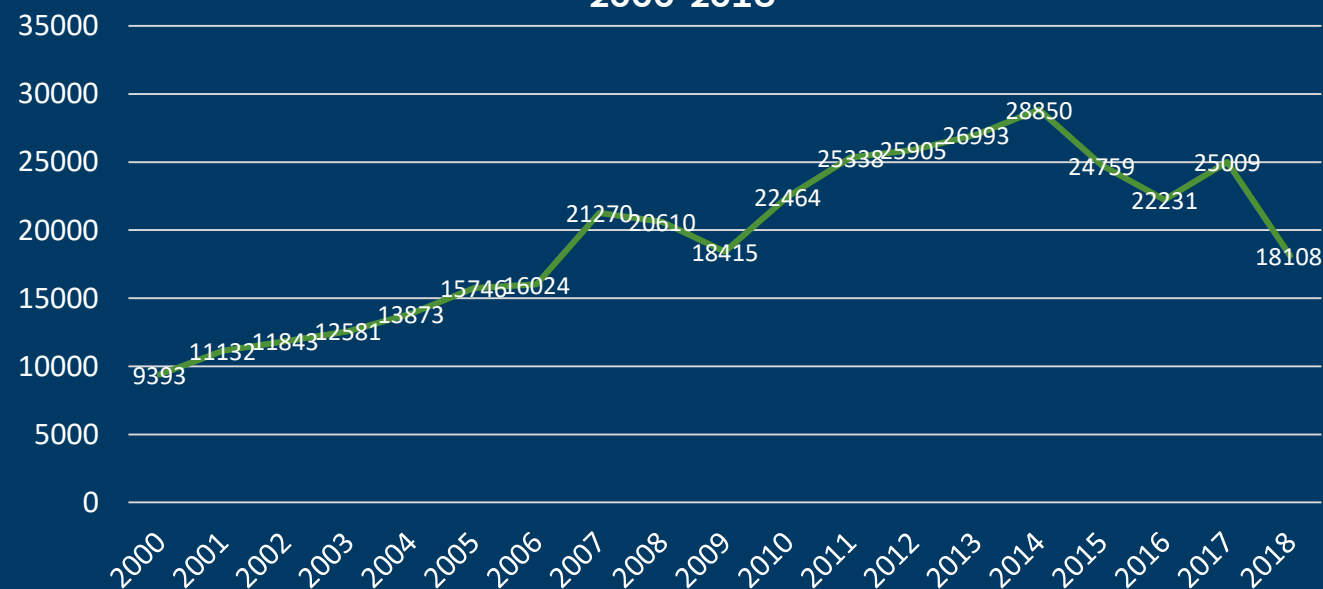


# EVICTIION DATA

THERE WERE OVER  
48,000 EVICTION  
JUDGEMENTS IN 2018

42% OR 18,000 OF THOSE  
PROCEEDED TO HAVE A  
WRIT OF RESTITUITION FILED

Maricopa County Writ of Restitution Totals  
2000-2018



# BACKGROUND

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In early 2019, the Arizona Department of Housing (ADOH), launched the Eviction Prevention Pilot Program through 6 separate agencies. The purpose of this program is to reduce the number of evictions occurring in Arizona by targeting vulnerable populations in select zip codes and providing them with financial assistance, education, and case management services in order to improve economic stability.



# THE PROCESS

1

## OUTREACH

- Property Managers
- Flyers
- Other CAPs
- Community resources

2

## INTAKE

- 24hr voicemail line
- Calls returned within 48hrs
- Pre-screening

3

## ASSESSMENT

- Eligibility
- Immediate needs
- Crisis determination

4

## CASE MANAGEMENT

- 90-day program
- Continued follow-ups
- Energy and financial education

# OUTREACH

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- Improving awareness of the program in our targeted communities through flyers and word-of-mouth
- Consistent contact with landlords and property managers to ensure that potential families are aware of the program
- Coordination with other CAP offices to develop consistent best practices and to improve outcomes for families
- Communication with outside community agencies, such as St Vincent De Paul and Salvation Army, to increase awareness

# INTAKE

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- Dedicated 24hr phone line where applicants can leave a message for case managers
- 48hr response time to ensure quick delivery of services
- Pre-screening to ensure applicants meet criteria before assessment
- Resource delivery, such as phone numbers for other agencies, food banks, and shelters, for those applicants who do not meet program eligibility



# ASSESSMENT

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- Information collection is offered either in-person by appointment or by email and fax, as a convenience to our applicants who may not have access to reliable and/or affordable transportation
- Determining eligibility by way of reviewing current household income and 90-day sustainability
- Discussing what precipitated the eviction notice to assess for crisis situations
- Completing the Family Self-Sufficiency matrix to gain a holistic understanding of the family's current needs (food security, transportation, medical coverage, employment, etc).
- Assessing for tenant-landlord conflict and the potential need for legal assistance



# CASE MANAGEMENT

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Case management provides a 90-day support system for eligible applicants by assisting each individual or family with referrals, resources, and education. The purpose of the case management component is to further ensure economic stability for participants and to assess for and administer further aid as needed.





