

CIVIL LEGAL COUNSEL PROJECTS PROGRAM (CLCPP) EVALUATION

2025 Annual Evaluation Report

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- Bread for the City
- The Children's Law Center
- The DC Bar Pro Bono Center
- Legal Aid Society of District of Columbia
- Legal Counsel for the Elderly
- Neighborhood Legal Services Program
- Rising for Justice

We extend our gratitude to the individuals at each of these organizations for their time and assistance with the evaluation of the CLCPP grant fund and for the *critical work that they do for District residents in need of legal assistance in housing matters*. It is our hope that the information compiled in this report contributes to the ongoing support and refinement of the CLCPP grant and helps the network partners succeed in their mission to expand access to civil justice for DC tenants living with low income.

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INTRODUCTION

A civil right to counsel is essential when low-income individuals are facing life-altering civil matters, such as eviction, child custody, or loss of benefits. Most landlords, banks, and government agencies have counsel, while low-income individuals typically do not, leaving them at a severe disadvantage. **Counsel ensures fairness by balancing the scales when one party is represented and the other is not,** helping to prevent wrongful outcomes and reduce poverty.

The Civil Legal Counsel Projects Program (CLCPP) is a grant program established by the Expanding Access to Justice Amendment Act (DC Act 22-130) enacted by the Council of the District of Columbia (DC Council) in July 2017. *Grants are administered by the DC Bar Foundation (DCBF) and awarded to legal services organizations in the District of Columbia (DC) to provide legal assistance to DC residents with low incomes.¹ who are facing, or at risk of facing, eviction proceedings or the loss of a housing subsidy.²*

In July 2022, the legislation that authorized the CLCPP was expanded to allow grant funds to be used to provide legal services to tenants who wanted to initiate a legal action (“tenant petition cases”),

whether it is against their landlord (e.g., to repair housing conditions) or with an agency such as the DC Housing Authority (e.g., to request a change in their housing subsidy). Each year from 2018 through 2022, DCBF administered grants to 6 legal services organizations that formed the CLCPP network: Bread for the City, DC Bar Pro Bono Center, Legal Aid DC, Legal Counsel for the Elderly, Neighborhood Legal Services Program, and Rising for Justice. In January 2023, the Children’s Law Center was added as the 7th CLCPP grantee to join the network.³

“[CLCPP representation] ensures better dignity in the process and more involvement by the tenant, reducing the trauma the tenant is experiencing, and providing supports—not just legal—all regardless of outcome of the case.”

- CLCPP Attorney

“[My attorney] always made sure I was doing everything by the law and helped me understand my rights that I had in DC.”

- CLCPP Client

¹ In July 2022, the CLCPP statutory eligibility requirement expanded from the initial restriction that grant funds only serve tenants below 200% of the Federal Poverty Guidelines (FPG) to authorizing services for tenants with “low income,” which led to some CLCPP organizations accepting tenants with household incomes up to 300% FPG.

² The statute also mandates an evaluation of the program, which NPC Research has conducted since 2019.

³ Legal services staff enter data when they have completed providing services for a case. In some instances, services end (providers close the case) when the case is resolved by the Court. In other instances, services are provided for a limited period, and the case may be closed by the provider before the case has been resolved by the Court.

EVALUATION DATA COLLECTION

The data presented in this report come from four primary sources, all of which are described in more detail in Appendix B:

- ***The CLCPP Program Services Database:*** contains clients, services, and, when known by the attorney, outcome data for all cases closed by CLCPP attorneys.
- ***Partner Summary of CLCPP Activities:*** a written summary of CLCPP-funded work performed outside of the provision of legal services (e.g., advocacy, outreach, etc.), compiled by the managing attorneys at each partner.
- ***Interviews with Key Stakeholders:*** including managing attorneys and executive directors at each CLCPP organization, as well as superior court judges and an attorney with the DC Office of the Attorney General whose practice intersects with CLCPP services.
- ***CLCPP Client Focus Groups:*** NPC conducted in-person focus groups with clients from four of the CLCPP partner organizations who agreed to participate and share their experiences with their attorney. In total, 14 clients joined these focus groups.

THIS REPORT

This report draws from each of these data sources to present the results of the evaluation activities conducted during the current reporting year (October 2024–September 2025) and over the life of the data collection period (August 2019–September 2025). These data describe the work funded by the CLCPP grant program and highlight how the CLCPP funds are being used to provide critical services to tenants living with low income in Washington, DC. The report is organized in four sections:

1. **Current Year CLCPP Activities** – a summary of client, case, and outcome data for cases closed in the current reporting year (October 2024–September 2025)
2. **The Impact of the Collective Action Network** – a review of program and LTLAN data and information collected during key stakeholder interviews that describe the impact of the CLCPP network on the eviction and housing landscape in Washington, DC
3. **CLCPP Impact on Tenants** – a detailed review of data from the current year and over time that highlight the program’s impact on tenants, as well as a summary of the client focus groups
4. **CLCPP Impact on the Superior Court** – a review of data and information collected during key stakeholder interviews that summarize how the program affects the Superior Court

1. CLCPP ACTIVITIES OCT 2024–SEP 2025

This section provides an overview of the CLCPP activities in the current reporting year, spanning from October 2024–September 2025 (FY 2025). This includes a description of the tenants served and cases closed; tenant characteristics incorporating demographic information, income, and ward of residence; CLCPP legal services provided; and outcomes in CLCPP cases, when available. Appendix D of this report contains additional data.

“[The CLCPP network] is the shield that keeps people in their homes.”

- CLCPP Attorney

Highlights from the CLCPP Network Activities in FY 2025

CASES CLOSED AND TENANTS SERVED

- In FY 2025, the CLCPP partners reported 4,380 cases across 3,837 tenants.
- 3,291 of the cases reported were closed after receiving legal services from a CLCPP attorney. Of these, 2,905 were eviction, 262 housing conditions, 94 voucher terminations, and 29 other petition matters.

CLCPP TENANT CHARACTERISTICS

- Across all 3,837 tenants who contacted the network, 83% identified as Black, 66% identified as a woman, 42% had minors in the household, 27% reported a disability or chronic health condition, 45% lived with a housing subsidy.
- Percentage of CLCPP tenants living in each District Ward. Ward 1: 9% of CLCPP clients, Ward 2: 4%, Ward 3: 5%, Ward 4: 8%, Ward 5: 15%, Ward 6: 13%, Ward 7: 17%, Ward 8: 28%.
- CLCPP tenant median monthly income was \$1,262, with 21% reporting zero monthly income.
- Of the 1,943 CLCPP tenants in the current reporting year whose income and monthly rental amounts were known, 84% experienced cost burden, while 64% experienced severe cost burden.
- The LTLAN processed 5,087 CLCPP intake calls in FY 2025, of which 50% were referred for CLCPP services. Among tenants who received legal services, 42% connected to the network via the LTLAN.

CLCPP SERVICES AND CASE OUTCOMES

- CLCPP attorneys provided full representation in 17% of eviction cases, limited representation in 17%, brief services in 8%, and advice and counsel in 57%.
- Among the 956 eviction cases with known outcomes, tenants retained possession in 674 (71%) and landlords received possession in 282 (29%). Landlords often got possession after the tenant moved.
- Voucher termination defense cases that received representation ended with the tenant keeping the voucher 77% of the time; 79% of housing conditions cases with representation ended with the client's objective achieved.

CASES CLOSED BY THE CLCPP NETWORK

Exhibit 1 shows the number of tenants who contacted the network for legal services and cases reported and closed⁴ by the CLCPP in the current year, and since data collection began in August 2019. As shown in Exhibit 1, a subset of the cases reported were not closed at the time of this report. These cases featured a completed intake by the Landlord Tenant Legal Assistance Network (LTLAN; the coordinated intake and referral hub established by CLCPP partners) and a referral for CLCPP services but was not yet closed.

The majority of cases reported were closed after a CLCPP attorney provided legal services (e.g., legal representation or advice), although some were closed after the attorney provided some other service that did not include legal assistance with their case (e.g., a referral to another organization). Nearly all cases closed were eviction cases in the Landlord Tenant Branch of the Superior Court (the Court).

Exhibit 1. Number of Tenants Served & Cases Closed (Current Year & Total)

Across all 7 CLCPP partners, total number of...	Oct 2024–Sep 2025		Aug 2019–Sep 2025	
Tenants Served: All eligible tenants who contacted the CLCPP	3,837		14,258	
Total Cases: Total cases reported among the tenants who presented for services ^a	4,380		17,981	
Cases not closed: Cases with LTLAN intake, but CLCPP partner has not closed the case ^b	911	(21%)	2,934	(16%)
Cases Closed: Cases closed after receiving services ^c	3,469	(79%)	15,047	(84%)
Cases closed without receiving legal services from a CLCPP attorney (e.g., case received a referral)	178	(5%)	785	(5%)
Cases closed after receiving legal services from a CLCPP attorney (e.g., case received representation, advice, etc.)	3,291	(95%)	14,262	(95%)
Of cases closed after receiving legal services from a CLCPP attorney, type of case^d				
Eviction cases closed	2,905	(88%)	13,180	(92%)
Voucher termination cases closed	94	(3%)	459	(3%)
Housing conditions cases closed	262	(8%)	542	(4%)
Other tenant petition cases closed	29	(1%)	78	(< 1%)

^a Tenants can receive help for more than one case.

^b Some tenants completed an LTLAN intake and were referred to a provider, but their case was not closed by a CLCPP attorney. In these cases, services may be ongoing, or the provider was not able to connect with the tenant after receiving the LTLAN referral.

^c Among cases closed, the CLCPP served 3,029 tenants in the current year and 12,094 total.

^d Case type information is missing for 1 case closed after receiving legal services during the current year and 3 cases total.

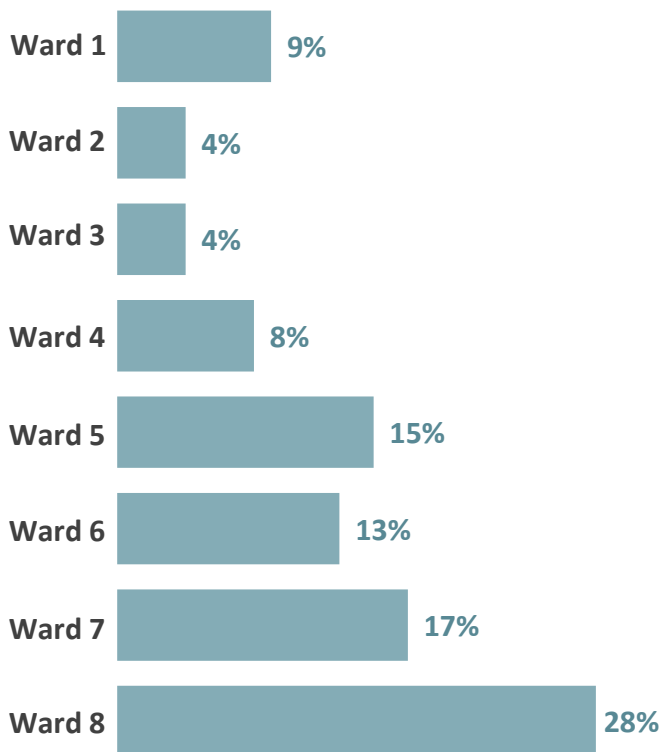
⁴ A case is “reported” when there is a record of a case entered into NPC’s CLCPP Program database. A case is “closed” when the CLCPP lawyer completes services and administratively closes in the organization’s case management system. This closure may or may not coincide with the date on which the case is resolved with the Court. In almost every instance, cases that are reported but not closed are cases with a completed LTLAN intake, but the partner working the case has not finished providing services.

CLCPP TENANTS SERVED IN FY 2025

Of the 3,837 tenants who contacted the CLCPP for legal help in the current reporting year, they primarily identified as Black or African American, and most were women. Tenants experienced severe low income, and many lived in households with characteristics that made them vulnerable to the risks of unstable housing. Almost all tenants who faced an active eviction case had a landlord with legal representation (see Exhibit 2). As shown in Exhibit 3 below, tenants primarily lived in Wards 5, 7, and 8.

These tenant data align with the program’s focus on communities of greater economic need and are consistent with CLCPP tenant demographic data since 2019.

Exhibit 3. Percentage of CLCPP Tenants Living in Each Ward (Oct 2024–Sep 2025)



Ward data were not known for 1% of CLCPP tenants. N = 3,837

Exhibit 2. CLCPP Tenant Information (Oct 2024–Sep 2025)

Between Oct 2024 and Sep 2025:

3,837	Tenants contacted the CLCPP for legal help
8,178	Household members were impacted

Of these clients:

83%	Identified as Black or African American
66%	Identified as a woman
21%	Reported living with zero monthly household income
\$1,262	Median monthly household income
42%	Had minors living in the household
27%	Had a disability or chronic health condition ^a
45%	Lived in subsidized housing ^a

Of 2,556 tenants with an active eviction:

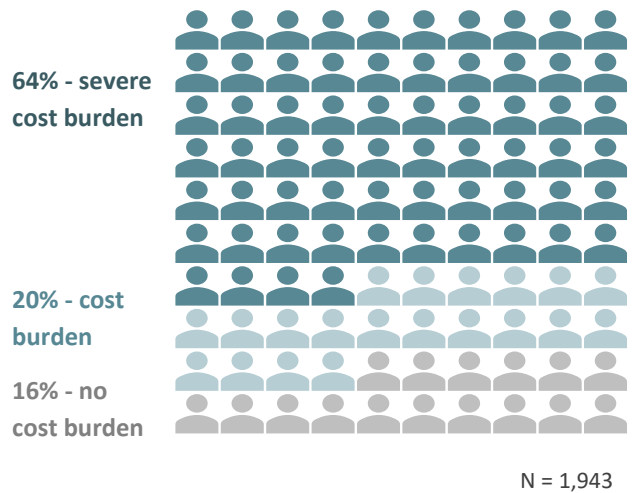
95%	Faced a represented landlord
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^a Disability status and subsidized housing information are not collected by LTLAN intake screeners and are entered later by partner staff. Therefore, these percentages are calculated out of the number of cases that have this information: 3,019 cases with information about subsidized housing, and 3,029 for cases with disability status information.

CLCPP Tenant Housing Cost Burden

In its 2025 publication of the annual Out of Reach report,⁵ the National Low Income Housing Coalition (NLIHC) ranked the District of Columbia as the fifth most expensive jurisdiction in the nation with regard to rental housing wages (compared to states). For a DC household to afford a 2-bedroom apartment at Fair Market Rent and not spend more than 30% of their monthly income on housing in 2025, the household must earn \$92,560 annually (or \$7,713 monthly). Given their median household income and the high cost of rental housing in DC, a high percentage of CLCPP tenants experienced housing cost burden.⁶ Of the 1,943 CLCPP tenants in the current reporting year whose income and monthly rental amounts were known, 84% experienced cost burden, while 64% experienced severe cost burden (Exhibit 4).

Exhibit 4. CLCPP Tenant Housing Cost Burden (Oct 2024–Sep 2025)



Of the 16% who were not cost burdened, 37% received a housing subsidy that lowered their rental costs. **Only 12% of CLCPP clients whose rent and income were known and who lived without a housing subsidy did not experience housing cost burden.**

“CLCPP is an invaluable resource to protect tenants whose headwinds are blowing against them.”

- CLCPP Attorney

⁵ https://nlihc.org/sites/default/files/oor/2025_OOR-District-of-Columbia.pdf

⁶ As of January 2026, the U.S. Department of Housing and Urban Development (HUD) defines housing cost burdened families as those who are paying more than 30% of their income on rent. Severe cost burden is defined as paying more than 50% of income on rent. Cost burden definitions are available from the HUD website: https://www.huduser.gov/portal/datasets/cp/CHAS/bg_chas.html

LTLAN Intake in FY 2025

The Landlord Tenant Legal Assistance Network (LTLAN) is a coordinated intake and referral system that simplifies the process of finding legal assistance by providing a single phone number (and website) that income-eligible tenants can call to connect with an attorney from one of the six CLCPP organizations.⁷ The LTLAN has become the primary point of access to the network, largely due to advocacy by the CLCPP partners to include contact information on every official document that a tenant receives from the Court as part of the eviction process.

In the current year, the LTLAN staff conducted 5,087 intakes and referred 50% of those for services by a CLCPP partner.⁸ Eligible tenants are referred to the CLCPP partners for legal services if their case meets one or more of the following criteria:

- **they have an active case** (i.e., the landlord has either filed an eviction case against them in court or has illegally locked them out of their home),
- **they have been constructively evicted** (the landlord failed to repair substandard conditions in the unit or has shut off utilities), or
- **their housing subsidy was terminated.**

Tenants who are not referred to the CLCPP are directed to the Landlord Tenant Resource Center (LTRC), where they may receive legal information or brief assistance from a volunteer attorney.

The LTLAN was the primary point of contact for tenants who received services, as **among the 2,882 tenants whose cases were closed after receiving legal services in FY 2025, 42% connected through the LTLAN** (Exhibit 5).⁹

Exhibit 5. CLCPP LTLAN Information (Oct 2024–Sep 2025)

Between Oct 2024 and Sep 2025:

5,087	Intake calls processed by the LTLAN staff
50%	Of LTLAN intake calls referred for CLCPP services
42%	Of tenants whose case was closed after legal services came to the network via the LTLAN

“The volume of tenants helped is a huge accomplishment – the ability of families to stay in their homes, the money saved by protecting subsidies, the money saved on homeless services.” - CLCPP Attorney

⁷ Interested readers can learn more about the LTLAN in this published report:

https://www.dcbfoundation.org/_files/ugd/3ddb49_3c3f9628d05447f7a502fac2d16b404c.pdf

⁸ In FY2023, the LTLAN staff processed 4,071 intake calls and referred 1,875 (46%) for CLCPP services. In FY2024, there were 5,255 LTLAN intakes, of which 2,307 (44%) were referred for CLCPP services.

⁹ Tenants also connected with the CLCPP network by calling partners directly (31% of clients whose case was closed after received legal services), finding a CLCPP attorney in the courthouse (19%), or via a referral from a provider outside the network (7%). See Exhibits 15 and 16 below for more details on how CLCPP clients connected with a CLCPP attorney.

CLCPP LEGAL SERVICES AND CASE OUTCOMES IN FY 2025

This section presents data to reflect the legal services provided by the CLCPP partners in **eviction cases**,¹⁰ **housing choice voucher termination cases**, and **tenant petition cases**, primarily tenant petitions requesting that landlords repair substandard housing conditions. Data on the number of cases closed, case characteristics, and the CLCPP services provided are presented for each type of case. When available, key outcome data are presented.

CLCPP Eviction Case Summary

The CLCPP partners reported a total of **3,898 eviction cases between October 2024 and September 2025**. Of these cases, 888 (23%) involved an intake completed by the LTLAN staff but the case was not yet closed by the CLCPP partner. An additional 105 (3%) were closed after receiving a referral or other service that did not include legal assistance. The remaining 2,905 (75%) cases were closed after receiving legal services from a CLCPP partner (Exhibit 6).

