

**Biannual Progress Report to the
Council of the District of Columbia and
the Office of Victim Services and Justice Grants**
(Updated version, submitted December 2023)

CIVIL LEGAL COUNSEL PROJECTS PROGRAM (CLCPP) EVALUATION

Grantee Name: District of Columbia Bar Foundation (DCBF)
Grant Number: 2023-DCBF-01
Project Title: Civil Legal Counsel Projects Program (CLCPP)
Grant Year Reporting: FY23 DCBF Admin Year, FY23 Subgrantee Year
(January 1, 2023 – December 31, 2023)
Reporting Period: January 1, 2023 – June 30, 2023



December 2023

DC BAR FOUNDATION

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REPORT UPDATES

In October 2023, NPC Research was made aware of a programming malfunction in the software used by the CLCPP partners to generate unique case identification numbers (Case UID's) that impacted the data reported in NPC's initial publication of the Biannual Progress Report for the CLCPP program (January – June 2023 reporting period). Since the beginning of NPC's evaluation in 2019, the CLCPP partners have used a system to assign special ID numbers to clients and cases that are used by NPC to identify unique records in the CLCPP Service Data. This system makes it possible for a unique case to be assigned the same ID number by different organizations without sharing identifying information such as the tenant's name. Case UID generation enables the identification of tenants across organizations, allowing an unduplicated count of the total number of individuals served by the CLCPP network.

When a tenant calls the Landlord Tenant Legal Assistance Network (LTLAN), a Case UID number is generated immediately after the initial intake screening using the Case UID generation software. When a CLCPP partner accepts a case that is referred to them through the LTLAN, that partner uses the same software to create an ID number that matches the number assigned after the LTLAN intake screening. When the CLCPP partner closes the case, NPC can match the record from the LTLAN intake with the record from the CLCPP partner's service episode using the Case UID number. This process allows for NPC to count the two records as a single case and avoid duplication. Between January – June 2023, a programming malfunction in the Case UID software caused the system to generate two different ID numbers for the LTLAN intake and the CLCPP partner service episode for some cases. Due to this malfunction, NPC could not align the record created after the LTLAN intake screening with the record created by the partners after providing legal services. As a result, some records were duplicated as single cases were counted as two separate cases and some of the data presented in the initial publication of the January – June 2023 CLCPP evaluation report were inflated.

NPC has worked with the CLCPP partners and with DCBF to identify the cases impacted, correct the program malfunction, and regenerate a datafile that removes duplicate records. This report presents the analyses from this updated datafile. The Case UID generation issue primarily affected the reported number of CLCPP cases closed and tenants served between January – June 2023 (summarized in Exhibits 1 and 2). Because this number serves as the denominator for many subsequent calculations, changing it led to small changes in many of the percentages presented throughout the report. These changes were minor in scale and did not alter the overall story of the results. Other than correcting these figures, the text of this report is unchanged.

NPC would like to thank the DC Bar Pro Bono Center and DCBF for helping to identify and correct this issue. The data presented in this version of the report accurately describe the services provided by the CLCPP partner network between January – June 2023.

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EXECUTIVE SUMMARY

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 who are facing, or at risk of facing, eviction proceedings or the loss of a housing subsidy.¹ 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’s Landlord Tenant Resource Center, Legal Aid Society of the District of Columbia, Legal Counsel for the Elderly, Neighborhood Legal Services Program, and Rising for Justice. In July 2022, the legislation that authorized the CLCPP was expanded to allow for 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). In January 2023, the Children’s Law Center was added as the 7th CLCPP grantee to join the network.

As part of the evaluation, NPC submits biannual evaluation reports to the DC Council for each 6-month reporting period. These reports present the aggregated results of the CLCPP Service Data collection and summarize the CLCPP network activities. The current report describes the evaluation activities between January – June 2023.