# WRAP-AROUND APPROACH



## COMMUNITY

The Eviction Prevention Program operates alongside neighboring community service departments and encourages participants to explore those that can assist them in achieving sustainability.

- HeadStart
- Arizona@Work
  - CAPs



## CONNECTION

Case managers connect participants with information, referrals, and outside resources.

- Energy savings programs
- Local food & clothing banks
  - Tenant's rights
- Community Legal Services



## EMPOWERMENT

Case managers advocate for and educate participants, providing them with tools to improve financial stability.

- 1-on-1 sessions
- Follow up every 30 days
  - Financial literacy
  - Energy education
- Consumer feedback survey

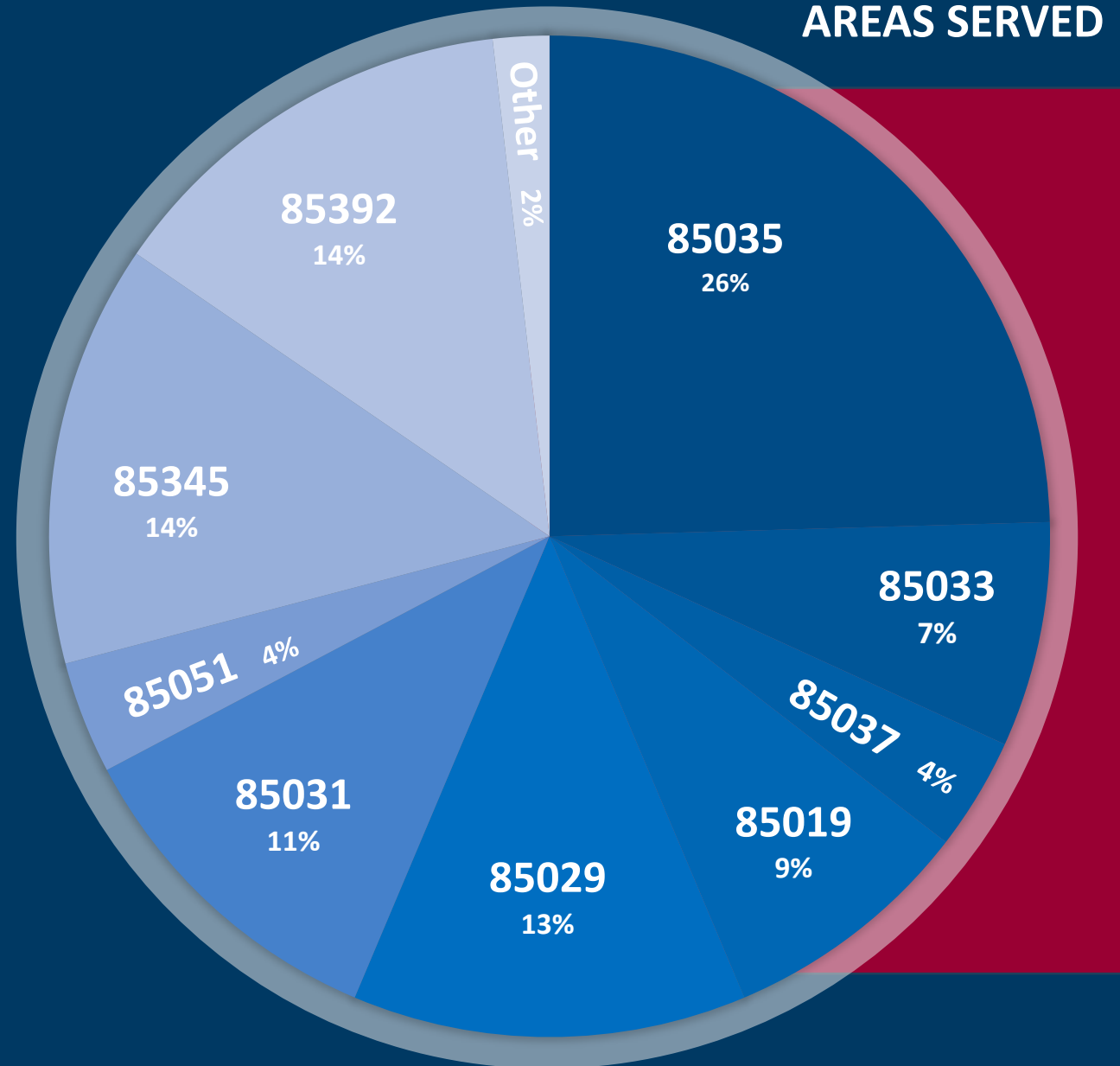
# TIMELINE

INITIAL INTAKE	30 DAY FOLLOW UP	60 DAY FOLLOW UP	90 DAY FOLLOW UP
<ul style="list-style-type: none"><li>✓ Complete assessment</li><li>✓ Provide information</li><li>✓ Address critical needs</li><li>✓ Refer</li></ul>	<ul style="list-style-type: none"><li>✓ Complete assessment</li><li>✓ Provide education</li><li>✓ Address