

Cleveland Eviction Right to Counsel Annual Independent Evaluation January 1 to December 31, 2021

Prepared for: Cleveland City Council

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Section I-Stout Profile and Qualifications

Stout Risius Ross, LLC (Stout) is a global investment bank and advisory firm specializing in corporate finance, valuation, financial disputes, and investigations. In addition to these services, Stout’s professionals have expertise in strategy consulting involving a variety of socioeconomic issues, including issues of or related to access to justice and the needs of low-income individuals and communities.

Under the direction of Neil Steinkamp, who leads Stout’s Transformative Change Consulting practice, Stout is a recognized leader in the civil legal aid community and offers the following services:

- Economic impact assessments and policy research for civil legal aid initiatives
- Strategy consulting and action plan development for issues relating to access to justice
- Non-profit budget development, review, and recommendations
- Cost-benefit and impact analyses for non-profit initiatives and activities
- Data-driven program evaluation and implementation
- Dispute consulting and damages analyses for low-income individuals.

Neil Steinkamp is a Managing Director at Stout and a well-recognized expert and consultant on a range of strategic, corporate, and financial issues for businesses, non-profit organizations and community leaders and their advisors. Neil has extensive experience in the development of strategic plans, impact analyses, data evaluation, and organizational change. His work often includes assessments of data reporting, data collection processes, the interpretation or understanding of structured and unstructured data, the review of documents and databases, the development of iterative process improvement strategies, the creation of data monitoring platforms to facilitate sustained incremental change toward a particular outcome and creating collaborative environments. Mr. Steinkamp also has premier experiencing with housing related issues, including eviction. He has authored numerous economic impact studies on providing low-income tenants with attorneys in eviction proceedings, one of which assisted in the passing of New York City’s historic right to counsel law. Mr. Steinkamp also currently serves as the court-appointed Independent Data Analyst in *Baez v. New York City Housing Authority* overseeing NYCHA’s compliance with the timely remediation of mold and leak work orders.

Neil has served as a consultant to the New York Permanent Commission on Access to Justice (the Permanent Commission) for the last 6 years. The Permanent Commission is chaired by Helaine Barnett and its membership is comprised of New York Legal Aid organizations, law firms, members of the judiciary and other stakeholders. In his consulting capacity, Neil has worked with the Permanent Commission to develop strategies and recommendations to improve access to justice across the state. Most recently, Neil has worked with the Permanent Commission to launch an innovative survey of court users and to develop recommendations to

address the digital divide that arises with the use of virtual or remote court proceedings.¹ Neil also provides remarks at Chief Judge Janet DiFiore’s annual hearing on the impact of civil legal aid in New York. His remarks have often discussed the economic impact of civil legal aid in New York, as well as other strategies and recommendations developed by the Permanent Commission.

In mid-2020, Stout developed innovative analyses of tenant household instability caused by the COVID-19 pandemic, the estimated rental debt owed, and estimates of how that instability could result in an unprecedented number of eviction filings in states throughout the country. Stout’s research and analyses have been cited in local and national publications, including, but not limited to, The New York Times, The Washington Post, CNBC, Reuters, Forbes, Politico, and Bloomberg, and was referenced in the Centers for Disease Control and Prevention September 4, 2020 Order enacting a nationwide eviction moratorium. Stout also maintains an [Eviction Right to Counsel Resource Center](#) which includes Stout’s eviction cost-benefit analyses as well as a compilation of resources related to the eviction process, housing instability, racial bias, the impacts and economic costs of eviction, and draft and enacted legislation. In September 2020, Stout published a report for the National Council of State Housing Agencies (NCSHA) estimating of current and expected rental shortfall and potential evictions in the United States at that time.

Stout has been engaged by more than 50 non-profit organizations serving low-income communities across the United States. These engagements often included program or public policy evaluations, return on investment analyses, and strategic action planning. Neil is currently serving as the evaluator of Cleveland’s Right to Counsel, Milwaukee’s Right to Counsel, and Connecticut’s Right to Counsel. Stout has conducted eviction right to counsel fiscal return on investment analyses and independent expert reports for advocates, coalitions, bar associations or government agencies in New York City, Philadelphia, Los Angeles, Baltimore, Delaware, and Detroit. Following the release of Stout’s reports in New York City, Philadelphia, and Baltimore, eviction right to counsel legislation was enacted. Stout has also prepared return on investment and other analyses for Los Angeles, Newark, Pennsylvania, and New York (outside New York City). In these engagements, Stout worked closely with funders/potential funders, legal aid organizations, landlords, academics studying housing and eviction, government agencies and the continuum of care, non-profits serving low-income residents, and impacted residents.

¹ “Report to the Chief Judge of the State of New York.” Permanent Commission on Access to Justice. November 2021. <http://ww2.nycourts.gov/accesstojusticecommission/annual.shtml>

Stout as the Independent Evaluator of Cleveland’s Eviction Right to Counsel

In September 2020, Stout was engaged as the 3-year evaluator of Cleveland’s Eviction Right to Counsel (RTC-C). Stout has continued collaborating with United Way of Greater Cleveland (UWGC) and the Legal Aid Society of Cleveland (Cleveland Legal Aid) during the second year of the evaluation through: regular data-oriented meetings with Cleveland Legal Aid, bi-weekly evaluation meetings with UWGC and Cleveland Legal Aid, quarterly meetings with the Advisory Committee, and periodic meetings with Cleveland Legal Aid staff attorneys directly serving clients. The information gathered from and shared during these meetings has informed Stout’s evaluation, the development of a library of analyses and dashboards, a methodology for preliminarily estimating the fiscal impacts of RTC-C, and recommendations for continued refinement and enhancement of RTC-C in 2022.

Over the past year, Stout has developed more than 100 analyses (with thousands of variations through filters and selections) in its data visualization platform used by Cleveland Legal Aid, UWGC, and Stout to monitor key performance metrics, identify opportunities for refinement and further research, and evaluate the impact of RTC-C. The data visualization platform, in combination with qualitative feedback from landlord attorneys and Cleveland Legal Aid attorneys, has enabled an iterative evaluation – one that is completed in parallel to implementation rather than subsequent to implementation. The iterative evaluation process has resulted in many new and unique insights including, but not limited to: circumstances renter households are experiencing leading up to eviction, the goals that clients have for their cases, the impacts of rental assistance, the intersections of race and gender with eviction, sub-standard housing conditions (defective conditions) that RTC-C clients experience, landlord experiences with RTC-C, and communication strategies. While this iterative evaluation technique has enabled significant progress over the past year, it has also identified opportunities for continued improvement (as discussed in Section VII).

Section II-Executive Summary

Key Findings

1. **Prevented Eviction Judgments and Achieved Client Housing Goals.** During the client interview process, Cleveland Legal Aid attorneys ask clients what their goals are for the case. It is possible that a client has more than one goal for their case (e.g., preventing an eviction judgment or involuntary move and mitigating damages). For cases closed between January 1, 2021 and December 31, 2021, Cleveland Legal Aid attorneys were able to achieve the following outcomes for clients with these respective goals (see Appendix C for a complete listing of outcomes):

Outcome Achieved	Frequency Outcome Achieved	# of RTC-C Clients with Goal ²	% of RTC-C Clients with Goal ³
Prevented eviction judgment or involuntary move ⁴	93%	650	94%
Secured rental assistance	83%	342	50%
Secured time to move (30 days or more)	92%	299	43%
Mitigated damages	94%	288	42%
Secured monetary relief	97%	94	14%

2. When RTC-C clients are discussing their goals with Cleveland Legal Aid during the interview process, RTC-C clients are also asked whether they want to stay in their home. Approximately 46% of RTC-C clients indicated they did not want to stay in their home. In these instances, clients often have a goal of securing time to move (in addition to other goals) that Cleveland Legal Aid assists with to minimize the impact to the client of abrupt displacement.
3. **Identifying and Responding to Housing Conditions.** In 2021, approximately 79% of RTC-C client interview respondents indicated there were defective housing conditions in their home. These issues included but were not limited to: inadequate or inoperable toilets, sinks, and showers; inadequate or inoperable heat during winter months; mold and

² Clients can have more than 1 goal for their case.

³ Total will be greater than 100% because clients can have more than 1 goal for their case.

⁴ “Avoid eviction” in this context means that an eviction judgment was avoided. This does not necessarily mean residents remained in their home. A portion of the 93% of RTC-C clients who were seeking to avoid eviction or an involuntary move and were able to do so, did move out of their home. However, these moves were voluntary, and disruption was minimized because of representation.

mildew; holes in walls, roofs, and floors; rodent infestations; leaks and flooding during rain; broken or missing doors and windows; exposed electrical wiring; and lead.

4. **RTC-C Responds to an Eviction Crisis that Disproportionately Impacts Black and Female Households.** RTC-C clients who had their cases closed in calendar year 2021 were disproportionately female and Black compared to Cleveland’s overall demographics. Approximately 77% of RTC-C clients who had their cases closed in calendar year 2021 were female, and approximately 72% were Black. This compares to Cleveland’s population being 52% female and 49% Black. Furthermore, Cleveland eviction filings overall in 2021 were concentrated in census tracts with non-white majority populations. Approximately 42% of all eviction filings in Cleveland in 2021 were in majority Black or African American census tracts compared to approximately 19% in majority white census tracts.
5. **Leveraging Rental Assistance.** More than \$28 million in emergency rental assistance was available for tenants in Cleveland, and approximately \$17 million was distributed in 2021, leaving approximately \$11 million for distribution at the end of 2021. More than 340 RTC-C clients in 2021 (approximately 50% of closed RTC cases) had a goal of securing rental assistance, and Cleveland Legal Aid achieved this goal for 83% of these RTC-C clients. Additionally, Cleveland Legal Aid referred more than 800 Cleveland residents to CHN Housing Partners (CHN) for emergency rental assistance. From January 1 to December 31, 2021, CHN processed more than 20,000 applications for emergency rental assistance. Emergency rental assistance was provided to approximately 5,400 (27%) Cleveland residents who applied. Like RTC-C clients, applicants for emergency rental assistance were disproportionately Black, female, and had household incomes of 100% of the Federal Poverty Level (FPL) or less. Furthermore, approximately 73% of rental assistance applicants that had household incomes of 100% or less of the FPL had at least one child in the household (i.e., households that would otherwise be RTC-C eligible). Approximately 79% of Cleveland Legal Aid clients indicated during their intake interview that they were aware that rental assistance is available. Of the 21% of RTC-C clients who were not aware of rental assistance, approximately 98% had the goal of securing rental assistance (in addition to other goals), and Cleveland Legal Aid achieved this goal for 81% of them. Of the 52% of RTC-C client who had not already applied for rental assistance, approximately 97% had the goal of securing rental assistance (in addition to other goals), and Cleveland Legal Aid achieved this goal for 77% of them.
6. The number of rental assistance applicants that would likely also qualify for RTC-C (approximately 6,400 – of which 67% had an application status of “Assistance Complete” as of December 31, 2021) compared to the actual number of RTC-C clients (approximately

800) suggests that rental assistance has likely assisted in avoiding a significant number of eviction filings.

7. **Preliminary Assessment of Fiscal Impacts.** Stout used data collected by Cleveland Legal Aid and publicly available information to prepare a preliminary estimate of the potential fiscal impacts of RTC-C in 2021. Based on the information currently available, Stout quantified the following fiscal impacts to Cleveland / Cuyahoga County:
 - Cost savings related to housing social safety net responses - \$1.1 million to \$1.2 million
 - Sustained education funding for children in CMSD - \$1.1 million to \$1.2 million
 - Economic value preserved by retaining residency in Cleveland - \$1.4 million to \$1.6 million
 - Cost savings related to Medicaid spending on health care - \$108,000 to \$116,000
 - Out-of-home foster care placements - \$580,000 to \$620,000

8. Stout estimates that Cleveland / Cuyahoga County likely avoided social safety net costs of at least \$1.8 million to \$1.9 million (housing social safety net responses, Medicaid spending on in-patient and emergency room health care, and out-of-home foster care) and retained approximately \$2.5 million to \$2.8 million in federal funding and economic value (federal and state funding for Cleveland Metropolitan School District and economic value of avoiding out-migration / population loss) through RTC-C. The total preliminary fiscal impact of RTC-C in Cleveland / Cuyahoga County for 2021 was approximately \$4.3 million to \$4.7 million. Stout's preliminary estimate of fiscal impact is likely significantly understated. Included in the calculation are benefits of RTC-C that can be quantified based on currently available data. However, Cleveland / Cuyahoga County would likely realize additional benefits that are not currently quantifiable based on available data. These benefits that are not currently quantifiable include but are not limited to:
 - The education costs, juvenile justice costs, and child welfare costs associated with children experiencing homelessness
 - The effects of stabilized employment and income and the economic and tax benefits to the state associated with consumer spending
 - The negative impact of eviction on tenants' credit score, ability to re-rent, and the potential loss of a subsidized housing voucher
 - The cost of providing public benefits when jobs are lost due to eviction or the eviction process

- The cost of mental health care
 - Certain additional costs associated with homelessness, such as additional law enforcement and incarceration costs
 - The cost of family, community, and neighborhood instability
 - Preservation of financial and personal assets
 - A reduction, over time, of the number of eviction cases filed resulting in improved use of Cleveland Municipal Court resources.
9. Stout will work with UWGC, Cleveland Legal Aid, and other Cleveland stakeholders to refine and add to the fiscal impact calculations during 2022.
 10. **Significant Increase in Eligible Tenants Who Were Able to Access a Lawyer.** The estimated representation rate for households expected to be *eligible* for RTC-C was approximately 60% from January 1, 2021 to December 31, 2021. That is, an estimated 1,440 households were eligible for RTC-C in 2021, and Cleveland Legal Aid represented approximately 860.⁵ In 2021, on average, approximately 18% of *all tenants* facing eviction in Cleveland were represented in housing court compared to between 1% and 2% before RTC-C was enacted. Cleveland Legal Aid represented approximately 90% of all tenants who were represented in 2021 filings. Not all of these tenants were eligible for RTC-C, however, 9 out of 10 represented tenants had a Cleveland Legal Aid attorney assisting them with their eviction case.
 11. **Serving Children Through RTC-C.** To be eligible for RTC-C, the household must have at least 1 child. In 2021, nearly 1,300 children were served through RTC-C.⁶ The number of children per RTC-C client household ranged from 1 to 7, and the average number of children per RTC-C client household was approximately 2. More than 80% of RTC-C client households had between 1 and 3 children, and approximately 64% of RTC-C client households had more than 1 child.
 12. **Developing a Deeper Understanding of RTC-C Clients and the Characteristics of their Cases.** Cleveland Legal Aid’s extensive client interview process enabled a deeper understanding of RTC-C clients, their households, and the circumstances surrounding

⁵ Data available from Cleveland Municipal Court related to eviction filings does not include data regarding household income or the presence of children in the home. Therefore, the number and percentage of households that may be eligible for representation through RTC-C must be estimated.

⁶ This is the number of children in RTC-C client households who had their cases closed in 2021. It does not include children in RTC-C client households with open cases.

their eviction. Based on the interview questions, the RTC-C client is a Black female with 2 children living in private housing (i.e., not public or subsidized housing). She has household income of approximately 50% of the federal poverty level, which is approximately \$22,000 for her household size (3 people – herself and her 2 children). They have been living in their home for between 1 and 3 years and have a 1-year written lease. The children in the RTC-C client households are more likely to have disabilities (physical, intellectual, or developmental) than the general population of children in Cleveland. The majority of RTC-C clients were not working at the time of their interview because their employment was impacted by COVID-19, but they were actively seeking employment. She indicates that the home they are living in has defective conditions, which the client notified the landlord about, but the landlord has not fixed. She is seeking Cleveland Legal Aid’s assistance to avoid an eviction judgment or involuntary move, secure rental assistance, and/or secure time to move. She may or may not want to stay in her home, but if her and her children were evicted, they would likely experience homelessness – either entering emergency shelter, living unsheltered, or needing to move in with family or friends.

13. RTC-C clients also overwhelmingly experienced circumstances that made their cases complex. Approximately 86% of RTC-C clients had circumstances (either personal circumstances or case characteristics) that would make their cases complex. These circumstances included: defective conditions, oral leases, living in public or subsidized housing, had previous issues with management, or had a person in the household with mental health challenges. Approximately 44% of RTC-C cases had more than 1 of these circumstances.
14. RTC-C clients, however, are not representative of all people facing eviction in Cleveland. There appears to be a natural selection bias for RTC-C clients. That is, RTC-C clients are Cleveland tenants who are often likely seeking representation because there are substantive issues and disputes of fact surrounding their eviction cases, which may be contributing to them seeking legal assistance. It is these substantive issues, complications and disputes of fact that make legal representation essential in these cases.
15. Throughout this report, Stout will review the analyses of data related to RTC-C clients. It is critically important for the reader to appreciate that the analysis is limited to RTC-C clients and may not necessarily apply to all eviction filings in Cleveland for the reasons described above. While an overwhelming majority of eviction cases in Cleveland are filed as non-payment of rent (and most do involve issues related to the non-payment of rent), RTC-C clients are overwhelmingly experiencing various substantive issues, complications

and disagreements in their eviction cases, and are seeking legal representation to assist with those. Stout estimates that 40% of RTC-C eligible Cleveland households facing eviction did not seek legal representation in 2021. There is still much to learn about the households who did not seek legal representation – and there are currently significant limitations to Stout’s ability to do this, as there is virtually no data collected for households that do not respond to the eviction notice.

16. **Qualitative Evaluation Findings.** During the fourth quarter of 2021, Stout sought feedback from the landlord lawyer community about RTC-C. Stout spoke with attorneys who, in aggregate, represent approximately 50% of eviction cases with represented landlords in Cleveland in 2021. The landlord attorneys were overwhelmingly supportive of tenants having representation in eviction proceedings. They offered recommendations to enhance RTC-C – having a robust mediation process for cases where the only issue is non-payment of rent, for example. Additionally, they shared perspectives about the importance of rental assistance, eviction diversion, and social workers to maximize the impact of RTC-C. Further information regarding Stout’s landlord community engagement can be found in paragraphs 142-148.
17. Cleveland Legal Aid and UWGC collected client stories throughout 2021 that demonstrated the impact that RTC-C has had on clients. Examples of these stories include:
 - Assisting a single mother of 4 children who was diagnosed with breast cancer during the pandemic and could no longer work as a home health aide given her diagnosis
 - Representing a father who had previously experienced homelessness and who has a son who experiences behavioral challenges due to past trauma
 - Assisting a single mother of 2 children, one of whom is mostly deaf, who lost her job during the pandemic and was struggling to secure steady employment.
18. Details of these client stories, including the outcome of the cases can be found in paragraphs 149-151.
19. **Cleveland Legal Aid’s Investment in Data.** The robust quantitative evaluation of RTC-C detailed throughout this report is a product of Cleveland Legal Aid’s significant investment in data collection since the launch of RTC-C in July 2020. Stout and Cleveland Legal Aid have collaborated and continue to collaborate on topics related to data collection, data interpretation, and data visualization. Cleveland Legal Aid collects up to 170 different data points for each RTC-C client throughout the relationship (e.g., intake, interview, as the

case progresses, during case closure) and provides this data to Stout monthly. Stout uses the data to build and refresh more than 100 analyses (with thousands of variations through filters and selections) within its data visualization platform. Cleveland Legal Aid and UWGC regularly use the data visualization platform to monitor progress, identify opportunities for improvement, assess impact, and create further operational efficiencies within Cleveland Legal Aid. Cleveland Legal Aid is a leader and example for other jurisdictions undertaking evaluations of their eviction right to counsel programs. Most notably, the Legal Aid Society of Milwaukee and providers of eviction defense throughout Connecticut have implemented similar versions of Cleveland Legal Aid's extensive intake interview (customized for local differences where applicable). As other jurisdictions pass and implement an eviction right to counsel and seek evaluations, Stout is hopeful that Cleveland will continue to be a model for data collection and iterative dialogue that will continually improve the impact of eviction right to counsel programs.

20. **Recommendations for 2022.** During Year 3 of RTC-C, Stout will continue to collaborate with UWGC, Cleveland Legal Aid, and community stakeholders, and seek feedback from tenants and landlords, to demonstrate the impact of RTC-C. To deepen and refine the current understanding of the eviction landscape in Cleveland, Stout recommends the following for 2022:
 1. Continue working with Cleveland Legal Aid to iteratively refine data collection, which may include additional data fields (particularly regarding case closing elements), reviewing and rephrasing interview questions, and developing mechanisms to ensure completion of client interviews and prompt case closures
 2. Launch client follow-up surveys via text message to develop deeper insights into medium- and long-term impacts of RTC-C
 3. Develop a complementary communication and outreach strategy centered on local trusted community messengers and a methodology for evaluating the impact of the strategy
 4. Collaborate with UWGC, Cleveland Legal Aid, and other community organizers / stakeholders to collect information during door-to-door canvassing for Cleveland tenants facing eviction, particularly for those who do not plan to seek legal representation
 5. Support the development of a Tenant Advisory Council and a Landlord Advisory Council to gather regular feedback about and refine RTC-C

6. Understand efforts landlords are undertaking to work with tenants prior to filing an eviction (e.g., secure rental assistance, participate in pre-filing eviction diversion, etc.) and how these efforts may differ based on landlord typology (e.g., large corporate landlords v. owners of 1-3 units)
7. Understand the intersection of pre- or post-eviction filing eviction diversion programs and RTC-C and work to implement effective eviction diversion programs in Cleveland
8. Refine data collection and qualitative feedback to assess the impact of RTC-C, including the intersection of RTC-C and the objectives of the Lead Hazard Control Program and Say Yes Cleveland, identify opportunities to use parcel identification numbers to connect data sets and unlock additional insights, further explore the nexus between rental assistance, the prevention of eviction cases, and the effective resolution of eviction cases, as well as further explore and analyze the differences in case outcomes for RTC-C clients compared to unrepresented Cleveland tenants.

Section III-Year 2 Evaluation Findings

Stout’s Eviction Right to Counsel Evaluation Methodology

21. Stout’s evaluation methodology uses robust analysis of available data and information, while also appreciating the limitations of such data, the opportunities for continued improvement and analysis, and the challenges that can arise in the analysis of intricate, complicated, and intertwined micro- and macro-economic social and capitalist systems. The data collected by the courts, Cleveland Legal Aid, United Way, CHN Housing Partners, and other stakeholders is inherently limited and imperfect. These limitations and imperfections arise from resource constraints at each organization to collect information, the systems used to collect data before RTC-C, the nuanced and complex lived experiences of low-income Cleveland renter households, the experiences and practices of landlords of various sizes, and the adversarial nature of the United States legal system (which includes eviction cases).
22. Further, Stout’s methodology is not a randomized control trial and does not use a designed control group to draw comparisons. RTC-C is designed to assist low-income Cleveland renter households experiencing a high-stakes legal proceeding. It is essential that these services are provided through effective advocacy due to the circumstances faced by the parties, the complexity of the proceedings, and potential consequences of the proceedings. Thus, Stout uses the best available information and feedback from a wide range of stakeholders to provide analyses and assessments of RTC-C. This evaluation technique creates an iterative dialogue about the impact of RTC-C and opportunities for continued refinement of the data collected, analyses completed, and insights developed.
23. Recognizing the limitations and challenges associated with the evaluation of RTC-C (and any eviction right to counsel program), Stout’s evaluation methodology is built on three techniques of understanding:
 - Critical Thinking – “[T]he intellectually disciplined process of actively and skillfully conceptualizing, applying, analyzing, synthesizing, and/or evaluating information gathered from, or generated by, observation, experience, reflection, reasoning, or communication, as a guide to belief and action. In its exemplary form, it is based on universal intellectual values that transcend subject matter divisions: clarity, accuracy, precision, consistency, relevance, sound evidence, good reasons, depth, breadth, and fairness.”⁷
 - Critical Filtering – A technique involving the filtering of claims before they are evaluated. This technique involves three questions designed to filter claims and information – assessment of whether the claim is specific; is there a simpler

⁷ “Critical Thinking as Defined by the National Council for Excellence in Critical Thinking, 1987.” The Foundation for Critical Thinking. N.d.

explanation (the application of Occam’s razor that, in general, the simplest explanation is most reasonable – a technique of shaving the unprovable parts of claims in order to get closer to an explanation or evaluation); and can the claim be independently verified.⁸

- Discernment – “[T]he ability to recognize small details, accurately tell the difference between similar things, and make intelligent judgements by using such observations.”⁹

24. In combination, Stout believes that our focus on these three techniques of understanding provide a reasonable methodology for the analysis of imperfect information involving complex social systems resulting in meaningful findings designed to provide quantitative measurement and qualitative assessment for purposes of enabling dialogue regarding the impact and efficacy of the program. However, Stout also considers itself a student of this discipline with continual opportunities to learn more. In the words of Albert Einstein, “As our circle of knowledge expands, so does the circumference of darkness surrounding it”, or as summarized by Neil deGrasse Tyson “As the area of our knowledge grows, so too does the perimeter of our ignorance.” The data collected by UWGC and Cleveland Legal Aid for RTC-C, synthesized by Stout in this evaluation, has expanded Stout’s knowledge related to evictions in Cleveland, however Stout also appreciates that there is still much more to learn.

25. Using its Eviction Right to Counsel Methodology, Stout continued to collaborate with UWGC and Cleveland Legal Aid on an iterative evaluation of RTC-C throughout 2021. Stout’s 2021 evaluation included, but was not limited to, detailed analyses of:

- Eviction filings
- Representation rates (overall and those for RTC-C eligible tenants)
- RTC-C client goals and outcomes achieved
- Reasons client goals were not achieved (in the few instances they were not)
- The intersection of eviction with race and gender
- Correlations between eviction filings and 2-1-1 data
- Emergency rental assistance program data
- Client interview responses
- The time it takes to provide full representation and brief services
- Preliminary fiscal impacts

⁸ Critical Filtering is a technique of understanding described by Bill Nye in the MasterClass presentation “Practice Critical Thinking and Critical Filtering.”

⁹ Random Housing Unabridged Dictionary. Random House, Inc. 2022.

- Qualitative findings related to landlord community feedback, positive client and landlord stories, communication strategies, and Cleveland Legal Aid’s significant investment in data.

Eviction Filings in 2021

26. Because the federal eviction moratorium¹⁰ did not cover all types of eviction cases or preclude landlords from filing evictions, eviction cases continued to be filed in Cleveland throughout 2021 albeit at significantly lower levels than prior years. Additionally, Cleveland did not have a local moratorium on eviction filings at any point during the pandemic. Figures 1 and 2 show the annual trend of eviction filings from 2011 to 2021 overall and by zip code.¹¹ It is also important to appreciate that the number of eviction filings in Cleveland decreased approximately 30% from 2011 to 2019.

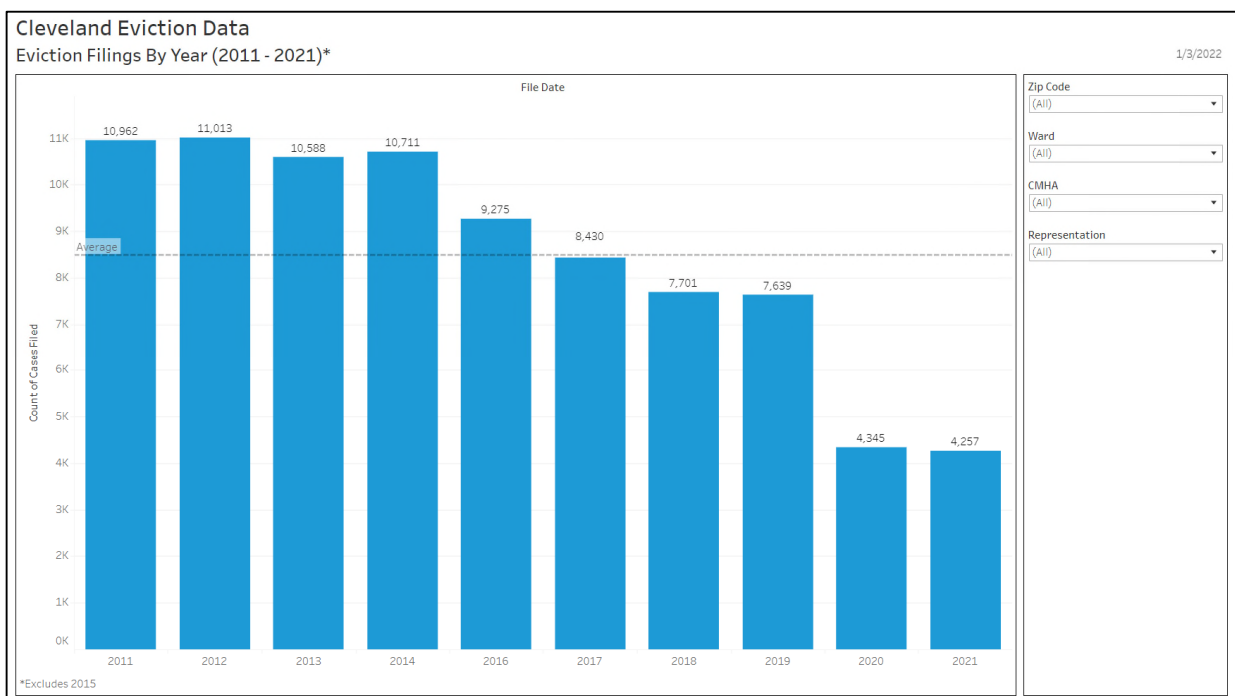


Figure 1

¹⁰ “Temporary Halt in Residential Evictions to Prevent the Further Spread of COVID-19.” Federal Register 85 FR 55292. September 2020.

¹¹ Figure 1 and Figure 2 excludes data from 2015 as the court data accessible to Stout was incomplete for that year.

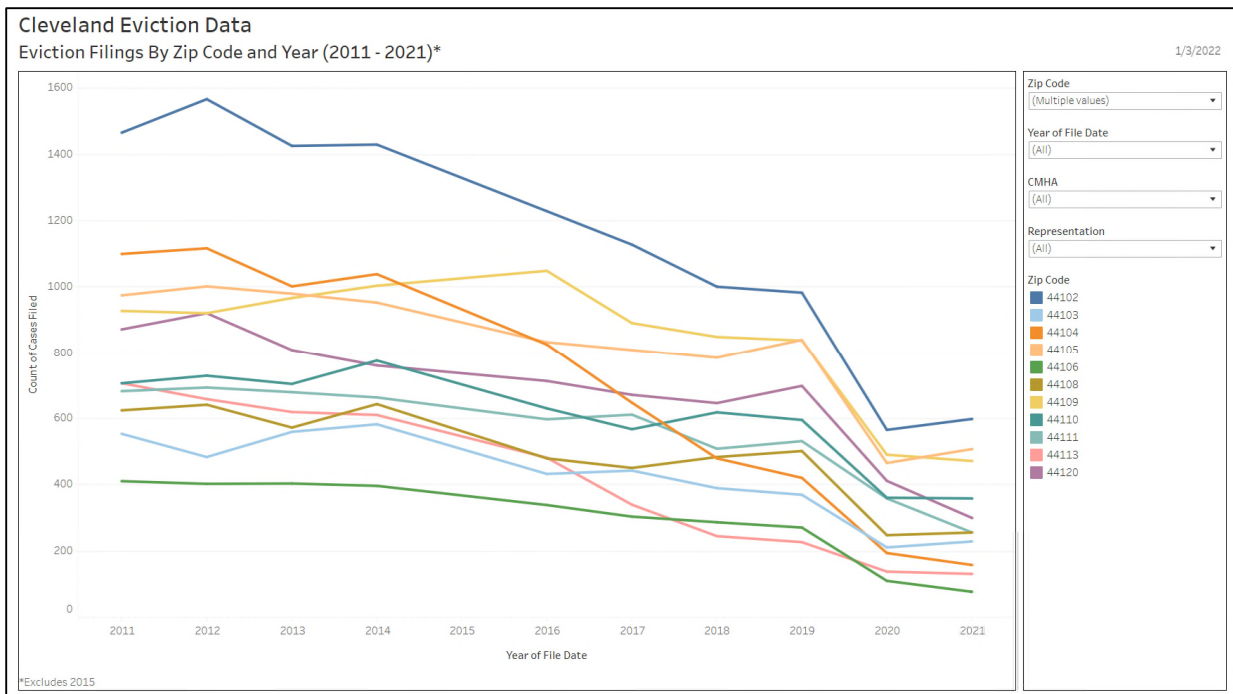


Figure 2

27. For comparison purposes, Stout will use 2018 and 2019 filings as a baseline for its evaluation analyses given the eviction moratorium, rental assistance, and other eviction prevention services implemented as a result of the pandemic, as well as the significant reduction in annual eviction filing prior to 2018. Figure 3 shows the monthly eviction filings in Cleveland during 2021 (dark blue bars) relative to the average number of monthly eviction filings in Cleveland during 2018 and 2019 (grey bars).

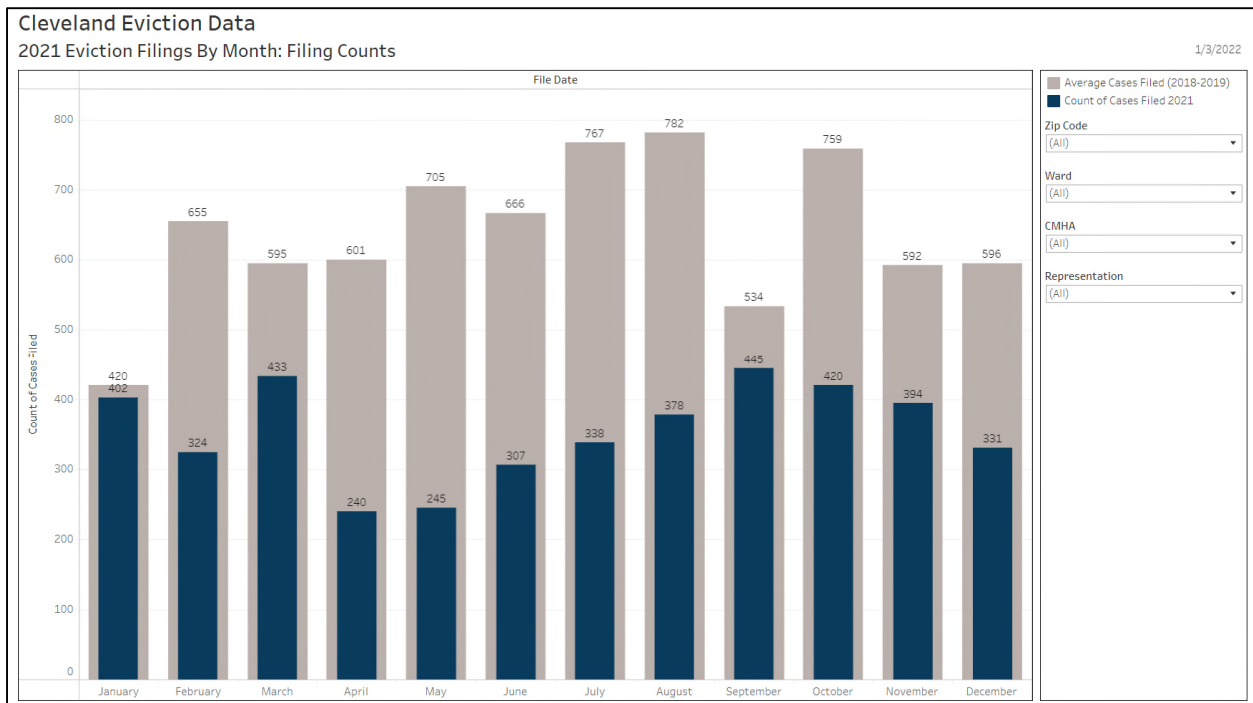


Figure 3

28. Using the same data as Figure 3, Figure 4 shows the monthly eviction filings in Cleveland during 2021 relative to the average number of monthly eviction filings in Cleveland during 2018 and 2019. January 2021 eviction filings were 96% of the average number of evicting filings in January 2018 and 2019. In December 2021, they were 56% of the average December 2018 and 2019 eviction filings. In total, eviction filings in 2021 were approximately 56% of the average eviction filings in 2018 and 2019.

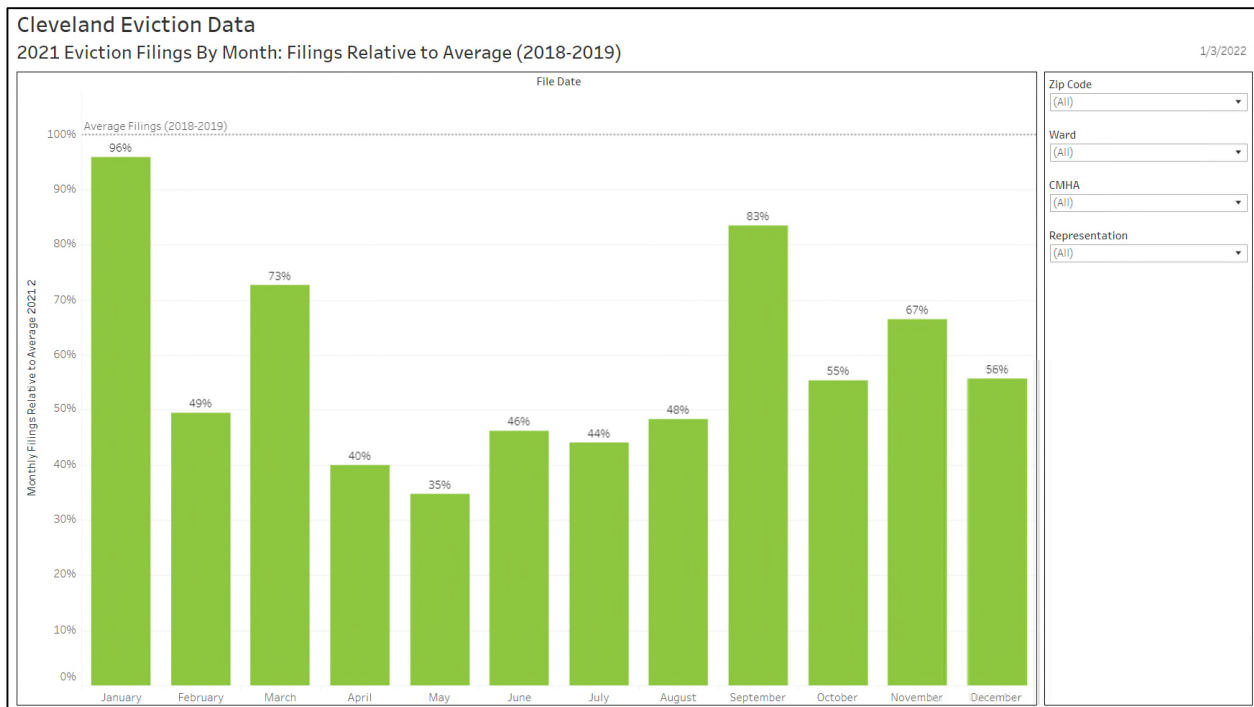


Figure 4

29. Figure 5 is a heat map showing the number of eviction filings by zip code in 2021. Zip code 44102 had the most eviction filings with 598, and zip code 44107 had the fewest eviction filings with 1. Figure 6 is a heat map showing the number of eviction filings by census tract in 2021. Census tracts are smaller geographic areas and provide a more granular view of where evictions were filed. Figure 7 is a heat map showing the number of eviction filings per 100 renter occupied units by census tract in 2021. Analyzing eviction filings on a per 100 renter occupied units basis adjusts for population differences, making comparisons between census tracts more precise.

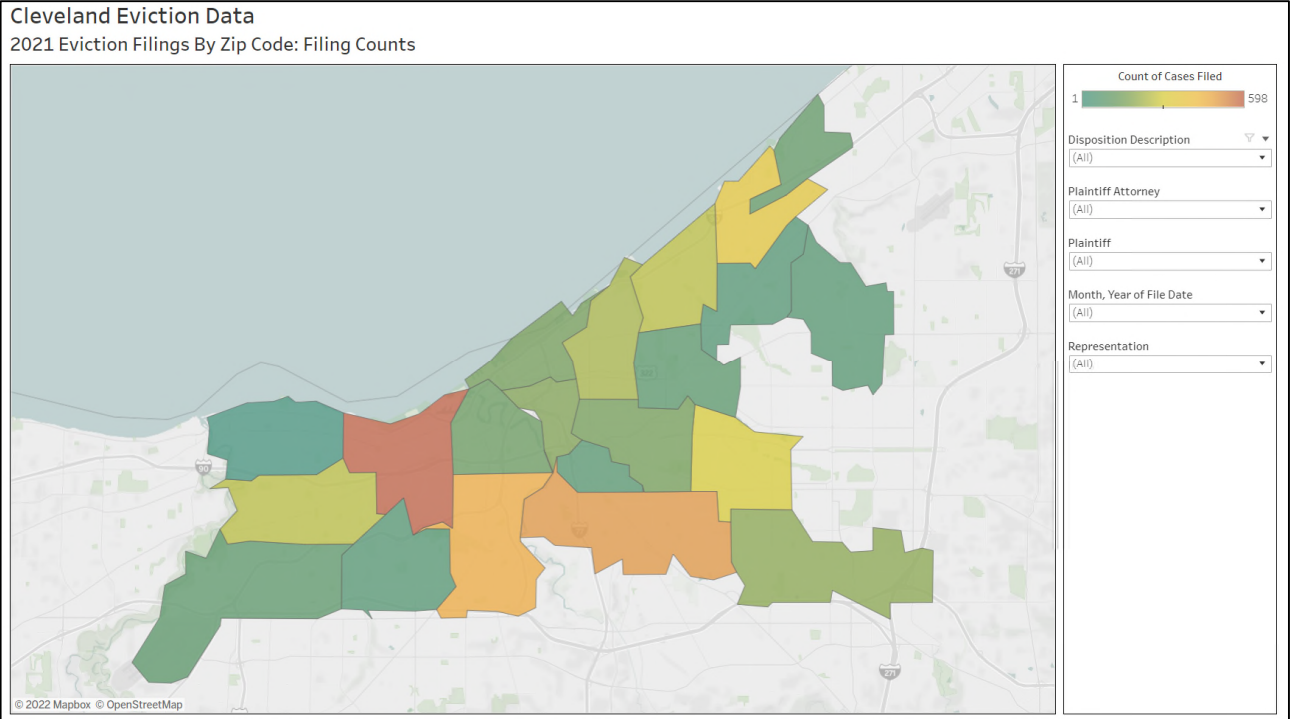


Figure 5

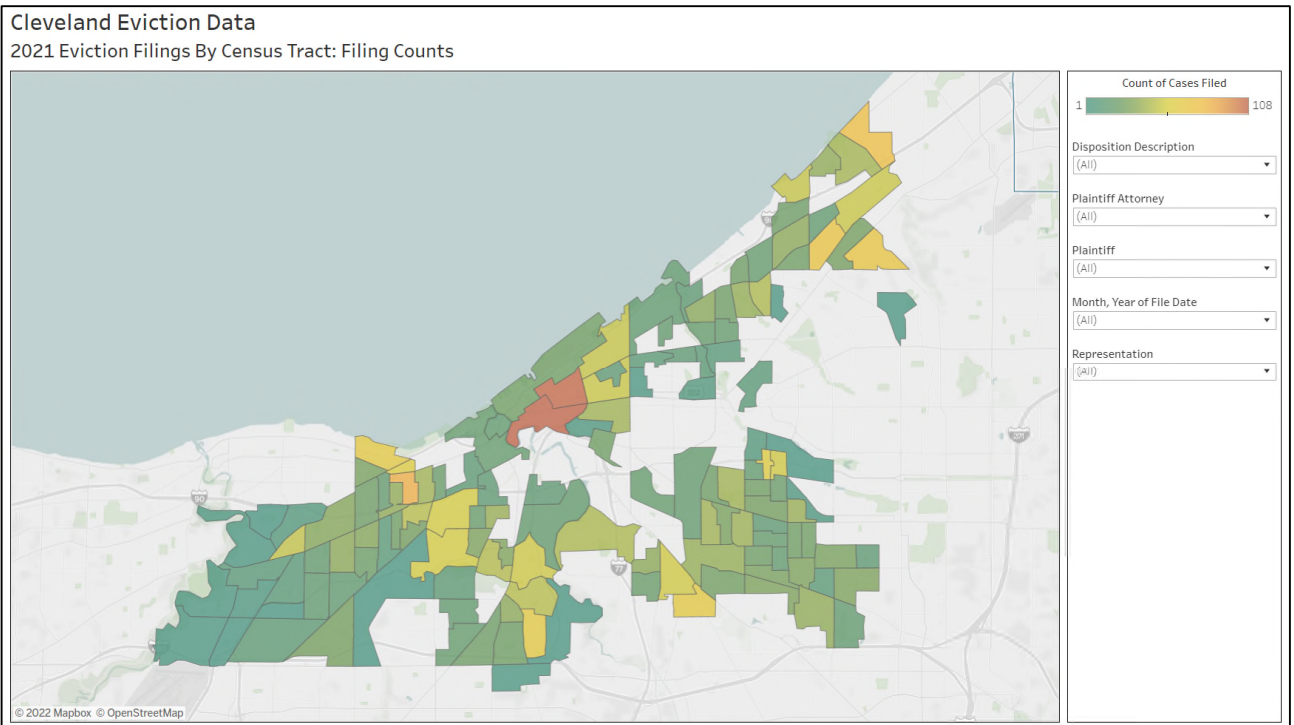


Figure 6

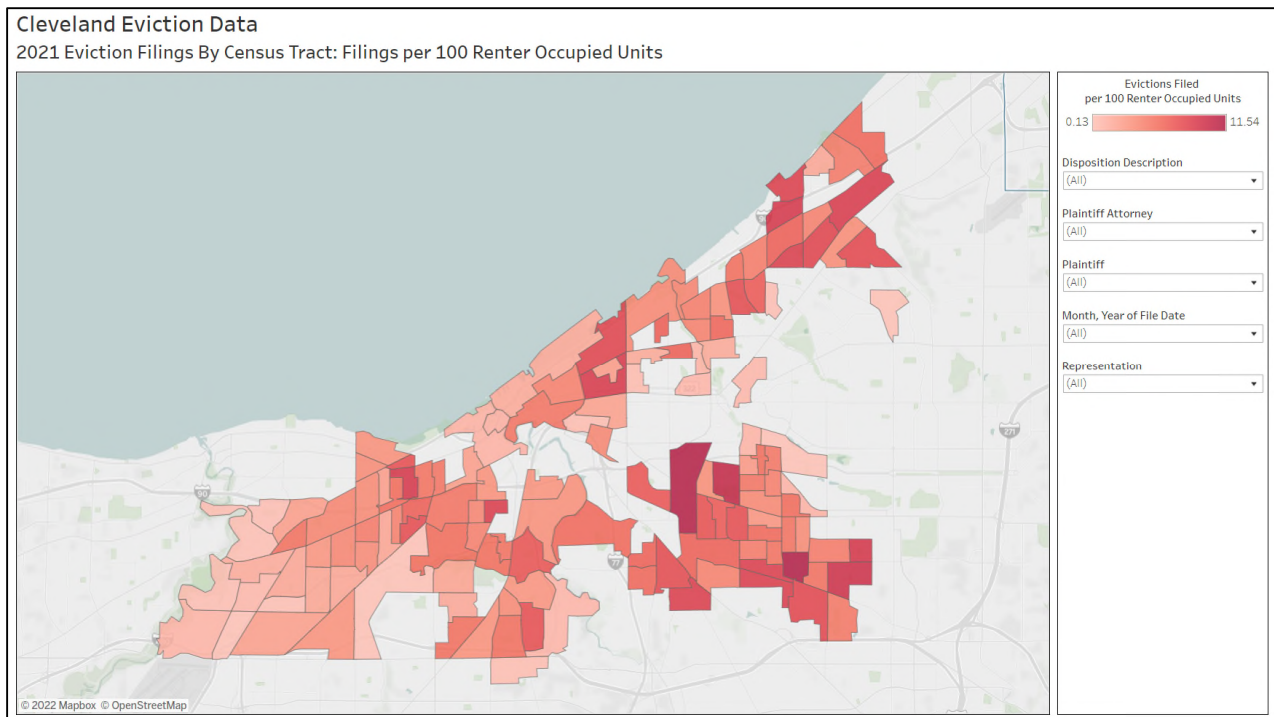


Figure 7

30. In addition to understanding where evictions are being filed, it is helpful to understand who is filing evictions and how that has changed over the past year. During 2021, the Cuyahoga Metropolitan Housing Authority (CMHA) filed 0 evictions compared to an average of 542 during 2018 and 2019. This is significant because CMHA was the most frequent eviction filer in 2019 with 504 filings – nearly 5 times as many filings as the second most frequent filer (based on the plaintiffs named in the eviction filing).¹² CMHA was the plaintiff in approximately 7% of all filings in both 2018 and 2019. Figure 8 shows the number of filings each year from 2018 to 2021 for the 4 other landlords filing the most cases in 2018 and 2019. These landlords significantly decreased the number of evictions they filed in 2021 compared to 2018 and 2019.

¹² In 2015, 2016, and 2017, CMHA filed an average of 1,100 evictions each year – nearly 10 times as many filings as the second most frequent filer.

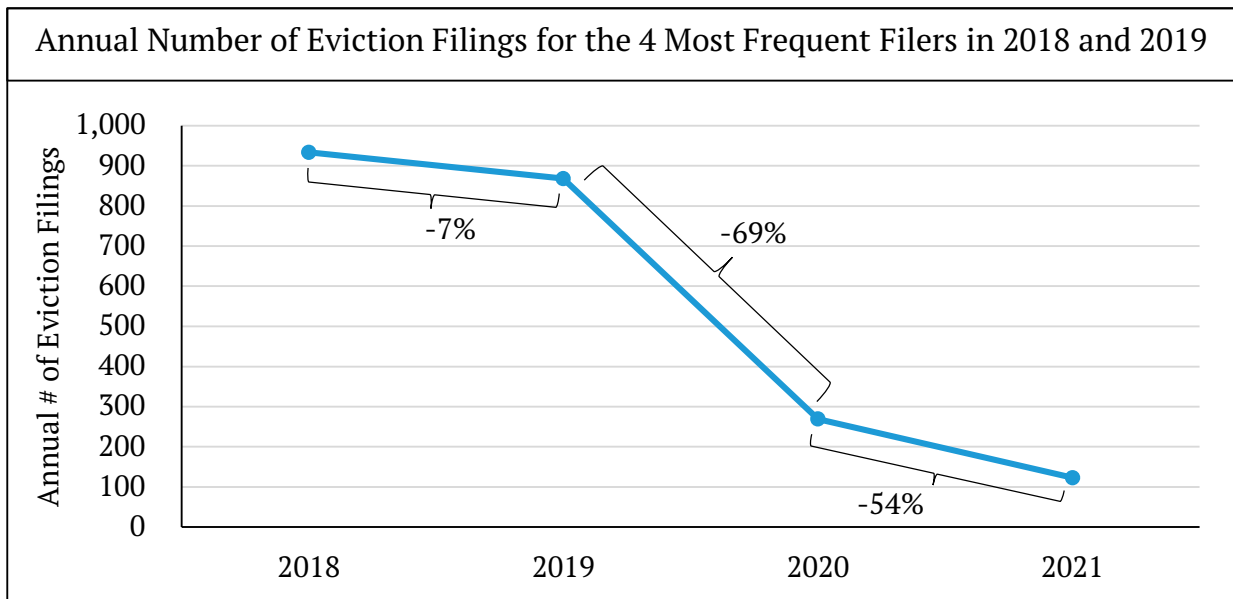


Figure 8

Overall Representation Rates

31. Data from the Cleveland Housing Court docket indicates that between 2011 and 2019, approximately 1% to 2% of tenants in eviction proceedings were represented. In 2021, tenants were represented in 16% of all eviction proceedings.¹³ The significant increase in tenant representation rates is a direct result of RTC-C. Figure 9 shows the annual tenant representation rates from 2011 to 2021, and Figure 10 shows the monthly tenant representation rates prior to RTC-C (January – June 2020) and during RTC-C (July 2020 – December 2021). In Figure 10, the number and percent of cases where the defendant is represented for November and December 2021 is significantly understated. The docket data does not always reflect representation by legal counsel in the same month that the eviction is filed.

¹³ The tenant representation rate for January through October 2021 was approximately 19%. The 16% defendant representation rate includes cases from November and December where the docket data may not yet reflect representation by counsel.

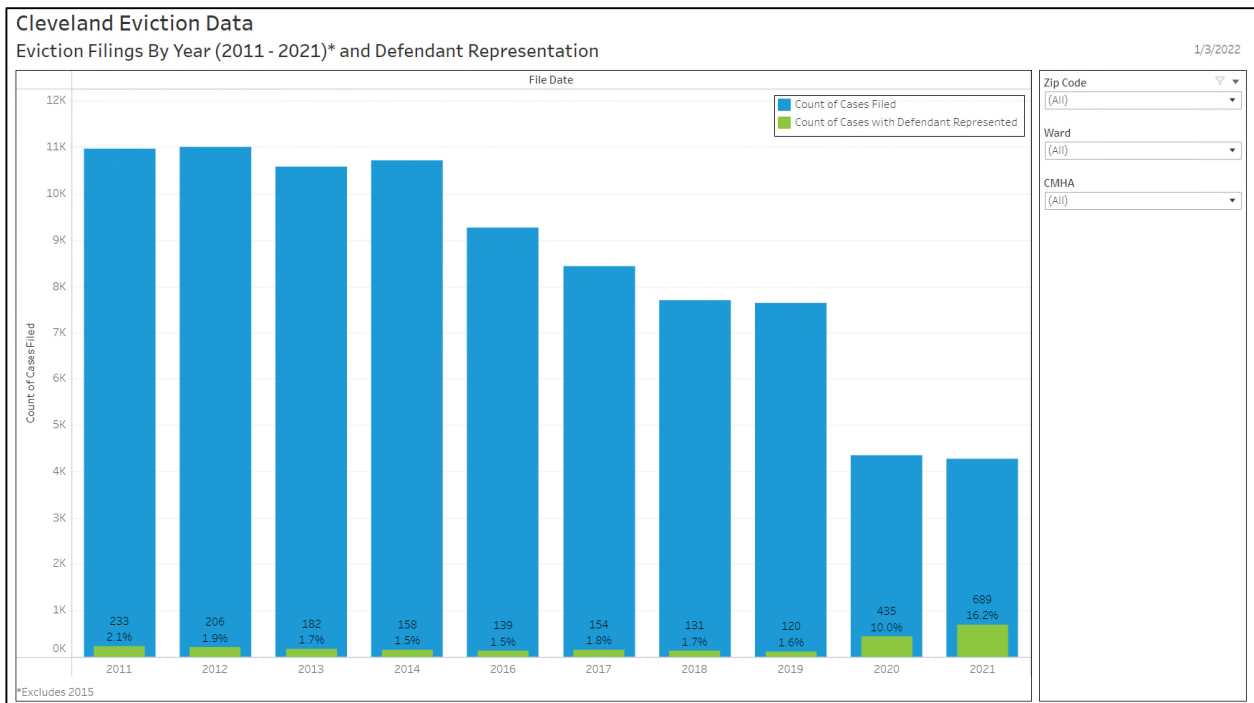


Figure 9

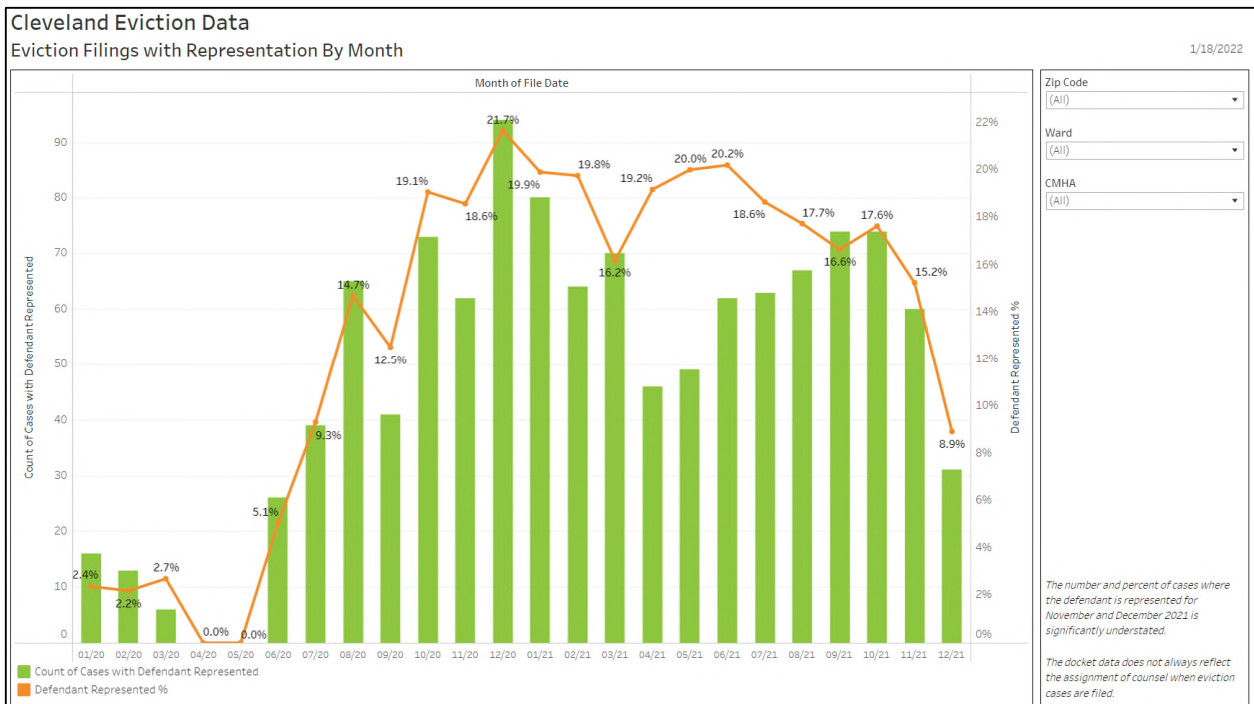


Figure 10

32. Evaluating overall tenant representation rates at the zip code level provides a more granular and geographic understanding of tenant representation across Cleveland. Figure

11 is a map showing overall tenant representation rates by zip code in 2021, and Figure 12 shows the same information in a bar chart.

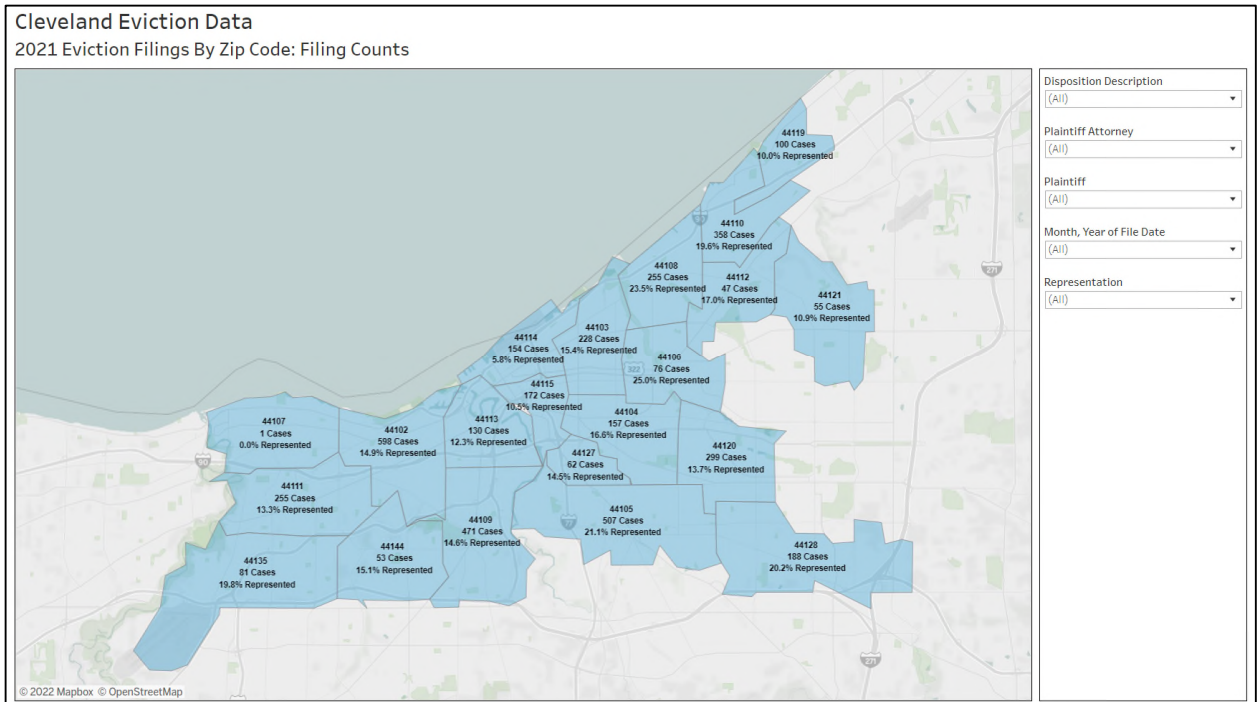


Figure 11

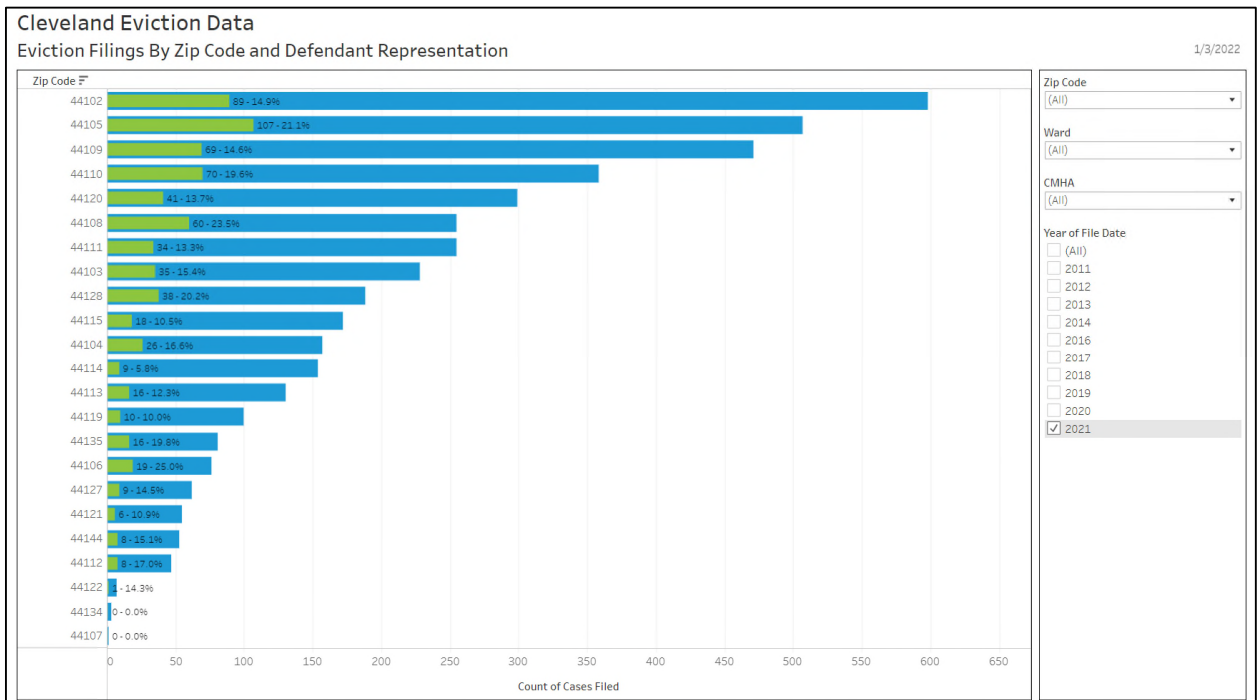


Figure 12

RTC-C Eligible Tenant Representation Rates

33. Stout used rental assistance application data from CHN, the number of eviction filings in each zip code, and the number of RTC-C cases to develop an estimate of the representation rate for eligible Cleveland residents. This analysis provides insights as to the percentage of all RTC-C eligible tenants that Cleveland Legal Aid represented in 2021 in each zip code. Data available from Cleveland Municipal Court related to eviction filings does not include data regarding household income or the presence of children in the home. Therefore, the number and percentage of households that may be eligible for representation through RTC-C must be estimated.
34. Figure 13 shows the estimated representation rate of likely RTC-C eligible households in each zip code. In zip code 44135, Cleveland Legal Aid represented an estimated 90% of likely RTC-C eligible households in 2021 and an estimated 20% in zip code 44114. The overall estimated representation rate of likely RTC-C eligible households across Cleveland was 60% in 2021. That is, Cleveland Legal Aid represented an estimated 60% of all households in Cleveland that were likely eligible for RTC-C.

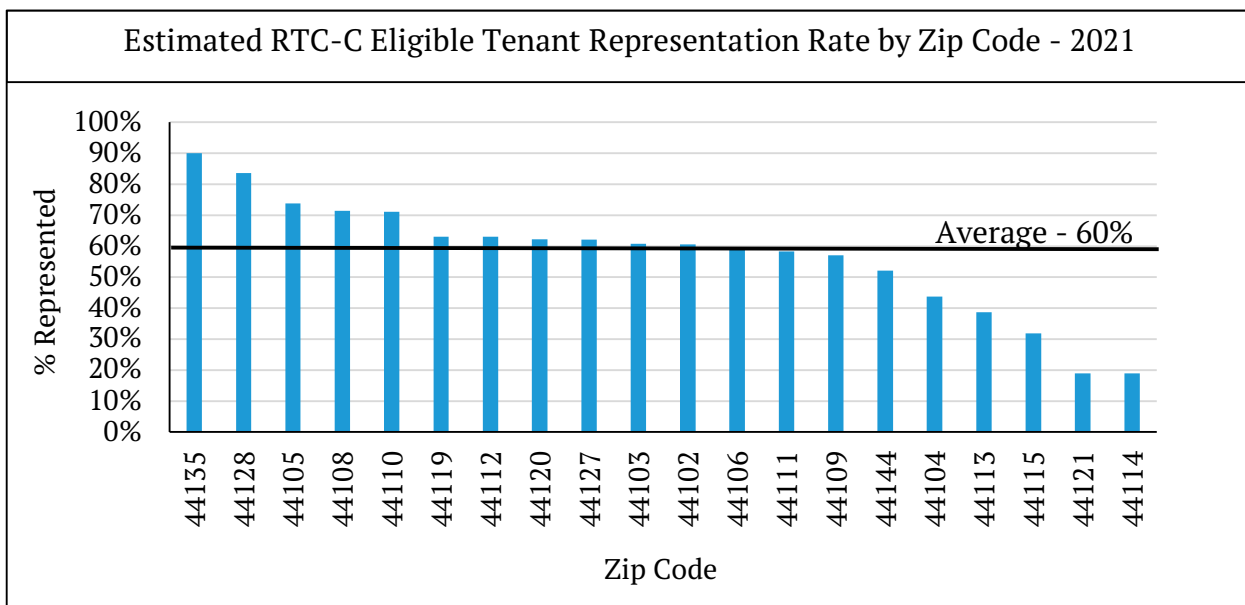


Figure 13

RTC-C Client Goals and Case Outcomes

35. For RTC-C cases closed between January 1 and December 31, 2021, Cleveland Legal Aid was able to achieve approximately 88% of all clients’ case goals. In addition to whether goals are achieved or not achieved, Cleveland Legal Aid tracks “inactive” case goals. These are instances where the client’s goal(s) changed and a particular goal is no longer relevant, a particular goal was not relevant for the client at the beginning of the case, or when Cleveland Legal Aid was unable to pursue a particular goal due to the posture or facts of the case. Stout’s evaluation is centered on goals that were achieved or not achieved, excluding those goals identified as “inactive”. The table summarizes outcomes achieved for RTC-C clients based on their goals¹⁴:

Outcome Achieved	Frequency Outcome Achieved	# of RTC-C Clients with Goal ¹⁵	% of RTC-C Clients with Goal ¹⁶
Prevented eviction judgment or involuntary move ¹⁷	93%	650	94%
Secured rental assistance	83%	342	50%
Secured time to move (30 days or more)	92%	299	43%
Mitigated damages	94%	288	42%
Secured monetary relief	97%	94	14%

36. RTC-C clients may have multiple goals for their case. For example, they may want to prevent an eviction judgment or involuntary move¹⁸ *and* secure more time to move. Between January 1 and December 31, 2021, the proportion of closed cases by the number of goals was:

¹⁴ There are 25 distinct client goals tracked by Cleveland Legal Aid. This list is limited to goals that were cited in at least 75 cases.

¹⁵ Clients can have more than 1 goal for their case.

¹⁶ Total will be greater than 100% because clients can have more than 1 goal for their case.

¹⁷ “Avoid eviction” in this context means that an eviction judgment was avoided. This does not necessarily mean residents remained in their home. A portion of the 93% of RTC-C clients who were seeking to avoid eviction or an involuntary move and were able to do so, did move out of their home. However, these moves were voluntary, and disruption was minimized because of representation.

¹⁸ The client goal of “preventing an eviction or involuntary move” is not synonymous with the client staying in their home.

Number of Goals	Percentage of Cases
1	12%
2	33%
3	27%
4	14%
5	8%
6 or more	6%

37. Of RTC-C cases closed between January 1 and December 31, 2021, approximately 88% of clients had multiple goals for their case. The 5 most common combination of client goals were:

- Prevent eviction judgment or involuntary move and secure rental assistance
- Prevent eviction judgment or involuntary move and secure time to move (30 days or more)
- Mitigate damages, prevent eviction judgment or involuntary move, and secure rental assistance
- Mitigate damages, prevent eviction judgment or involuntary move, and secure rental assistance, and secure time to move (30 days or more)
- Mitigate damages and prevent eviction judgment or involuntary move

Outcomes by Federal Poverty Level

38. Analyzing RTC-C client outcomes by their household incomes relative to the federal poverty level (FPL) can provide insights about how outcomes and clients' goals may differ based on FPL. Households with incomes at or below 100% of the FPL and at least 1 child are eligible for RTC-C. RTC-C cases closed between January 1 and December 31, 2021 had the following outcomes achieved / not achieved by FPL:

FPL	Cases with Outcome(s) Achieved	Cases with Outcome(s) Not Achieved
0% - 25%	87%	13%
25% - 50%	84%	16%
50% - 75%	91%	9%
75% - 100%	90%	10%

39. As clients' household income relative to the FPL increases, Cleveland Legal Aid achieves outcomes more frequently. While clients with household incomes between 50% and 100% of the FPL are still living at or below the FPL, it is possible that they are more likely able to pay back rent owed or more easily able to reach an agreement with their landlord (through Cleveland Legal Aid's representation). The interview data indicated that approximately

60% of RTC-C clients with household incomes between 50% and 100% of the FPL had a plan to pay the back rent owed compared to 50% of RTC-C clients with household incomes between 0% and 50% of the FPL.

40. Figure 14 shows specific outcomes achieved / not achieved by FPL for RTC-C clients with cases closed between January 1 and December 31, 2021.¹⁹

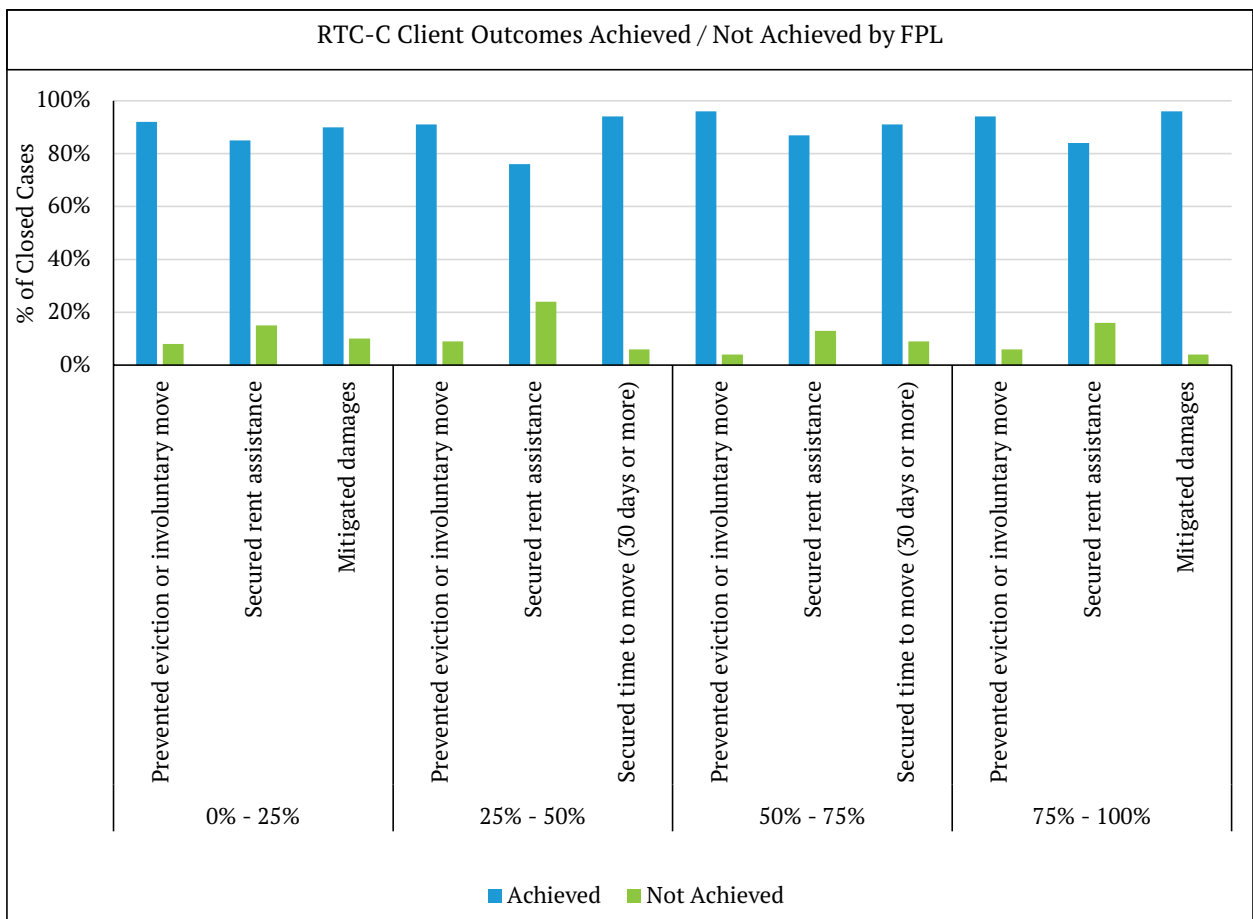


Figure 14

Outcomes by Number of Children in Household

41. The number of children per RTC-C client household ranged from 1 to 7, and the average number of children per RTC-C client household was 2. More than 80% of RTC-C client households had between 1 and 3 children, and approximately 64% of RTC-C client households had more than 1 child. Given that RTC-C requires that the household have at least one child in the home, outcomes of RTC-C cases by the number of children in the household is important for understanding the impact of the legislation. Figure 15 details

¹⁹ The chart shows the 3 most frequently cited case outcomes by volume of cases for each FPL.

specific outcomes achieved / not achieved by the number of children in the household for RTC-C clients with cases closed between January 1 and December 31, 2021. These were the 5 most common outcomes recorded by Cleveland Legal Aid.