KEY RESULTS

CLCPP partners focused on eviction cases. During the current reporting period, the CLCPP partners served 1,540 tenants across 1,722 cases. Although the changes to the CLCPP statute authorized the partner organizations to provide services in cases not related to a potential loss of possession, nearly all the cases closed in the current period (94%) were eviction cases in the Landlord Tenant (L & T) Branch of the Superior Court (the Court). A further 1% were administrative cases related to the potential termination of a Housing Choice Voucher. A small percentage of clients received services for tenant petition matters as 3% of cases closed were related to a housing condition issue and just under 1% involved another type of tenant petition. Most of these tenant petition cases were closed by the new grantee, the Children’s Law Center (CLC), which provides legal help to tenants in cases where the condition of the rental housing poses a health risk to minor children in the household. Exhibit 1 on the following page shows the number of cases closed during the current reporting period and since data collection began in August 2019, separated by type of case.

¹ The statute also mandates an evaluation of the program. In 2019, NPC Research (NPC) was hired by DCBF to design and conduct this evaluation, which is ongoing.

Exhibit 1. Number of Tenants Served and Cases Closed

Across all 7 CLCPP partners, total number of...	Current Period ^a		Total	
	#	(%)	#	(%)
Tenants served	1,540	(100%)	7,465	(100%)
Cases closed ^{b, c}	1,722	(100%)	9,179	(100%)
Eviction cases closed	1,627	(94%)	8,850	(96%)
Voucher termination cases closed	19	(1%)	225	(2%)
Housing conditions cases closed	55	(3%)	56	(< 1%)
Other tenant petition cases closed	8	(< 1%)	8	(< 1%)

^a The current period includes cases closed Jan. to Jun. 2023. Total includes cases closed from Aug. 2019 to Jun. 2023.

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

^c Case type information is missing for 13 cases during the current period and 40 cases total.

The CLCPP network partners expanded during the current reporting period. The Children’s Law Center joined the CLCPP network to provide legal services to tenants seeking to remediate substandard housing conditions by requiring the landlord to make repairs. This work was made possible by changes to the CLCPP statute that authorized the partners to provide services in tenant petition cases where the tenants came to the network looking to initiate a legal action to enforce their rights. Attorneys in these tenant petition cases helped tenants by sending landlords a demand letter, filing a petition to initiate a legal case, or initiating administrative petitions to preserve, transfer, or protect housing vouchers.

Tenants continued to utilize the LTLAN to connect with the CLCPP. Tenants have multiple avenues available to contact CLCPP attorneys; however, between January – June 2023, the key entry point to CLCPP services was through the Landlord Tenant Legal Assistance Network (LTLAN), a coordinated intake and referral system established by the CLCPP partners in 2020 that tenants can access by calling a single phone number or completing an online intake form. Among the 1,540 tenants served during the current reporting period, **65% connected with services through the LTLAN**. Most of the tenants who did not connect through the LTLAN called a CLCPP partner organization directly (27%), while some connected with a CLCPP attorney in the courtroom (2%).

CLCPP services reached tenants living in every District Ward. While the CLCPP served tenants in every Ward, **almost half (45%) of the CLCPP clients in this reporting period lived in Wards 7 (17%) and 8 (28%)**. An additional 15% of CLCPP clients served between January – June 2023 lived in Ward 5, 13% in Ward 1, 10% in Ward 4, 9% in Ward 6, 5% in Ward 3, and 4% in Ward 2. This distribution is consistent with the historical pattern.

CLCPP Clients were predominately Women of Color. Across the 1,540 CLCPP clients served for all case types in this reporting period, a total of 3,174 household members were impacted. Of clients with information available,² 86% identified as Black or African American and 65% identified as women. **Women of color, who tend to disproportionately experience eviction filings, made up 61% of the CLCPP clients.**

Many of these cases featured households that were particularly vulnerable to the risks of unstable housing or homelessness created by an eviction. Of the 1,540 tenants served during this reporting period, 36% had at least one minor child living in the household. Additionally, 25% identified as having a disability or chronic health condition. Further, 32% of tenants who presented for legal help resided in subsidized housing and were at risk of losing not only their home, but also their housing subsidy.³