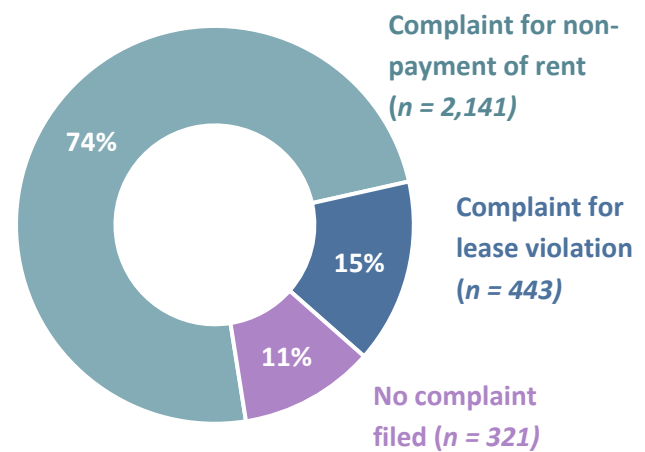
As shown in Exhibit 7, of the 2,905 cases that received CLCPP services, 321 (11%) involved tenants who contacted the CLCPP before the landlord had filed an eviction complaint. These tenants felt that they were at risk of eviction but were not facing an active lawsuit at the time that they sought legal help.

The remaining **2,584 cases (89%) involved tenants who had a complaint filed against them** when they came to the CLCPP and therefore were facing an active eviction case. Among the 2,584 cases with an eviction complaint, the landlord cited non-payment of rent as a reason for the eviction in 2,141 (83%; percentage not pictured in Exhibit 7).

Exhibit 6. CLCPP Eviction Cases Closed & Tenants Served (Oct 2024–Sep 2025)

Total number of...	Count (%)
<i>Tenants in eviction cases</i>	3,446
Eviction cases reported	3,898
Eviction cases with LTLAN intake, but CLCPP partner has not closed the case	888 (23%)
Eviction cases closed that did not receive legal services	105 (3%)
Eviction cases closed after receiving legal services	2,905 (75%)

Exhibit 7. CLCPP Eviction Complaint Status at Intake (Oct 2024–Sep 2025)



¹⁰ See Appendix C for a summary of the eviction case process in Washington, DC.

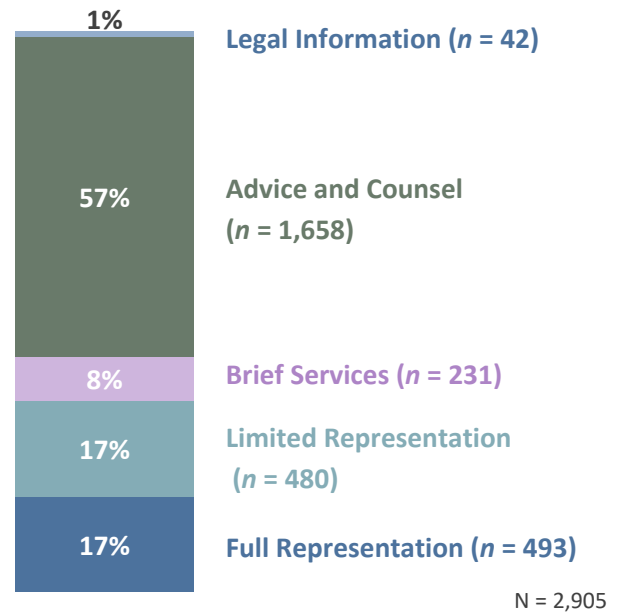
CLCPP Eviction Case Services and Outcomes

The CLCPP partners offer a range of legal services of varying intensity to provide at least some level of legal help to as many tenants as possible.¹¹ As shown in Exhibit 8, during the current reporting year, 34% of CLCPP clients received either full or limited scope representation, while another 8% received brief services, such as writing a demand letter to a landlord or helping the client respond to an eviction filing. Over half of clients received legal advice and counsel. The service provision in the current year is aligned with recent years, as the CLCPP attorneys offer advice and counsel designed to help tenants who have the capacity to represent themselves navigate the eviction process and minimize its impact on their housing and economic stability.

“[My attorney] laid out what went wrong with the landlord and what I need to do to handle it.”
 - CLCPP Client

During the current reporting year, attorneys entered outcome data for a total of **956 eviction cases** (33% of eviction cases closed after receiving services).¹² As shown in Exhibit 9, **71% of these cases ended with tenant possession** (purple rows), typically without any conditions attached. In many of the cases where possession reverted to the landlord (blue), the tenant retained control over their situation by agreeing to leave the property to resolve the dispute. While these tenants did not stay in their unit, they still benefited from legal assistance to resolve their case with terms that helped minimize the impact of an eviction.

Exhibit 8. CLCPP Services Provided in Eviction Cases (Oct 2024–Sep 2025)



Level of service data was not available in 1 case.

Exhibit 9. CLCPP Possession Outcomes (Oct 2024–Sep 2025)

Possession	Count (Percent)	Category
Tenant	532 (56%)	Tenant 71% (n = 674)
Tenant under conditions	142 (15%)	
Landlord	82 (8%)	Landlord 29% (n = 282)
Landlord, tenant moved	200 (21%)	
Total	956	

¹¹ See the “CLCPP Impact on Tenants” section of this report for a detailed description of the legal services available.

¹² Outcome data are limited and biased toward cases that receive representation. Among cases with outcomes in the current grant year, 79% received representation (48% full and 31% limited), 16% advice, 5% brief services, and 1% legal information.

CLCPP Voucher Termination Case Summary

In addition to eviction cases, CLCPP attorneys served tenants at risk of losing their housing choice vouchers administered by the DC Housing Authority (DCHA). **The partners served 75 tenants across the 94 voucher termination cases closed during this reporting year.**

Exhibit 10 shows the legal services provided across the 94 voucher termination cases closed during this reporting year. As with eviction cases, most tenants who receive services in a voucher termination case receive advice and counsel. The partners provide advice to tenants that helps them respond to the voucher termination action and take the necessary steps to retain their subsidies or find alternative housing.

Of these 94 cases, 22 (23%) had outcome data entered. Tenants in **17 (77%) of these 22 cases were able to retain their subsidies** and only 1 (5%) case ended with the voucher termination upheld (the outcome of the voucher termination was unknown in 4 cases).

CLCPP Housing Conditions Case Summary

In the current year, the **CLCPP partners reported 262 housing conditions cases.** Exhibit 11 shows the legal services provided in these cases. The percentage of housing conditions clients who received legal information typically reflects situations where the tenant did not wish to pursue legal action after receiving information, or where the attorney determined that they were not able to provide extensive services,

Exhibit 10. CLCPP Services Provided in Voucher Termination Cases (Oct 2024–Sep 2025)

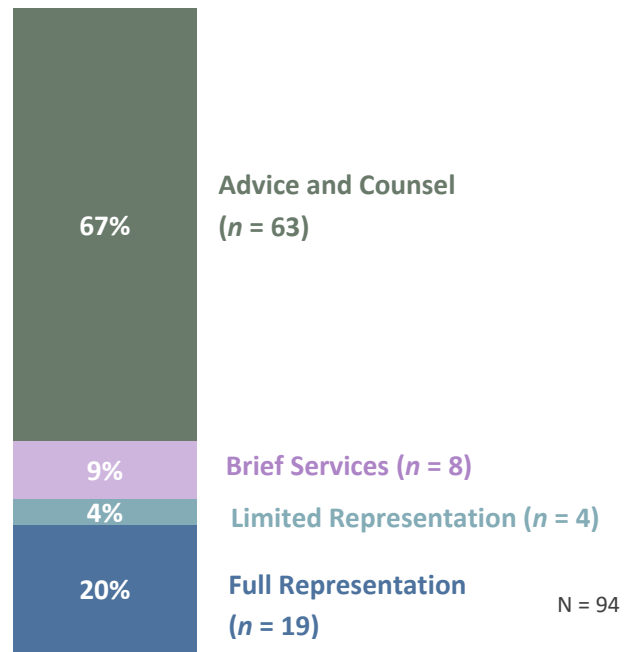
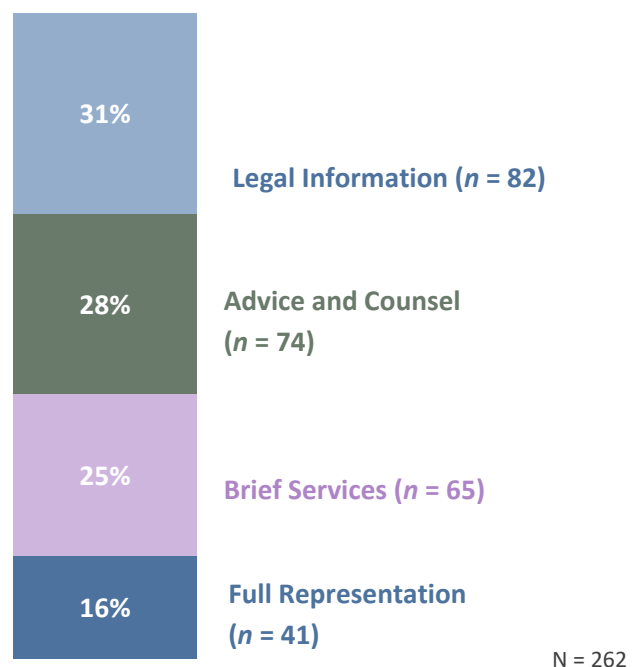


Exhibit 11. CLCPP Services Provided in Housing Conditions Cases (Oct 2024–Sep 2025)



often because the tenant faced a potential loss of possession or other issue that would be better served by another legal organization.

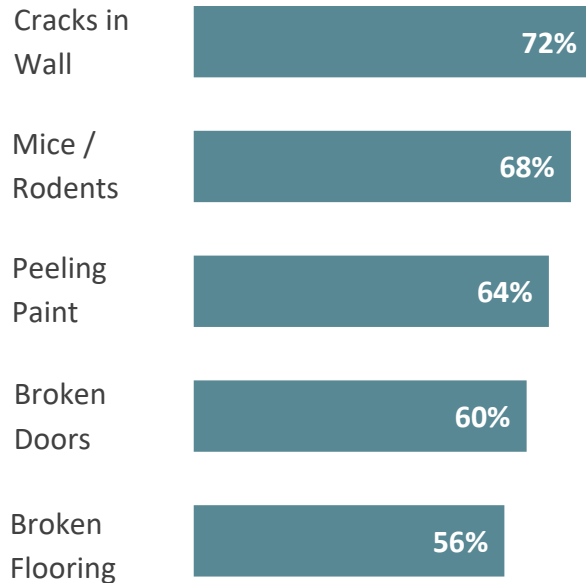
Information about the nature of the housing conditions that led to tenants’ demand for repairs was reported for a total of 25 cases (10%) during the current reporting year. **Across these 25 cases, tenants requested remediation for 23 different conditions** issues that affected the habitability of the unit, **with an average of 8 issues cited per case**. Exhibit 12 shows the 5 most commonly cited interior housing conditions issues, all of which were cited in over half of the 25 cases.

Housing Conditions Case Outcomes

In the current reporting year, 41 cases received full representation, of which case outcome data were available in 30 (73%). **Among these 30 cases, the CLCPP attorney reported that the client’s objective was achieved in 24 (80%).**

Of these 30 cases, the matter was dismissed by the tenant because they vacated the unit in 12 (40%), either because the tenant moved out (10 cases, 33%) or because they were transferred to a different apartment (2, 7%). Another 11 (37%) cases resolved after repairs were made, either because the landlord responded to a demand letter (6 cases, 20%) or because the tenant withdrew the petition after the repairs (5, 17%). One case (3%) was resolved because the Court was satisfied with repairs, while another 1 (3%) case closed after the tenant withdrew the matter without repairs made.¹³

Exhibit 12. Housing Conditions Reported (Oct 2024–Sep 2025)



N = 25

“Judges are not experts in conditions, so we need attorneys to come in and push for thorough repairs.”

- Superior Court Judge

¹³ Information about how the housing conditions case resolved was not available in 5 (17%) of the 30 cases closed in the reporting year.

2. THE IMPACT OF THE COLLECTIVE ACTION NETWORK

The CLCPP funding has transformed 7 individual legal services providers working alongside each other into 7 partners in a *collective action network*. The CLCPP partners have united behind a shared purpose, and have committed to collectively serving this purpose, sometimes over their own individual organizational interests. The network is built on stable inter-organizational relationships and open information sharing and has allowed the partners to **expand access to civil justice**, led to **innovative service approaches**, and **amplified tenant voice** through advocacy and systemic litigation.

“We all learn from each other. As each attorney runs into some issue, the next attorney can learn from how they resolved it.”

- CLCPP Attorney

The CLCPP partners undertake a considerable amount of work to develop and direct the network that is not captured in case and service data. This section includes information from interviews with managing attorneys and organization executive directors, as well as partner summaries of CLCPP-funded activities, to more fully tell the story of the impact made possible by the CLCPP grant.

Highlights of the Impact of the Collective CLCPP Action Network

CLCPP Expands Access to Civil Justice

- The CLCPP partners **closed**¹⁴ more cases (3,469, +7% from cases closed in FY 2024) and served more tenants **in cases closed** (3,029, +13%) in FY 2025 than in cases closed in prior years.
- Tenants had multiple avenues to connect with CLCPP services, the most common of which was through the LTLAN (42% of clients whose case was closed after receiving services).

Partner Collaboration Improves Quality of Services

- Partners collaborate on legal strategies, take advantage of each other’s expertise to expand services for tenants, innovate service improvements, and advocate for tenants.

Challenges for the CLCPP Partners

- CLCPP partners reported challenges with meeting the demand for services, managing multiple intake pathways, and coordinating across the partner organizations.

Consequences if CLCPP Funding Was Lost

- A loss or reduction of funding would result in fewer tenants being served, more people being unhoused, and increased social costs, such as homelessness.

¹⁴ “Cases closed” includes cases closed by a CLCPP attorney after receiving legal services (e.g., representation or advice) *and* cases closed after receiving another service, but not legal assistance by a CLCPP attorney (e.g., a referral to another organization). It does not include cases that were reported but not closed (See Footnote 4. See Exhibit 1 for *all* cases reported and *all* tenants who contacted the CLCPP).

THE CLCPP NETWORK EXPANDS TENANT ACCESS TO JUSTICE

CLCPP attorneys felt that the strongest and most direct impact of working as a collective network is the ability to expand access to civil justice. Grantees have the resources to work together to **increase the capacity to serve tenants** and to **offer multiple access points** to tenants seeking legal help.

“CLCPP has dramatically increased the number of people that we’re helping. It’s huge. We have been able to build a lot of infrastructure to help people without representation.”

- CLCPP Attorney

More Tenants are Getting Legal Help

The CLCPP funding has provided the resources for partners to expand their staff, infrastructure, and collective capacity, allowing them to dramatically increase the volume of cases closed.¹⁵ and tenants served in cases that were closed over time (Exhibit 13).

This trend reflects the network’s commitment to be responsive to the increase in demand for legal services related to the number of eviction filings in Washington, DC, and serve as many tenants as possible.¹⁶ The CLCPP organizations continued to grow the network during the current year, closing more cases (3,469) and serving more tenants in those cases (3,029) than prior years.

Exhibit 13. CLCPP Cases Closed & Tenants Served in Cases Closed by FY (Oct 2019–Sep 2025)

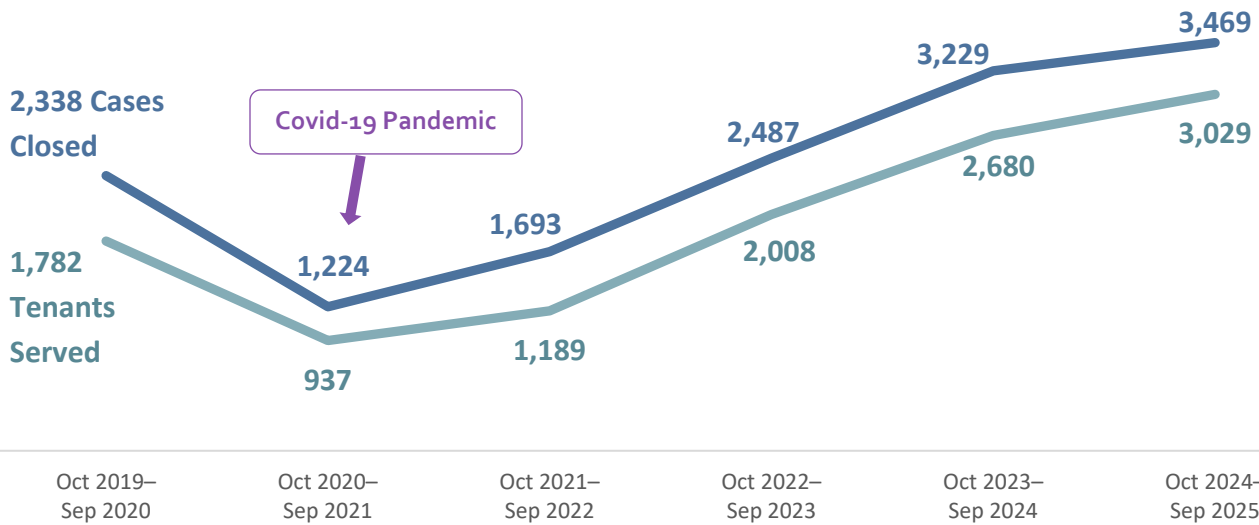


Exhibit 13 does not show CLCPP activity in August–September 2019, when the partners closed 607 cases and served 469 tenants in cases that were closed.





¹⁵ “Cases closed” includes cases closed by a CLCPP attorney after receiving legal services (e.g., representation or advice) and cases closed after receiving another service, but not legal assistance by a CLCPP attorney (e.g., a referral to another organization). It does not include cases that were reported but not closed (See Footnote 4. See Exhibit 1 for all cases reported and all tenants who contacted the CLCPP).

¹⁶ See Appendix A for a description of the operational context that has affected the CLCPP network. Additional information is available in prior CLCPP evaluation reports on the DC Bar Foundation website: <https://www.dcbfoundation.org/reports>

Tenants Can Access CLCPP Attorneys Through Multiple Pathways

Connecting people in need of legal help with an attorney is central to access to justice, and the CLCPP funding has allowed the partners to provide multiple avenues to access the network. As shown in Exhibit 14, the CLCPP partners have established four primary pathways that tenants access through a variety of communication methods. Tenants can call, text, email, fill out an online application, get a referral from a community organization or medical provider, or get in-person help by going to a CLCPP partner’s office or finding an attorney at the Superior Court building. The underlying philosophy is to give tenants options so that they can connect with the network using the communication method that works best for them, making it easier for people who need legal services to find an attorney.