unmet needs</li><li>✓ Refer</li></ul>	<ul style="list-style-type: none"><li>✓ Complete assessment</li><li>✓ Review education</li><li>✓ Address unmet needs</li><li>✓ Refer</li></ul>	<ul style="list-style-type: none"><li>✓ Complete assessment</li><li>✓ Review progress</li><li>✓ Complete interview</li><li>✓ Close case</li></ul>

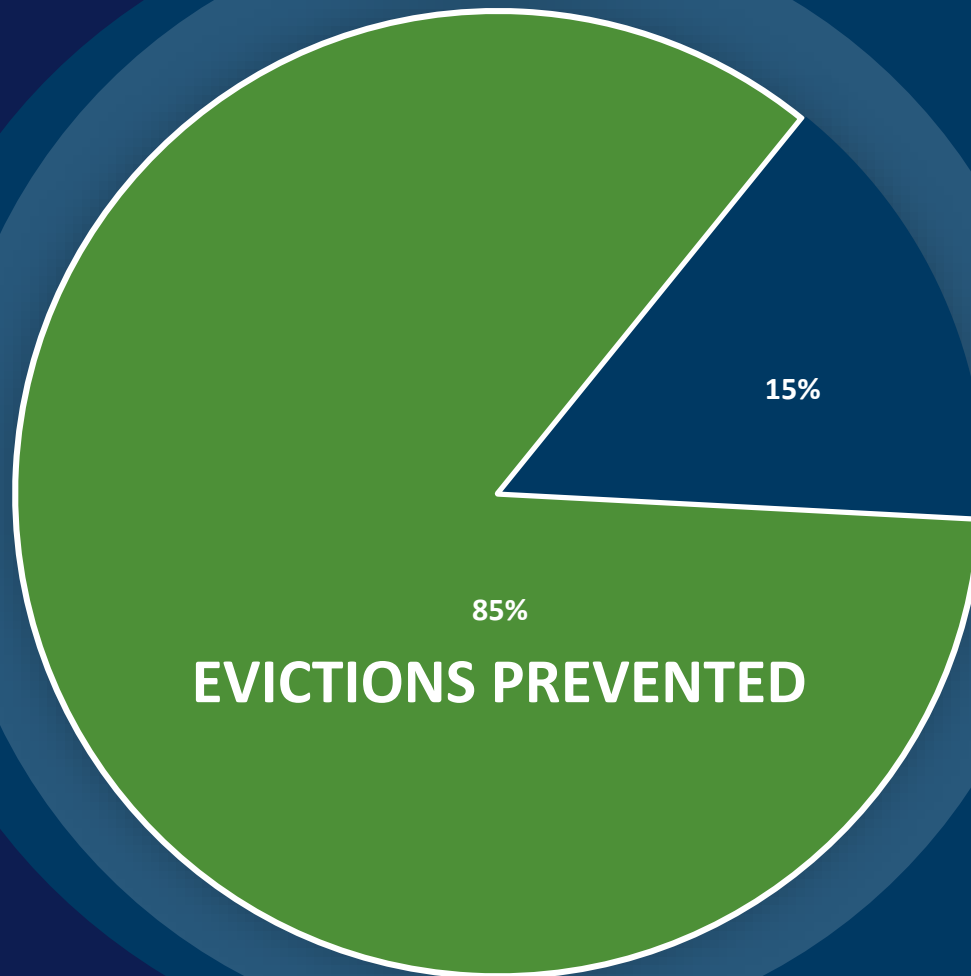
## CURRENT DATA

**104** TOTAL FAMILIES AND  
INDIVIDUALS  
ASSISTED

**\$167,910**  
IN ASSISTANCE PROVIDED



\* Figures based on data compiled from 2/1/2019 through 9/25/2019



## CURRENT DATA

**93 HOUSEHOLDS POLLED**

**47% RESPONSE RATE**

**85% SUCCESS RATE**

**OF RECORDED RESPONSES**

\* Figures based on households served from 2/1/2019 through 8/30/2019

# FOR THE FUTURE

## WHAT WE'RE TRACKING NOW



- Areas most served
- Participant sustainability
- Referral sources
- Consumer feedback
- Reasons for ineligibility
- Causes of eviction following assistance



## GOALS FOR SUCCESS

- Additional financial training for case managers
- Streamlining document retrieval
- Improving outreach in target areas



THANK YOU