CLCPP clients spend a significant portion of their income on rent. For clients whose income and monthly rent were known (n = 866), 79% spend more than 30% of their household income on rent, while 60% spend more than 50%. Only 20% spend 30% or less of their income on rent.⁴

The CLCPP partners prioritized serving tenants facing an active eviction complaint. Of the 1,627 eviction cases closed by the CLCPP partners during the current reporting period, 1,134 (70%) were closed after receiving legal services beyond the initial intake screening. Of these 1,134 cases, **916 (81%) involved tenants who had an eviction complaint filed against them** when they came to the CLCPP, and, therefore, were facing an active eviction case. Serving tenants whose landlords had filed an eviction complaint was a point of emphasis for the CLCPP partners. As landlords adjusted to new eviction filing requirements, and as it became easier for tenants to find the CLCPP due to the successful

CLCPP CLIENT INFORMATION

Of the tenants served:



86% identified as Black or African American



65% identified as women



61% identified as a woman of color

Tenants in households that were particularly vulnerable to risks of unstable housing:



36% had minors living in the household



25% had a disability or chronic health condition



32% lived in subsidized housing

CLCPP tenants were severely rent burdened:

79% spend >30% of income on rent

60% spend >50% of income on rent

² Percentages for demographic data such as race and gender are calculated out of the tenants who reported those data.

³ Disability status and subsidized housing information status 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: 1,109 cases in the current reporting period.

⁴ The U.S. Department of Housing and Urban Development (HUD) defines rent burdened families as those who are paying more than 30% of their income on rent. Severe rent burden is defined as paying more than 50% of income on rent.

promotion of the LTLAN, the partners saw an increase in tenants seeking legal help. In response, the CLCPP partners triaged cases based on need and urgency, and prioritized tenants who face an imminent risk of being unhoused through an eviction action. Tenants who were not facing an active eviction case at the time of intake were referred to other resources outside of the CLCPP.

Over half of CLCPP clients received legal advice as the highest level of service. During the current period (January – June 2023), **half of tenants who received help in eviction cases received legal advice and counsel (50%)**. Another 40% received some form of representation, either limited (22%) or full (18%), while 7% received brief services. The clients who received advice and counsel were provided with guidance on how to respond to the eviction complaint, minimize the impact of the eviction filing, and help families remain housed for as long as possible or find new housing. By providing advice and counsel to tenants facing an active eviction complaint, the CLCPP partners were able to leverage available resources and close more cases during the current reporting period than any other 6-month reporting period since data collection began in August 2019.

CLCPP Services Supported Housing Stability. Among active eviction cases closed during the current reporting period that received representation by an attorney, 81% of tenants retained possession of their units. Of those who moved, most did so of their own accord or as part of an agreement—**notably, fewer than 5% of CLCPP clients with an active case for which the outcomes were known had a judgment entered against them that put them at risk for an actual lockout**. Nearly 61% of the CLCPP cases closed in the current reporting period that 1) received services beyond intake, 2) had a complaint filed at the time of intake, and 3) had available outcome data were resolved by a dismissal, either from the Court or the landlord. This result can be attributed to two factors. First, at least half of the tenants whose cases were dismissed received rental assistance funds to help pay the back rent owed to the landlord and close the case, underscoring the critical role that Emergency Rental Assistance Program (ERAP) funds continue to play in keeping DC tenants with low income housed. Second, the CLCPP partners collectively emphasized eviction defense strategies that held landlords accountable to the heightened filing requirements by arguing for dismissal in cases where the notices or complaints were technically deficient or improperly served.

The CLCPP Network Promoted Access to Justice for DC Tenants. Finally, in addition to providing direct legal services to tenants facing an eviction, the CLCPP partners continued to focus on **outreach** to make tenants aware of the CLCPP services. The partners engaged in ongoing **advocacy** efforts to ensure that the needs of tenants with low incomes are represented in policy decisions and continued to **collaborate** with other community partners to develop a more comprehensive approach to eviction protection services, which involves connecting with tenants before they face an eviction case. Through these efforts, the CLCPP network continued to provide an accessible, responsive, and effective resource for DC residents with low incomes that supports tenants' access to justice.