Exhibit 14. Primary Pathways to Access CLCPP Services

 <p>Landlord Tenant Legal Assistance Network (LTLAN)</p>	 <p>Partner Internal Intake</p>	 <p>CLCPP Courthouse Office</p>	 <p>Outside Network Referral</p>
<p>The LTLAN has become the primary point of access to the network, largely due to advocacy by the CLCPP partners to include contact information on every official document that a tenant receives from the Court as part of the eviction process.</p> <p>The DC Bar Pro Bono Center (PBC) manages and staffs the LTLAN intake line, with the other partners working in shifts to respond to the tenants who are referred for CLCPP services.</p>	<p>The partners each maintain an internal intake service for tenants who call their organization or walk in to their offices. Most of the tenants who do not connect through the LTLAN contact a CLCPP partner organization directly.</p>	<p>Partners coordinate to maintain a presence at the courthouse to connect with tenants immediately and provide on-site legal services, such as advising clients, completing paperwork, or representing them during a hearing, in some cases to request a continuance so a CLCPP attorney can provide more substantive representation. According to interviews, access to CLCPP services at the courthouse has helped to reduce the number of tenants who default.</p>	<p>The Children’s Law Center (CLC) has relationships with medical partners who refer tenants who may have cause to pursue legal action against their landlord to remediate sub-standard housing conditions. When medical providers encounter families whose housing conditions may be exacerbating a medical issue, they refer the patient to the CLC for information to determine if there is a need for legal services.</p>

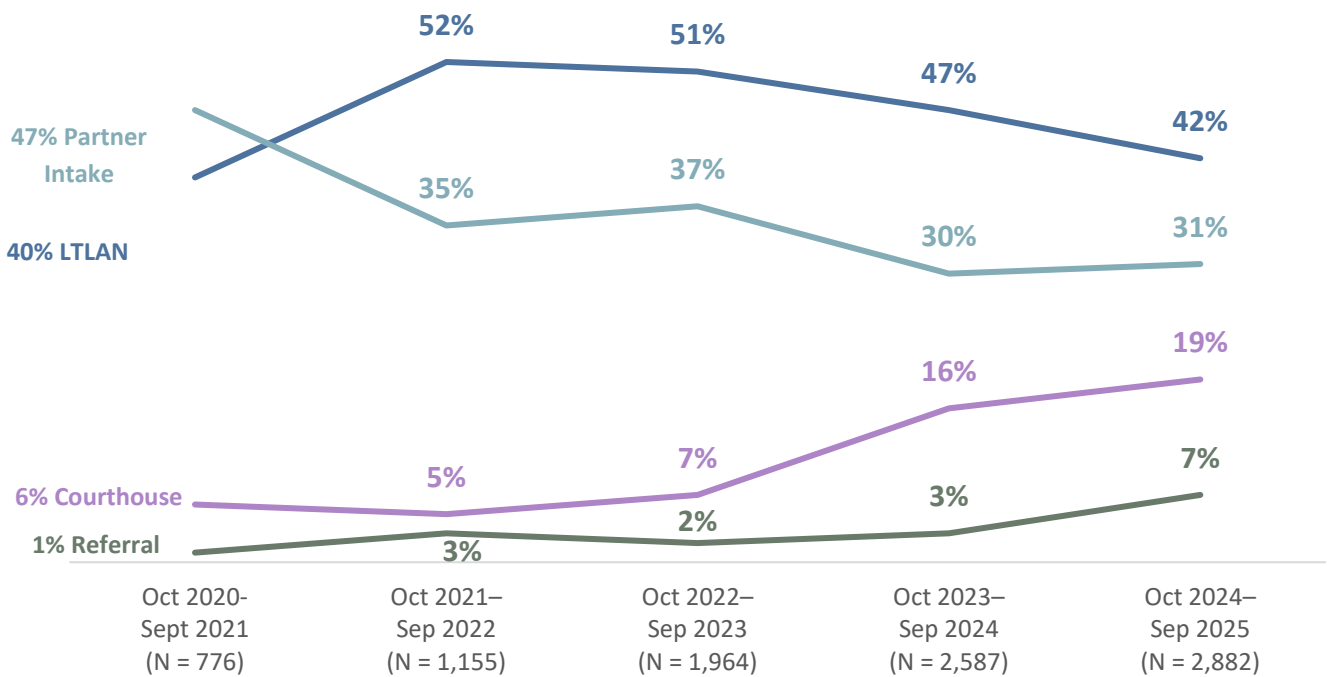
Tenants utilized multiple access points to connect with the CLCPP in the current year

As illustrated in Exhibit 15, the effort to sustain multiple intake pathways was critical in the current year as the tenant first point of contact was more diversified than in prior years. While the LTLAN has been the primary entry point since its second full year of operation,¹⁷ in recent years, the network has seen an increase in the percentage of clients who connected at the courthouse.

“Having someone in the courthouse every day amplifies the reach of the work and provides a last line of defense. All of this helps the DC community and the court system.”

- CLCPP Attorney

Exhibit 15. Tenant Point of First Contact in Cases Closed After Receiving Legal Services (Oct 2020–Sep 2025)



As the Superior Court ramped up in-person activities in 2024 and 2025, the partners responded by ensuring that they adequately staffed the CLCPP office at the courthouse to provide a resource for tenants who came to court without an attorney. Judges, attorneys, and executive directors interviewed by NPC in 2025 noted how critical this in-person presence has been for tenants, who interviewees felt were less likely to experience a default judgment because attorneys are present to help them. The CLCPP has also helped the judges, who appreciated having a resource to refer tenants to, which supports court efficiency and the fair administration of justice (see the section “CLCPP Impact on the Superior Court” below for more discussion on the value of having CLCPP attorneys in the courthouse).

¹⁷ The LTLAN was introduced in June 2020.

Casting a wide intake net for CLCPP services is made possible because of each partner’s different approach to connecting with clients. As shown in Exhibit 16, the percentage of clients who access the network via each of the available pathways varies depending on the organization that provides legal services.

“We now have a lot of intake channels. People walking into the office, the courthouse, LTLAN, etc. There are [many] different ways people can come in.” - CLCPP Attorney

While the six partners that provide eviction defense services are each committed to staffing the LTLAN coordinated intake line, they also prioritize other methods of intake differently. Some organizations have the staff and infrastructure to regularly staff the CLCPP’s courthouse office while others prioritize their robust in-person intake to foster connections with tenants in their communities. The Children’s Law Center has a strong referral relationship with medical providers in DC that serves as its primary avenue for connecting with clients.

Exhibit 16. Percentage of Tenants Connecting to the Network via Each Access Point by the CLCPP Partner that Provided Legal Services (Oct 2024–Sep 2025)

Access Point	Bread for the City	Legal Aid	Legal Counsel for the Elderly	Rising For Justice	Neighborhood Legal Services Program	Children’s Law Center
LTLAN	67%	38%	70%	32%	46%	0%
Partner Intake	21%	27%	29%	44%	52%	19%
Courthouse	8%	31%	0%	19%	0%	0%
Outside Referral	0%	0%	0%	0%	0%	76%

Note: The DC Bar Pro Bono Center (not displayed) primarily uses CLCPP grant funds to manage and staff the LTLAN intake line rather than to provide legal services.

Note: Tenant initial contact method is unknown for 1–5% of tenants across organizations.

PARTNER COLLABORATION IMPROVES QUALITY OF SERVICES

Another place where interviewees felt that CLCPP funding had some of the largest impact was in the collaboration and learning across partners, improving the quality of services overall. The CLCPP partners have used grant funds to strengthen their relationships with each other by holding regular meetings among the managing attorneys. With improved inter-organization coordination, the attorneys have also cultivated organic connections and relationships to discuss case strategy and share resources. These cross-organization connections have allowed the partners to **collaborate on legal**

strategy and **respond to emergent issues** affecting tenants, **take advantage of each other's individual expertise** to increase and improve the quality of the services available to tenants, **develop and sustain innovative service approaches** that expand the network's reach and impact, and **advocate for tenants** through legislative action and systemic litigation. All of these benefits can also result in improved tenant outcomes.

“We all communicated and discovered that we all have clients that came from the same building that had been torn down. We worked together to write up the combined defense for all their clients.”

- CLCPP Attorney

Better Collaboration Creates Opportunities for Information-Sharing and Learning that Can Improve Tenant Outcomes

Managing attorneys interviewed by NPC praised the frequent formal (e.g., biweekly meetings) and informal communication (e.g., a text chain) as opportunities to learn and get assistance from each other. Interviewees described the communication as a means to share best practices, talk about what legal strategy is working or not working, update each other on court procedures, engage in creative brainstorming to respond to changes in landlord and tenant law, and ask for advice when issues arise.

“We're able to leverage on each other's expertise. We have a running group chat where you can ask what others have done in similar situations.”

- CLCPP Attorney

CLCPP attorneys talk with each other about their approach to working cases, the arguments they have made, trends in landlord arguments, and how judges have responded and ruled. They build on the work of their colleagues for their case strategy. This coordination helps attorneys identify common issues and improve their legal approach to earn positive outcomes for their clients.

Through this frequent communication, the CLCPP network has been able to quickly adapt to changes in landlord and tenant law by coordinating responses to shifts in policy that can affect the housing stability of tenants living with low income. The network's coordination and resiliency were

instrumental in protecting tenants when eviction law changed dramatically during and immediately after the COVID-19 pandemic, particularly when Washington, DC's, public health emergency ended and its eviction moratorium phased out, placing thousands of tenants at imminent risk of being unhoused.¹⁸

In the current reporting year, the partners' ability to coordinate and respond to tenant needs allowed them to work together to quickly address issues that affected thousands of tenants who faced potentially unsafe housing conditions issues.



CLCPP Partners Coordinated Rapid Response for Tenants Facing Serious Housing Conditions Issues

- **The CLC, in partnership with Legal Aid, LCE, NLSP, and the DC Bar Pro Bono Center led a rapid response to an urgent threat by DC Water to terminate water** in 2,000+ apartment buildings. Tenants alleged that landlords did not submit payment for water bills. According to the CLCPP partners, thousands of tenant families faced water shut offs and needed help. The Office of the Attorney General (OAG) reached out to legal services organizations and Children's Law Center took the lead in organizing partners. During the current year, the CLCPP partners worked together on litigation to compel landlords to prevent the water shut-offs and address housing conditions, as many of the affected buildings showed signs of water leaks, caved-in ceilings, mold, and pests that threaten tenants' health and safety. In addition to addressing the immediate need and preventing water shut offs, the partners intend for the litigation to inform a larger legislative strategy around enhancing landlord accountability.
- **The CLC responded to medical partners concerned about their patients' health related to broken air conditioning** during DC's recent heat waves. To prevent health complications from heat stress—especially in children more vulnerable to heat, such as those with asthma and epilepsy—the CLC used Temporary Restraining Orders (TROs) to compel landlords to quickly fix air conditioning units or pay for families to stay in temporary accommodations.

Better Collaboration Created Opportunities to Leverage Organizations' Unique Expertise, Specializations, and Capacity

The seven organizations have different areas of expertise, specialization, and service philosophy that allow them to collectively help tenants in a variety of settings and across different areas of landlord

¹⁸ For more information, interested readers can review the 2022 CLCPP Evaluation Report, available here: https://www.dcbarfoundation.org/_files/ugd/3ddb49_55791d64a737457cbddcd600a136943a.pdf

tenant law. Interviewees highlighted the following examples of how the CLCPP network benefits from what each partner grantee brings to the table:

- **Larger pool of community resources for tenants.** The grantee organizations have each cultivated and sustained separate relationships within the DC service community, including social services and medical providers, as well as churches, food banks, and other community-based organizations. These resources can be shared among attorneys across the network for their use when providing tenants with social services information or referrals. Additionally, in the current reporting year, the partners collaborated to provide training to community-based organizations so that they could refer their clients to the CLCPP if needed.
- **Expanded options for legal services.** In some cases, a tenant may have legal needs that the partner who conducted the intake may not be best positioned to serve. This can happen if a tenant has a pressing or urgent need for a lawyer that an organization does not have capacity to meet or if a tenant has a legal issue outside of a partner’s practice specialty (either related to or separate from the eviction action). In these circumstances, the partners can refer tenants to each other, including referrals to attorneys at the partner organizations who do not work in housing. In the current reporting year, the Children’s Law Center and Legal Aid DC collaborated to streamline an intra-network referral pathway between the two partners for tenants with substandard housing conditions who were at risk of an eviction.



CLCPP Partners Engaged in Cross-Agency Training to Improve Referral Network

- **The CLCCP partners engaged in community training and outreach to expand the network’s service reach.** The CLCPP partners have continued to participate in various training and outreach events with other community organizations, including Housing Counseling Services, Empower DC, and Latino Economic Development Center (LEDC). In addition, the partners have made numerous presentations for tenants in individual buildings both online and in-person. Senior and supervising attorneys also participated as trainers in the Washington Council of Lawyers’ regular eviction defense cohort training for newer attorneys funded by the CLCPP grant and Right to Counsel training for pro bono attorneys.
- **The Children’s Law Center (CLC) engaged Legal Aid DC to cross-train their staff on landlord-tenant issues.** This practice is outside of CLC’s area; however, many of the families that CLC attorneys serve in housing conditions cases are also at risk of eviction or are facing other landlord-tenant concerns. This cross-training enhanced CLC staff’s ability to identify landlord-tenant issues and make effective warm referrals to Legal Aid DC to ensure tenant families receive the best-fit legal services for their unique situation.

Better Collaboration Leads to Bigger Impacts

According to interviewees, the cross-pollination of ideas and systems between the organizations made possible by the CLCPP grant has resulted in the following innovative strategies that expand the network's service reach and amplify its impact on the DC eviction ecosystem:

- **The Landlord Tenant Legal Assistance Network (LTLAN).** The LTLAN remains the signature achievement of the partnership. Interviewees felt that supporting the LTLAN enhances their connection as a network because the 6 organizations providing eviction defense services have to work together to staff the service. Maintaining this single point of entry has streamlined the process for tenants facing an eviction to access legal services, allowed the organizations to serve more people, and utilized technology systems to sort cases for efficient referrals that result in a timely connection between tenant and attorney.

“The LTLAN [staff have] done a good job of handling the incredible need, especially since the pandemic.”

- CLCPP Attorney

In the current year, the DC Bar Pro Bono Center (PBC), which directly manages the LTLAN, communicated regularly with the other partners to ensure the triage protocols reflect the network's priorities, got feedback on the system's workflow, and provided transparency about how intake staff ensures fairness in the referral process. PBC also worked to improve the LTLAN intake system by implementing a new platform, Five9, to better manage increasing call volume and connect tenants with services more efficiently. Five9 allows for calling and texting from a dedicated LTLAN number that may be given to callers beforehand, minimizing time lost to missed calls, and a phone tree that can better direct callers to services.

The Court continues to include the LTLAN phone number in court notices, and it continues to announce the availability of LTLAN services during court proceedings. Interviewees noted that the Court appreciates having the service available to tenants, and judges always make pro se litigants aware of the LTLAN (e.g., providing the phone number or link).

- **Proactive outreach for tenants at risk of eviction to the CLCPP.** The CLCPP partners, in coordination with community-based organizations, responded to an increase in eviction filings by conducting intensive outreach to tenants who had received notice of an eviction action. The goal of the outreach was to connect tenants to legal services and access to rental assistance, and required the following:
 - *Data collection and sharing* – The partners continued to track all scheduled evictions in real time, with tenant names, addresses, and (where available) email and phone.
 - *Canvassing* – The Eviction Prevention in Communities (EPIC) grant has allowed the partners to formally connect with community-based organizations, who hired community members to canvass. Through coordinated in-person outreach, these canvassers continued to knock on the doors of large numbers of households with scheduled hearings in an eviction case.

When canvassers spoke to tenants directly, they connected them to the LTLAN. If they did not speak to the tenant, they left flyers directing tenants to the LTLAN.

- *Connection to legal and non-legal services and supports* – Canvassers directed tenants not only to legal assistance, through LTLAN, but also to non-legal supports through Tenant Empowerment Specialists (TES). The TES helped clients apply for rental assistance and public benefits; they also conducted housing searches and facilitated voucher transfers. Canvassers also directed tenants to participatory defense hubs, tenant-led spaces where litigants could share experiences as defendants in landlord-tenant court.
 - *Partnership with emergency rental assistance providers* – The partners continued to expedite referrals to and from emergency rental assistance for tenants facing imminent evictions, prioritizing the rental assistance applications of tenants who were court involved.
 - *Iterative, ongoing collaboration* – Leadership at the CLCPP partner organizations and the canvassing organizations met at least monthly to identify and implement solutions as challenges arose.
- **The Housing Right to Counsel (HRTC) program.** The HRTC project was formally relaunched in November 2023. As part of the HRTC, the partners used CLCPP funds to collaborate to train pro bono attorneys in housing law, which adds capacity to the network. CLCPP attorneys manually review eviction filings to identify tenants who have a scheduled eviction hearing and who have a housing subsidy, and mail letters to a subset of these tenants that guarantee legal representation (based on pro bono capacity).

In the current year, Legal Aid DC coordinated efforts across the CLCPP partners to work with 20 firms, federal government agencies, and the Office of the Attorney General to place cases with pro bono attorneys. To fine tune the program to improve efficacy and impact, the CLCPP partners and law firms met regularly to discuss program implementation, to review what is working well and what needs to be improved, and to adjust the program to adapt to current needs.

“The CLCPP work helps inform other types of services we provide under other grants and funding sources. The work helps identify other systemic issues that other services or other partners can help address.”

- CLCPP Attorney

CLCPP Amplifies Tenant Voice Through Advocacy and Systemic Litigation

CLCPP grantees pointed out that advocacy is better and more effective when the seven partner organizations work together. During the course of the grant program, the CLCPP partners have advocated for legislation that expands and enforces tenants' rights during and after the COVID-19 pandemic, collectively drafted and submitted amicus briefs in cases regarding the constitutionality of the District's eviction moratorium,¹⁹ and have regularly coordinated with each other to highlight the need for ongoing funding for the program, and civil legal aid more broadly, during DC budget hearings. In the current year, the partners continued to take collective action with the goal of effecting system-wide changes through legislative advocacy and multi-tenant lawsuits that have larger legal repercussions with implications for housing laws in Washington, DC, and across the country.



CLCPP Partners Worked Collectively on Advocacy and Multi-Tenant Litigation

- **Legislative advocacy has remained central to the CLCPP network's efforts.** CLCPP partners testified before the DC Council housing committee on the RENTAL (Rebalancing Expectations for Neighbors, Tenants, and Landlords) Act and its impacts on tenants through its changes to eviction processes, Tenant Opportunities to Purchase Act (TOPA), and District of Columbia Housing Authority (DCHA) board composition, and met with legislative staff to raise additional substantive and technical concerns. Due to their advocacy, the CLCPP partners were able to secure key protections for victims of crime and domestic violence survivors in this legislation. Finally, the CLCPP partners continue to attend DCHA Board of Commissioner meetings to raise issues regarding the operation of public housing and voucher programs.
- **The Children's Law Center (CLC) is representing multiple tenants across an entire apartment complex in Ward 5,** where families are facing mold, sewage leaks, and other health-harming housing conditions that have allegedly gone unaddressed by the property owner. After extensive tenant outreach, education, and organizing in 2024—supported by CLC's partner EMPOWER DC—the CLC entered the litigation phase with the landlord in early 2025, and the parties are now trying to reach a negotiated settlement.

The CLC has also recently begun planning to accept a second whole building case in partnership with Legal Aid and Latino Economic Development Center. The property is on the CLC's Healthy Housing map (created with Children's National's IMPACT DC asthma clinic), which identifies the DC apartment buildings with the highest rates of pediatric asthma and worst housing conditions. The property's tenant association has been very active and has tried to get help from the city for years for severe mold and pest issues throughout the building.

¹⁹ For more information, interested readers can review the 2021 CLCPP Evaluation Report, available here: https://www.dccbarfoundation.org/_files/ugd/3ddb49_6a7353fce5cc4266945f743354c70a19.pdf

CHALLENGES FOR THE PARTNER ORGANIZATIONS

While the CLCPP grant has had a positive impact on the DC eviction landscape, interviewees identified challenges that they navigate as a result of being part of the network, including meeting the **increase in demand for services**, **managing multiple intake pathways**, and **coordinating across the organizations**.