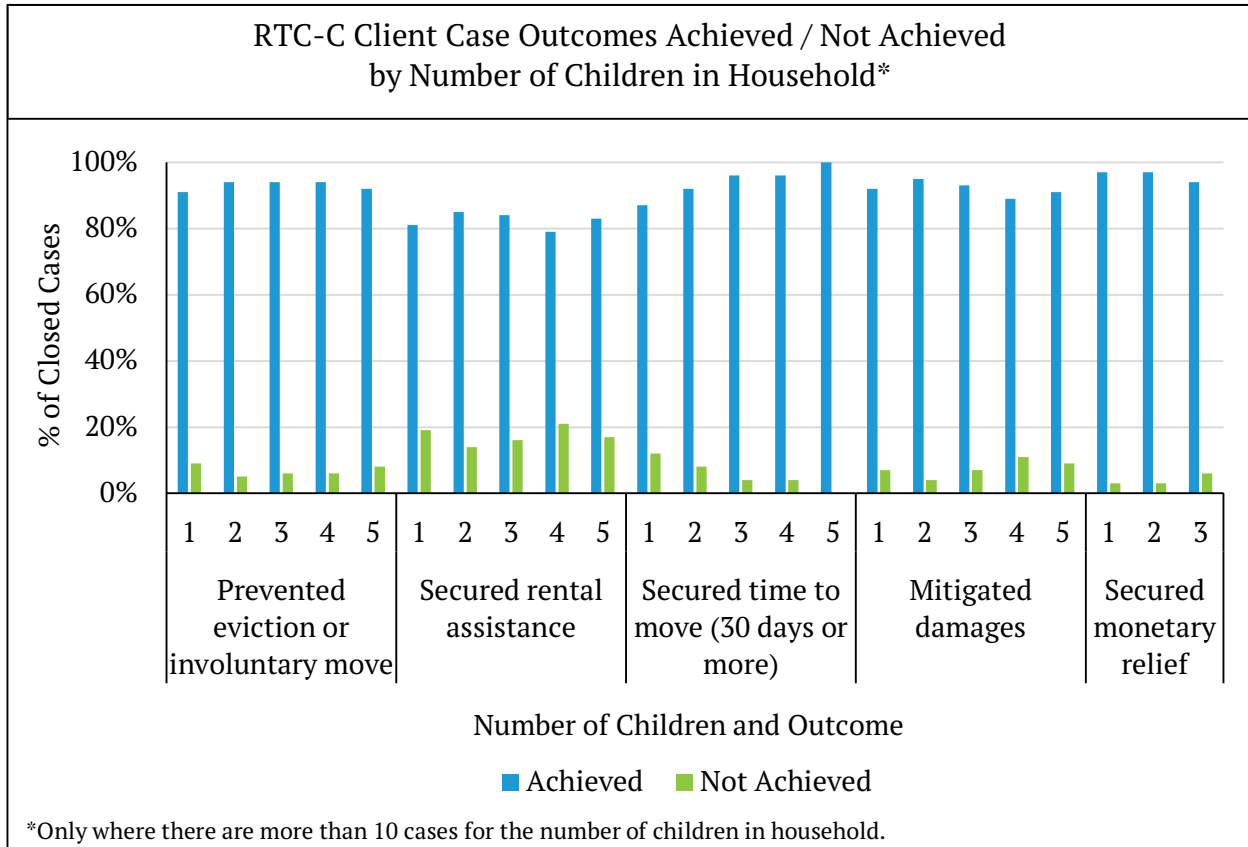


Figure 15

Reasons Goals Are Not Achieved

42. Cleveland Legal Aid is overwhelmingly successful at achieving RTC-C clients’ goals. However, there are certain situations where Cleveland Legal Aid is unable to achieve clients’ goals. Stout learned from supervising, senior, and staff attorneys that there are 3 primary reasons why client goals identified at the beginning of the case are not achieved in the few instances that it occurs.

- There are cases where the only issue appears to be non-payment of rent (i.e., there are no other substantive legal issues, defenses, or counterclaims to raise), and the resolution should be straightforward. During the case, though, it becomes apparent that the relationship between the tenant and the landlord has deteriorated in such a way that achieving the client’s goals may not be possible.

- As cases progress, clients' goals may change, and Cleveland Legal Aid's capacity to adapt to changing client goals enables it more effectively achieve those goals. For example, Cleveland Legal Aid described situations where at the beginning of the case clients wanted to stay in their home but pursue the remediation of defective conditions. However, during the cases, the clients decided that they wanted to move. Similar examples were given for clients living in homes with lead hazards. Their goals at the beginning of the case were to stay in their home and have the lead hazards remediation. During the litigation and remediation processes for lead hazards, the clients and their children would likely continue to be exposed to the lead hazards. In these situations, clients often decide to move, leaving their goals at the beginning of the case not achieved.
 - There are sometimes situations where Cleveland Legal Aid needs to withdraw from a case. For example, clients may become unresponsive, decide to represent themselves, or terminate their relationship with Cleveland Legal Aid. In these situations, Cleveland Legal Aid will withdraw from the case, and the goals that they had discussed with clients at the beginning of the case will not be achieved.
43. Stout is working with Cleveland Legal Aid to refine data collection for cases where clients' goals change, or Cleveland Legal Aid must withdraw from a case. Rather than categorizing the goals for these cases as not achieved, they can be classified as inactive. The distinction between inactive and not achieved goals allows for a more nuanced understanding of clients' circumstances and a more accurate accounting of cases where Cleveland Legal Aid did not truly achieve clients' goals at the beginning of cases.

Intersections of Race and Gender

44. Eviction filings throughout Cleveland were concentrated in census tracts with non-white majority populations in 2021. Figure 16 shows the number of monthly eviction filings for each census tract by racial / ethnic majority. The blue bars show the number of eviction filings in census tracts where the population was majority Black or African American, the orange bars show the number of eviction filings in census tracts where there was not a racial / ethnic majority²⁰, and the red bars show the number of eviction filings in census tracts where the population was majority white. For example, in January 2021, there were 180 eviction filings in Black or African American majority census tracts compared to 91 in white majority census tracts. Approximately 77% of RTC-C clients with closed cases in calendar year 2021 identified as female, and 23% identified as male. This is compared to 52% of Cleveland's population being female and 48% male.²¹ Approximately 72% of RTC-

²⁰ For example, a zip code with a population that was 40% Black or African American, 30% white, and 30% Hispanic or Latino would not have a racial / ethnic majority and would be categorized as "Other" in Figure 16.

²¹ U.S. Census Bureau – Population Estimates as of July 1, 2019.

C clients with closed cases in calendar year 2021 identified as Black, 18% as white, 4% as other, 4% as multiracial, and 1% chose not to respond. This is compared to 49% of Cleveland’s population identifying as Black, 40% as white, 4% as other, 4% as multiracial, 3% as Asian, and 1% as American Indian or Alaska Native. Figures 17 and 18 show RTC-C clients’ gender and racial comparative demographics. Racial data in Figure 18 is provided for RTC-C clients, all Cleveland residents (renters and homeowners), renter households in the Cleveland-Elyria Metropolitan Statistical Area (MSA), and renter households in the Cleveland-Elyria MSA with household incomes less than 100% of the FPL. In the absence of demographic data specific to the city of Cleveland renter households, Stout included renter household data for the Cleveland-Elyria MSA for comparison purposes, though it is important to note that the demographics of areas of the MSA outside the city of Cleveland may be significantly different than that within the city of Cleveland.

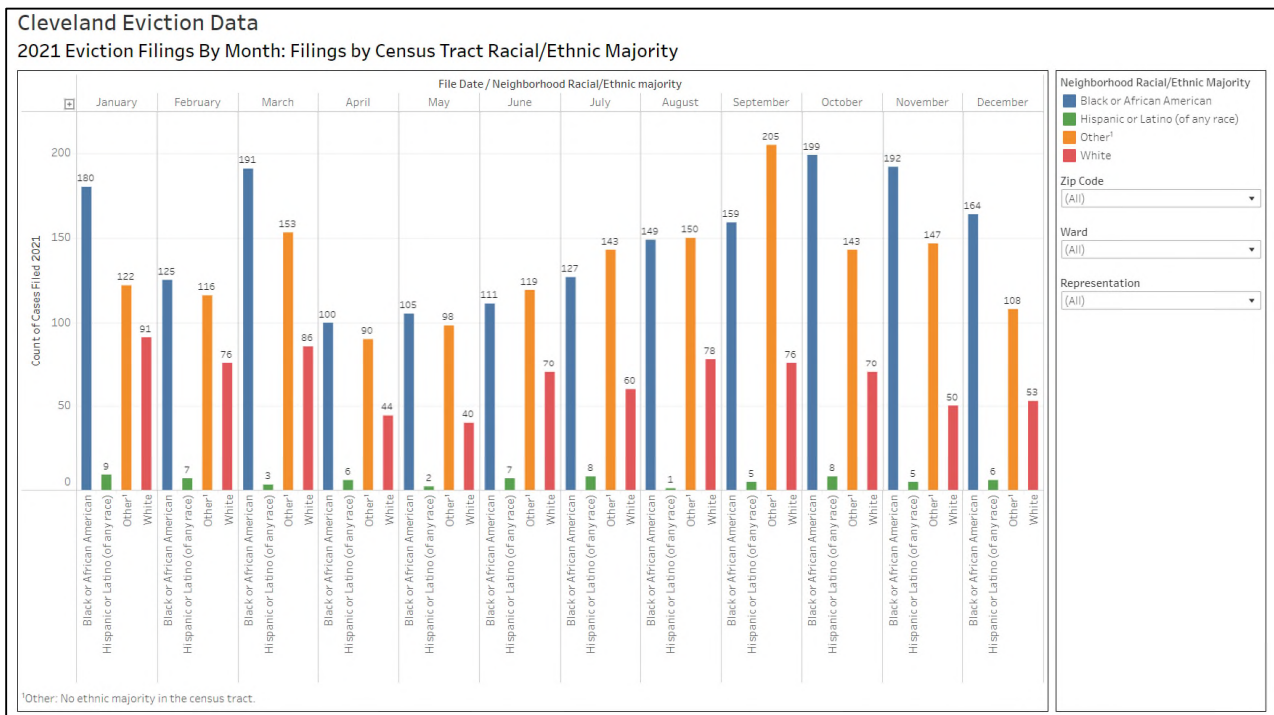


Figure 16

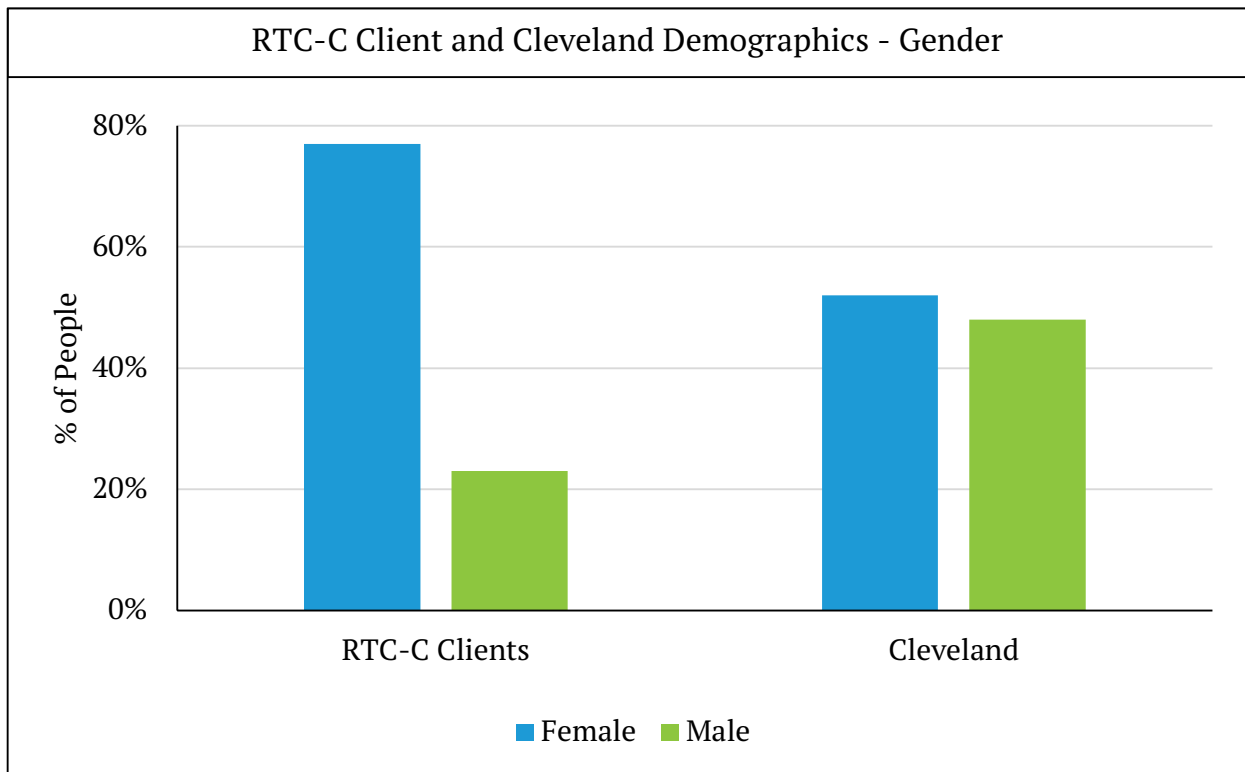


Figure 17

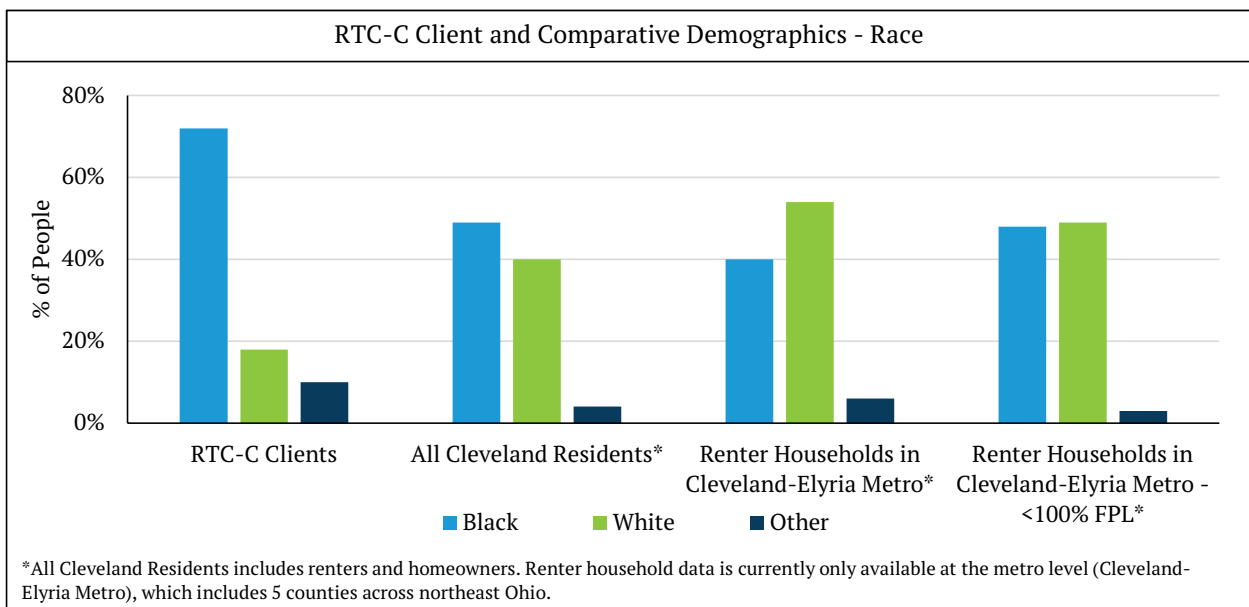


Figure 18

45. Stout analyzed combinations of interview questions to develop a deeper understanding of how RTC-C client experiences and circumstances may differ based on race and gender. Stout first analyzed the intersection of race and gender with the presence of defective

conditions at RTC-C clients' homes. Approximately 82% of RTC-C who were Black or multi-racial and living in market rate housing (i.e., non-subsidized or non-public) indicated that there were defective conditions in their homes compared to 73% of white RTC-C clients. There was not a material difference in this experience when adding gender as a factor.

46. When asked if there were defective conditions in their homes and if they wanted to stay in their home, more female RTC-C clients identified defective conditions and indicated that they did not want to stay in their home (55%) compared to male RTC-C clients (44%). Including race as a factor, approximately 55% of Black or multi-racial female RTC-C clients identified defective conditions and indicated that they did not want to stay in their home compared to approximately 47% of Black or multi-racial male RTC-C clients, approximately 50% of white female RTC-C clients, and approximately 27% of white male RTC-C clients (Figure 19).

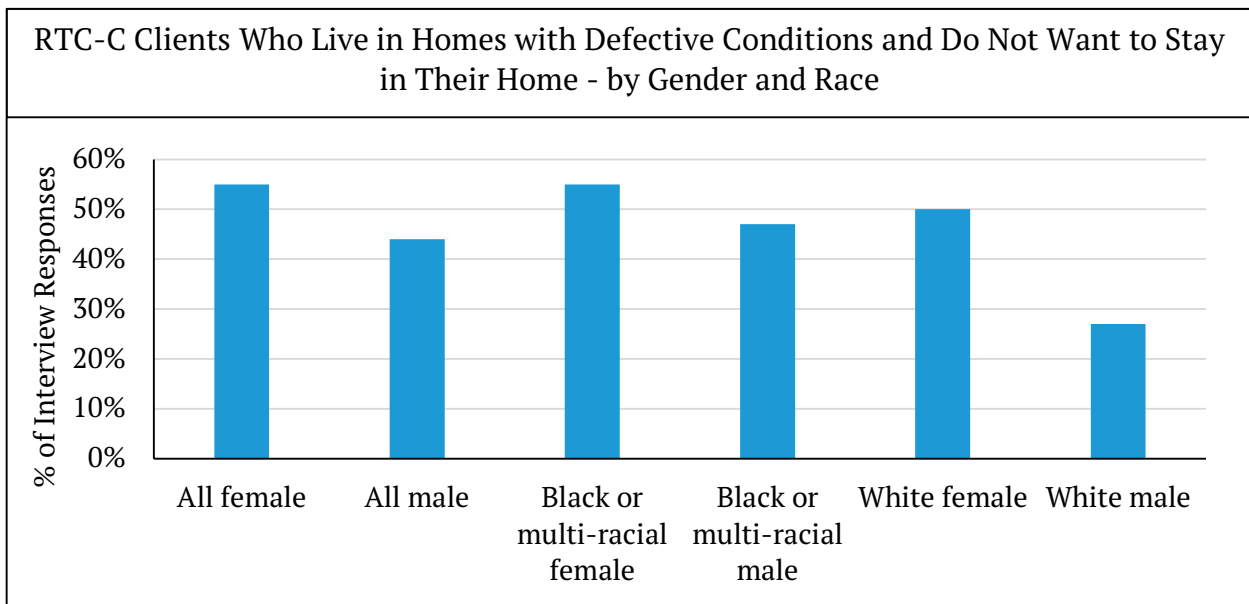


Figure 19

47. Significantly more female RTC-C clients (56%) indicated they had a previous eviction filed against them compared to male RTC-C clients (44%), and significantly more female RTC-C clients indicated that they had previous issues with management (44%) compared to male RTC-C clients (22%). There was not a material difference in these experiences when adding race as a factor. See Figures 20 and 21.

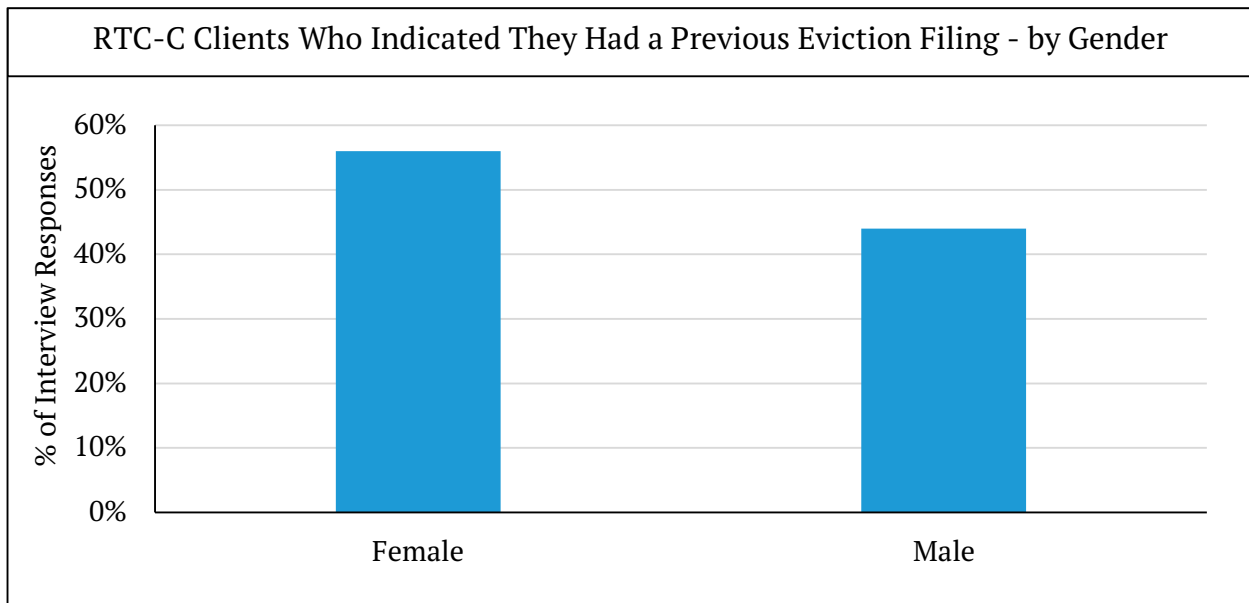


Figure 20

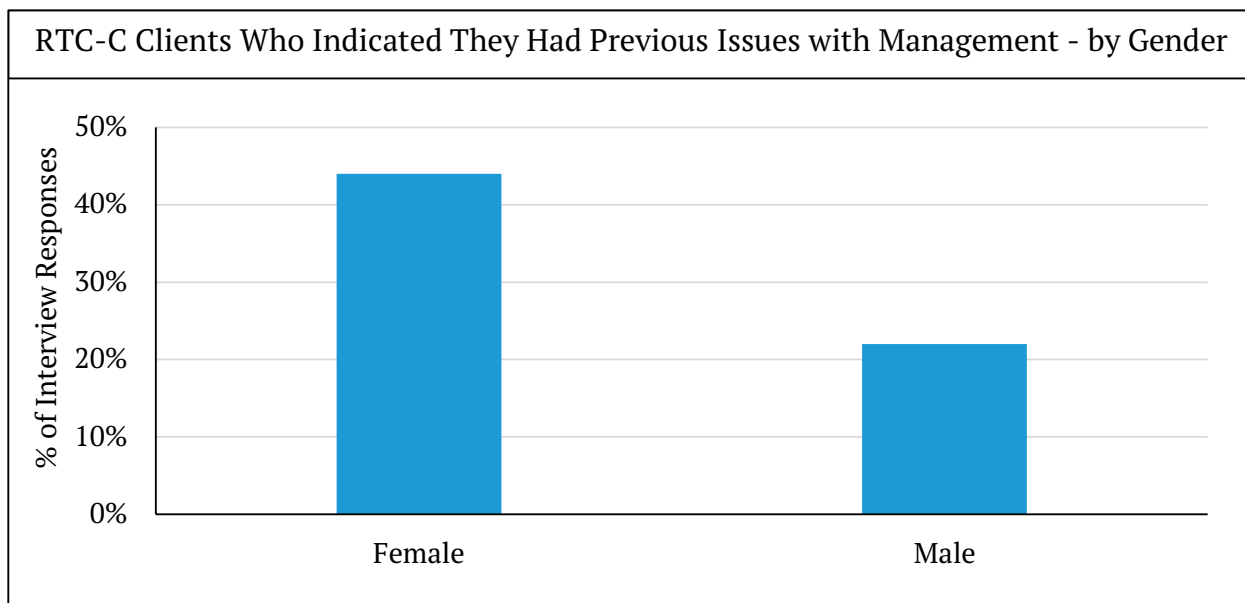


Figure 21

48. While RTC-C clients are disproportionately female and Black compared to Cleveland’s overall demographics, RTC-C case outcomes did not differ materially based on gender or race. Furthermore, approximately 69% of RTC-C clients going through the interview process indicated that there was not another adult living in the home, meaning that nearly 7 out of 10 RTC-C clients are likely single parents.

Correlations with United Way 2-1-1 Requests

49. United Way 2-1-1 (2-1-1) is a free community service for Cuyahoga County residents seeking connection to or information about community resources including but not limited to: emergency shelter, rent and utility payment assistance, transportation, food assistance, mental and physical health care, legal services, and public benefits enrollment. Stout received monthly data files from 2-1-1 detailing the reasons residents were seeking assistance and resident demographics by zip code. Stout developed analyses to examine correlations between 2-1-1 requests and Cleveland eviction filings by zip code.
50. The first step in evaluating correlations between 2-1-1 requests and Cleveland eviction filings by zip codes is to create a normalized basis for analysis. The normalized basis creates a common metric to compare zip codes with different populations. Because the analyses focused on the experiences and needs of renter households, Stout used a normalized basis of 1,000 renter households.
51. Stout first analyzed the correlation between the total volume of 2-1-1 requests and eviction filings by zip code and by majority race / ethnicity. The average number of eviction filings per 1,000 renter households was approximately 36, and the average number of 2-1-1 requests per 1,000 renter households was approximately 1,235. The number of eviction filings per 1,000 renter households ranged from 8 to 63, and the number of 2-1-1 requests per 1,000 renter households ranged from 250 to 2,386. Figure 22 shows a scatterplot and map for eviction filings and 2-1-1 requests per 1,000 renter households by zip code from January 1 to December 31, 2021.

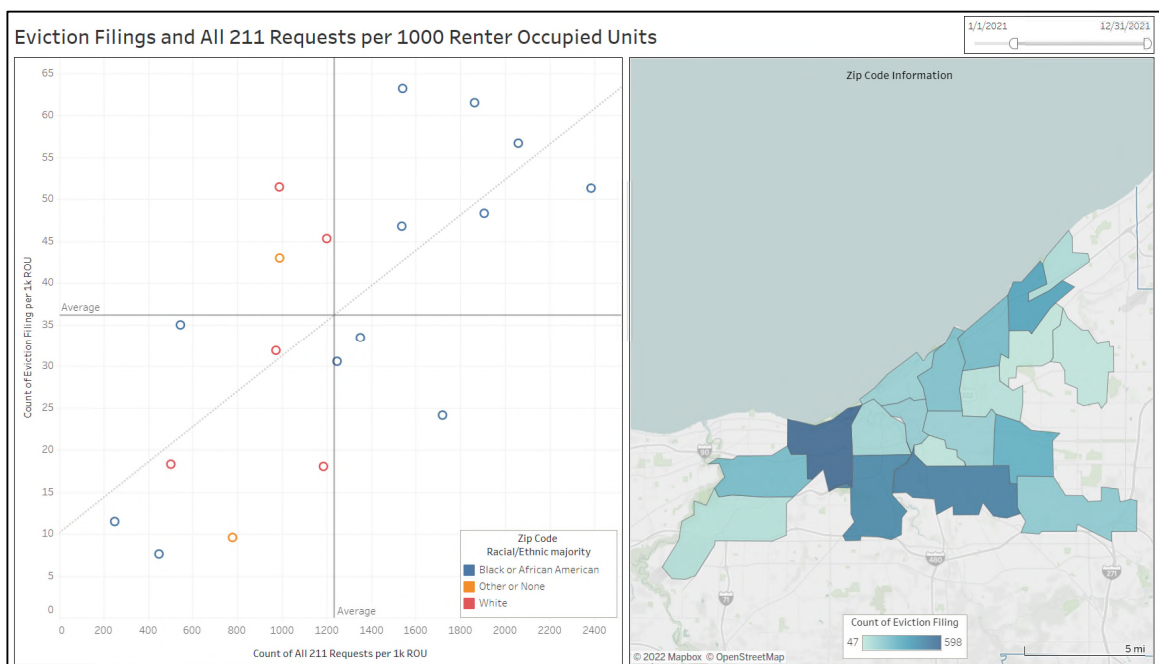


Figure 22

52. Zip codes furthest from the diagonal line in Figure 22 represent outliers. For example, zip code 44109 in the upper left quadrant of the scatterplot has a higher than expected number of eviction filings per 1,000 renter occupied units and a lower than expected number of 2-1-1 requests per 1,000 renter occupied units. There may be an opportunity for UWGC and Cleveland Legal Aid to conduct targeted outreach in these zip codes using trusted community messengers to talk to residents about RTC-C or other housing challenges they are experiencing. Zip codes 44110, 44105, and 44108 (furthest zip codes from the diagonal line in the upper right quadrant) have higher than expected eviction filings and 2-1-1 requests per 1,000 renter occupied units. Zip code 44104 (the further zip code from the diagonal line in the lower right quadrant of the scatterplot) has lower than expected eviction filings per 1,000 renter occupied units and higher than expected 2-1-1 requests per 1,000 renter occupied units. There may be an opportunity for UWGC and Cleveland Legal Aid to learn from residents in this zip code about if and how 2-1-1 is assisting them with finding housing resources and what communication tactics are most effective.
53. Figure 23 is a similar scatterplot and map showing the correlation between eviction filings and 2-1-1 requests for eviction prevention assistance from January 1 to December 31, 2021. Zip codes in the upper right quadrant (44105, 44110, 44109, 44115, 44108, and 44127) are areas where there are higher than expected eviction filings per 1,000 renter occupied units and higher than expected 2-1-1 requests for eviction prevention assistance per 1,000 renter occupied units. Five out of these 6 zip codes are majority Black or African American.

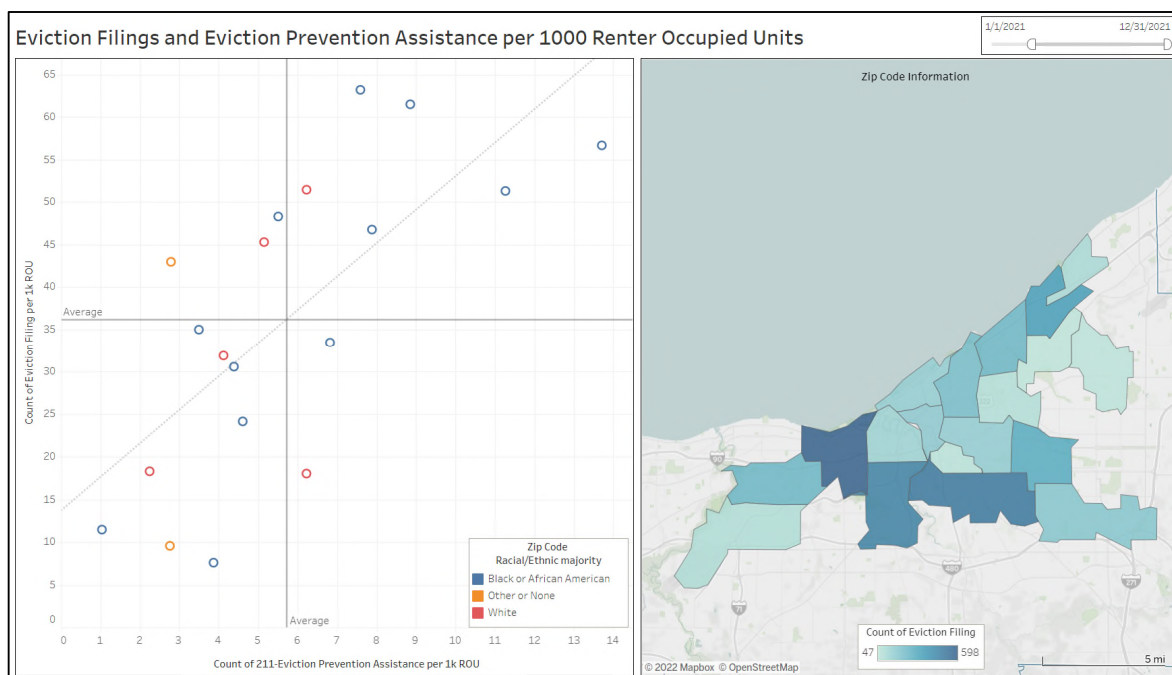


Figure 23

Emergency Rental Assistance Program

54. In Cleveland, CHN Housing Partners (CHN) is administering the emergency rental assistance program. More than \$28 million in emergency rental assistance was available for disbursement, and approximately \$17 million was distributed to Cleveland tenants in 2021, leaving approximately \$11 million for distribution at the end of 2021. From January 1 to December 31, 2021, CHN processed 20,037 applications for emergency rental assistance. Rental assistance was provided to 5,402 (27%) Cleveland residents who applied. Figure 24 shows the monthly number of applications processed (complete v. incomplete) and the total percentage of complete and incomplete applications.

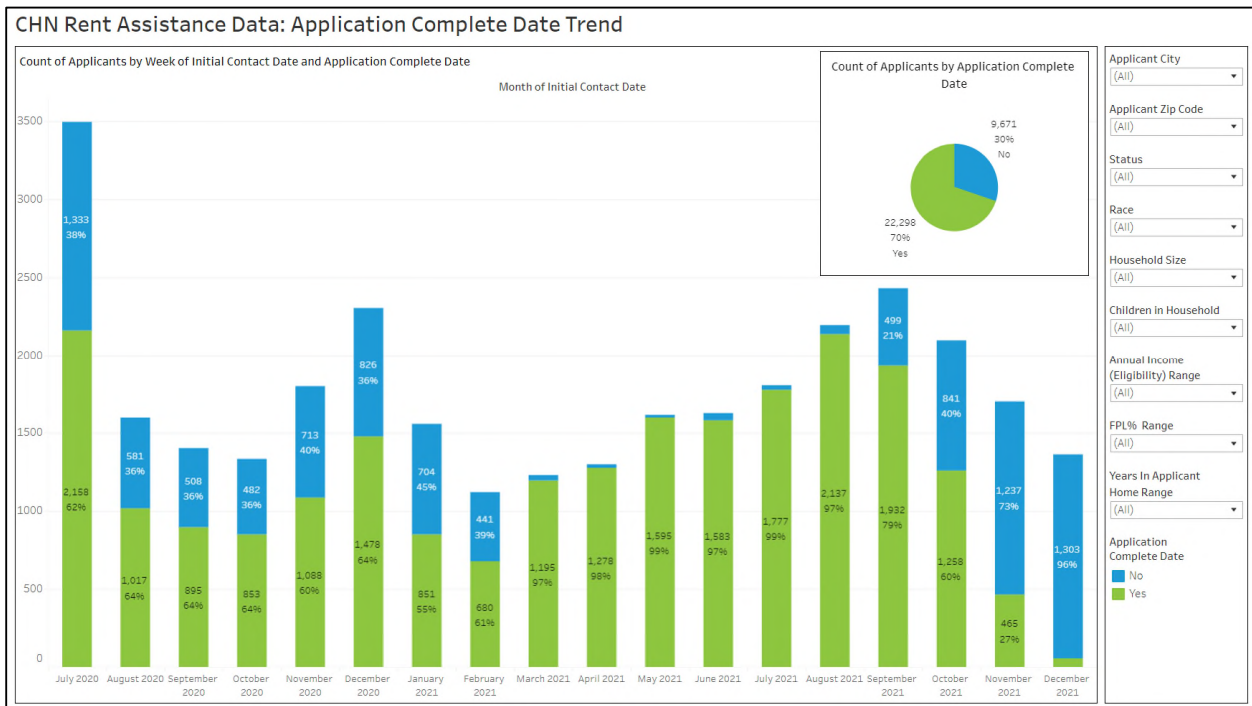


Figure 24

55. The box and whisker chart shown in Figure 25 illustrates the amount of rent owed by applicants for each month. Box and whisker charts show distributions. The dark grey box indicates the first quartile (25th percentile) of data, and the light grey box indicates the third quartile (75th percentile) of data. The line separating the boxes indicates the median of the data, and the lower whisker (line) and upper whisker show all data points within 1.5 times the interquartile range (i.e., first quartile to third quartile).

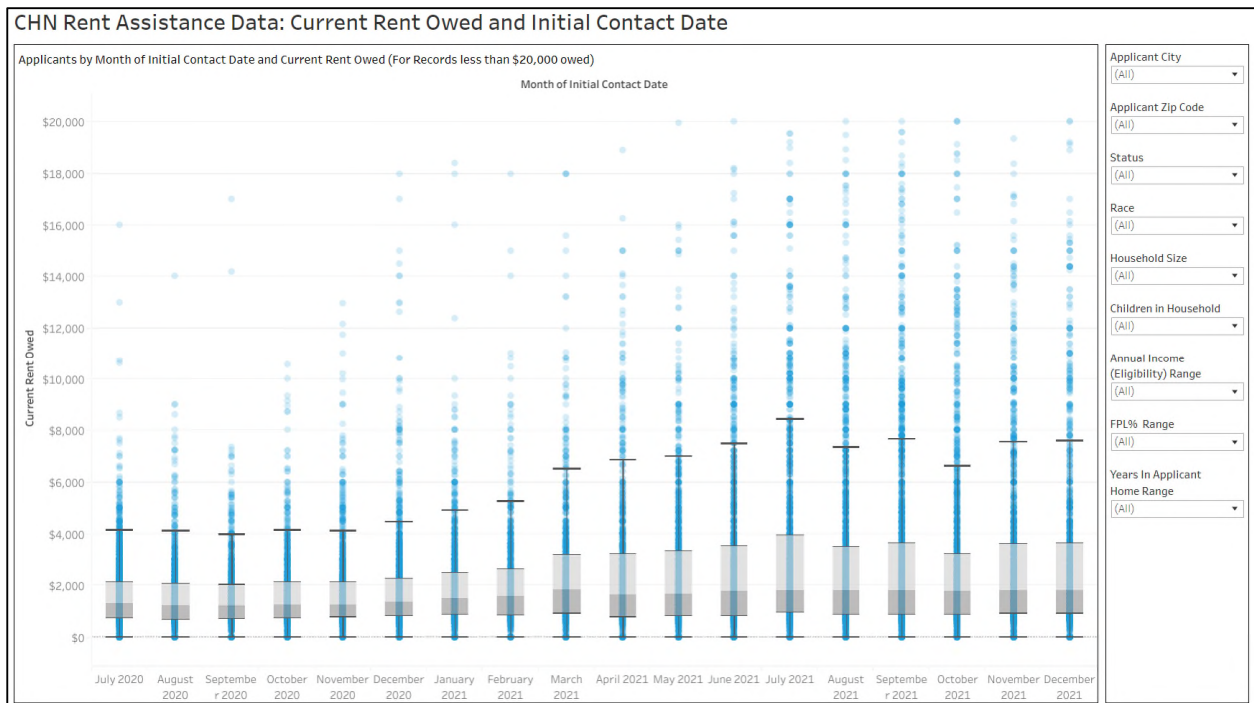


Figure 25

56. The distribution of rent owed by rental assistance applicants in July to November remained relatively consistent and tight (i.e., not many observations outside of 1.5 times the interquartile range). Beginning in December 2020, the distribution of rent owed by rental assistance applicants increased as evidenced by the increasing number of observations outside of 1.5 times the interquartile range. Also beginning in December 2020 and remaining relatively consistent until July 2021 is an increase in the upper whisker (i.e., the highest observation within the interquartile range). In November 2020, the highest observation within the interquartile range was rent owed of \$4,100. In July 2021, the highest observation within the interquartile range was rent owed of \$8,415. The highest amount of rent owed within the interquartile range decreased in August 2021 to \$7,500 and remained consistent through December 2021.
57. From January 1 to December 31, 2021, CHN completed 42% of rental assistance applications within 30 days or less of initial contact with a Cleveland resident and 38% within 30 to 60 days of initial contact with a Cleveland resident. Figure 26 shows the monthly number of applications completed by CHN within certain timeframes in 2021. The colored bars correspond to different application processing durations. For example, the blue bars indicate the number of applications that were completed in 30 days or less, and the orange bars indicate the number of applications that were completed in 30 to 60 days. The lower number of completed applications shown in Figure 26 from October through December is because applications submitted during those months are likely still being reviewed (i.e., not yet complete).

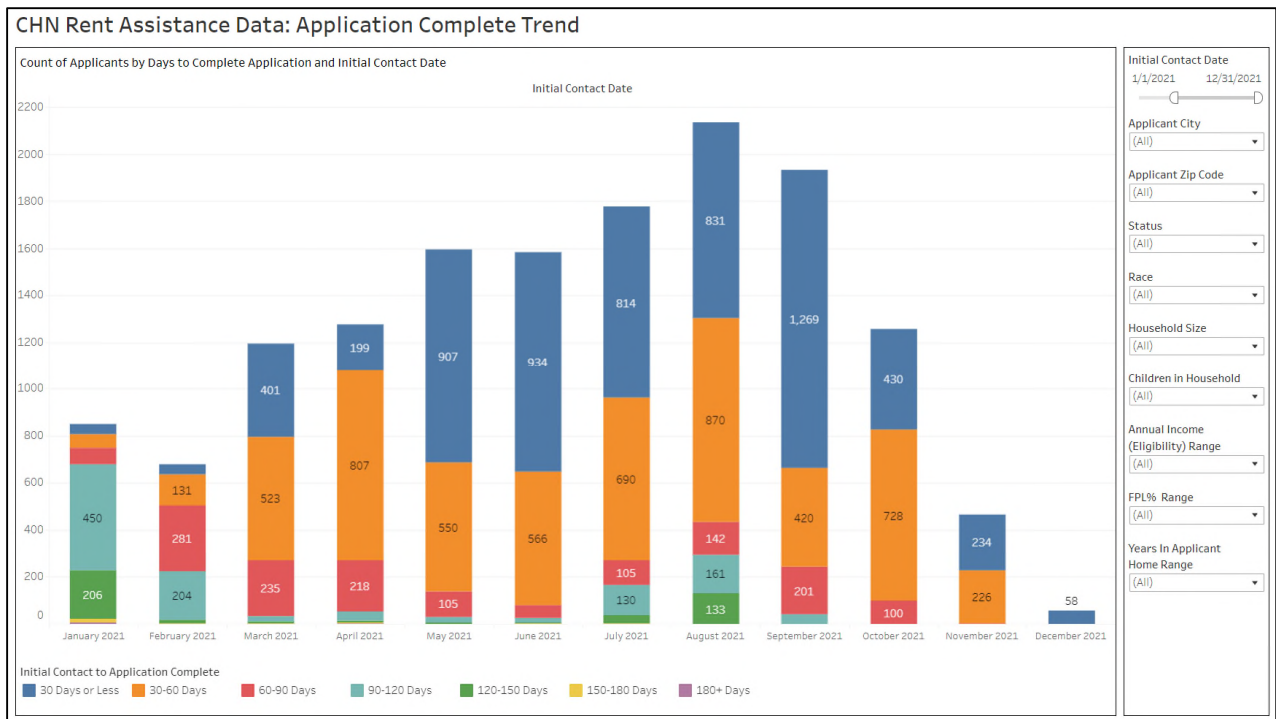


Figure 26

58. In January 2021, approximately 5% of emergency rental assistance applications were processed in 30 days or less. Throughout 2021, the percentage of emergency rental assistance applications processed in 30 days or less increased, reaching a high of 66% (58 applications) in September.
59. Like eviction filings in Cleveland, emergency rental assistance applicants in Cleveland were disproportionately Black or African American and female. Approximately 73% of applicants were Black or African American compared to Cleveland’s overall population being approximately 49% Black or African American. The remaining applicants were 13% White (compared to approximately 40% of Cleveland’s overall population), 5% Black or African American and White, 4% Other multiple races, and 4% chose not to respond. Approximately 73% of applicants were female compared to Cleveland’s overall population being approximately 52% female. The remaining applicants were 25% were male, and 1% did not specify, chose not to respond, or were non-binary. These metrics are shown in Figures 27 and 28.

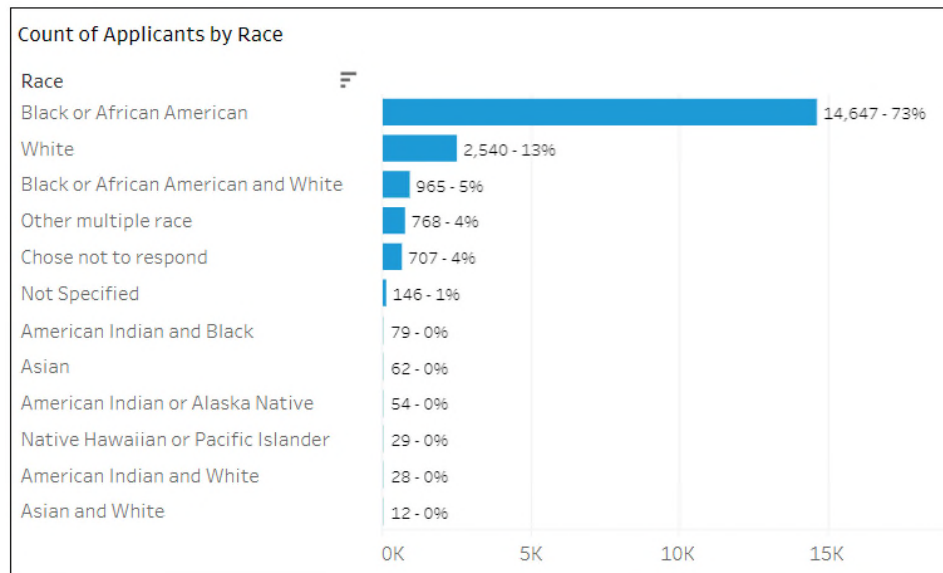


Figure 27

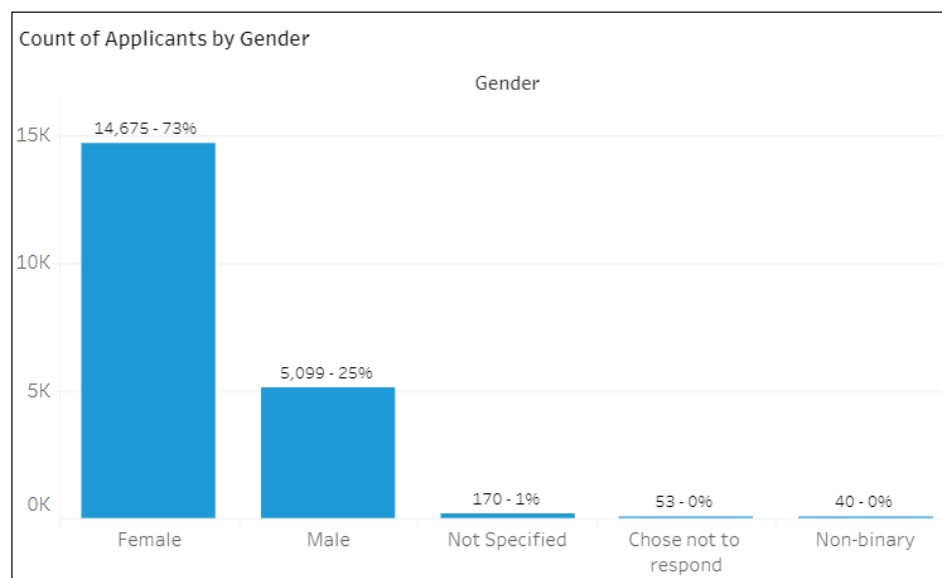


Figure 28

60. CHN collected annual household income information from rental assistance applicants. Of households applying for rental assistance from January 1 to December 31, 2021 (Figure 29):

- 87% had annual household incomes of \$30,000 or less
- 73% had annual household incomes of \$20,000 or less
- 52% had annual household incomes of \$10,000 or less
- 24% had no income

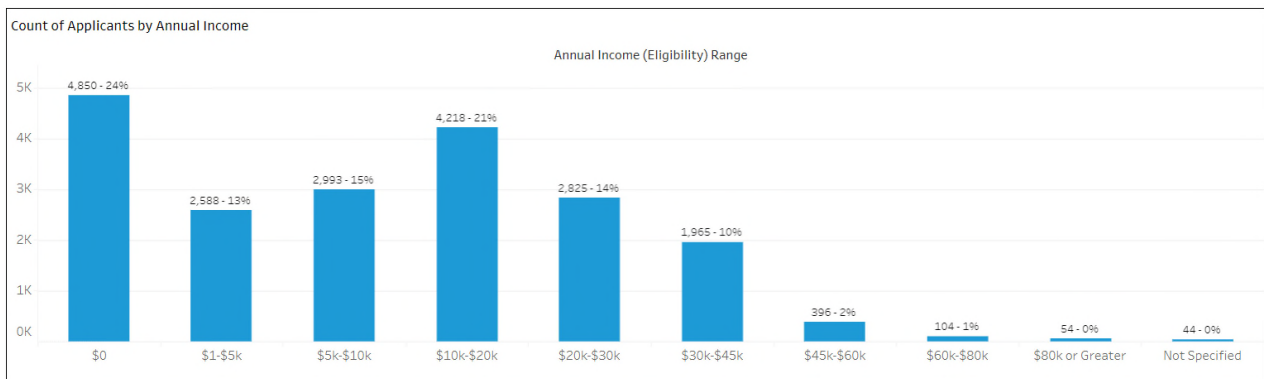


Figure 29

61. Figure 30 compares applicants’ annual household incomes based on whether their emergency rental assistance application had an “Assistance Complete” status or “Withdrawn” or “Ineligible” statuses. Lower proportions of households with annual incomes of \$20,000 or less, \$10,000 or less, or \$0 had application statuses of “Assistance Complete” than applicants with “Withdrawn” or “Ineligible” statuses. The “Withdrawn” status is often used for applications that will not be processed any further. For example, applications would have “Withdrawn” status if: more than one adult in the household applied for rental assistance, but the application was not flagged as a duplicate; an applicant did not respond when CHN attempted to contact them; or if the landlord or tenant did not respond to document requests. All applications in the “Withdrawn” status are subject to additional review by CHN and additional attempts to contact the applicant before the applicant’s file is closed.

Annual Household Income	All Applicants	Assistance Complete Status	Withdrawn or Ineligible Statuses
\$30,000 or less	87%	83%	88%
\$20,000 or less	73%	65%	76%
\$10,000 or less	52%	39%	57%
\$0	24%	13%	27%

Figure 30

62. Annual household income information can be used to assess household incomes relative to the Federal Poverty Level (FPL). Of households applying for rental assistance from January 1, 2021 to December 31, 2021 (Figure 31):

- 67% had annual household incomes at 100% or less of the FPL
- 14% had annual household incomes between 100% and 150% of the FPL
- 19% had annual household incomes of 150% or more of the FPL

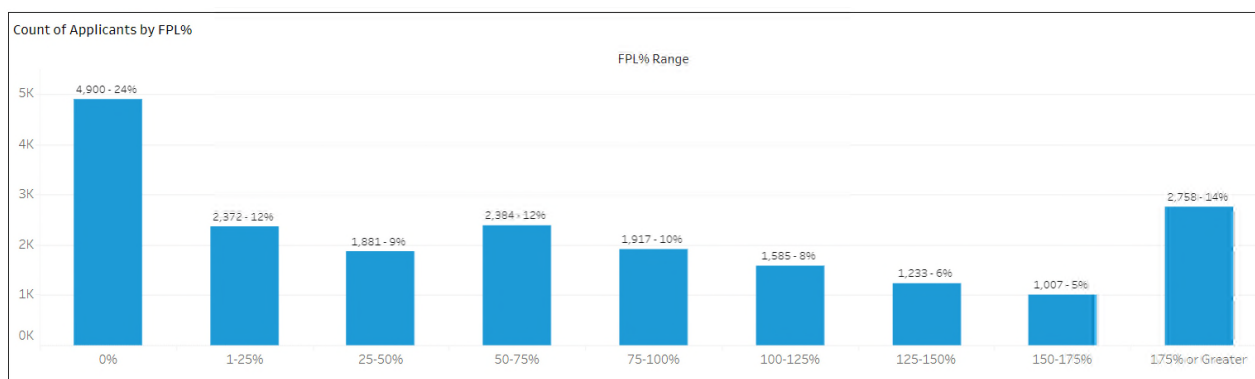


Figure 31

63. Figure 32 compares applicants’ annual household incomes relative to the FPL based on whether their emergency rental assistance application had an “Assistance Complete” status or “Withdrawn” or “Ineligible” statuses.²² A higher proportion of households with incomes of 100% or less of the FPL had application statuses of “Withdrawn” or “Ineligible” than applicants with “Application Complete” status.

FPL %	All Applicants	Assistance Complete Status	Withdrawn or Ineligible Statuses
100% or less	67%	59%	70%
100% - 150%	14%	19%	12%
150% or more	19%	23%	18%

Figure 32

64. Figure 33 compares application statuses based on household income relative to the FPL and whether there was at least one child in the household.²³ Two-thirds of applicants with household incomes of 100% or less of the FPL and at least 1 child in the household had an “Assistance Complete” status.

FPL % and at least 1 Child	All Applicants	Assistance Complete Status	Withdrawn or Ineligible Statuses
100% or less	73%	67%	75%
100% - 150%	15%	18%	14%
150% or more	13%	15%	12%

Figure 33

65. Household income and FPL data for rental assistance applicants shows that many of the households applying for rental assistance are also likely eligible for RTC-C. In addition to

²² Metrics in this figure may not equal 100% due to rounding.

²³ Ibid.

likely meeting income eligibility requirements for RTC-C, approximately 44% of all rental assistance applicants also had at least one child in the household. Of households applying for rental assistance that had incomes of 100% or less of the FPL, approximately 73% had at least one child in the household. The number of rental assistance applicants that would likely also qualify for RTC-C in 2021 (approximately 6,400) compared to the actual number of RTC-C clients (approximately 800) suggests that rental assistance has likely assisted in avoiding a significant number of eviction filings.

66. The primary reason Cleveland residents were applying for emergency rental assistance was that they experienced a layoff or furlough (40%). Figure 34 shows the 5 most frequent reasons applicants were seeking rental assistance by month in 2021.

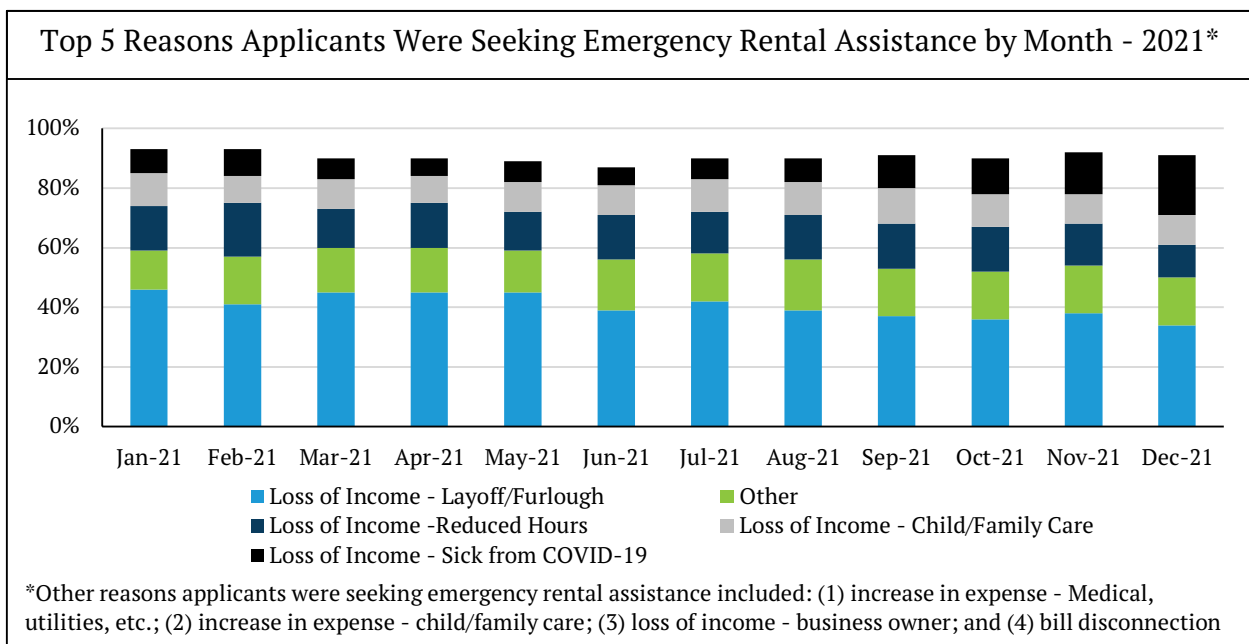


Figure 34

67. For applicants seeking rental assistance with household incomes of 100% or less of the FPL and with at least one child in the household, approximately 38% indicated that the primary reason they were applying for rental assistance was that they experienced a layoff or furlough during the pandemic, which is generally consistent with all applicants. The second most frequently cited reason for applying for rental assistance for households with incomes of 100% of the FPL and at least once child in the household was “loss of income – child / family care” (20%). This is compared to approximately 16% of applicants with household incomes of more than 100% of the FPL and at least one child.

68. Cleveland Legal Aid referred at least 789 people to CHN to apply for emergency rental assistance.²⁴ The median rent owed by Cleveland Legal Aid emergency rental assistance referrals was \$2,543, compared to \$1,700 for non-Cleveland Legal Aid referrals (Figure 35). Approximately 79% of Cleveland Legal Aid clients indicated during their intake interview that they were aware that rental assistance is available. Of the 21% of RTC-C clients who were not aware of rental assistance, approximately 98% had the goal of securing rental assistance (in addition to other goals), and Cleveland Legal Aid achieved this goal for 81% of them. Figure 36 shows rental assistance awareness by zip code for RTC-C clients who responded to the interview question regarding awareness of rental assistance.

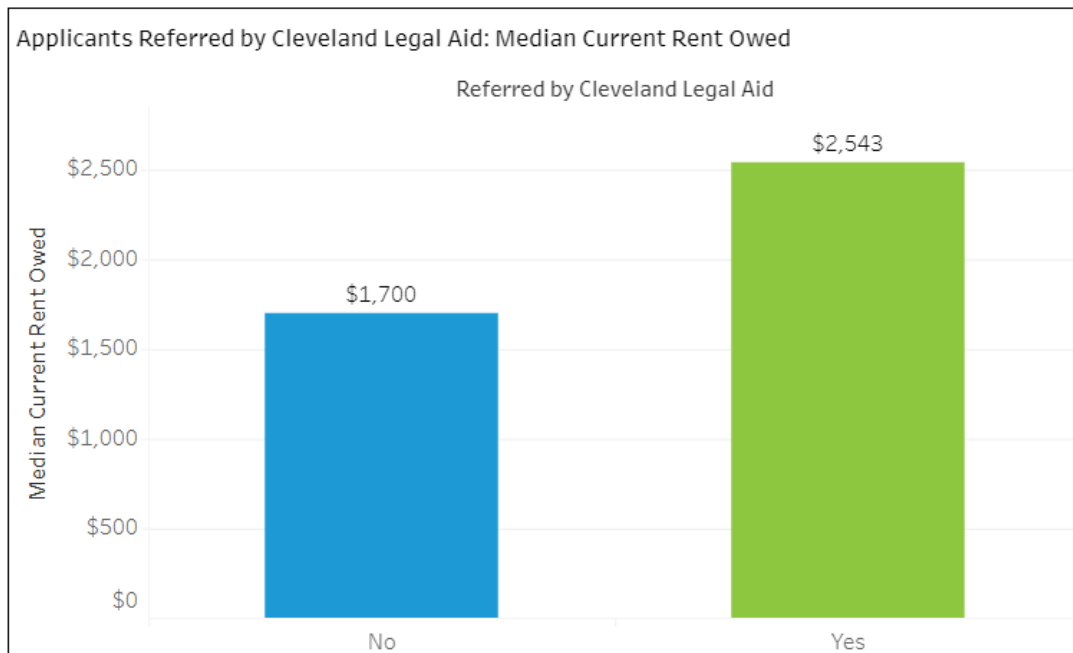


Figure 35

²⁴ This is the minimum number of people Cleveland Legal Aid referred for emergency rental assistance. Referral source was not a required field for emergency rental assistance data collection, as such it is possible that Cleveland Legal Aid referred more than 789 people to CHN.

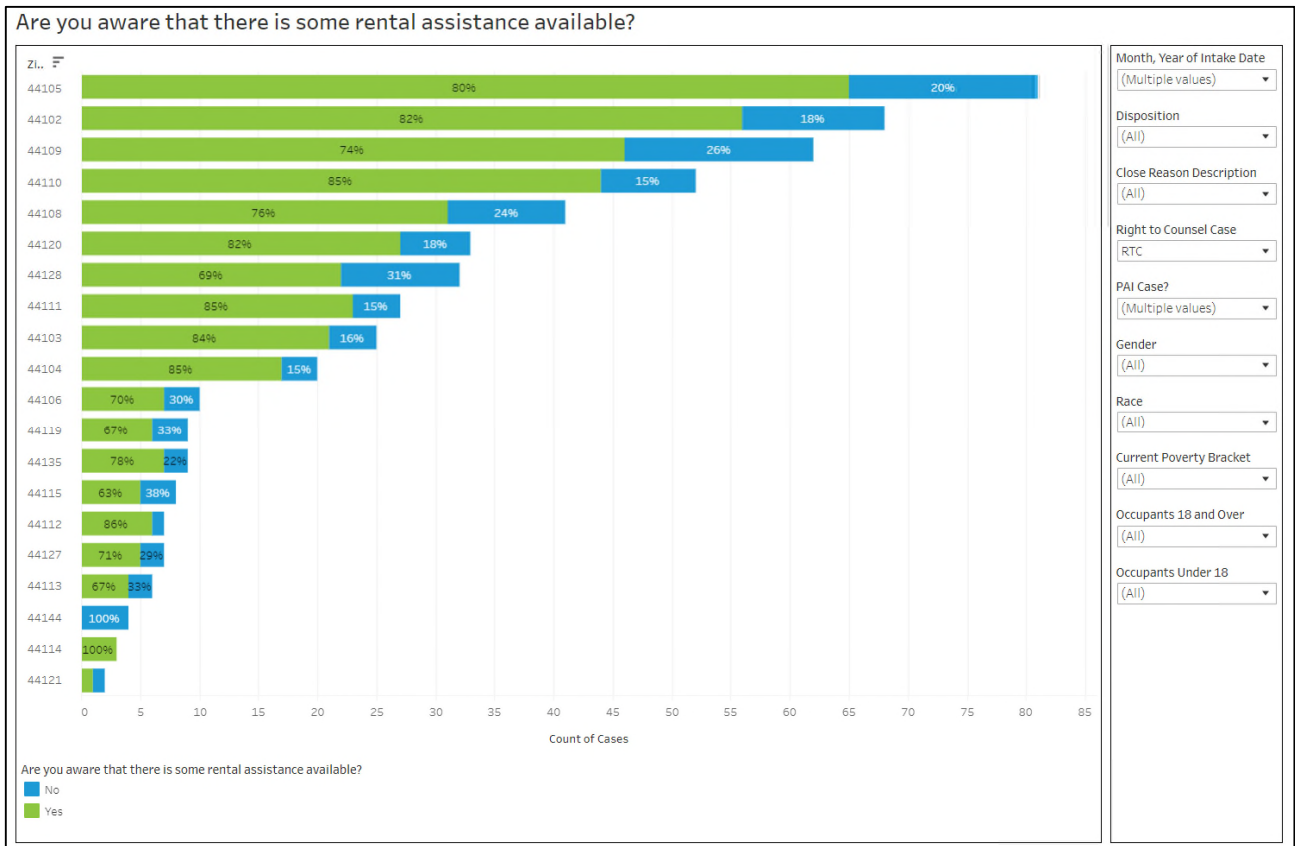


Figure 36

69. From January 1 to December 31, 2021, approximately 14% of rental assistance applicants had an eviction court date or a 3-day notice date at the time of applying for rental assistance. Applicants with an eviction court date or a 3-day notice date owed a median of \$2,250 in back rent compared to \$1,650 in median back rent owed by applicants who did not have an eviction court date or a 3-day notice date (Figure 37). Approximately 44% of applicants with an eviction court date or a 3-day notice date received rental assistance compared to 24% of applicants who did not have an eviction court date or a 3-day notice date (Figures 38 and 39).

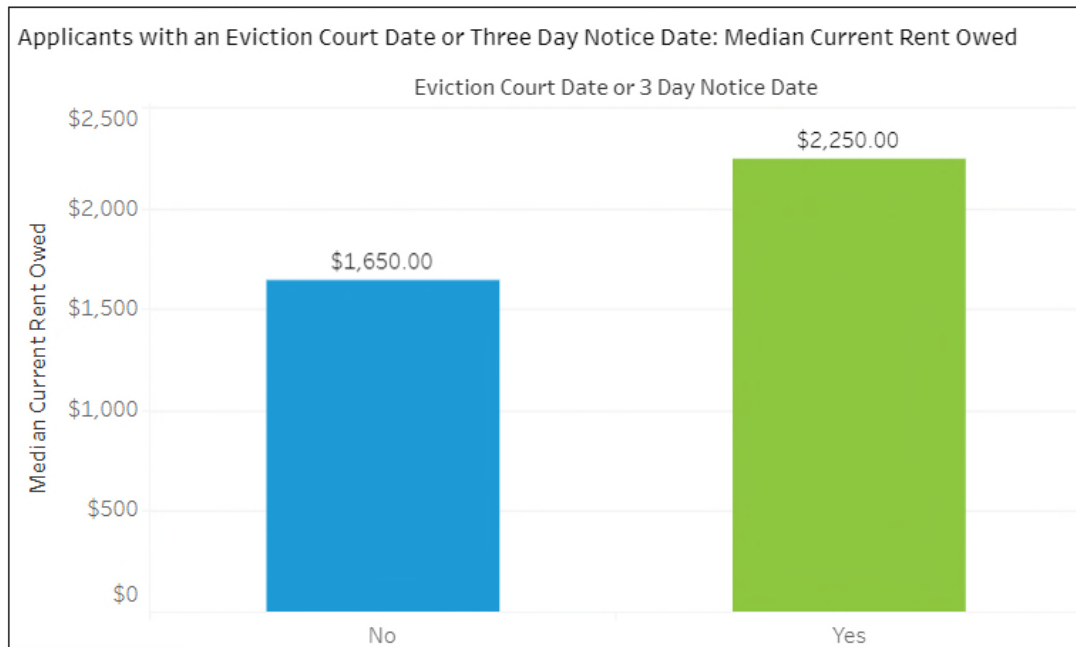


Figure 37

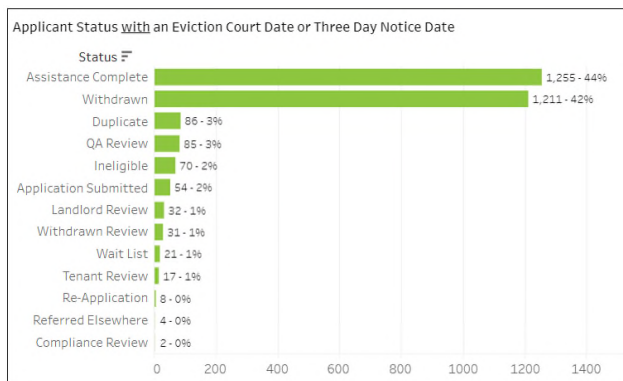


Figure 38

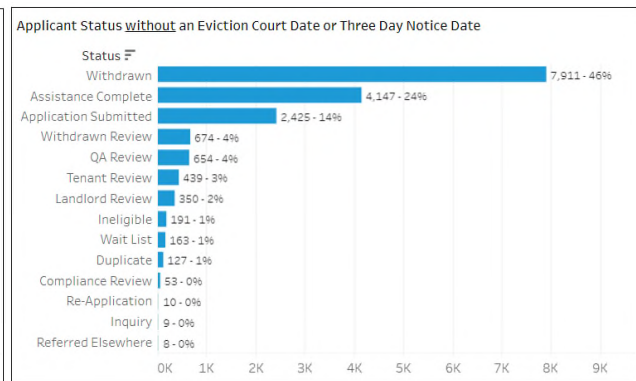


Figure 39

70. Data collected from RTC-C clients during the interview process indicated that approximately 48% of RTC-C clients had already applied for rental assistance before seeking assistance from Cleveland Legal Aid (Figure 40). Of the 52% of RTC-C client who had not already applied for rental assistance, approximately 97% had the goal of securing rental assistance (in addition to other goals), and Cleveland Legal Aid achieved this goal for 77% of them. Approximately 19% of RTC-C clients were already approved for rental assistance at the time of the intake interview (Figure 41), and of those who were approved, only 54% of RTC-C clients indicated the amount of rental assistance was sufficient.

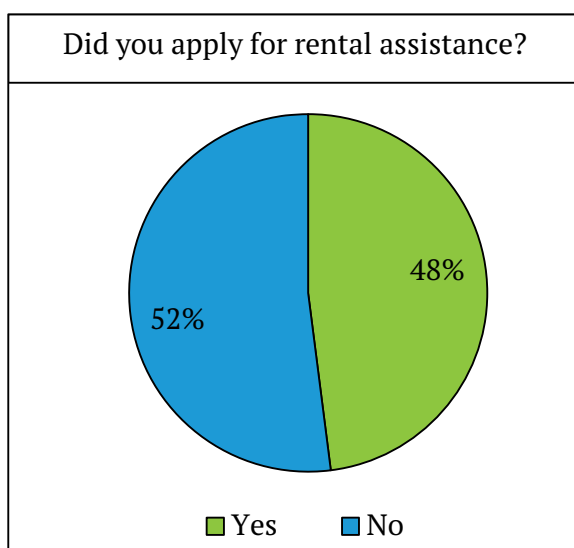


Figure 40

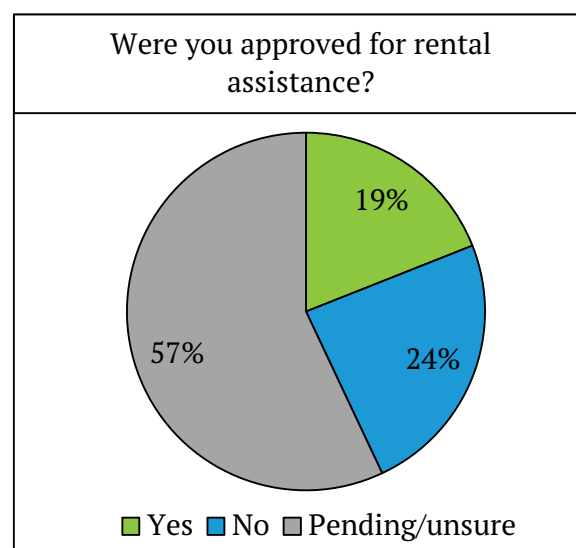


Figure 41

Preliminary Findings from Eviction RTC-C Interview Data

71. Cleveland residents facing eviction can apply for legal representation by calling Cleveland Legal Aid’s intake line, completing Cleveland Legal Aid’s intake form online, completing an application on FreeEvictionHelp.org, or discussing their matter with a Cleveland Legal Aid representative in housing court. Cleveland Legal Aid’s Intake Team reviews the applications and screens for eligibility, then if a Cleveland resident is eligible, an attorney conducts an intake interview. The interview is a detailed list of questions about client and household demographics, conditions issues in the rental unit, employment status, sources of income, lease terms, ongoing rent amount, rental registrations, awareness about rental assistance and RTC-C, how the client found out they were being evicted, comfort with appearing virtually for court, if the client would like to stay in the rental unit, the client’s ability to pay past due rent, and the client’s responsibility for and ability to pay utility expenses. The intake interview has provided the opportunity to understand clients’ experiences more deeply and develop strategies to inform refinements to RTC-C.²⁵
72. Stout analyzed the results of key interview questions and organized them below by category: (1) physical and mental health; (2) employment; (3) housing type, tenure, and lease term; (4) sub-standard housing issues (defective conditions) and concerns with the

²⁵ Client circumstances and case characteristics often vary. Because of this variation, not all interview questions are applicable to all RTC-C clients and therefore are not asked to all clients. While the goal is to ask all RTC-C clients all questions applicable to their circumstance and case, Cleveland Legal Aid attorneys exercise discretion during the interview process. There may be interview questions not asked based on a client’s lived experiences, comfort level with certain topics, and having to recount traumatic experiences.

landlord; (5) RTC-C awareness and communications; (6) prior eviction filings; (7) alternative living arrangements; (8) plans for back rent owed; and (9) virtual hearings.

Physical and Mental Health

73. Answers to intake interview questions related to RTC-C clients’ household demographics have highlighted the frequency with which they or other household members have physical or intellectual disabilities or other health conditions. Approximately 40% of RTC-C client interview respondents who answered questions related to disabilities indicated that they or someone else in their household has a physical, mental, intellectual disability or other health condition. Of the RTC-C client interview respondents who answered questions related to physical health, approximately 43% indicated that they or another adult in their household has a physical disability or health condition (Figure 42).

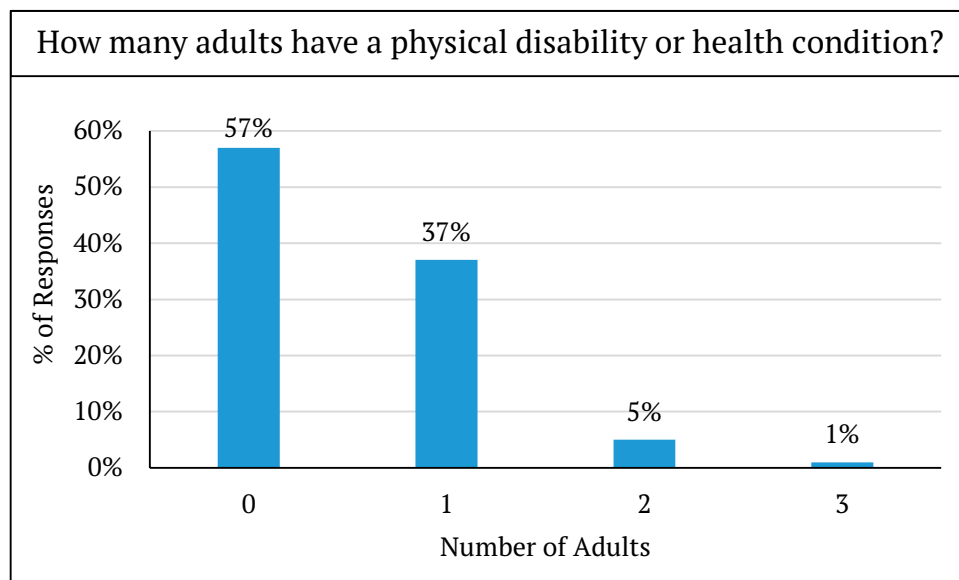


Figure 42

74. Examples of these physical disabilities and health conditions included chronic conditions (e.g., asthma, arthritis, diabetes, autoimmune disorders, high blood pressure, cancer, heart disease, kidney disease, HIV, anemia, and thyroid disease), physical limitations from car accidents, surgeries, high-risk pregnancies, gunshot wounds, and “long” COVID-19, and a range of mental health conditions (e.g., anxiety, depression, post-traumatic stress disorder, bipolar disorder, and attention-deficit / hyperactivity disorder). These physical disabilities and health conditions are shown in Figure 43 (the size of the word in the word cloud indicates its relative prevalence – i.e., larger words were more prevalent in the interview responses).