INTRODUCTION

BACKGROUND

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 who are facing, or at risk of facing, eviction proceedings or the loss of a housing subsidy.⁵ 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’s Landlord Tenant Resource Center, Legal Aid Society of the District of Columbia, Legal Counsel for the Elderly, Neighborhood Legal Services Program, and Rising for Justice. In July 2022, the legislation that authorized the CLCPP was expanded to allow for 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). In January 2023, the Children’s Law Center was added as the 7th CLCPP grantee to join the network.

THIS REPORT

This report presents data on the CLCPP network, focusing on the most recent 6-month reporting period (January 1 to June 30, 2023).

It presents a cumulative snapshot of program implementation; data about the individuals served, services provided, and case outcomes; and key activities, beyond direct legal services, undertaken by CLCPP partners during the reporting period.

CLCPP IMPLEMENTATION TO DATE

Since the start of the CLCPP grant program in 2018 through June 2023, the 7 legal services organizations that form the partner network have collaborated to provide eviction and voucher termination defense services to DC residents living with low incomes. Exhibit 1 on the following page summarizes the CLCPP implementation by showing the cases closed by the partners during the current period (January – June 2023), and since data collection began (August 2019 – June 2023). As shown in Exhibit 1, nearly all the cases closed in the current period (94%) and to date (96%) were eviction cases in the Landlord Tenant (L & T) Branch of the Superior Court (the Court). A further 1% in the current period and 2% to date were administrative cases related to the potential termination of a Housing Choice Voucher.

⁵ The statute also mandates an evaluation of the program. In 2019, NPC Research (NPC) was hired by DCBF to design and conduct this evaluation, which is ongoing.

Although the CLCPP network continued to primarily handle loss of possession cases, during the current period CLCPP clients also received legal services in tenant petition matters, as 3% of cases were for a housing conditions issue and the remaining cases (< 1%) were for another type of tenant petition. Most of these tenant petition cases were closed by the new grantee, the Children’s Law Center (CLC), which provides legal help to tenants in cases where the condition of the rental housing poses a health risk to minor children in the household.

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

^c Case type information is missing for 13 cases during the current period and 40 cases total.

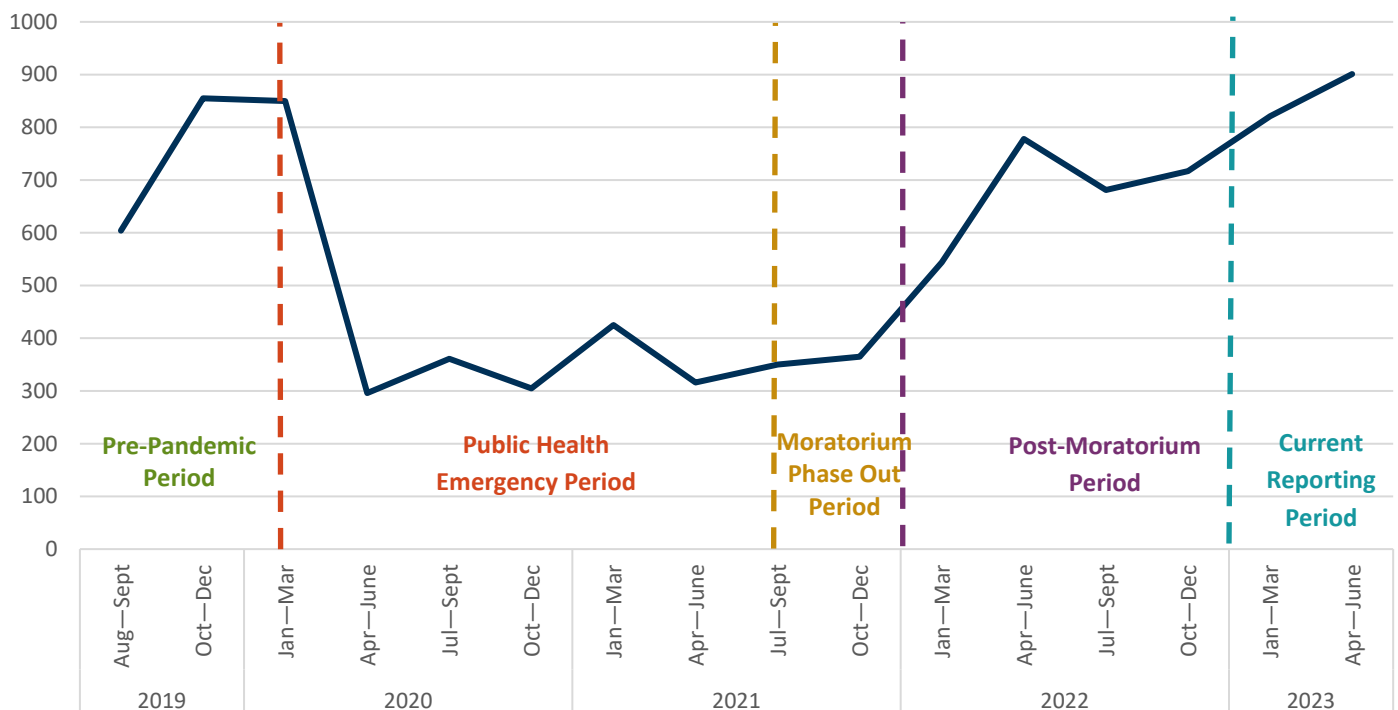
CLCPP SERVICE CONTEXT AUGUST 2019 – JUNE 2023