Keeping Up with Demand is Straining Attorney Capacity

Interviewees at every partner organization emphasized the point that the network is struggling to meet the overwhelming need. The most direct impact of this strain on capacity is that **the organizations do not have enough staff to provide extensive representation for every tenant who would benefit from it.**

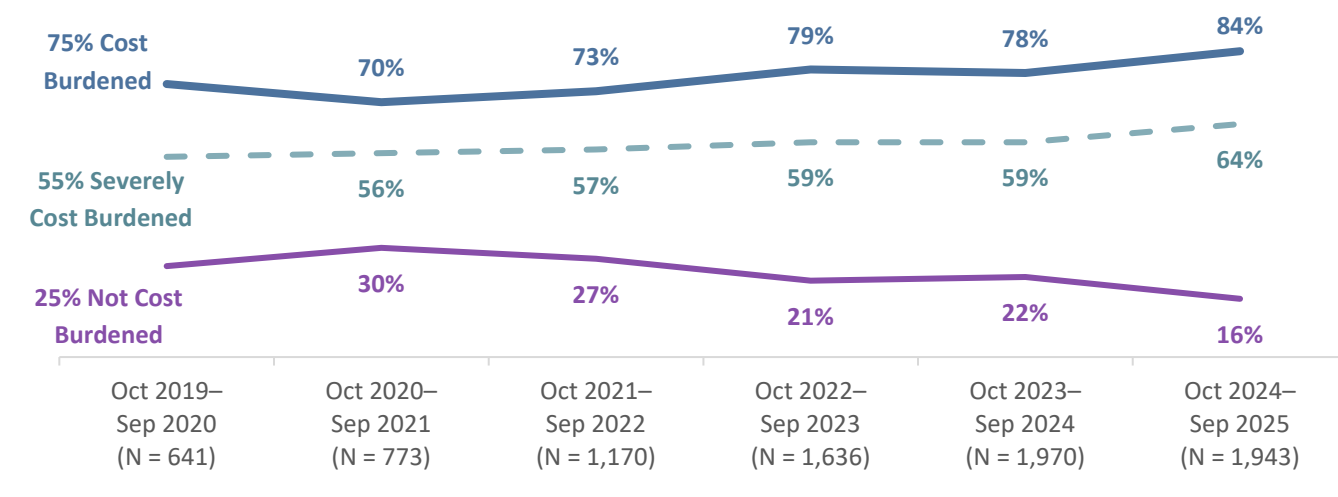
“Meeting the demand [for services] versus preventing attorney burnout [is a challenge]. We are having to turn away clients that need extended services and would really benefit from those services. Cases we would have taken 2 years ago, we can’t take now.”

- CLCPP Attorney

Interviewees shared that despite the network’s expansion, there are more tenants whose case would benefit from full representation than the partners can fully serve. Managing attorneys expressed frustration that this situation requires them to make difficult decisions on how to choose people who get full assistance. Compounding this stress is the reality that a high percentage of CLCPP tenants live in conditions that create a persistent threat to their housing stability.

As shown in Exhibit 17, the percentage of CLCPP clients²⁰ who experienced cost burden in the current year was higher than prior fiscal years. This trend highlights the CLCPP network’s focus on utilizing its limited resources to serve the tenants who are in the most need and also underscores the increasingly thin economic margins that CLCPP clients experience. With most clients living at the edge of poverty, the stakes in CLCPP cases are high, adding pressure and contributing to attorney burnout.

Exhibit 17. CLCPP Tenant Housing Cost Burden by Fiscal Year (Oct 2019–Sep 2025)



²⁰ Exhibit 17 displays cost burden for CLCPP clients whose rent and income information were known by the attorney.

Sustaining Multiple Intake Pathways Presses Organization Staffing

The increase in volume is partly due to increased access and visibility of services, which is driven largely by the LTLAN. Interviewees noted that the LTLAN is a great accomplishment, but in order to manage the volume of referrals that come through the service, the organizations must staff it regularly. This pulls attorneys away from internal intake or time spent providing legal services to tenants. Interviewees emphasized that committing to provide multiple options to access the network requires the grantees to manage multiple intake channels.

“We used to have walk-ins, but now because of the network, our attorneys have to drink from multiple firehoses all at once. People walking into the office, the courthouse, LTLAN, etc.”

- CLCPP Attorney

Coordination Across the Partners Requires Ongoing Communication and Compromise

Some interviewees also expressed that it can be a challenge getting all the organizations on the same page when engaged in advocacy efforts or responding to changes in DC eviction policy. While interviewees across the organizations shared many benefits of collaboration, there were some struggles managing different organizational priorities and different personalities. The CLCPP network does not have a coordinator to organize communication, manage network-wide projects, or coordinate network activities.

“There are some struggles related to different priorities and different personalities. There is no unified coordinator or leader that provides coordination and process support for the organizations.”

- CLCPP Attorney

Finally, interviewees at each of the partner organizations acknowledged that collecting case-level data for NPC’s ongoing evaluation of the program is a challenge. During the current reporting year, the partners worked with NPC to streamline the evaluation data collection by focusing on key information with the goal of saving time for the attorneys who report their CLCPP-funded efforts to NPC.

CONSEQUENCES IF CLCPP FUNDING WAS LOST

At the conclusion of their interviews, NPC asked judges, managing attorneys, and executive directors to project what would happen if CLCPP funding was hypothetically cut. Across responses, the following themes emerged:

- The number of attorneys and other staff the organizations could sustain would be significantly reduced;
- The LTLAN would be significantly scaled back or potentially shut down;
- More tenants would be evicted—even if they had a meritorious case—particularly among the most vulnerable populations; and
- There would be ripple effects, such as a strain on the Superior Court’s workload, a widening power gap between landlords (who often have an attorney) and tenants that could affect the administration of justice, as well as increased homelessness, family displacement and disruption, hunger, failure for children to thrive, an ability to access other public benefits, etc., which in turn have large societal costs.

Interviewees on Consequences of Reduced CLCPP Funding:

“It would be utter devastation to the tenants being evicted. The most vulnerable clients would be evicted, and then it would spread. Families would be destabilized, which leads to homelessness, to hunger, to children not thriving, to people not able to receive their other public benefits—a true ripple effect.”

“We would only be able to represent a fraction of what we currently serve. It would be bad – very bad.”

“It would snowball over time – [there would be] a learning loss in the judicial system of how to respond to [housing] cases and what the options are. There would be costs in the government system due to homelessness, etc. The ripple effects are hard to measure. CLCPP is an investment to preventing impacts that are going to blowback on the government as well.”

“It would create a tremendous disparity given that practically all landlords are represented and almost all tenants are not. Given the volume of cases, that is a huge amount of individuals not aware of their legal rights in an area of law that is highly technical.”

“We would have to stop helping people who had no one else to go to. Meritorious cases would be lost because there are no attorneys to take the case.”

“We would have to cut the number of callers to LTLAN, maybe do a lottery to see who gets it. It would put an enormous amount of pressure to just be an advice and self-help organization with no representation.”

“More people would be unhoused. Shelters already at capacity would have to somehow deal with so many more people. There would be further gentrification and more unaffordable housing.”

3. CLCPP IMPACT ON TENANTS

This section presents CLCPP program data to illustrate the impact that clients, attorneys, managing staff, and judges described when asked how the program affected tenants. Data in this section highlight trends in cases closed, legal services provided, and case outcomes for tenants. This section also presents learnings from focus groups conducted with CLCPP clients and interviews with attorneys. Eviction cases, which constitute close to 90% of cases closed by the CLCPP network, are the focus of the service and outcome data presented in this section.

“My [CLCPP] attorney made me feel empowered. She explained things in a way that made me feel like I had a lot of control over how things would go and made me feel like I had the time to do the things that allowed me to keep my home.

- CLCPP Client

Highlights of the CLCPP’s Impact on Tenants

CLCPP Clients Received Services that Align with Their Legal Needs

- The partners offer a variety of legal services of varying intensity and have developed triage protocols to match tenant need with the network’s attorney capacity.
- In eviction cases closed in FY 2025, CLCPP partners provided representation to 34% (17% full rep., 17% limited rep.), brief services to 8%, and advice and counsel to 57%. The proportion of tenants receiving advice in eviction cases was higher than in prior years (48% in FY 2024).

CLCPP Services Improved Tenant Outcomes in Eviction Cases

- CLCPP attorneys helped tenants enforce their legal rights in eviction cases. Across the 1,123 eviction cases where attorneys provided either full or limited representation or brief services, they filed defenses in 630 (56%).
- CLCPP tenants retained possession in 674 (71%) of 956 eviction cases with outcome data. Of the 282 cases ending in landlord possession, the tenant moved to end the case in 200 (71%).
- Among the 956 cases with known outcomes, most ended via dismissal (54%) or settlement agreement (32%). Only 7% ended with an court ruling that could result in a lockout.





CLCPP Clients Reported Positive Experiences with Services Received

- CLCPP attorneys made clients feel heard, valued, and respected by displaying genuine interest in their situation and infusing compassion into their legal services.
 - Clients appreciated the professionalism and competence of their CLCPP attorney.
 - Clients were satisfied with their legal help and would return if needed in the future.
-

CLCPP CLIENTS RECEIVE SERVICES THAT ALIGN WITH LEGAL NEEDS

The CLCPP network's service philosophy is to provide at least some level of legal help to as many eligible tenants as possible. As such, the partner organizations offer a variety of types of legal services that vary in intensity. Exhibit 18 describes these levels of legal service and summarizes triage protocols that partners use to provide tenants help that aligns with their needs and maximizes the network's service reach, considering each organization's attorney capacity.

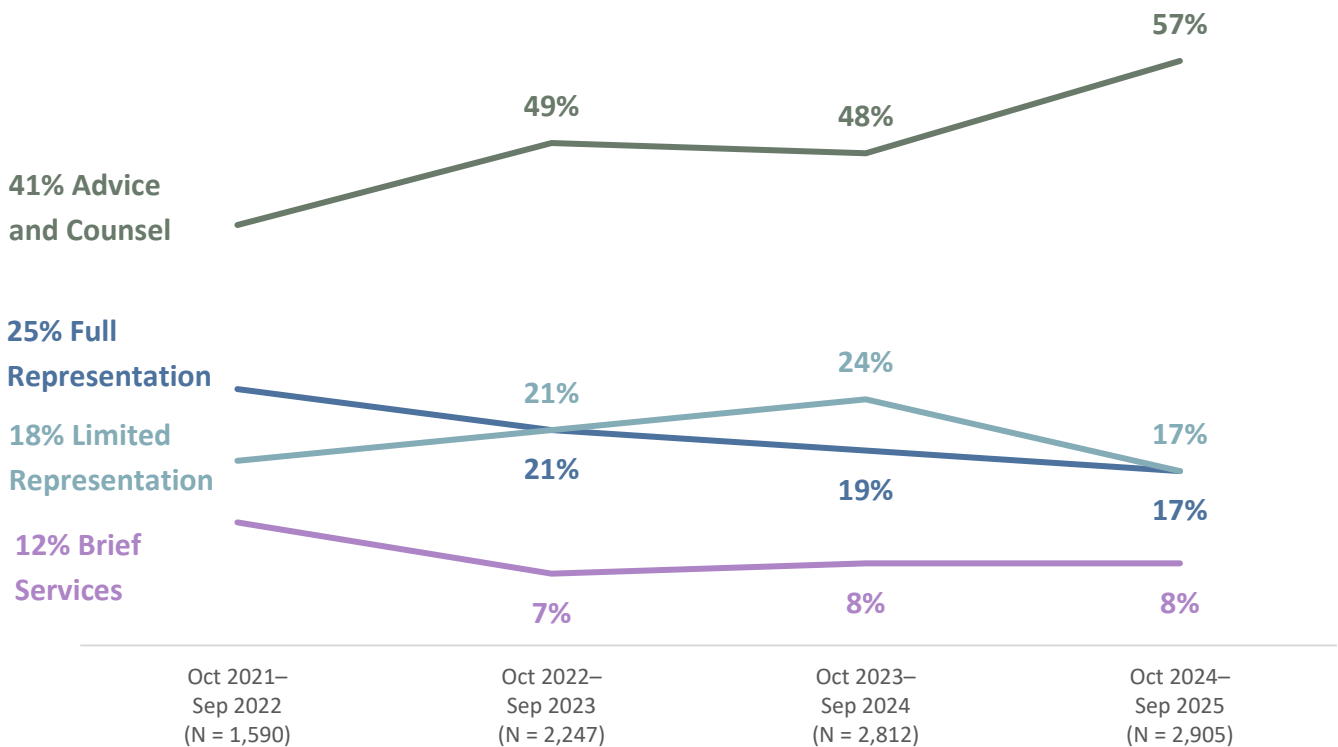
Exhibit 18. CLCPP Services Description & Triage Factors

				
Service	<i>Full Representation</i>	<i>Limited Scope Representation</i>	<i>Brief Services</i>	<i>Advice and Counsel</i>
Description	Commitment to representing the tenant for the duration of a case; may involve negotiation, litigation, or other advocacy as the attorney of record.	Short term or single-incident commitment to a case. May include making court appearance(s) or negotiating with the landlord.	Brief action on behalf of the tenant, such as drafting a letter or making a phone call. Usually does not involve a court appearance.	Legal information and recommended course of action for the specific case, but no action on behalf of the tenant.
Appropriate for cases where...	An attorney can have the most impact on the case outcome.	Tenant has a specific, short-term, legal need that an attorney can help with.		The tenant needs help navigating the eviction process on their own.
Triage Factors	<ul style="list-style-type: none"> ➤ Tenant has a viable legal defense. ➤ Tenant can sustain the tenancy. ➤ Tenant has a housing subsidy. ➤ Tenant is otherwise vulnerable to eviction impact. 	<ul style="list-style-type: none"> ➤ Tenant's legal need requires assistance, either due to time (e.g., a court hearing that day) or complexity (e.g., a formal legal document to complete and file). ➤ Tenant may not be able to perform the action on their own. ➤ Whether the attorney provides limited representation or a brief service depends on the need, partner, and attorney capacity. 		<ul style="list-style-type: none"> ➤ Attorney impact on the outcome of the case is limited. ➤ The tenant is capable of representing themselves after receiving advice.

CLCPP Attorneys Provide Advice and Counsel to Meet Increase in Demand

As the network experiences a sustained increase in demand (see Exhibit 13 above), the partners have adapted by increasing the proportion of clients who receive advice and counsel (Exhibit 19, green line). Advice is typically provided to clients who face eviction for non-payment of rent, limiting what the attorney can do to impact the outcome of the case, and when the client is capable of representing themselves after receiving advice. In these cases, the attorney’s advice is designed to help tenants navigate the eviction process, remain housed for as long as possible to allow them more time to find other housing, and otherwise to help mitigate the negative ancillary impacts of an eviction.

Exhibit 19. Direct Legal Services Provided (Oct 2021–Sep 2025)



While the CLCPP organizations provide more extensive services to the cases where they can have the biggest impact and to clients who need an attorney the most, **the provision of advice has allowed the partners to expand the reach of the network at a time when more tenants need legal help** with an eviction case. The immediate impact of advice on the client’s need is often not clear as attorneys are less likely to know the case outcomes than they are in cases where they provide full representation.²¹

²¹ In the current grant year, attorneys reported case outcomes in 9% of advice and counsel cases, compared with 92% of full representation cases, 61% of limited scope representation, and 19% of brief services cases.

HOW CLCPP ATTORNEYS IMPACT EVICTION CASE OUTCOMES

During interviews, CLCPP attorneys and managing staff, as well as judges, emphasized that the most tangible impact of the grant funding on tenants is on the outcome of their eviction case, even if they do not remain in the unit. Interviewees described how the presence of an attorney can help **defend the tenant’s legal rights** and **earn outcomes that support the client’s housing stability**, either by keeping the tenant housed or mitigating the impact of an eviction on the tenant.

Tenant Rights were Enforced with Defenses to the Eviction Complaint

Tenants in cases with a complaint have the opportunity to file a formal response and that raises defenses against the landlord’s claims.²² In the current reporting year, tenants submitted a legal defense in close to 60% of the eviction cases that had a complaint, and that received full representation, limited scope representation, or brief services for a specific legal need. Exhibit 20 shows the most common defenses raised by CLCPP attorneys on behalf of their clients from October 2021–September 2025.

Exhibit 20. Tenant Defenses in CLCPP Eviction Cases (Oct 2021–Sep 2025)

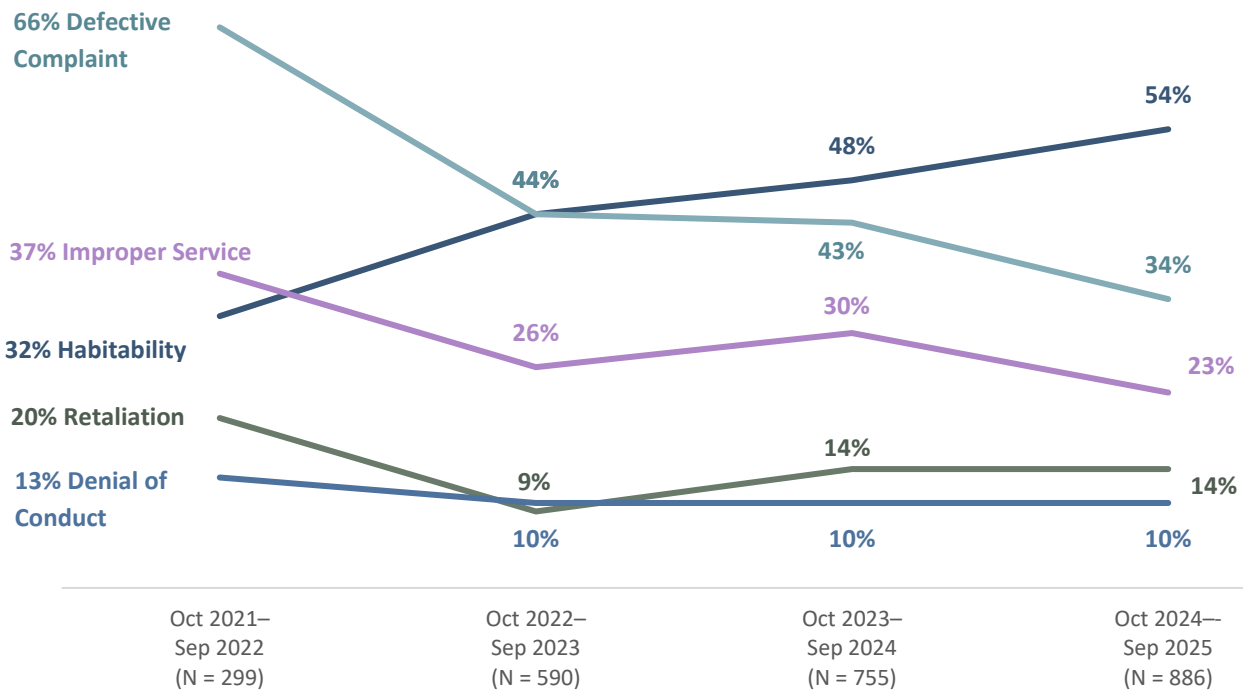


Exhibit 20 includes cases where attorneys provided direct legal services. Attorneys can file more than one defense in a case, so the sum of the percentages may be greater than 100%.

²² Defenses to an eviction claim are typically either *technical*, asserted when the landlord allegedly failed to satisfy the legal requirements for filing an eviction complaint (e.g., the complaint or notice to vacate was defective), or *substantive*, asserted when there is a legal argument to challenge the landlord’s claim (e.g., the conditions of the unit violate the housing code).

