



## Eviction Resolution Pilot Program: Dispute Resolution Center Update

December 2021

*"Thank you so much for all your help. I am sure we will all get through this soon! Thank you for all that you guys do!"*

- A property manager's response after receiving ERPP services (Dec. '21)

*"I have been by myself fighting this for a long time... just having assistance... is making my dreams come true... you are the best thing that has happened to me today... feeling positively happily overwhelmed!"*

- A tenant's response on the phone after receiving ERPP services (Dec. '21)

### 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 in dispute resolution, legal aid, and rental assistance to sustain housing stability.

The centers serve tenants and landlords statewide by providing access to rental assistance and legal information resources and facilitating 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.

Case volume increased again in December, with DRCs receiving 19 percent more ERPP Notices compared to November (fig. 1). Rental assistance remains critical for most tenants engaging in the program and application processing timelines are generally longer than the ERPP's 14-day time frame under the statute. This continued to create program pressure, particularly for DRCs with high case volumes in large urban areas. To meet the full demand, DRCs need more staffing for the program than the original budget provides.

### December Activities

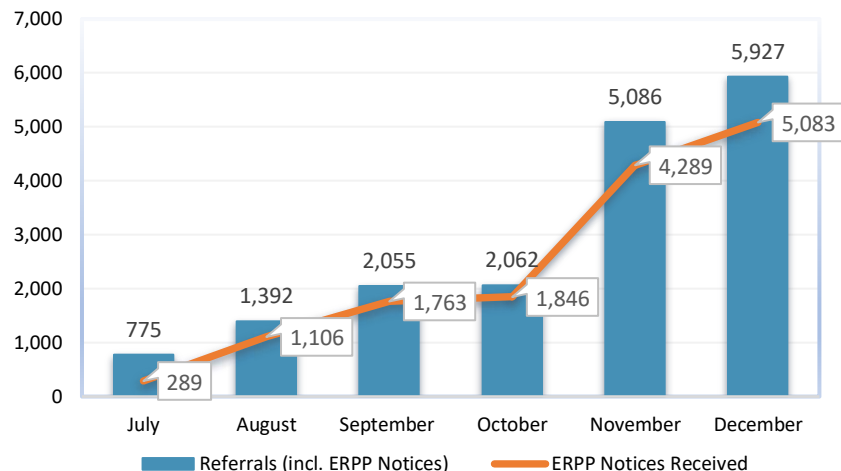
At the local level, DRCs continued collaboration with rental assistance and legal services and conducted local outreach to support program participation and delivery. At the statewide level, Resolution Washington delivered the first annual ERPP report to the Administrative Office of the Courts, continued participation in the statewide judicial officers group and advised in the creation of the new model standing order.

### DRC ERPP Data

DRCs received 19 percent more ERPP Notices in December compared to November volumes (fig. 1).

The average statewide tenant response rate for December was 64 percent, representing no significant change from November.

Figure 1. ERPP Volume



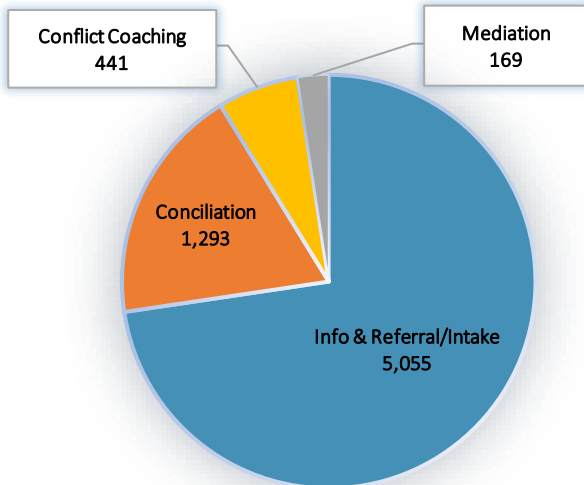
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As of December 31, 2021, the DRCs reported the following on cases closed year to date (Jul-Dec 2021)<sup>1</sup>

Service type at case closing:

Figure 2. ERPP Service Types



Agreement reached:

- Mediation: 80%
- Conflict Coaching: 88%
- Conciliation: 80%
- 90% of cases settled in the first service stage, Info & Referral/Intake (fig. 2)<sup>2</sup>
- 13,679 people directly served
- 42 tenants served using an interpreter due to clients' limited English proficiency

Where outcomes were known, DRCs reported that:

- 92% of tenants continued their tenancy
- 8% resulted in the planned termination of the tenancy with tenants making other housing plans

Demographics of the ERPP clients surveyed during July through December were the following (data represents about one-third of people served where demographics are known):<sup>3</sup>

- Race/Ethnicity: 60.6% White; 15.5% Black/African American; 9.9% Other; 4.5% Multiracial; 3.4% Asian; 3.4% Native Hawaiian/Other Pacific Islander; 2.2% American Indian/Alaska Native; 0.3% Indian/South Asian
- Non-Hispanic or Non-Latino/a: 56%; Hispanic or Latino/a: 11%; No Response: 34%
- Annual Household Income: 43% was at or below 100% of the Federal Poverty Level (FPL); 30% was at 101-200% of FPL; 15% was at 201-300% of FPL; 12% was above 300% of FPL

<sup>1</sup> Under Proclamation 21-09, cases involving past rent owed from March 1, 2020 through July 31, 2021 cannot be initiated as an ERPP case unless the DRC serving the jurisdiction has attested to operational readiness. Because these directives were announced after the DRCs had implemented their ERPP data collection systems, a small number of cases reported here may include cases involving past due rent and served before DRCs had attested.

<sup>2</sup> These cases reached agreement through rental assistance or direct negotiation following DRC information provision and referral to resources and include 172 notices where the current month's late rent was paid in full after the tenant received the notice.

<sup>3</sup> Excludes "No Response" and "Unknown" categories, except for Hispanic/Latino Origins, which includes "No Response."