Since the evaluation began in 2019, the CLCPP providers have had to adjust their service structure in response to the COVID-19 pandemic, new rules governing the eviction process in DC, and changes to the CLCPP authorizing statute. Exhibit 2 on the following page shows how the changes in the legal landscape affected the number of cases closed by the partners each quarter from August 2019 through June 2023, and is separated into five periods that describe the shifting CLCPP service context.

- 1. Pre-Pandemic Period:** The pre-pandemic period ranged from August 2019 to the middle of March 2020. During this period, the CLCPP partners closed approximately 288 cases per month.
- 2. Public Health Emergency Period:** From the middle of March 2020 to July 2021, the eviction moratorium was in effect and landlords could not file new cases or proceed with scheduled lockouts. During this period, the CLCPP partners closed approximately 112 cases per month.
- 3. Moratorium Phase Out Period:** From the end of July through December 2021, the moratorium on new eviction filings was phased out. Landlords were permitted to give tenants notice of unpaid rent, proceed with previously scheduled lockouts, and, starting in mid-October, file new nonpayment of rent eviction cases. During this period, the CLCPP partners closed approximately 128 cases per month.

4. **Post-Moratorium Period:** Starting in January 2022, landlords were permitted to file new eviction cases for any reason. During this period, new legislation not tied to the public health emergency period enacted tenant protections that impacted CLCPP services. Under the new eviction procedure, landlords can only seek to evict a tenant for non-payment of rent if the balance owed is more than \$600, cannot waive the 30-day notice period for evictions related to unpaid rent, and must serve tenants with an eviction complaint at least 21 days before a scheduled hearing. After these changes, tenants had more time to seek legal help to respond to an eviction notice or complaint and the CLCPP saw an increase in case volume. In 2022, the CLCPP partners closed approximately 230 cases per month.
5. **Current Reporting Period:** During the current reporting period, landlords adjusted to the changes in eviction procedure, case filings increased, and the outreach efforts to promote the Landlord Tenant Legal Assistance Network (LTLAN) expanded the service reach of the CLCPP network. Additionally, the legislative change to the CLCPP statute allowed the partners to provide services in tenant petition cases, and a new grantee joined the partner network. During the current period, partners have closed approximately 287 cases per month.

Exhibit 2. Number of CLCPP Cases Closed Over Time (by Quarter)



CLCPP TENANT INFORMATION

Data in this section are shown for the current reporting period (January through June 2023). Data for the period since data collection began (August 2019 through June 2023) are available in the Appendix.⁶

WHO RECEIVED CLCPP SERVICES?

