Eviction Prevention at Deborah’s Place: A Short-Term Solution Focused Intervention designed to work with tenants in serious danger of eviction. The intervention is intended for tenants whose non-payment of rent, housekeeping, or behaviors have placed them at imminent risk of losing their housing through eviction.

Reasons for the Redesign:
- Unclear eligibility criteria
- Pressure from external stakeholders
- Homelessness Prevention Specialist Role (who facilitated the EP process) has been eliminated
- Six months seemed too long for a short-term intervention
- Eviction Prevention became a “catchall” for anyone facing challenges with maintaining their housing
- The process began to lose its credibility with participants/tenants/staff

Essential Components of Eviction Prevention:
- Application of Motivational Interviewing techniques
- Knowledge of the Stages of Change
- Consistent follow-up
- Collaboration of case management, residential, and property management staff
- Following the model of Short-Term Solution Focused Interventions
- Creativity
- Hope
- Goal of zero evictions
- Utilizing internal and external transfers when appropriate to ensure that tenants are receiving the appropriate level of care

Pre-Eviction Prevention Processes

Non-Payment

- Tenant did not pay rent by the 5th of the month. First notice is sent.
- If rent is not paid by the 15th, tenant is placed on NGV.
- If rent is not paid by the 30th, another notice is sent.
- After two months of nonpayment, Property Management meets with the tenant and sets up the first payment plan.
- If the tenant doesn’t follow the payment plan in the first month, a second payment plan is completed.
- If the tenant doesn’t follow the second payment plan, they are referred to Eviction Prevention. PM sends a notice about EP to tenant and to CM, RC, CDS, RSD, and PMA.

Housekeeping

And Hoarding

- Tenant receives notice that their unit will be re-inspected in two weeks. Notice contains tangible steps needed to pass.
- If tenant fails the next inspection, they will receive weekly inspections for four weeks (or until they are able to correct the issue).
- After four weeks tenant is placed on NGV, or they have the option to participate in a housekeeping program to avoid NGV
- If tenant chooses not to participate weekly inspections continue and they remain on NGV until they pass inspection.
- If tenant fails CHA inspection, they are immediately placed on Eviction Prevention.
Modified Eviction Prevention Procedures

Criteria for enrollment in Eviction Prevention:

1. Non-payment of rent/Failure to recertify
   a. Non-payment of rent for two consecutive months will result in creating an initial payment plan with Property Management
   b. Failure to comply with the first payment plan will result in a second payment plan being developed within the first month of a missed payment
   c. Failure to comply with the second payment plan will result in the tenant being placed in Eviction Prevention
2. Housekeeping
   a. Failure to pass a CHA Inspection due to housekeeping will result in the tenant being placed in Eviction Prevention
3. Violent Behavior
   a. Tenants who engage in violent acts that endanger the safety of the entire community will be placed in Eviction Prevention

PM sends tenant a notice informing them they are on EP and providing information about the program.

Residential Coordinator schedules an individual EP meeting within one week. Residential Manager provides information about the process and helps the tenant come up with solutions to the problem.

EP meeting is scheduled with all parties (Residential Manager, Property Manager, Case Manager, Advocate, Director of Residential Management, Director of Property Management and Director of Clinical Services).

In meeting tenant and staff collaboratively create an Eviction Prevention plan with benchmarks. If needed an additional payment plan is created.

Residential Manager meets with tenant regularly (every 2-4 weeks) to discuss progress.

Final Eviction Prevention meeting is held at 4 months (and is extended as needed based on participant needs) with plan for eviction or removal from Eviction Prevention Caseload. If eviction is pursued, staff will clearly explain the reason for eviction/termination verbally and in writing. Staff will provide the participant with the grievance procedure, so they can grieve the decision with upper management.

Case managers will assist residents in locating housing when possible. Staff will also request a transfer through CES. Deborah’s Place will also complete internal transfers when the housing crisis can be avoided by providing higher level of care to avoid termination.

Staff Roles

Director of Property Management: Determine who is placed on EP, create payment plans as needed, assist with the creation of the Eviction Prevention Plan, be present at large EP meetings to convey the severity of the issue

Residential Coordinator: Implement the solution focused programming, keep the tenant on track, motivate the tenant, remind them of the urgency of the situation, provide follow-up

Case Manager and/or Advocate: Advocate for the tenant in EP Meetings, offer the tenant support, provide necessary referrals and resources

Clinical Services Director and Residential Services Director: Assist with the creation of the Eviction Prevention Plan, be present at large EP meetings to convey the severity of the issue