Figure 43

75. RTC-C client interview respondents also indicated that physical disabilities or health conditions and intellectual or developmental disabilities were prevalent among children living in the home. Figure 44 shows how many children in the household had a physical disability or health condition. Figure 45 shows how many children in the household had an intellectual or developmental disability. An estimated 2% of children in Cuyhoga County have an intellectual or developmental disability, but over 20% of RTC-C clients have a child in the home with a physical, intellectual and / or developmental disability.²⁶

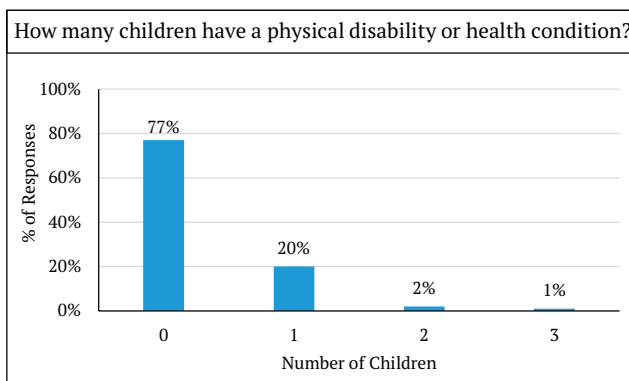


Figure 44

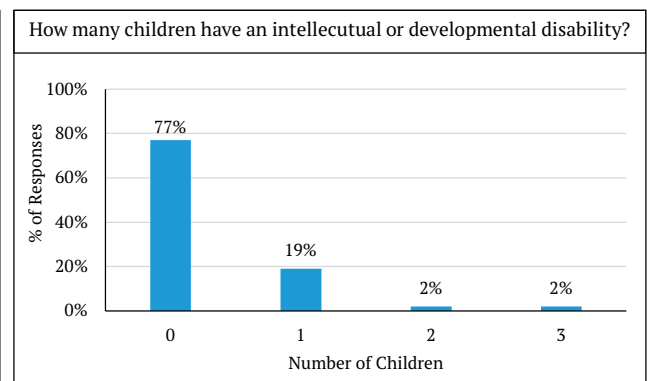


Figure 45

²⁶ Calculated by Stout using data from the Ohio Department of Developmental Disabilities at <https://data.ohio.gov/wps/portal/gov/data/view/dodd-general-demographics> and U.S. Census data at <https://censusreporter.org/profiles/05000US39035-cuyahoga-county-oh/>

Employment

76. During the intake interview, approximately 57% of RTC-C client interview respondents indicated they were not working (Figure 46). Of those who indicated they were working, approximately 52% indicated they had full-time employment, and 48% indicated that they had part-time employment (Figure 47).

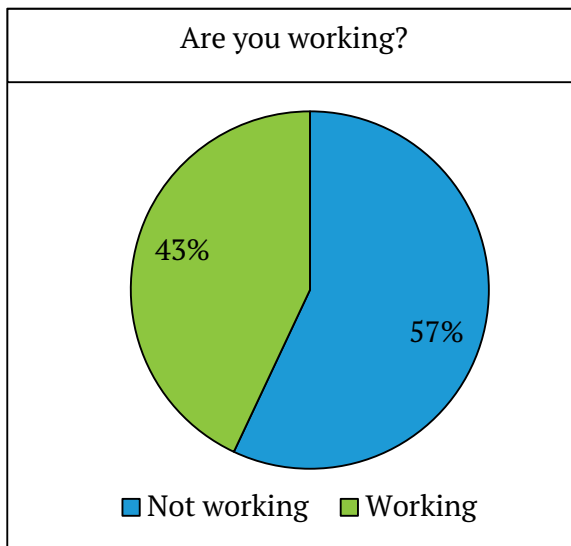


Figure 46

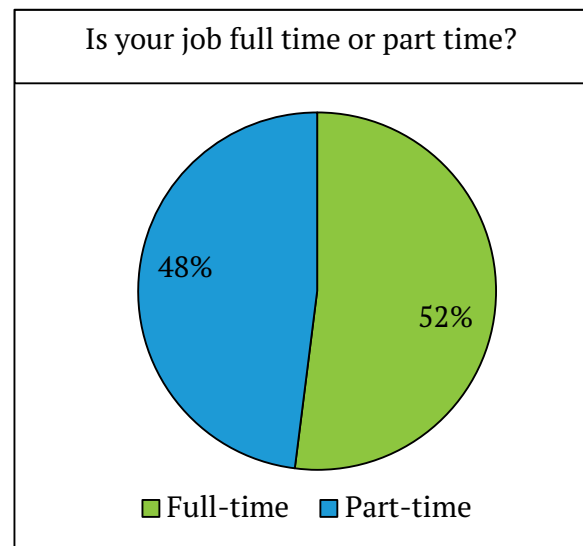


Figure 47

77. RTC-C clients were asked if COVID-19 had impacted their employment and if they were currently receiving unemployment compensation benefits. As of December 31, 2021, approximately 85% of RTC-C client interview respondents indicated that their employment had been impacted by COVID-19 (Figure 48), and 22% were receiving unemployment compensation benefits (Figure 49).

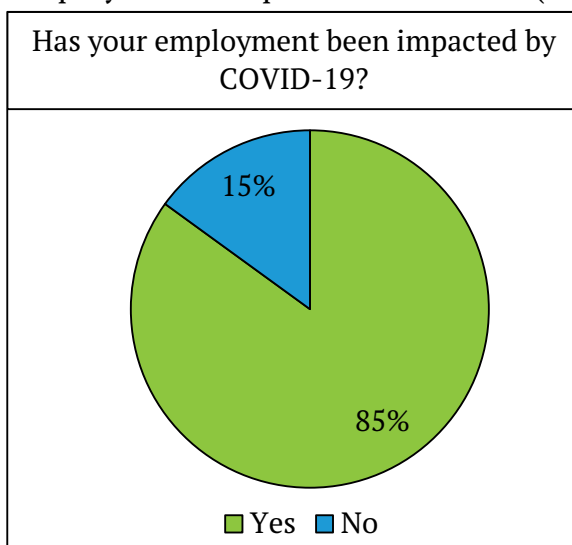


Figure 48

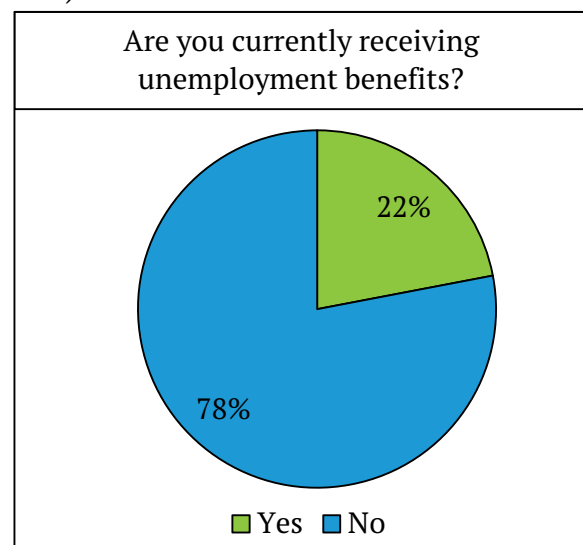


Figure 49

78. Of RTC-C clients who indicated that they were unemployed, approximately 62% were actively seeking employment, and 38% were not. RTC-C client interview respondents not seeking employment were asked if they were unable to return to work for some reason. The primary reasons for not being able to return to work were lack of childcare, needing to supervise children attending school virtually, and physical / mental health challenges.

Housing Type, Tenure, and Lease Terms

79. The client intake interview has a series of questions about what type of housing (e.g., market, subsidized, public) RTC-C client interview respondents are living in, how long they had been living in their current unit, and their desire to stay in their current unit.

80. Approximately 90% of RTC-C client interview respondents lived in market rate, and 10% RTC-C client interview respondents either lived in public housing or received a housing voucher.²⁷ It should be noted that CMHA filed 0 evictions in 2021, and if it had filed evictions, the percentage of RTC-C clients living in public housing or receiving a housing voucher would have been significantly higher. Approximately 22% of RTC-C client interview respondents had been living in their unit for less than a year, 64% for between 1 and 3 years, 6% between 3 and 5 years, 3% between 5 and 7 years, and 5% for more than 7 years. The length of tenancy for RTC-C client interview respondents ranged from 3 months to 27 years.

81. Understanding what RTC-C clients are seeking to achieve in their case is critically important to Cleveland Legal Aid and evaluating the impact of RTC-C. When asked if they wanted to stay in their rental unit, approximately 54% of RTC-C client interview respondents indicated that they did, and 46% indicated that they did not. When RTC-C clients want to stay in their unit, Cleveland Legal Aid attorneys through RTC-C can help clients achieve this outcome by raising defenses and negotiating with landlords or their counsel about terms for paying back rent owed. When RTC-C clients do not want to stay in their unit, Cleveland Legal Aid attorneys through RTC-C can negotiate with landlords to secure time for clients to move, enabling them to find alternative housing and minimizing disruption to their lives.

82. RTC-C clients were also asked about their lease or rental agreement. Approximately 86% of RTC-C client interview respondents indicated they had a written lease, and 14% indicated they had an oral lease (Figure 50). The distribution of the types of leases clients had was: 63% with a 1-year lease; 30% with a month-to-month lease; 3% with other lease durations; 2% with multi-year leases; and 1% with a 6-month lease (Figure 51).

²⁷ Because CHMA did not file any evictions in 2021, these cases are related to clients living in subsidized housing or receiving vouchers.

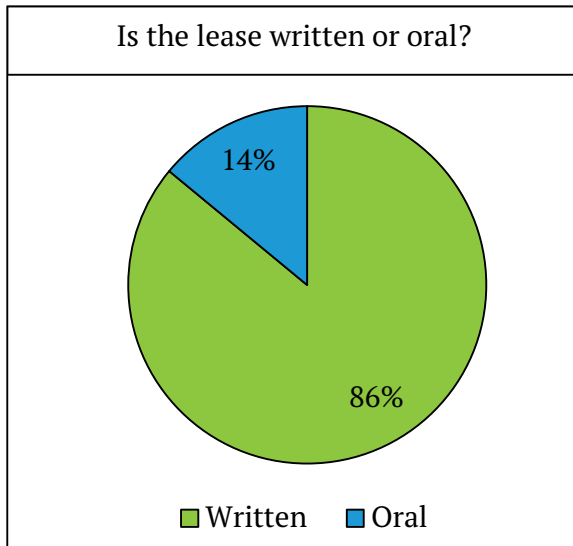


Figure 50

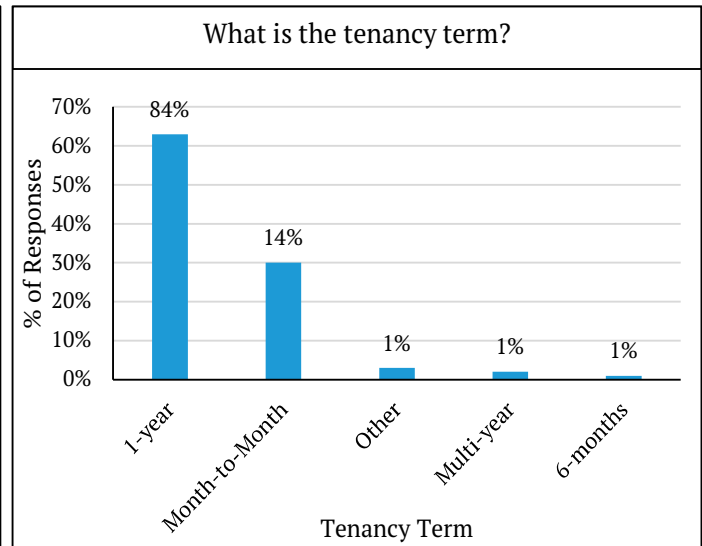


Figure 51

83. Of the 14% of RTC-C client interview respondents with oral leases, approximately 81% of the leases are month-to-month and 10% are 1-year. Of the 86% of RTC-C client interview respondents with written leases, approximately 22% are month-to-month and 72% are 1-year (Figure 52). Approximately 40% of RTC-C client interview respondents indicated that they would be willing to sign a new 1-year lease at their current residence, if possible.

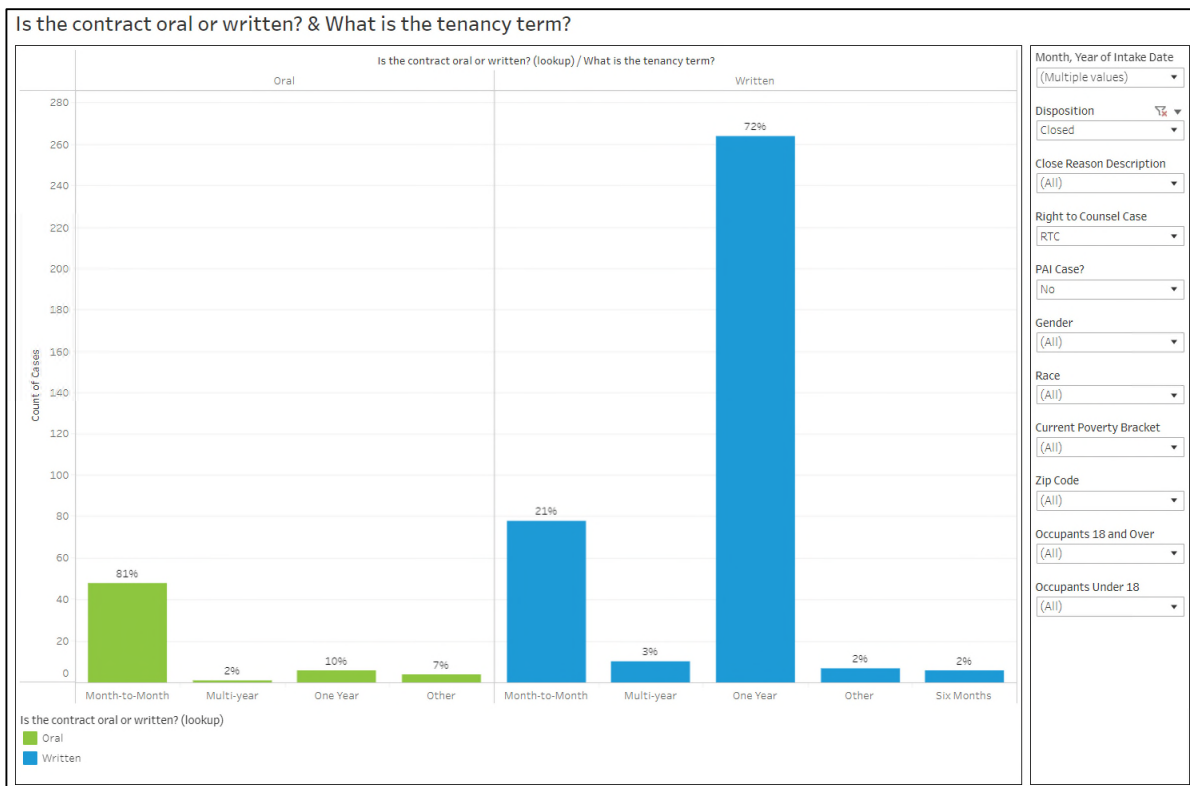


Figure 52

Sub-standard Housing Conditions and Client Concerns with the Landlord

84. Stout learned from Cleveland Legal Aid attorneys and representatives from Cleveland community organizations that Cleveland’s rental stock, particularly for low-income renters, has significant defective housing conditions. These issues included but were not limited to: inadequate or inoperable toilets, sinks, and showers; inadequate or inoperable heat during winter months; mold and mildew; holes in walls, roofs, and floors; rodent infestations; leaks and flooding during rain; broken or missing doors and windows; exposed electrical wiring; and lead. The prevalence of these defective housing issues may be an influencing factor for the 46% of RTC-C clients who indicated they did not want to stay in their home. That is, RTC-C clients experiencing defective housing conditions may not want to continue living in their homes.
85. Approximately 79% of RTC-C client interview respondents indicated that there were defective conditions issues in their unit (Figure 53), and of these clients, approximately 94% indicated that they made their landlord aware of the conditions issues (Figure 54). Approximately 81% of RTC-C client interview respondents with defective conditions in their homes indicated that there were multiple defective conditions. Figure 55 shows the frequency with which certain defective conditions were cited by RTC-C client interview respondents.

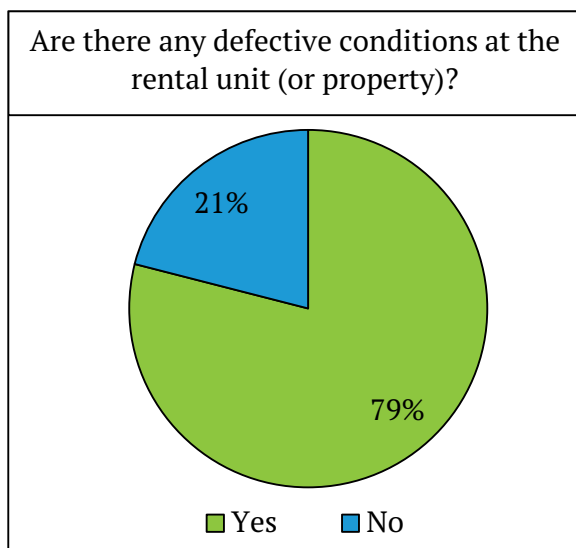


Figure 53

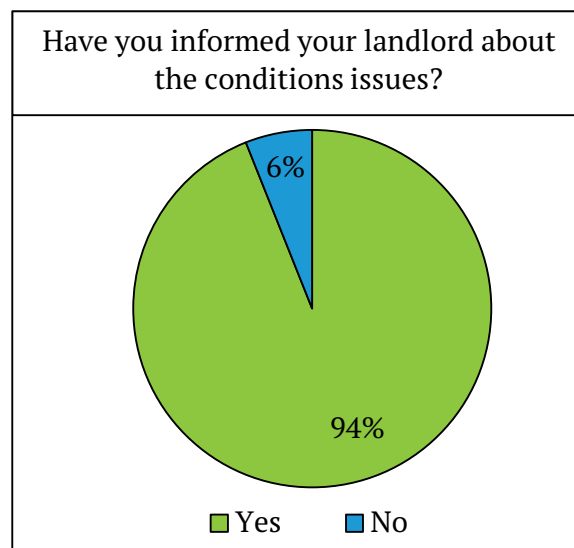


Figure 54

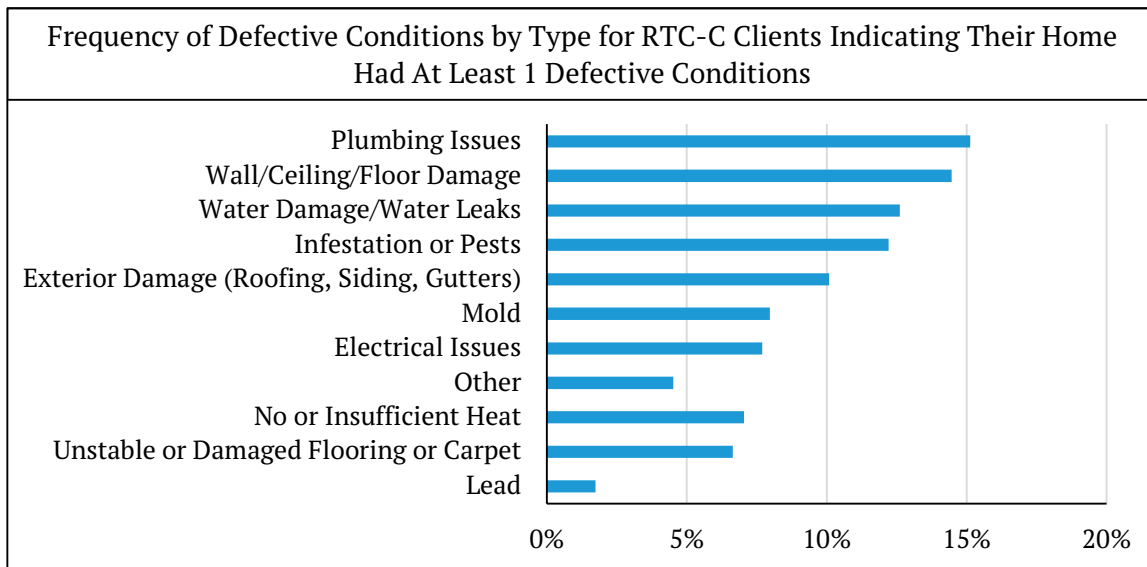


Figure 55

86. The prevalence of conditions issues identified by RTC-C client interview respondents do not appear to be correlated with monthly rent amounts for RTC-C client interview respondents. Stout analyzed the frequency of conditions issues as identified by RTC-C clients based on the amount of their monthly rent by creating monthly rent categories (e.g., monthly rent of \$0-\$499, \$500-\$599, \$600-\$699, \$700-\$799, \$800-\$899, and \$900 or more). Figure 56 shows the prevalence of conditions issues by monthly rent.

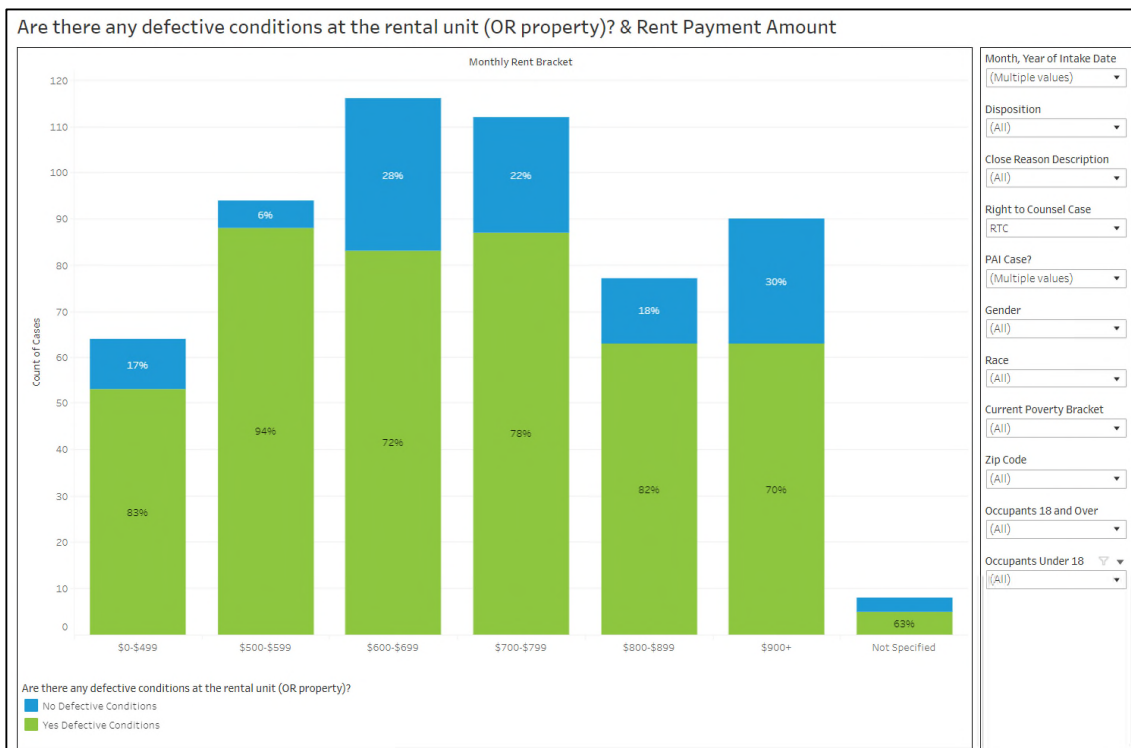


Figure 56

87. Approximately 94% of RTC-C client interview respondents paying between \$500 and \$599 indicated that there were conditions issues in their unit, and approximately 70% of RTC-C client interview respondents paying \$900 or more indicated that there were conditions issues. RTC-C clients living in public or subsidized housing reported fewer conditions issues than RTC-C clients living in private market housing. Approximately 81% of RTC-C client interview respondents living in private market housing indicated their unit had conditions issues while 65% of RTC-C client interview respondents living in public or subsidized housing indicated the same.
88. In addition to having issues with apartment conditions, approximately 39% of clients indicated having issues with their landlord (Figure 57). Clients described non-responsive landlords / having challenges getting in touch with their landlord, ignored maintenance requests, verbal harassment from landlords, utility shut-offs, disputes regarding past payment of rent, and landlords / maintenance workers entering units without notice.

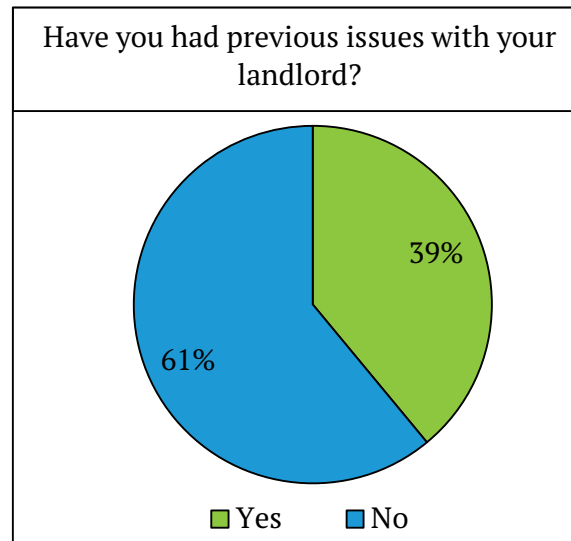


Figure 57

89. Given that 79% of RTC-C client interview respondents indicated their home had defective conditions, and more than 80% of homes with defective conditions had multiple defective conditions, it is clear that most RTC-C cases have substantive issues, complications, or disputes of fact beyond the non-payment of rent. It is important to reiterate that these metrics relate specifically to RTC-C clients (instances where individuals have sought legal assistance with their eviction case) and may not be applicable to all eviction filings.

RTC-C Awareness and Communications

90. UWGC and Cleveland Legal Aid have invested significantly in raising awareness about RTC-C and collaborating with the court to communicate clearly with Cleveland residents about their eviction proceedings and the availability of legal representation. Among residents who did not contact Cleveland Legal Aid prior to their hearing date, approximately 38% were aware of RTC-C before arriving at court, and 62% were not (Figure 58). Awareness of RTC-C ranged from 25% in zip codes 44113 and 44119 to 57% in zip code 44127 (Figure 59).²⁸ During the first 6 months of RTC-C, approximately 32% of residents who door-to-door canvassers interacted with were aware of RTC-C.²⁹

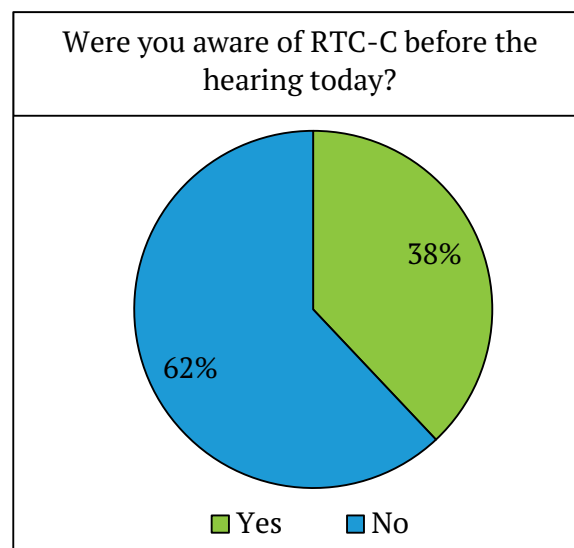


Figure 58

²⁸ For zip codes where there was more than 1 RTC-C client in 2021.

²⁹ Annual Report to Cleveland City Council – Right to Counsel Free Eviction Help. January 31, 2021.

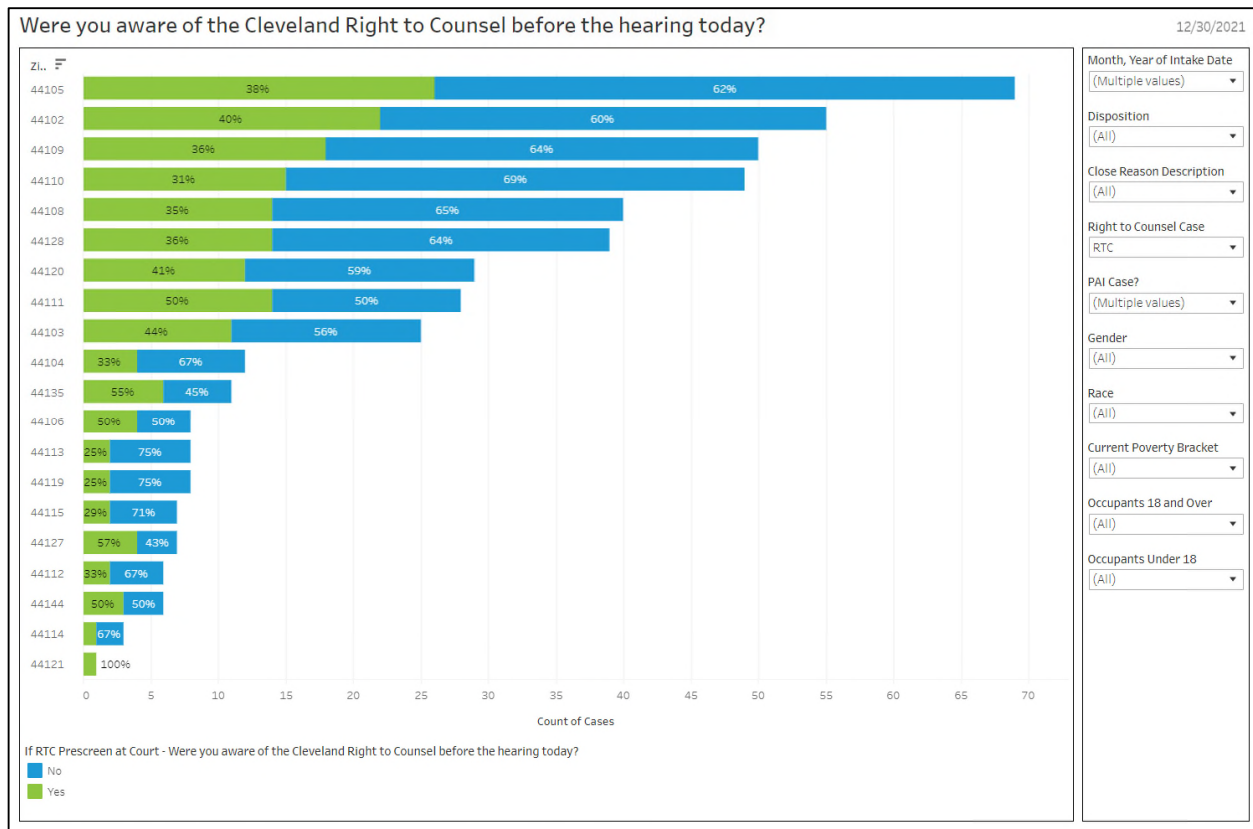


Figure 59

91. RTC-C clients were also asked how they found out they were facing eviction. Approximately 93% of RTC-C client interview respondents indicated that they found out through mail/e-mail/call from their landlord (52%) or mail from the court (41%). The remaining 7% found out through other means (5%), door knocking/volunteers (2%), and mail from Cleveland Legal Aid (<1%). For this 7%, there are concerns about the eviction notice process which may be valuable to investigate further.

Prior Eviction Filings

92. When asked if they had experienced a prior eviction filing against them, approximately 54% of clients answered that they had (Figure 60). The majority of clients who indicated they experienced a prior eviction filing were living in Cleveland during the prior eviction filing. Limited data was available regarding when clients experienced a prior eviction filing. However, based on a small sample of client answers, the range was from early 2021 to more than 20 years with most clients indicating a prior eviction filing within the past 5 years.

93. Late payment of rent could be used as a proxy for risk of eviction – people who have paid rent late in the past may be at a greater risk of eviction due to non-payment of rent. Approximately 63% of clients indicated that they have paid rent late in the past, and 37% indicated that they had not paid their rent late in the past (Figure 61). As described in the following paragraphs, there are many RTC-C cases where the issues of non-payment arise because of concerns clients have related to the conditions of the home or other actions of the landlord. Many RTC-C clients indicate they have the back rent but have withheld payment because of these concerns.

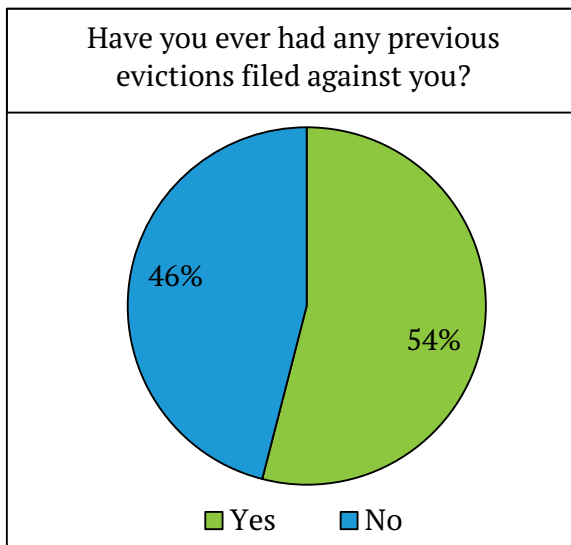


Figure 60

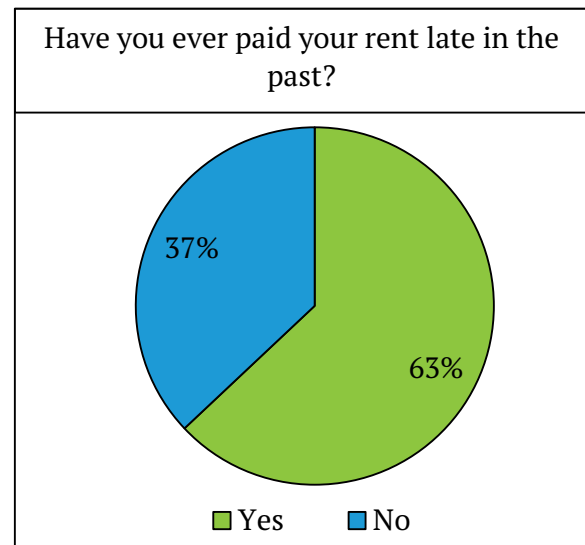


Figure 61

Alternative Living Arrangements if Evicted or Forced to Move

94. Research from around the country has demonstrated that when people experience eviction, they often subsequently experience homelessness. Entering emergency shelter or living unsheltered is generally not immediate, however. People are more likely to stay with family and friends while seeking alternative housing, but if alternative housing is unavailable, people who have experiencing eviction may need to access the shelter system. An estimated 15% to 25% of people who experience eviction will also experience homelessness / enter the emergency shelter system.

95. Understanding where people would go if they were evicted, or otherwise disruptively displaced, provides insights as to what the social safety net responses to eviction might be. During the intake interview, clients were asked where their household would stay if they had to move. Approximately 63% indicated that they did not know where they could stay. Cleveland Legal Aid attorneys indicated that clients who answered with this response likely do not have anywhere to go or have not yet considered where they could go if they had to move. Approximately 20% indicated that they would stay with family or friends locally, 5% indicated that they would need to enter emergency shelter, 5% indicated that they had other plans, 4% indicated they would be living on the street or unsheltered, 2% indicated they would stay with family or friends outside of Cleveland, and 1% indicated they would stay in a hotel or motel (Figure 62).

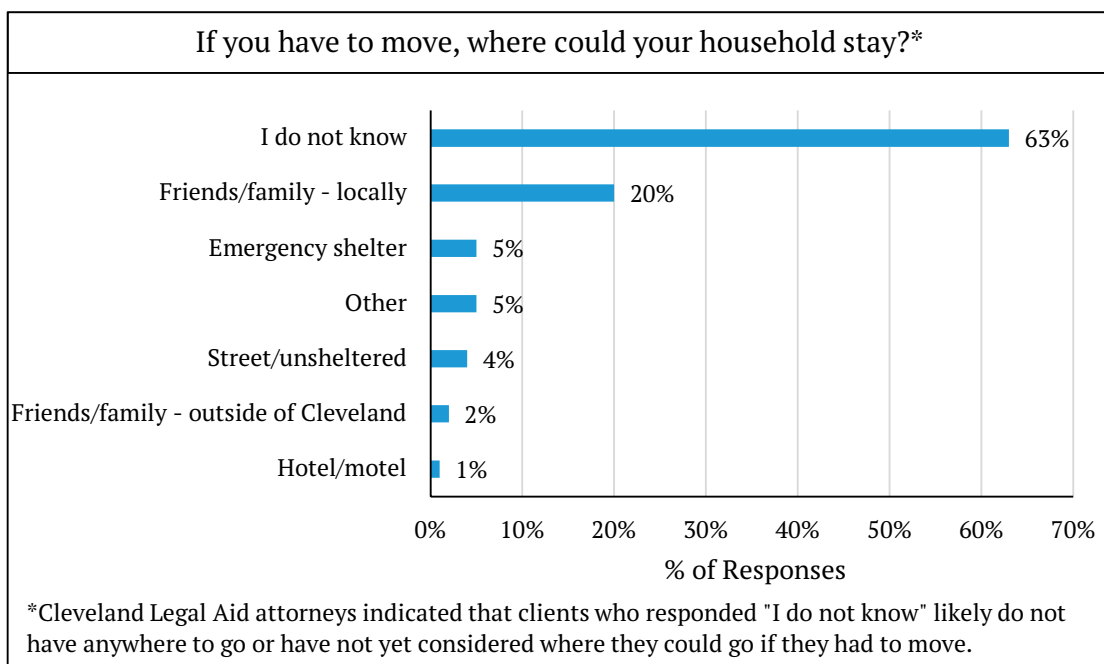


Figure 62

Plans for Back Rent Owed

96. Approximately 55% of RTC-C client interview respondents indicated that they had a plan for paying the back rent owed (Figure 63), and an estimated 7% of RTC-C client interview respondents had the full amount of the back rent owed while 33% had some of the back rent owed.

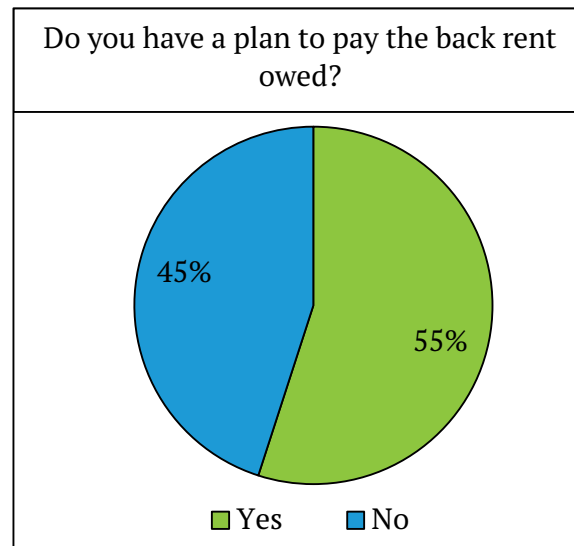


Figure 63

97. Combining responses from two interview questions can provide a more nuanced understanding of, or confirm expectations about, circumstances clients are experiencing. For example, having a plan for paying the back rent owed is highly correlated with household income. RTC-C client interview respondents who wanted to stay in their unit were also more likely to have a plan for paying the back rent owed (65%) compared to clients who did not want to stay in their unit (40%). See Figure 64.

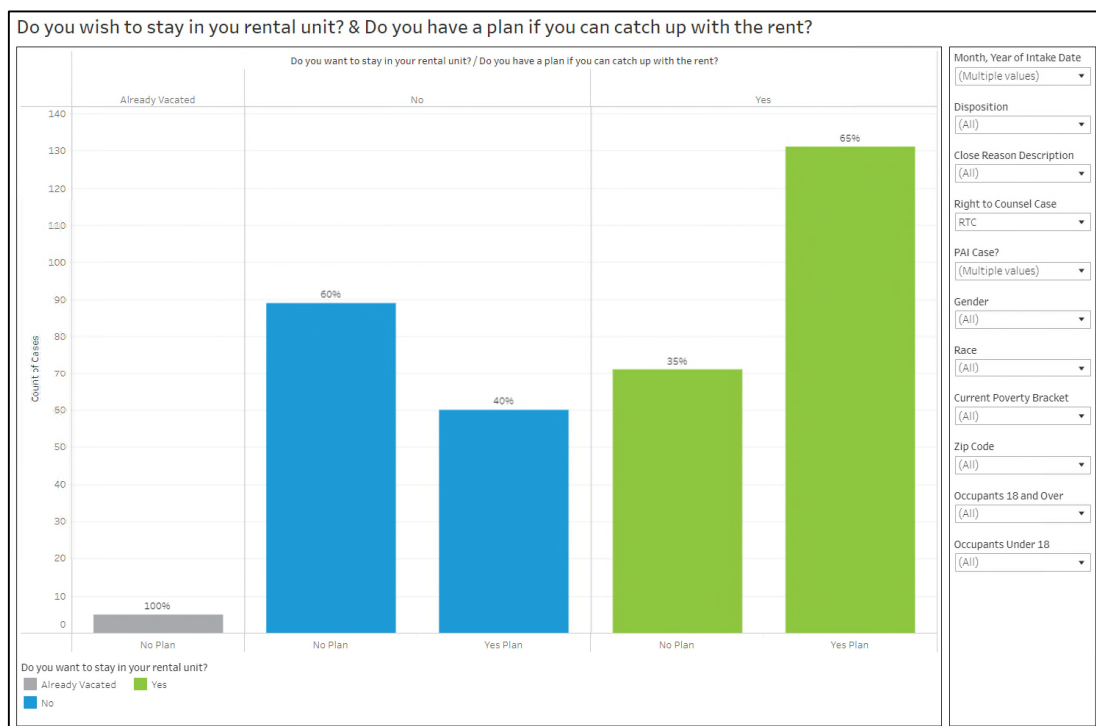


Figure 64

98. Approximately 83% of RTC-C client interview respondents who indicated that they had the full amount of back rent owed or could get it also indicated that there were conditions issues in their unit.³⁰ The intersection between conditions issues and RTC-C clients’ ability to pay the back rent owed suggests that while eviction filings may be the result of non-payment of rent, there may be other factors – like conditions issues – leading tenants to not pay their rent.

Virtual Hearings

99. When asked if they had technology to participate in virtual hearings and if they were comfortable participating in virtual hearings, approximately 93% of RTC-C client interview respondents who answered the question indicated that they had the technology (Figure 65), and 90% were comfortable participating in a virtual hearing (Figure 66). For the 10% of RTC-C client interview respondents who indicated they were not comfortable participating in a virtual hearing, approximately 96% indicated that they *would* be comfortable participating in the virtual hearing at Cleveland Legal Aid’s office with their attorney.

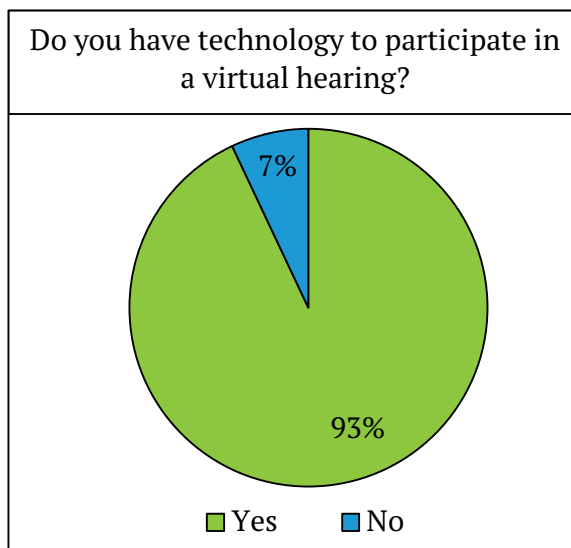


Figure 65

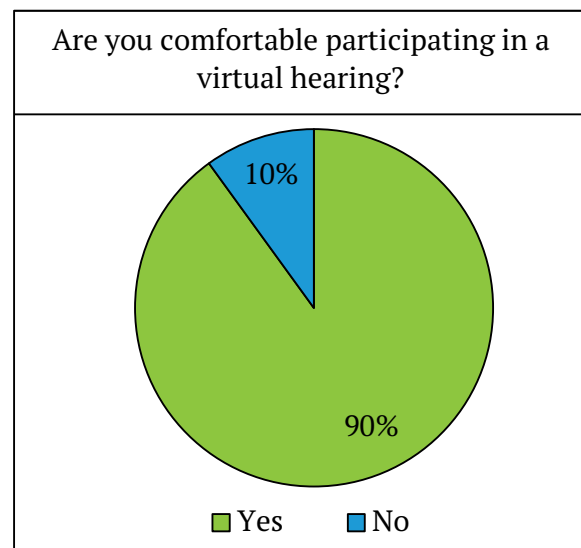


Figure 66

100. While access to technology and comfort with participating in virtual hearings do not appear to be barriers for RTC-C client interview respondents, the 2019 American Community Survey indicated that approximately 31% of Cleveland households did not

³⁰ This metric applies to RTC-C client interview respondents who went through the interview process from January to October 2021. Stout is working with Cleveland Legal Aid to refine data collection related to this topic.

have access to broadband internet, and 46% did not have access to a wired internet connection.³¹

The Time It Takes to Provide Full Representation and Brief Services

101. Stout worked with Cleveland Legal Aid during 2021 to understand better the amount of time required to effectively represent RTC-C clients and the factors that can contribute to that. Cleveland Legal Aid staff, including certain non-attorney staff, aim to record the time they spend on each case each day. However, the practical difficulties of ensuring complete time entry, particularly for a non-profit organization, can be significant. Detailed time entry is an administrative task that can be challenging to complete while balancing active cases, new cases, client interview processes, and other tasks. Other considerations important in the analysis and interpretation of legal aid time entry data include, but are not limited to:

- Staff often interact with multiple cases for small increments of time that may not always be recorded.
- Staffing models and the availability of personnel other than staff attorneys and supervising attorneys (e.g., paralegals, clerical and administrative staff, intake specialists, social workers, case managers) can significantly influence the amount of time spent on cases by staff attorneys and supervising attorneys. When there are adequate personnel to assist with certain tasks, staff attorneys are able to focus their time and efforts on legal assistance and could complete more cases in a particular year.
- Staff turnover can limit the ability to recognize efficiencies that would otherwise arise from training and work experience. Staff turnover can have the additional effect of requiring experienced attorneys to assist new attorneys (or other staff) and thus are unable to commit as much time in a year to client work.
- Court processes (include the use of virtual hearings and the additional time that can be required to assist clients that do not have the necessary technology or are less comfortable with technology) and the availability of rental assistance and other supports can impact the amount of time spent on cases and reasonable caseload expectations. These variables can also change over time. Thus, it is essential that when analyzing time entry and caseload data, one consider the time period in which the analyses are completed and conclusions are drawn. Findings and conclusions in one time period may not be relevant or appropriate in a later time period (and certainly may not be comparable to another jurisdiction).

³¹ Corson, McKenna. "Cleveland Takes Aim at Divisive Digital Divide." WKSU. December 2021.

102. Understanding the ecosystem in which RTC-C operated during 2021 is critical to analyzing the time spent on RTC-C cases by staff at Cleveland Legal Aid. The availability of rental assistance, virtual court operations, case complexity, staff models, staff hiring, training and turnover, and other factors have individual and collective impacts on the amount of time it takes to effectively represent RTC-C clients. These factors, at a minimum, must be considered when analyzing the amount of time spent representing RTC-C clients in 2021 and estimating reasonable attorney caseloads.
103. Stout worked with Cleveland Legal Aid to analyze and interpret time entry data related to service delivery for RTC-C clients in 2021. Stout analyzed the time it took to provide full representation and brief services (i.e., legal advice and assistance but not legal representation) to RTC-C clients in 2021. Approximately 91% of RTC-C cases closed in 2021 were full representation, and approximately 9% were brief services. Figure 67 shows the distribution of RTC-C cases by the amount of time **recorded** by paralegals and staff/senior/supervising attorneys for full representation and brief services cases.

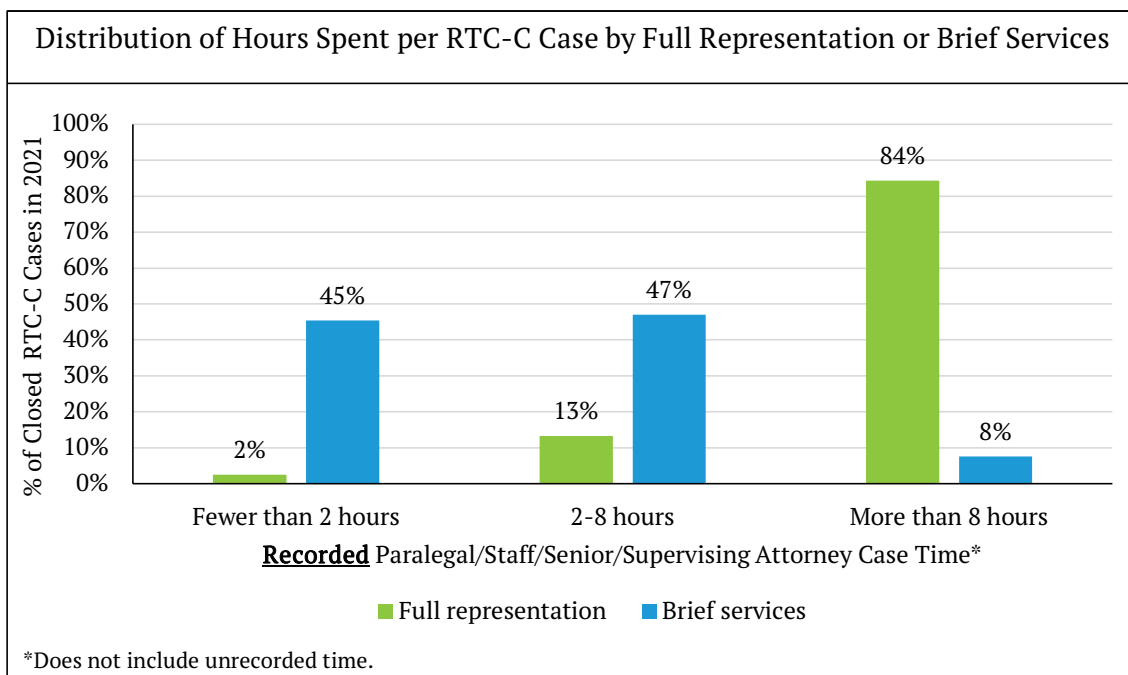


Figure 67

104. As shown in Figure 67, approximately 45% of brief services cases (blue bars) had record time of fewer than 2 hours while 2% of full representation cases (green bars) had recorded time of fewer than 2 hours. Approximately 84% of full representation cases had recorded time of more than 8 hours, and approximately 8% of brief services cases had recorded time of more than 8 hours.

105. Again, it is important to consider unrecorded time, which may include time spent by staff replying to e-mails or other client correspondence, organizing client documents, and performing other administrative tasks related to a certain case. Because unrecorded time could not be analyzed, Stout's calculations related to the time it takes to provide full representation and brief services is understated.
106. In 2021, staff attorneys **recorded** an average of approximately 9 hours per full representation case and an average of approximately 2 hours per brief services case. As previously discussed, time record data is imperfect, not always complete and must consider additional factors such as staffing models, turnover and training and external factors. Based on discussions with Cleveland Legal Aid, we understand that it would not be unreasonable to expect that unrecorded time could be as much as 2 hours per case, on average, which would increase the average time a staff attorney spent on full representation cases to 11 hours in 2021. As previously discussed, unrecorded time is the result of staffing models chosen, hiring, training, meetings, turnover, professional development, and court processes that staff worked within. Certain of these factors – training, meetings, mentorship – would have limited the amount of time staff attorneys could spend on cases throughout the year and thus, the total number of cases they could have worked on during the year.

Particularly Complex Cases Requiring More Attorney Time

107. Stout learned from supervising, senior, and staff attorneys at Cleveland Legal Aid that there are case and client characteristics that result in certain cases requiring more hours than an average case. These characteristics include but are not limited to: the client has a rent subsidy, the client has significant counterclaims, delays in rental assistance processing, and the client experiences mental health challenges.
108. When a client has a rent subsidy and the landlord is seeking eviction, it is possible that the rent subsidy will be terminated if the client is evicted. Losing a rent subsidy would likely have a significant adverse impact on a client. Cleveland Legal Aid may file motions in these cases which enables more time to investigate the circumstances surrounding the eviction and potential loss of the rent subsidy. Additionally, there are more laws that govern rent subsidy cases which inherently requires more time to attorneys to research, understand, and litigate, and cases with rent subsidies often are removed from the first cause of action and set for a separate trial.
109. Similar to cases with rent subsidies, cases where the client may have significant counterclaims (e.g., defective conditions issues affecting habitability, retaliation, discrimination) also require more time from attorneys. Cases with potential counterclaims may require discovery, to which parties have 28 days to respond. These cases may also require investigations, inspections, depositions, motion practice, and significant

negotiation before a settlement is reached. Cleveland Legal Aid attorneys cited lead hazard cases particularly requiring more attorney time related to securing specific inspectors with lead hazard expertise.

110. As described in paragraphs 63-64, the availability and payment of emergency rental assistance, in combination with RTC-C, has helped Cleveland residents avoid eviction judgments and other disruptions to their lives. While emergency rental assistance application processing times have decreased significantly throughout 2021, there may still be situations where application processing takes longer than expected. Cleveland Legal Aid attorneys described situations where landlords and/or their counsel were willing to participate in the emergency rental assistance process, often continuing cases so that emergency rental assistance could be secured.
111. In 2021, approximately 34% of RTC-C client households had at least 1 adult who was experiencing mental health challenges. The time Cleveland Legal Aid attorneys spend litigating cases on behalf of clients with mental health challenges is not necessarily different than the time they would spend litigating cases on behalf of clients without mental health challenges. When clients experience mental health challenges, Cleveland Legal Aid attorneys spend more time with the client to ensure that they understand the process, their options, and the impact that certain decisions will have on their case. There are often several meetings or calls between Cleveland Legal Aid attorneys and their clients who experience mental health challenges where Cleveland Legal Aid attorneys provide and ask for information in the ways that work best for their client.
112. Stout used feedback from Cleveland Legal Aid attorneys, court docket data, and RTC-C client interview data to develop a segmentation tree (Figure 68) of 2021 eviction filings in Cleveland. Approximately 86% of RTC-C clients had circumstances (either personal circumstances or case characteristics) that would make their cases complex. These circumstances include: defective conditions, oral leases, living in public or subsidized housing, had previous issues with management, or had a person in the household with mental health challenges. Approximately 44% of RTC-C cases had more than 1 of these circumstances.

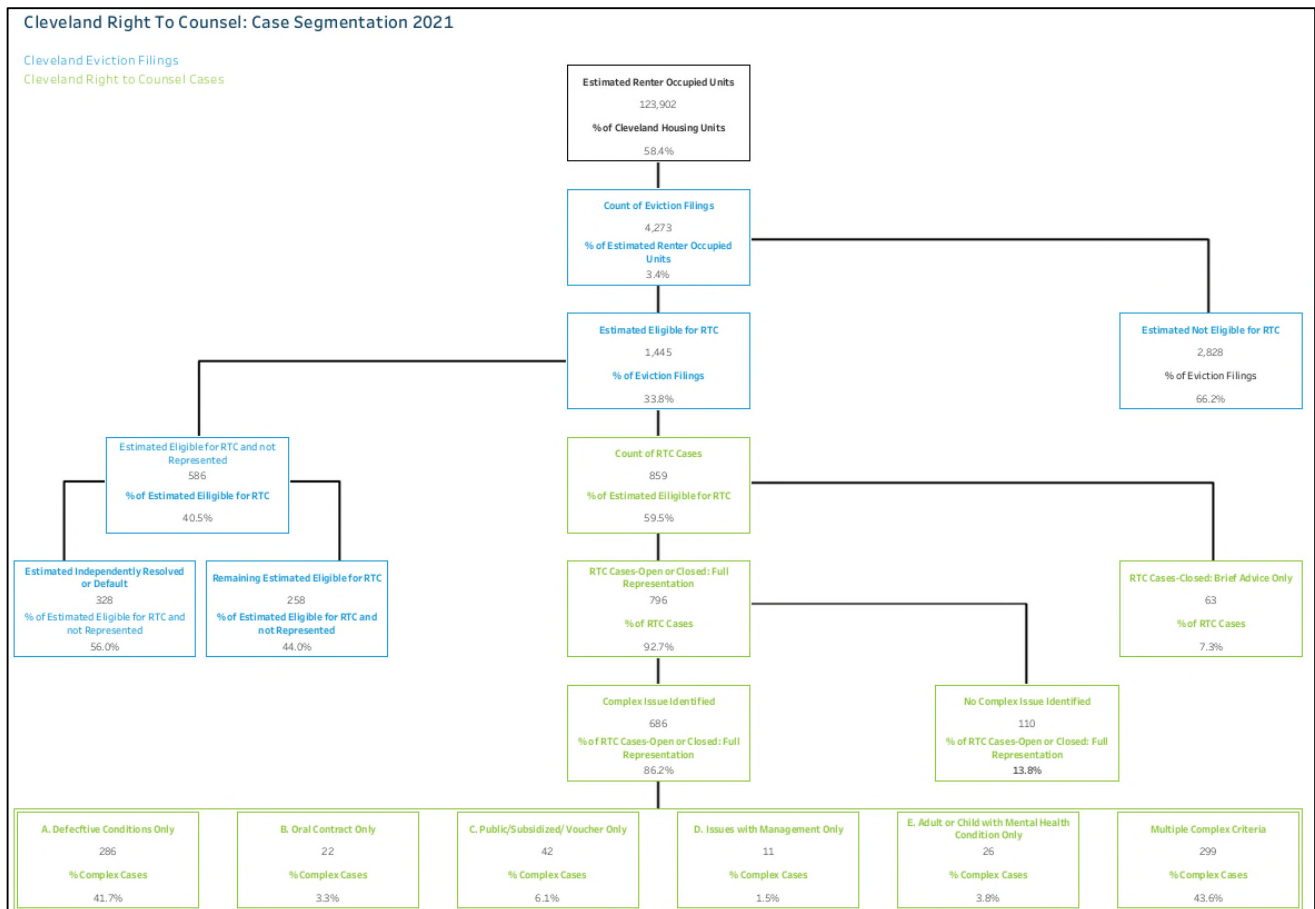


Figure 68

Section IV-Preliminary Estimate of Fiscal Impacts

113. The impacts and costs of eviction to states, cities, counties, and municipalities are significant and multi-dimensional. Substantial reporting has documented the negative impact that evictions have on individuals, families, businesses, and communities. While many of these impacts are not yet quantifiable, clear fiscal costs or economic impacts of disruptive displacement do exist. This section details preliminary estimates of fiscal impact that RTC-C is having on publicly funded systems in Cleveland and / or Cuyahoga County. These preliminary estimates of fiscal impacts provide insight into how representation in eviction cases could mitigate these costs or assist in redirecting the funds to other efforts undertaken by Cleveland and / or Cuyahoga County.
114. Stout relied on client interview data to develop these estimates. Client circumstances and case characteristics often vary. Because of this variation, not all interview questions are applicable to all RTC-C clients and therefore are not asked to all clients. While the goal is to ask all RTC-C clients all questions applicable to their circumstance and case, Cleveland Legal Aid attorneys exercise discretion during the interview process. There may be interview questions not asked based on a client’s lived experiences, comfort level with certain topics, and/or having to recount traumatic experiences. A primary data element for Stout’s preliminary fiscal impact calculations is the how RTC-C clients answered the interview question, “If you have to move, where could your household stay?” Approximately 33% of RTC-C clients with closed cases in 2021 answered this interview question. Stout developed a methodology to reasonably extrapolate the answers to this question to the population of cases closed in 2021. Stout is working with Cleveland Legal Aid to develop mechanisms to enable more complete interview data collection when applicable.
115. Stout used the percentage of RTC-C clients for which Cleveland Legal Aid was able to achieve their goals (excluding securing rental assistance) as the basis for the percentage of RTC-C clients who likely avoided disruptive displacement through RTC-C. Using this data, Stout estimates that Cleveland Legal Aid assisted in avoiding disruptive displacement for between 92% and 99% of RTC-C clients in 2021. Stout uses the phrase “disruptive displacement” to capture outcomes of cases beyond “winning” and “losing.” For example, there may be circumstances where tenants did not have a formal eviction warrant executed against them and therefore were not displaced but have still experienced disruption in their lives because of the eviction filing, such as entering a negotiated settlement with unrealistic payment terms resulting in additional financial strain. Additionally, there may be circumstances where a tenant loses possession of their home but was granted an extra 30 days to vacate. In this situation, disruptive displacement may have been avoided because of the additional time to find alternative, suitable housing.
116. **Homelessness and Housing Social Safety Net Response.** While homelessness may not always be experienced immediately following an eviction, eviction remains a leading cause

of homelessness. According to data from the Homeless Management Information System administered by the Cuyahoga County Office of Homeless Services (OHS), there were 4,090 households (3,770 individuals and 320 families) served in emergency shelter or transitional housing in 2021, including 757 children.⁵² Emergency shelter and transitional housing were provided by the Cuyahoga County Continuum of Care (CoC). Figure 69 shows the total number of households served in CoC emergency shelter or transitional housing from 2017 to 2021.

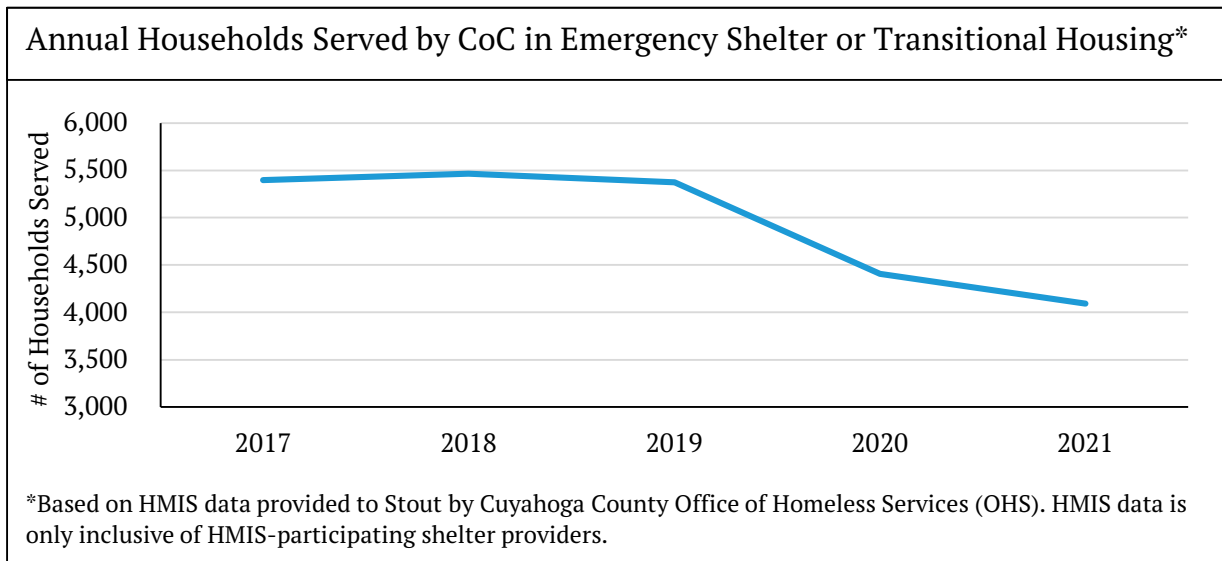


Figure 69

117. Based on data collected during the interview process, approximately 102 (13%) of RTC-C clients who completed the interview process indicated that if they had to move, they would move to emergency shelter.⁵³ The estimated annual cost to provide a housing social safety net response for these client households would have been \$11,700 per household per year if Cleveland Legal Aid were unable to avoid their disruptive displacement.⁵⁴ Cleveland Legal Aid avoided disruptive displacement for between 92% and 99% of RTC-C clients in 2021, which likely resulted in housing social safety net response costs avoided of \$1.1 million to \$1.2 million to Cleveland / Cuyahoga County. Stout received feedback from the Cleveland / Cuyahoga County Office of Homeless Services (OHS) indicating that RTC-C has likely contributed to the recent decline in the number of people experiencing homelessness in Cleveland / Cuyahoga County. Additionally, OHS shared its experience that

⁵² Data from Homeless Management Information System (HMIS) provided to Stout by Cuyahoga County Office of Homeless Services. Data in HMIS is only inclusive of HMIS-participating shelter providers.

⁵³ The estimated 13% is estimated based on Stout’s extrapolation methodology to distribute answers of “unknown” among other categories. Stout worked with Cleveland Legal Aid to ensure this methodology was reasonable and appropriate.

⁵⁴ Ibid.

interventions or services provided to residents who are currently in housing typically decreases the number of new people entering shelter.

118. **Education.** During the 2018-2019 school year, there were 2,387 students experiencing homelessness in the Cleveland Metropolitan School District (CMSD), which encompasses Cleveland, Bratenahl, Linndale, Newburgh Heights, and parts of Brook Park and Garfield Heights ³⁵ In addition to experiencing homelessness, a segment of students in CMSD are also highly mobile.

119. According to UWGC’s 2020 Need Assessment, frequent moves by CMSD students have a negative impact on their academic achievement, including increasing the likelihood that they will drop out by 30%.³⁶ For CMSD students, the number of school changes over 2 years is a predictor of test scores.³⁷ Figure 70 from UWGC’s 2020 Community Needs Assessment shows how test scores for CMSD students decrease as the number of moves increase.

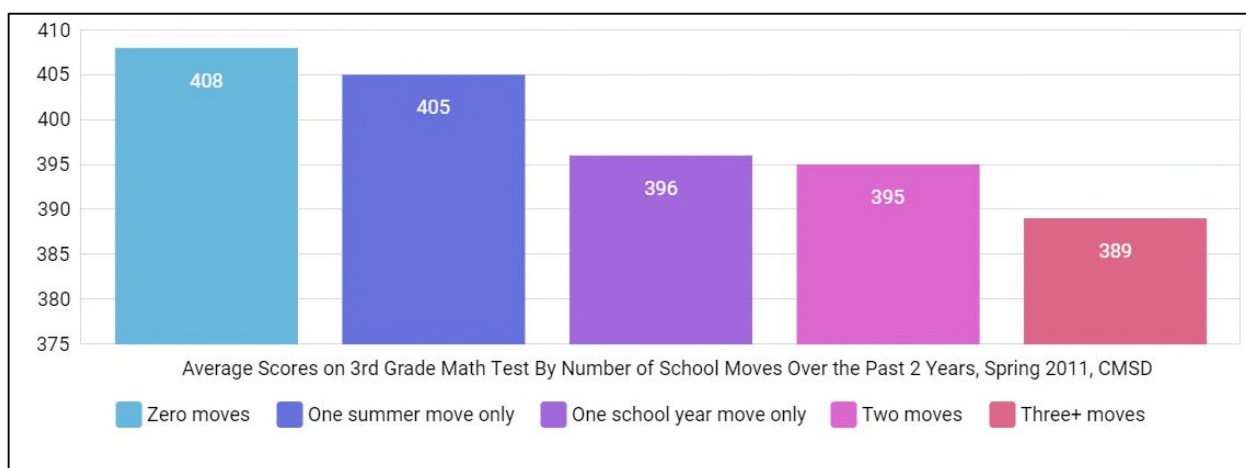


Figure 70

120. Housing instability not only impacts students’ likelihood of graduating and their test scores but also the school system as a whole. Because CMSD is allocated funding based on the number of students enrolled, when students leave CMSD (and Cleveland), funding is lost.³⁸

121. Approximately 44 (6%) of RTC-C clients indicated that if they had to move, they would move in with friends or family who lived outside of Cleveland. RTC-C client households have an average of 2 children, and between 92% and 99% avoided disruptive displacement because of Cleveland Legal Aid’s representation. Without Cleveland Legal Aid’s

³⁵ <https://eddataexpress.ed.gov/dashboard/homeless?sy=2674&s=808>

³⁶ <https://www.unitedwaycleveland.org/assessment/children-and-poverty/children-and-access-to-quality-education/student-mobility-in-cuyahoga-county/>

³⁷ Ibid.

³⁸ “Fiscal Year 2019-2020 Budget.” Cleveland Municipal School District.

representation, Stout estimates that between 40 and 43 children would have migrated out of Cleveland (and CMSD) to live with friends or family because of disruptive displacement.

122. CMSD receives approximately \$2,500 in federal funding per student enrolled and approximately \$11,200 in state funding per student enrolled for a total of approximately \$13,700 in federal and state funding per student enrolled.³⁹ The estimated 40 to 43 children that would have likely migrated out of Cleveland (and CMSD) to live with friends and family because of disruptive displacement would have resulted in \$1.1 million to \$1.2 million of lost federal and state funding for CMSD.

123. **Out-Migration / Population Loss.** Research has shown that evictions can contribute to out-migration and population loss.⁴⁰ Approximately 44 (6%) of RTC-C clients indicated that if they had to move, they would move in with friends or family who lived outside of Cleveland. The median household size of RTC-C clients was 3 people, resulting in 131 people who would have likely moved out of Cleveland but for RTC-C, and Cleveland Legal Aid avoided disruptive displacement for between 92% and 99% of RTC-C clients. If these RTC-C clients would have migrated out of Cleveland, Cleveland would have likely lost an estimated \$12,000 in economic value per person.⁴¹ Because RTC-C kept between 120 and 129 Cleveland residents from moving outside of Cleveland, Cleveland retained economic value of between \$1.4 million and \$1.6 million in 2021.

124. **Health Care.** A significant body of research has documented the connection between health and housing. People experiencing homelessness, including those experiencing homelessness because of eviction or disruptive displacement, often utilize in-patient and emergency room care more frequently than people who are stably housed. In 2021, Cleveland Legal Aid served 2,089 individuals (817 adults and 1,272 children), of which Cleveland Legal Aid avoided disruptive displacement for between 92% and 99%. Approximately 27% of clients indicated that if they had to move, they would likely experience homelessness in some form.⁴²

³⁹ Calculated using U.S. Census Fiscal Year 2018 Annual Survey of School System Finances.

⁴⁰ Mah, Julie. "Gentrification-Induced Displacement in Detroit, Michigan: An Analysis of Evictions." Routledge. July 21, 2020

⁴¹ Estimated by Stout using data from: (1) Aguilar, Louis. "Detroit population continues to decline, according to Census estimate." Bridge Michigan. May 2020. (2) "State and Local Expenditures." Urban Institute. 2018. Referencing State & Local Government Finance Data Query System and Data from U.S. Census Bureau, Annual Survey of State and Local Government Finances, Volume 4. 2020. (3) Present value of investments that cities and states have been willing to make to attract new residents.

⁴² The 27% includes RTC-C clients who indicated that they would need to enter emergency shelter, live in a hotel/motel, or live unsheltered or on the street and was calculated using a methodology to allocate pro rata the "unknown" responses.

125. Using utilization rates of in-patient and emergency room care for people experiencing homelessness, average cost data, Medicaid enrollment, and the estimated portion of Medicaid funded by Cleveland, Stout estimates that Cleveland saved between \$108,000 and \$116,000 in additional Medicaid costs in 2021 as a result of RTC-C.
126. **Foster Care.** According to the Cuyahoga County Division of Children and Family Services, there were 2,772 children in out-of-home foster care as of December 31, 2020.⁴⁵ Figure 71 shows the proportion of children by out-of-home care placements in Cuyahoga County.

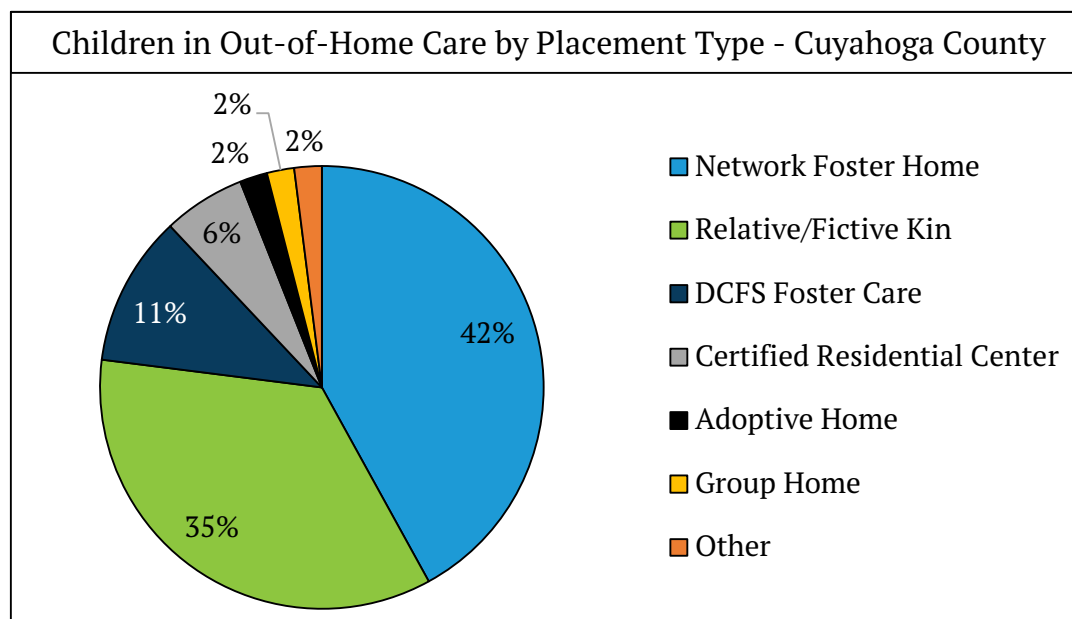


Figure 71

127. Data collected during the interview process indicated that there were 1,272 children living in households served by RTC-C in 2021. Cleveland Legal Aid avoided disruptive displacement for between 92% and 99% of RTC-C clients in 2021. An estimated 4% children from evicted families are placed in foster care and generally remain there for at least one year.⁴⁴ The median daily cost to place each child in out-of-home foster care in Cleveland / Cuyahoga County is approximately \$170, which is approximately \$62,000 annually.⁴⁵ Approximately 20% of out-of-home foster care costs in Ohio are funded locally.⁴⁶ Through Cleveland Legal Aid’s representation of RTC-C clients, Cleveland / Cuyahoga County likely

⁴³ “2020 Year End Report January – December 2020.” Cuyahoga County Division of Children and Family Services, Performance Evaluation & Innovation Unit. January 2021.