Exhibit 20 offers the following insights about how the CLCPP attorneys helped their clients exercise their legal rights in eviction cases:

- Attorneys noted that there is an array of procedural rights for tenants, but these are not always intuitive or easy to invoke. CLCPP attorneys were frequently able to identify and file a defense with the goal of preserving the client’s legal rights. Asserting a viable legal defense requires knowledge of the rights available and the ability to clearly communicate the facts that support the tenant’s claim. The process is highly technical and difficult for unrepresented tenants to accomplish.
- The steady decrease in the percentage of cases in which the attorney asserted that the landlord’s complaint was defective (green line) reflects the adjustment that landlords and their attorneys made to the heightened eviction filing requirements that were enacted following the end of the pandemic period in late 2021 and early 2022.
- The increase in the percentage of cases that included a habitability defense (dark blue line) suggests that most CLCPP clients who receive a higher level of legal services live in substandard, and potentially unsafe, housing conditions. This reflects the network’s triage protocols that prioritize cases with a viable legal defense (such as housing conditions) to receive more extensive services from an attorney. When a tenant asserts a habitability defense, the tenant must be able to pay rent to the Court throughout the duration of the case, with the amount determined at a *Bell Hearing*, during which the parties will litigate what, if any, proportion of the rent will be reduced due to the conditions of the unit. Having an attorney present can ensure that the tenant’s voice is fairly heard throughout this process.

“Having an attorney can really help exercising the suite of civil rights available. Having someone with experience navigating the complex system can really make a difference.”

- CLCPP Attorney

“[My attorney] explained what parts of DC law I could use and put on my paperwork. Once the paperwork was filled out, she explained what the process was going to be. Everything was correctly filled out. It was filed. I had a court date within three days, and I was ready. After the case was over, my lawyer followed up with additional resources.”

- CLCPP Client

CLCPP Client Outcomes Benefitted from an Attorney

Interviewees noted that there are many benefits of CLCPP services to clients, with the most obvious being that increased representation prevents more evictions and allows more families to stay in their homes, thereby potentially reducing homelessness and the associated societal costs.

Interviewees observed other benefits as well.

Clients who do not stay in their rental unit may have longer to move so that they can make other arrangements or receive other favorable settlement terms to lessen the financial impact of the eviction. In addition, the CLCPP partners help connect clients with other available services, resources, and support, such as social service needs, employment, food, relocation assistance, and health care.

The data presented in this section show how CLCPP attorneys helped their clients in the resolution of their eviction cases, possession outcomes (including alignment with tenant wishes), and monetary outcomes for the **956 eviction cases** (33% of eviction cases closed after receiving services) in the current reporting year where the attorneys reported outcome data.

“[CLCPP attorneys] stop people from being speed bumps in the eviction machine.”

- CLCPP Attorney

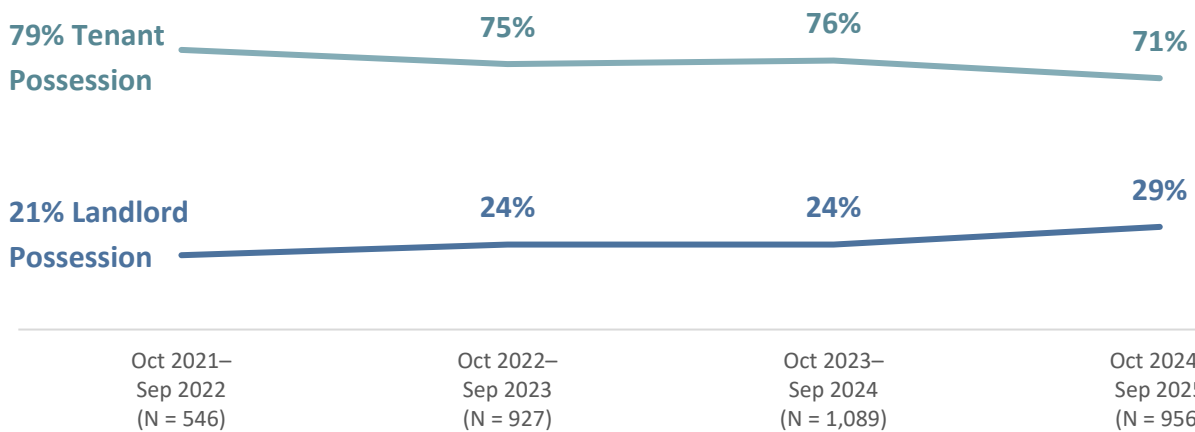
“[Without my CLCPP attorney], I probably would have lost the case, might have been evicted or would have had to pay money I already paid. I think my landlord didn’t think I was going to have a lawyer. It was fun how she [the lawyer] surprised them.”

- CLCPP Client

CLCPP Case Outcomes Supported Client Housing Stability

Helping a tenant stay in possession of the unit is often a critical goal for the CLCPP attorneys, and they were successful in helping clients remain housed in 71% of cases with outcome data. As shown in Exhibit 21, attorneys have consistently earned possession for clients in eviction cases over time, including the current year. Despite challenges associated with rising costs of rentals and the decrease in availability of public Emergency Rental Assistance Program (ERAP) funds that contributed to a slight decrease in cases ending in tenant possession compared with prior years, when CLCPP attorneys provided services through the end of the eviction case, they were typically able to help their client stay housed.

Exhibit 21. Possession of Property Outcomes in CLCPP Eviction Cases (Oct 2021–Sep 2025)

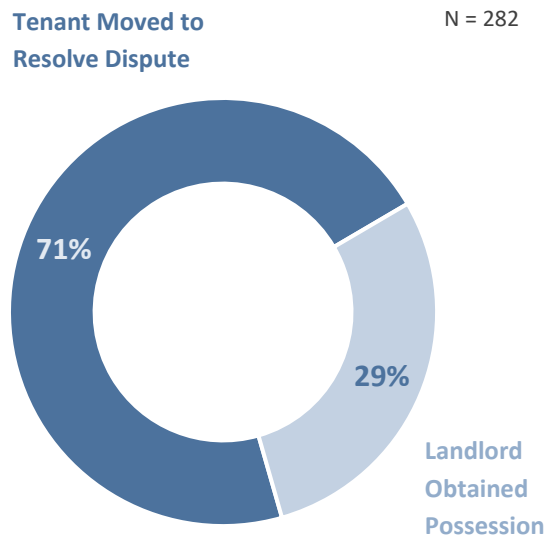


Even when a CLCPP case ended with landlord possession, most clients had better agency over the process due to their attorney’s assistance. Among the cases that ended with landlord possession in the current reporting year, CLCPP clients typically resolved the case by moving out (71% of the 282 eviction cases where possession reverted to the landlord, Exhibit 22).

According to a CLCPP attorney, this **“gives [the client] an opportunity to have other avenues for a softer landing when they get evicted.”** A negotiated move out can help give a tenant time to find alternative housing they can rent and reduce the trauma of moving.

The remaining 82 cases (29% of eviction cases ending with landlord possession) were resolved without the tenant moving to close the matter. These cases typically

Exhibit 22. CLCPP Cases Ending with Landlord Possession (Oct 2024–Sep 2025)

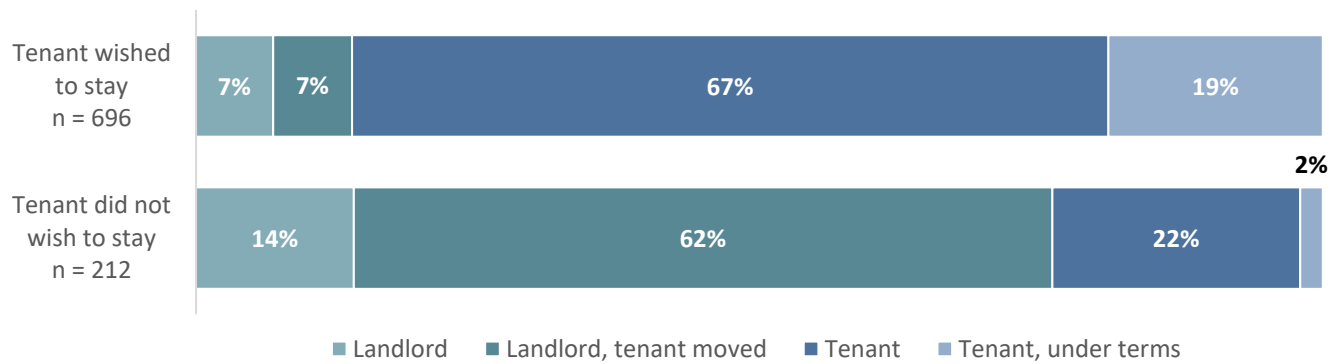


ended via a judgement against the tenant (37 cases; 45%), a settlement agreement (21; 26%), or a default judgment against the tenant (11; 13%). Importantly, **these cases represent only 9% of all CLCPP eviction cases** with outcomes closed in FY 2025.

Possession of the property aligned with tenant wishes

The outcomes of CLCPP eviction cases typically aligned with what the tenant wanted at the time of intake.²³ Of the 956 cases with outcome data closed during this reporting year, 696 tenants (73%) wished to stay in the unit and 212 (22%) expressed a desire to leave.²⁴ In the 696 cases in which tenants wished to stay, they were able to do so 86% of the time. Among the 212 cases in which the tenants did not wish to stay, they vacated the unit to resolve the dispute in 132 (62%) cases (Exhibit 23). These cases where the clients did not wish to stay and subsequently moved out to end the case constitute 75% of the 282 CLCPP cases that ended with landlord possession.

Exhibit 23. Possession of Property by Tenant Wish to Stay (Oct 2024–Sep 2025)



“I was very satisfied. I got what I wanted. I wanted to be able to stay in my apartment and I was able to. My attorney helped me feel more confident in court, and in the event of a future issue, I feel I have tools to help me deal with my landlord before it goes to court.”

- CLCPP Client

²³ Tenants are asked about their desire to stay in the unit at the time of intake, and it is possible that circumstances arise during the course of the case that may lead them to change their mind about wishing to stay or vacate their rental unit.

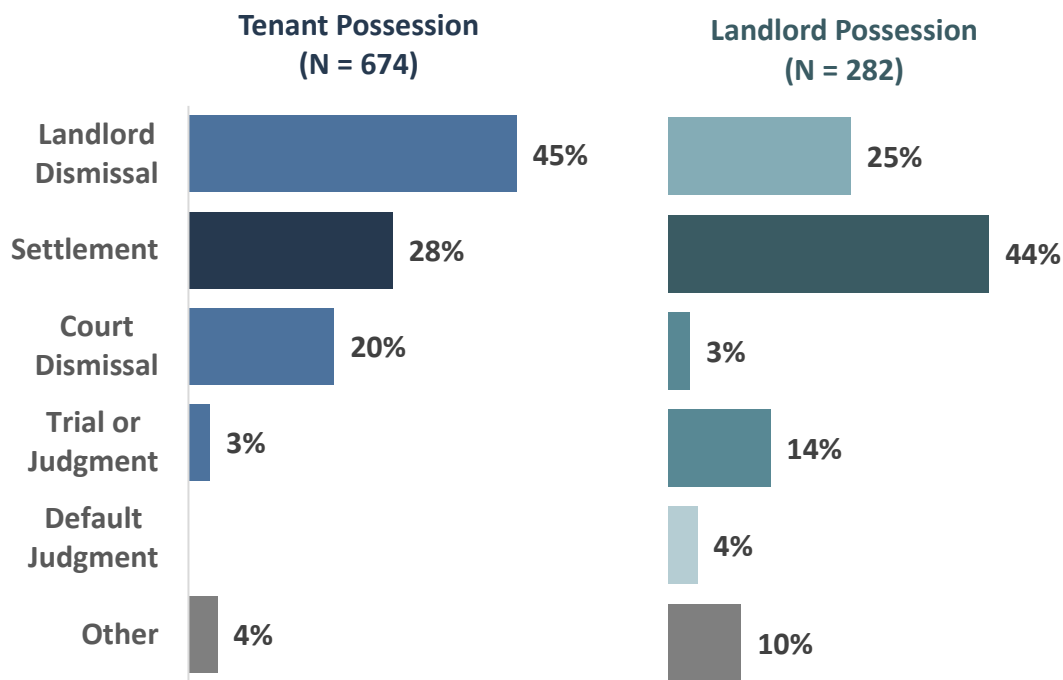
²⁴ Tenants expressed another wish (e.g., they wanted to stay until they found another place to live, or they could not stay in the unit because it was not habitable) in 13 cases (1%). Tenant wishes were unknown or missing in 35 cases (4%).

CLCPP Cases Resolved Fairly and Helped Clients Mitigate the Cost of Eviction

According to interviewees, the CLCPP attorneys helped tenants, the court, and landlords resolve the dispute between the litigants in a fair and sustainable way by helping tenants present their legally relevant facts, which typically resulted in a dismissal (from the Court or by the landlord) or a negotiated settlement agreement.

Exhibit 24 shows the method of case resolution for the 956 cases with outcome data, separately for cases when the tenant retained possession of the property (N = 674) versus when the possession reverted to the landlord (N = 282). When tenants retained possession, it was most often because the case was dismissed by the landlord, which can be beneficial because it gives the tenant an opportunity to resolve the dispute, usually by paying back rent.

Exhibit 24. Tenant and Landlord Possession by Resolution Method (Oct 2024–Sep 2025)



Landlords typically gained possession through a negotiated settlement,²⁵ or because they dismissed the case when the tenant moved out. Fewer than a quarter of cases that ended in landlord possession ended with an unfavorable Court outcome against the tenant (i.e., a Court ruling in favor of the landlord, a default judgment against the tenant, or a judgment against the tenant after a trial). Notably, **cases that ended in an unfavorable ruling against the tenant represent 68 (7%) of the 956 total eviction cases in the current year** with outcome data.

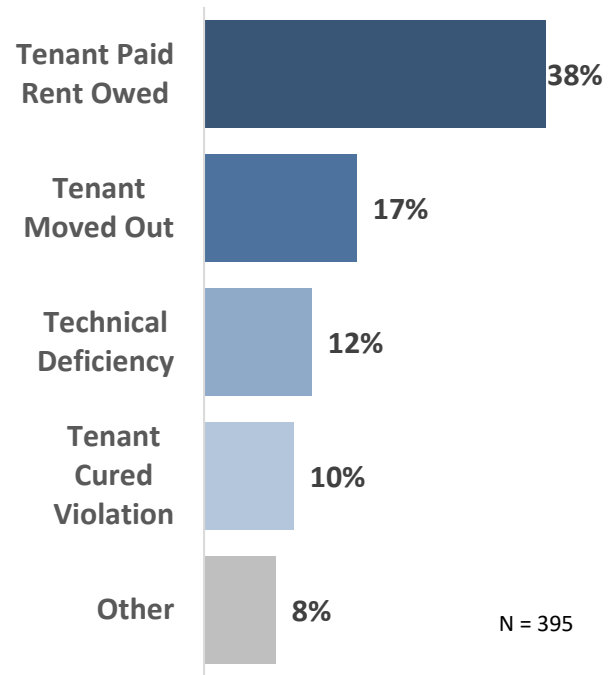
²⁵ This does not mean to suggest that cases ended in landlord possession *because* they settled. Settlement was the most common way that cases ending landlord possession resolved.

Landlords Typically Dismissed Cases Because They Received Payment

During the current reporting year, the most common reason for the landlord to dismiss the eviction case was because the tenant paid all of the rent owed (38% of landlord dismissals). In these cases, the CLCPP attorneys were able to work with their clients and the landlords to achieve an equitable result that ensured the back rent was paid to the property owner’s satisfaction, and, typically, kept the tenants housed. Although the DC ERAP program was less robust in the current reporting year, it remained a critical resource for many CLCPP tenants to pay their landlords, as 51% of cases dismissed by landlords because the tenant paid back rent involved ERAP funds.

Landlords also frequently dismissed cases because the client moved out, due to technical deficiencies in the notice or the complaint, or because the tenant cured the alleged lease violation.²⁶

Exhibit 25. Reason for Landlord Dismissal (Oct 2024–Sep 2025)



Reason for landlord dismissal was not available in 15% of cases.

“Attorneys make sure that a fair hearing is possible, ensuring settlement agreements are feasible and that the clients can follow through. Keys are access to justice and fairness of the process. It always helps to have attorneys present.”

- Superior Court Judge

²⁶ The reason for landlord dismissal was unknown in 16% of cases during the current reporting year.

Tenants who moved after a settlement received favorable terms

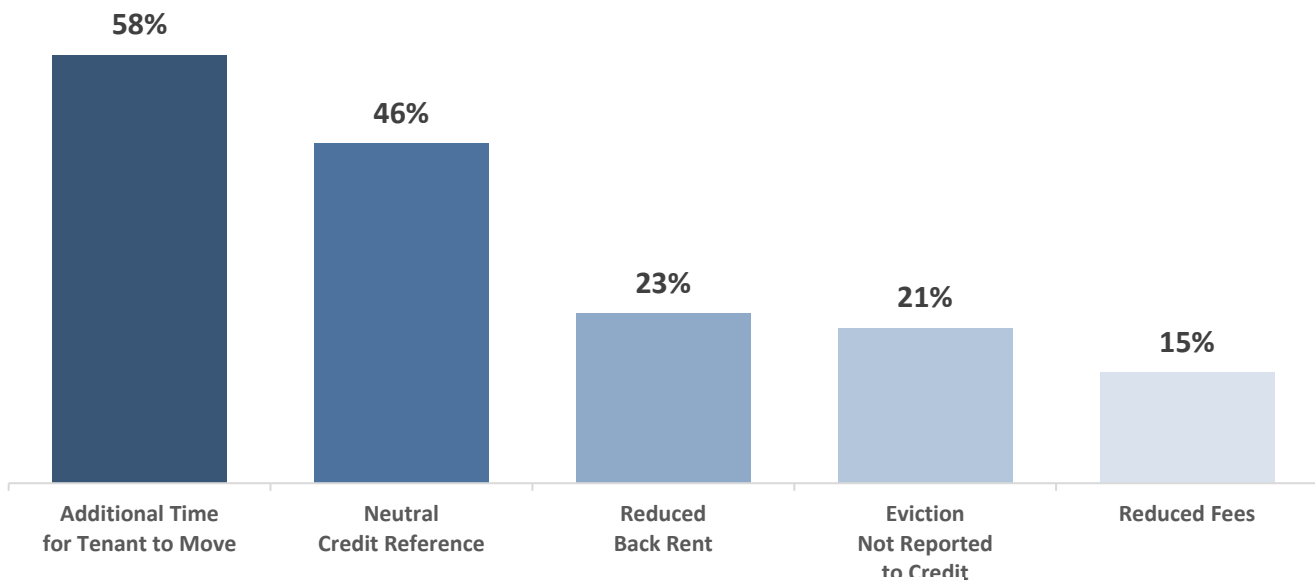
Of the 956 eviction cases with outcomes, there were 124 cases where possession reverted to the landlord via a settlement. In these cases, the CLCPP attorney was typically able to negotiate a “soft landing” that helped insulate the tenant from the negative impact of being unhoused through an eviction. Among these 124 cases, tenants often received additional time to move, a neutral rental reference, or a reduction of financial damages demanded such as back rent. Some of these settlements also included a reduction of other fees or an agreement not to report the eviction to credit agencies (Exhibit 26).

“My stress was relieved when [my attorney] called and said she was going to help me. Things she helped me with got me more time, and more time relieved the stress.