Across the 1,540 CLCPP clients served for all case types in this reporting period, a total of 3,174 household members were impacted. Of clients with demographic data available,⁷ 86% identified as Black or African American and 65% identified as women. Women of color, who tend to disproportionately experience eviction filings, made up 61% of the CLCPP clients.

Many of these cases featured households that were vulnerable to the risks of unstable housing created by an eviction. Of the 1,540 tenants served during this reporting period, 548 (36%) had at least one minor child in the household while 282 (25%) identified as having a disability or chronic health condition. Further, 351 (32%) of tenants resided in subsidized housing and were at risk of losing their home and housing subsidy.⁸

CLCPP clients spend a significant portion of their income on rent. For clients whose income and monthly rent were known (n = 866), 79% spend more than 30% of their household income on rent, while 60% spend more than 50%. Only 20% spend 30% or less of their income on rent.⁹

CLCPP CLIENT INFORMATION

Of the tenants served:



86% identified as Black or African American



65% identified as women



61% identified as a woman of color

Tenants in households that were particularly vulnerable to risks of unstable housing:



36% had minors living in the household



25% had a disability or chronic health condition



32% lived in subsidized housing

CLCPP tenants were severely rent burdened:

79% spend >30% of income on rent

60% spend >50% of income on rent

⁶ Data are shown for all tenants who received services. In a small number of cases, information was “unknown,” such as when a tenant did not complete all questions on a paper form, or “missing,” because it was not entered into the service database.

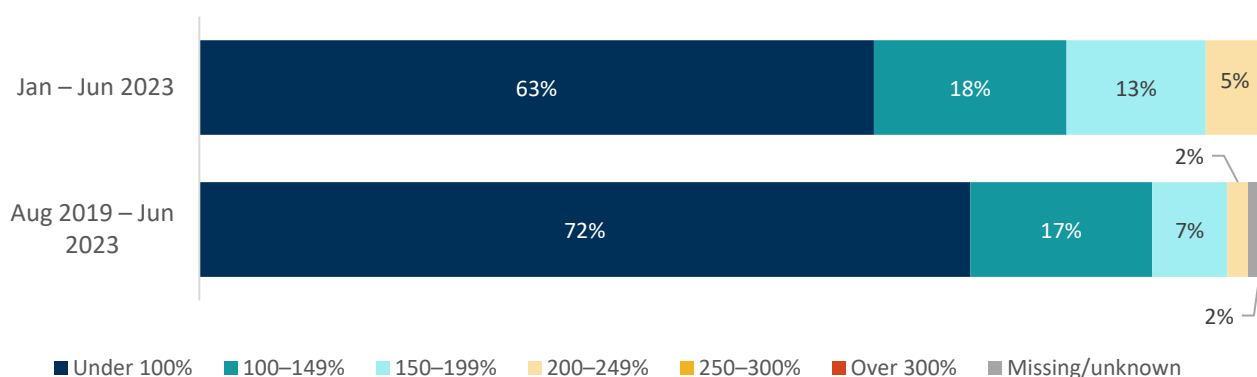
⁷ Percentages for demographic characteristics such as race and gender are calculated out of the tenants who reported that information.

⁸ Disability status and subsidized housing information status 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: 1,109 cases in the current reporting period.

⁹ The U.S. Department of Housing and Urban Development (HUD) defines rent burdened families as those who are paying more than 30% of their income on rent. Severe rent burden is defined as paying more than 50% of income on rent.

Household Income. This level of housing cost burden reflects the low average income among CLCPP clients and the high cost of renting in Washington, DC. In July 2022, the 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.¹⁰ As seen in Exhibit 3, the majority (63%) of clients still had household incomes below 100% of FPG. While there were fewer clients in the current period below 100% FPG and more clients with incomes between 150 – 200% of FPG than in the past, the data in Exhibit 3 indicate that the partners continued to prioritize serving tenants with very low incomes.