⁴⁴ Berg, Lisa and Brannstrom, Lars. “Evicted children and subsequent placement in out-of-home care: a cohort study.” Public Library of Science. April 18, 2018.

⁴⁵ Based on data shared with Stout by the Cuyahoga County Division of Children and Family Services.

⁴⁶ “Child Welfare Agency Spending in Ohio.” Child Trends. 2018.

avoided between \$580,000 and \$620,000 in costs related to out-of-home foster care in 2021.

128. **Preliminary Quantified Fiscal Impact for 2021.** Stout estimated that Cleveland realized economic benefits of between \$4.3 million and \$4.7 million in 2021 as a result of RTC-C. The estimated benefits were related to:

- Cost savings related to housing social safety net responses - \$1.1 million to \$1.2 million
- Sustained education funding for children in CMSD - \$1.1 million to \$1.2 million
- Economic value preserved by retaining residency in Cleveland - \$1.4 million to \$1.6 million
- Cost savings related to Medicaid spending on health care - \$108,000 to \$116,000
- Out-of-home foster care placements - \$580,000 to \$620,000

129. Stout's preliminary estimate of fiscal impact is likely significantly understated. Included in the calculation are benefits of RTC-C that can be quantified based on currently available data. However, Cleveland / Cuyahoga County would likely realize additional benefits that are not currently quantifiable based on available data. These benefits that are not currently quantifiable include but are not limited to:

- The education costs, juvenile justice costs, and child welfare costs associated with children experiencing homelessness
- The effects of stabilized employment and income and the economic and tax benefits to the state associated with consumer spending
- The negative impact of eviction on tenants' credit score, ability to re-rent, and the potential loss of a subsidized housing voucher
- The cost of providing public benefits when jobs are lost due to eviction or the eviction process
- The cost of mental health care
- Certain additional costs associated with homelessness, such as additional law enforcement and incarceration costs
- The cost of family, community, and neighborhood instability
- Preservation of financial and personal assets
- A reduction, over time, of the number of eviction cases filed resulting in improved use of Cleveland Municipal Court resources.

130. Stout will work with UWGC, Cleveland Legal Aid, and other Cleveland stakeholders to refine and add to the fiscal impact calculations during 2022.

Section V-Important 2021 Events and Qualitative Evaluation Findings

Important Events and Context for Understanding Year 2 of RTC-C

131. Year 2 of RTC-C was impacted by the federal eviction moratorium and the operations of Cleveland Municipal Court in response to the ongoing COVID-19 pandemic, as well as the availability of funding from emergency rental assistance programs. In addition to these important events, discussions began among stakeholders in Cleveland related to expansion of RTC-C to Cuyahoga County and the development of an eviction diversion program.
132. Stout’s qualitative evaluation findings (paragraphs 141-168) include themes from its landlord attorney engagement activities, positive client and landlord stories, communications activities, and Cleveland Legal Aid’s unprecedented investment in data.

Eviction Moratoria and Limited Cleveland Municipal Court Operations

133. On September 4, 2020, the Centers for Disease Control and Prevention (CDC) issued an order establishing a federal moratorium on evictions. The CDC’s federal moratorium was initially set to expire on December 31, 2020 but was extended five times with final expiration on October 3, 2021 following a Supreme Court ruling that the CDC exceeded its authority in issuing the moratorium. The Cleveland Municipal Court also experienced adjustments in operations during the pandemic with temporary closures, cases being heard via videoconferencing, and limited daily case filings.
134. According to the U.S. Census Bureau, more than 7 million renter households – predominately households of color, female headed households, and people with disabilities – were behind on rent in May 2021, and approximately half of them were at risk of eviction when the moratorium expired.⁴⁷
135. As of October 11, 2021⁴⁸, approximately 14% of all Ohio renter households were behind on their rent, and 27% of Ohio renter households with incomes less than \$35,000 were behind on their rent (Figure 72). Additionally, approximately 39% of ethnically or racially diverse households in Ohio were behind on their rent (Figure 73) compared to 11% of white households.⁴⁹

⁴⁷ Hernandez, Kristian. “As CDC’s Eviction Moratorium Ends, States Prepare for Flood of Cases.” Pew Charitable Trusts. June 2021.

⁴⁸ The last publish date of data from the Household Pulse Survey was October 11, 2021.

⁴⁹ Households were given the choice of identifying as: African American alone, not Hispanic; Asian alone, not Hispanic; Hispanic or Latino (may be of any race); Two or more races + other races, not Hispanic; or White alone, not Hispanic.

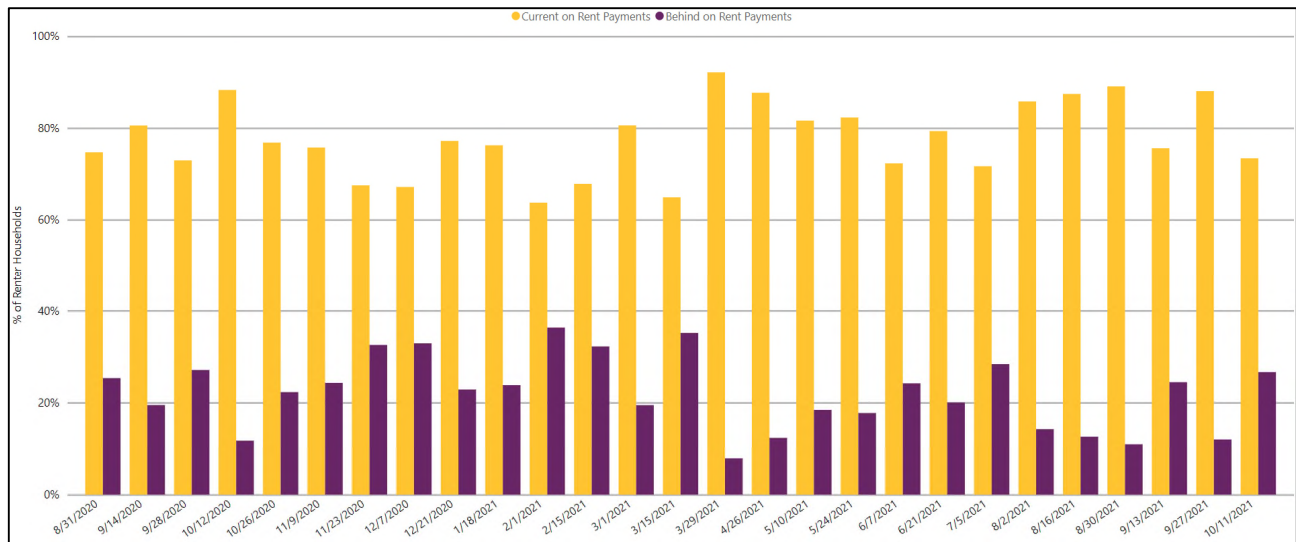


Figure 72

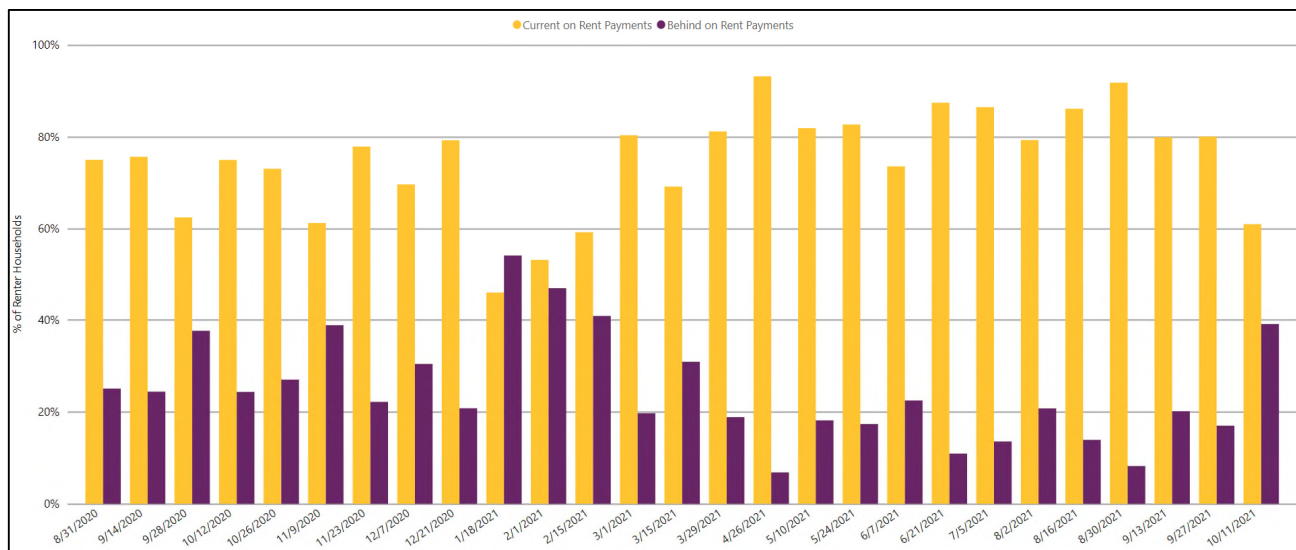


Figure 73

Emergency Rental Assistance Program

136. Under the American Rescue Plan Act of 2021 and the December 2021 COVID-19 relief package, states and localities across the country had access to and were tasked with distributing \$46 billion in emergency rental assistance.⁵⁰ Rent arrears were estimated to be \$50 billion as a result of unpaid rent that had accrued during the pandemic, according to estimates by the National Low-Income Housing Coalition.⁵¹ However, renters throughout

⁵⁰ Ibid.

⁵¹ Ibid.

the country struggled to apply for rental assistance, and many states were slow to distribute the funds.⁵²

137. In Cleveland, CHN Housing Partners (CHN) is administering the emergency rental assistance program. Between January 1, 2021 and December 31, 2021, CHN processed rental assistance applications for more than 20,000 Cleveland residents and paid approximately \$17 million (out of more than \$28 million) to Cleveland landlords on behalf of Cleveland residents. Cleveland Legal Aid attorneys secured emergency rental assistance for 83% of RTC-C clients for whom securing emergency rental assistance was a goal. A detailed analysis of emergency rental assistance data can be found in paragraphs 53-69.

County Expansion of Free Eviction Help

138. In March 2021, Cuyahoga County distributed \$1 million in federal funding to Cleveland Legal Aid to provide legal assistance to residents of Cuyahoga County facing eviction due to lost income from COVID-19.⁵³ The funding did not create a right to counsel but expanded the availability of free eviction help to more residents. The federal funding was provided to Cuyahoga County through the U.S. Treasury Emergency Rental Assistance Program. Eligibility for legal assistance is limited to households with incomes at or below 200% of the FPL, which is approximately \$52,400 annually for a family of four. Cleveland Legal Aid is providing full representation for client households at or below 200% of the FPL and brief services or a referral for client households with incomes below 80% of the area median income. An additional \$1 million in federal funding was committed in late 2021.

139. Cleveland Legal Aid and UWGC hosted a virtual briefing for all Cuyahoga County municipal court judges in May 2021 to discuss tenant representation. Cleveland Legal Aid and UWGC sent follow up communications to attendees asking for their assistance with sending weekly eviction filings to UWGC, including informational brochures for FreeEvictionHelp in summons envelopes, and displaying FreeEvictionHelp materials within public areas inside of the courts. Half (6 out of 12) of the municipal courts were willing to participating in these activities. UWGC and Cleveland Legal Aid are continuing to communicate with the municipal courts about FreeEvictionHelp until county-wide legislation is passed.

⁵² Ibid.

⁵³ “From Cuyahoga County: \$1 Million of Federal Funding for Legal Assistance to Tenants.” Cleveland Legal Aid Society of Cleveland Press Release. March 2021.

Eviction Diversion Efforts to Complement Right to Counsel

140. In October 2021, Cleveland Legal Aid drafted a comprehensive eviction diversion strategy and shared it with housing experts in Cleveland. More than 10 partner organizations signed a memorandum in support of the eviction diversion strategy. The President and CEO of UWGC sent a personal communication, which included the support memorandum, to each Cuyahoga County municipal court judges and their staff. As of December 31, 2021, there were limited responses to the communications, but Cleveland Legal Aid and UWGC are continuing to explore ways to effectively engage the courts and other stakeholders regarding the development of effective eviction diversion programs.
141. During Stout’s engagement of the landlord community (as discussed in the following paragraphs), Stout learned that Cuyahoga Metropolitan Housing Authority (CMHA) has changed its approach to eviction filings. Instead of filing evictions, CMHA is taking remarkable steps to support tenants who are behind on their rent or who may have breached the terms of their lease. These supports often include connecting tenants to social workers, mental health counselors, or other internal/external resources. Boston’s largest landlord (WinnCompanies) adopted a similar model – using an eviction filing as a last resort and connecting tenants to resources – with success.⁵⁴ WinnCompanies has not evicted anyone since early 2020, and while it has not completed an economic analysis of its decision not to evict, it does believe that there are indications of significant operating cost savings.⁵⁵

Stout’s Qualitative Evaluation Findings

142. To provide context to the quantitative evaluation findings, Stout sought feedback about RTC-C from the Cleveland landlord attorney community, collaborated with Cleveland Legal Aid and UWGC to highlight positive client and landlord stories, began exploring communication strategies, and worked with Cleveland Legal Aid to invest heavily in data collection systems and processes.

Landlord Community Feedback

143. During the fourth quarter of 2021, Stout sought feedback from Cleveland attorneys representing landlords regarding their experiences with RTC-C. The landlord attorneys (and their firms) with whom Stout engaged represented landlords in 50% of all Cleveland eviction cases where landlords were represented in 2021. Several themes emerged from the conversations: (1) landlord attorneys generally support the intent of RTC-C and believe tenants should be represented in eviction cases; (2) landlord attorneys believe eviction

⁵⁴ King, Shelby R. “How One of Boston’s Top Evictors Changed Its Ways.” ShelterForce. December 2021.

⁵⁵ Ibid.

diversion and resources for effective mediation are essential as a complement of RTC-C and the ability to promptly resolve certain cases, particularly for cases where the only issue is non-payment of rent; (3) landlord attorneys believe sustained emergency rental assistance is essential to maximize the impact of RTC-C and minimize potential harm to landlords, particularly smaller landlords; and (4) landlord attorneys believe that effective training, continued process improvement, and the use of social workers are essential to maximize the impact of RTC-C.

144. Landlord attorneys were clear in their support for the intent of RTC-C. Certain of the landlord attorneys were supportive of both the intent and the implementation to date, while others raised concerns about the implementation of RTC-C from their perspective. Many of the landlord attorneys Stout spoke with indicated their preference for working with a legal aid attorney rather than an unrepresented tenant and communicated efficiencies in doing so. One landlord attorney communicated that Cleveland Legal Aid minimizes disruption to the lives of tenants who are experiencing an eviction filing, which is helpful in the short-term, but longer-term supports (such as rental assistance and social work) may be necessary. Landlord attorneys indicated that long-term rental assistance is essential as a support for tenants facing eviction and that Cleveland Legal Aid has been an effective resource for assisting its clients with navigating the rental assistance application process. They also offered suggestions to enhance RTC-C, which included connecting tenants with Cleveland Legal Aid earlier in the eviction process (rather than at the hearing) and further leveraging Cleveland’s mediation program when possible.
145. Many of the landlord attorneys Stout spoke with discussed Cleveland’s mediation program as beneficial to landlords and tenants and as a mechanism for reserving the adversarial litigation process for cases that most need it. They described mediation as particularly helpful in securing an efficient case resolution when the only issue is non-payment of rent (which, based on Stout’s review of the data was a minority of RTC-C cases in 2021). How Cleveland landlord attorneys described the mediation process is similar to how Community Legal Services (CLS) (a legal aid provider in Philadelphia) described the eviction diversion program in Philadelphia (recently heralded as a model for effective eviction diversion):

“The Eviction Diversion requirement ensures that those cases which need speedy trials can receive them, and that those cases that can be resolved have the opportunity to do so with the support of a housing counselor and mediator.”⁵⁶

146. Several landlord attorneys Stout spoke with recognized that most eviction cases involving low-income tenants have substantive legal issues, complications, or disputes beyond non-payment of rent. The examples shared by these landlord attorneys included: instances

⁵⁶ Tweet by Community Legal Services of Philadelphia (@CLSphila) on December 8, 2021.

when landlords refuse to accept payment (especially partial payment), a new management company begins overseeing operations and the tenant does not know who to contact, disputes about utility payments, and disputes about property damage or defective conditions (even if the first cause is non-payment of rent). When there are factual disputes, complications and substantive legal issues, as was likely the case in at least 86% of RTC-C cases in 2021, it is essential that attorneys are available to assist the tenants, much as attorneys are already assisting the landlords in these cases.

147. Landlord attorneys offered different perspectives on the impact RTC-C may have on the rental housing market in Cleveland. Certain landlord attorneys indicated that their clients are contemplating selling their properties because the rental business is no longer profitable (as a result of various factors including but not limited to the eviction process), it is challenging to bring properties into compliance, and the delays in court processes and securing rental assistance are too costly. Other landlord attorneys Stout spoke with communicated that they were not aware of any of their clients contemplating selling their properties, increasing rents, or making other operational changes in responses to RTC-C.
148. Landlord attorneys communicated that ongoing training and process improvements could help in making RTC-C more effective and impactful. For example, one suggestion was for Cleveland Legal Aid to develop a process for further validating / inspecting (either in-person or virtually) claims of defective conditions by RTC-C clients. Landlord attorneys often communicated a positive working relationship with Cleveland Legal Aid. Certain of the landlord attorneys communicated that there is variation in the practice and procedure used by various staff attorneys at Cleveland Legal Aid. They indicated that there may be value in assessing best practices and opportunities for training based on the experience of RTC-C in its first 18 months.
149. Landlord attorneys also understood that many tenants, particularly those eligible for RTC-C, are experiencing other challenging circumstances and life disruptions, in addition to their eviction filing. Examples included mental health challenges, challenges finding consistent employment and childcare, and not receiving benefits that they may be eligible for. Both landlord attorneys and Cleveland Legal Aid attorneys communicated the need for social workers to assist clients who are experiencing these circumstances.

Positive Client and Landlord Stories

150. Throughout 2021, Cleveland Legal Aid collected particularly impactful client stories demonstrating the impact of RTC-C. Below are qualitative examples of how RTC-C is assisting Cleveland residents. Client names were changed to maintain confidentiality.

Sarah's Story: When Sarah was diagnosed with breast cancer during the COVID-19 pandemic, she knew that continuing to work as a home health care provider would compromise her weakened immune system. The single mother of four made the difficult decision to leave her job and see a position that was risky to the health of her and her family. As she was finding new employment, she was notified that she had a new landlord. The new landlord did not specify how she should make rent payments, and the first time that she interacted with him was when he filed for eviction. Sarah contacted Cleveland Legal Aid, fearing that she may become homeless while battling breast cancer. A Cleveland Legal Aid attorney negotiated with Sarah's landlord and assisted Sarah with applying for emergency rental assistance. Sarah was approved for more than \$3,000 in emergency rental assistance, which was paid directly to her landlord. Upon receipt of the emergency rental assistance, Sarah's landlord dismissed the eviction and discussed the procedure for future rent payments. Sarah's attorney was also able to negotiate with the landlord to decrease the amount of back rent that Sarah owed in exchange for improvements that needed to be made to Sarah's home.

Darnell's Story: Darnell's 6-year-old son, Devon, experiences behavior issues due to trauma that he has endured. Devon had caused damage to their home, and despite Darnell arranging for the damage to be fixed, the landlord locked him out. Without a home, Darnell entered a homeless shelter. Darnell kept with job for as long as he could but needed to spend more time caring for his son. After he found a new home, he began falling behind on rent during the pandemic, and his landlord filed an eviction. Darnell heard about Cleveland Legal Aid through door-to-door canvassing by volunteers with the Democratic Socialists of America. He contacted Cleveland Legal Aid and was connected with an attorney. Darnell's attorney worked with him to secure rental assistance and represented him during his eviction hearing. The case against Darnell was dismissed, and he and Devon were about to maintain their housing. Devon was getting straight A's in school and learning above his grade level, despite the challenges of remote learning.

Sasha's Story: Sasha is a single mother of a 10-year-old son and a 2-year-old daughter. Her daughter is mostly deaf. Prior to the pandemic, Sasha was working as a customer service representative. However, she lost her job and was unable to secure steady employment because of the pandemic. Sasha's unemployment benefits ended before she found a new job, making paying rent and other expenses increasingly challenging.

Sasha received an eviction notice with a brochure referencing Cleveland Legal Aid. She called Cleveland Legal Aid and secured representation. Sasha's attorney helped her obtain emergency rental assistance and negotiated with her landlord, resulting in dismissal of the eviction case. Sasha currently works from home, and her daughter is scheduled to receive a cochlear implant to improve her hearing.

Tina's Story: Tina and her landlord, Nick, began a romantic relationship. However, the couple broke up, and Nick wanted Tina to move out. Because Tina missed a few rent payments, Nick filed an eviction. Tina wanted to move but did not want an eviction on her record and needed time to find alternative living arrangements for her and her three children. She contacted Cleveland Legal Aid for assistance. Cleveland Legal Aid engaged with Nick through mediation, and Nick agreed to give Tina 30 days to find a new home. Tina found a new home for her family, and the eviction filing was dismissed because the case never made it to court. Tina credited Cleveland Legal Aid's representation with helping her family avoid homelessness.

151. RTC-C has assisted both tenants and landlords throughout the pandemic. When a Cleveland resident could not work because of COVID-19 exposure, he fell behind on his rent, and after several months, his landlord filed for eviction. The landlord was initially upset when she was made aware that her tenant would be represented, expecting that more time would pass without rent being paid. When she spoke with her tenant's attorney, they discovered that paperwork for his rental assistance application was incomplete. Within a few hours, her tenant's attorney was able to remediate the issues with the rental assistance application, and she received verification that rental assistance money would be paid directly to her. The landlord commented,

"I was surprised. I thanked her for what she was doing. She went over and beyond most attorneys in my mind. From what I knew, they represent the actual tenant, and they could care less about the landlord."

152. The landlord also expressed that it was a win-win situation for her and her tenant, and that as a result of the involvement of the tenant's attorney, her and her tenant were communicating better. Cleveland Legal Aid supervising, senior, and staff attorneys also shared positive experiences that they have had with landlords / landlord counsel throughout the past year. Landlords / landlord counsel were willing to work with Cleveland Legal Aid and their clients to secure rental assistance, to continue cases in order to receive rental assistance, and to continue cases so that tenants have the opportunity to connect with Cleveland Legal Aid.

Communication Strategies

153. The Cleveland Democratic Socialists of America (DSA) continued its volunteer door-to-door canvassing in 2021. The DSA knocked on the doors of and spoke to Cleveland tenants with eviction filings. During these conversations, DSA volunteers made tenants aware of RTC-C. In addition to canvassing by the DSA, UWGC and Cleveland Legal Aid have raised awareness of RTC-C through FreeEvictionHelp.org, which is RTC-C’s website. The website includes a pre-screening tool for potential clients, links to community resources, and information about housing court.
154. Between January 1 and December 31, 2021, there were more than 5,800 users have interacted with FreeEvictionHelp.org with an average of approximately 480 interactions per month. During the same period, more than 7,500 inserts with information about RTC-C were placed in eviction notices and mailed to tenants. Figure 74 shows the monthly number of notice inserts and visits to FreeEvictionHelp.org in 2021. During the same period, Cleveland Legal Aid’s website had more than 325,000 visits, an increase of 6% from 2020.

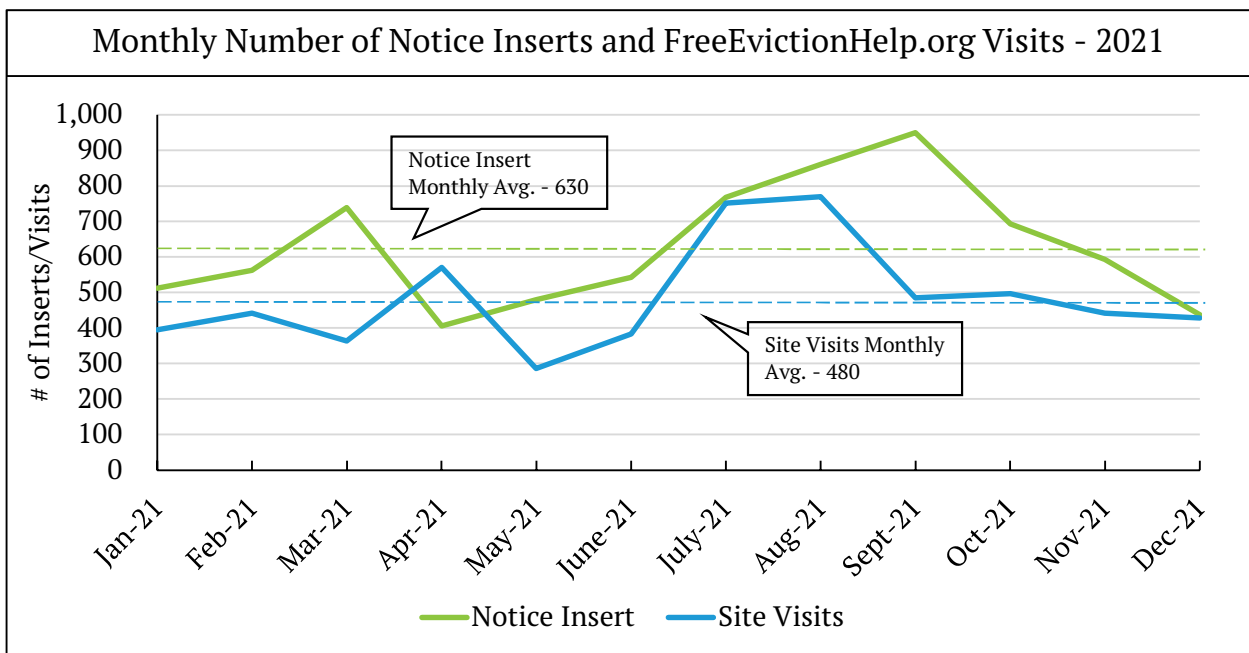


Figure 74

155. In October 2021, UWGC and Cleveland Legal Aid joined WOJU 95.9 FM for an on-air interview about FreeEvictionHelp.org and the October phone bank. The show had the potential of reaching 60,000 listeners via radio and up to 80,000 listeners via mobile apps and online streaming.

156. Approximately 79% of RTC-C clients indicated they were aware that rental assistance was available. This is compared to approximately 38% of RTC-C clients who were pre-screened at court indicating that they were aware of RTC-C (Figure 75).

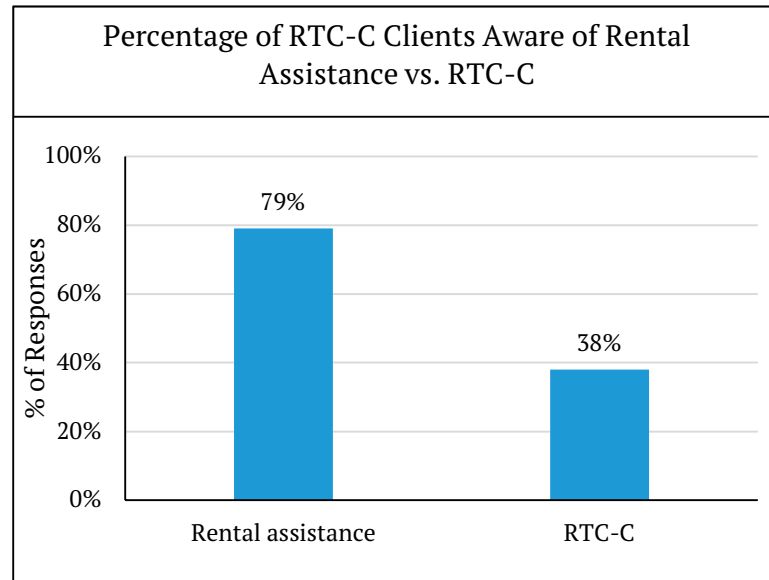


Figure 75

157. Based on court docket data, Stout estimates that approximately 56% of cases that would likely be eligible for RTC-C either independently resolve or the tenant does not go to their hearing (i.e., loses the case by default). Developing and executing a targeted outreach and communication strategy could increase the likelihood that tenants facing eviction appear for their hearing and secure representation through RTC-C, if they are eligible.

Cleveland Legal Aid's Investments in Data

158. In early 2020, Stout provided Cleveland Legal Aid with an extensive list of potential data elements to collect that would enable a robust evaluation. The list of data elements was designed as a starting point for collecting data that would be most relevant for the Year 2 evaluation and was designed to change over time. As Stout and Cleveland Legal Aid continue to collaborate on data collection, the data elements will be refined. The data elements can be found in Appendix C.
159. Cleveland Legal Aid reviewed the list of data elements with its staff attorneys and provided feedback to Stout about which were already being collected, which could easily be collected going forward, and which would be challenging to collect. Once the initial data elements to be collected were finalized, Cleveland Legal Aid developed training for staff about how to collect the data elements during intake, the client interview process, and the case closure process. Cleveland Legal Aid's internal data team worked efficiently and effectively to integrate the new data elements into its case management system.
160. Throughout the process of implementing new data elements, Cleveland Legal Aid staff were highly engaged and participatory. Stout and Cleveland Legal Aid staff met on multiple occasions to discuss data collection processes and share ideas about how to refine the data elements. Cleveland Legal Aid staff embraced the opportunity to collect additional data that would not only inform the evaluation but also provide the opportunity for them to learn more about the systemic impact of their representation. Staff participation, like that of Cleveland Legal Aid staff, is critical for developing a data-oriented approach to the RTC-C evaluation.
161. Cleveland Legal Aid's enhanced data collection has been implemented without overburdening staff with data entry tasks. Cleveland Legal Aid's extensive client interview is innovative in that it is being used to collect quantitative data that Cleveland Legal Aid providers throughout the country have struggled to collect efficiently and effectively. The data collected has proven to be invaluable for beginning to understand and evaluate the impact of RTC-C on clients, landlords, and the community. Cleveland Legal Aid's standardized data collection tools and processes provide a basis for continuous operational improvement, collaborative stakeholder engagement, and the identification of systemic issues and the development of solutions to overcome them. Stout has worked with Cleveland Legal Aid and UWGC over the past year to create a dynamic data visualization platform that presents the data Cleveland Legal Aid is collecting, as well as other external data sources, in a user-friendly, dynamic format. The dynamic data visualization platform will continue to be refined over the next year to develop additional insights.
162. Stout's data visualization platform contains more than 100 analyses (with thousands of variations through filters and selections). Stout, Cleveland Legal Aid, and UWGC regularly

use the data visualization platform to monitor progress, identify opportunities for improvement, assess impact, and create further operational efficiencies within Cleveland Legal Aid. The data visualization platform is dynamic and flexible, which enables users to browse the information easily and view the data as broadly or granularly as they would like. There are four primary data sets Stout uses to build and continuously refine its data visualization platform: (1) landlord-tenant docket information from Cleveland Municipal Court; (2) client data collected by Cleveland Legal Aid during the course of their representation (for both RTC-C and non-RTC-C clients); (3) time and caseload data for each Cleveland Legal Aid employee (attorney and non-attorney) working on RTC-C and non-RTC-C cases; (4) supplementary data sets, such as rental assistance, 2-1-1, and U.S. Census data.

163. The landlord-tenant docket information from Cleveland Municipal Court enables Stout, Cleveland Legal Aid, and UWGC to monitor eviction filing, status and disposition activity, assess differences in dispositions between RTC-C clients and unrepresented residents, and assess trends in landlord filings and the geographic distribution of eviction filings. Stout built several data visualizations using landlord-tenant docket information from Cleveland Municipal Court. This information can be viewed:

- At a summary level to assess the number of weekly, monthly, and yearly eviction filings
- At a zip code level to assess geographical concentrations of filings and trends over time
 - This also allows for cross-referencing to other data sets to identify communities with large numbers of eviction filings but relatively few for which Cleveland Legal Aid provided representation, or vice versa.
- Based on disposition status to determine how cases were disposed and the variation in the disposition status based on whether tenants are represented.
- Based on the plaintiff (i.e., most commonly the landlord) to assess which landlords file the most and least evictions
- Based on type of action (e.g., non-payment of rent, breach of lease)
- Supplemented with secondary sources of data, such as rental assistance, 2-1-1 and U.S. Census data

164. Client data collected by Cleveland Legal Aid for both RTC-C and non-RTC-C clients is critical to evaluating the impact of RTC-C. Stout receives a data export from Cleveland Legal Aid monthly, which includes, but is not limited to: client demographics, details of client cases, client responses to the intake interview, intake type, housing type, client goals, and client outcomes.⁵⁷ Cleveland Legal Aid tracks up to 170 data points for each

⁵⁷ Stout does not receive any personally identifiable information about clients from Cleveland Legal Aid.

client, depending on their individual circumstances. This data is processed and imported into Stout's data visualization platform for further analysis.

165. Time records (i.e., time recorded by Cleveland Legal Aid staff regarding case activities) and caseload data for Cleveland Legal Aid employees enables a deeper and more nuanced understanding of the time it takes to provide representation and brief advice to clients facing different circumstances. Stout uses this information to build a variety of analyses and data visualizations (Management Dashboards) showing how many hours, on average, it takes to provide: full representation to RTC-C clients, full representation to non-RTC-C clients, and brief services / legal advice. The Management Dashboards can be viewed as trends, showing how much time is spent by Cleveland Legal Aid staff per month for variations of client circumstances and service types. Additionally, they can be viewed by employee title, showing how many hours staff attorneys, paralegals, senior attorneys and supervising attorneys spend on cases. The Management Dashboards have enabled Cleveland Legal Aid to easily identify data entry issues, understand when client goals may not be able to be achieved, and monitor staff caseloads. Having operational data like this enables internal dialogue and iterative process improvement. For example, Cleveland Legal Aid management has used the dashboards to review instances of outcomes not achieved to discern if there are data entry issues or to explore why certain outcomes could not be achieved. Conversations with staff attorneys about these outcomes provides management with ideas for refining data collection (e.g., how to record data for cases where a client may have changed their goals as the case progressed) or for developing different strategies for when Cleveland Legal Aid was unable to achieve a client's goals.
166. The supplemental data sets (e.g., rental assistance, 2-1-1, and U.S. Census data), when combined with docket data and Cleveland Legal Aid client-centered data, create a more detailed view of clients and their experiences, as well as the experiences of Cleveland residents more broadly. For example, thousands of Cleveland residents call 2-1-1 seeking eviction-related resources and services annually. Combining and mapping this 2-1-1 data with docket data from Cleveland Municipal Court can show geographic correlations between 2-1-1 requests for eviction-related resources and services and eviction filings. A visualization like this can inform broad and micro-local communication and outreach strategies. Stout's zip code-level analyses using supplemental data generally also include racial data to identify disparities that may be influenced by race.
167. Beginning in June 2021, Stout and Cleveland Legal Aid held weekly meetings to review the data visualization platform. These meetings were an opportunity for Stout to share new data visualizations, ask Cleveland Legal Aid questions about how to interpret certain findings or data elements, and solicit feedback from Cleveland Legal Aid about refinements, enhancements, and additional data visualizations. As the data visualization platform was refined and fewer new visualizations were being built, these meetings

migrated to bi-weekly. The periodic data-focused meetings between Stout and Cleveland Legal Aid create an iterative review process that enables continual refinement and efficient identification of new opportunities and challenges. This iterative, collaborative approach to evaluation is likely the first of its kind for eviction right to counsel evaluations, making Cleveland a model in many ways for other jurisdictions.

168. The first full year of the RTC-C evaluation was a learning experience and laid the groundwork for next year's evaluation. Stout, Cleveland Legal Aid, and UWGC agree and understand that there are additional impactful activities to undertake next year. These activities will further enhance the evaluation and service delivery. Section VII describe these additional activities in detail.
169. Cleveland, through the partnership between UWGC and Cleveland Legal Aid, is a leader and example for other jurisdictions considering or implementing an eviction right to counsel. The Milwaukee County Board of Supervisors passed right to counsel legislation in June 2021, and the United Way of Greater Milwaukee and Waukesha County (UWGM) is partially funding the effort – modeled off Cleveland.⁵⁸ Stout was engaged as the evaluator of the right to counsel in Milwaukee and has been working closely with the Legal Aid Society of Milwaukee (LASM) and UWGM on the preliminary data-related initiatives. Most notably, LASM implemented Cleveland Legal Aid's extensive intake interview, adapted as necessary for Milwaukee. Having another eviction right to counsel jurisdiction collecting the same intake, interview and outcome data as Cleveland will enable cross-jurisdictional comparisons and opportunities to share best practices. As other jurisdictions pass and implement an eviction right to counsel and seek evaluations, Stout is hopeful that Cleveland will continue to be a model for data collection and iterative dialogue that will continually improve the impact of the eviction RTC.

⁵⁸ Cahill, Margaret. "Milwaukee County Board passes right to counsel in eviction cases, renaming of Lindbergh Park." Milwaukee Journal Sentinel. June 2021.

Section VII-Recommendations for 2022

170. Year 3 of the RTC-C evaluation offers the opportunity to not only continue demonstrating the impact of RTC-C for clients and the community but also to deepen and refine the understanding of the eviction landscape in Cleveland. Stout recommends continuing to work with UWGC, Cleveland Legal Aid, tenants, landlords and community stakeholders to:

- Convert Cleveland Legal Aid’s case closing memo data to structured data fields that would better contextualize case outcomes achieved and not achieved. Having structured data rather than data in notes or text fields enables a more robust quantitative evaluation. Stout learned from Cleveland Legal Aid attorneys that valuable information regarding whether a client’s goal was achieved or not achieved as well as what happened to the client after the case was closed (e.g., client moved or stayed, the length of time secured, the reasons for amounts claimed being mitigated, etc.) is often captured in the case closing memo. Structured data for information like this will enhance the evaluation of RTC-C.
- Ensure RTC-C client interview information is complete whenever possible, and cases are promptly closed. Capturing as much data as possible during the interview can create a comprehensive view of what RTC-C clients are experiencing and common characteristics of cases across all RTC-C clients. Prompt case closure will be important to having current, reasonably accurate outcomes data throughout the year as well as for monitoring caseloads for Cleveland Legal Aid attorneys.
- Collect and analyze data from client follow-up texting efforts. Cleveland Legal Aid is refining a follow-up texting survey to collect client feedback after case closure. Data from the follow-up texting survey will provide insights as to what clients experience after legal representation through RTC-C and may assist in understanding medium- to long-term impacts of RTC-C and ongoing challenges former clients may face.
- Develop a complementary communication and outreach strategy centered on local trusted messengers and a methodology to estimate the impact of the strategy. The extensive information available in Stout’s data visualization platform can enable a targeted communication and outreach strategy. Stout has learned that trusted community members (e.g., leaders at places of worship, educators, community organizers, health care professionals) are often the best messengers for valuable information. Using the available data to inform the “who, when, what, why, and how” of a communication and outreach strategy will be critical to reaching Cleveland tenants who are eligible for and could benefit from RTC-C.
- Collaborate with UWGC, Cleveland Legal Aid, and other community organizers / stakeholders to collect information through canvassing about Cleveland tenants

facing eviction. Collecting data while interacting with a Cleveland tenant during door-to-door canvassing would enhance the Year 3 evaluation and provide valuable insights about people who are not planning to seek legal representation. Based on the questions asked to Cleveland tenants facing eviction, insights could be developed regarding awareness of RTC-C, circumstances leading to the eviction filing, and whether they plan to respond to the filing.

- Support the development of a Tenant Advisory Council and a Landlord Advisory Council to gather feedback about and refine RTC-C. Centering the lived experiences of Cleveland tenants facing eviction should continue to be a focus in Year 3 as should continuing to seek feedback from the landlord community. Developing a formal and regular process to collect feedback and brainstorm RTC-C refinements would create an iterative process that continually informs and enhances RTC-C for all parties involved.
- Understand efforts that landlords are undertaking to work with tenants prior to filing an eviction (e.g., secure rental assistance, participate in pre-filing eviction diversion) and how these efforts may differ based on landlord typology (e.g., large corporate landlords v. owners of 1-3 units). Stout has learned that landlords often try to work with tenants before filing an eviction, and the eviction filing is often perceived by landlords as a last resort. Eviction diversion and mediation programs (either pre- or post-filing) could significantly enhance the impact of RTC-C, particularly when the only issue is the non-payment of rent. These cases could be handled outside of the adversarial legal system, leaving cases with substantive legal issues and disputes of fact to be litigated within the adversarial legal system.
- Refine data collection and qualitative feedback to assess the impact of RTC-C, including the intersection of RTC-C and the objectives of the Lead Hazard Control Program and Say Yes Cleveland. The refined data collection may also include identifying opportunities to use parcel identification numbers to connect data sets and unlock additional insights and explore further the nexus between rental assistance, preventing eviction cases, and the effective resolution of eviction cases. Stout will also seek to receive data from Cleveland Municipal Court to understand better the differences in outcomes for RTC-C clients compared to unrepresented Cleveland tenants.

Appendix A-Cleveland's Eviction Process

1. **Notice of Termination:** The eviction process in Cleveland begins with the landlord giving the tenant one or more notices. The content and duration of the notices the landlord must serve depend on the grounds on which the landlord is bringing the eviction action. In some situations, a landlord must first serve a notice of termination of tenancy. Those situations would include cases in which the landlord is terminating a month-to-month tenancy or cases in which the landlord believes that the tenant is violating one of the tenant's obligations under the Ohio Revised Code that materially affects health and safety (e.g., poor housekeeping). In other situations, e.g., where the tenancy is federally subsidized, the federal regulations may require the landlord to serve a ten (10) day notice of termination to begin the eviction process.
2. **Notice to Vacate/Three Day Notice:** Not every tenant is entitled to receive a notice of termination of tenancy. However, in nearly every eviction case, the landlord must serve the tenant a three (3) day notice to vacate. In some cases, e.g., nonpayment of rent in non-subsidized housing, the three-day notice is the only notice that must be served. In other cases, such as the ones described above, the landlord must serve a three-day notice to vacate after the expiration of the notice of termination of tenancy. Proper service of the three-day notice to vacate is what gives the Court the jurisdiction to hear the case.
3. **The Complaint:** If the tenant does not resolve the dispute with the landlord or move by the time the three-day notice expires, the landlord then may file a Complaint with the Clerk of Court. Most landlord Complaints include one or two claims. The first claim in the Complaint, sometimes called the "first cause of action," is the landlord's request that the tenant be evicted. The landlord also may sue for money owed, for back rent or damages. This claim often is called the "second cause of action." In many courts, including the Cleveland Housing Court, the landlord may file both the first and second cause of action in the same Complaint. The landlord is not required to file a second cause of action, but often does. The Clerk of Court prepares a copy of the Complaint and a Summons, which contains the court time and date. The Summons and Complaint are either sent to the tenant by mail or delivered by the Court's bailiffs.
4. The Court usually sets the hearing on the eviction claim (first cause of action) for a date between twenty-one (21) and thirty (30) days from the filing date. If the landlord is suing for money damages as well (second cause of action), that claim usually is set for a separate hearing, to be held later; the tenant must file an answer to the complaint to deny the landlord's allegations before the second cause trial date.
5. **The Trial:** The first cause of action usually is heard by a magistrate, who is a licensed attorney who hears cases for the Judge and recommends a decision. The magistrate may hear twenty-five cases or more in a docket. While one hearing is going on, the other people with cases wait for their hearing.

6. The tenant does not have to file a written answer to the first cause to raise defenses; the tenant can raise any defenses they have at trial. If the tenant does not go to the first cause hearing, the Court still must take testimony from the landlord and the landlord's witnesses and try the case as if the tenant were present. The landlord does not automatically win just because the tenant does not appear.
7. At the first cause hearing, the landlord must prove that the grounds for eviction alleged in the complaint are true, that the landlord is the person or entity entitled to possession of the premises, and that the landlord has served all required notices. Rent receipts, damage estimates, photographs, police reports, and witness testimony may be presented. The tenant may contest the landlord's allegations and raise legal defenses by cross-examining the landlord and the landlord's witnesses, offering the tenant's own testimony or that of witnesses, and by introducing documents.
8. The magistrate usually will announce the decision at the hearing. If judgment is in favor of the landlord, the magistrate announces a date seven (7) to ten (10) days from the hearing, after which if the tenant has not moved themselves and their belongings out of the premises, the landlord can conduct a court-supervised move out. If the judgment is in favor of the tenant, the tenant may remain in the premises.
9. **Continuances, Motions for Bench Trial/Jury Demands:** Some cases involve complicated facts or questions of law or may require several witnesses for trial. The tenant in those cases, usually if represented by an attorney, may file a Motion for Bench Trial, asking the Court to remove the case from the general call and set the case for pretrial conference. If the Court grants the tenant's motion, the case is set for a pretrial conference with a magistrate. At the pretrial, the Court and the parties and their attorneys will discuss the case and see if it can be settled by agreement. If an agreement can be reached, the case is settled with an agreed judgment entry. Otherwise, the pretrial may be used to set case deadlines and a date for the trial before the magistrate. A similar process is followed if the tenant requests a jury trial.
10. If the tenant requests a continuance (postponement) of a hearing, or if the Court postpones the case because of the tenant's motion for bench trial, and that postponement is for more than eight days, the Court usually requires the tenant to pay a bond to protect the landlord's interest while the case progresses. Bond is usually equal to the tenant's monthly rent and is paid into the Court.
11. **Court-Supervised Move Out:** If the landlord is granted judgment, the landlord may purchase a writ of restitution and schedule a court-supervised move out. The bailiffs place a green "tag" on the tenant's door, to let the tenant know that they will be moved out on or after a specific date set by the Court. If the tenant does not leave by the scheduled date, the landlord may proceed with the court-supervised move out. At the court-supervised move out, the court's bailiffs remove the tenant and any other occupants from the premises, while

movers hired by the landlord physically remove the tenant’s belongings and set them on the street. The bailiffs remain at the premises while the tenant’s belongings are removed, to keep the peace. Figure 76 is a diagram of this process.

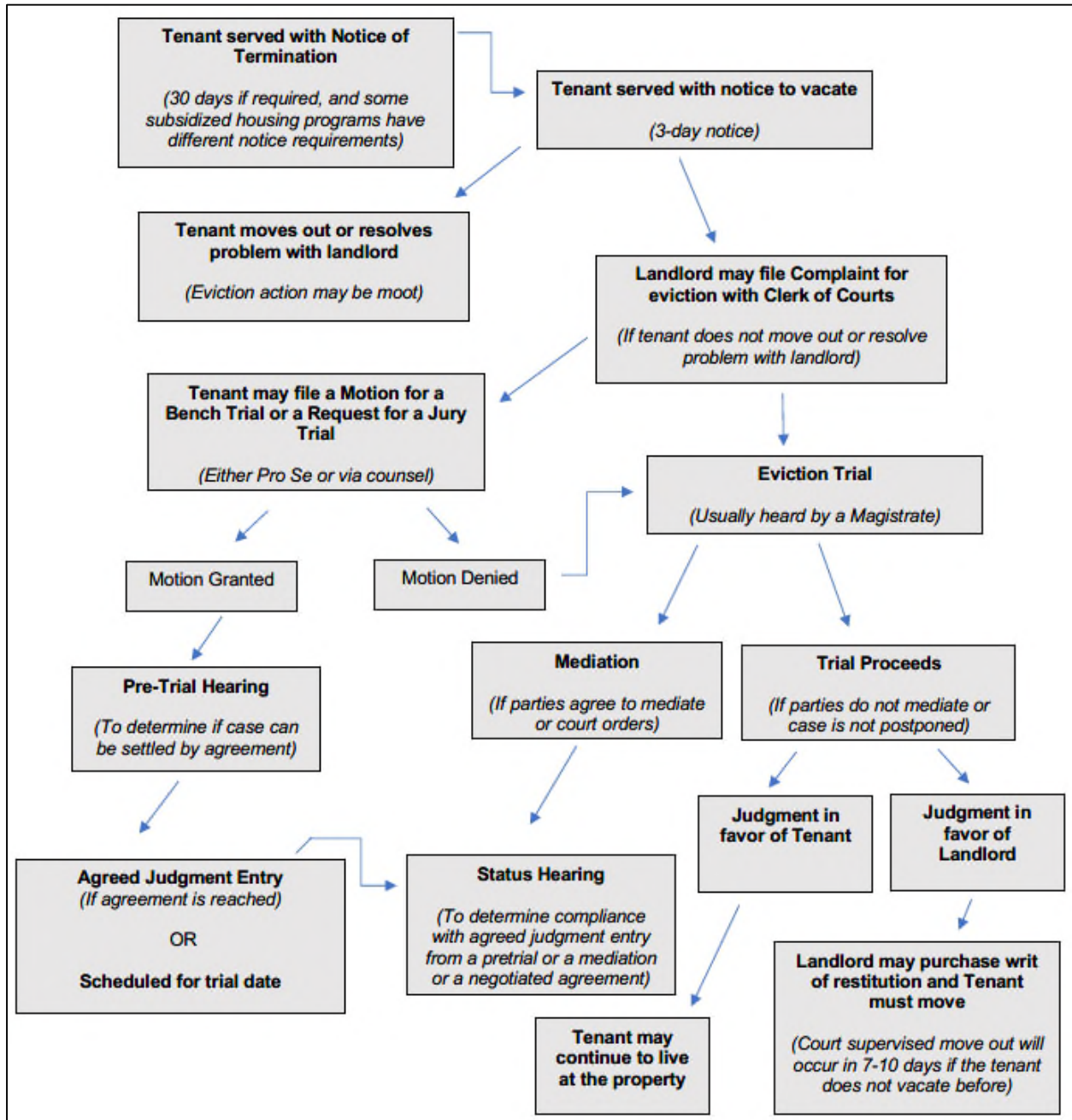


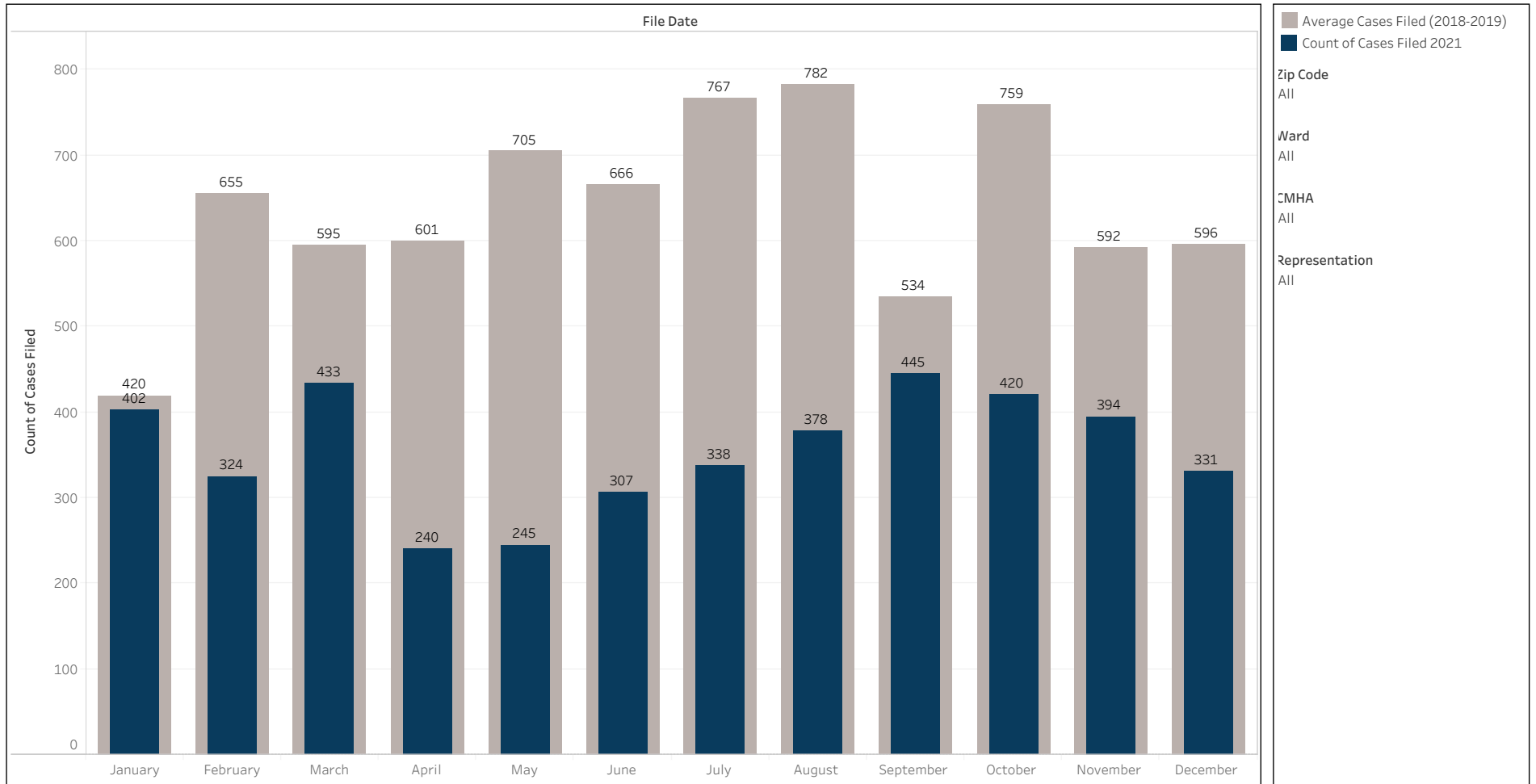
Figure 76

Appendix B-Data Visualizations: Eviction Filings, Maps, 2-1-1 Correlations, Case Outcomes, Client Demographics, Client Interview Findings, and Rental Assistance