- CLCPP Client

Exhibit 26. Settlement Terms When Tenant Moved (Oct 2024–Sep 2025)

N = 124



Settlements may include multiple terms, so the sum of the percentages is greater than 100%.

Monetary Outcomes for Tenants October 2024–September 2025

Of the 956 cases with outcomes, 614 (64%) were filed for nonpayment of rent. Among these 614 cases, 107 cases (17%) involved tenants who had some type of housing subsidy, and the remaining 507 cases (83%) involved tenants without a subsidy. Because the amount of money demanded by the landlords is

best understood in the context of the monthly rental amount paid by tenants, tenants with and without a housing subsidy are discussed separately below.

Cases with a housing subsidy. In the 107 cases where the tenant had a subsidy, the median amount of back rent demanded was \$4,219 (the mean was \$7,745).²⁷ The median rent amount for which these tenants were responsible was \$347 per month. **On average, for tenants with a housing subsidy, landlords demanded about 12 months of rent.**²⁸

Across these 107 cases, information about payments made by tenants to the landlord for rent demanded on the complaint was available in 17. Among these 17 cases, the median amount paid by the tenant was \$2,240, or 53% of the total rental amount demanded, to resolve the dispute.

Cases without a housing subsidy. Among the remaining 507 cases where the tenant did not have a subsidy, the median amount of back rent demanded was \$5,910 (the mean was \$8,895). The median rental amount that these tenants paid was \$1,200 per month. **For tenants without a subsidy, landlords demanded, on average, about 5 months of rent.**²⁹

Across these 507 cases, information about payments to the landlord for rent demanded on the complaint was available in 90. Among these 90 cases, the median amount paid by the tenant was \$5,965, or 100% of the median amount of back rent demanded to resolve the dispute.

²⁷ Median refers to the middle value (the 50th percentile marker) when the records are ordered from least to greatest in value. Mean refers to the average value, calculated by adding all values and dividing by the total number of records. Means are prone to over- and under-estimation when there are very high or very low values in the dataset. Medians are more stable.

²⁸ Among the 107 cases featuring tenants who had a housing subsidy, the amount demanded by landlords varied from \$498 to \$56,297.

²⁹ Among the 507 cases featuring tenants who did not have a housing subsidy, the amount demanded varied from \$552 to \$60,000.

CLCPP CLIENT PERSPECTIVES

In the reporting year, NPC conducted focus groups with current and former CLCPP clients who received legal services in an eviction case. As part of this effort, NPC spoke with 14 clients from four different partners. During these discussions, clients were asked to describe their experience receiving services from a CLCPP attorney, including their satisfaction with their lawyer, how their lawyer helped them understand their legal case, what their lawyer did to build trust, and how having a lawyer affected their case outcomes.

Among these clients, 12 attended court, 10 had a CLCPP attorney attend with them, and two attended court without their attorney. For the two who attended court without their attorney, the attorney provided services and support beforehand (e.g., completed and filed paperwork, told the client what to do), and these clients felt prepared and were satisfied with their legal services.

Information learned during these focus groups reaffirmed the tangible benefits of having an attorney described by CLCPP data above: most of the clients who spoke with NPC appreciated the fact that their case ended with a favorable legal outcome. Beyond these outcomes, conversations with CLCPP clients grounded the impact of the grant program in the human beings who come into its orbit. During focus groups, clients reported feeling that the connection they built with their attorney helped them emotionally navigate a traumatic, intimidating, and isolating experience in ways tangible outcomes cannot capture. Clients described feeling respected, empowered, supported, and treated like a person with dignity, regardless of what happened in their eviction matter.

Clients were Satisfied with their Legal Services

Overall, all the clients in the focus groups were highly satisfied with the services received and their case outcomes. Of those that attended the focus groups, 100% (14/14) of the clients said they were satisfied with, and very appreciative of, the legal services they received from their lawyer and 100% of the clients expressed high levels of satisfaction with their case outcomes.

While it is possible that the clients in these focus groups were not a representative sample that includes the full range of client experiences (highly satisfied clients may have been more willing to participate in a focus group), there were several key themes from these clients that help illustrate the common elements that led to highly satisfied clients. With this in mind, the remainder of this section focuses on what the CLCPP attorneys did to earn client satisfaction.

“Completely Satisfied”

“Excellent”

“100% Satisfied”

“10 out of 10”

- CLCPP Client

Attorneys Helped Clients Understand Their Case and Options in Various Ways

Clients appreciated the informative, professional, and thoughtful efforts by CLCPP attorneys to help them understand their case and options (Exhibit 27).

Exhibit 27. How CLCPP Attorneys Helped Clients Understand Their Legal Case



<i>Attorney Action</i>	<i>Provided comprehensive information in understandable, accessible ways</i>	<i>Empowered clients by explaining their rights</i>	<i>Provided practical legal assistance</i>
<i>Summary</i>	<p>Clients felt their lawyers provided the full range of options available to them, answered their questions, explained all details thoroughly, and provided information in a manageable step-by-step process.</p>	<p>Clients shared that their attorneys helped them understand their rights, which gave them a greater sense of control.</p>	<p>Attorneys provided clients with practical legal assistance, such as negotiating with landlords, completing paperwork, finding evidence to support their case, attending court with them, and connecting them with additional resources.</p>
<i>From clients</i>	<p>“[My lawyer] carefully explained everything and told me what my options were. Things I didn’t know from my previous case.”</p> <p>“My attorney gave pros and cons list for different choices. That was super helpful, so I knew what to expect.”</p> <p>“My attorney was very competent. If I had questions, she would explain it and break it down in language I understood.”</p> <p>“[My lawyer] explained everything, went above and beyond, and talked me through everything before it happened, every step of the way, and made it simple for me—what I needed to do versus what the lawyers would handle.”</p>	<p>“[My attorney] found a lot of stuff the landlord didn’t do that they should have done. He kept going to negotiate and court even when I wasn’t there.”</p> <p>“She laid out what went wrong with the landlord and what I need to do to handle it.”</p>	<p>“I understood my case but needed a lawyer to help me out. He was there when I needed him. When I went to court the first time by myself, I realized I needed a lawyer because there was no way I could defend myself against these high-power lawyers the landlords had. [My lawyer] explained the case and went to court with me and told me I won!”</p> <p>“She knew what she was doing. And I know a lot, too, so I knew that she knew her stuff. That built trust.”</p>

Attorneys Built Trust with Clients Through Availability and Communication, Competence, Consistency, Transparency, and Compassion

Clients identified the following characteristics of their experience as critical to building trust:

- **Availability and regular and consistent communication to keep clients informed.** Clients shared that the lawyers being available, responsive, answering questions, and staying in consistent communication and contact helped build trust and helped them feel confident that their lawyer was on the case.
- **Competence and professionalism.** Clients felt that they were in good hands because of the competence demonstrated by their attorneys, which built trust over time. Clients pointed to their attorneys having professional attitudes, winning their case, and presenting several defenses as reasons they trusted them.
- **Consistent follow-through.** Clients shared appreciation that their attorneys did what they said they would do and fulfilled their promises.
- **Transparency.** Clients appreciated that their attorneys were transparent and honest with them about their case and options.
- **Compassion and active listening.** The clients said their lawyers met them where they were, listened to them attentively, demonstrated patience, showed sympathy, and built trust through a genuine human connection. They sensed their lawyers sincerely cared about them and their case.

“Really good communication. He kept wanting me to come to the office so we could talk face to face. It was easy to get along with him.”

- CLCPP Client

“She was young. I didn’t initially give her a chance, but she knew what she was doing. She provided the statute and the law and where I could find it on the website, so it could be quoted in my paperwork. We built the trust over time.”

- CLCPP Client

“[My lawyer] never made me feel lesser because I lived in public housing. She always made me feel like she really cared”

- CLCPP Client

“My lawyer was the only person that actually sat and listened to what I went through ... [who] actually heard what happened to me and truly responded.”

- CLCPP Client

“The case was dismissed, which wasn’t a great outcome, but [my lawyer] explained why it would be dismissed. He knew that he wasn’t able to help me in court and win the case since I’d already moved out, so he couldn’t prevent the eviction. He guided me through the process and what to expect.”

- CLCPP Client

CLCPP Attorneys Relieved Stress for Clients

All the support attorneys provided (sharing comprehensive accessible information, empowering clients, giving practical legal assistance, communicating positively, and building trust) dramatically and quickly reduced the stress of the eviction case for clients.

“My lot of stress went away right away. I could sleep at night.”

“Stress was reduced from the first call when the lawyer called me back. I knew I had a lawyer and was going to be taken care of.”

“My stress evaporated. I was no longer stressed out. I felt that she would win. One of those arguments would work.”

- CLCPP Clients

Access to CLCPP Attorneys Prevented Eviction, Homelessness, and Life Disruption

Clients were asked what they thought would have happened if they did not have a lawyer, and they overwhelmingly said that they felt having a lawyer gave them a fair chance. Clients expressed that without the CLCPP attorney they would have lost their case and/or would have been evicted. Several clients further explained that if they were evicted, they would have ended up in a homeless shelter or “on the street,” as well as other loss of stability caused by an eviction, including impacting their ability to get to work and disrupting school for their children due to changing school districts.

“[Without an attorney] Me and my son would not have a place to stay, and we would have to be uprooted. I’d have to change jobs. My son was starting high school, and he would have changed schools.”

- CLCPP Client

4. CLCPP IMPACT ON THE SUPERIOR COURT

Interviewees explained that the network developed by the partners with CLCPP grant funds has had a positive impact on the DC Superior Court as it processes the growing number of eviction and housing conditions cases. This section describes that impact by summarizing how CLCPP attorneys **enhance judicial economy** through increasing court efficiency, work with the court to **cultivate an information-sharing learning network** between attorneys and judges and **help ensure outcomes that are fair to all litigants** involved in the dispute.

“The Court is interested in access to justice and fairness of the process [and the] system is always better when people are represented.”

“Attorneys that assist tenants in court are invaluable. When someone is unrepresented, I have to spend more time explaining the process and what options are available to them.”

- Superior Court Judges

Highlights of the CLCPP’s Impact on the Superior Court

CLCPP Attorneys Help Court Run Efficiently

- Only 22% of CLCPP cases required a judicial ruling to end the dispute.
- Interviewees reported that attorneys can help make court hearings more efficient by focusing on the relevant facts.

Information Sharing Between the Court and CLCPP Attorneys Impacts the Eviction Landscape

- CLCPP funds foster collaboration with the Court through participation in the Court’s Landlord Tenant Working Group, as well as the Landlord Tenant Rules Committee.
- CLCPP partners are part of the Court’s Eviction Diversion Initiative that addresses systemic issues that lead to eviction.
- CLCPP partners engage in training and information sharing with judges that improves the collective understanding of DC housing law.

CLCPP Attorneys Help Cases End Fairly for All Parties

- Tenants with CLCPP attorneys are well informed about the legal process, including their rights and responsibilities under the law.
- Relevant information about each case is shared with the Court to ensure that all facts are considered when reaching the case outcome.
- Attorneys help ensure that all parties follow the legal rules.

CLCPP ATTORNEYS HELP COURT RUN EFFICIENTLY

Several attorneys and judges interviewed by NPC noted that court proceedings are more efficient when tenants have legal representation. Among CLCPP cases, these efficiencies manifested in how cases resolved and how hearings proceeded when a CLCPP attorney was involved.

CLCPP Cases Typically Resolved with Minimal Court Involvement

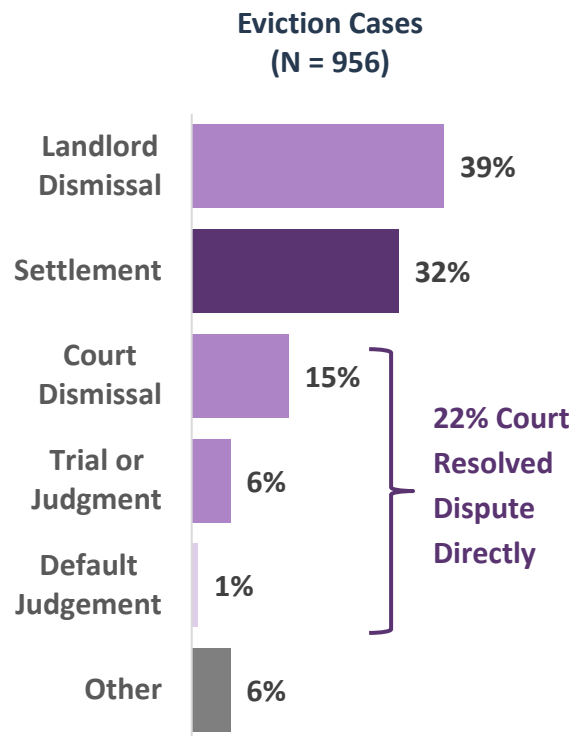
Eviction cases worked to completion by the CLCPP partners typically resolved fairly (see Exhibit 24 above), and in a manner that minimized the need for judicial intervention. As shown in Exhibit 28, of the 956 CLCPP eviction cases with outcome data closed in the current year, only 209 (22%) required a judicial ruling to end the dispute. While judges still were required to process, and sometimes even hold hearings for, cases that resolved via landlord dismissal or settlement agreement, closing these cases outside of court enhances judicial economy, allowing judges to focus on cases where their direct intervention is needed more.

Judges Benefit when a Tenant is Represented

According to judges and attorneys, unrepresented tenants can require more time from the court during a hearing. A tenant representing themselves may require more judicial time to explain options or may share irrelevant information, all of which requires additional time by the judge.

When an attorney is involved in the case, they are able to direct the hearing by focusing on relevant facts in the dispute, reduce time spent on the aspects of the tenant’s case that are not germane to the eviction dispute, and help judges rule on a case by citing relevant precedent. Judges also reported that they could often tell when a tenant has spoken with an attorney, even if they did not have one during court, suggesting that advice may have some value in court efficiency.

Exhibit 28. CLCPP Eviction Case Resolution (Oct 2024–Sep 2025)



“CLCPP impact on the court is phenomenal [including] judicial economy ... The attorney will come in and cut to the chase. Attorneys can remind judges of things they already know and have ruled on in other cases so the judge will immediately know if they are going to rule for or against something. It’s way more efficient.” - CLCPP Attorney

INFORMATION SHARING BETWEEN THE COURT AND CLCPP ATTORNEYS IMPACTS THE EVICTION LANDSCAPE

Judges and attorneys described two benefits to the court of the collaborative information-sharing environment between the CLCPP partners that is made possible with grant funds: 1) CLCPP attorneys often present consistent arguments that can help streamline hearings by establishing clear precedent on key issues to help inform how judges should rule; 2) CLCPP attorneys stay abreast of the latest rules and legislation and use the grant to fund time spent participating in Court working groups, committees, and other collaborative efforts designed to inform and shape eviction law in DC. Interviewees noted that even self-represented tenants benefit from this work to ensure fairness in the eviction process.



CLCPP Funds are Used to Foster Collaboration with the Court

- **CLCPP partners participate in the Court’s Landlord Tenant Working Group and the Landlord Tenant Rules Committee**, which meets every month to discuss updates and provide recommendations to the Landlord Tenant Branch of the DC Superior Court on process improvements and other topics. The organizations collaborate to propose agenda items with the Court, provide joint recommendations as issues emerge, and share updates from these meetings across all the CLCPP partners. The CLCPP members of the Rules Committee have worked to ensure that the Court rules continue to facilitate tenant rights and protections and have suggested potential rule changes to pursue these goals.
- **CLCPP partners meet with the Court’s Eviction Diversion Initiative**, where there have been collaborative opportunities to address issues of back rent and recertifications in affordable housing properties, including a proposed standard payment agreement that forgives a month of rent for every month paid. Through these meetings, the partners are able to identify which landlords carry large balances of back rent and which properties have significant numbers of tenants who have failed to recertify.
- **The CLC partnered with Legal Aid DC and the Health Justice Alliance to conduct judicial trainings at the DC Superior Court** on health-harming housing conditions. These trainings for civil court judges included a session with mold and pest experts as well as a two-part session on housing subsidies for DC tenants with low incomes. They are planning an additional session to address the remediation of substandard housing conditions. Because civil court judges encounter housing conditions issues across all courtrooms, these trainings will improve their ability to consider housing code and other legal violations impacting the health and stability of tenants.
- **The CLC collaborated with DC legal service providers and Court officials to improve landlord compliance with housing regulations.** Proposed improvements led to better coordination between the Housing Conditions Court and the DC Department of Environment, including access to mold inspectors.

CLCPP ATTORNEYS HELP CASES END FAIRLY FOR ALL PARTIES

Judges and attorneys felt that representation provided through CLCPP allowed for more fair outcomes, highlighting three key factors that promoted equitable legal outcomes:

- **Tenants are well-informed about the legal process.** Eviction law is complex and difficult for self-represented litigants to understand, and tenants often require a considerable amount of education to follow the process and, critically, understand the implications of the case outcomes. Having an attorney can help tenants understand what, exactly, they are committing to in a settlement agreement, or what they are compelled to do by a court order.
- **The relevant information is shared with the court.** Tenants do not know what information or particular fact may be relevant to their legal rights in DC. An attorney can listen to a tenant's story, identify the information that is important to their case, and, if appropriate, file a legal defense protecting their rights (See Exhibit 20 above).
- **The legal rules are followed appropriately.** In the wake of the COVID-19 pandemic, the DC City Council passed several laws that expanded tenant rights and enhanced the procedural requirements for filing an eviction in Washington, DC. As landlords, judges, and tenants adjusted to the shifting landscape, tenant attorneys were critical in helping ensure the legal process was followed.

“I can tell when settlement agreements had the help of an attorney and when they didn't. I can also tell when a tenant has received advice because the client has the buzz words or understands the procedure and what to expect. When someone is unrepresented, I have to spend more time explaining the process and what options are available to them while avoiding advising about legal rights.”

- Superior Court Judge

“It's easier for the court to get to fair outcomes. Judges for the most part play a neutral role and are dependent on the attorneys to present the facts and the law to the court. The right facts and law need to be brought before the judge. In contrast, when judges don't have the right materials and right law presented, they can make mistakes.”

- CLCPP Attorney

RECOMMENDATIONS

In the current year (Oct 2024–Sep 2025), the CLCPP partners continued to utilize grant funds to provide critical legal services to tenants facing eviction. The CLCPP grant has also made it possible for the grantees to collaborate with each other to expand access to civil justice in DC, by sustaining multiple intake pathways, developing referral relationships with community service providers, and engaging in proactive outreach to make tenants aware of their legal rights and the services available. Through these activities, the CLCPP partners continue to strengthen their connections with each other and operate as a unified action network that serves as the pillar of the eviction defense ecosystem in Washington, DC.