Exhibit 3. Percentage of Clients with Incomes Within Federal Poverty Guidelines



In its 2023 publication of the annual *Out of Reach* report, the National Low Income Housing Coalition (NLIHC) ranked the District of Columbia as the sixth most expensive jurisdiction in the nation regarding rental housing wages.¹¹ The Fair Market Rent for a 2-bedroom apartment in DC was \$1,838, and monthly income necessary to afford this rent without experiencing rental cost burden was \$6,126. In contrast, the median household income among CLCPP clients served in this reporting period was \$1,200 per month (range = \$0 to \$8,383). The median monthly income among all clients served since 2019 was \$1,060 (range = \$0 to \$8,805).¹²

Opposing Party Representation. Landlords were represented by an attorney in 95% of the 916 cases where the CLCPP client faced an eviction complaint filed in court, which is consistent with the percentage of represented landlords in cases with an eviction complaint since the evaluation began in

¹⁰ The Federal Poverty Guidelines (FPG) are published by the U.S. Department of Health and Human Services, available at: <https://aspe.hhs.gov/poverty-guidelines>. In 2023, a family of 4 was at 100% of FPG with an income of not more than \$30,000, and at 300% of FPG with an income of not more than \$90,000.

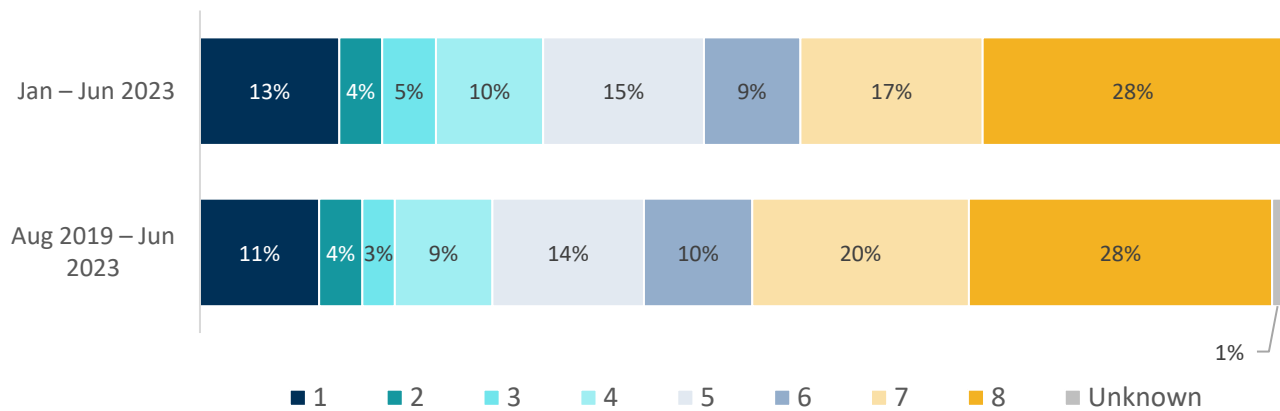
¹¹ Housing wage is an estimate of the hourly wage that a full-time worker must earn to afford a rental home at HUD’s Fair Market Rent without spending more than 30% of their income on rent. The 2023 Out of Reach Report is available at: https://nlihc.org/sites/default/files/oor/DC_2023_OOR.pdf

¹² The Federal Poverty Guidelines are calculated using family size, and households with a high monthly income can still be considered low income when there are multiple members in the household.

2019 (91%). Landlords were most often represented by an attorney from the private bar. Among those tenants who sought legal assistance before a complaint was filed, this percentage is lower, likely because fewer landlords had attorneys at this point in the dispute or, without a formal complaint, the landlord’s representation status was not known.

Ward of residence. CLCPP services reached tenants living in every District Ward. Exhibit 4 shows, among CLCPP clients, the percentage that resided in each Ward in the current reporting period (top bar) and since data collection began (bottom bar). As shown in Exhibit 4, almost half (45%) of the CLCPP clients in this reporting period lived in Wards 7 and 8. This distribution reflects the historical pattern.