Cleveland Eviction Data

2021 Eviction Filings By Month: Filing Counts

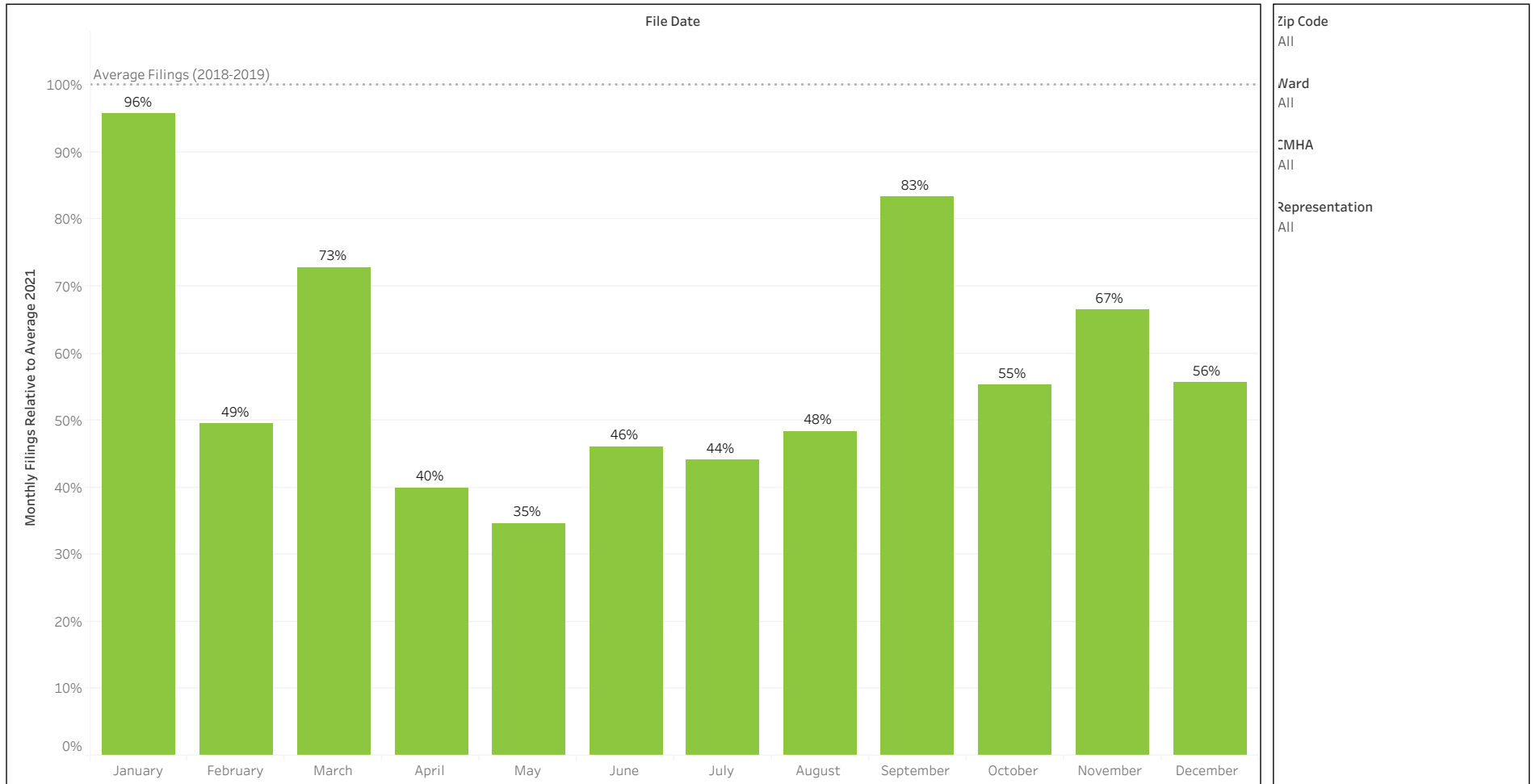
1/3/2022



Cleveland Eviction Data

2021 Eviction Filings By Month: Filings Relative to Average (2018-2019)

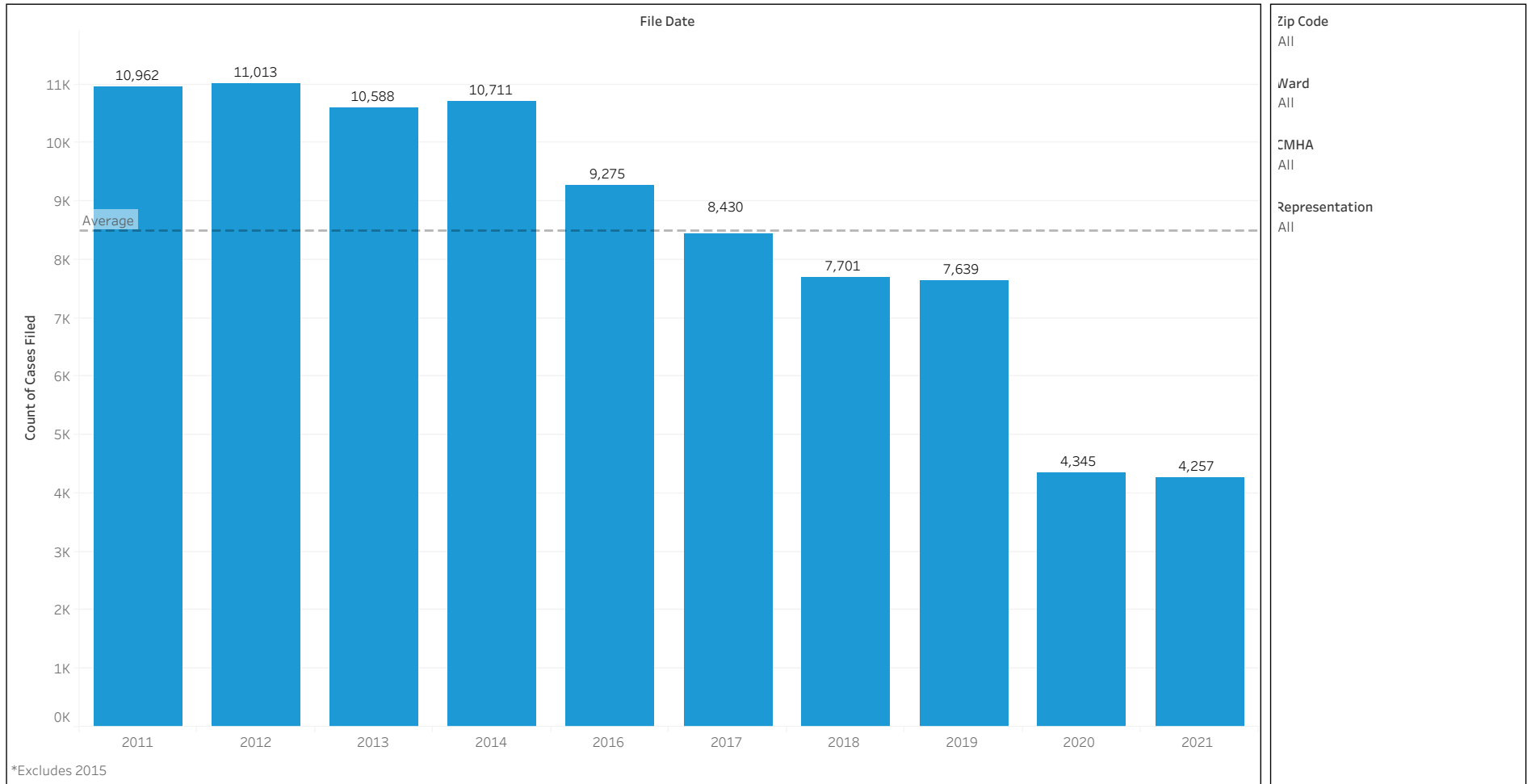
1/3/2022



Cleveland Eviction Data

Eviction Filings By Year (2011 - 2021)*

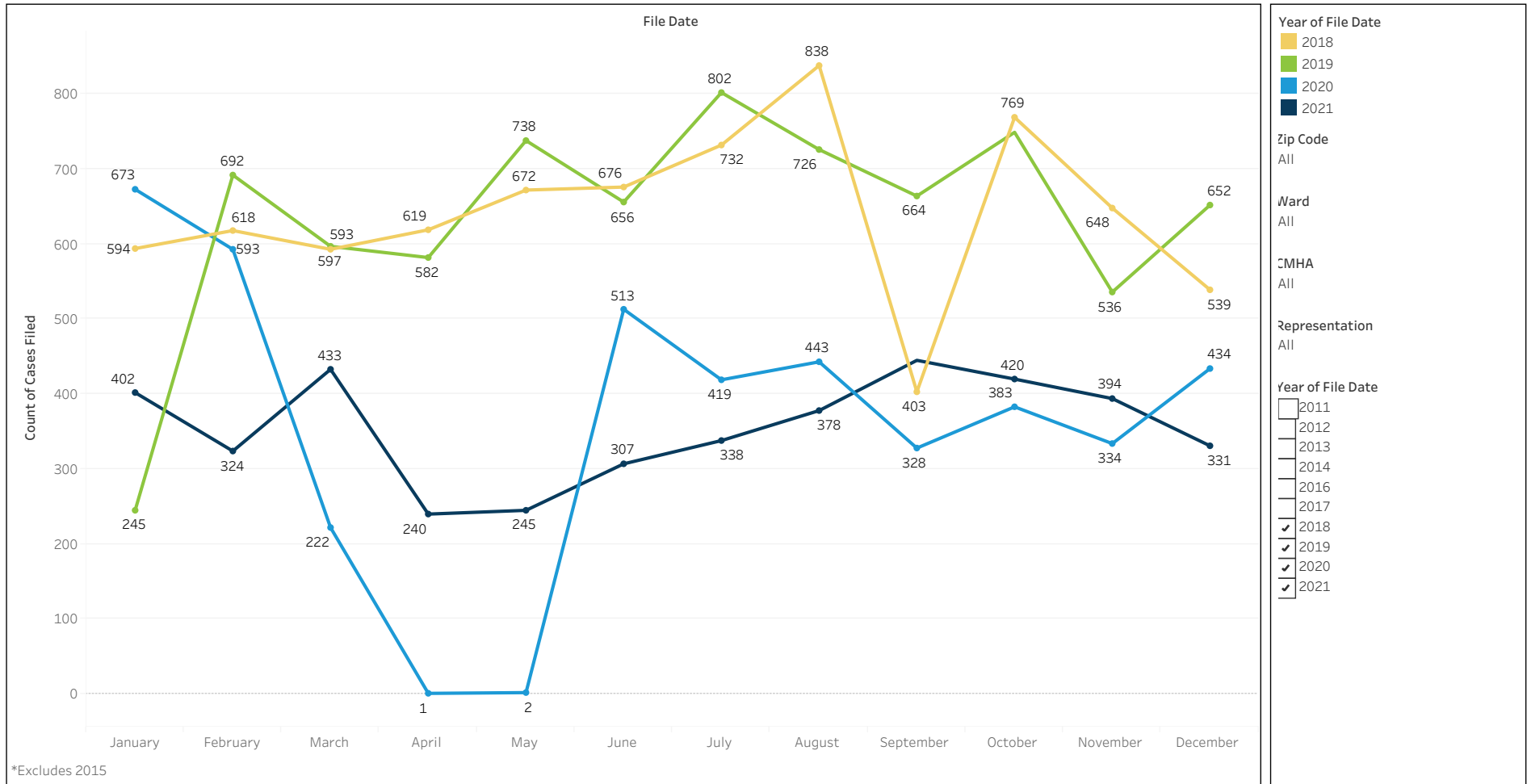
1/3/2022



Cleveland Eviction Data

Eviction Filings By Year and Month (2011 - 2021)*

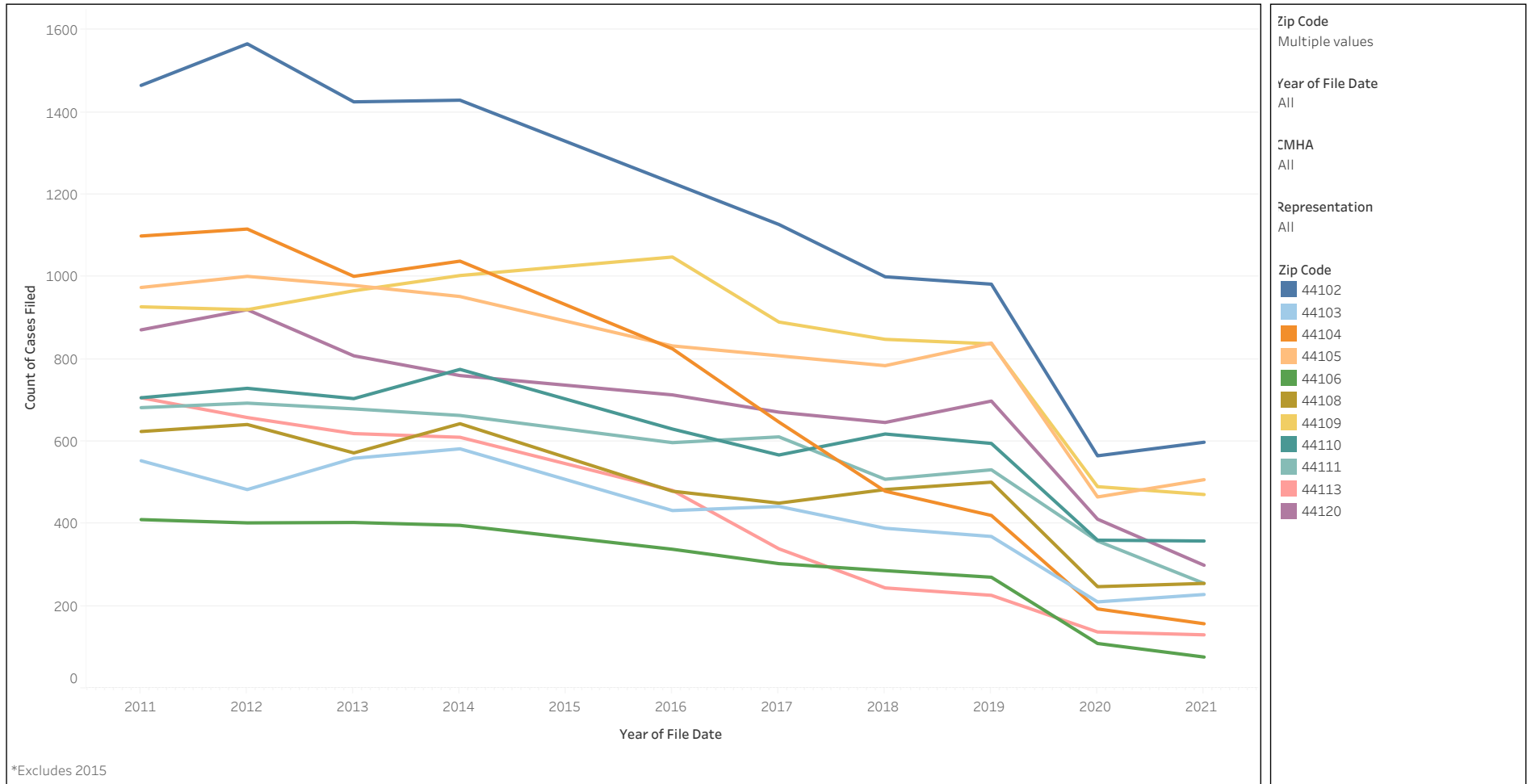
1/3/2022



Cleveland Eviction Data

Eviction Filings By Zip Code and Year (2011 - 2021)*

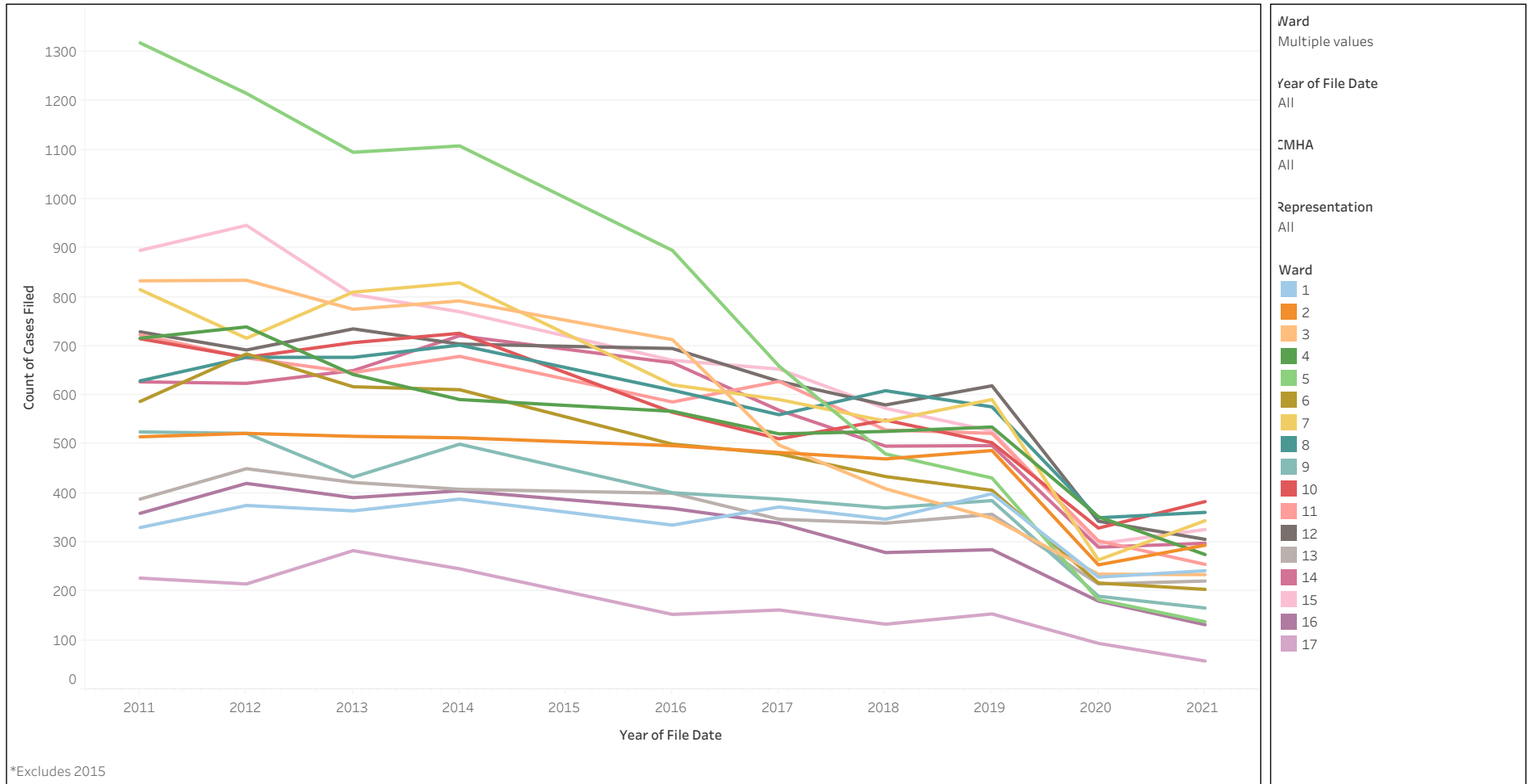
1/3/2022



Cleveland Eviction Data

Eviction Filings By Ward and Year (2011 - 2021)*

1/3/2022

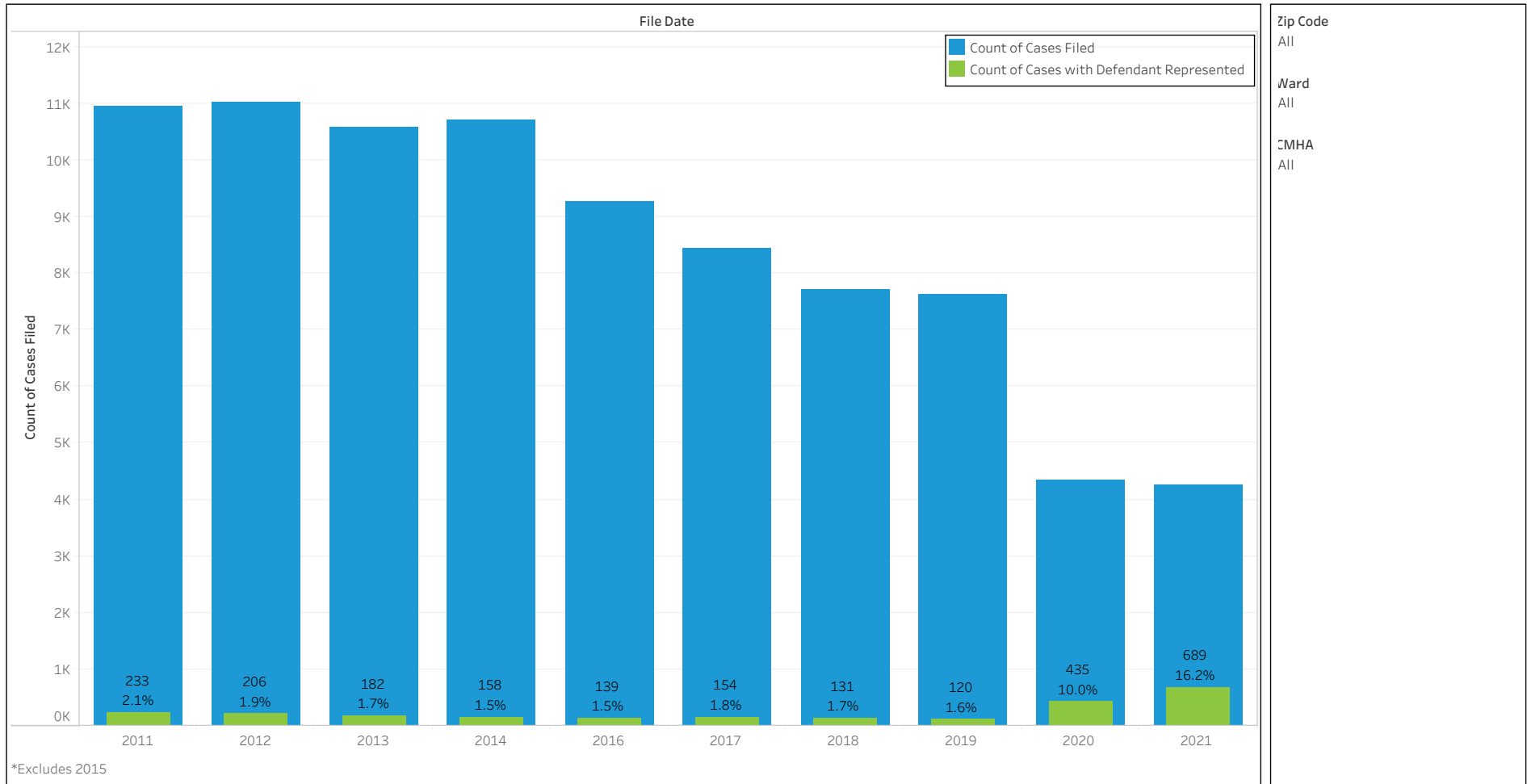


*Excludes 2015

Cleveland Eviction Data

Eviction Filings By Year (2011 - 2021)* and Defendant Representation

1/3/2022



Zip Code
All

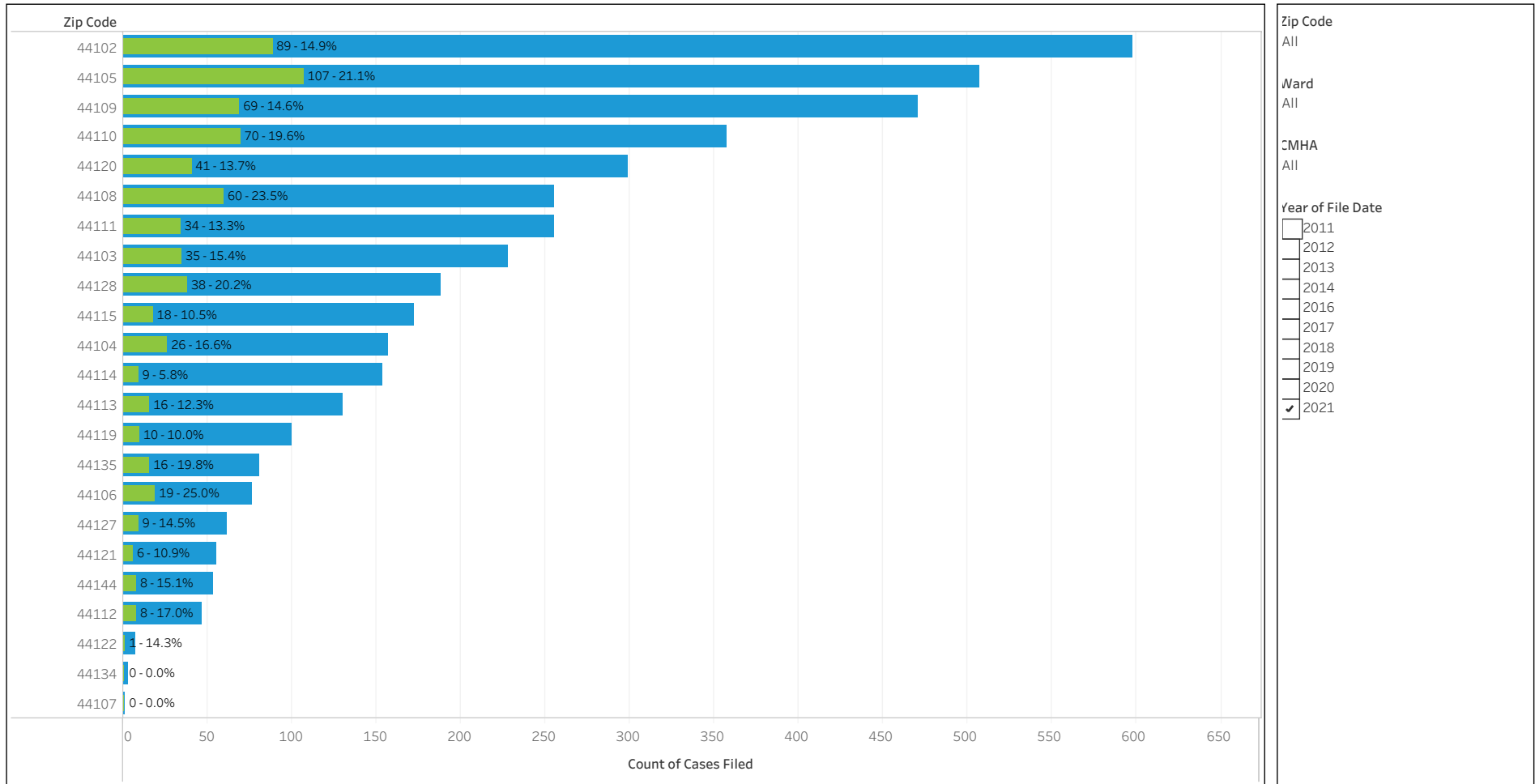
Ward
All

CMHA
All

Cleveland Eviction Data

Eviction Filings By Zip Code and Defendant Representation

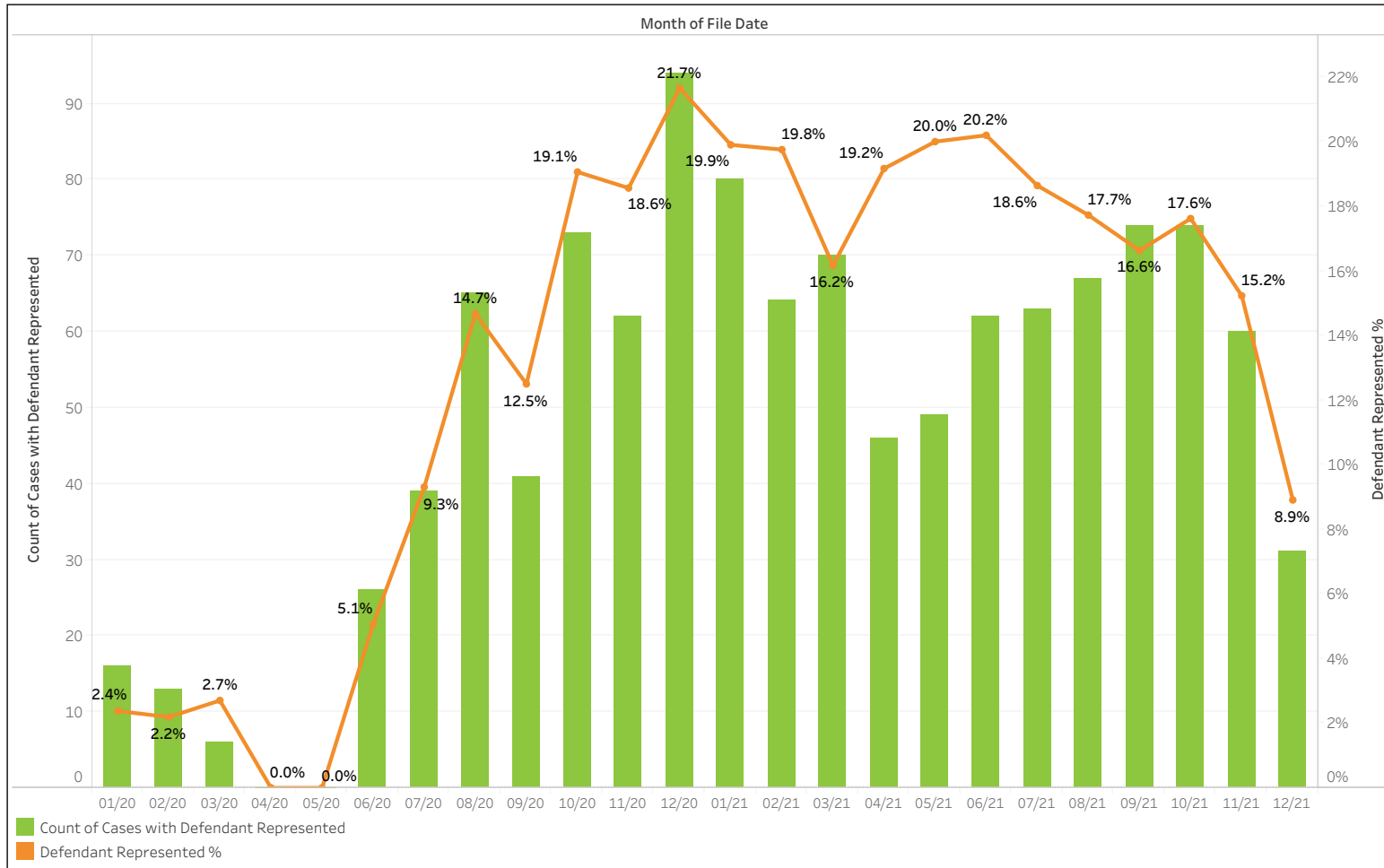
1/3/2022



Cleveland Eviction Data

Eviction Filings with Representation By Month

1/18/2022



Zip Code
All
Ward
All
CMHA
All

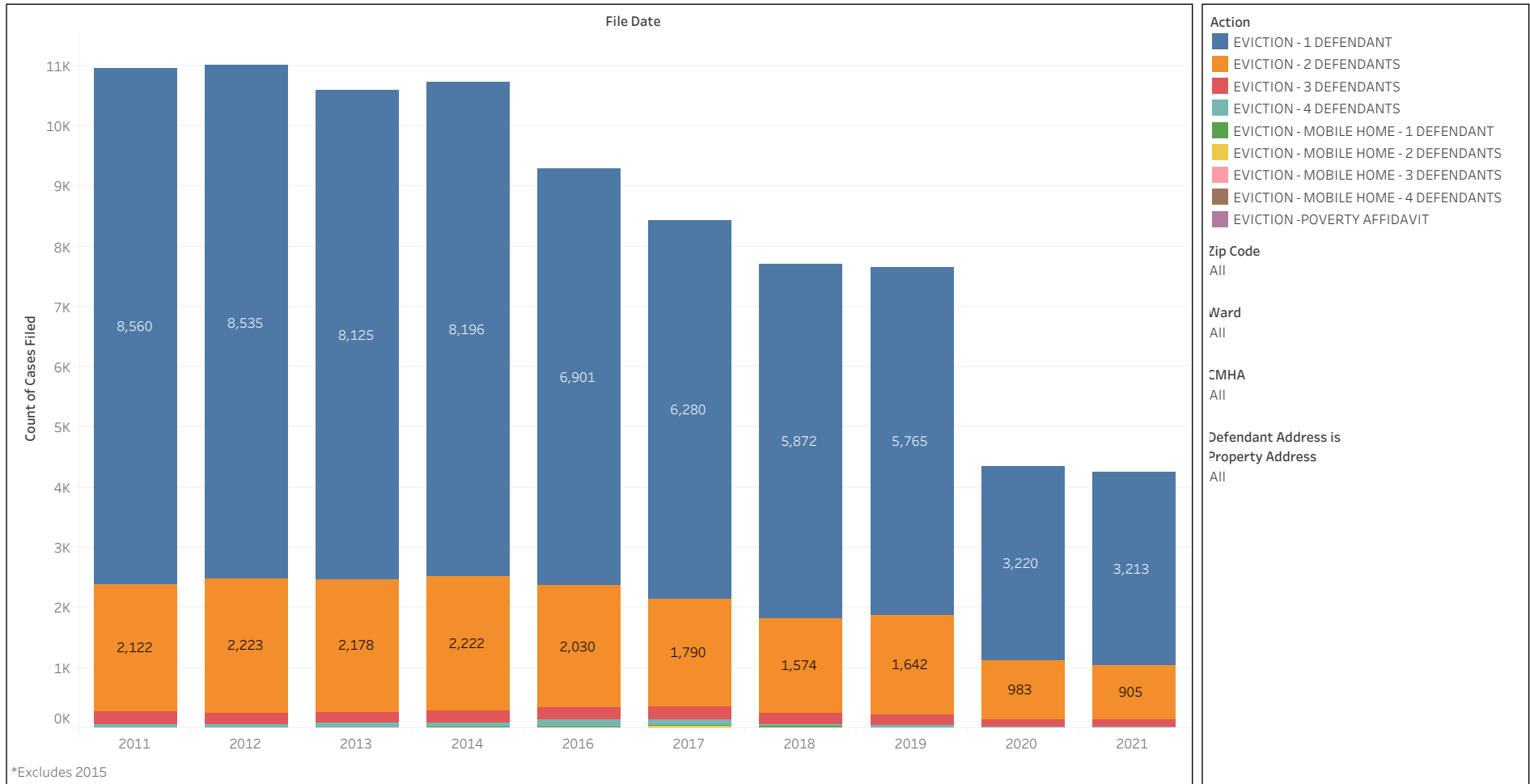
The number and percent of cases where the defendant is represented for November and December 2021 is significantly understated.

The docket data does not always reflect the assignment of counsel when eviction cases are filed.

Cleveland Eviction Data

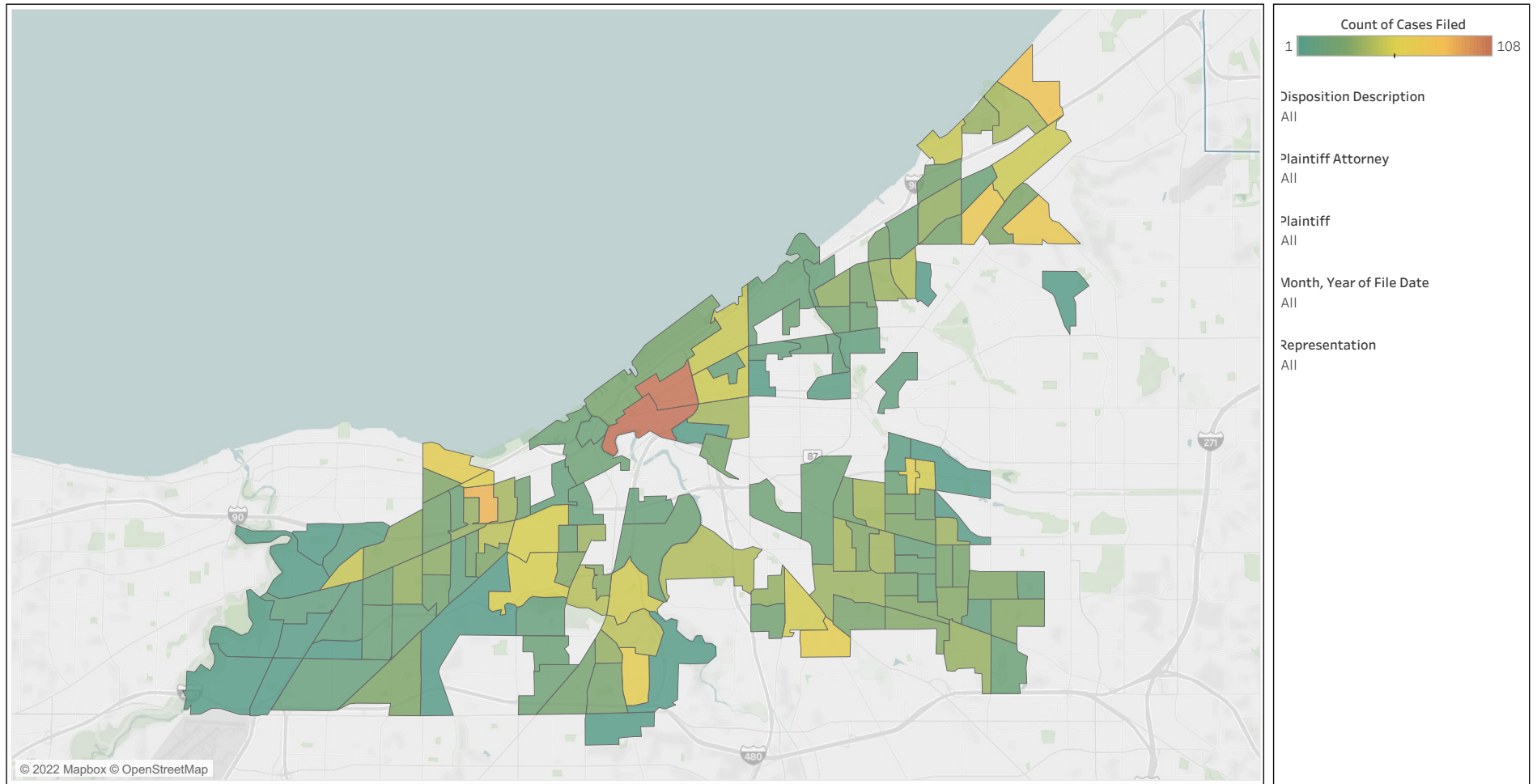
Eviction Filings By Year (2011 - 2021)* and Number of Defendants

1/3/2022



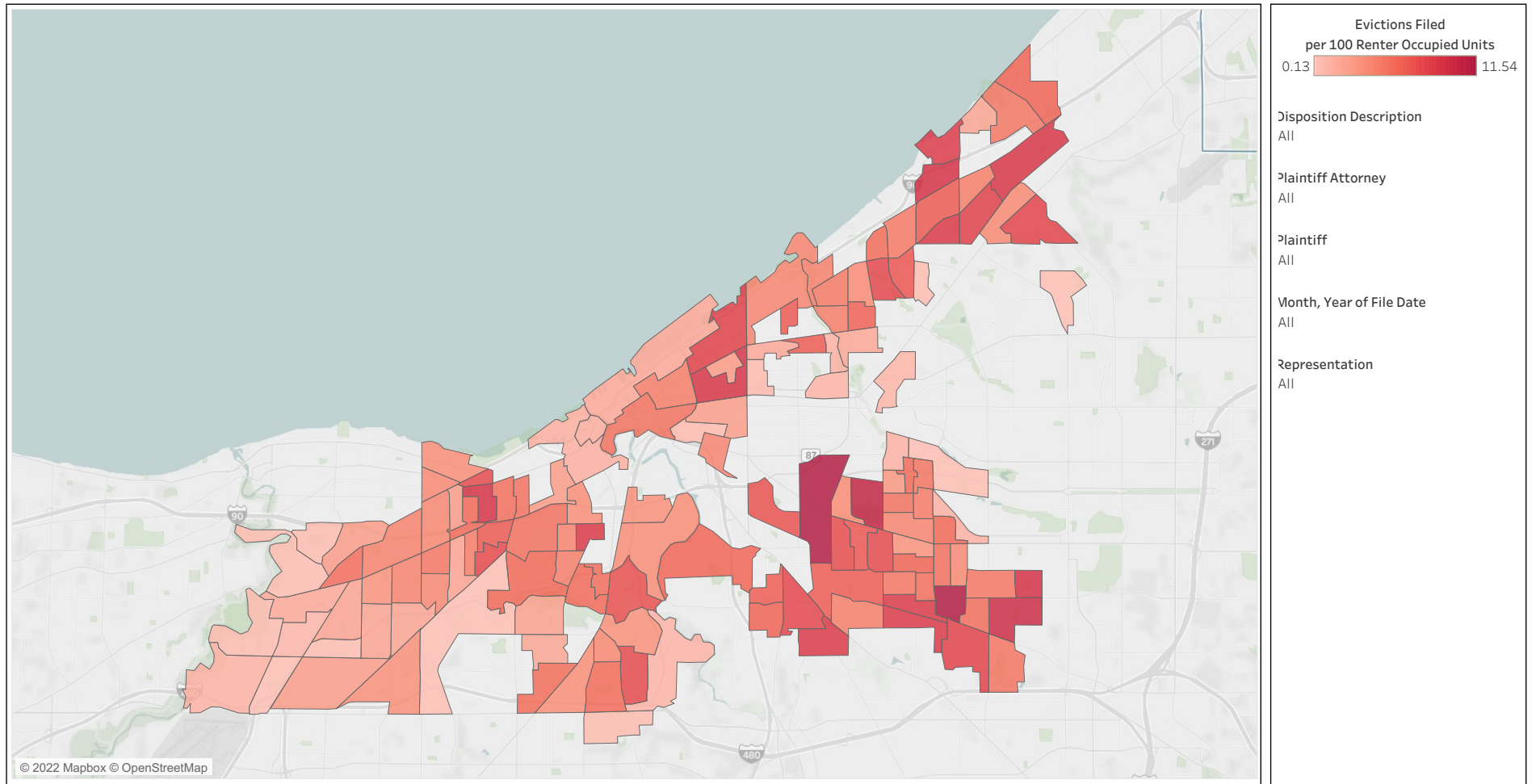
Cleveland Eviction Data

2021 Eviction Filings By Census Tract: Filing Counts



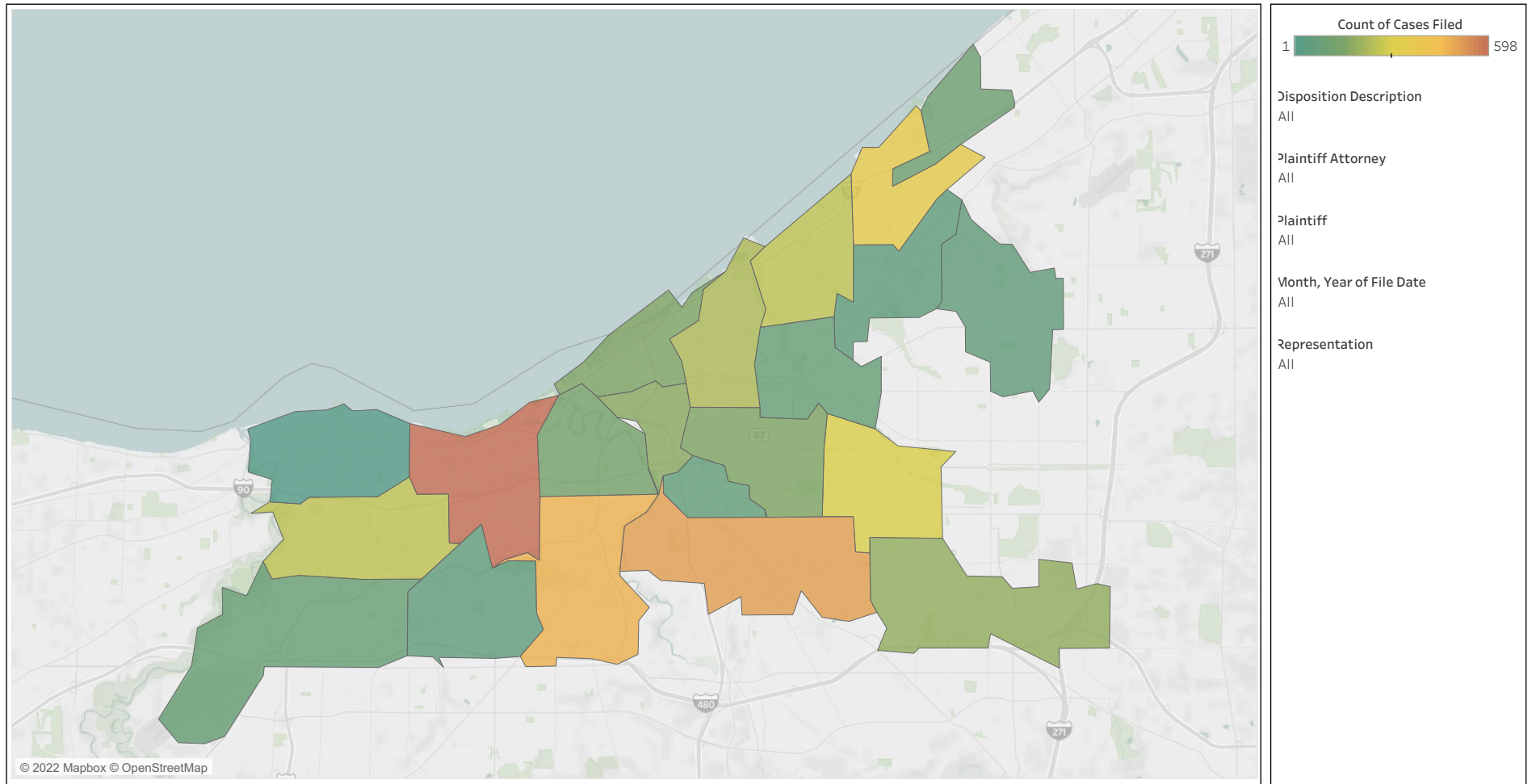
Cleveland Eviction Data

2021 Eviction Filings By Census Tract: Filings per 100 Renter Occupied Units



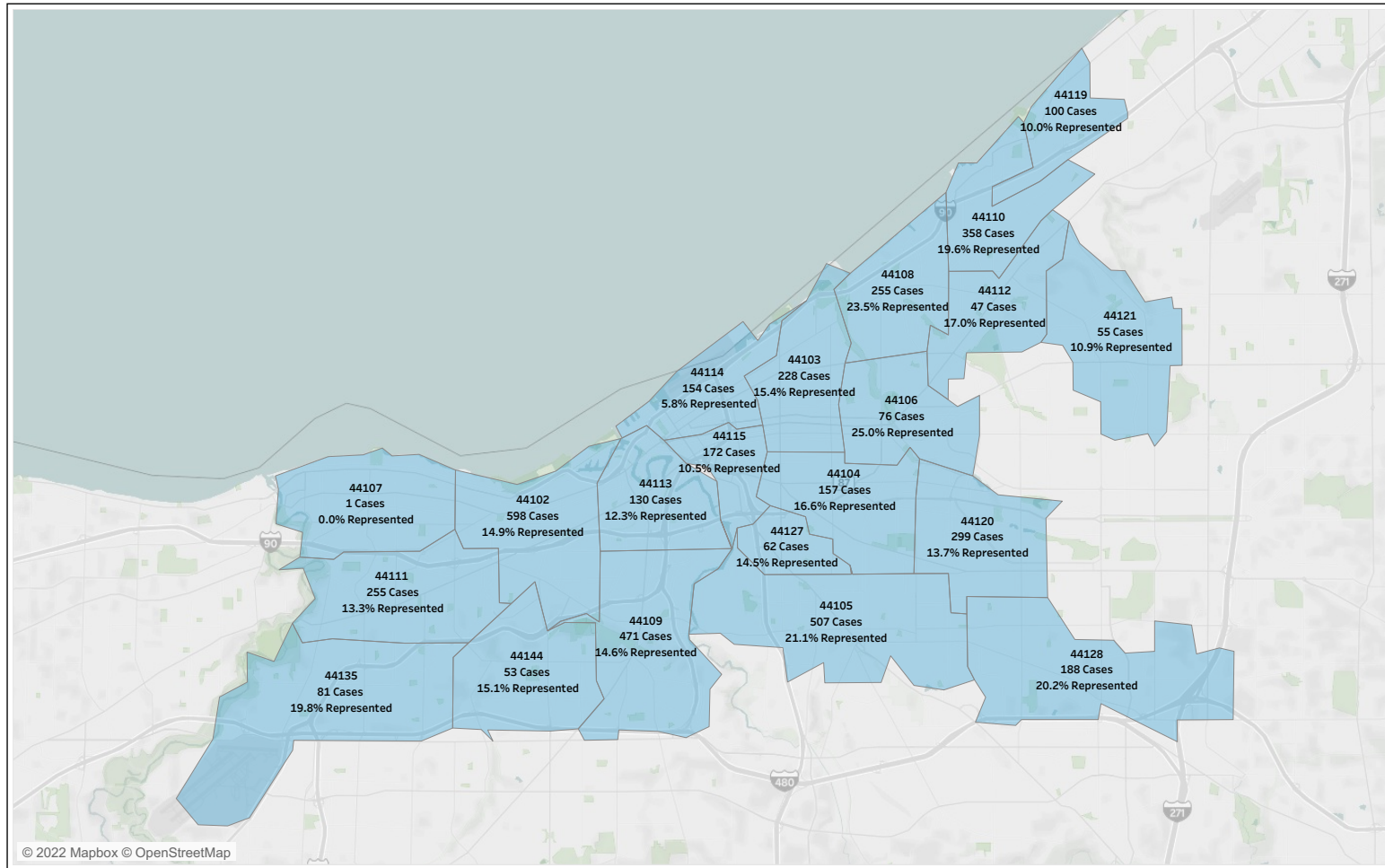
Cleveland Eviction Data

2021 Eviction Filings By Zip Code: Filing Counts



Cleveland Eviction Data

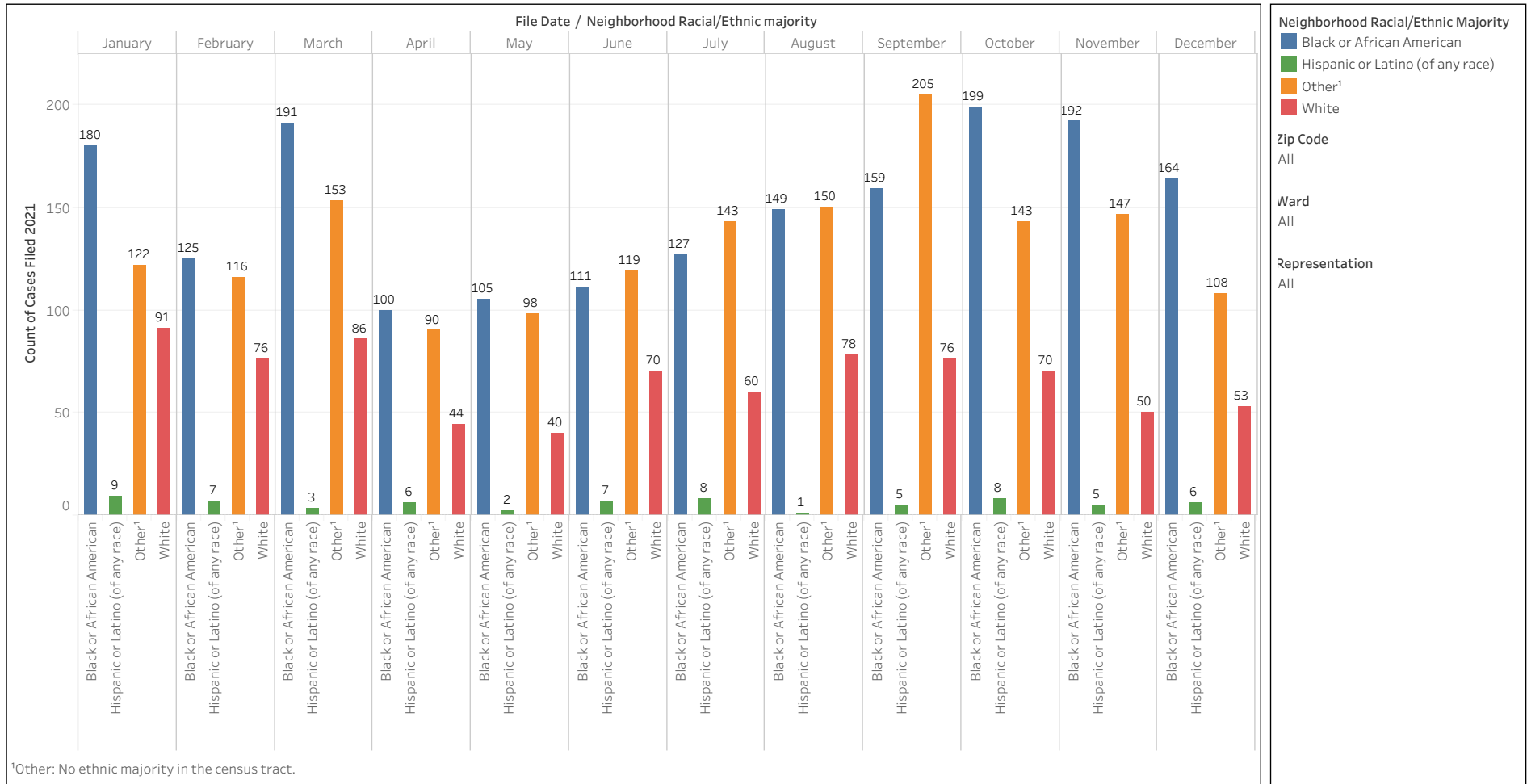
2021 Eviction Filings By Zip Code: Filing Counts



Disposition Description
All
Plaintiff Attorney
All
Plaintiff
All
Month, Year of File Date
All
Representation
All

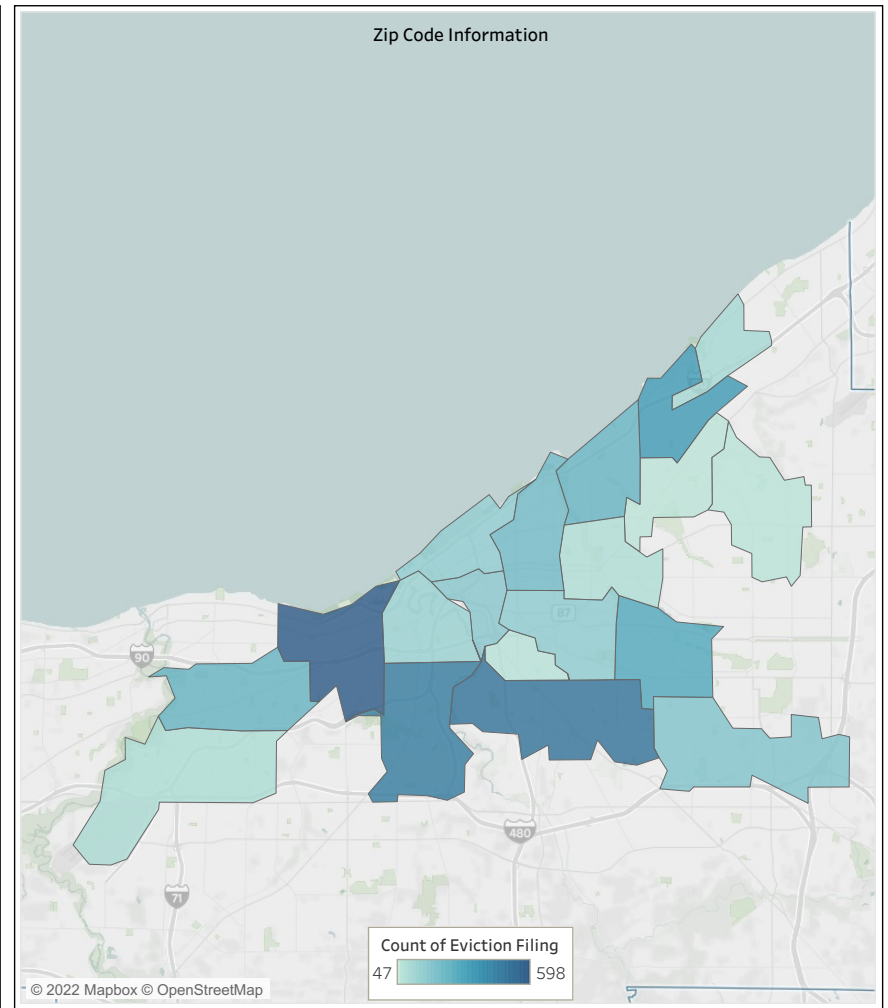
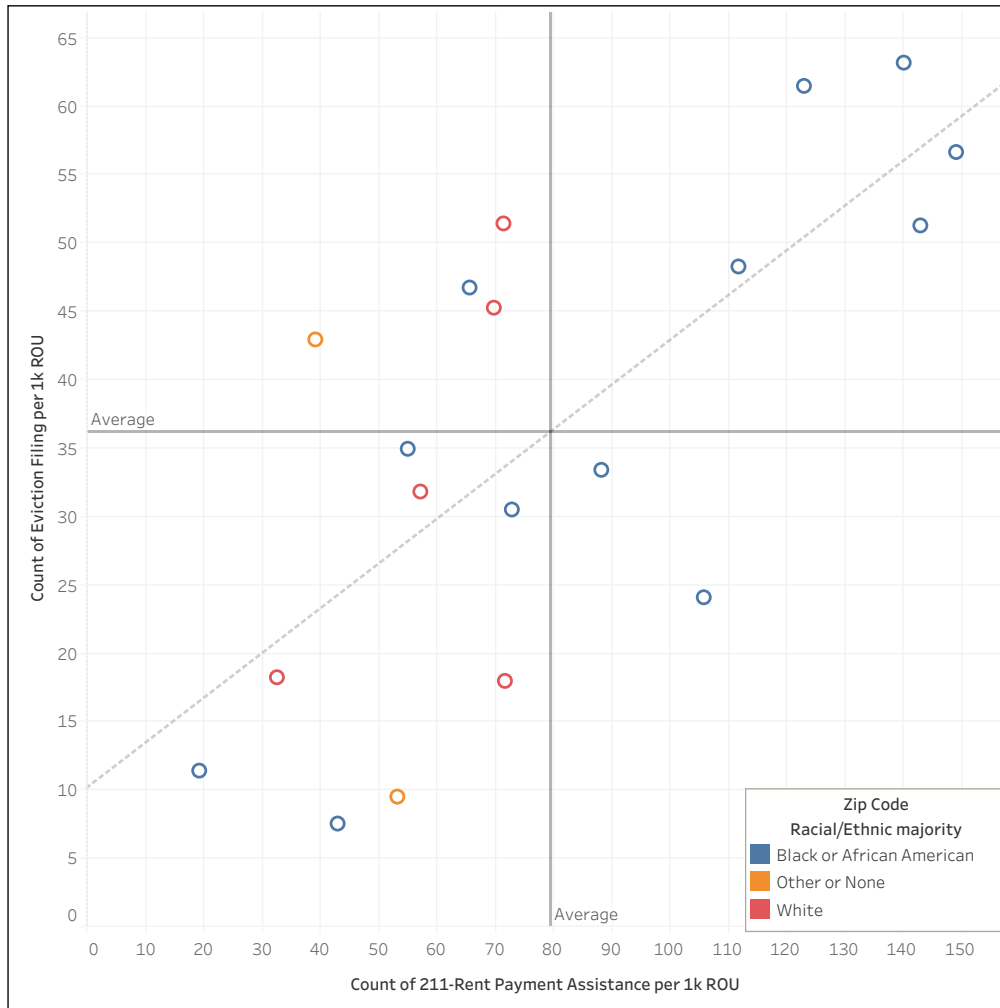
Cleveland Eviction Data

2021 Eviction Filings By Month: Filings by Census Tract Racial/Ethnic Majority



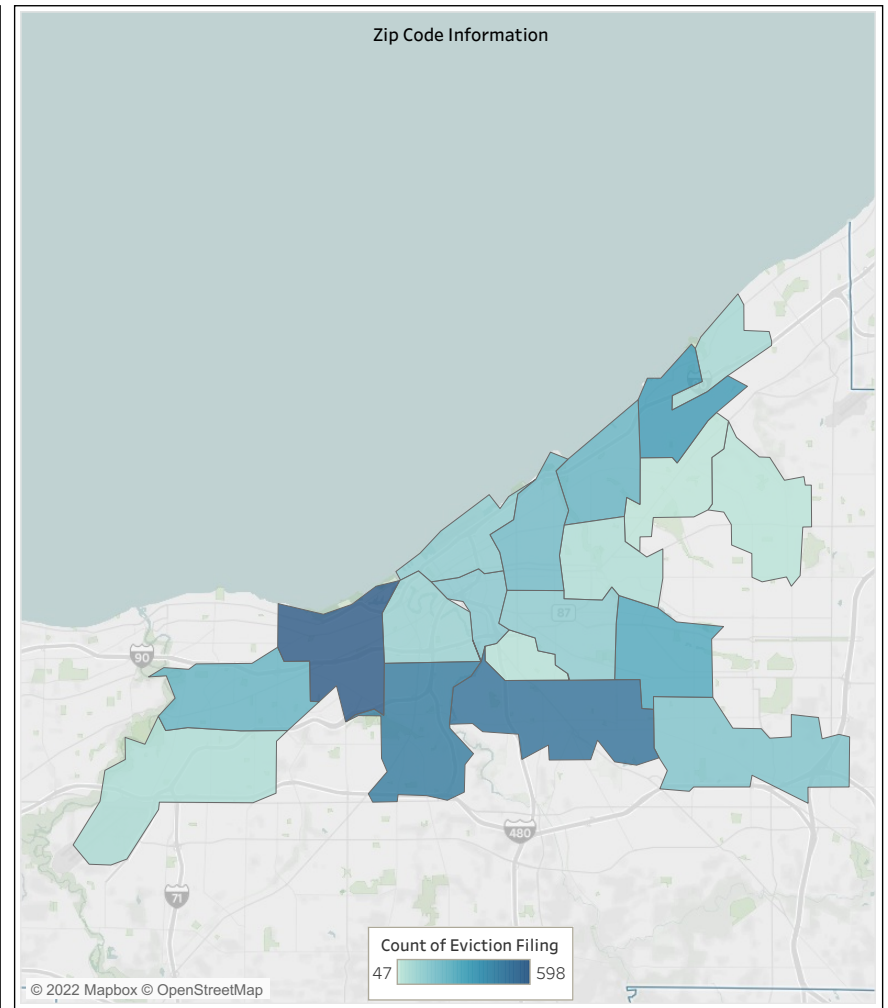
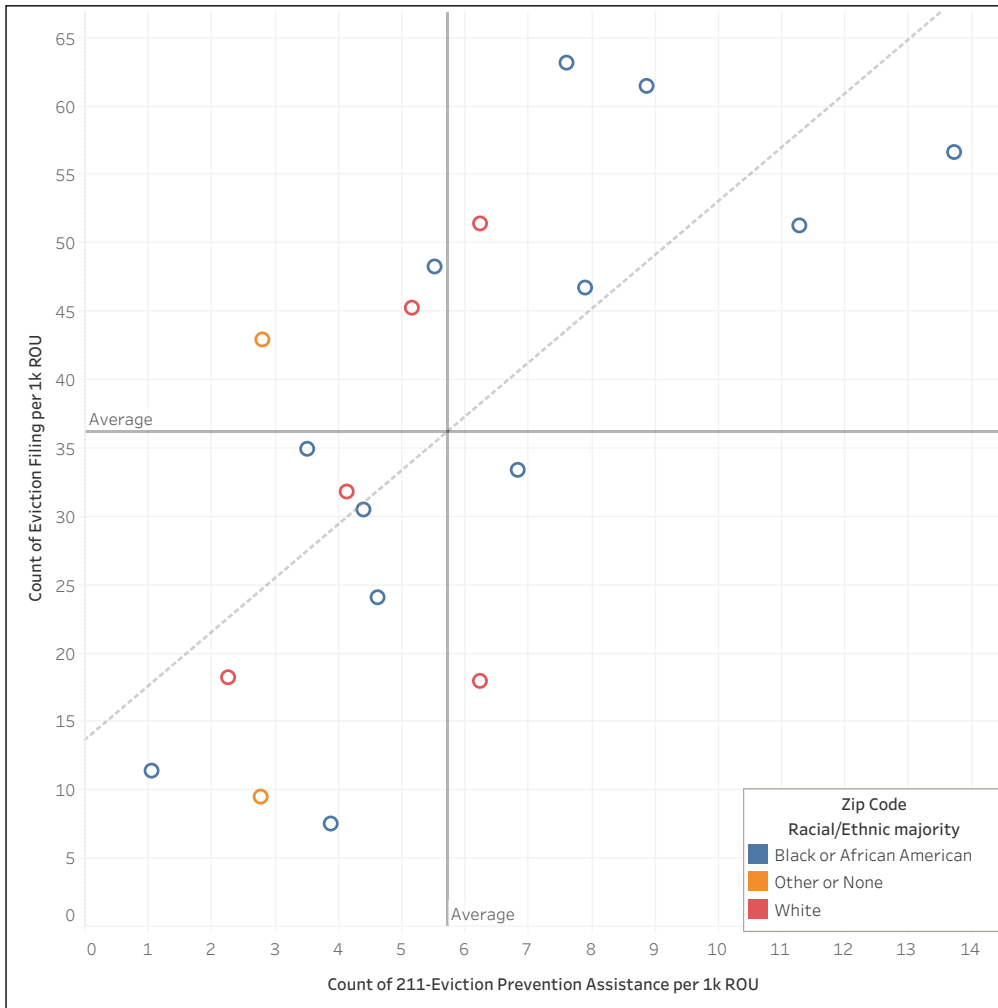
Eviction Filings and Rent Payment Assistance per 1000 Renter Occupied Units

1/1/2021 to 12/31/2021



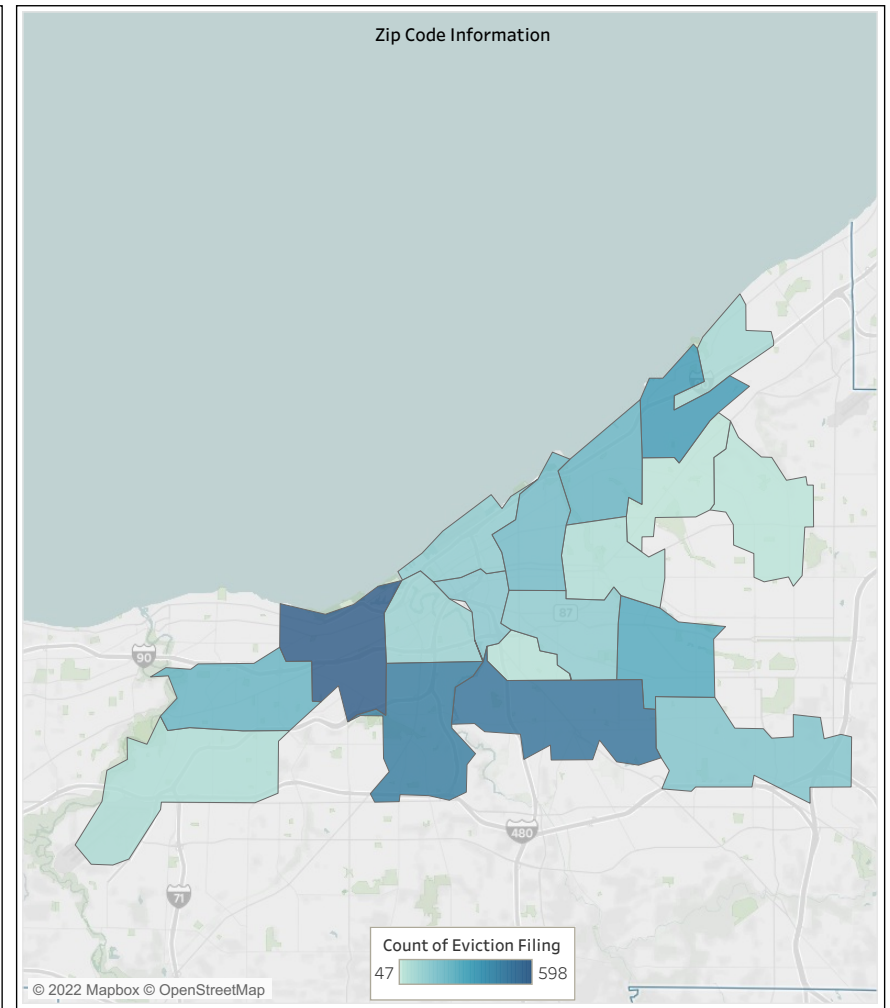
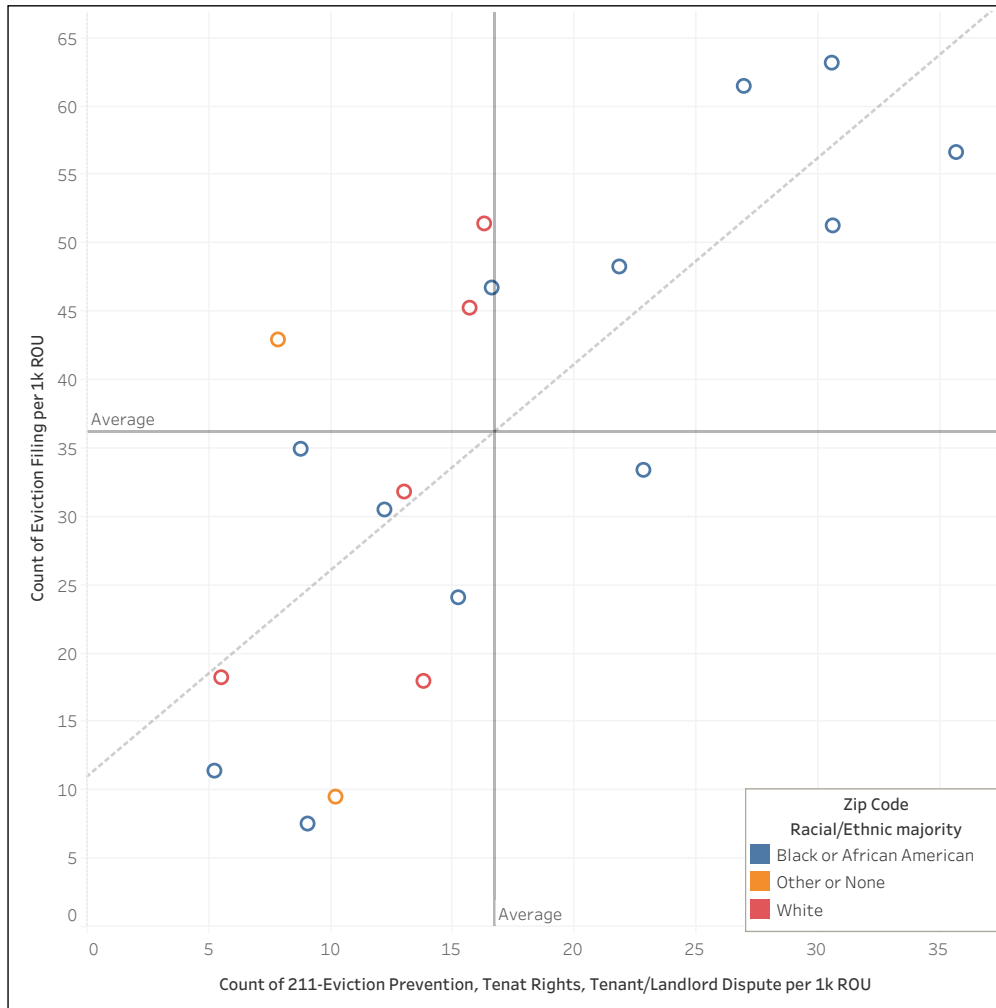
Eviction Filings and Eviction Prevention Assistance per 1000 Renter Occupied Units

1/1/2021 to 12/31/2021



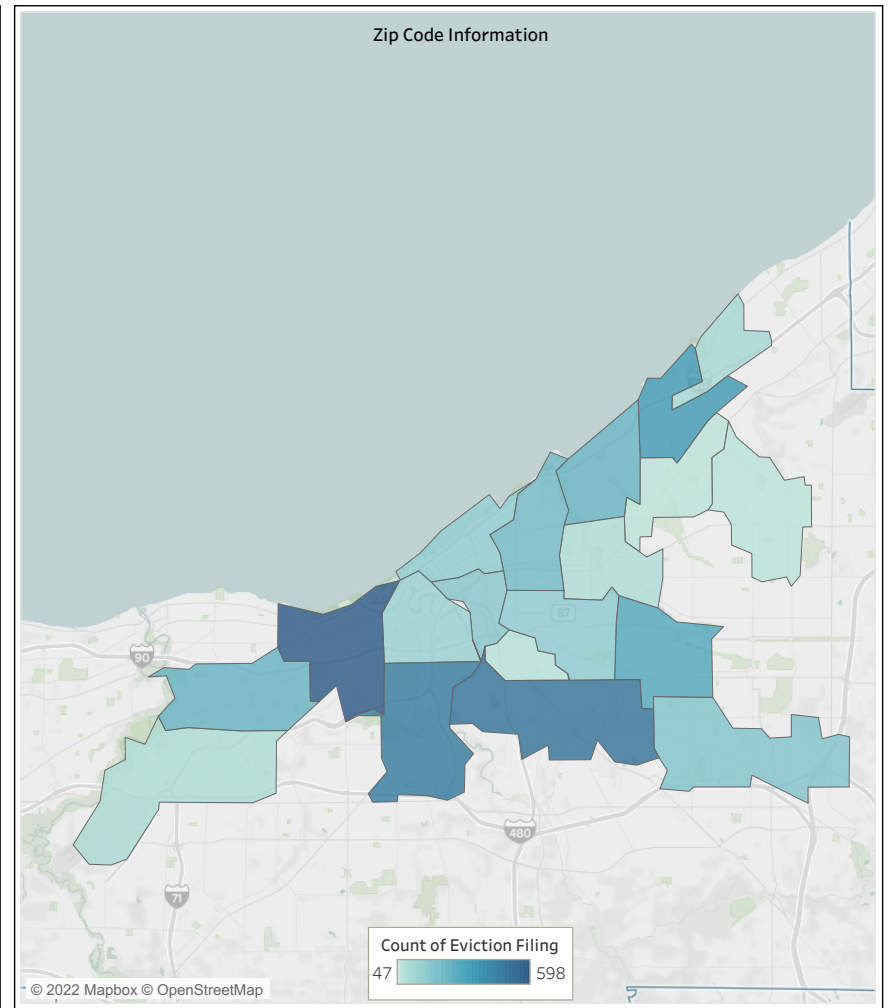
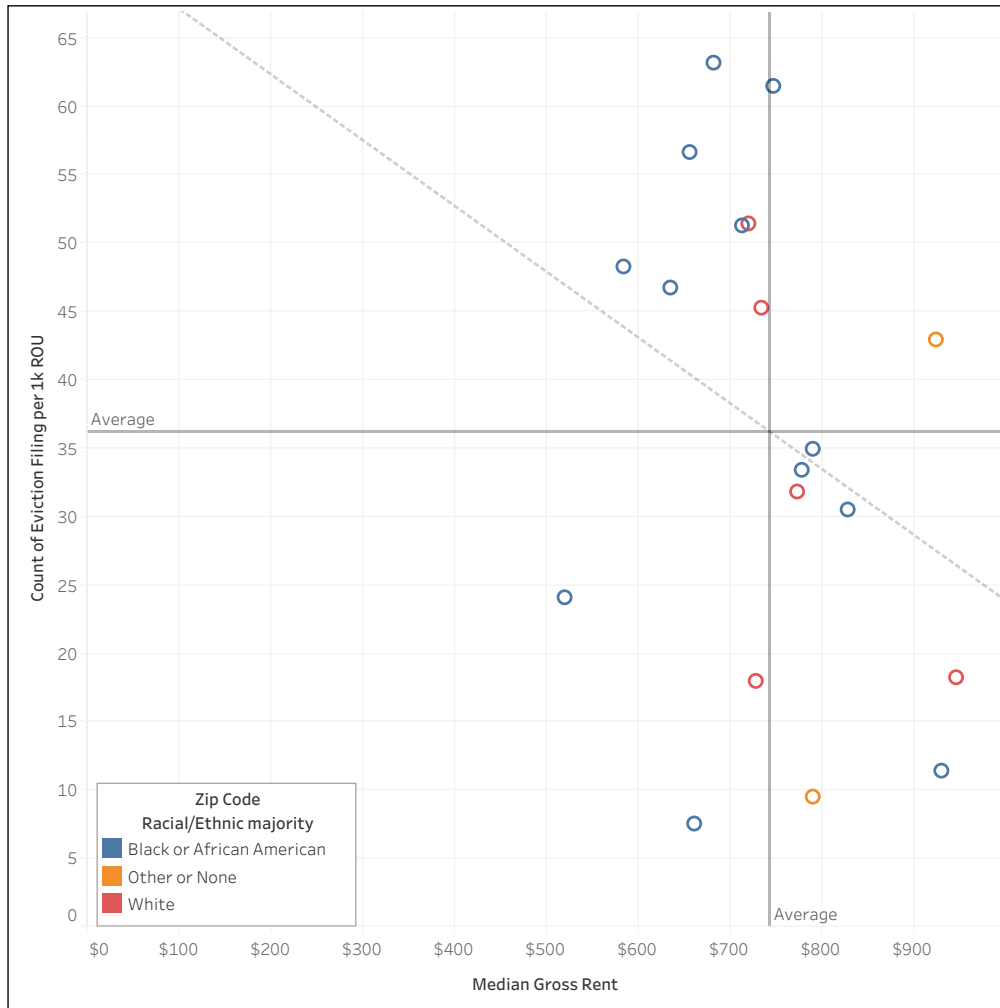
Eviction Filings and Eviction Prevention, Tenant Rights, Tenant/Landlord Dispute per 1000 ROUs

1/1/2021 to 12/31/2021



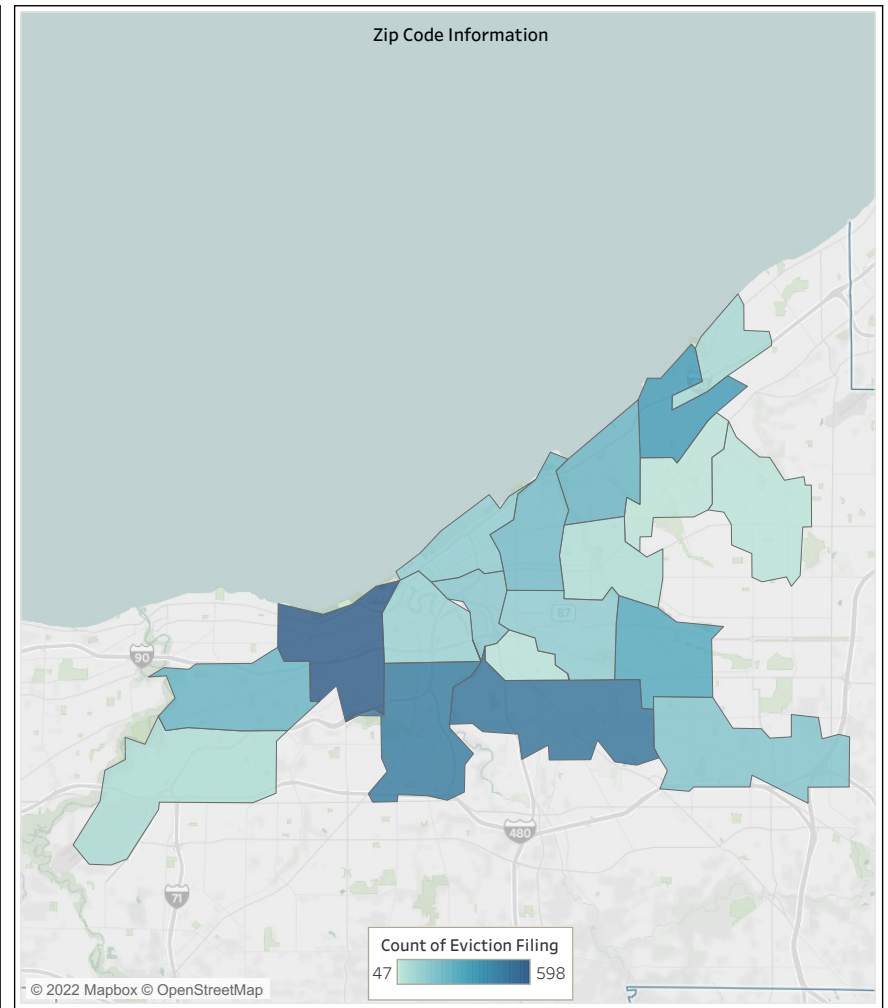
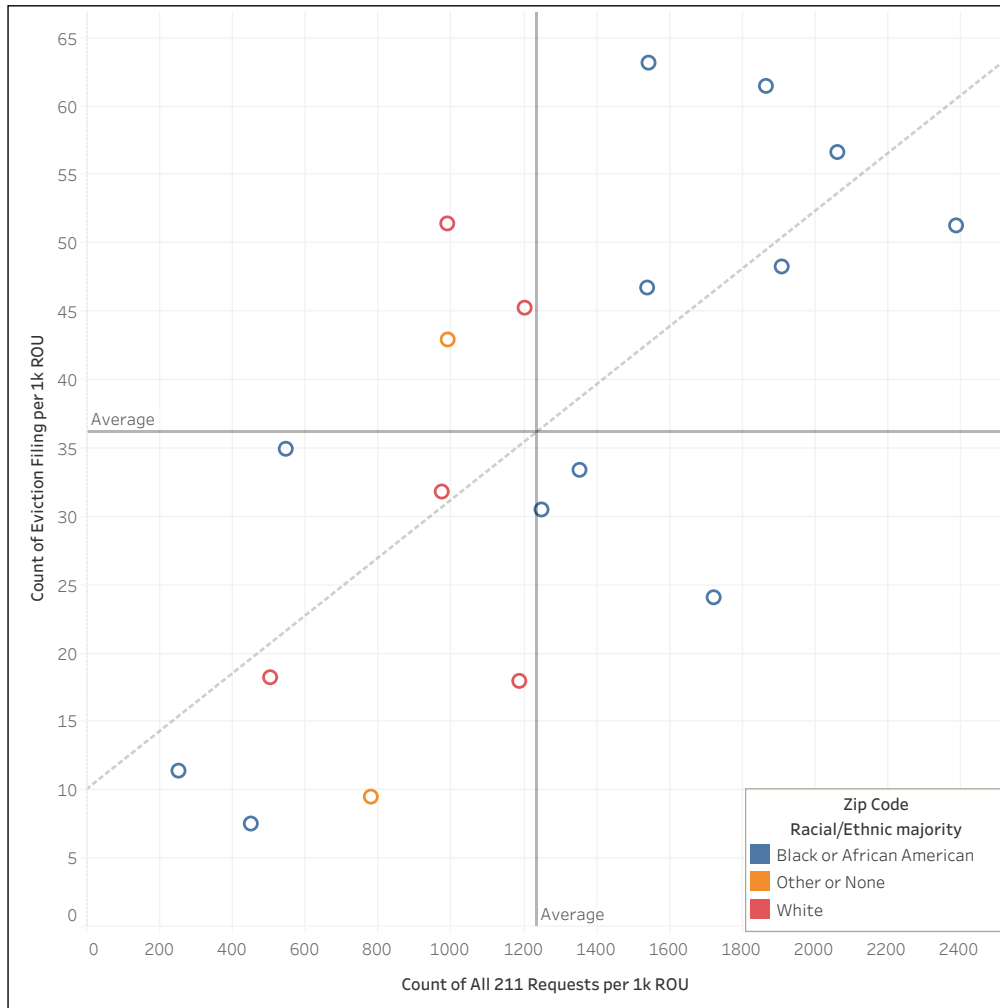
Eviction Filings and Median Gross Rent per 1000 Renter Occupied Units

1/1/2021 to 12/31/2021



Eviction Filings and All 211 Requests per 1000 Renter Occupied Units

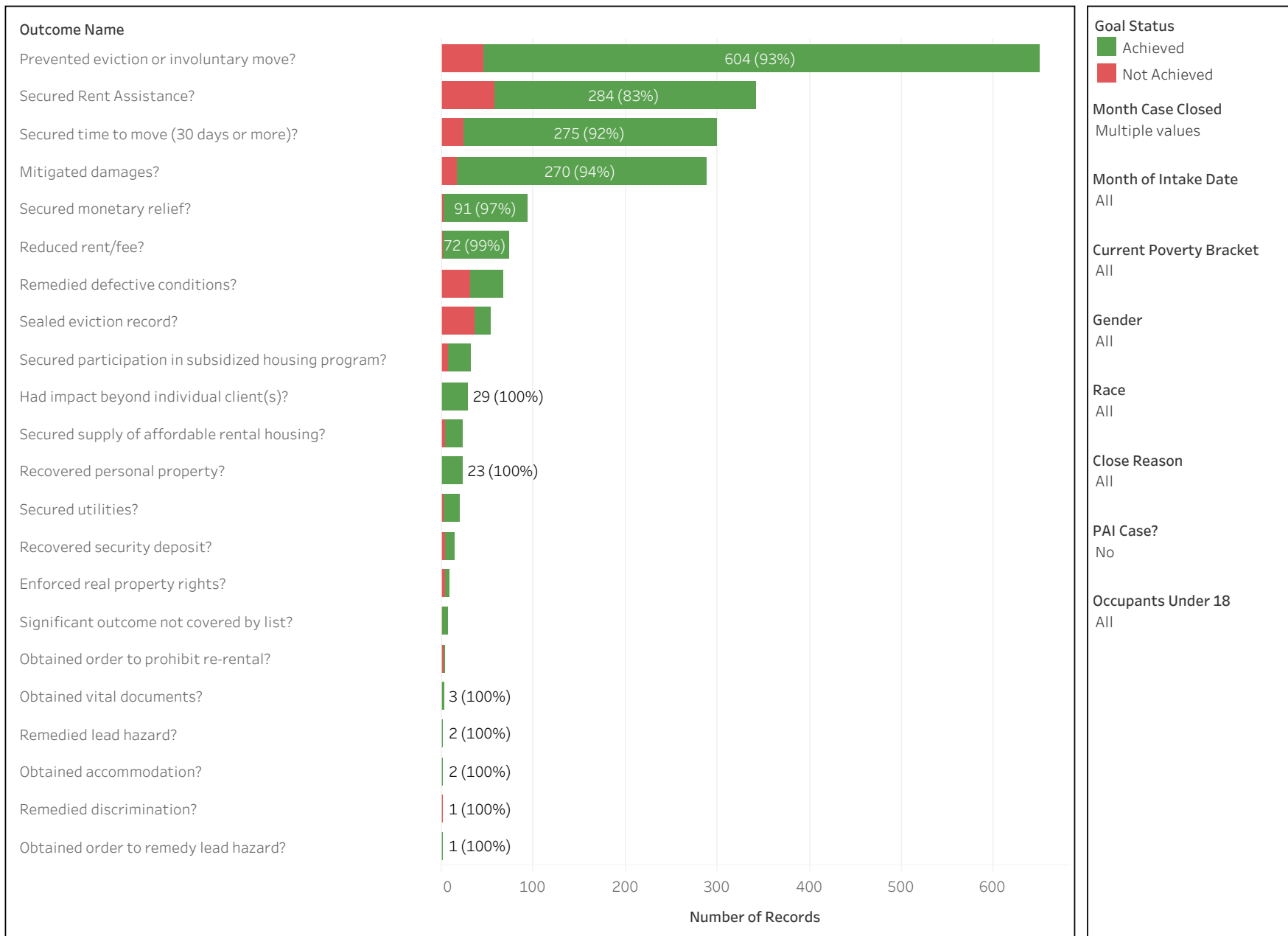
1/1/2021 to 12/31/2021



Cleveland Housing Case Data - RTC Cases

Case Outcome Summary

1/1/2022

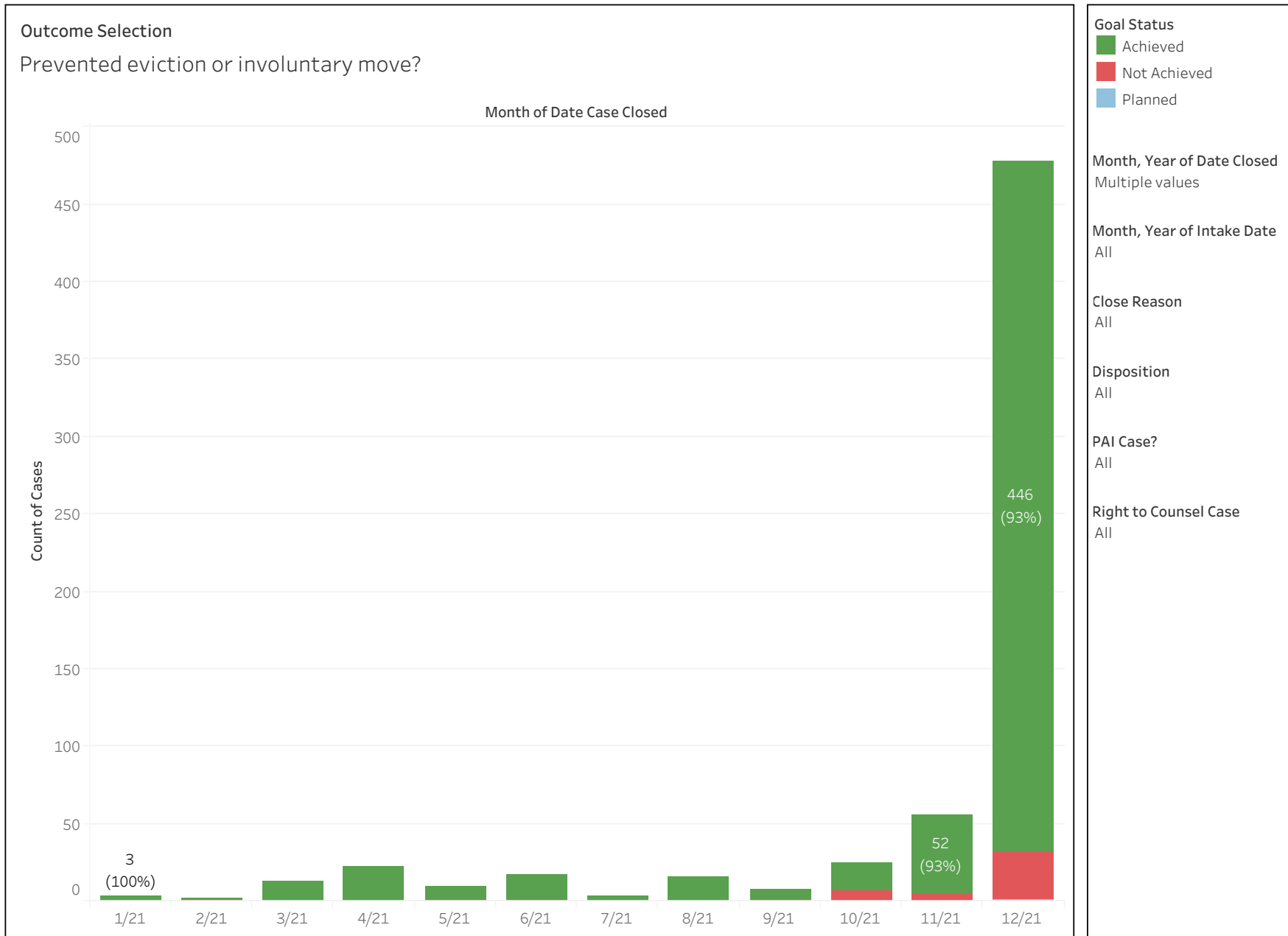


- Goal Status**
 - Achieved
 - Not Achieved
- Month Case Closed**
 - Multiple values
- Month of Intake Date**
 - All
- Current Poverty Bracket**
 - All
- Gender**
 - All
- Race**
 - All
- Close Reason**
 - All
- PAI Case?**
 - No
- Occupants Under 18**
 - All