As the CLCPP partners continue to expand their service reach and impact, the findings in this report suggest a few programmatic recommendations:

- **Collaborate with DCBF to identify ways to better leverage data to request ongoing funding for the CLCPP program.** The partners and DCBF have access to data from a variety of sources, including NPC’s evaluation, administrative data from the DC Superior Court and other DC government agencies, and the grantee organizations themselves (case and service data). Identifying ways to best utilize these data can help the organizations advocate for ongoing funding from the DC City Council.
- **Host inter-organization innovation meetings to discuss ideas for continued growth of the networks.** During interviews, managing attorneys and executive directors expressed ideas on how to grow the network, including by strengthening the network’s presence in the community or by exploring opportunities to utilize technology in delivery of services. Establishing a regular innovation-focused meeting with organization executive directors and CLCPP managing attorneys can provide an opportunity for formalized collaboration on new initiatives.
- **Consider appointing or funding a network coordinator.** The CLCPP funding has unified the partners into an action network and also created a greater sense of interdependence on each other. A network coordinator can help direct the network activities that impact all organizations, and mediate disagreements between grantee partners.
- **Work with DCBF to develop a plan for the LTLAN as the DC Resource Bridge (DCRB)³⁰ expands its operation.** The DCRB is a city-wide coordinated intake and referral service that provides a single point of access to civil legal help across a variety of areas of law for DC residents living with low income, similar to the LTLAN for CLCPP services. The DCRB is in its early rollout phase and does not yet serve housing-related legal cases; however, as the service expands, the CLCPP partners should work with DCBF and Legal Aid DC (the current host of the DCRB) to develop protocols for how the two coordinated intake services will interact.

³⁰ For more information about the DC Resource Bridge, interested readers are encouraged to read the following report, available on the DC Bar Foundation website: https://www.dcbfoundation.org/_files/ugd/3ddb49_83baf5cd8a5f4021a2a92dd2ae650a4e.pdf

- **Explore opportunities to contribute to research that can provide empirical guidance about the impact of CLCPP advice and counsel.** In response to the rise in demand for their services, the CLCPP network collectively provides advice and counsel to more than half of the tenants who receive CLCPP services. By providing advice, the CLCPP organizations are able to increase the number of tenants served by the network, given its limited attorney capacity. However, attorneys do not often know the outcomes of cases where they provide advice, so it is not possible to know the impact of the services. In the coming year, partners can work with DCBF and the evaluation team to identify ways the grantee organizations can contribute to research and data collection efforts designed to obtain information about the outcomes of CLCPP cases that receive advice in order to better understand the impact of the service.

APPENDIX A: CURRENT PROGRAM CONTEXT

SNAPSHOT OF RENTAL COSTS IN THE DISTRICT OF COLUMBIA

During the past several years, DC has seen a surge in development and, with it, rising housing costs and widespread gentrification that is displacing many residents with low income. In its 2025 publication of the annual Out of Reach report,³¹ the National Low Income Housing Coalition (NLIHC) ranked the District of Columbia as the fifth most expensive jurisdiction (compared to states) in the nation with regard to rental housing wages. In 2025, the Fair Market Rent for a 2-bedroom apartment in DC was \$2,314 per month. For a household to afford a 2-bedroom apartment at Fair Market Rent and not spend more than 30% of their monthly income on housing,³² the household must earn \$92,560 annually (or \$7,713 monthly). To achieve that salary, working a 40-hour work week for 52 weeks per year, a person would have to earn \$44.50 per hour. DC's current minimum wage is \$17.95 per hour.

The high rental rates disproportionately impact DC residents of color, because DC's Black residents are more likely to be renters and less likely to own their homes, compared to their White neighbors. The 2023 American Community Survey³³ found that, among the 130,934 owner-occupied housing units in DC, 53% were owned by White people, while just 33% were owned by Black people (8% of units were owned by people who identified as multi-racial, 4% were owned by Asian people, and 2% by people of another race). In contrast, among the 203,739 renter-occupied housing units, 46% were rented by Black residents and 37% were rented by White residents (8% were rented by multi-racial people, 4% were rented by Asian tenants, and 5% by people of another race).

OPERATIONAL CONTEXT

COVID-19 Impact on Eviction Law and CLCPP Cases

In March 2020, when the COVID-19 pandemic began, the Landlord and Tenant (L & T) Branch of the DC Superior Court (the Court) temporarily shut down, and the DC City Council enacted a complete moratorium on new eviction filings and paused pending evictions. During the period between the middle of March 2020 and July 2021, while the moratorium was in effect, the number of tenants presenting for CLCPP services decreased and the type of service that tenants needed changed (i.e., more legal advice, less representation). Landlords could not file new cases or proceed with scheduled lockouts. During this period, the CLCPP partners closed an average of 117 cases per month. Between the end of July 2021 through early October 2021, landlords were permitted to give tenants notice of

³¹https://nlihc.org/sites/default/files/oor/2024_OOR-dc.pdf https://nlihc.org/sites/default/files/oor/2025_OOR-District-of-Columbia.pdf

³² The U.S. Department of Housing and Urban Development (HUD) states that households experience "rental cost burden" if monthly housing costs exceed 30% of monthly income, and "severe rental cost burden" if housing costs exceed 50% of income.

³³ <https://data.census.gov/table/ACSST1Y2023.S2502?q=United+States&text=housing+by+race&g=050XX00US11001>

unpaid rent but not file new eviction cases, and previously scheduled lockouts were able to proceed. Starting in early October 2021, landlords were permitted to file new nonpayment of rent eviction cases.

In January 2022, the moratorium ended, and landlords could file an eviction for any reason. However, new legislation not tied to the public health emergency period enacted tenant protections, including restrictions on when landlords could seek an eviction, strengthened notice requirements, and more time for the tenant to respond to the eviction or vacate the rental unit. Since the end of the moratorium, the number of cases closed and tenants served has increased every year, corresponding to the increase in case filings.

Landlord & Tenant Branch of DC Superior Court

Exhibit A-1 displays case statistics from 2019–2023 (the most recent year data were available from the Superior Court) and shows the fluctuation in the number of cases filed and disposed in the Landlord & Tenant Branch of the DC Superior Court (the Court).³⁴ In 2019, the L & T Branch was a high-volume court, with close to 30,000 cases filed and disposed. The onset of the pandemic created a significant shift in operations; however, including a shutdown of the Court, a moratorium on eviction filings, and a pause in pending lockouts.

The impact of these operational changes is reflected in the decrease in cases filed and disposed in 2020 and 2021, when the DC eviction moratorium was in effect. New eviction filings, alleging nonpayment of rent, were allowed as of October 12, 2021, and new eviction filings for other reasons resumed in January 2022. As shown in Exhibit A-1, there was a corresponding increase in the number of cases filed and disposed in 2022 and 2023, although the volume did not approach pre-pandemic levels.

Exhibit A-1. Landlord & Tenant Case Summary Statistics (2019–2023)

	2019	2020	2021	2022	2023
Total Cases Filed in Landlord & Tenant Branch ^a	29,669	8,158	684	9,826	12,443
Total Cases Disposed in Landlord & Tenant Branch ^{a, b}	30,035	10,862	2,255	5,371	11,980

^a Data Source: District of Columbia Courts, <https://www.dccourts.gov/about/organizational-performance/annual-reports>

^b Data Source: DC Office of the Tenant Advocate, <https://ota.dc.gov/>

As the number of eviction filings increases, so does the number of potentially unrepresented tenants in the court system and the corresponding need for CLCPP-funded legal services. As discussed in the main report, there was an increase in the number of tenants who sought and received legal services from the CLCPP partner network during the current reporting year.

³⁴ Most cases filed in the L & T Branch are residential eviction cases; however, the data include other types of cases, such as foreclosures.

APPENDIX B: CLCPP EVALUATION APPROACH

The CLCPP statute mandates an evaluation of the program, which DCBF hired NPC Research to design and conduct. The main goals of the evaluation include the collection and analysis of data to meet the requirements of the legislation, to address key questions among program partners, and, most importantly, to inform program improvements over time to strengthen services for DC tenants.

MAIN EVALUATION QUESTIONS

The primary study questions include:

- **Who is served by the CLCPP?** This question involves an examination of tenants' demographic characteristics (e.g., gender, age, race, ethnicity), factors indicating certain vulnerabilities if evicted (e.g., minors in the home, self-identification of a disability or chronic health condition), DC ward of residence, and income level. Whether tenants had a housing subsidy and whether they faced a landlord with an attorney are also examined.
- **What type of services are provided to tenants?** This question involves standardizing a set of service types across the service providers (i.e., legal information, legal advice, brief services, limited scope representation, full representation) and examining which services are provided to which tenants. The analysis also includes an investigation of how tenants are referred to the CLCPP service providers.
- **What happens for tenants as a result of CLCPP services? What case outcomes are achieved?** To address this question, the evaluation assesses how CLCPP cases are resolved (e.g., dismissal, settlement, trial), as well as key case outcomes such as which party is entitled to possession of the property, whether any party is ordered to pay money and how much they must pay, whether the tenant retains their housing subsidy, or whether the landlord is responsible for repairs to the rental unit. Case outcomes are known for the subset of cases that the attorney helped to resolve, most often the cases that received full representation.

EVALUATION METHODS

Since it began, the CLCPP evaluation has incorporated mixed research methods and gathered different types of data from multiple sources. In the reporting year, the primary study activities have centered around collecting CLCPP Service Data and recording CLCPP partners' activities beyond direct legal services. These methods are described in more detail below.

CLCPP Service Data (Direct Legal Services Provided by CLCPP Partners)

When the evaluation began in 2019, in consultation with DCBF and CLCPP partners, NPC developed a customized survey instrument to collect data about CLCPP clients and services. This *"CLCPP Service*

Data” instrument standardized the data elements collected by grantees to ensure that data could be aggregated across organizations.³⁵

The full version of the CLCPP Service Data instrument, which focuses on eviction and voucher termination cases, has been used since January 2021,³⁶ and includes information about referral sources, case status at intake, opposing party representation, amount of rent owed, and a broad range of case outcomes, court orders, and settlement terms. The 2022 changes to the CLCPP statute that allowed the partners to provide legal services to tenants seeking to file a petition against their landlord required changes to the CLCPP service data collection.

- The existing CLCPP Service Data instrument was amended to include a section of questions that recorded services and outcomes in tenant petition cases that are unrelated to housing conditions cases (i.e., “Other Tenant Petition cases”).
- NPC developed a new survey to collect data about services provided and outcomes achieved in cases where a CLCPP attorney provided services to a tenant seeking to remediate sub-standard housing conditions.

NPC continued to generate and distribute monthly “Data Monitoring Reports” for each partner that display the data for their specific organization, allowing supervising attorneys to review data trends and identify issues that seem incorrect or inconsistent with their on-the-ground perspectives. These reports, which were updated to summarize data on tenant petition cases, include lists of cases with missing data or potentially inaccurate values so that legal services staff can correct any issues before they compound. This monthly protocol helps to ensure that the CLCPP Service Data are correct and complete, minimizes the amount of missing information, and reduces duplicated counts of clients across organizations.

CLCPP data are deidentified and housed on a server with access through NPC-owned personal computers protected through the use of passwords, folder permissions, two factor authentication and other protections. Confidential information is kept in password protected databases and folders accessible only to the relevant project staff. NPC Research maintains security, virus, and firewall technology to monitor for any unauthorized access attempts and any other security breaches.

³⁵ Data aggregation required the ability to identify when the same client received services multiple times or from more than one provider. Prior to the CLCPP evaluation, each partner organization collected and reported their own data independently, and there was no way to identify tenants who were served by more than one partner. As part of the CLCPP Service Data, partners collaborated on a system to assign ID numbers to clients and cases that would be replicated across organizations, thereby making it possible for a unique client to be assigned the same ID number by different organizations without sharing the person’s name or any other identifying information. This unique ID generation and the standardized data collection through the CLCPP Service Data instrument created a system that enables an unduplicated count of the total number of individuals served by the CLCPP network.

³⁶ Between August 2019 and January 2020, the CLCPP Service Data instrument was piloted to collect statutorily required data elements and some basic data on case outcomes. In January 2020, the CLCPP Service Data instrument was expanded to collect more comprehensive data about clients, services, and case outcomes to support the full evaluation. The onset of the COVID-19 pandemic required the instrument to again be reduced to the piloted shorter version; however, in January 2021, as service environments settled into virtual spaces, the CLCPP Service Data instrument was expanded to include the fuller list of data elements.

Record of Work Done by CLCPP Partners Beyond Direct Legal Services

Though the CLCPP network is focused on providing direct legal services to DC tenants with low income, the partners also collaborate on other important work to impact the broader system. Throughout the reporting year, the evaluation team had monthly conference calls with CLCPP partner organizations to review the current CLCPP Service Data, which reflects the direct legal services, and to discuss any other activities undertaken by the CLCPP network partners. Twice during the year, partners provide NPC with a compiled list of non-direct service activities—such as work on coordinating intake across organizations or collective advocacy efforts.

Interviews with Key Stakeholders and Client Focus Groups

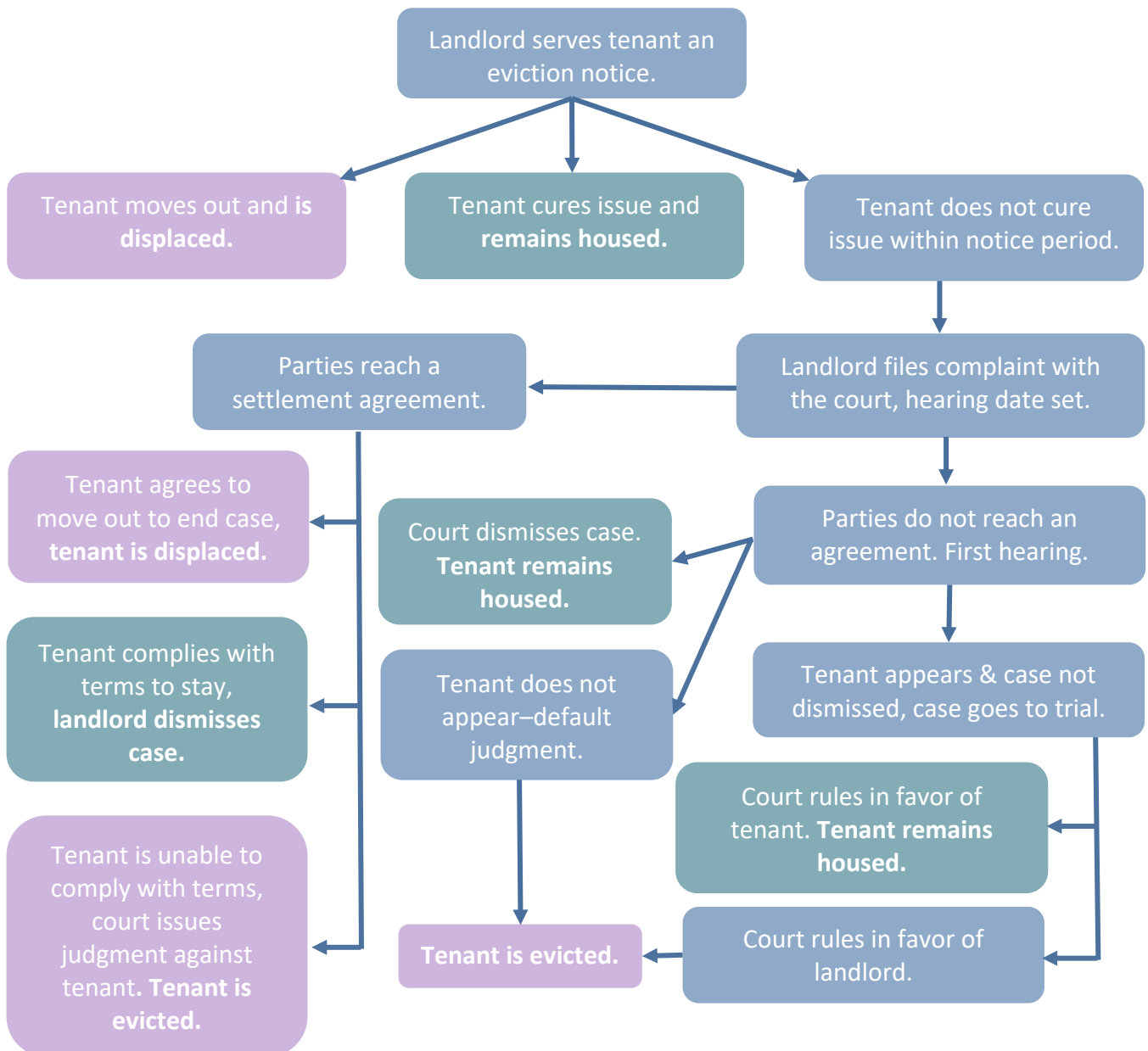
Since the start of the evaluation, NPC has interviewed CLCPP project staff multiple times, because their perspectives offer critical insight about program implementation, as well as context for understanding the quantitative service data. During the current reporting period (October 2024–September 2025), NPC conducted interviews with the executive director (ED) and project manager (typically the supervising attorney) at each of the CLCPP partner organizations, as well as judges with the Superior Court and an attorney at the Office of the Attorney General. Stakeholder interviews inquired about CLCPP implementation successes and any strategies that have worked well, challenges to implementation and how these challenges have been surmounted (lessons learned), and any changes to their project protocols or innovative approaches to outreach or service delivery. Interviews also asked about the impacts of the program on litigants, the courts, and the legal aid providers. These interviews followed a semi-structured protocol, lasted 30–45 minutes, and allowed time for staff to raise additional topics.

Focus groups with CLCPP clients included discussion of how the clients connected with their attorneys, what their attorney did to build trust, the degree to which they felt heard and valued during their representation, the impacts of services on them and their families, and their satisfaction with the CLCPP attorney. Focus groups followed a semi-structured protocol, lasted 1 hour, and involved 6–8 people per group.

APPENDIX C: EVICTION PROCESS

Although there are nuances that can affect a case flow, an eviction case generally involves the following steps:

Exhibit C-1. Eviction Process in Washington, DC



As shown in Exhibit C-1, an eviction case begins when the landlord issues a notice to the tenant that demands that the tenant cure an alleged violation of the lease, typically non-payment of rent,³⁷ or vacate the rental unit. Under the new legislative requirements for eviction filings, the landlord must give the tenant 30 days to respond to the notice before they can proceed with a complaint. Landlords are also required to include the contact information for the LTLAN on the eviction notice. After receiving the notice, tenants can either vacate the unit, cure the alleged violation, or remain in the unit without curing the violation, in which case the landlord can file a complaint after the 30-day period has lapsed. Tenants in the notice period are not facing an active eviction lawsuit.

When a landlord files an eviction complaint with the Court, a hearing date is set. The landlord is then required to serve the tenant with the complaint at least 21 days before the date of the hearing. When a tenant is served with the complaint, they face an active eviction lawsuit. At this stage, the parties can end the case via a negotiated settlement agreement that is filed with the Court to resolve the case without a hearing. In some cases, the tenant agrees to move out, sometimes in exchange for a reduction in the amount of rent demanded or for additional time to find alternative housing. It is also possible that the negotiated settlement allows the tenant to remain in the unit providing that the tenant complies with the terms of the agreement. If the tenant complies with the terms, then they can remain housed; however, if they do not then the landlord can petition the Court for a writ of restitution, which allows them to schedule a lockout and evict the tenant.

If the parties do not resolve the case with a negotiated settlement agreement, then the case will proceed to trial. The first step in this process is the initial (first) hearing. If the tenant does not appear at this initial hearing, then the Court will issue a default judgment against the tenant, and the landlord can schedule a lockout and evict the tenant. If the tenant does appear, then the Court can dismiss the case, which will typically happen if the landlord's complaint was legally insufficient, or the tenant was not properly served with the complaint in advance of the hearing. If the tenant appears and the case is not dismissed, then it will proceed to a trial where the judge will consider the merits of the landlord's eviction complaint. If the Court rules in favor of the tenant, then the tenant can remain housed; however, if the Court rules for the landlord, then the tenant is evicted and faces an imminent lockout.

