

# Eviction Resolution Pilot Program (ERPP)

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Whatcom Dispute Resolution Center  
in association with Resolution Washington



# WHY?



Housing Stability



Pandemic,  
Eviction Moratorium,  
Bridge Proclamation



Access to Dispute  
Resolution, Rental  
Assistance, Legal Aid

# GOALS

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- Stabilize housing
- Create a pause point to connect landlords and tenants to available resources (rental assistance and legal aid)
- Offer early resolution to disputes through intake, coaching, conciliation, and mediation, essentially creating an off ramp to litigation
- Reduce court case load
- *Other benefits as well: preservation of relationships, reduction of stress, affordable pathways, diversion from future obstacles*



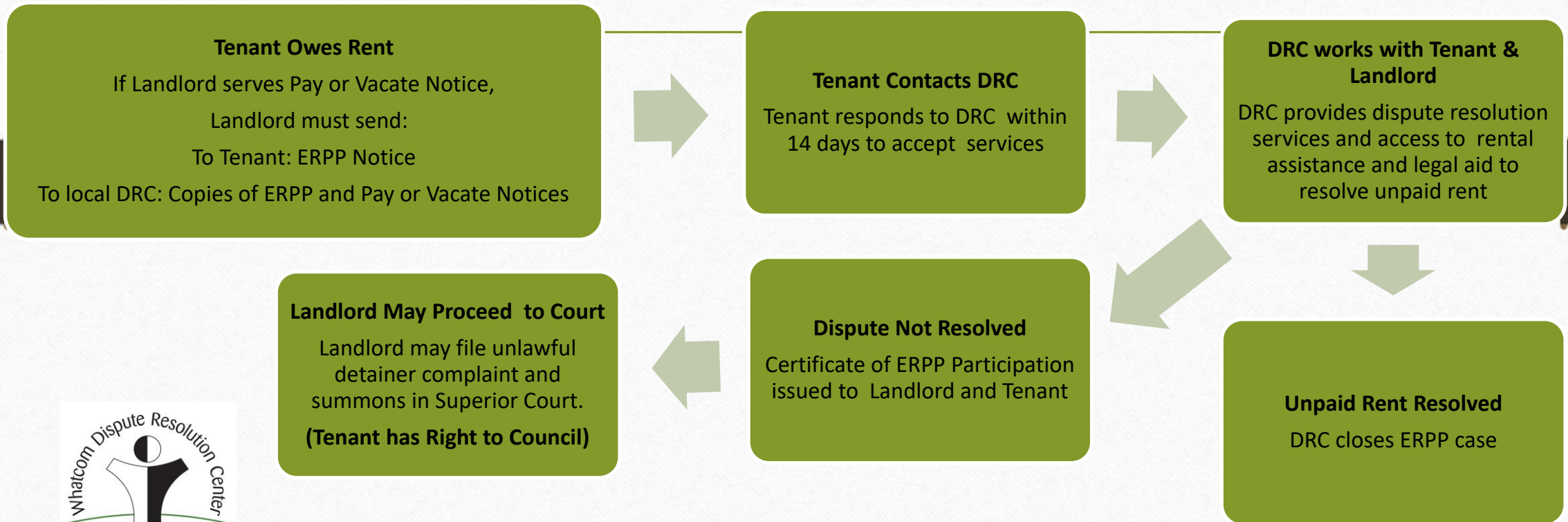
# Key Stakeholders

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- WA State Supreme Court
- Administrative Office of the Courts
- Resolution Washington
- Rental assistance agencies : Opportunity Council (primarily)
- Legal aid: Law Advocates & Northwest Justice Project
- Local rental associations
- Tenant-Landlord liaison agencies
- Housing advocacy organizations
- Other nonprofit service providers
- Local and state government
- Superior Court
- The community at large



# How it works:



# Oct 2021-Mid March 2022 Data

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- 883 cases opened
- 596 cases closed
  - 378 resolved in intake (rental assistance, payment plans, paid in full)
  - 21 resolved in conciliation
  - 23 mediations (20 of which resolved)
  - 15 landlord withdrawals
  - 8 tenants declined (~1%)
  - 82 unable to contact tenants (~ 10 %)
  - 82 certificates issued (73 unable to contact, 6 tenants declined, 3 no agreement) (~10%)
- 86% contact success rate (tenants engaged in services)
- 99% resolution rate for the cases in which clients engaged



# Feedback

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- ✓ *"Thank you to everyone involved with the help. Extremely grateful for the patience and understanding thru this entire process."*
- ✓ *"Feels like I'm being kissed by angels right now... feels like a birthday present... 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!"*
- ✓ *"Thank you so much! I'm very grateful you reached out to me even though that was my responsibility There's so much going on and so many spam callers it's hard to know what you actually need to do. Thank you!"*



# Next Steps

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- Continue to build out staffing to manage high caseload
- Investments in new case management system
- Continue collaboration with statewide partners and Resolution Washington
- Receive feedback from clients, community & program stakeholders
- Refine program moving forward





# Gap Funding

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- Staffing demands higher than contract funds allow
- Current contract is exhausted
- Critical support to primarily cover staffing expenses for April, May June
- New state contract begins July 1
- County funds stabilize staffing, enable us to sustain and bolster staff during this gap
- Contract will cover wages for up to 11 staff members - all or portion of salaries (approx. 5 FTE)



# Information

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<https://www.resolutionwa.org/eviction-resolution-program>



<https://www.courts.wa.gov/newsinfo/index.cfm?fa=newsinfo.EvictionResolutionProgram>

# Information

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[www.whatcomdrc.org](http://www.whatcomdrc.org)

Watch this 2.5 minute video on the ERPP:

<https://www.youtube.com/watch?v=4g0SI7Pc2lg>