Cleveland Housing Case Data - RTC Cases

Case Outcome by Month Case Closed

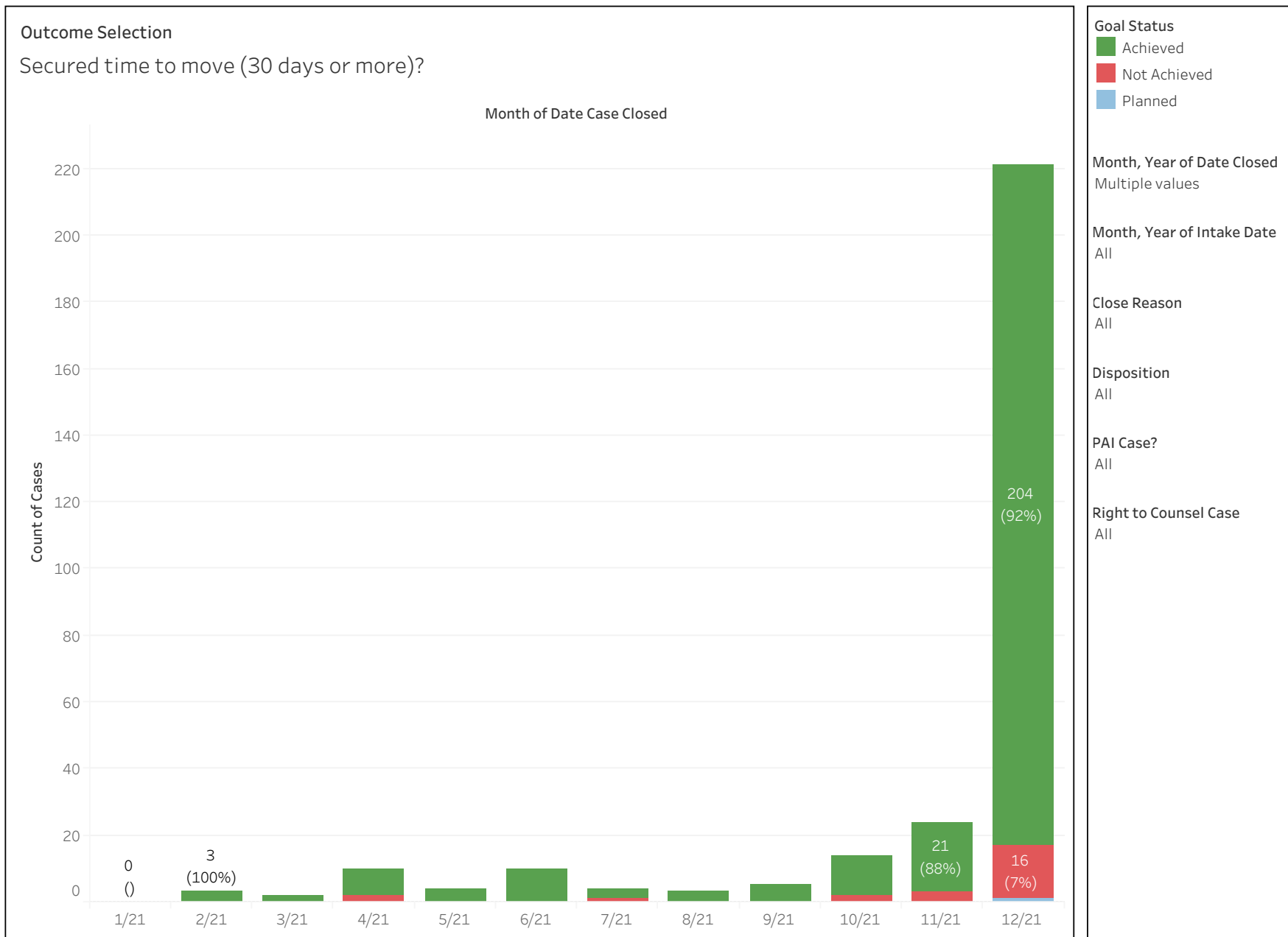
1/1/2022



Cleveland Housing Case Data - RTC Cases

Case Outcome by Month Case Closed

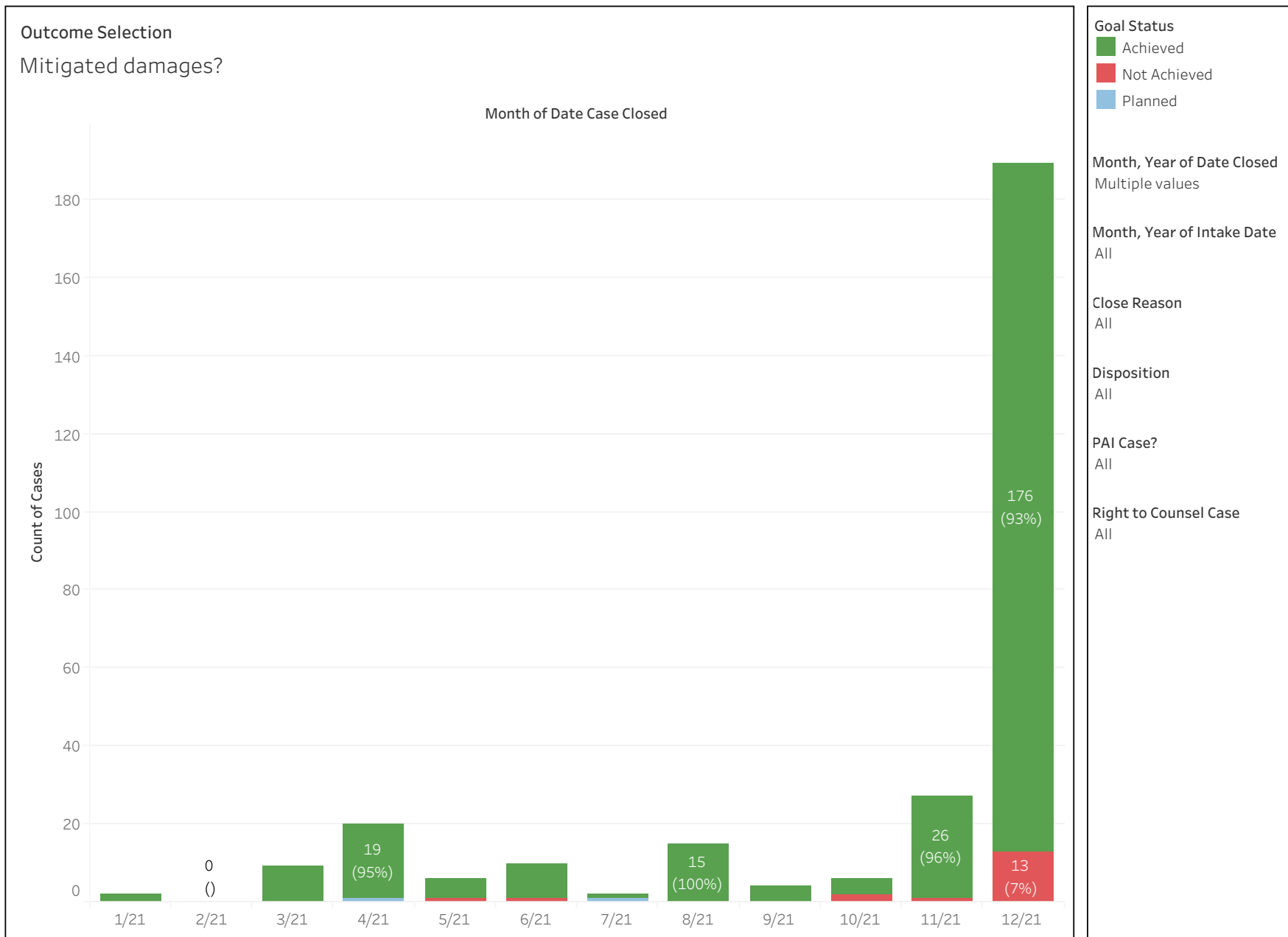
1/1/2022



Cleveland Housing Case Data - RTC Cases

Case Outcome by Month Case Closed

1/1/2022



Cleveland Housing Case Data - RTC Cases

Case Outcome by Initial Percentage of Poverty

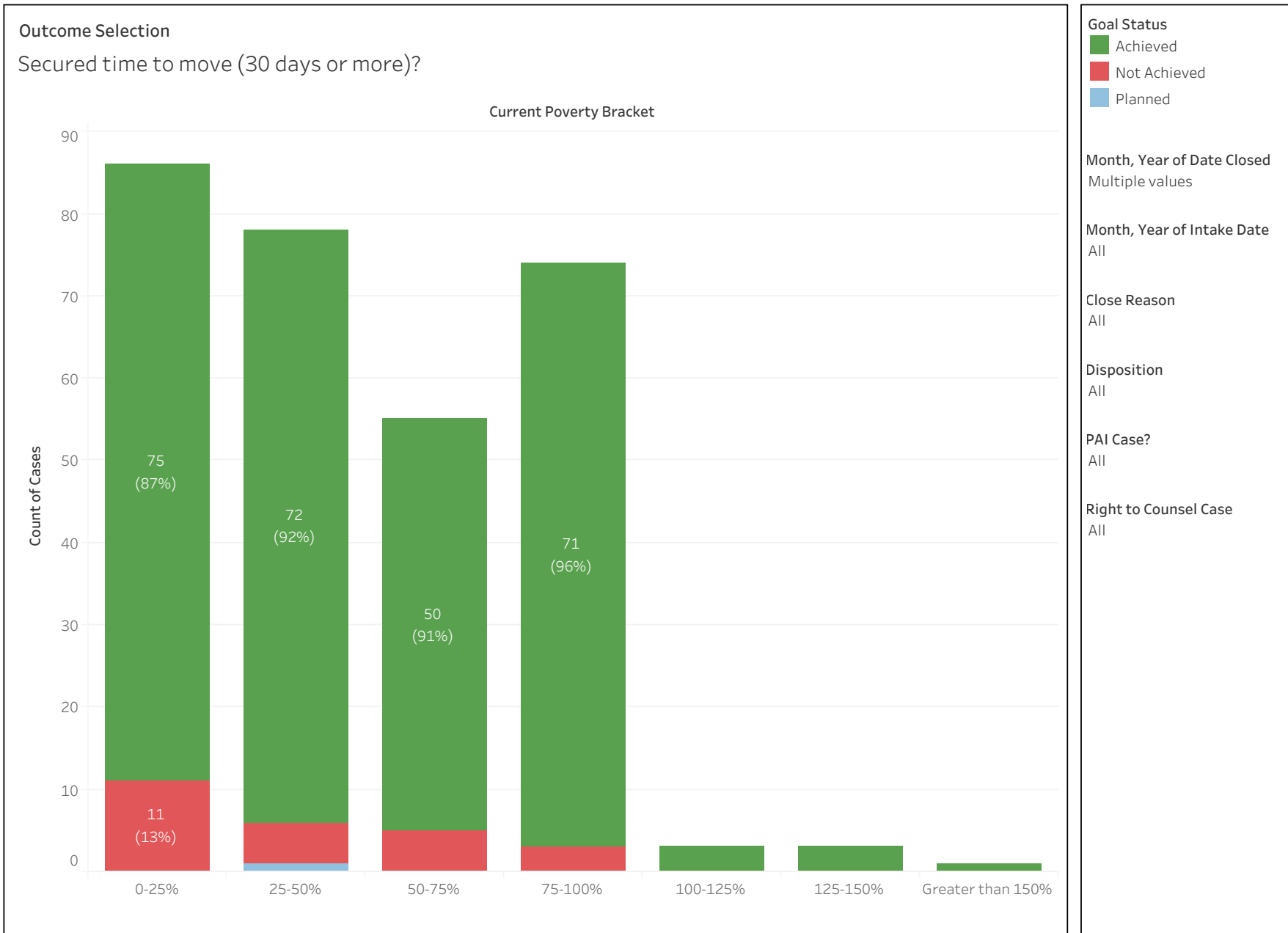
1/1/2022



Cleveland Housing Case Data - RTC Cases

Case Outcome by Initial Percentage of Poverty

1/1/2022



Cleveland Housing Case Data - RTC Cases

Case Outcome by Initial Percentage of Poverty

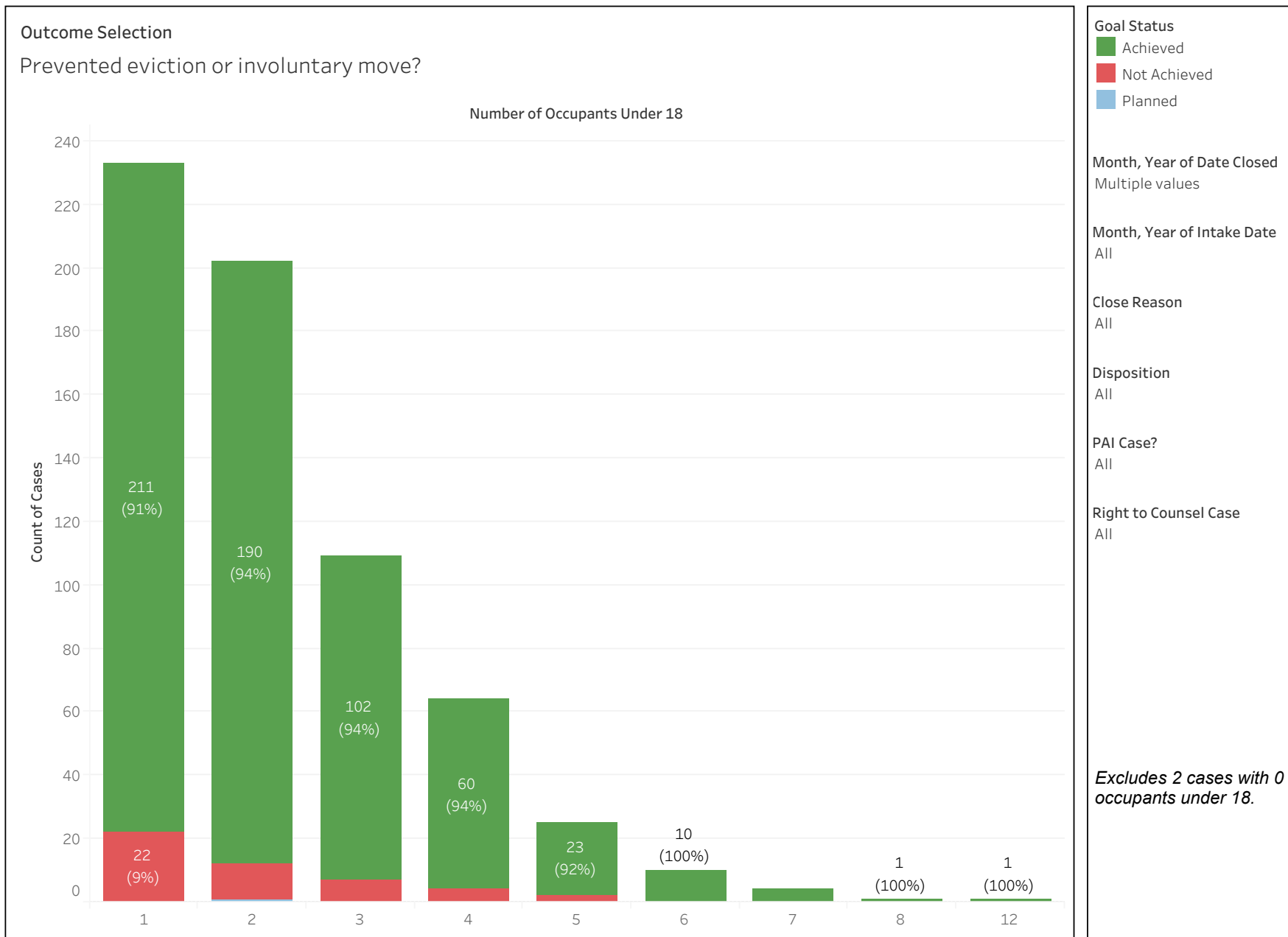
1/1/2022



Cleveland Housing Case Data - RTC Cases

Case Outcome by Number of Occupants Under 18

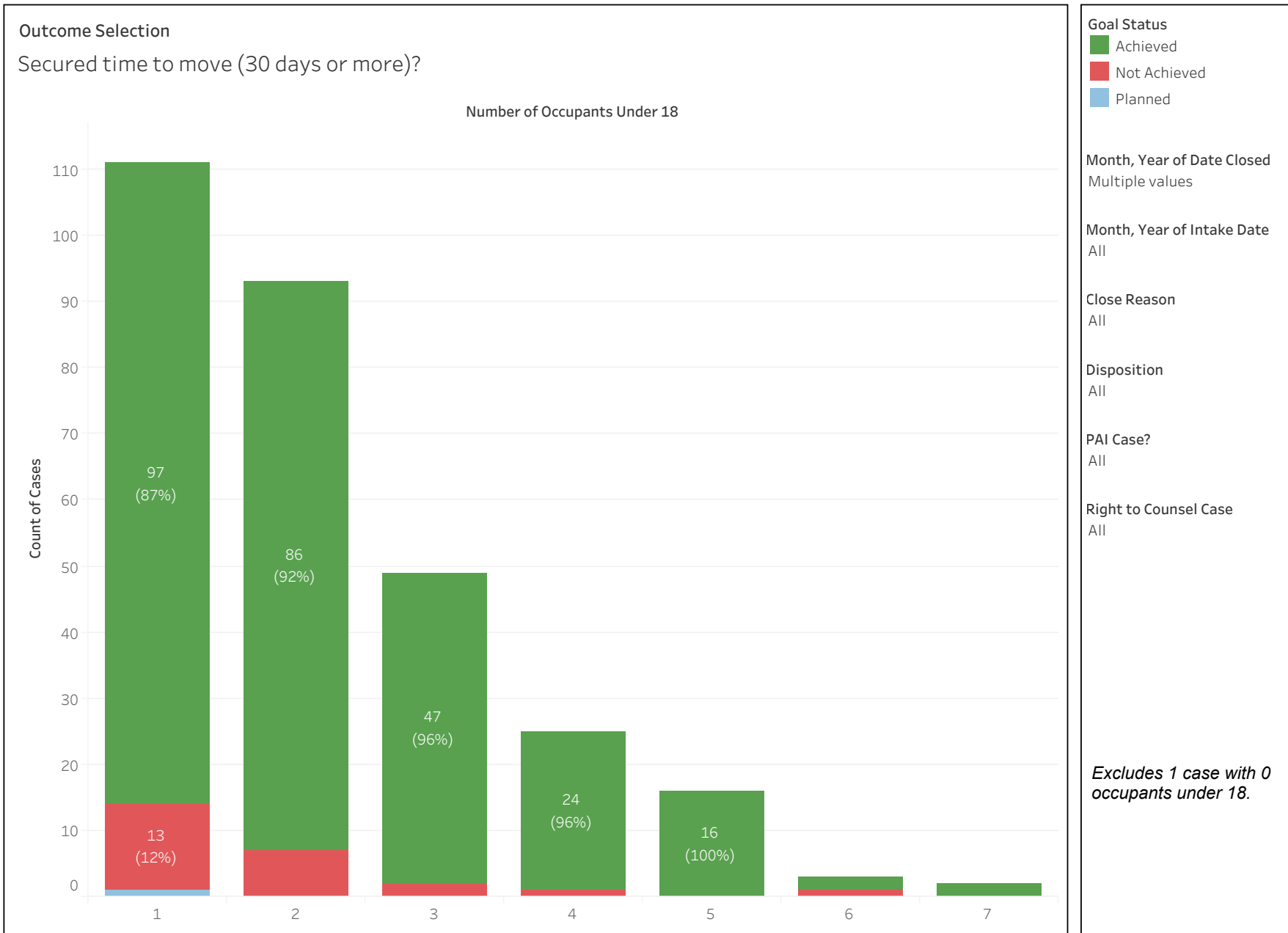
1/1/2022



Cleveland Housing Case Data - RTC Cases

Case Outcome by Number of Occupants Under 18

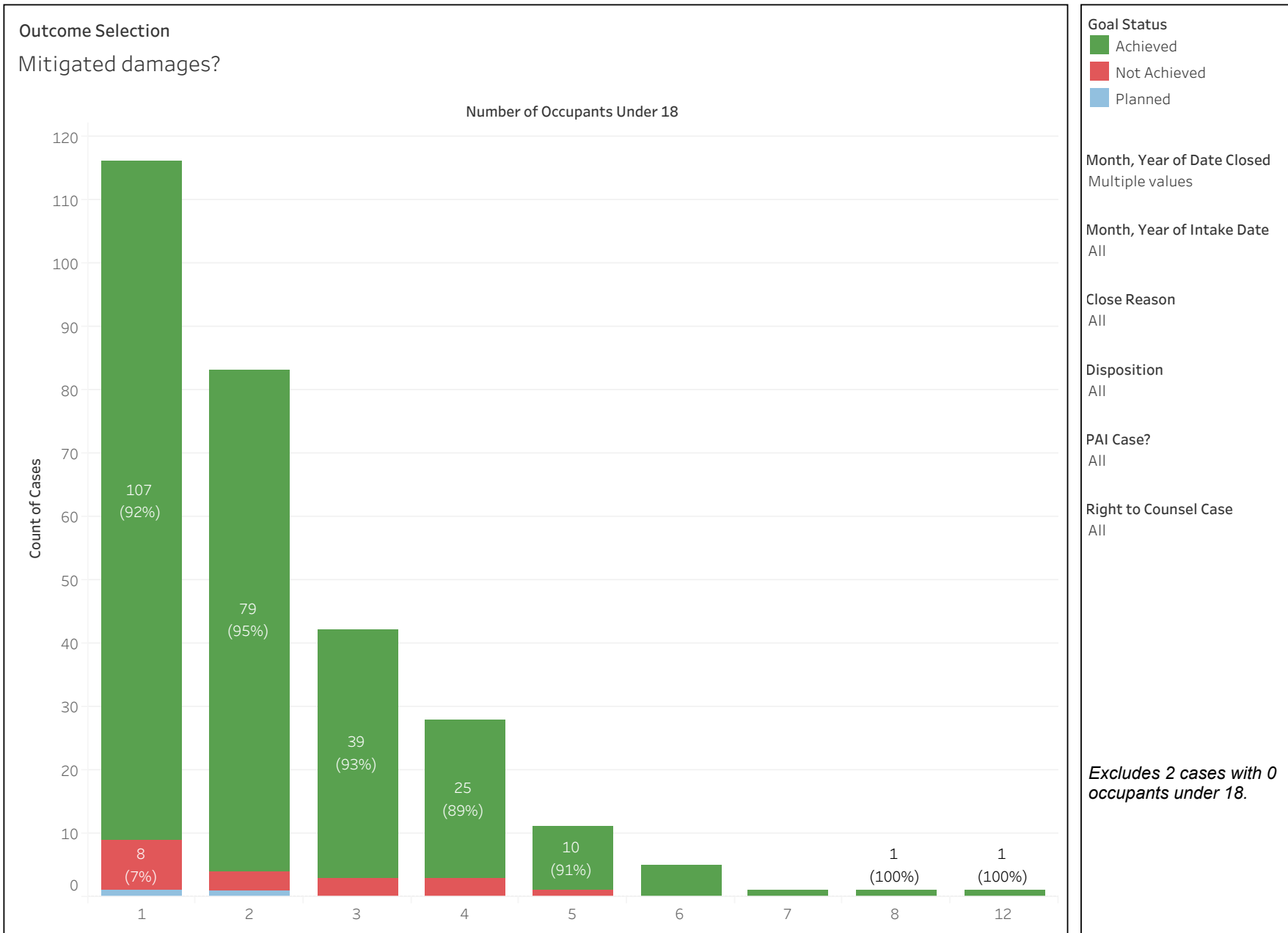
1/1/2022



Cleveland Housing Case Data - RTC Cases

Case Outcome by Number of Occupants Under 18

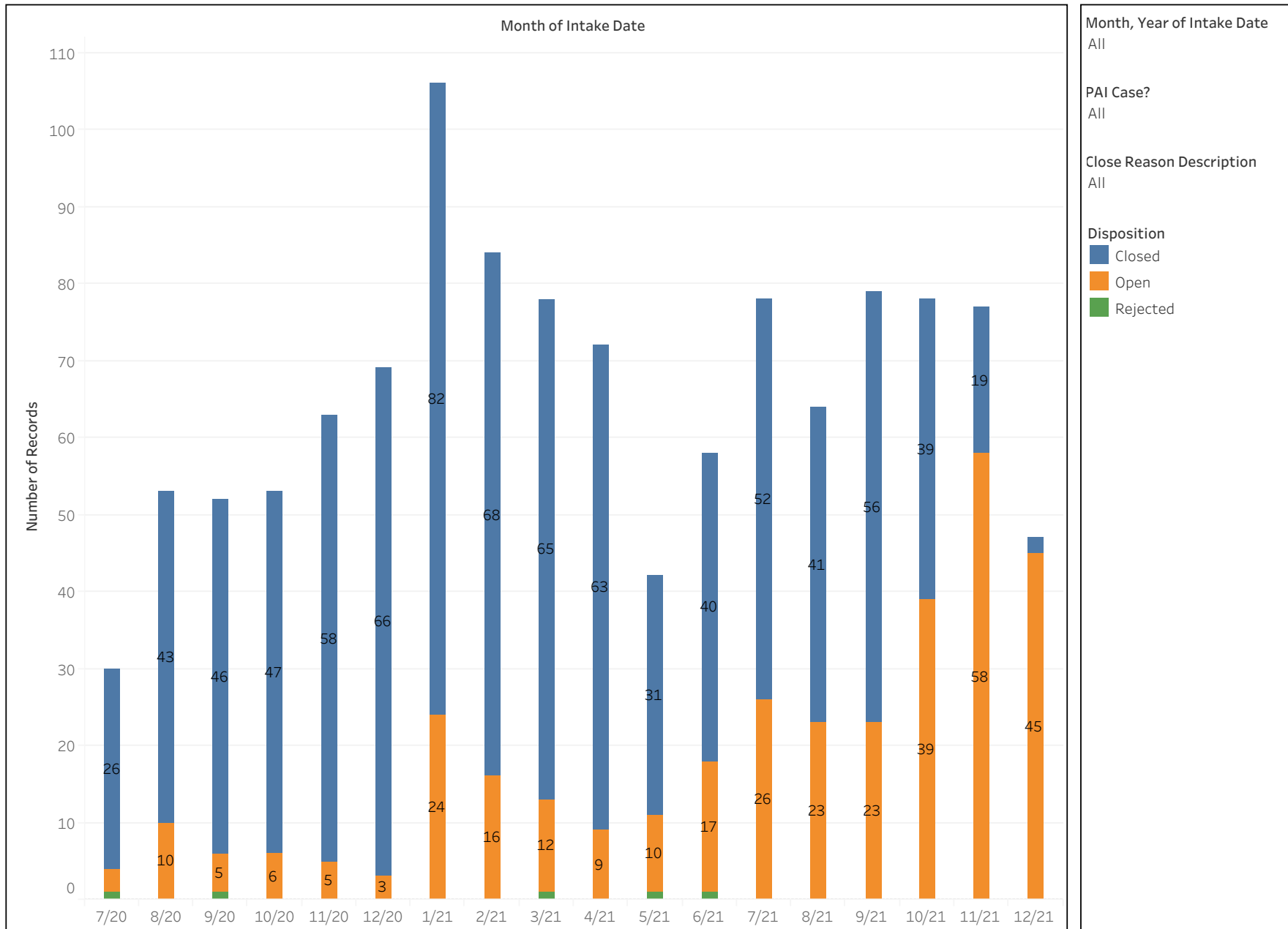
1/1/2022



Cleveland Housing Case Data - RTC Cases

Case Disposition by Intake Month

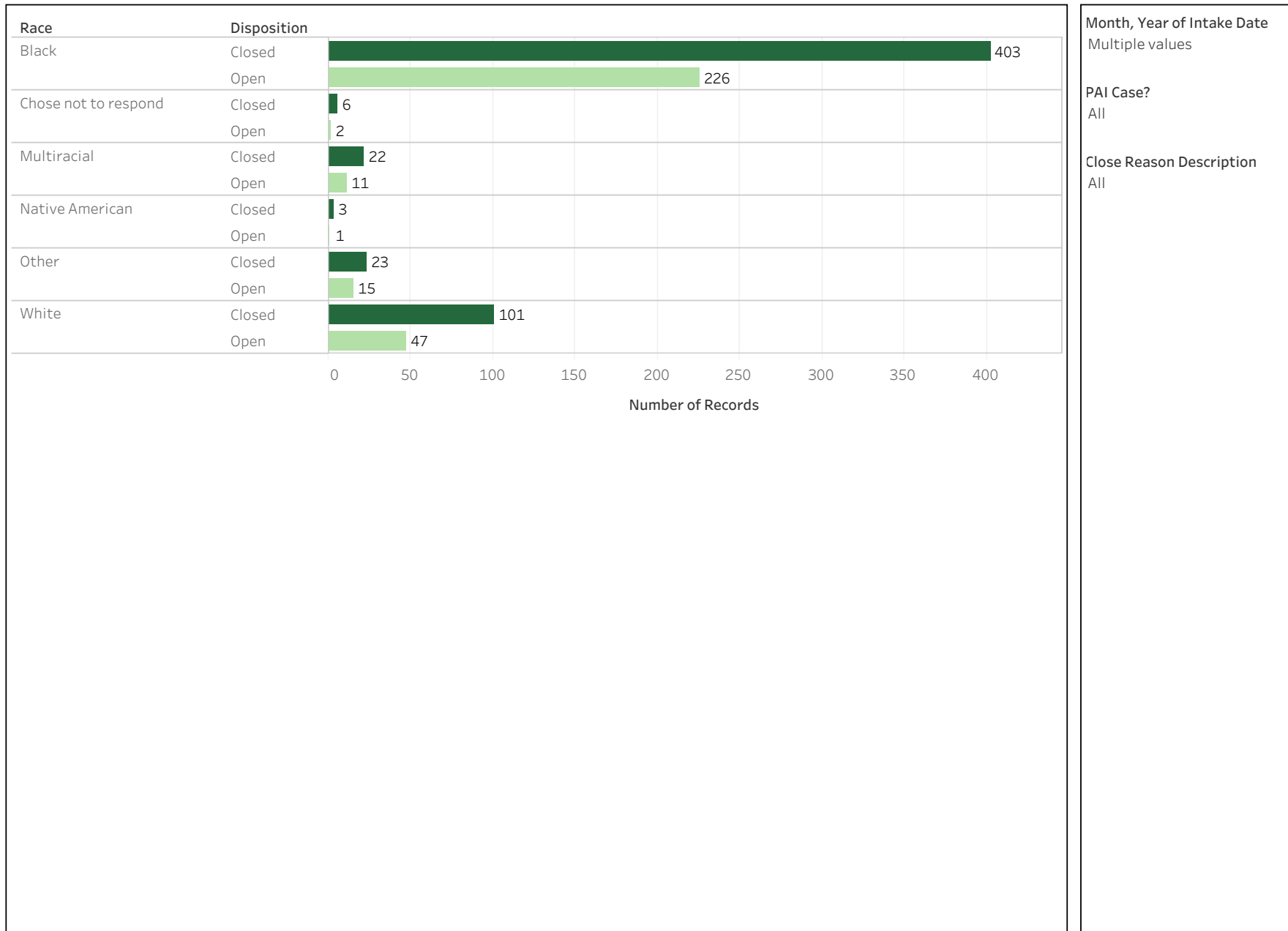
1/1/2022



Cleveland Housing Case Data - RTC Cases

Cases by Race

1/1/2022



Month, Year of Intake Date

Multiple values

PAI Case?

All

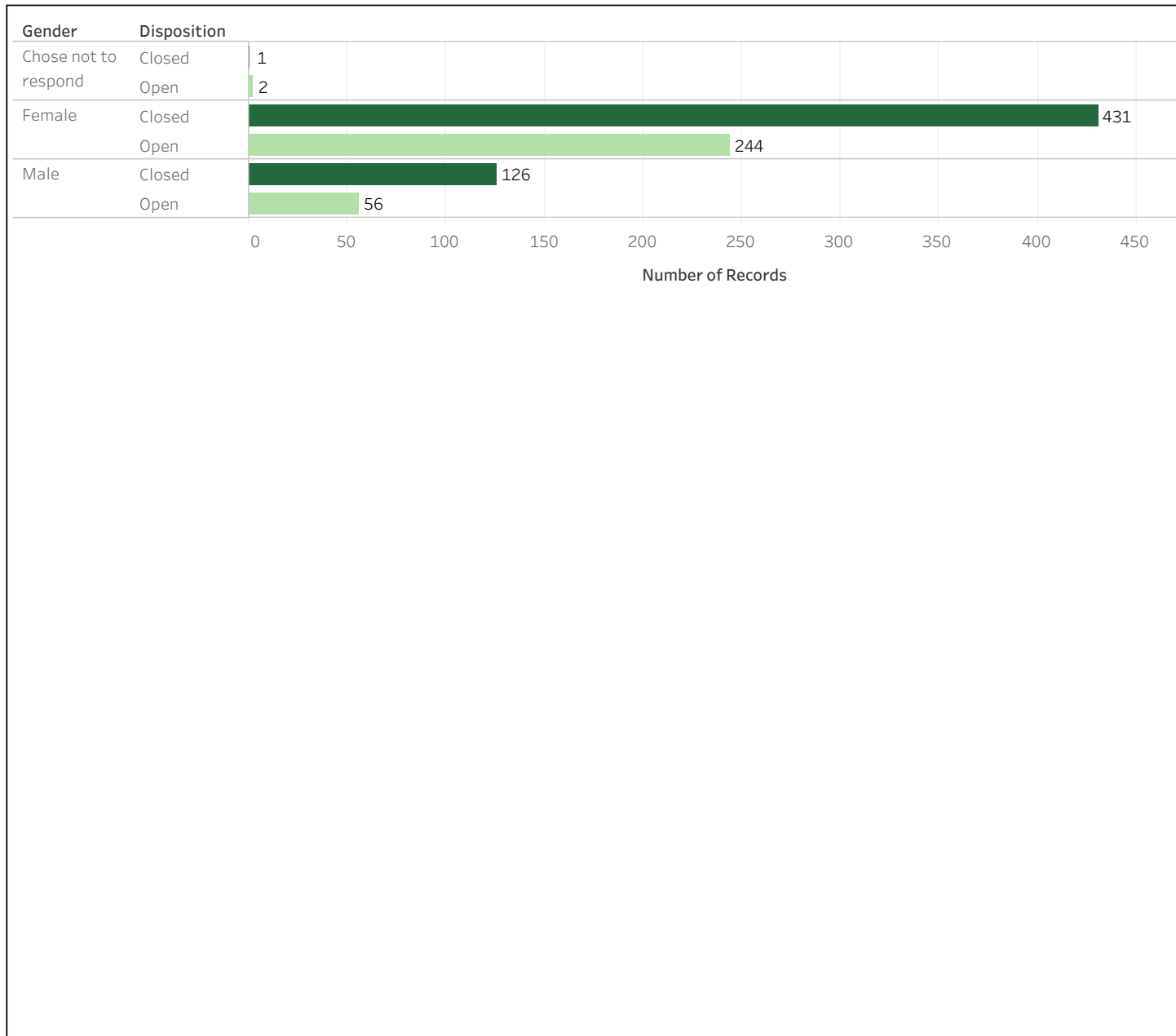
Close Reason Description

All

Cleveland Housing Case Data - RTC Cases

Cases by Gender

1/1/2022

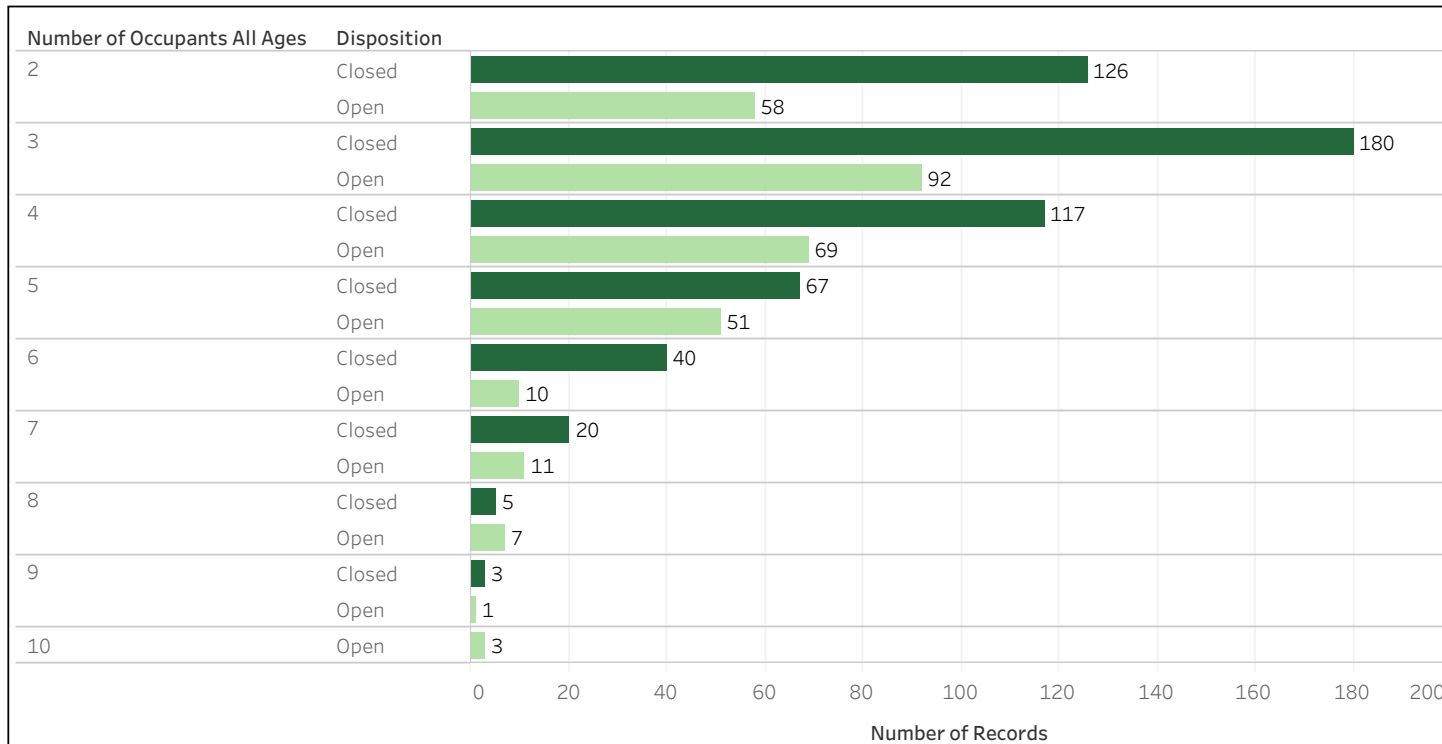


Month, Year of Intake Date	Multiple values
PAI Case?	All
Close Reason Description	All

Cleveland Housing Case Data - RTC Cases

Cases by Number of Occupants

1/1/2022



Month, Year of Intake Date

Multiple values

PAI Case?

All

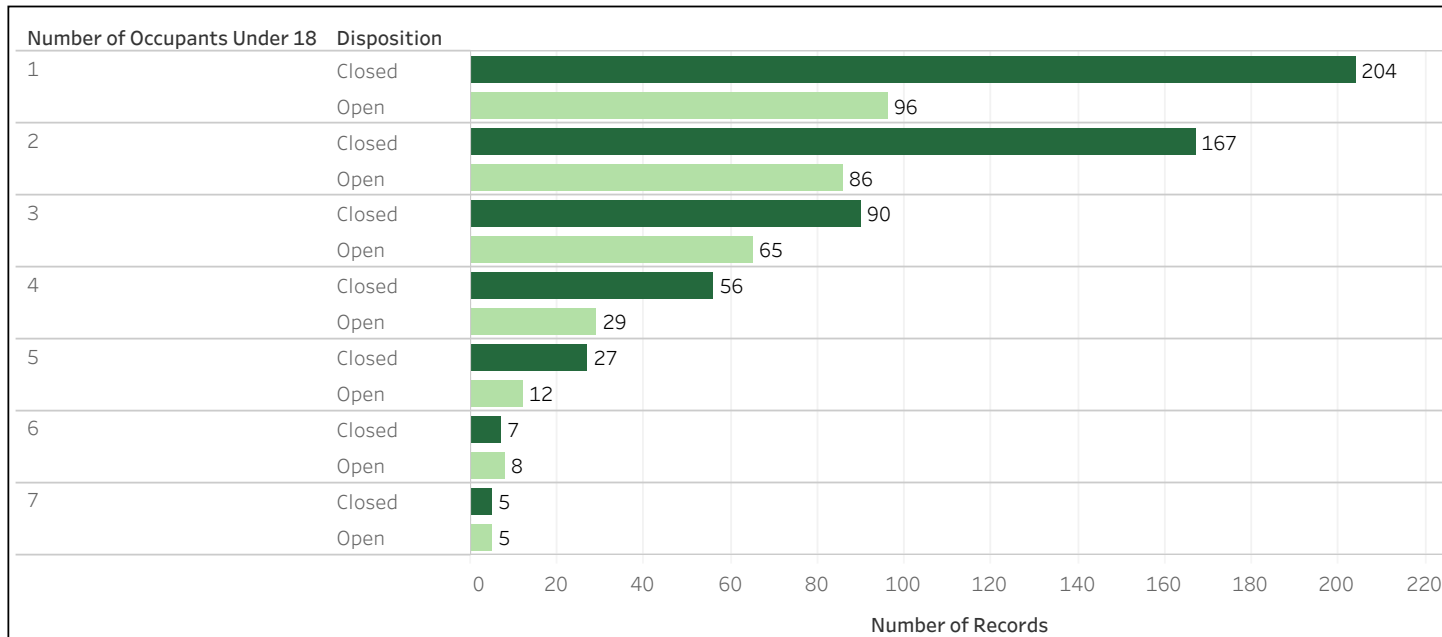
Close Reason Description

All

Cleveland Housing Case Data - RTC Cases

Cases by Number of Occupants Under 18

1/1/2022



Month, Year of Intake Date
Multiple values

PAI Case?
All

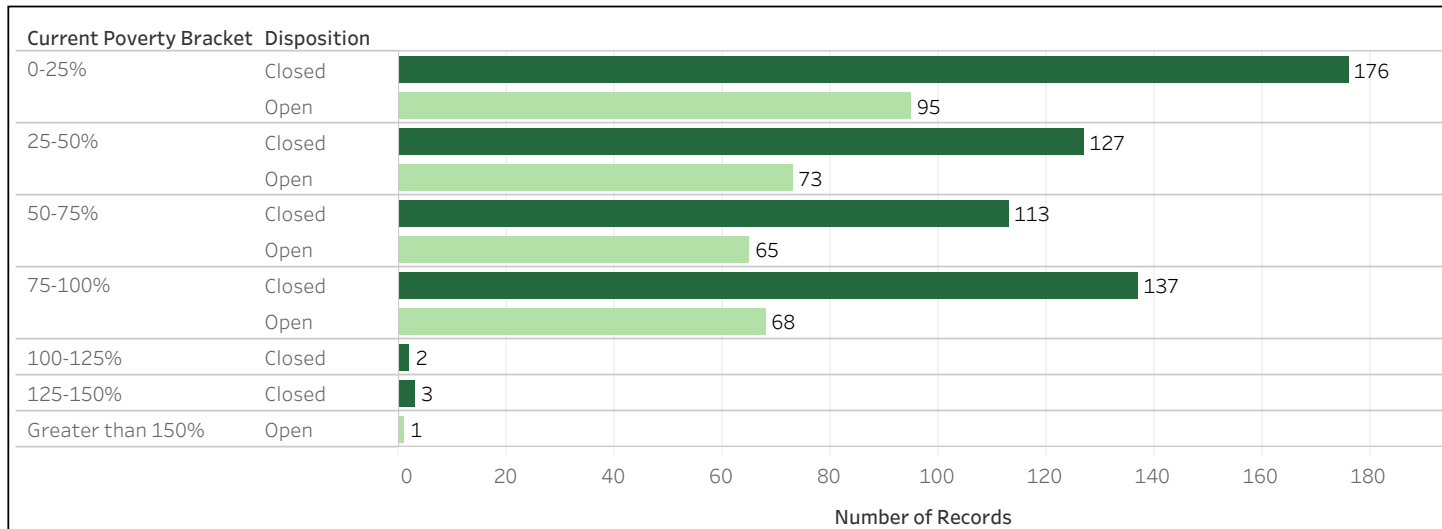
Close Reason Description
All

Excludes 2 closed cases and 1 open case with 0 occupants under 18.

Cleveland Housing Case Data - RTC Cases

Cases by Current Percentage of Poverty

1/1/2022



Month, Year of Intake Date
Multiple values

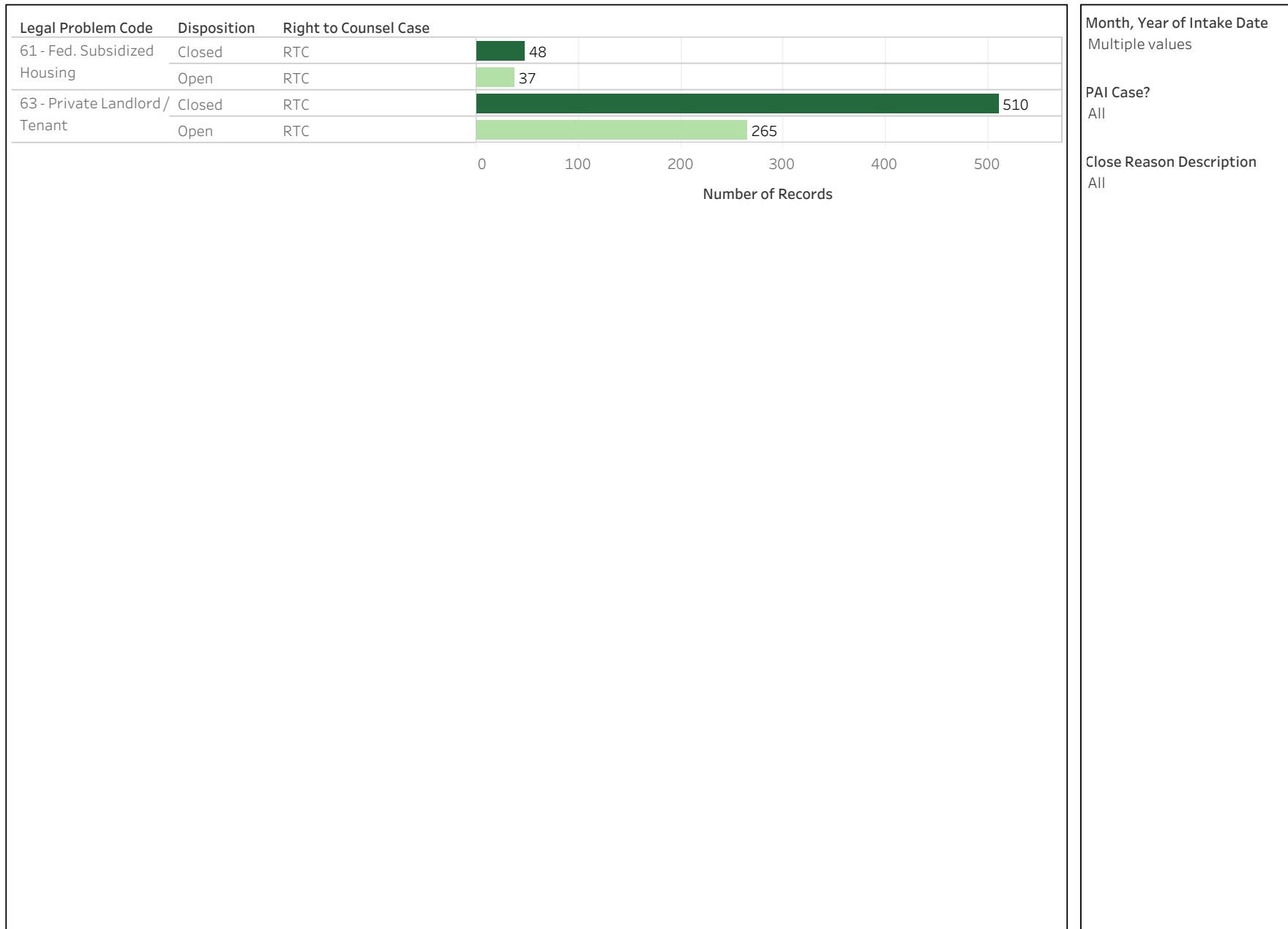
PAI Case?
All

Close Reason Description
All

Cleveland Housing Case Data - RTC Cases

Cases by Legal Problem Code

1/1/2022



Month, Year of Intake Date

Multiple values

PAI Case?

All

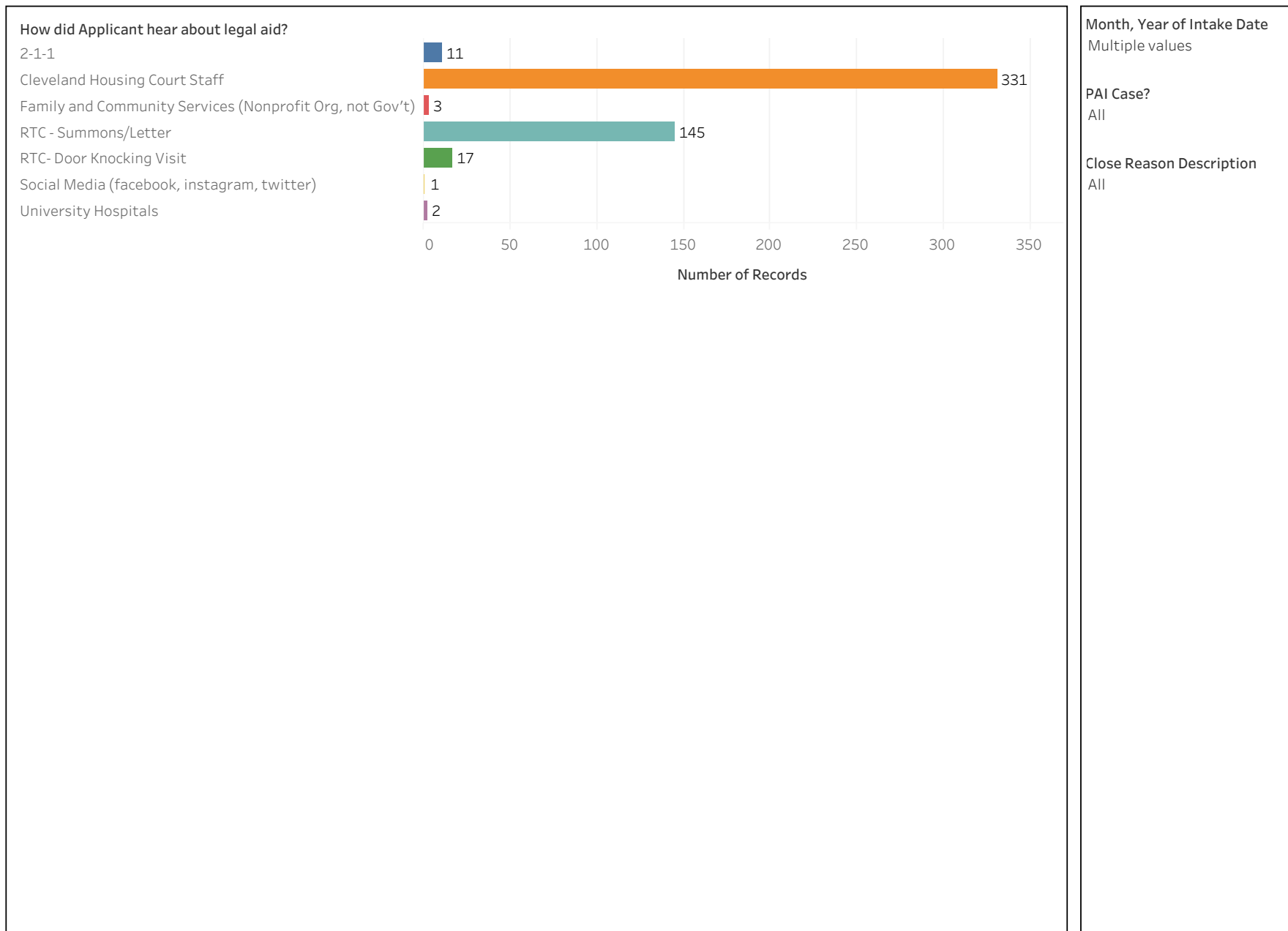
Close Reason Description

All

Cleveland Housing Case Data - RTC Cases

Cases by How Did Applicant Hear About Legal Aid *(Excludes instances where applicant did not specify)*

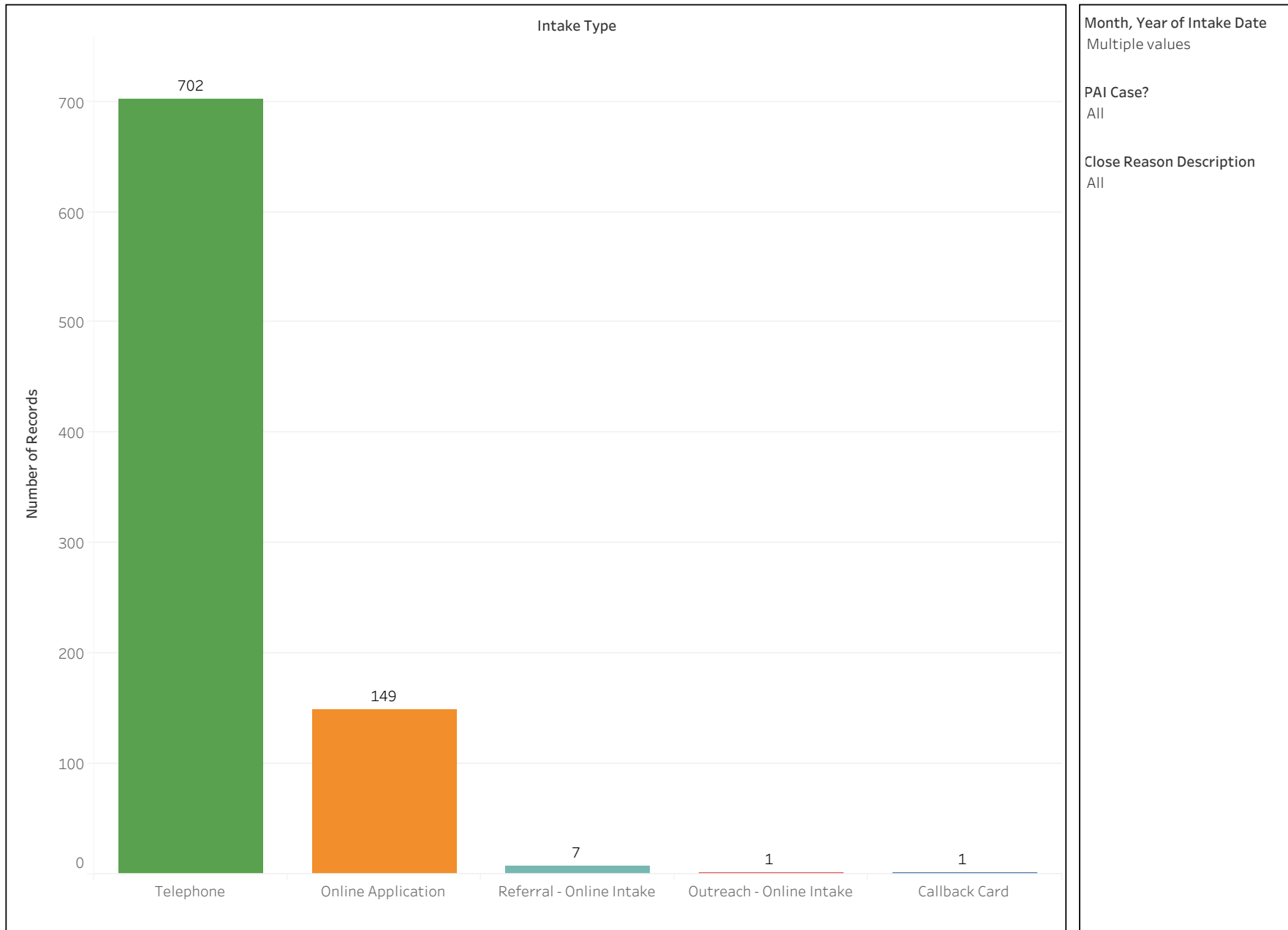
1/1/2022



Cleveland Housing Case Data - RTC Cases

Cases by Intake Type

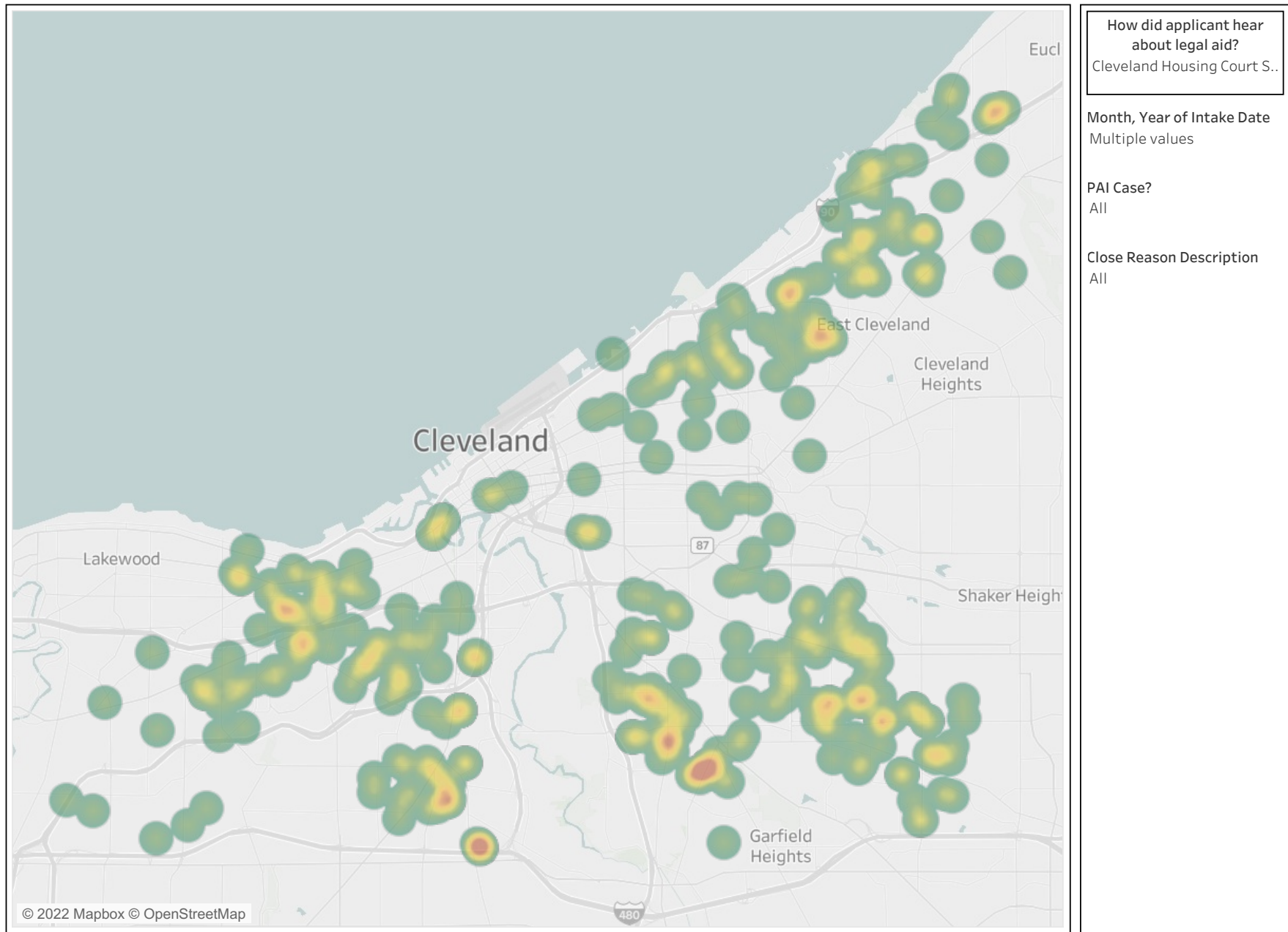
1/1/2022



Cleveland Housing Case Data - RTC Cases

Cases by How Did Applicant Hear About Legal Aid

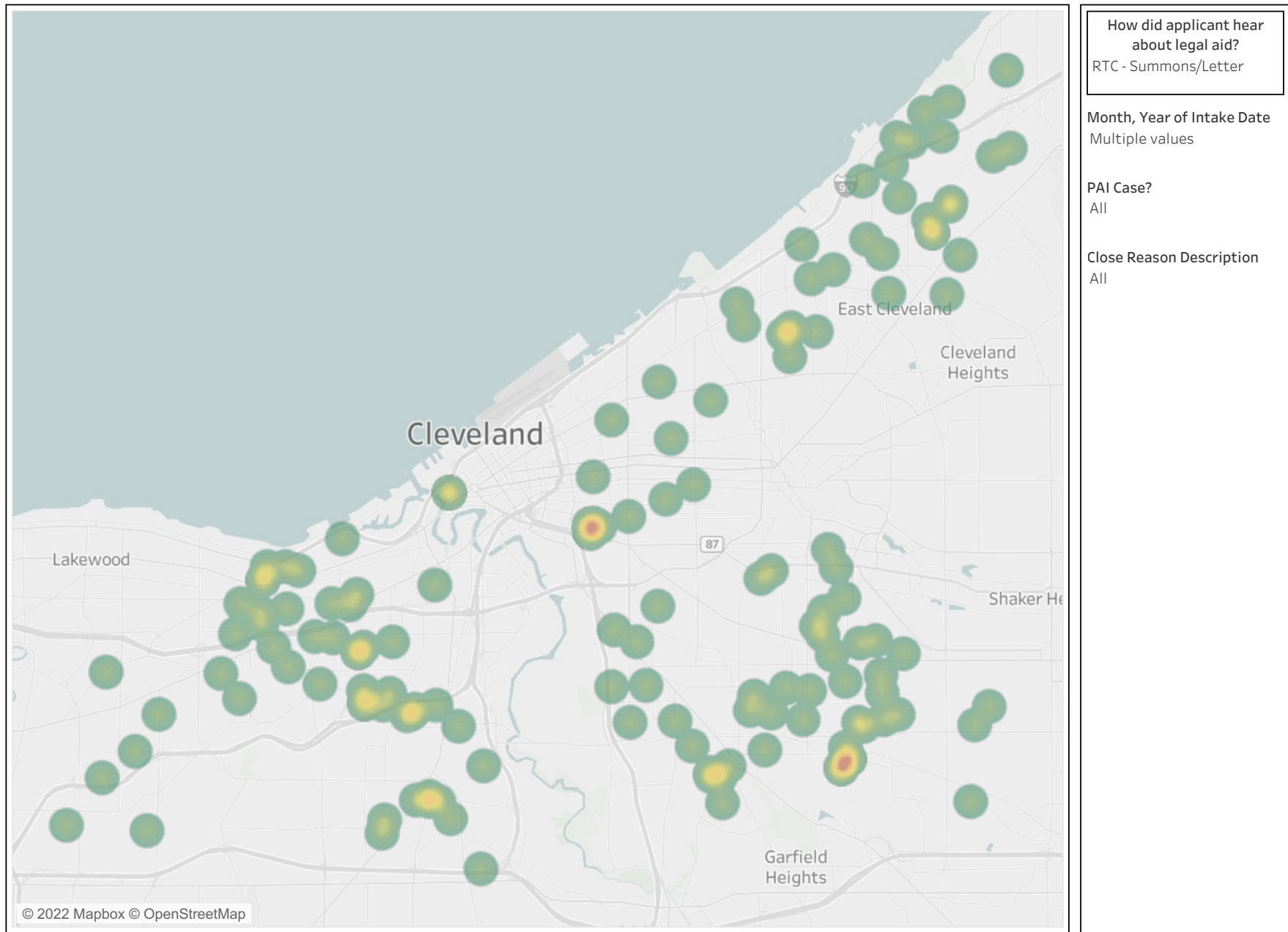
1/1/2022



Cleveland Housing Case Data - RTC Cases

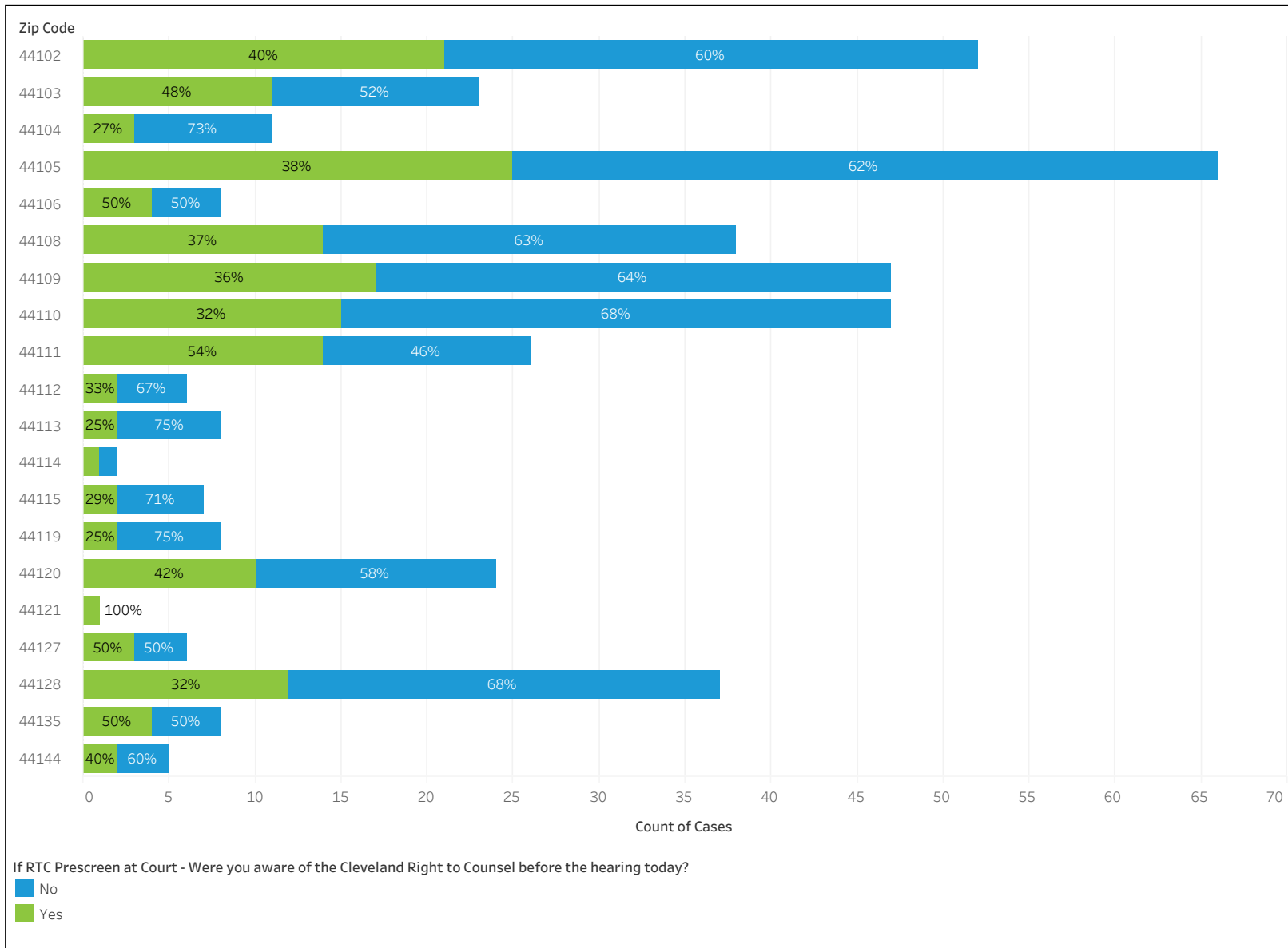
Cases by How Did Applicant Hear About Legal Aid

1/1/2022



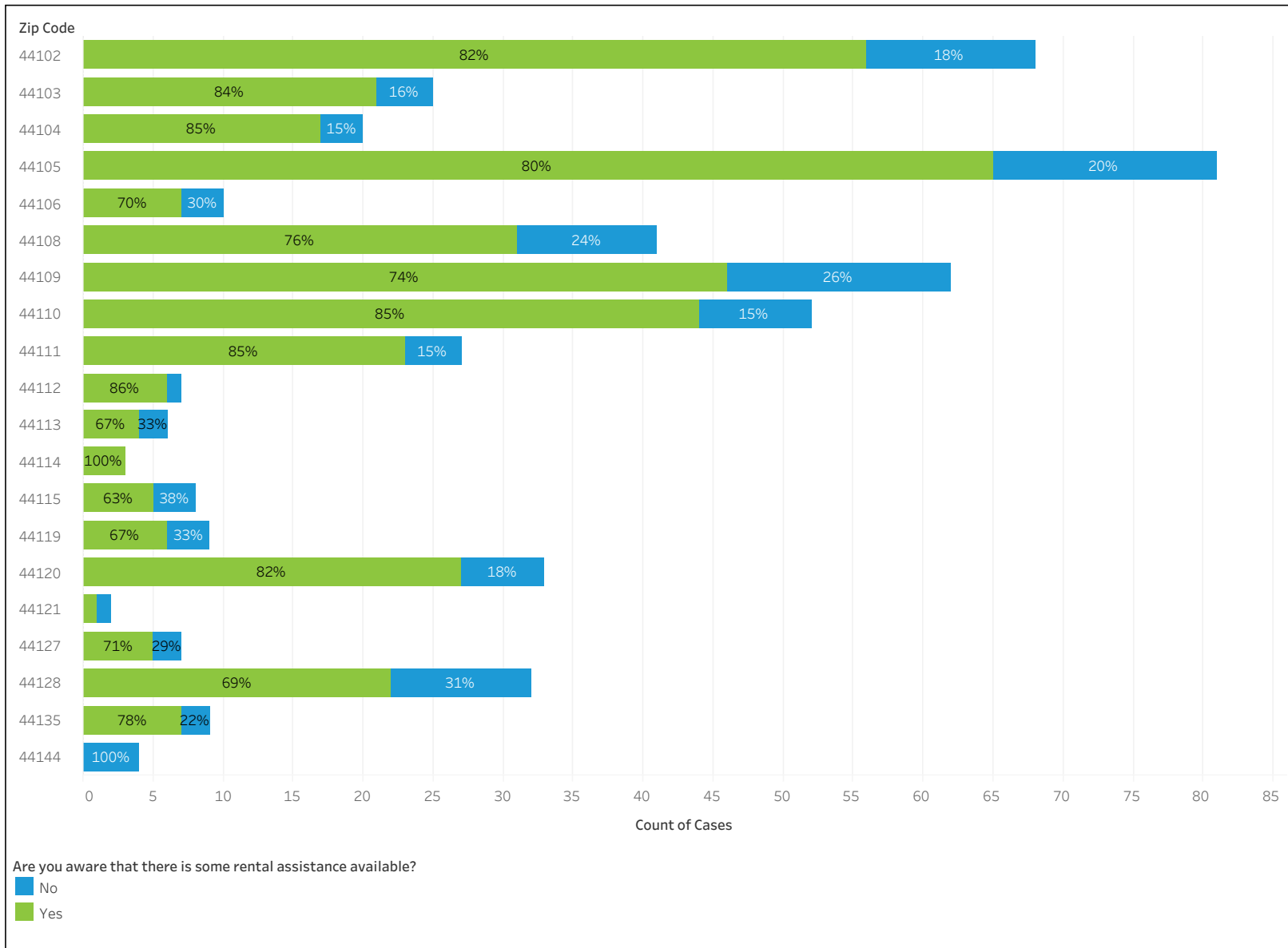
Were you aware of the Cleveland Right to Counsel before the hearing today?

12/30/2021



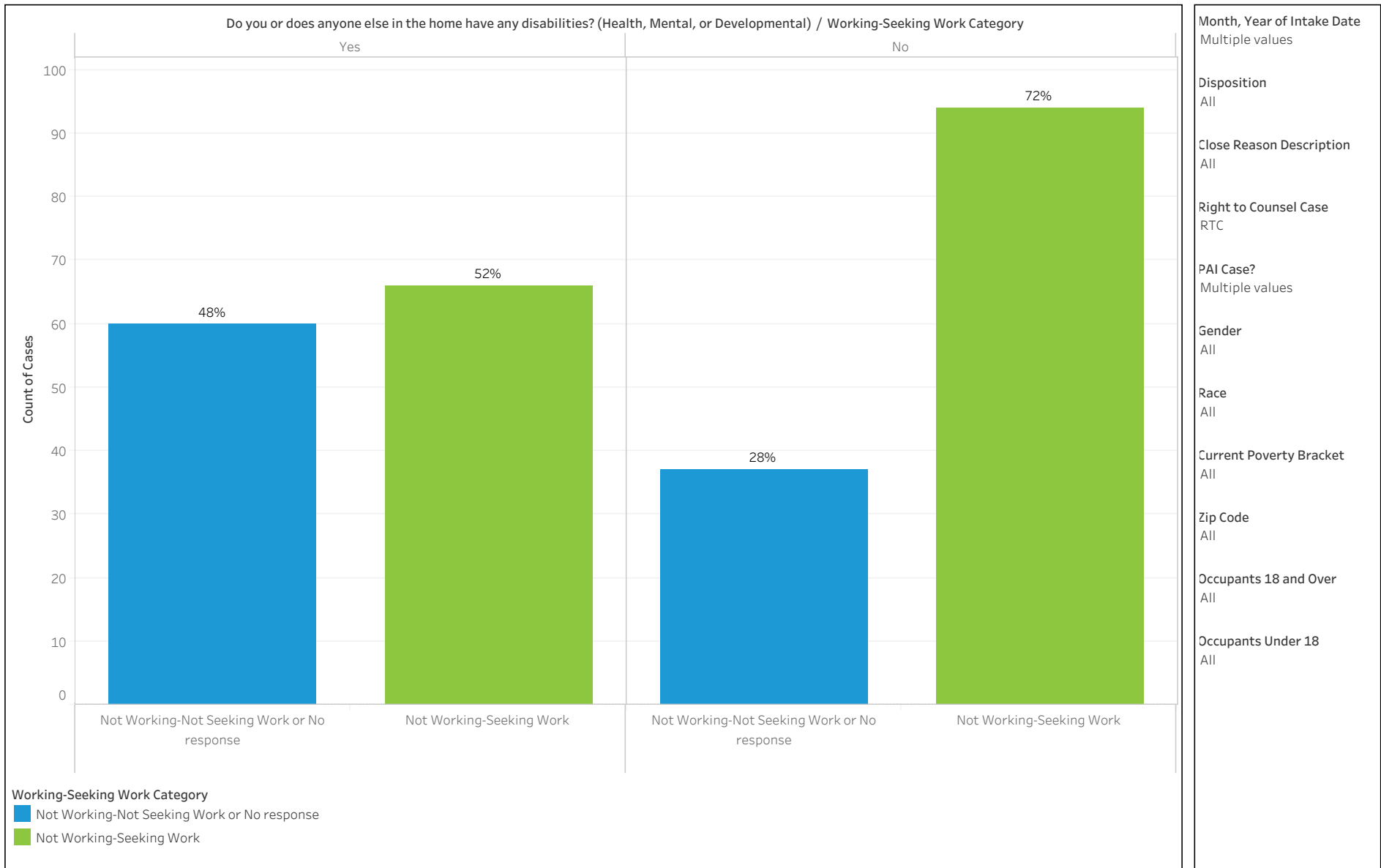
Month, Year of Intake Date	Multiple values
Disposition	All
Close Reason Description	All
Right to Counsel Case	RTC
PAI Case?	Multiple values
Gender	All
Race	All
Current Poverty Bracket	All
Occupants 18 and Over	All
Occupants Under 18	All

Are you aware that there is some rental assistance available?

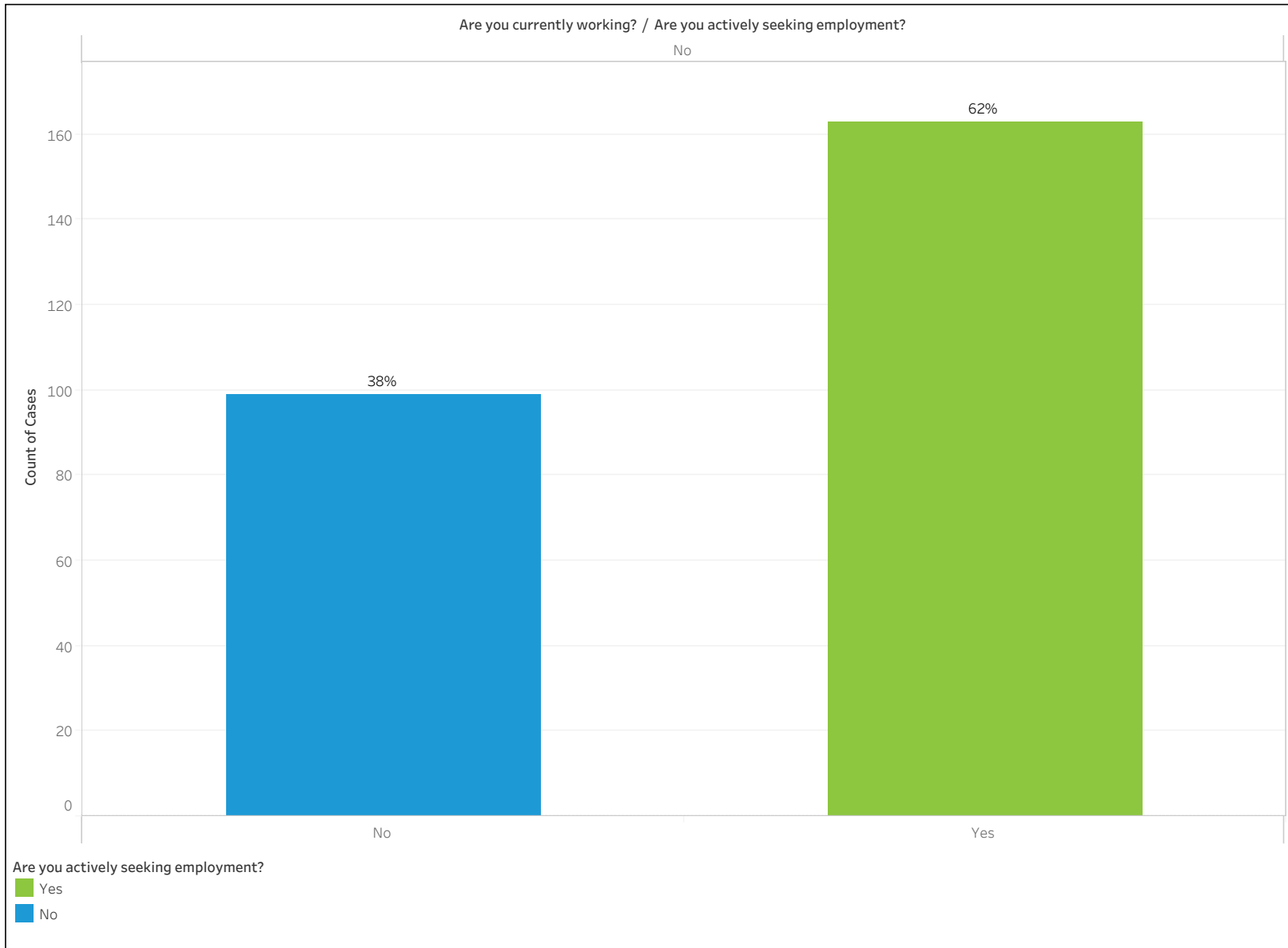


Month, Year of Intake Date	Multiple values
Disposition	All
Close Reason Description	All
Right to Counsel Case	RTC
PAI Case?	Multiple values
Gender	All
Race	All
Current Poverty Bracket	All
Occupants 18 and Over	All
Occupants Under 18	All

Are you working?, Are you actively seeking employment? & Do you have a physical disability or any health conditions?