Finally, if the landlord is issued a writ of restitution and schedules an eviction, a tenant may redeem their tenancy and remain housed at any time before they are locked out by addressing the landlord's issue (typically by paying back rent).

³⁷ Landlords can only initiate an eviction action for non-payment of rent if the amount demanded is at least \$600.

APPENDIX D: ADDITIONAL DATA

Exhibit D-1. Number of Tenants Served & Cases Closed by Year (Aug 2019–Sep 2025)

Across all 7 CLCPP partners, total number of...	Aug 2019 – Sep2019	Aug 2019 – Sep2020 # (%)	Oct 2020 – Sep2021 # (%)	Oct 2021 – Sep2022 # (%)	Oct 2022 – Sep2023 # (%)	Oct 2023 – Sep2024 # (%)	Oct 2024 – Sep2025 # (%)	Total # (%)
Tenants served	469 (100%)	1,782 (100%)	1,014 (100%)	1,538 (100%)	2,426 (100%)	3,192 (100%)	3,837 (100%)	14,258 (100%)
Cases reported ^a	607 (100%)	2,338 (100%)	1,378 (100%)	2,293 (100%)	3,122 (100%)	3,863 (100%)	4,380 (100%)	17,981 (100%)
Cases with completed LTLAN intake, CLCPP legal services ongoing	0 (0%)	0 (0%)	154 (11%)	600 (26%)	635 (20%)	634 (16%)	911 (21%)	2,934 (16%)
Cases closed that did not receive legal services from a CLCPP attorney	41 (7%)	287 (12%)	53 (4%)	42 (2%)	63 (2%)	121 (3%)	178 (4%)	785 (4%)
Cases closed after receiving CLCPP legal services	566 (93%)	2,051 (88%)	1,171 (85%)	1,651 (72%)	2,424 (78%)	3,108 (80%)	3,291 (75%)	14,262 (79%)
<i>Of cases closed after receiving CLCPP legal services^b</i>								
Eviction	544 (96%)	1,978 (96%)	1,104 (94%)	1,590 (96%)	2,247 (93%)	2,812 (90%)	2,905 (88%)	13,180 (92%)
Voucher termination	22 (4%)	73 (4%)	67 (6%)	61 (4%)	57 (2%)	85 (3%)	94 (3%)	459 (3%)
Housing conditions ^c	0 (0%)	0 (0%)	0 (0%)	0 (0%)	105 (4%)	175 (6%)	262 (8%)	542 (4%)
Other tenant petition ^c	0 (0%)	0 (0%)	0 (0%)	0 (0%)	14 (1%)	35 (1%)	29 (1%)	78 (<1%)

^a Tenants can receive help for more than one case.

^b Case type information is missing for 75 cases.

^c The CLCPP statute did not authorize the provision of legal services in cases where the tenant wanted to initiate a legal action against their landlord (such as housing conditions cases) until July 2022. The CLCPP partners began providing services in tenant petition cases at the start of the 2023 reporting year.

Exhibit D-2. Gender, Age, Race, & Ethnicity of Tenants Served (Current Year & Total)

Demographic Characteristic	Current Year # (%)		Total # (%)	
Gender				
Male	1,182	(31%)	4,592	(32%)
Female	2,550	(66%)	9,315	(65%)
Transgender	7	(<1%)	39	(<1%)
Non-binary or gender fluid	11	(<1%)	34	(<1%)
Other gender not listed	0	(<1%)	2	(<1%)
Declined to answer	20	(1%)	73	(1%)
Unknown	48	(1%)	151	(1%)
Missing	19	(<1%)	52	(<1%)
Age				
Under 18	0	(0%)	5	(<1%)
18 - 35	1,203	(31%)	4,414	(31%)
36 - 59	1,749	(46%)	6,633	(47%)
60 and older	811	(21%)	3,050	(21%)
Unknown	53	(1%)	98	(1%)
Missing	21	(1%)	58	(<1%)
Race^a				
Black or African American	3,174	(83%)	11,541	(81%)
Hispanic or Latino/a	212	(6%)	1,031	(7%)
White	153	(4%)	787	(6%)
American Indian or Alaska Native	21	(1%)	95	(1%)
Middle Eastern or North African	4	(<1%)	4	(<1%)
Asian American	12	(<1%)	102	(1%)
Native Hawaiian or Pacific Islander	5	(<1%)	26	(<1%)
Other race (specify):	50	(1%)	422	(3%)
Declined to answer	108	(3%)	374	(3%)
Unknown	146	(4%)	767	(5%)
Missing	40	(1%)	128	(1%)

Current year = Oct 2024 to Sep 2025. Total = Aug 2019 to Sep 2025.

^a Race and Ethnicity definitions are those used by the U.S. Census. Fact sheet on definitions can be found here: <https://www.census.gov/topics/population/race/about.html>. Percentages may not sum to 100.

Exhibit D-3. Tenant Risk Factors (Current Year & Total)

Risk Factors	Current Year # (%)		Total # (%)	
Household with at least one minor child	1,612	(42%)	5,729	(40%)
Tenant had a disability or chronic health condition ^a	829	(27%)	3,109	(26%)
Tenant resided in subsidized housing ^{b, c}	1,346	(45%)	4,990	(43%)
Opposing party had legal representation^d				
Cases with an eviction complaint filed in court by the landlord	2,426	(95%)	9,178	(93%)
Cases without an eviction complaint filed in court by the landlord	141	(44%)	1,107	(39%)

Current reporting year = Oct to Sep 2025. Total = Aug 2019 to Sep 2025.

^a Disabilities included developmental or intellectual disabilities, physical disabilities, psychiatric or mental health disorders, blindness or significant vision loss, and deafness or significant hearing loss. Chronic health conditions included long-term illnesses such as diabetes, asthma, and cancer. Tenants could indicate that they had a disability without disclosing the type. This information is not collected by Landlord Tenant Legal Assistance Network (LTLAN) intake screeners and is entered later by partner staff. Therefore, these percentages are calculated out of the number of cases that have this information: 3,029 cases in the current reporting year and 11,757 cases total.

^b Subsidized housing included Department of Behavioral Health subsidies, low-income housing tax credit, housing choice voucher programs (including VASH and LRSP), project/site-based subsidies (Section 8 or other), public housing, and Rapid Re-housing Subsidies.

^c Subsidized housing information is not collected by Landlord Tenant Legal Assistance Network (LTLAN) intake screeners and is entered later by partner staff. Therefore, these percentages are calculated out of the number of cases that have this information: 3,019 cases in the current reporting year and 11,694 cases total.

^d Opposing party representation status is not collected by LTLAN intake screeners and is entered later by partner staff. Therefore, these percentages are calculated out of the number of cases that have this information: For cases with a complaint, 2,584 during the current reporting year and 9,897 total; for cases without a complaint filed at intake, 324 during the current reporting year and 2,820 total.

Exhibit D-4. CLCPP Client Ward of Residence (Current Year & Total)

Ward	Current Year # (%)		Total # (%)	
Ward 1	336	(9%)	1419	(10%)
Ward 2	167	(4%)	606	(4%)
Ward 3	172	(5%)	577	(4%)
Ward 4	296	(8%)	1225	(9%)
Ward 5	588	(15%)	2082	(15%)
Ward 6	483	(13%)	1487	(10%)
Ward 7	668	(17%)	2707	(19%)
Ward 8	1079	(28%)	4056	(28%)
Missing Ward	48	(1%)	99	(1%)
Total	3,837		14,258	

Exhibit D-5. Median Household Income by Ward

Ward	Median Household Income
Ward 1	\$120,010
Ward 2	\$116,285
Ward 3	\$147,968
Ward 4	\$109,966
Ward 5	\$98,326
Ward 6	\$120,943
Ward 7	\$49,814
Ward 8	\$45,598

Data accessed 4/11/25 from:

<https://www.dchealthmatters.org/?module=demographicdata&controller=index&action=view&localeId=0&localeTypeId=27&tagFilter=0&id=2419>

Exhibit D-6. Legal Services Provided in Eviction Cases by Year (Aug 2019–Sep 2025)

Services Provided ^a	Aug 2019 – Sep2019		Oct 2019 – Sep2020		Oct 2020 – Sep2021		Oct 2021 – Sep2022		Oct 2022 – Sep2023		Oct 2023 – Sep2024		Oct 2024 – Sep2025		Total # (%)	
	# (%)	# (%)	# (%)	# (%)	# (%)	# (%)	# (%)	# (%)	# (%)	# (%)	# (%)	# (%)	# (%)			
Full Representation	113	(21%)	360	(22%)	326	(31%)	393	(25%)	466	(21%)	525	(19%)	493	(17%)	2676	(21%)
Limited Scope Representation	171	(31%)	515	(32%)	196	(18%)	288	(18%)	466	(21%)	677	(24%)	480	(17%)	2793	(22%)
Brief Services	72	(13%)	247	(15%)	165	(16%)	185	(12%)	168	(7%)	214	(8%)	231	(8%)	1282	(10%)
Advice and Counsel	72	(13%)	262	(16%)	362	(34%)	658	(41%)	1102	(49%)	1352	(48%)	1658	(57%)	5466	(43%)
Legal Information ^b	116	(21%)	248	(15%)	15	(1%)	66	(4%)	45	(2%)	43	(2%)	42	(1%)	575	(4%)
Total Eviction Cases ^c	544		1,632		1,064		1,590		2,247		2,812		2,905		10,245	

^a If a client received more than one service, they are counted once under the highest level of service.

^b Before the COVID-19 pandemic, tenants could receive legal information from the DC Bar Pro Bono Center's Landlord Tenant Resource Center (LTRC), which was in the Superior Court and staffed with CLCPP funds. When COVID-19 forced the Court to close, the LTRC was no longer available, and the number of tenants who received legal information decreased. The Court, and the LTRC, reopened in 2021, when the public health emergency ended, and tenants who are not eligible for CLCPP services are currently referred to the LTRC for legal information; however, the service is no longer supported with CLCPP grant funds.

^c Total reflects the number of eviction cases that received services beyond the initial LTLAN intake and that received legal services from a CLCPP attorney.

The CLCPP providers have had to adjust their service structure in response to the key events summarized in note in Exhibit D-1 above. For more information about how CLCPP services have changed over time in response to the pandemic and subsequent period after the end of the public health emergency, please review the annual evaluation reports for the previous reporting years, which are made available by the DC Bar Foundation at <https://www.dcbfoundation.org/>.

Exhibit D-7. Tenant Response to Eviction Complaint (Current Year & Total)

	Current Year # (%)		Total # (%)	
Eviction cases with information about the client's response	2,098	(100%)	7,392	(100%)
Cases in which tenant did not file a response ^a	1,377	(66%)	4,794	(65%)
Cases in which tenant filed a response	721	(34%)	2,598	(35%)
<i>Among Cases Where Tenant Filed a Response, Type of Response Filed...</i>				
Answer	520	(72%)	1,780	(69%)
Jury demand	388	(54%)	1,482	(57%)
Dispositive motion (motion to dismiss, motion for judgment on the pleading, etc.)	235	(33%)	900	(35%)
Counterclaim: require landlord to make repairs	176	(24%)	602	(23%)
Recoupment of overpaid rent	163	(23%)	597	(23%)
Set off for expenses paid	86	(12%)	341	(13%)
Counterclaim: recovery of overpaid rent	70	(10%)	299	(12%)
Other	114	(16%)	351	(14%)
Total	721		2,598	

Note. Tenants can file more than one response. ^a Tenants reserved the right to file an answer/response in the future in 282 of the 1,377 cases where they did not file a response to the complaint.

Exhibit D-8. Resolution of Eviction Cases (Current Year & Total)

How eviction cases were resolved	Current Year # (%)	Total # (%)
Total number of cases with a complaint filed	2,492 (100%)	7,673 (100%)
Number of cases with a complaint and outcome data	1,079 (43%)	3,859 (50%)
Of cases with a complaint and outcome data, number that were resolved via...		
Notice withdrawn	3 (< 1%)	15 (< 1%)
Court dismissal	209 (20%)	606 (15%)
Landlord dismissal without terms	431 (40%)	1,409 (37%)
Consent/confessed judgment	7 (1%)	39 (1%)
Default judgment	16 (1%)	63 (2%)
Settlement agreement	286 (27%)	1,245 (32%)
Judgment at trial	18 (1%)	48 (1%)
Court ruling (not through dismissal or trial)	12 (1%)	49 (1%)
Landlord's motion for judgment to terminate stay ^a granted	15 (1%)	67 (2%)
Landlord's motion for judgment to terminate stay ^a withdrawn	6 (1%)	47 (1%)
Landlord's motion for judgment to terminate stay ^a denied	0 (0%)	12 (< 1%)
Court dismissal due to eviction filing during moratorium	2 (< 1%)	33 (1%)
Other	63 (6%)	206 (5%)
Unknown	11 (1%)	20 (< 1%)

Reporting year = Oct 2024–Sep 2025. Of 1,079 cases, 48% received full representation, 34% limited scope representation, and 20% advice or brief services.

Total = Aug 2019–Sep 2025. Of 3,859 cases, 48% received full representation, 32% limited scope representation, and 18% advice or brief services.

^a Landlords file a motion to terminate the stay of eviction when there is an existing eviction judgment that is put on hold with a judicial stay order until the judge can decide if the eviction should proceed. In these cases, the landlord alleges the stay should be lifted to allow the eviction. If the motion is granted, the tenant is subject to eviction; if the motion is denied, the tenant can remain in the unit.

Exhibit D-9. Possession Outcomes by Year (Aug 2019–Sep 2025)

Possession Outcomes	Aug 2019– Sep 2019	Oct 2019 – Sep 2020	Oct 2020– Sep 2021	Oct 2021– Sep 2022	Oct 2022– Sep 2023	Oct 2023– Sep 2024	Oct 2024-Sep 2025	Total # (%)
Total number of eviction cases closed	544	1,978	1,104	1,590	2,247	2,812	2,905	13,180
Number of eviction cases w/ outcome data	221	673	386	546	927	1,089	956	4,798
Of eviction cases closed with data about outcomes, number and percentage that ended with possession for ...								
Landlord	49 22%	154 23%	77 20%	47 9%	78 8%	97 9%	82 9%	584 12%
Landlord, Tenant Moved ^a	1 0%	2 0%	11 3%	63 12%	150 16%	162 15%	200 21%	589 12%
Tenant	102 46%	323 48%	229 59%	395 72%	584 63%	688 63%	532 56%	2,853 59%
Tenant Under Settlement Terms	69 31%	194 29%	69 18%	39 7%	115 12%	142 13%	142 15%	770 16%
Of total eviction cases closed, number and percentage that ended with possession for ...								
Landlord	49 9%	154 8%	77 7%	47 3%	78 3%	97 3%	82 3%	584 4%
Landlord, Tenant Moved	1 0%	2 0%	11 1%	63 4%	150 7%	162 6%	200 7%	589 4%
Tenant	102 19%	323 16%	229 21%	395 25%	584 26%	688 24%	532 18%	2,853 22%
Tenant Under Settlement Terms	69 13%	194 10%	69 6%	39 2%	115 5%	142 5%	142 5%	770 6%
Possession unknown	323 59%	1,305 66%	718 65%	1,044 66%	1,320 59%	1,723 61%	1,949 67%	8,382 64%

^a Possession to the landlord because the tenant moved was added as a classification in 2021. Cases closed with this possession designation before 2021 were entered or edited after the classification was added.

Exhibit D-10. Legal Services Provided in Housing Choice Voucher Termination Cases by Year (Aug 2019–Sep 2025)

Services Provided ^a	Aug 2019– Sep 2019		Oct 2019–Sep 2020		Oct 2020–Sep 2021		Oct 2021–Sep 2022		Oct 2022–Sep 2023		Oct 2023–Sep 2024		Oct 2024–Sep 2025		Total # (%)	
	#	(%)	#	(%)	#	(%)	#	(%)	#	(%)	#	(%)	#	(%)	#	(%)
Full Representation	14	64%	39	63%	16	25%	21	34%	23	40%	27	32%	19	20%	159	36%
Limited Scope Representation	3	14%	6	10%	12	18%	8	13%	1	2%	6	7%	4	4%	40	9%
Brief Services	3	14%	7	11%	12	18%	11	18%	5	9%	11	13%	8	9%	57	13%
Advice and Counsel	2	9%	9	15%	24	37%	17	28%	28	49%	39	46%	63	67%	182	41%
Legal Information	0	0%	1	2%	1	2%	4	7%	0	0%	2	2%	0	0%	8	2%
Other	3	14%	6	10%	12	18%	8	13%	1	2%	6	7%	4	4%	40	9%
Total Housing Choice Voucher Cases	22		62		65		61		57		85		94		446	

^a If a client received more than one service, they are counted once under the highest level of service.

The CLCPP providers have had to adjust their service structure in response to the key events summarized in Exhibit D-1 above. For more information about how CLCPP services have changed over time in response to the pandemic and subsequent period after the end of the public health emergency, please review the annual evaluation reports for the previous reporting years, which are made available by the DC Bar Foundation at <https://www.dbarfoundation.org/>.

Exhibit D-11. Resolution of Housing Choice Voucher Termination Cases (Current Year & Total)

Administrative case resolution	Current Year # (%)		Total # (%)	
Total number of cases that received Legal Services	94	(100%)	446	(100%)
Total number of cases with data about outcomes	22	(23%)	206	(46%)
Of cases with outcome data, number that were resolved via...				
Settlement via negotiation without litigation	5	23%	93	45%
Settlement via negotiation with litigation	4	18%	35	17%
Decision at a hearing	1	5%	8	4%
Decision on appeal to Executive Director	0	0%	4	2%
Recertification completed	4	18%	19	9%
Reasonable accommodation granted	0	0%	7	3%
Other	8	36%	33	16%
Unknown/Missing	0	0%	7	3%
Status of housing choice voucher at case closure				
Voucher termination rescinded	17	77%	156	76%
Voucher termination upheld	1	5%	8	4%
Voucher termination delayed subject to tenant's compliance with obligations	0	0%	8	4%
Unknown/Missing	4	18%	34	17%

Percentages may not sum to 100% due to rounding.

Exhibit D-12. Tenant Petition Matters Closed After Receiving Legal Services (Current Year and Total)

Type of Petition	Current Year (Oct 2024– Sep 2025) # (%)		Total (Aug 2019– Sep 2025) # (%)	
Housing Conditions	262	(90%)	542	(87%)
Appeal of Shelter Denial or Termination	20	(7%)	33	(5%)
Other	9	(3%)	45	(7%)
Total Tenant Petition Cases	291	(100%)	620	(100%)

Percentages may sum to over 100% as multiple matters may be addressed in one case.

Exhibit D-13. Resolution of Housing Conditions Cases Served (Oct 2024–Sep 2025)

Case resolution	Total # (%)	
Total number of cases that received full representation by the CLC	41 (100%)	
Total number of cases with data about outcomes	30 (73%)	
Of cases with outcome data, number that were resolved via...		
Voluntary dismissal by the tenant because the tenant vacated the rental unit	10	(33%)
Landlord made requested repairs after receiving demand letter	6	(20%)
Voluntary dismissal by the tenant due to satisfaction with repairs	5	(17%)
Voluntary dismissal by the tenant because tenant received a transfer to a different rental unit	2	(7%)
Voluntary dismissal by the tenant because the tenant withdrew the case without repairs being made	1	(3%)
Court dismissal due to landlord demonstrating that repairs have been made	1	(3%)
Other	5	(17%)