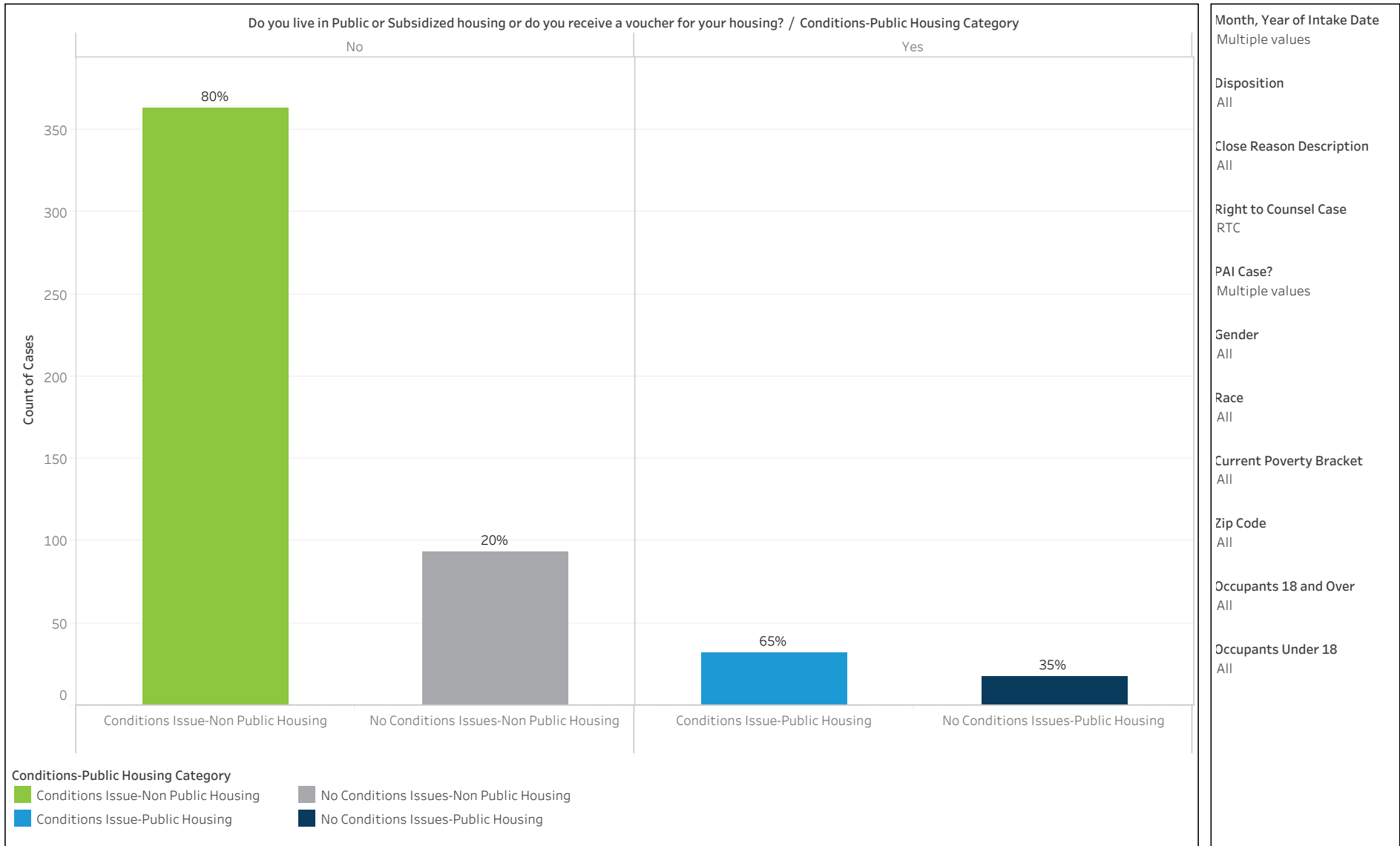


Are you currently working? & Are you actively seeking employment?

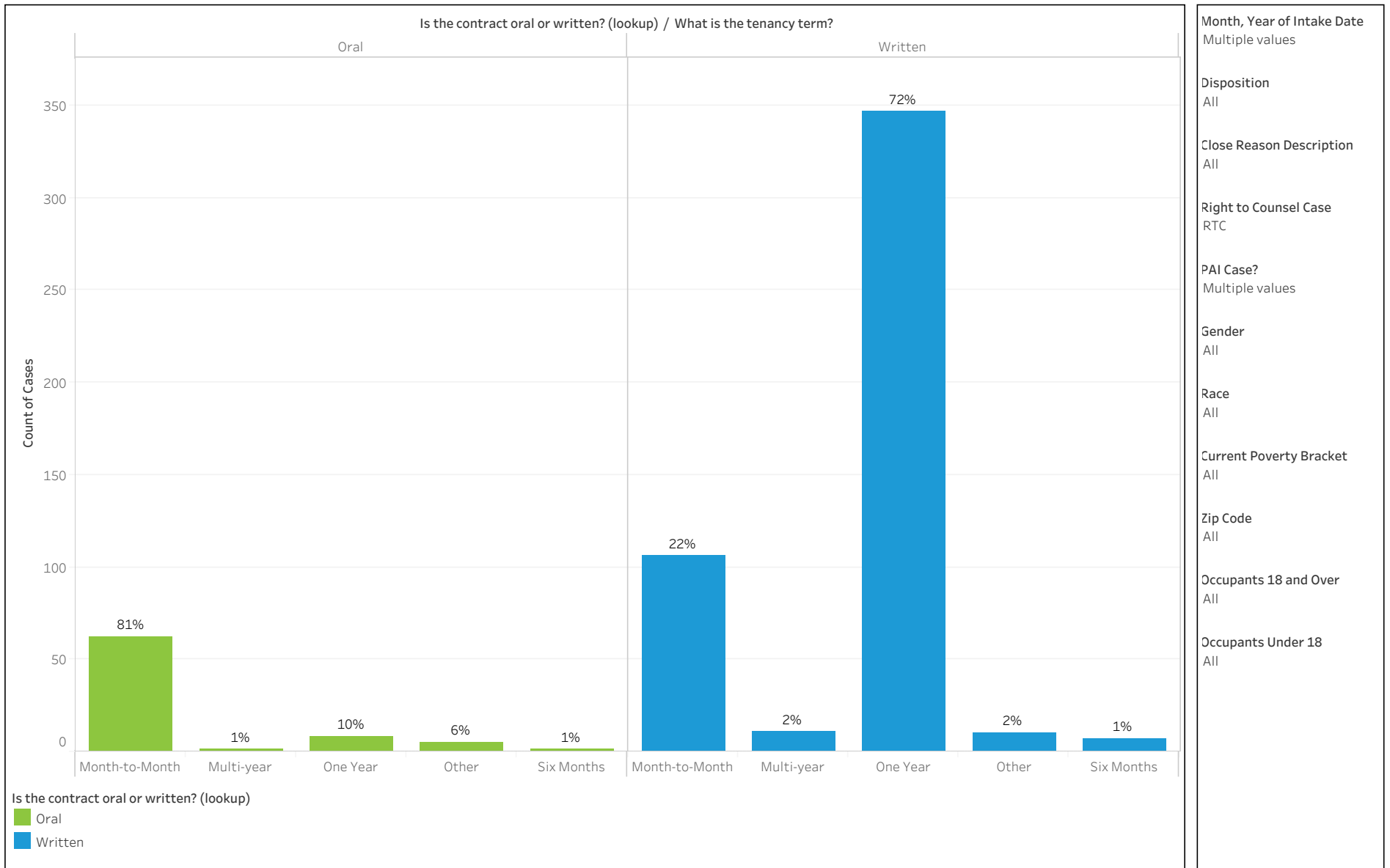


Month, Year of Intake Date	Multiple values
Disposition	All
Close Reason Description	All
Right to Counsel Case	RTC
PAI Case?	Multiple values
Gender	All
Race	All
Current Poverty Bracket	All
Zip Code	All
Occupants 18 and Over	All
Occupants Under 18	All

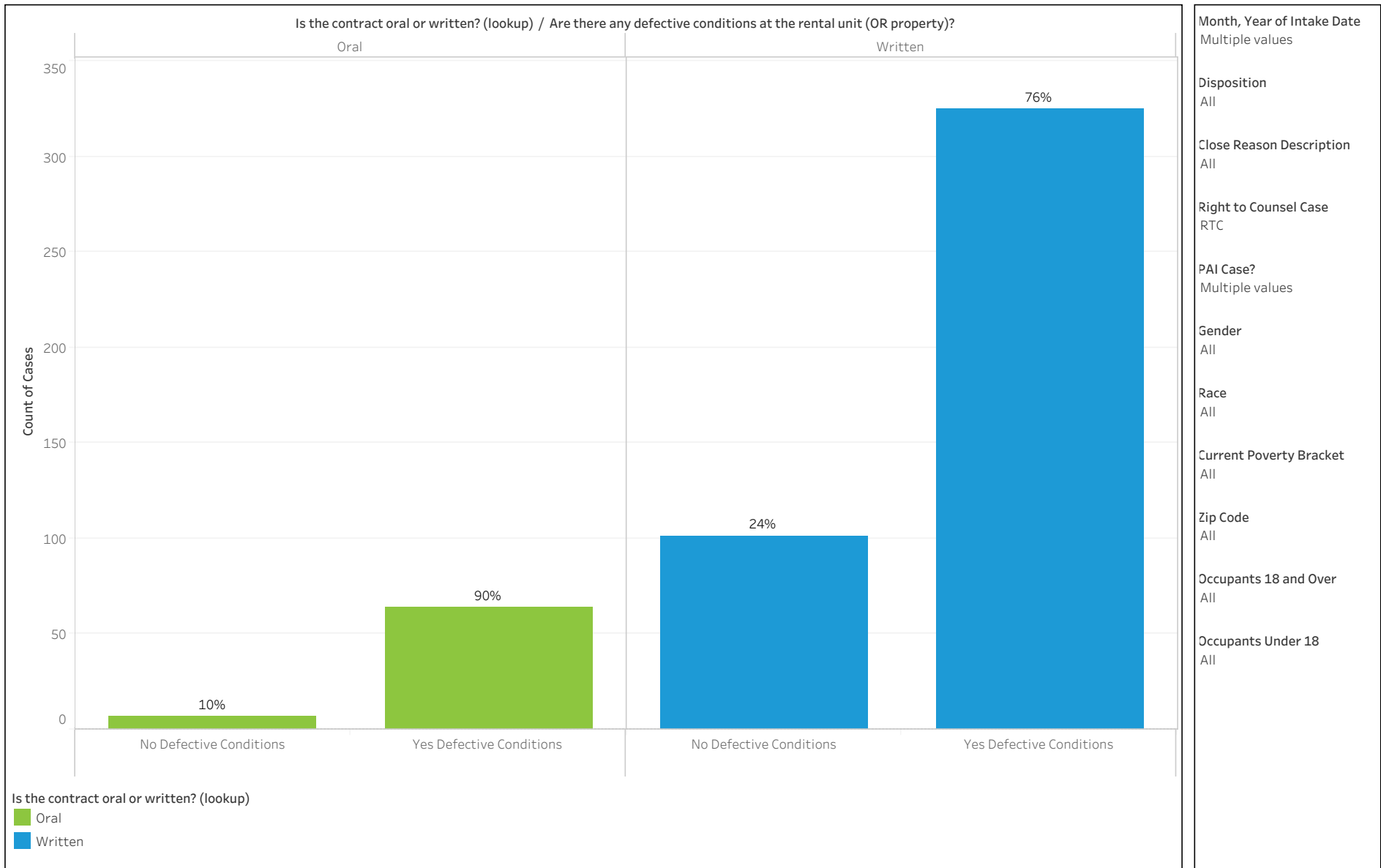
Are there any defective conditions at the rental unit (OR property)? & Do you live in Public or Subsidized housing or do you receive a voucher for your housing?



Is the contract oral or written? & What is the tenancy term?

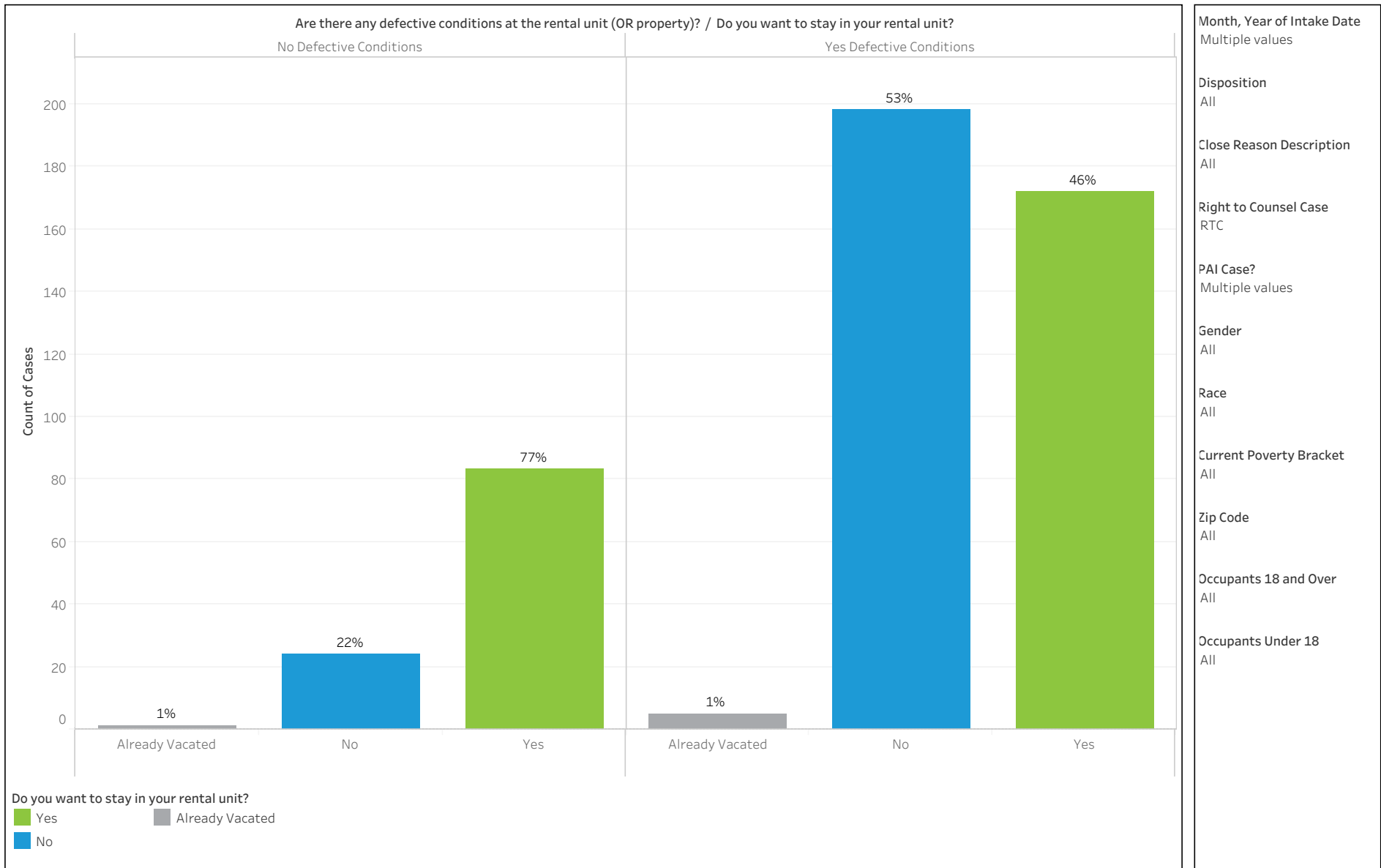


Is the contract oral or written? & Are there any defective conditions at the rental unit (OR property)?



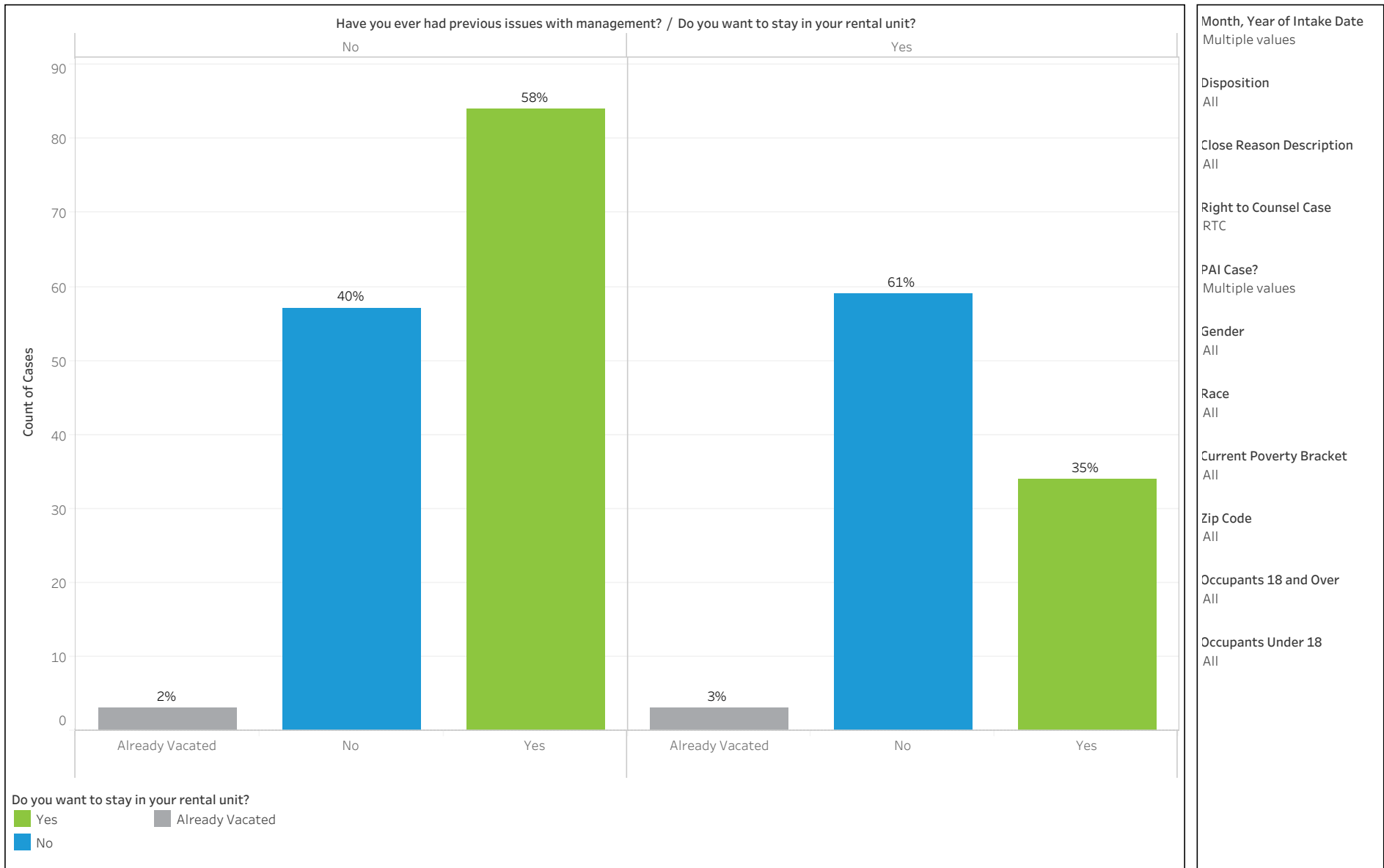
Month, Year of Intake Date	Multiple values
Disposition	All
Close Reason Description	All
Right to Counsel Case	RTC
PAI Case?	Multiple values
Gender	All
Race	All
Current Poverty Bracket	All
Zip Code	All
Occupants 18 and Over	All
Occupants Under 18	All

Are there any defective conditions at the rental unit (OR property)? & Do you want to stay in your rental unit



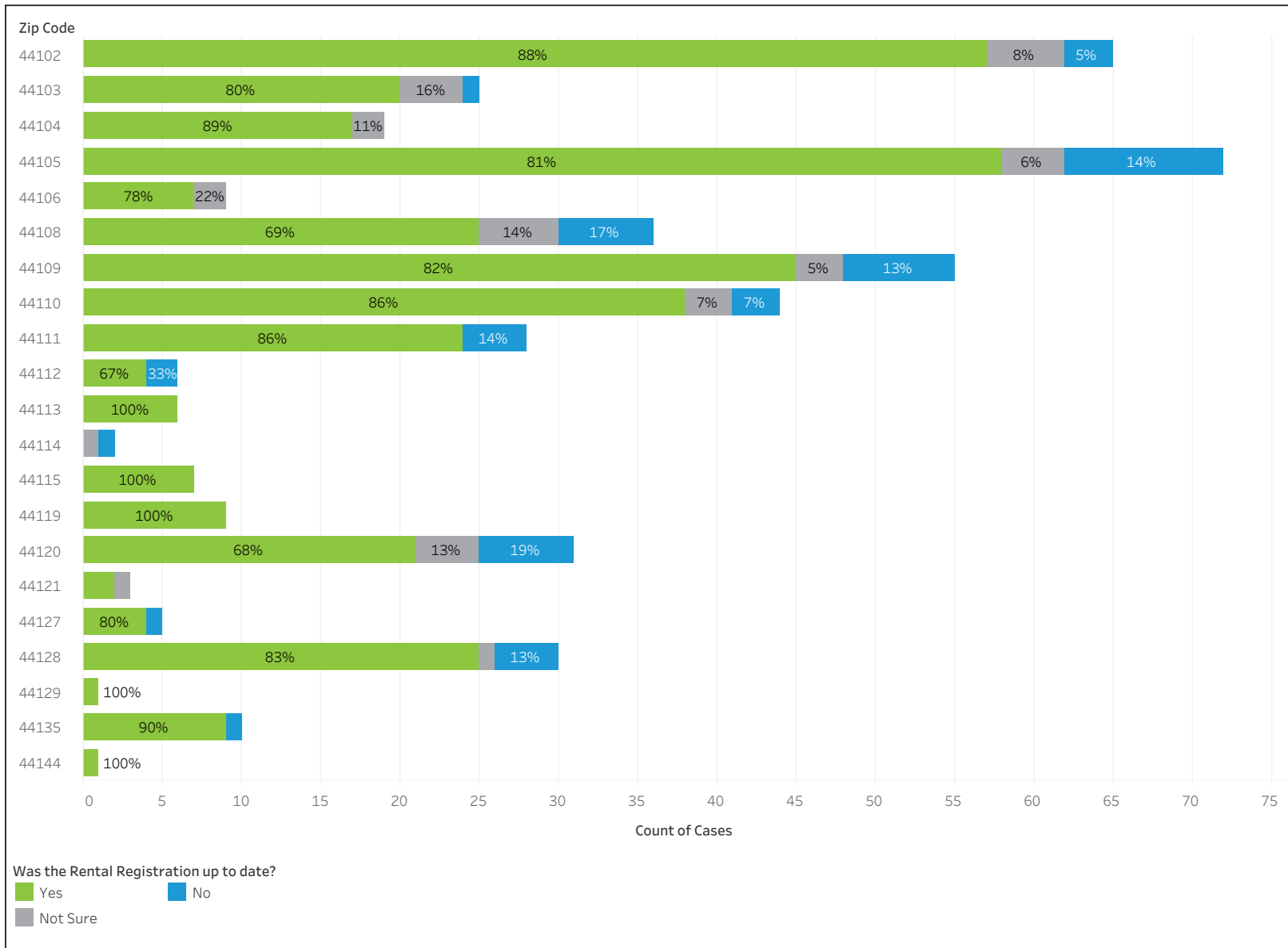
Month, Year of Intake Date	Multiple values
Disposition	All
Close Reason Description	All
Right to Counsel Case	RTC
PAI Case?	Multiple values
Gender	All
Race	All
Current Poverty Bracket	All
Zip Code	All
Occupants 18 and Over	All
Occupants Under 18	All

Have you ever had previous issues with management? & Do you want to stay in your rental unit



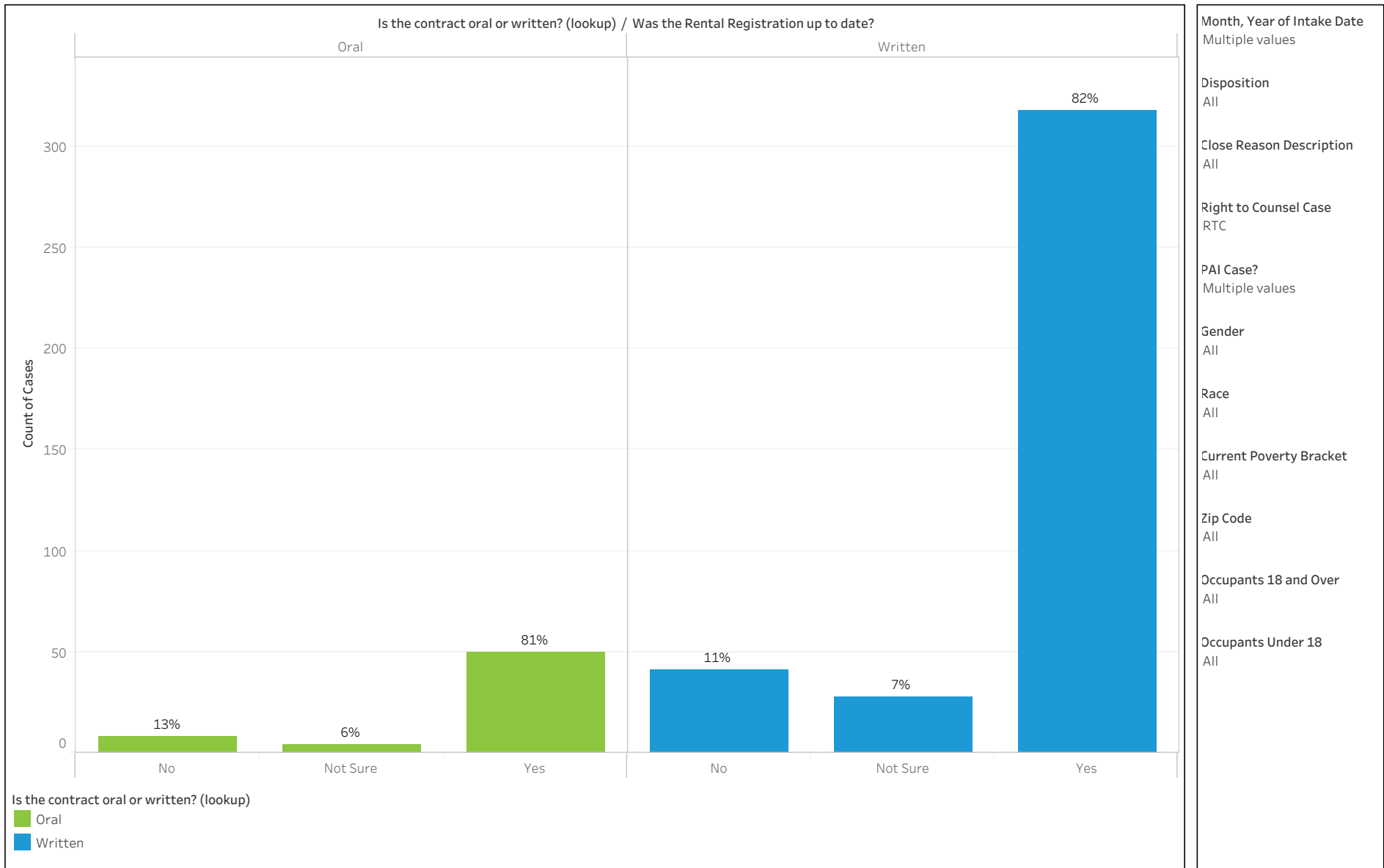
- Month, Year of Intake Date
Multiple values
- Disposition
All
- Close Reason Description
All
- Right to Counsel Case
RTC
- PAI Case?
Multiple values
- Gender
All
- Race
All
- Current Poverty Bracket
All
- Zip Code
All
- Occupants 18 and Over
All
- Occupants Under 18
All

Was the Rental Registration up to date?

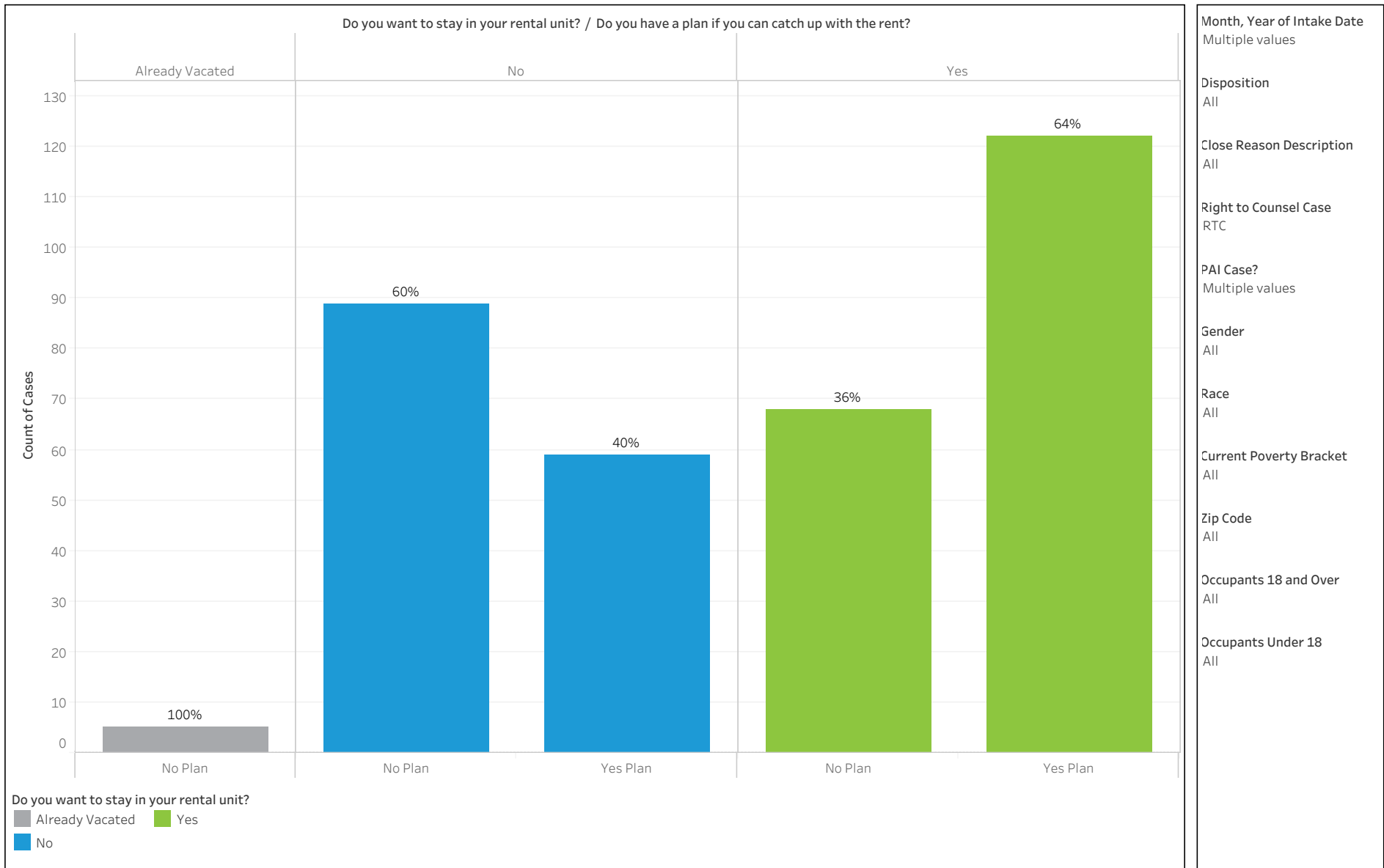


- Month, Year of Intake Date
Multiple values
- Disposition
All
- Close Reason Description
All
- Right to Counsel Case
RTC
- PAI Case?
Multiple values
- Gender
All
- Race
All
- Current Poverty Bracket
All
- Occupants 18 and Over
All
- Occupants Under 18
All

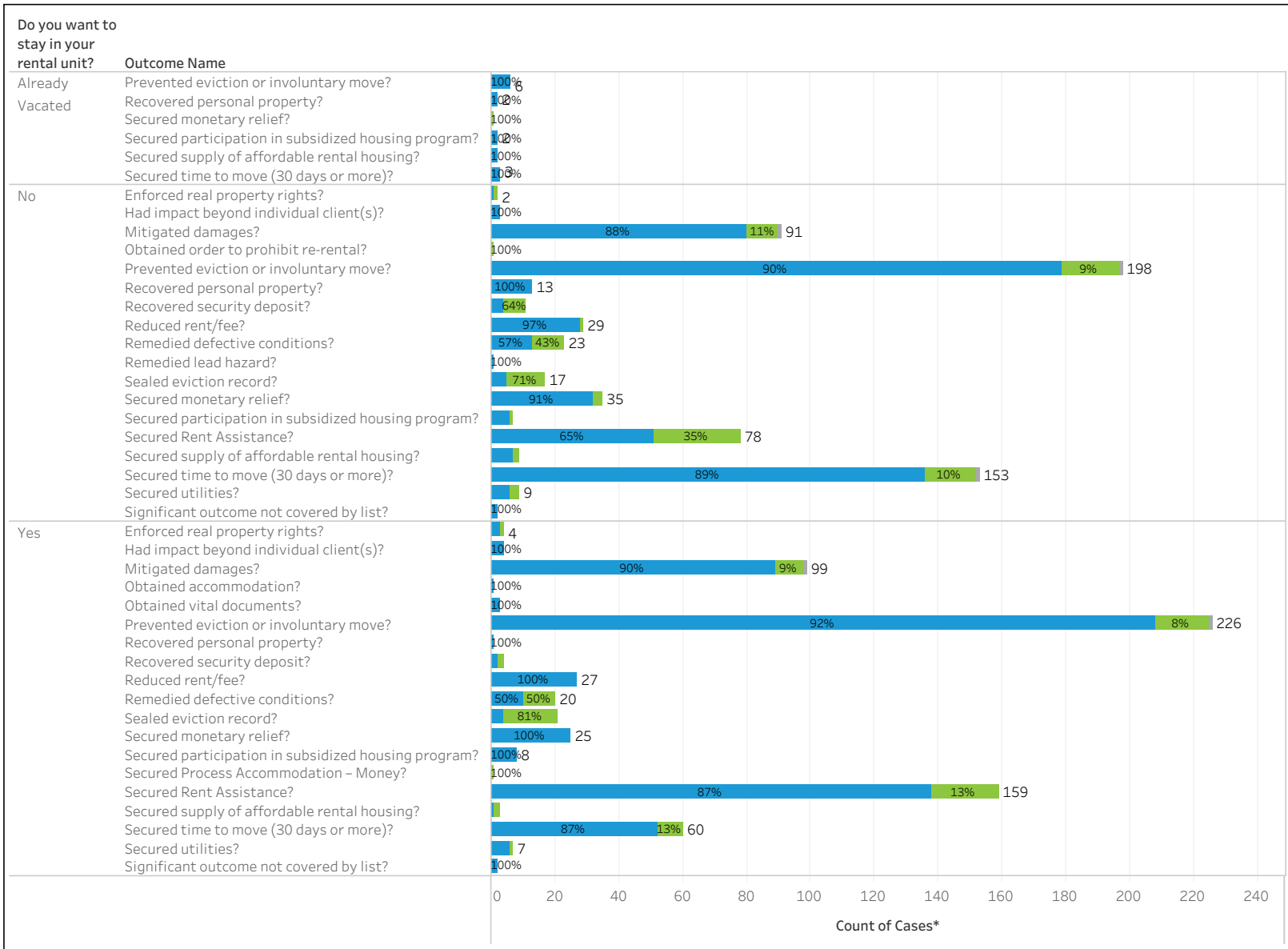
Is the contract oral or written? & Was the Rental Registration up to date?



Do you wish to stay in you rental unit? & Do you have a plan if you can catch up with the rent?

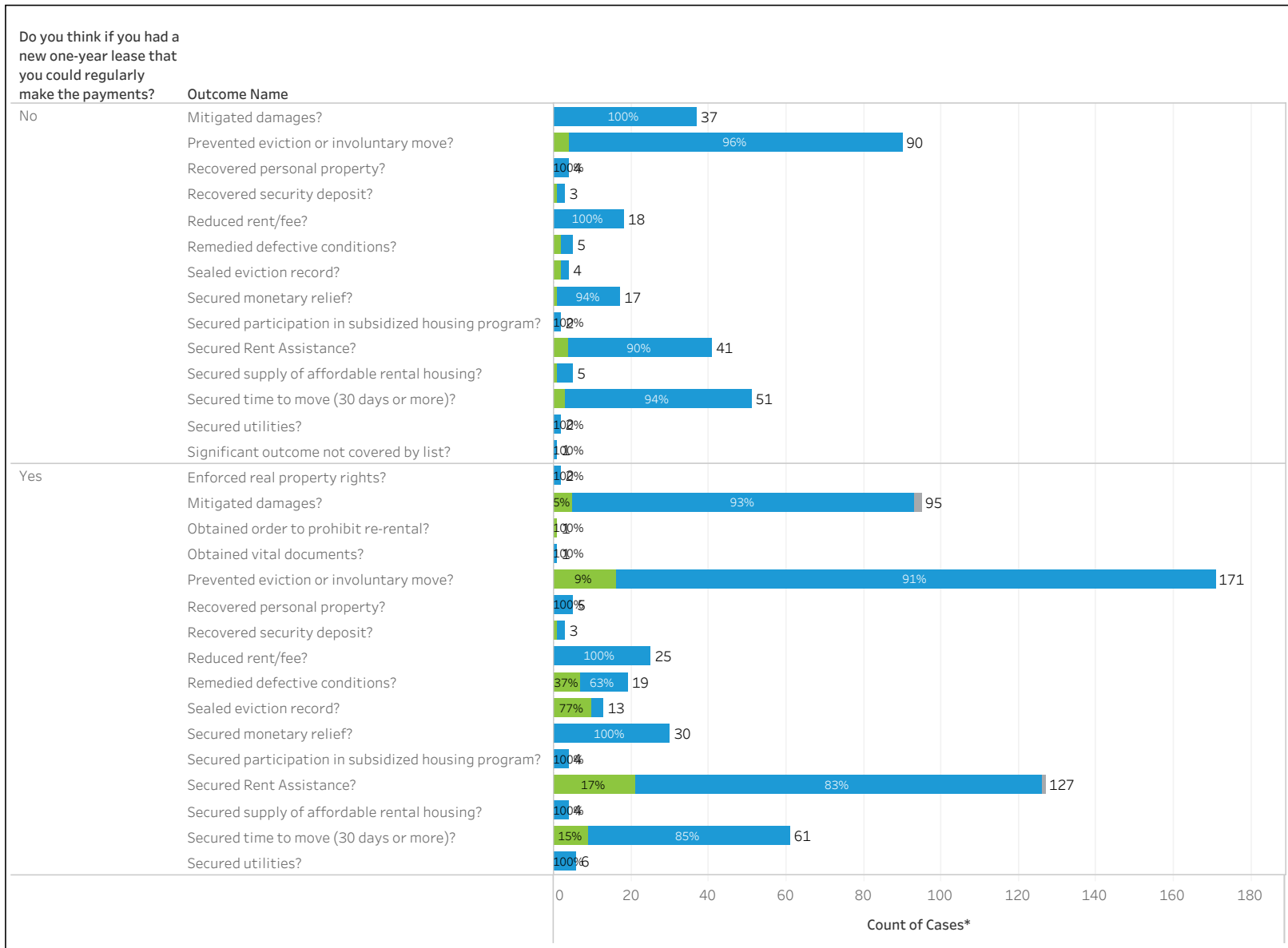


Do you want to stay in your rental unit? & Case Outcomes



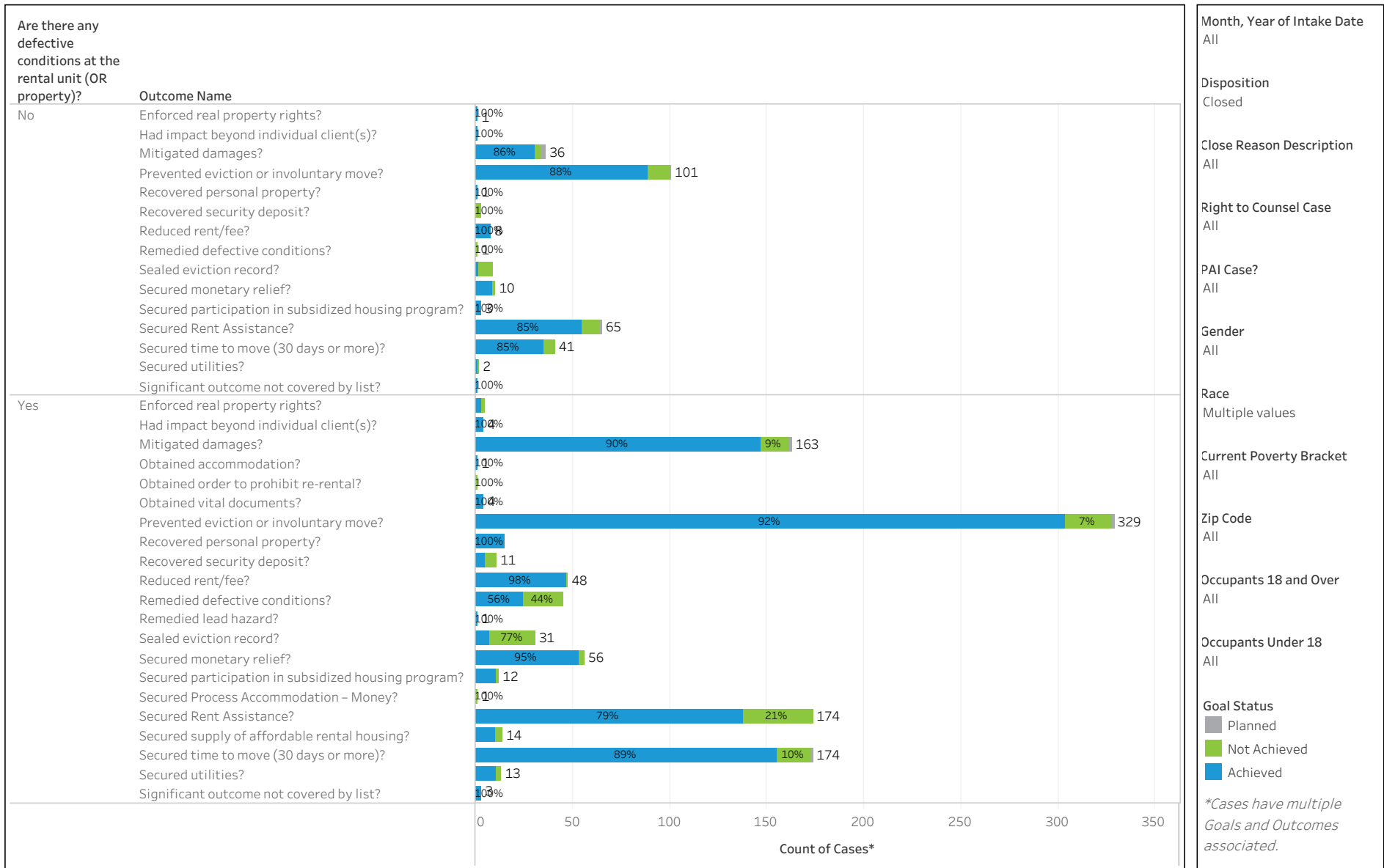
- Month, Year of Intake Date
All
 - Disposition
Closed
 - Close Reason Description
All
 - Right to Counsel Case
All
 - PAI Case?
All
 - Gender
All
 - Race
Multiple values
 - Current Poverty Bracket
All
 - Zip Code
All
 - Occupants 18 and Over
All
 - Occupants Under 18
All
 - Goal Status
 - Planned
 - Not Achieved
 - Achieved
- *Cases have multiple Goals and Outcomes associated.*

New One-Year Lease & Case Outcomes



- Month, Year of Intake Date
All
 - Disposition
Closed
 - Close Reason Description
All
 - Right to Counsel Case
All
 - PAI Case?
All
 - Gender
All
 - Race
Multiple values
 - Current Poverty Bracket
All
 - Zip Code
All
 - Occupants 18 and Over
All
 - Occupants Under 18
All
 - Goal Status
 - Planned
 - Achieved
 - Not Achieved
- *Cases have multiple Goals and Outcomes associated.*

Are there any defective conditions at the rental unit (OR property)? & Case Outcomes



Month, Year of Intake Date
All

Disposition
Closed

Close Reason Description
All

Right to Counsel Case
All

PAI Case?
All

Gender
All

Race
Multiple values

Current Poverty Bracket
All

Zip Code
All

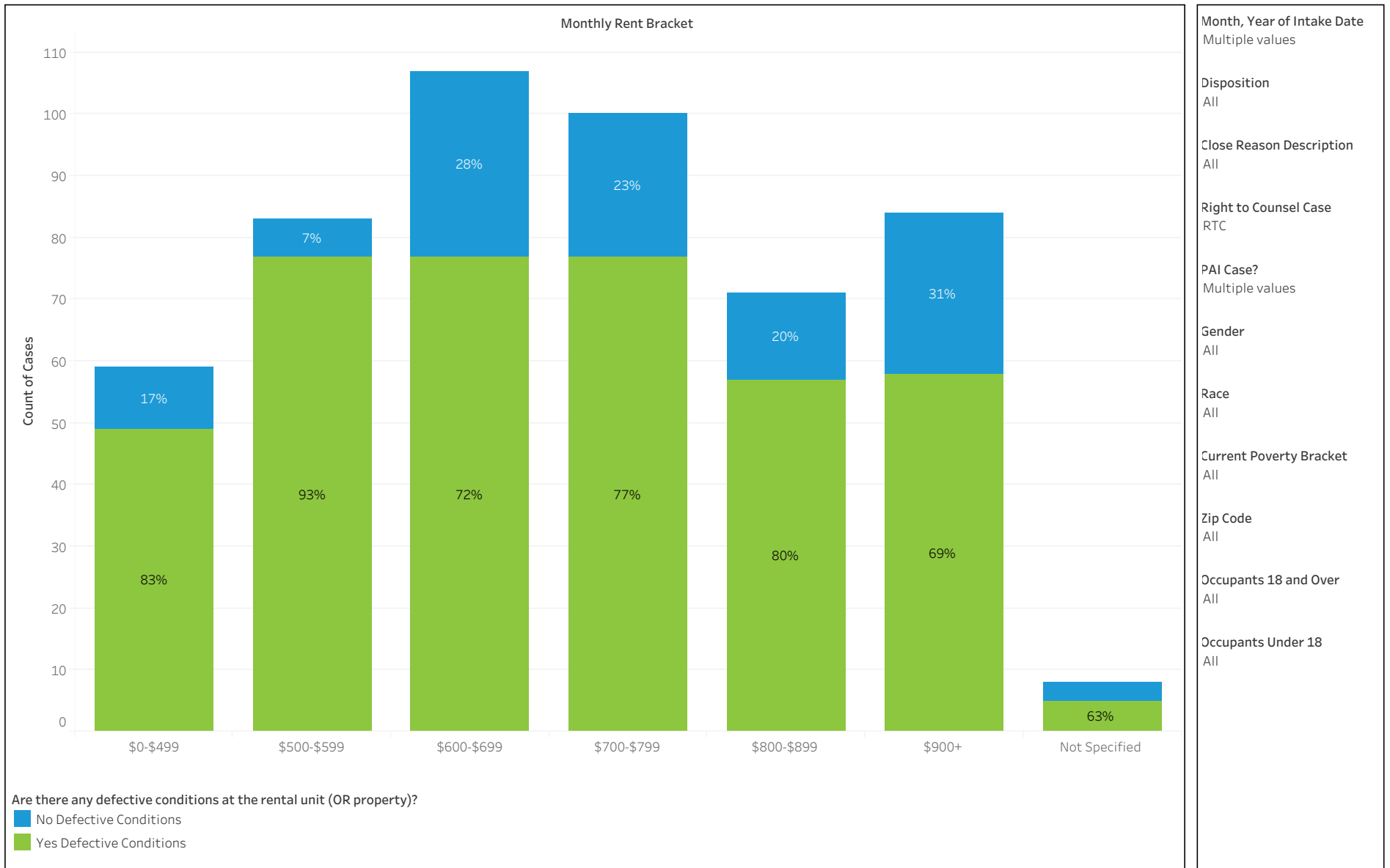
Occupants 18 and Over
All

Occupants Under 18
All

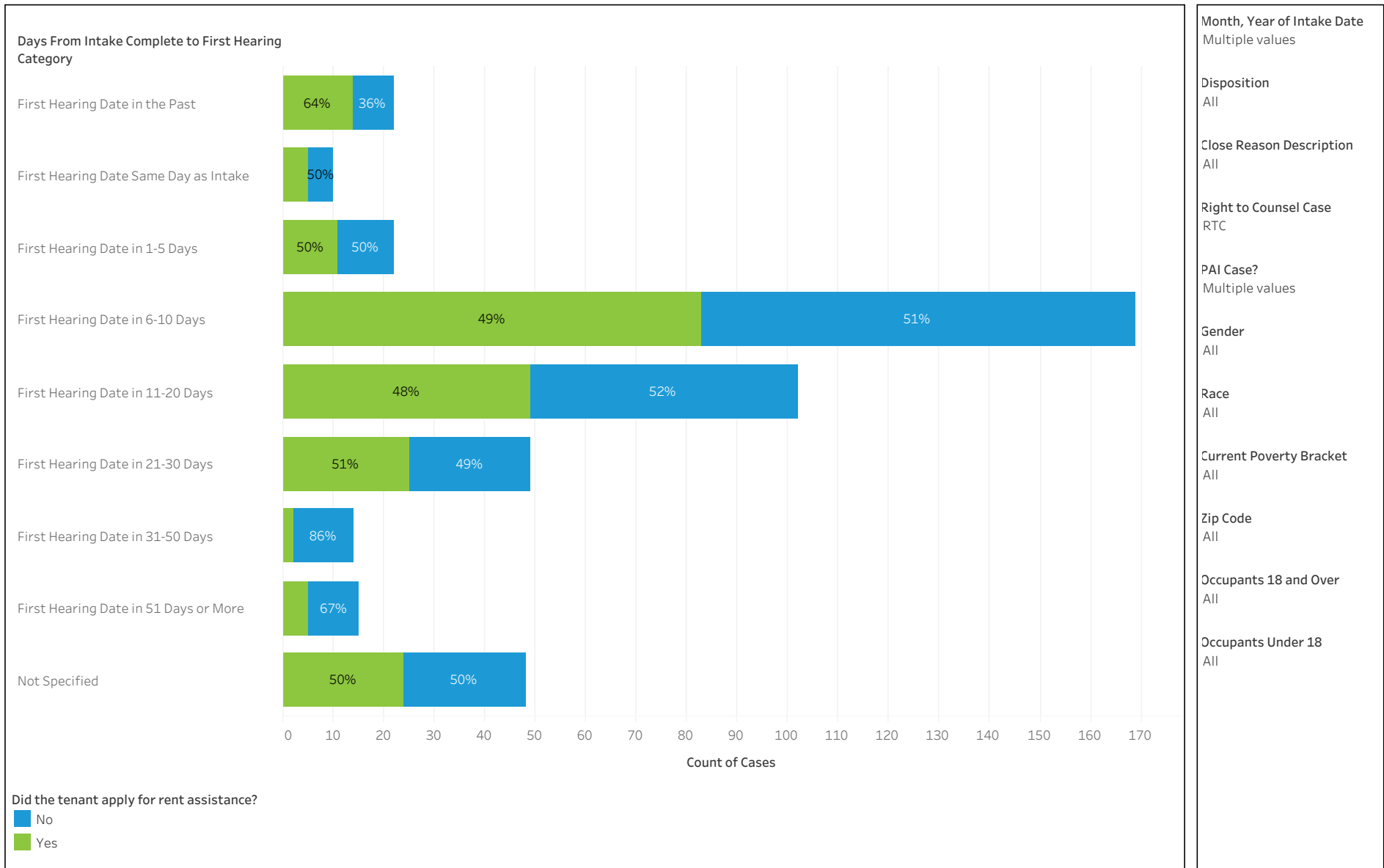
Goal Status
 Planned
 Not Achieved
 Achieved

**Cases have multiple Goals and Outcomes associated.*

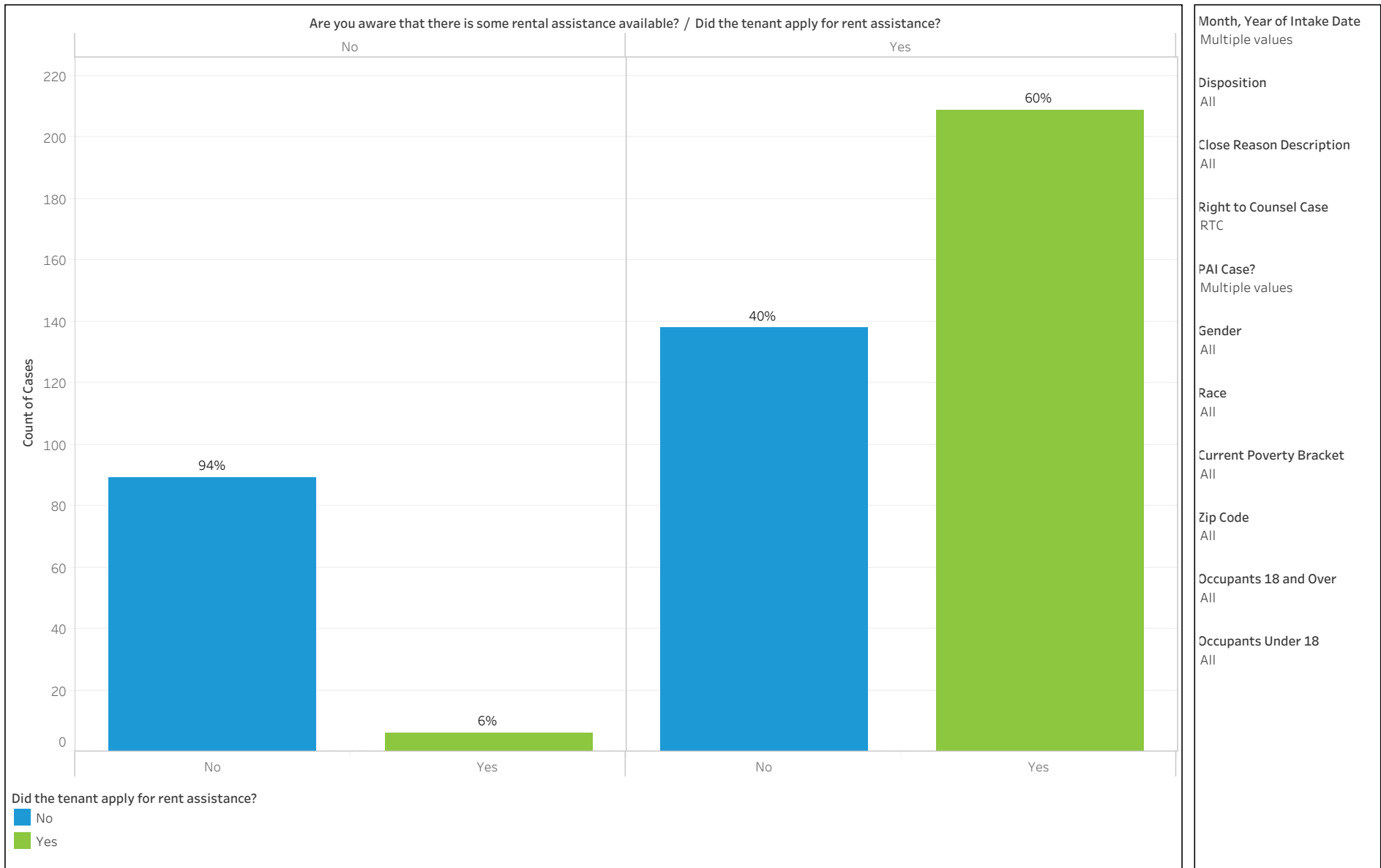
Are there any defective conditions at the rental unit (OR property)? & Rent Payment Amount



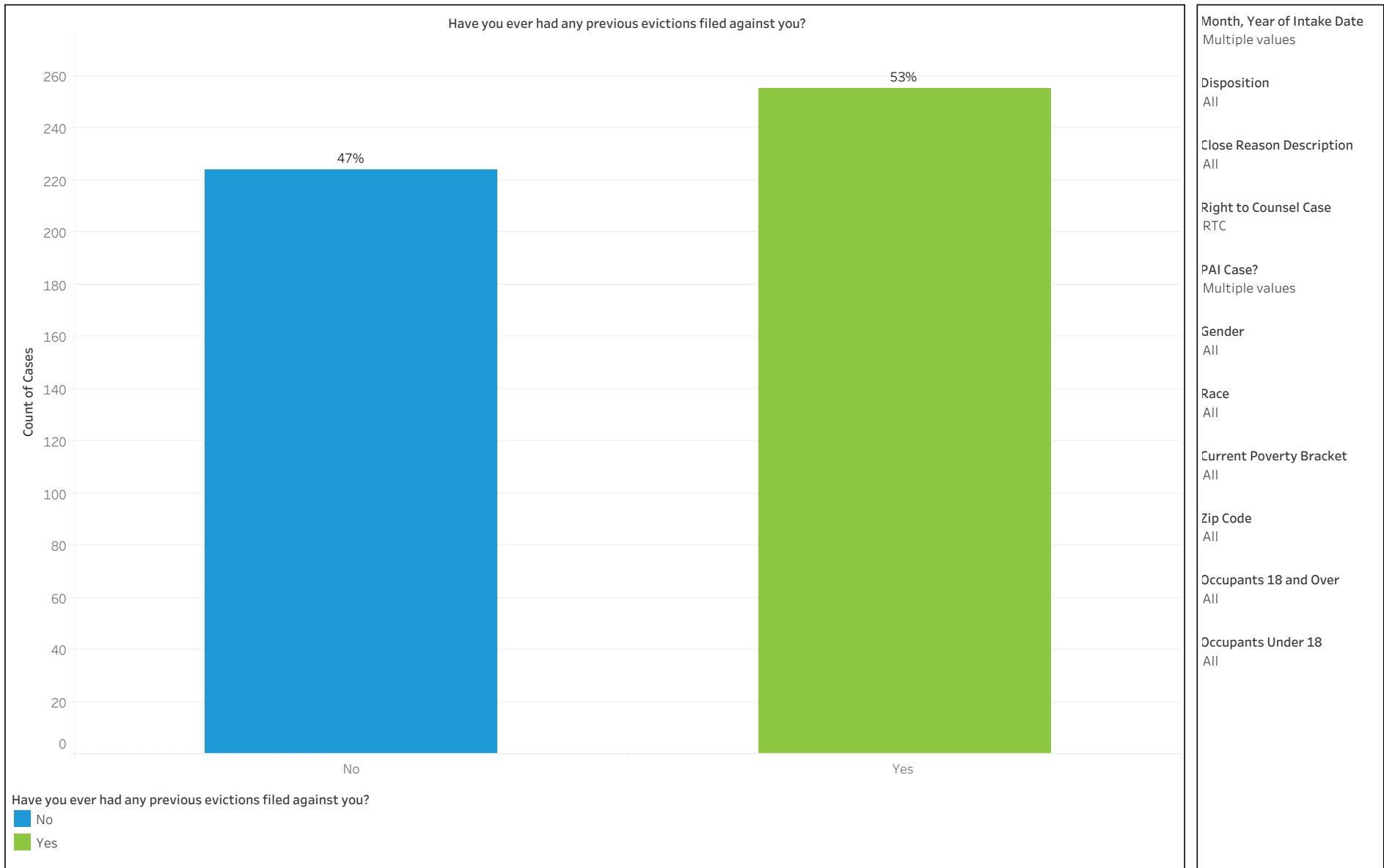
When is the first cause/FED hearing? & Did the tenant apply for rent assistance?



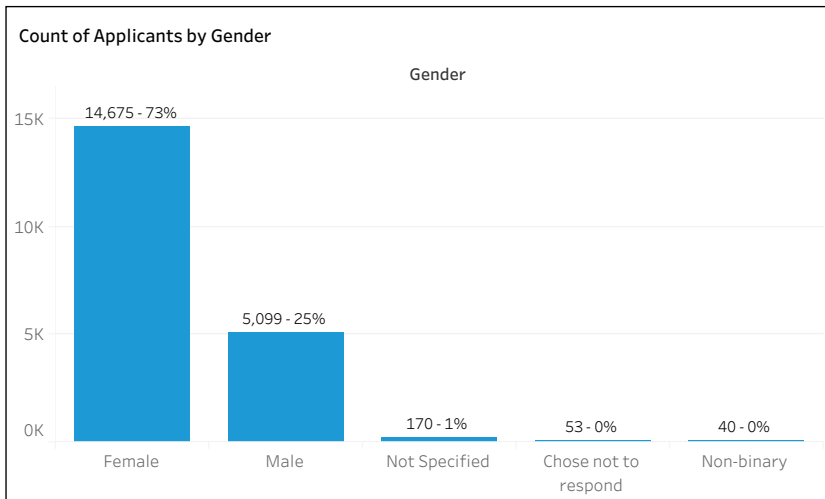
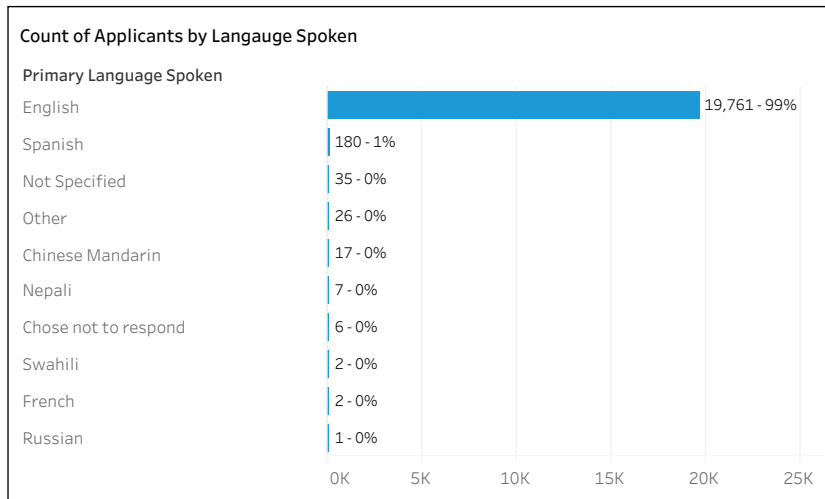
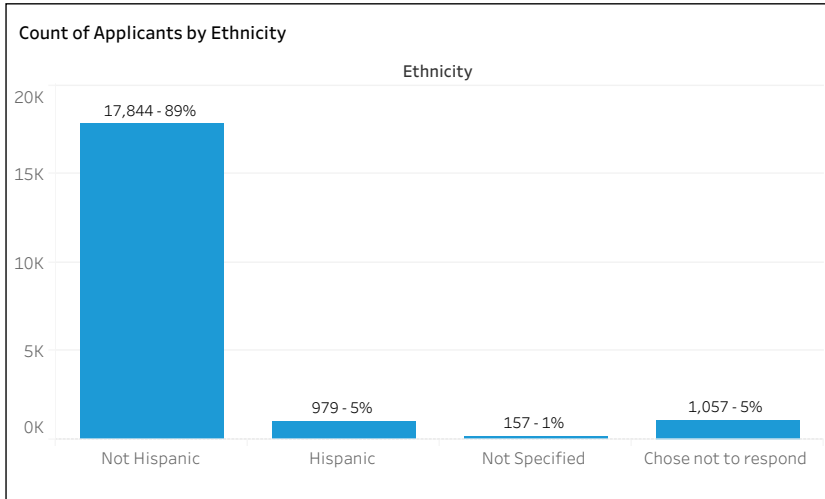
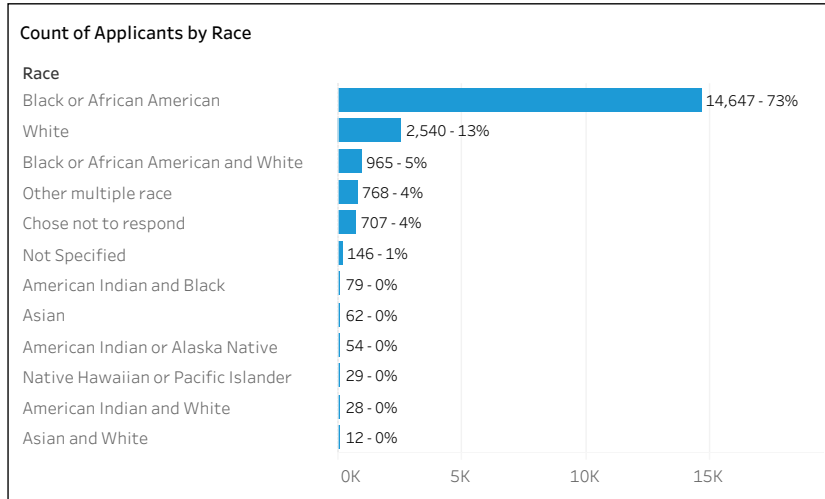
Are you aware that there is some rental assistance available? & Did the tenant apply for rent assistance?



Have you ever had any previous evictions filed against you?

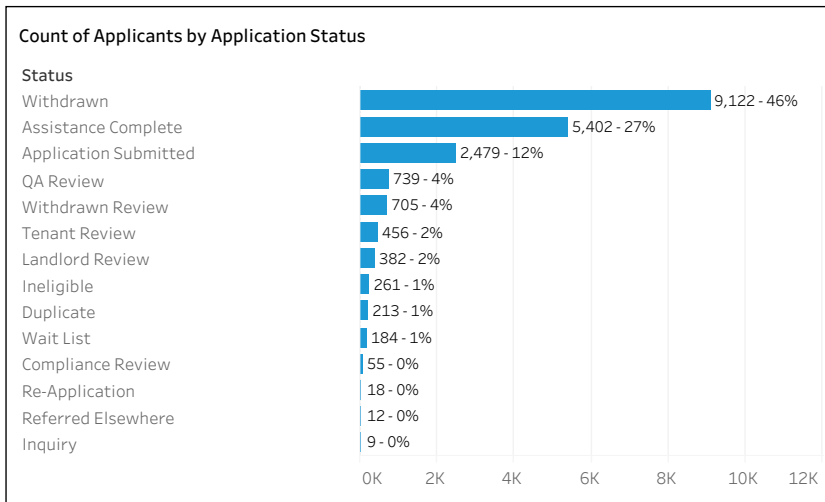
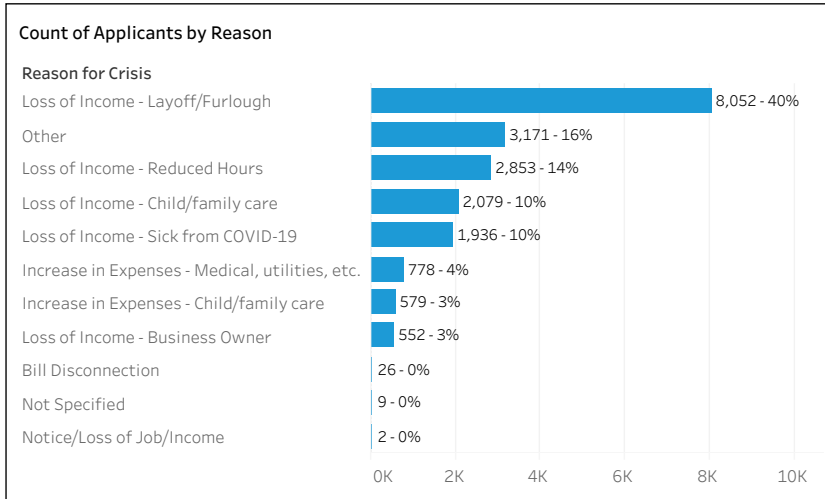
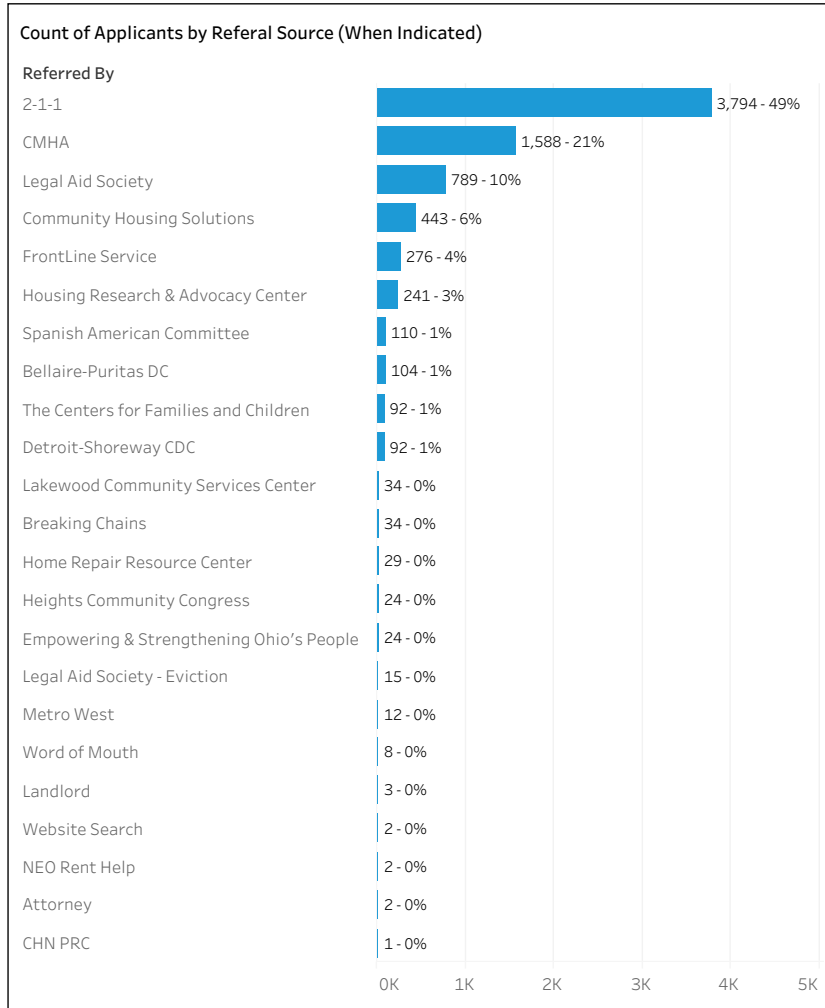


CHN Rent Assistance Data: Applicant Characteristics 1



- Initial Contact Date
1/1/2021 12:00:00 AM t..
and Null values
- Applicant City
All
- Applicant Zip Code
All
- Status
All
- Race
All
- Household Size
All
- Children in Household
All
- Annual Income (Eligibility) Range
All
- FPL% Range
All
- Years In Applicant Home Range
All

CHN Rent Assistance Data: Applicant Characteristics 2



Initial Contact Date
1/1/2021 12:00:00 AM t.. and Null values

Applicant City
All

Applicant Zip Code
All

Status
All

Race
All

Household Size
All

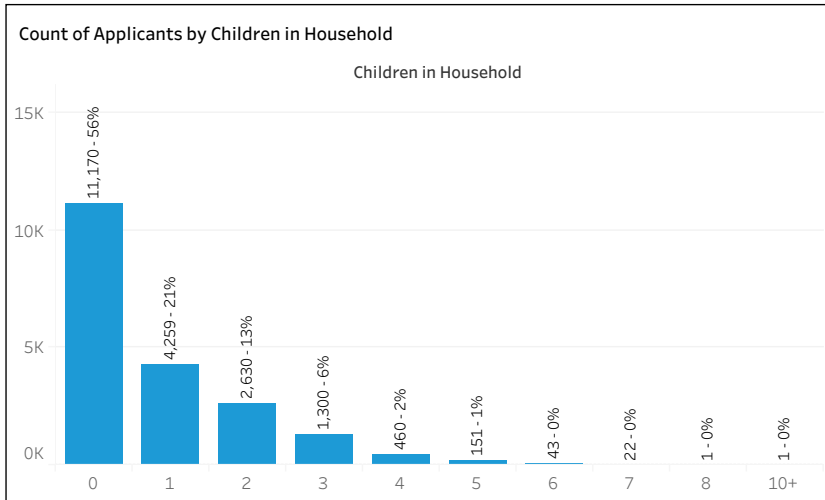
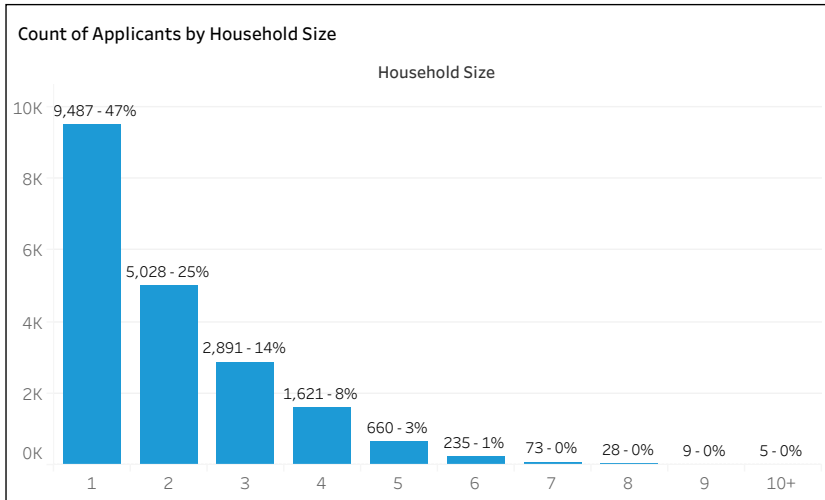
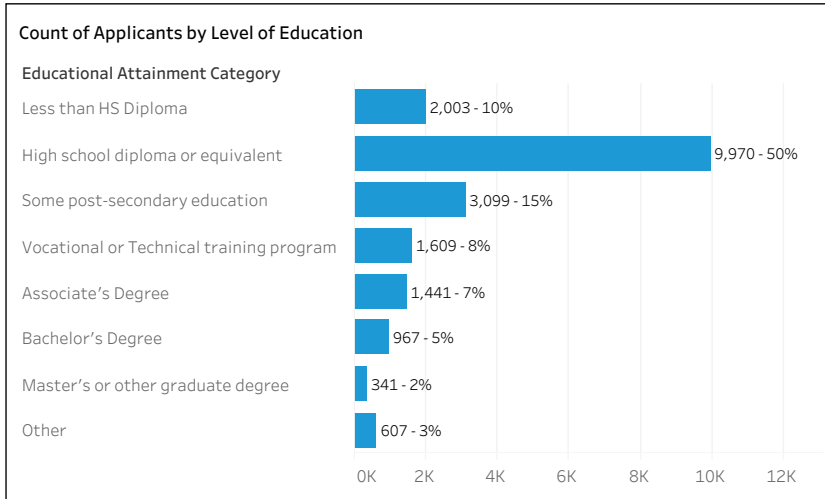
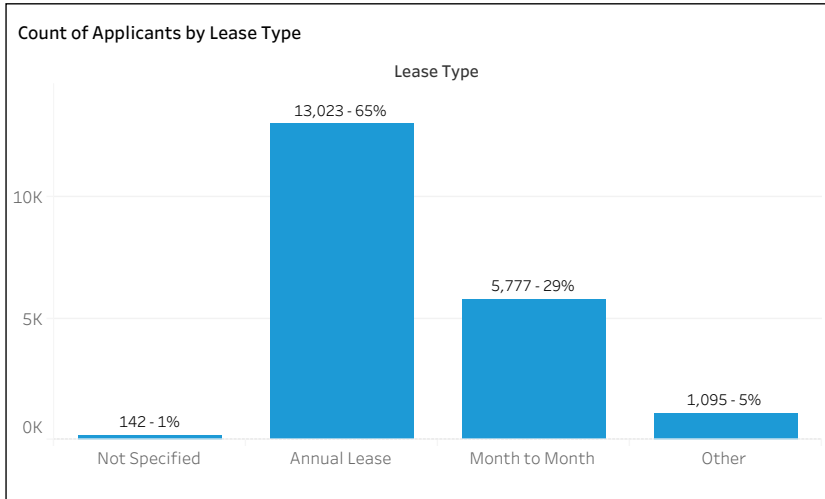
Children in Household
All

Annual Income (Eligibility) Range
All

FPL% Range
All

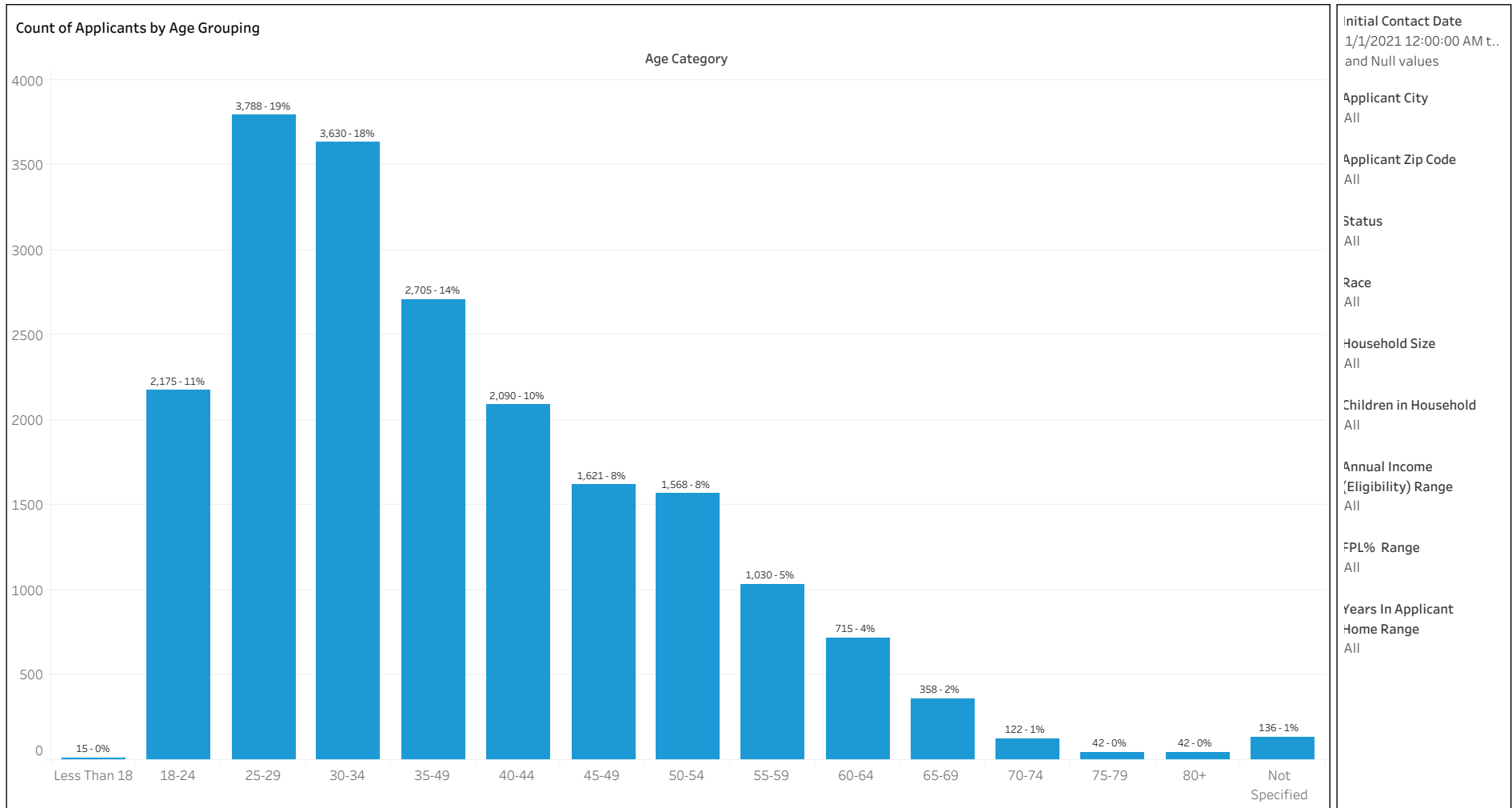
Years In Applicant Home Range
All

CHN Rent Assistance Data: Applicant Characteristics 3

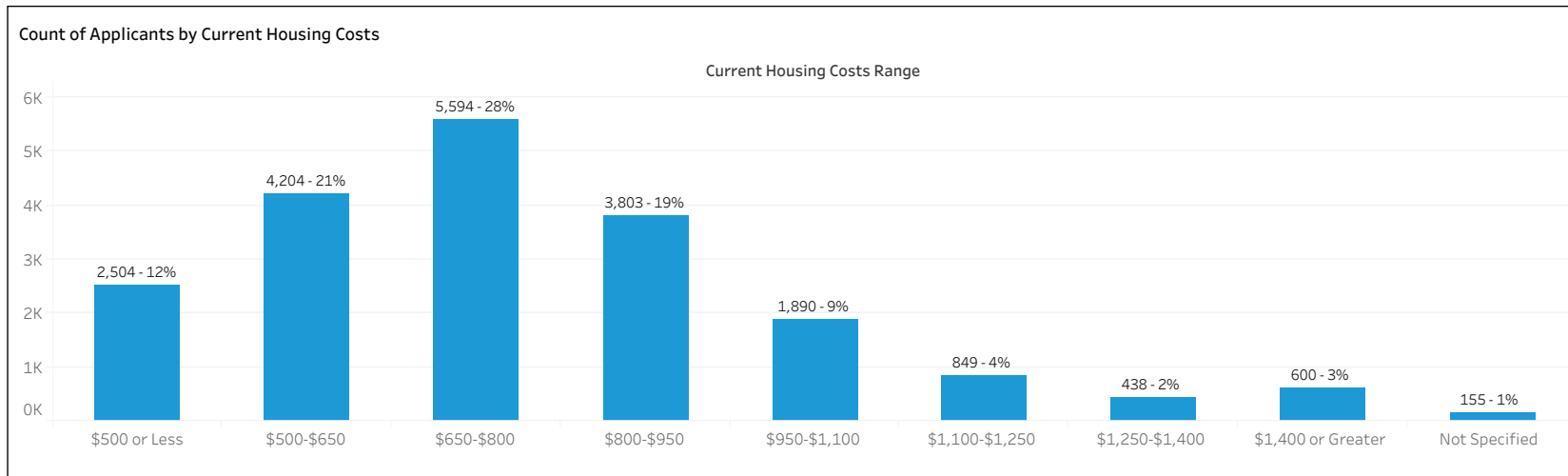
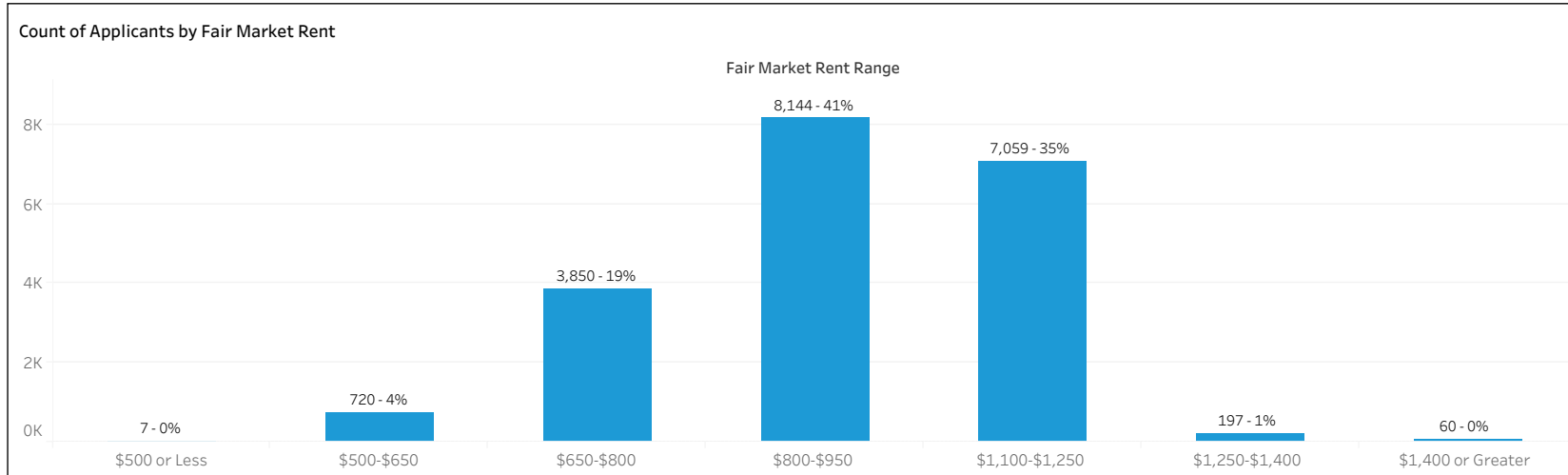


- Initial Contact Date
1/1/2021 12:00:00 AM t..
and Null values
- Applicant City
All
- Applicant Zip Code
All
- Status
All
- Race
All
- Household Size
All
- Children in Household
All
- Annual Income
(Eligibility) Range
All
- FPL% Range
All
- Years In Applicant
Home Range
All

CHN Rent Assistance Data: Applicant Age



CHN Rent Assistance Data: Fair Market Rent and Housing Costs



Initial Contact Date
1/1/2021 12:00:00 AM t..
and Null values

Applicant City
All

Applicant Zip Code
All

Status
All

Race
All

Household Size
All

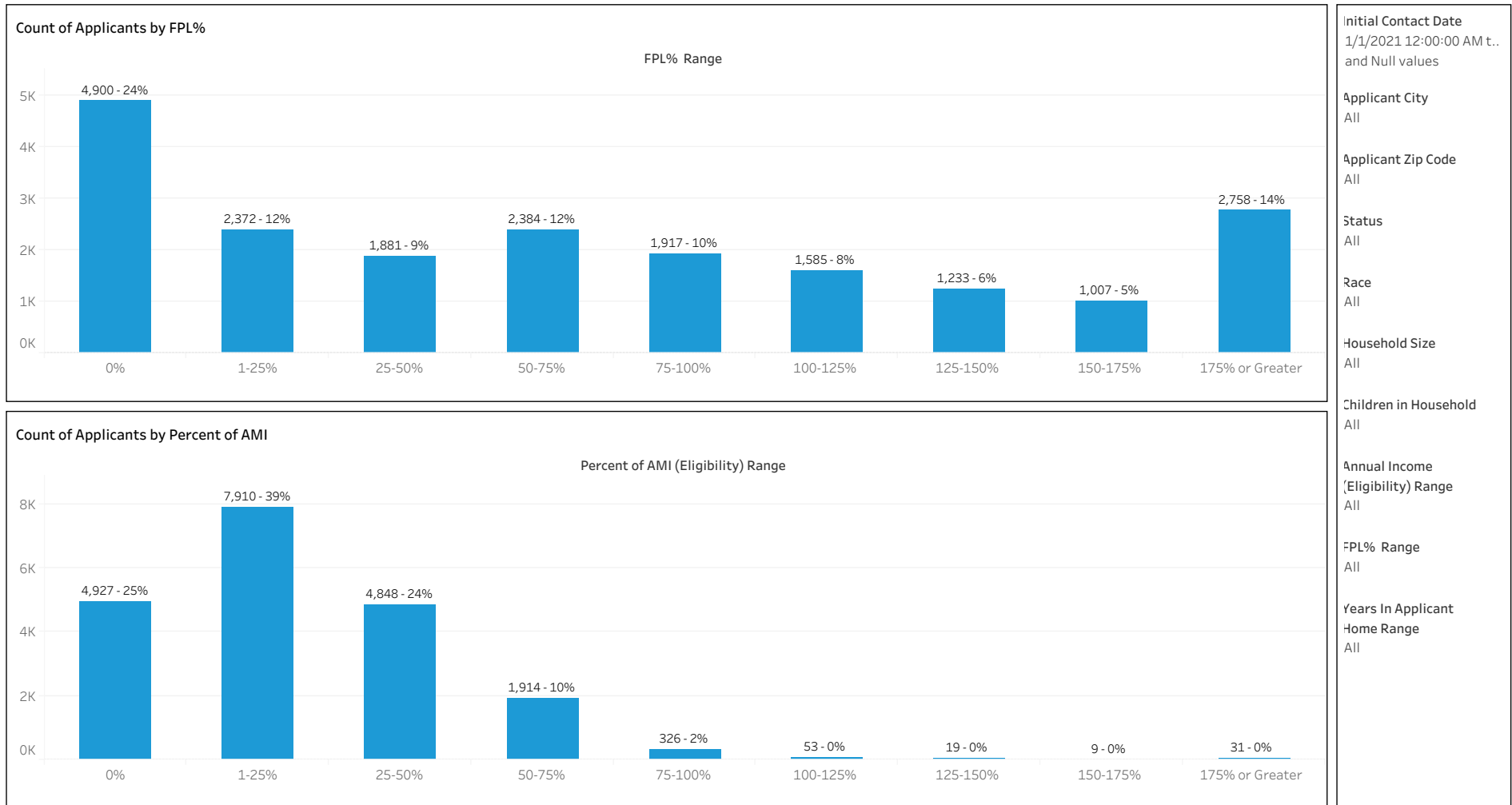
Children in Household
All

Annual Income
(Eligibility) Range
All

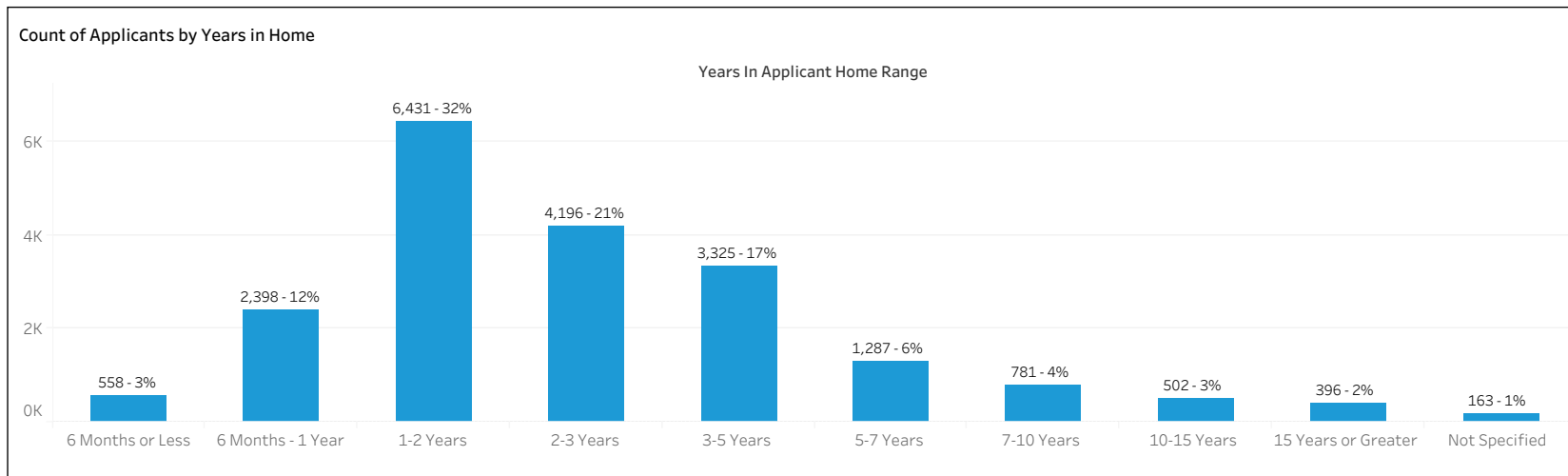
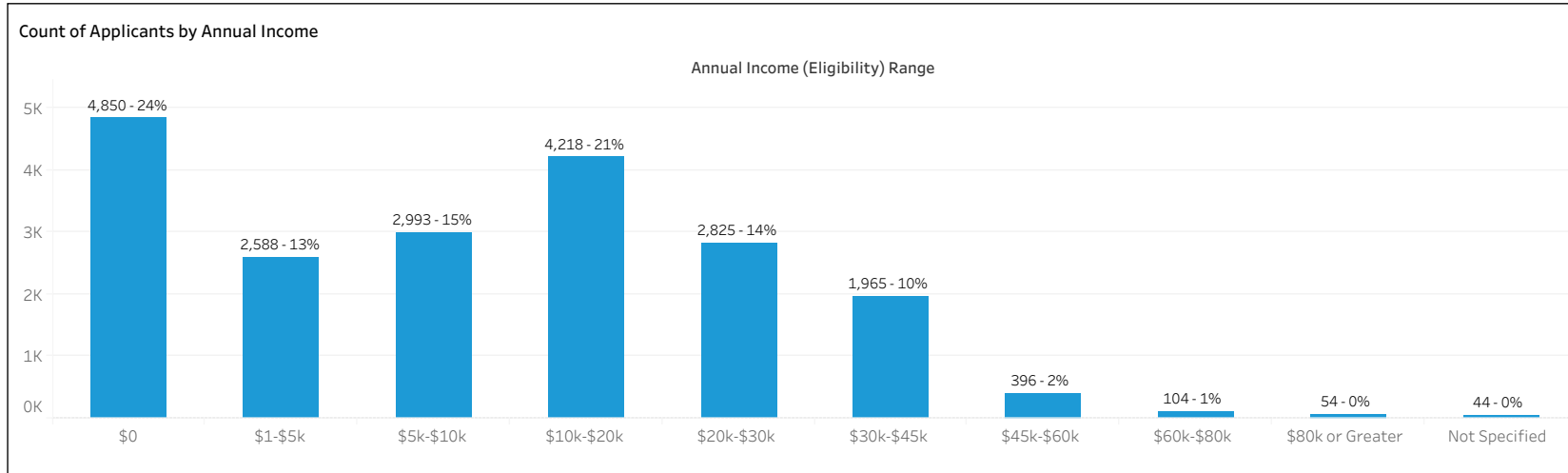
FPL% Range
All

Years In Applicant
Home Range
All

CHN Rent Assistance Data: FPL Percent and Percent of AMI

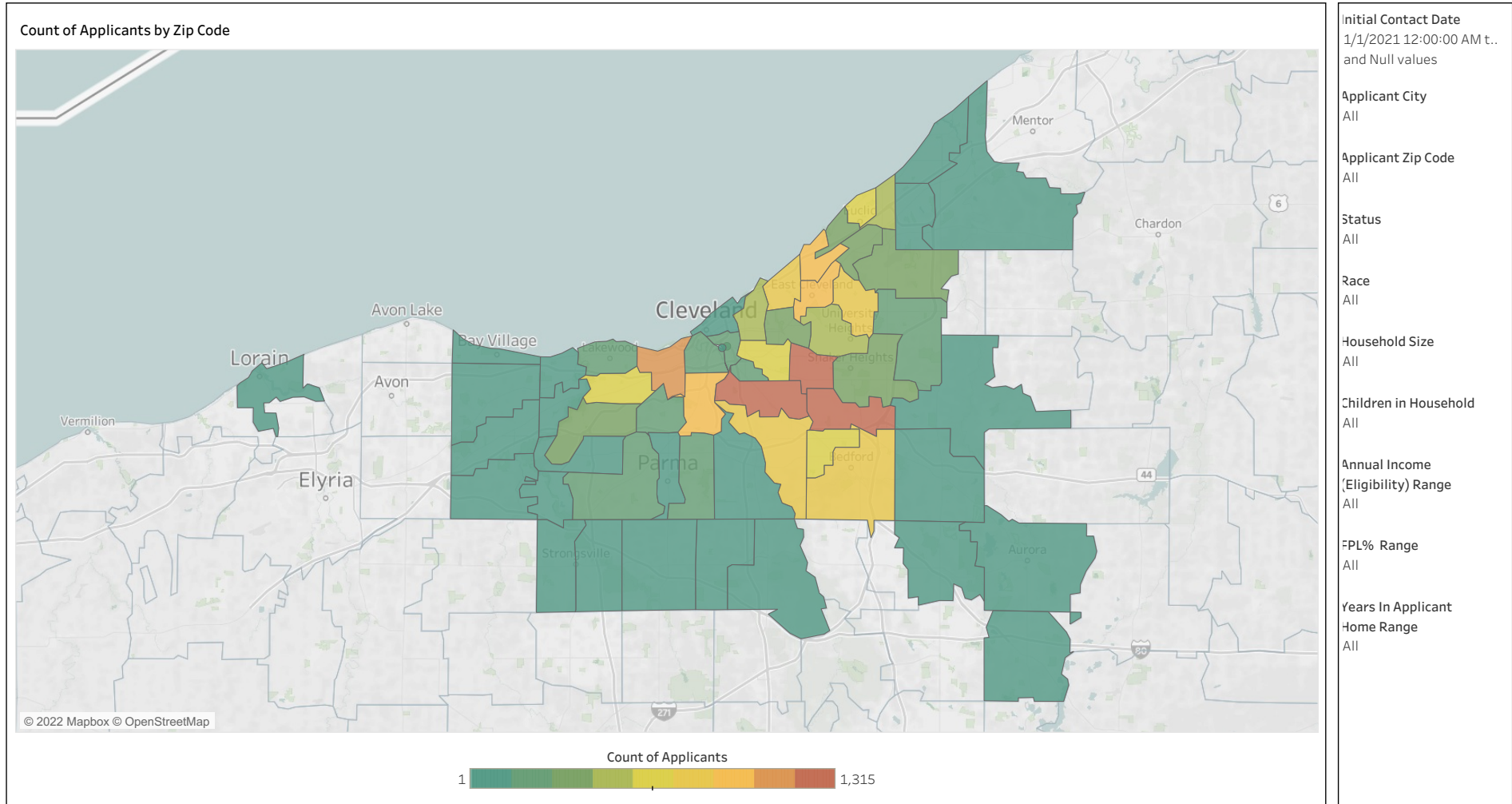


CHN Rent Assistance Data: Annual Income and Years in Home

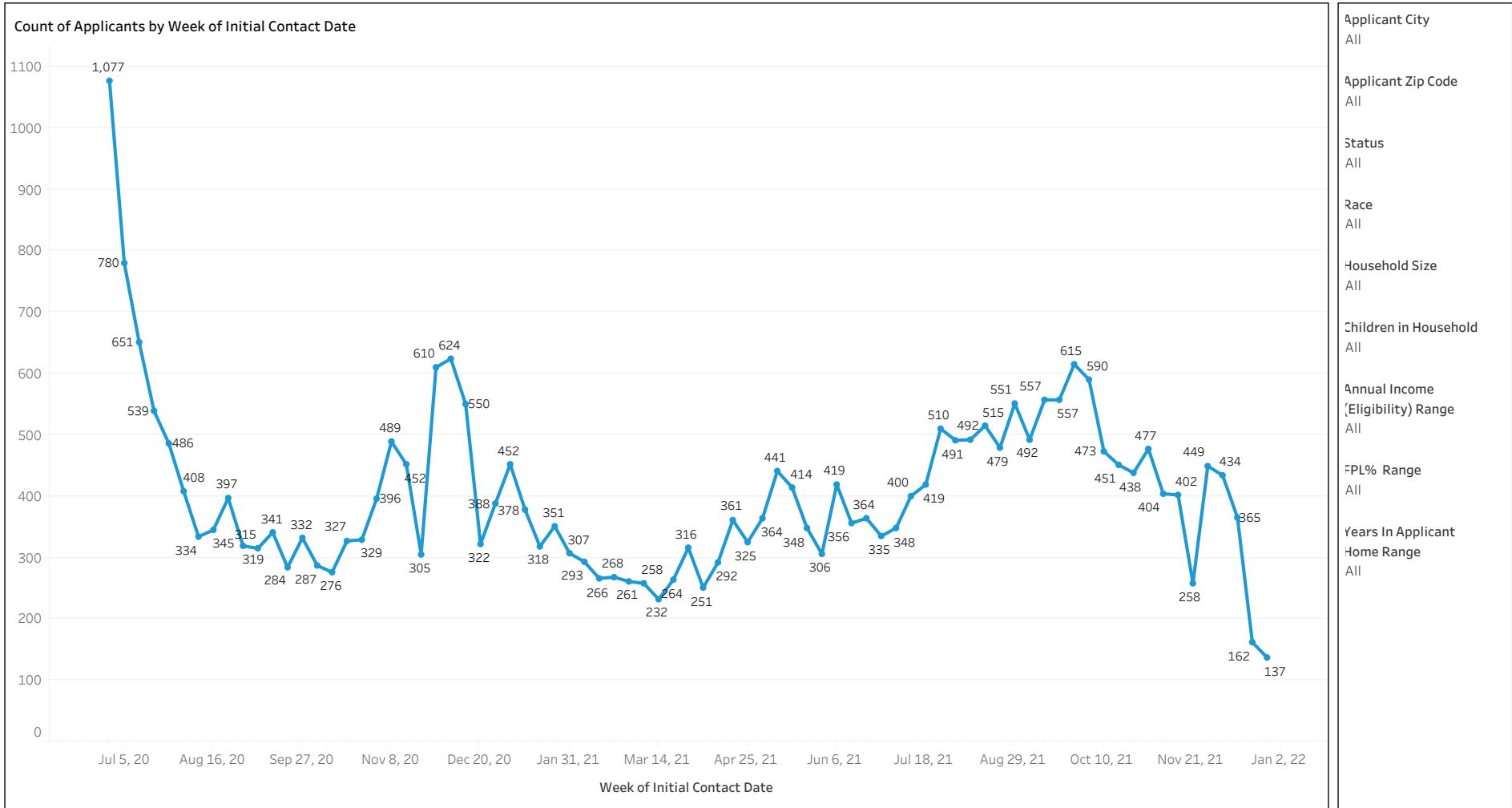


- Initial Contact Date
1/1/2021 12:00:00 AM t..
and Null values
- Applicant City
All
- Applicant Zip Code
All
- Status
All
- Race
All
- Household Size
All
- Children in Household
All
- Annual Income (Eligibility) Range
All
- FPL% Range
All
- Years In Applicant Home Range
All

CHN Rent Assistance Data: Cleveland Map

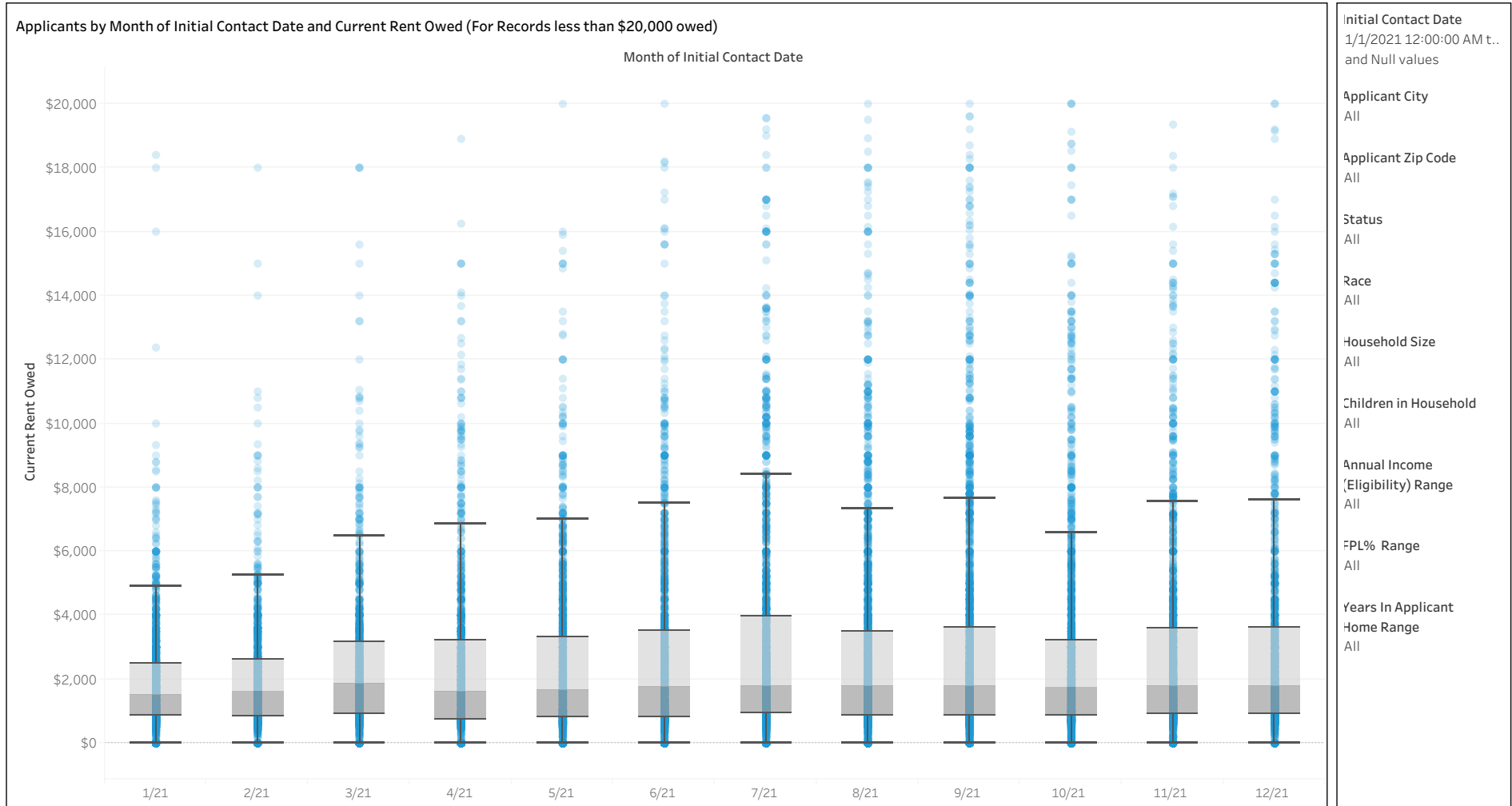


CHN Rent Assistance Data: Initial Contact Trend

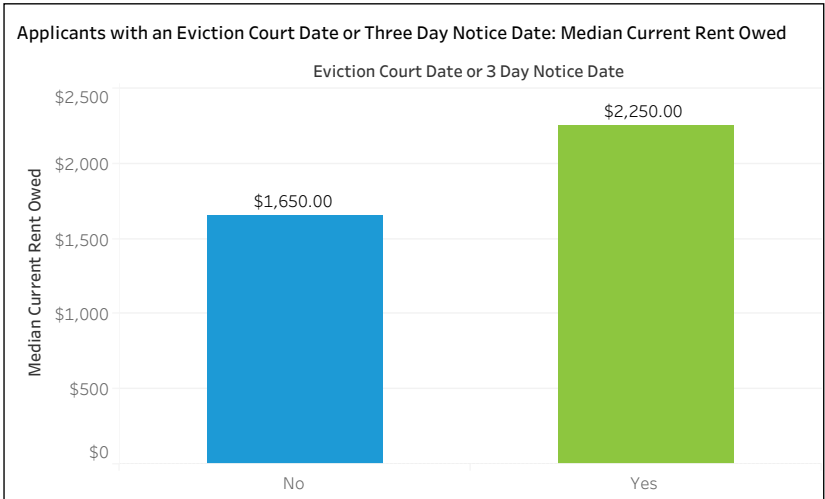
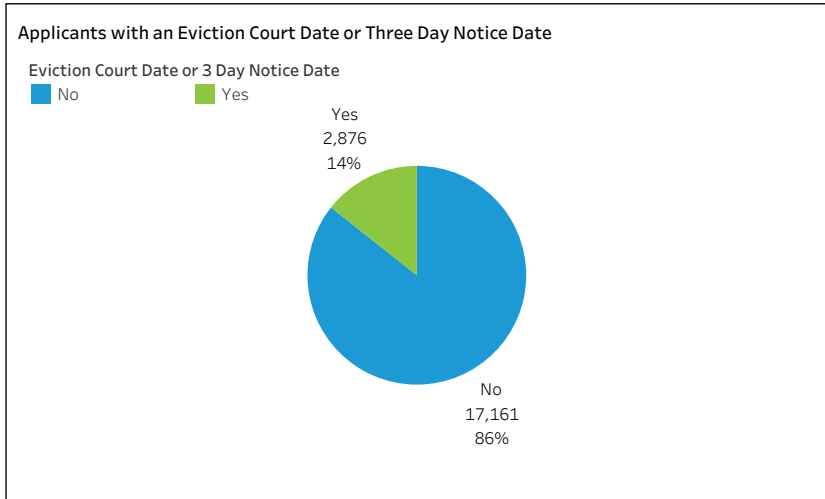


Applicant City	All
Applicant Zip Code	All
Status	All
Race	All
Household Size	All
Children in Household	All
Annual Income (Eligibility) Range	All
FPL% Range	All
Years In Applicant Home Range	All

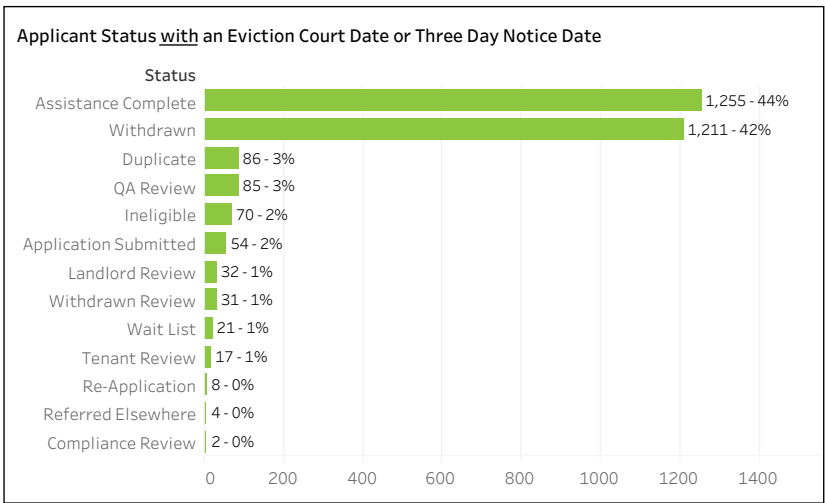
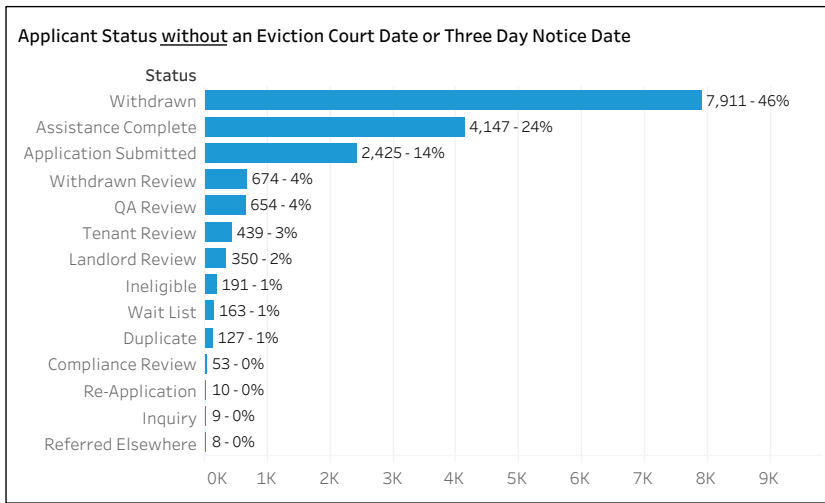
CHN Rent Assistance Data: Current Rent Owed and Initial Contact Date



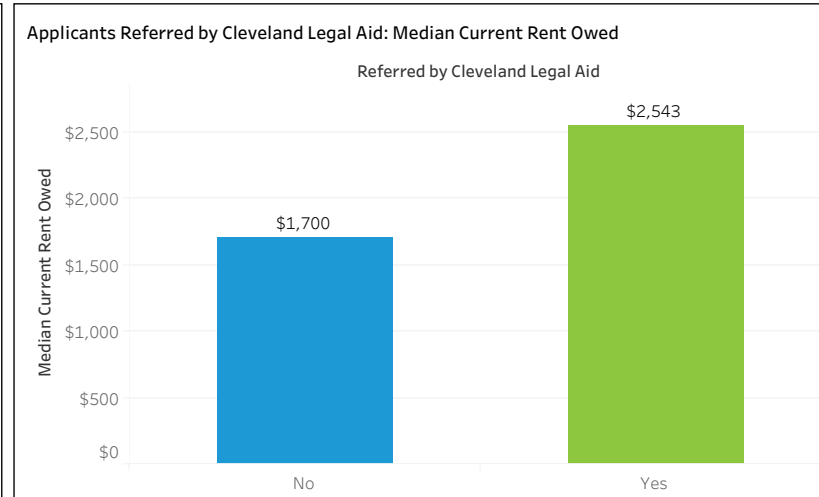
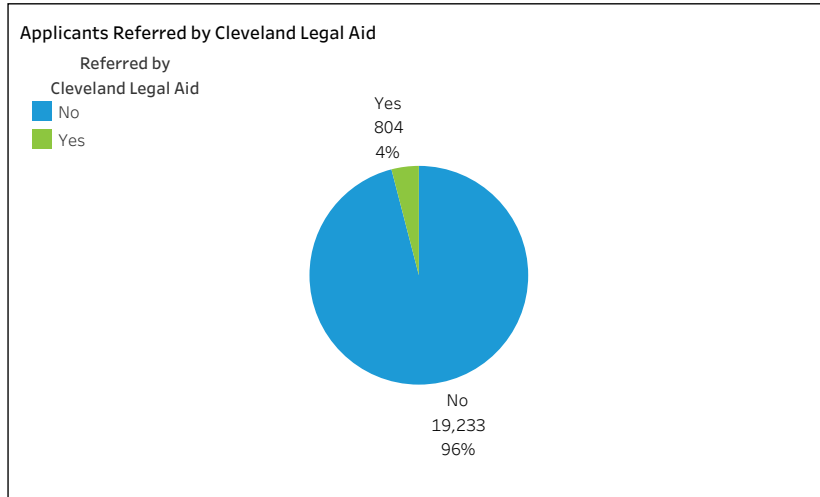
CHN Rent Assistance Data: Eviction Court Date and Three Day Notice Date



- Initial Contact Date
1/1/2021 12:00:00 AM t.. and Null values
- Applicant City
All
- Applicant Zip Code
All
- Status
All
- Referred by Cleveland Le..
All
- Race
All
- Household Size
All
- Children in Household
All
- Annual Income (Eligibility) Range
All
- FPL% Range
All
- Years In Applicant Home Range
All



CHN Rent Assistance Data: Referred by Cleveland Legal Aid



Initial Contact Date
1/1/2021 12:00:00 AM t... and Null values

Applicant City
All

Applicant Zip Code
All

Status
All

Eviction Court Date or 3 Day Notice Date
All

Race
All

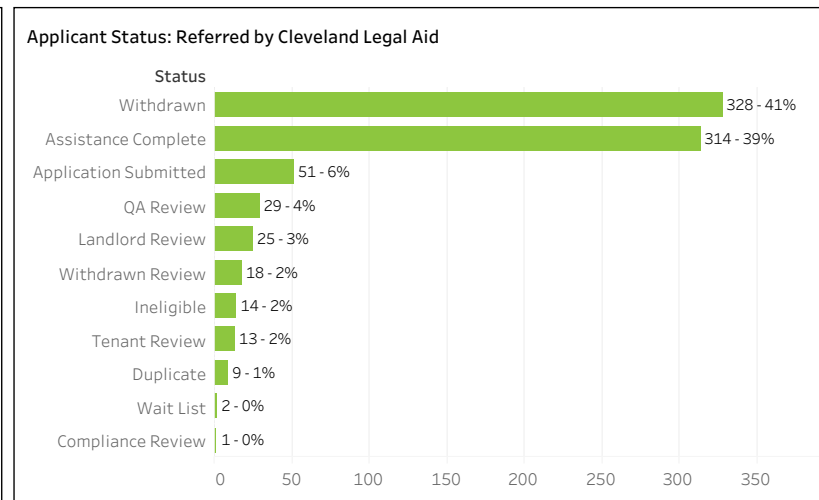
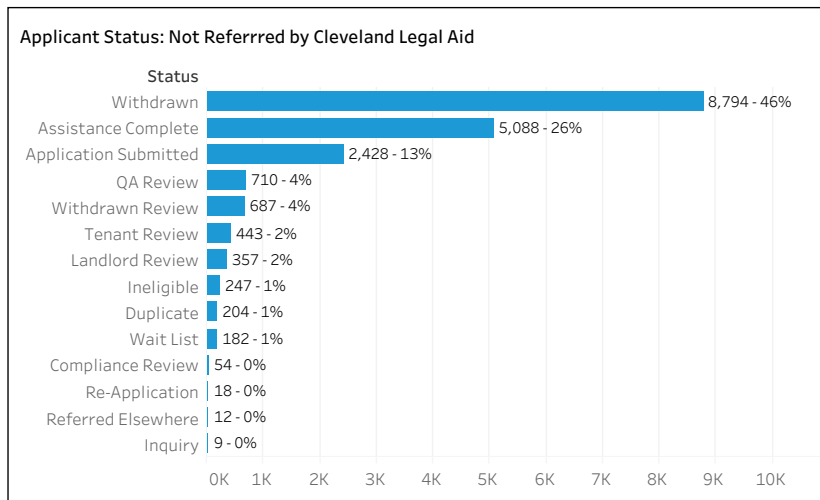
Household Size
All

Children in Household
All

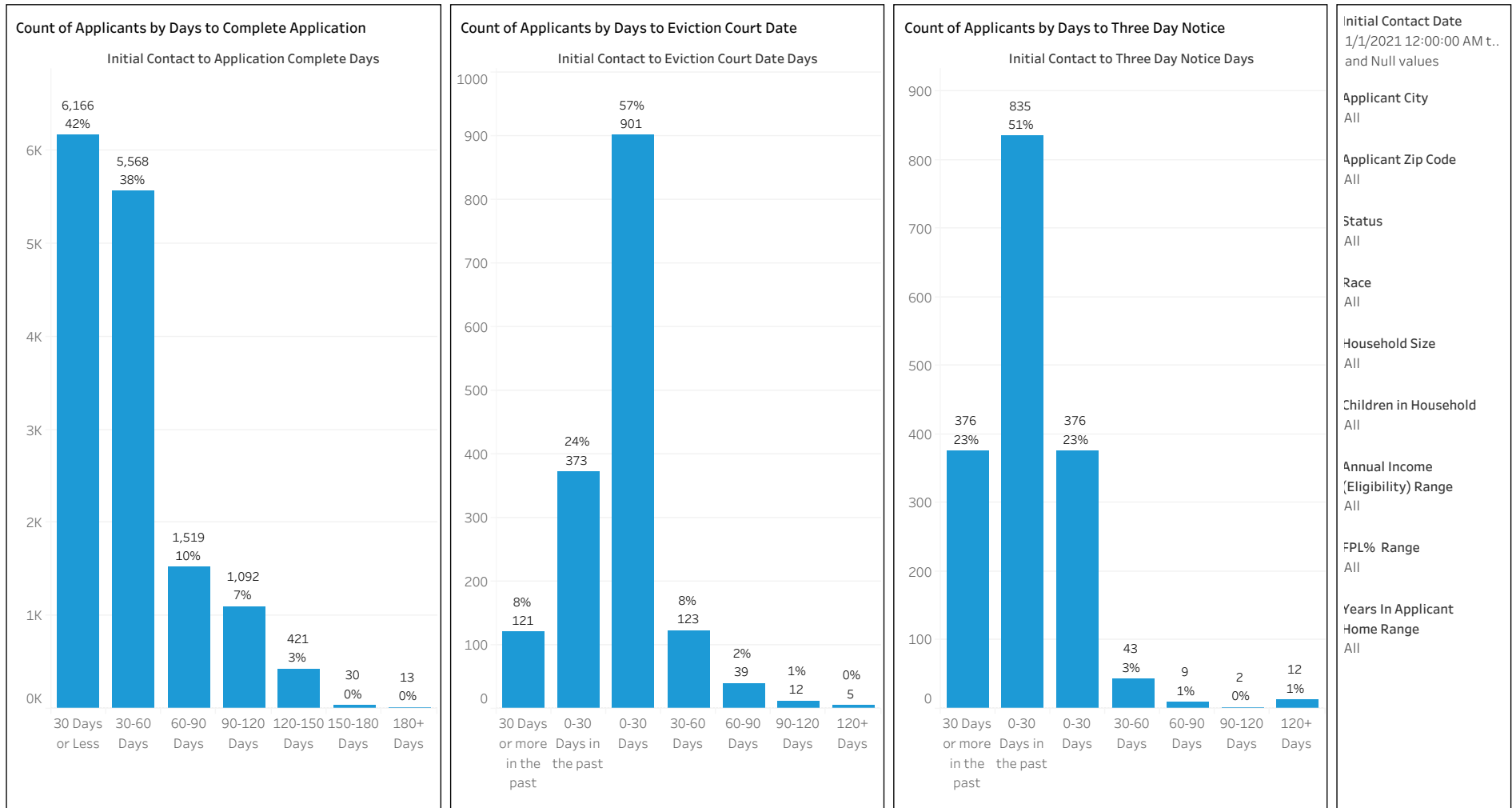
Annual Income (Eligibility) Range
All

FPL% Range
All

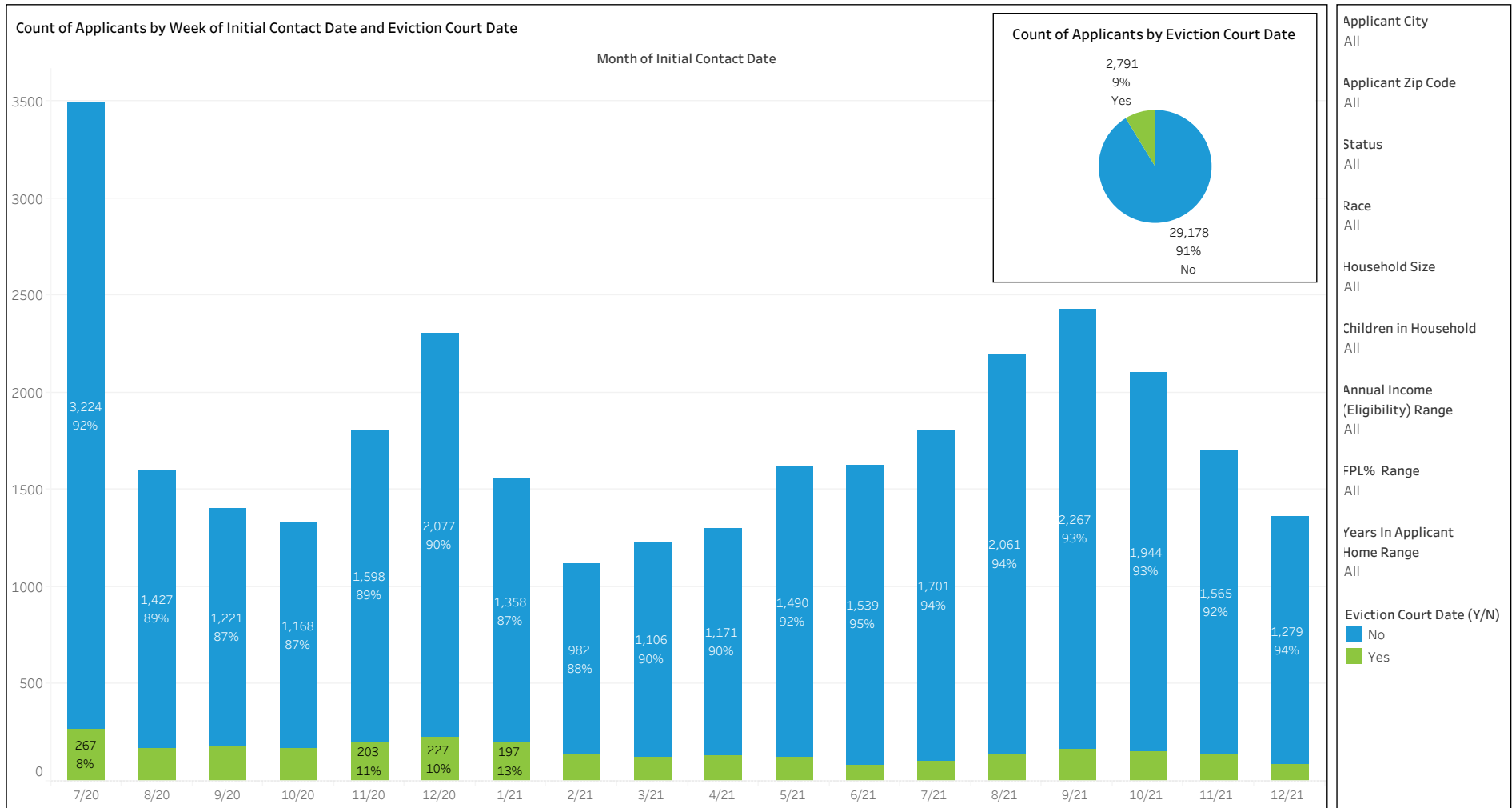
Years In Applicant Home Range
All



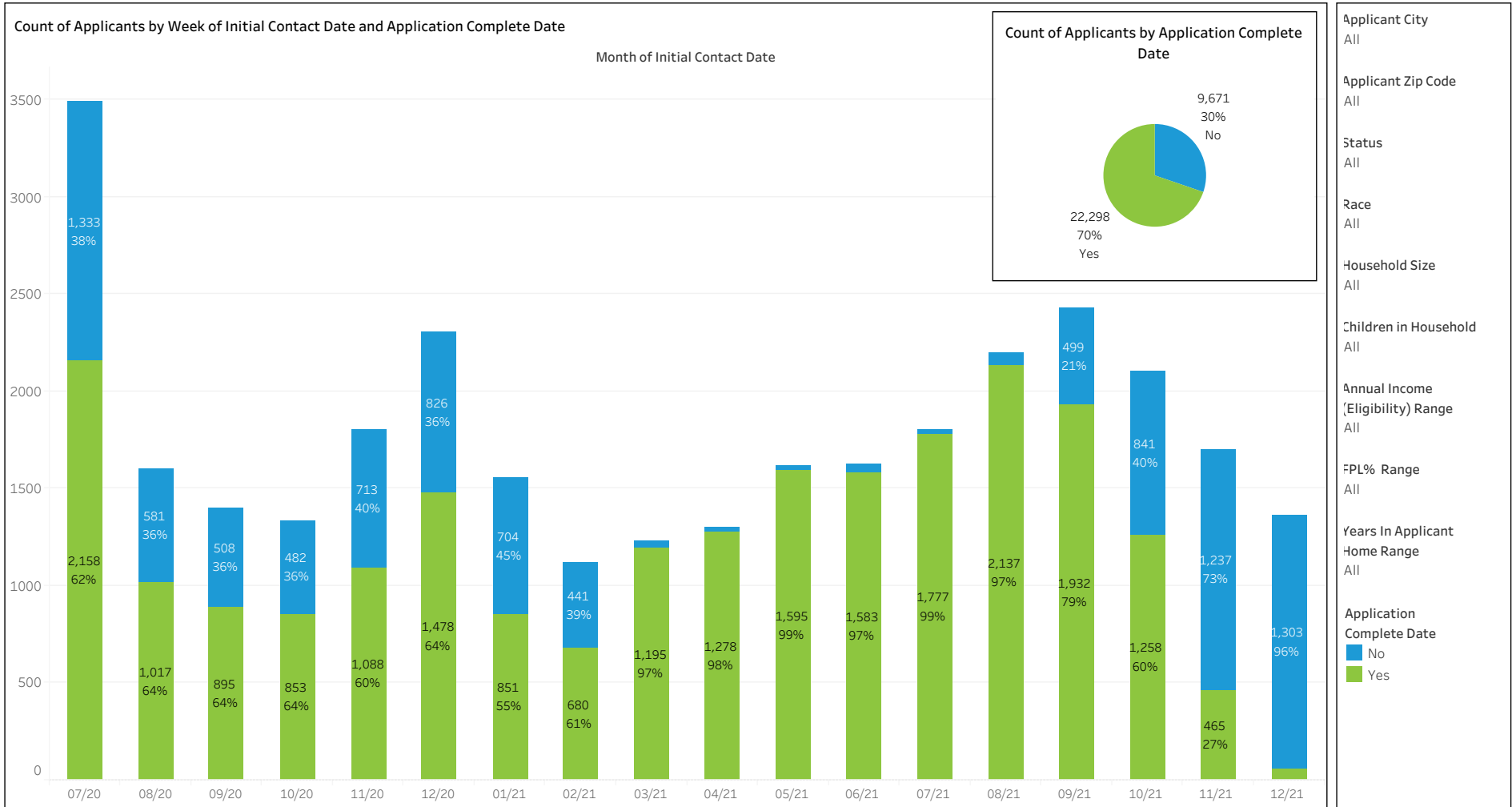
CHN Rent Assistance Data: Application Complete, Eviction Court Date, and Three Day Notice Date



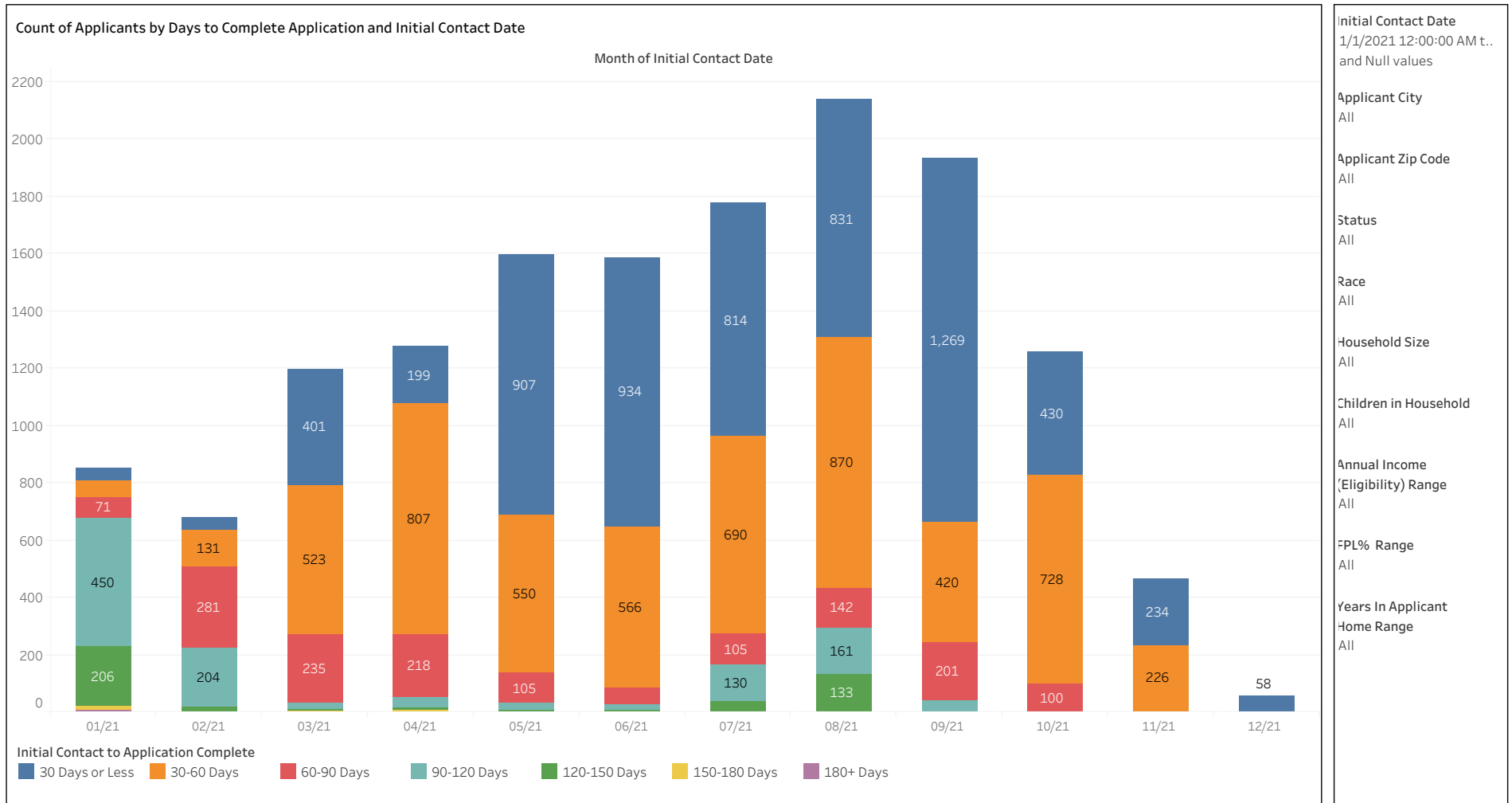
CHN Rent Assistance Data: Eviction Court Date Trend



CHN Rent Assistance Data: Application Complete Date Trend



CHN Rent Assistance Data: Application Complete Trend



Appendix C-Client Interview Data Elements

Housing & RTC Eviction Questionnaire

Complete this form for all eviction cases. If the client is in Cleveland, please also review the Cares Act Consent data and complete the Cares Act Grant Data.

Intake Information Review

Review and confirm the information gathered at Intake. If you need to make changes, please contact an Intake Supervisor for assistance

	[Hide Button]
--	---------------

Full Address	Pulled from Intake
--------------	--------------------

Full Mailing Address	Pulled from Intake
----------------------	--------------------

Review the address above to verify whether it is the address of the property from which the client is being evicted.

If it is, copy the address information into the fields below. If it is not, determine the actual address of the property from which the client is being evicted and enter it in the fields below. You must complete the fields below no matter what.

RTC Eviction – Street 1 Address *	Text
-----------------------------------	------

RTC Eviction – Street 2 Address	Text
---------------------------------	------

Record only the **city** in the field below.
Do not enter the state. Also, do not enter N/A below.

RTC Eviction - Address City*	Text
------------------------------	------

RTC Eviction - Address ZIP*	Text
-----------------------------	------

All Phone Numbers	Pulled from Intake
-------------------	--------------------

Home Phone # Safe?	Pulled from Intake
--------------------	--------------------

Cell Phone # Safe?	Pulled from Intake
--------------------	--------------------

SMS Consent	Pulled from Intake
-------------	--------------------

Email Address	Pulled from Intake
---------------	--------------------

Email is safe?	Pulled from Intake
----------------	--------------------

Number of People 18 and Over	Pulled from Intake
------------------------------	--------------------

Number of People under 18	Pulled from Intake
---------------------------	--------------------

Kids Age 01	Pulled from Intake
-------------	--------------------

Kids Age 02	Pulled from Intake
-------------	--------------------

Kids Age 03	Pulled from Intake
-------------	--------------------

Kids Age 04	Pulled from Intake
-------------	--------------------

Kids Age 05	Pulled from Intake
-------------	--------------------

Kids Age 06	Pulled from Intake
-------------	--------------------

Income Summary	Pulled from Intake
----------------	--------------------

Adverse Parties	Pulled from Intake
-----------------	--------------------

Adverse Party Summary	Pulled from Intake
-----------------------	--------------------

Opposing Counsel Summary	Pulled from Intake
--------------------------	--------------------

Initial Percentage of Poverty	Pulled from Intake
-------------------------------	--------------------

Percentage of Poverty	Pulled from Intake
-----------------------	--------------------

Were you aware of the Cleveland Right to Counsel before the hearing today?	Yes No
Did you try to contact Legal Aid for representation in this case prior to the hearing? (new field)	Yes Yes, I tried to contact Legal Aid but no return call or was denied No, I found out about it in Court No, I had learned about it through a flyer, letter or visit, but did not have time to reach out No, I received materials about RTC or Legal Aid, but didn't understand them.
How could we have better communicated with you about the Right to Counsel Cleveland?	Textarea
Housing & RTC Eviction Questionnaire	
	[Hide Housing Questionnaire Button]

COVID Emergency Rental Assistance Certification			
Clients facing eviction in Cuyahoga County (but not Cleveland) need to complete either the electronic or paper ERA Covid Assistance Certification. Once completed, select yes and enter completion date.			
COVID ERA Certification Returned?	Yes No		
Date If Yes selected "COVID ERA Certification Returned?"	<table border="1"> <tr> <td>COVID ERA Certification Returned Date*</td> <td>Date</td> </tr> </table>	COVID ERA Certification Returned Date*	Date
COVID ERA Certification Returned Date*	Date		

Case Information	
Has an eviction been filed?	Yes No
If Yes selected for "Has an eviction been filed?"	When is the first cause/FED hearing? Date
	Has the eviction been stayed due to the moratorium? Yes No N/A

	Court/Agency Where Matter is Pending?	Cleveland Housing Court Euclid Municipal Court East Cleveland Municipal Court Shaker Heights Cleveland Heights Garfield Heights Bedford Berea Lakewood Rocky River Parma Other → Other Court/Agency Where Matter is Pending: Bool
	Docket/Matter Number	Text
	What are the grounds alleged in the eviction complaint?	Textarea
	Are the necessary docs attached to the complaint? Lease, accounting, rental registry (in Cle)?	Textarea
	Was the Rental Registration up to date?	No Not sure Yes
	Was the statutorily required conspicuous language included in the notice?	Yes No
	What are the grounds alleged in the notice(s)?	Textarea
	What is the date on the 3-day notice?	Date

	On what date was the complaint filed?	Date
	Is there a second cause?	Yes No
Provide any additional information that the client has shared about the questions here. These notes are cumulative and must be saved after each entry.		
		[Show Notes Box Button]

Employment		
Are you currently working?		Yes No
If Yes selected for “Are you currently working?”	What is your job title?	Text
	Is your job full time or part time?	Full-Time Part-Time
	Is your job seasonal?	Yes No
	Has your employment been impacted by COVID-19?	Yes → Description of COVID-19 Impact on Employment: Textarea No
Do you have a second job?		Yes No
If Yes selected for “Do you have a second job?”	What is your second job title?	Text
	Is your second job full time or part time?	Please Select: Full-Time; Part-Time
	Is your second job seasonal?	Yes No
	Has your second job been impacted by COVID-19?	Yes → Description of COVID-19 Impact on Second Job: Textarea No
If No selected for “Are you currently working?”	When was the last time you worked?	Text
	What was your job title?	Textarea

	Why did you stop working?	Textarea
	Are you currently receiving UC benefits?	Yes No
	Are you actively seeking employment or are you unable to return to work for some reason?	Yes No
	Has there been any communication about returning to the job you used to be in?	Textarea
	Income Information	Income List Pulled from Intake – Use to confirm no other income
Provide any additional information that the client has shared about the questions here. These notes are cumulative and must be saved after each entry.		
		[Show Notes Box Button]

Household Information	
Now, I'd like to gather some information about your household members.	
Number of People under 18	Pulled from Intake
Are the children in school normally?	Yes No
Are they attending virtually, at least in some part?	Yes No
Has anyone else ever lived in this home with you?	Yes → Notes on Others Who Lived in Home: Textarea No
Do you or does anyone else in the home have any physical disabilities, health conditions, mental health conditions or developmental disabilities?	Yes No
	What conditions are these? Textarea

If Yes selected for “Do you or does anyone else in the home have any physical disabilities, health conditions, mental health conditions or developmental disabilities?”	How many adults have a physical disability or health condition (if none answer “0”)?	Number
	How many adults have a mental health condition or disability (if none answer “0”)?	Number
	How many, if any, of the children in your household have a physical disability or health condition (if none answer “0”)?	Number
	How many, if any, children in your household have a mental health, intellectual or developmental disability (in none answer “0”)?	Number
	Do you believe that a disability in the home could be connected to the grounds for eviction?	Yes → Please describe how the disability is connected to the grounds: Textarea No
Are you a veteran?	Yes No	
Do you have technology to participate in a virtual hearing?	Yes No	

Are you comfortable participating in a virtual hearing?	Yes No
Please describe any challenges you have in participating in a virtual hearing?	Textarea
Are you able to come to Legal Aid for your Hearing?	Yes No
Provide any additional information that the client has shared about the questions here. These notes are cumulative and must be saved after each entry.	
	[Show Notes Box Button]

Relevant Issues	
What is your current monthly rent or contract payment?	Text
When was the last time you paid rent?	Text
How much did you pay for your last rent payment?	\$ Money Value
For what month was that?	Textarea
How do you normally pay rent?	Bank Deposit Cash Check Money Order Online Payment System Other Method → Other Method of Paying Rent: Text
When is rent due?	Text
Are there late fees?	Yes No
If Yes to “Are there late fees?”	After what day of the month are you charged late fees? Number
	How much are the late fees? Number
Do you receive receipts?	Yes No
Have you ever paid your rent late in the past?	Yes No

When and how often have you paid rent late in the past?		Textarea
Can you deposit any of the back rent with us?		Yes No
Is there a nonpayment issue?		Yes No
If Yes selected for “Is there a nonpayment issue?”	What lead to you not paying rent?	Textarea
	How far behind are you?	Text
	Details on Behind on Rent	Textarea
	Do you have the ability to pay anything toward the past due rent? If not all, how much?	Textarea
	Do you have a plan if you can catch up with the rent?	Yes No
	Details on Plan to Catch Up with Rent	Textarea
	Do you think if you had a new one-year lease that you could regularly make the payments?	Yes No
	Details on Ability to Regularly Make Payments Going Forward	Textarea
Is there a termination of tenancy?		Yes No
If Yes selected for “Is there a termination of tenancy?”	Did your lease expire?	Yes No Unsure
	Why was the tenancy terminated?	End of lease term Nonpayment Breach of lease term Landlord sold/selling property

		Conflict with landlord or neighbor Reported conditions Other → Other Reason for Tenancy Termination: Text
Is there an unauthorized occupant?		Yes No
If Yes selected for “Is there an unauthorized occupant?”	Who resides at the premises with you?	Textarea
	Who is on the lease to live there?	Textarea
	Is there anyone who visits frequently who is not on the lease?	Textarea
	How long has this person been staying there?	Text
	If they are not staying there, how often do they visit?	Textarea
	Why are they staying there or visiting?	Textarea
	Does the tenant need a live-in aide?	Yes No
	Did they have to take a relative into their home for foster care?	Yes No
	Is it a minor?	Yes No
Did you request for the person to be added to your lease?	Yes No	

	If Yes selected for “Did you request for the person to be added to your lease?”	When and how did you make this request?	Textarea
		What response did you receive?	Textarea
	Does this person have another place where they can stay? Where?	Textarea	
	Do they receive mail there?	Yes No	
	Do they leave/store any of their personal possessions there?	Yes No	
	Do they have a key?	Yes No	
Is there alleged illegal activity?		Yes No	
If Yes selected for “Is there alleged illegal activity?”	What was the alleged illegal activity?	Textarea	
	Who was allegedly involved in the illegal activity?	Textarea	
	Who made the complaint?	Textarea	
	Was law enforcement called?	Yes No	
	What law enforcement agency responded? (gather as much identifying information	Textarea	

	about others involved in incident – have conflict checks ran)	
Is there another reason or the eviction?		Yes No
If Yes selected for “Is there another reason or the eviction?”	Please describe the reasons for eviction:	Textarea
Have you ever had previous issues with the management?		Yes No
If Yes selected for “Have you ever had previous issues with the management?”	Describe issues with previous management	Textarea
Provide any additional information that the client has shared about the questions here. These notes are cumulative and must be saved after each entry.		
		[Show Notes Box Button]

Tenancy Background		
When did you move into your current property?		Text
Did you pay the landlord a security deposit?		Yes No
If Yes selected for “Did you pay the landlord a security deposit?”	What is the amount of the security deposit?	Text
	Did any of that amount include repair costs?	Textarea
	When did you pay the security deposit?	Date
Is the contract oral or written?		Oral Written

What is the tenancy term?	One Year Six Months Month to Month Multi-Year Other
Do you live in Public or Subsidized housing or do you receive a voucher for your housing?	Yes No Not Sure
If Yes selected for “Do you live in Public or Subsidized housing or do you receive a voucher for your housing?”	What program? EDEN Voucher CMHA HCVP Project Based (housing authority) Project Based (privately managed) LIHTC PPHA HCVP
	How long have you been in your current housing program? Text
	When did you last complete a recertification? Text
	Has the property failed an inspection or been terminated from the program? Yes → Details on Property Failure: Text No
	What is your portion of the rent? Number
	What is the amount that the PHA pays? \$ Money Value
	When was the last time the PHA paid? Text
How did you find out you were being evicted?	Mail from Court Mail/Email/Call from Landlord Mail from Legal Aid Door knocking/volunteers Other

Did you receive a 30-day notice?	Yes No	
Did you receive a 10-day notice?	Yes No	
How did you receive the 3-day notice?	Textarea	
Did you receive the Complaint and Summons from the Court?	Yes No	
Did you receive any other notices?	Textarea	
If you have to move where could your household stay?	Friends/family locally Friends/family who live elsewhere Hotel/motel Unknown Street/unsheltered Emergency shelter Other	
Have you ever had any previous evictions filed against you, if so, where?	Yes No	
If Yes selected for "Have you ever had any previous evictions filed against you, if so, where?"	Where were the previous evictions filed against you?	Textarea
Provide any additional information that the client has shared about the questions here. These notes are cumulative and must be saved after each entry.		
		[Show Notes Box Button]

Utility Questions	
Are you responsible for any of the utility payments? (select all that apply) Hold down the control key (CTRL) to select more than one option.	Electric Gas Sewer Water Other
Are you current in your utility payments?	Yes No

If you are not current in your utility payments, how far are you behind?	Text
Do you receive financial assistance to pay your utilities?	Yes No
Who is listed as the responsible person on the utility bills? (list all that apply)	Textarea
Provide any additional information that the client has shared about the questions here. These notes are cumulative and must be saved after each entry.	
	[Show Notes Box Button]

Conditions Issues		
Are there any defective conditions at the rental unit (OR property)?	Yes No	
If Yes selected for “Are there any defective conditions at the rental unit (OR property)?”	What are the major defective conditions? (new field, I assume they want this to be a multiselect look up)	Plumbing leaks Water damage Electrical issues Infestation or pests Mold Wall/ceiling/floor damage No or insufficient heat Lead Unstable or damaged flooring or carpet Exterior damage (roofing, siding, gutters) Other → Other Major Defective Conditions: Text
	Have you informed your landlord about the conditions issues?	Yes No
	What repairs, if any, has the landlord made in the property?	Textarea
	Have you made any repairs to the property?	Yes → Details on Repairs Made: Textarea No

	Have you tried to deposit your rent?	Yes No
	Have you contact the city or housing inspectors?	Yes No
	Was the property inspected?	Yes No
Provide any additional information that the client has shared about the questions here. These notes are cumulative and must be saved after each entry.		
		[Show Notes Box Button]

Rent Assistance and Move Out		
Do you want to stay in your rental unit?		Yes No Already vacated
Are you aware that there is some rental assistance available?		Yes No
Did the tenant apply for rent assistance? (new field)		Yes No
Was the tenant approved? (new field)		Yes No Pending/Unsure
If Yes to “Was the tenant approved?”	Was the amount paid sufficient?	Yes No
	Did the landlord receive the rental assistance	Yes No
If No / Pending/Unsure to “Did the landlord receive the rental assistance?”	Details on Why Tenant Was Not Approved	Textarea
Would you be willing to sign a new one-year lease at your current place if possible?		Yes No

Did you provide a forwarding address to your landlord	Yes No
Did you request a return of the security deposit?	Yes No Text
Provide any additional information that the client has shared about the questions here. These notes are cumulative and must be saved after each entry.	
	[Show Notes Box Button]

Client Goals and Outcomes	
What is / are your goals for the case? (Select all that apply)	Prevented eviction or involuntary move Mitigated damages Secured time to move (30 days or more) Secured Rent Assistance Remedied defective conditions Secured monetary relief Sealed eviction record Secured participation in subsidized housing program Had impact beyond individual client(s) Reduced rent/fee Recovered security deposit Enforced real property rights Secured supply of affordable rental housing Secured utilities Significant outcome not covered by list Secured attorneys fees Remedied discrimination Obtained accommodation Recovered personal property Secured Process Accommodation – Disability Obtained order to prohibit re-rental Obtained order to remedy lead hazard Obtained vital documents Remedied lead hazard Secured Process Accommodation – Language Access Secured Process Accommodation – Money
For each goal, upon case closure, record the goal status (i.e., outcome)	Achieved Not Achieved Planned Inactive Unknown