Exhibit 4. Percentage of CLCPP Clients Living in Each Ward

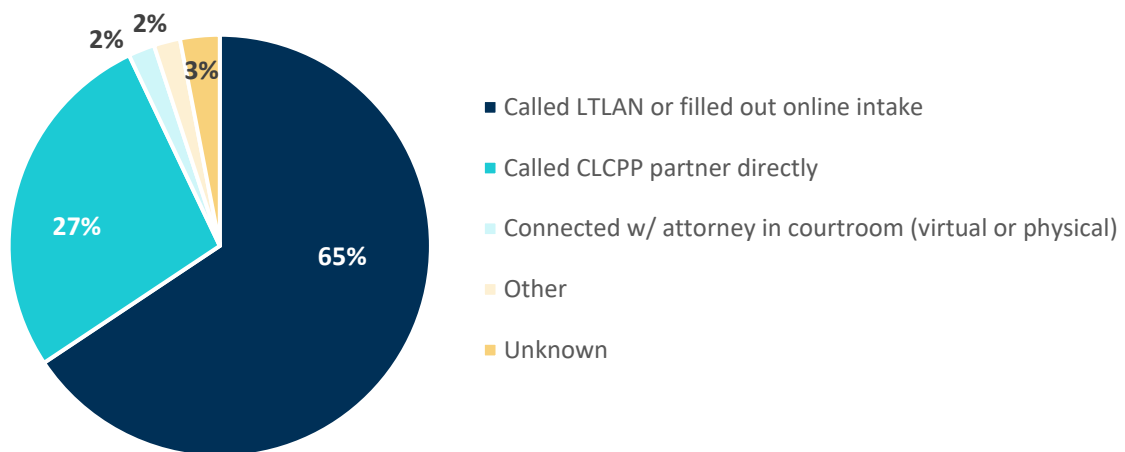


HOW DID TENANTS ACCESS CLCPP SERVICES?

Referral sources. Tenants learned about CLCPP services in a variety of ways. Among the tenants who received services,¹³ 19% learned about the CLCPP through the Court. This access point included finding information on court materials such as notices, videos, flyers, and the court website (8%); being referred by court staff such as clerks, mediators, interpreters, and security officers (6%); and being directly referred by a judge (5%). Another 13% of tenants heard about the CLCPP from a trusted source, such as another CLCPP provider (2%), a community organization that provides other social services (7%), a medical provider (2%), or word of mouth in their community (2%). In addition, 11% of tenants had previously been a client of a CLCPP partner and returned to that organization for assistance, 2% heard about the services from CLCPP outreach activities (e.g., community information events, social media, etc.), and 5% of tenants were referred to CLCPP through some other method. (Note: Referral source was unknown for 51% of tenants in this period.)

Point of first contact. Tenants have multiple avenues available to contact CLCPP attorneys. As shown in Exhibit 5, the key entry point to CLCPP services is through the Landlord Tenant Legal Assistance Network (LTLAN), a coordinated intake and referral system established by the CLCPP partners in 2020 that tenants can access by calling a single phone number or completing an online intake form. Among the 1,540 tenants served during the current reporting period, 65% connected with services through the LTLAN. Most of the tenants who did not connect through the LTLAN called a CLCPP partner organization directly (27%), while some connected with a CLCPP attorney in the courtroom (2%),

Exhibit 5. How Tenants Contacted the CLCPP Network (Current Reporting Period)



¹³ Tenant referral source 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: 1,109 cases in the current reporting period. Percentages are rounded, and may not sum to 100%.

DIRECT LEGAL SERVICES

This section presents data to reflect the direct legal services provided by the CLCPP partners.¹⁴ With grant funds, CLCPP partners provide a continuum of legal services, from legal information to full representation. Each service type is defined below.

Landlord Tenant Legal Assistance Network (LTLAN) intake screening – brief intake with individuals calling the LTLAN hotline to assess their eligibility and refer them to a CLCPP partner for further assessment and legal assistance

Legal information – general information regarding legal rights and responsibilities or explanation of options (not legal advice)

Advice and counsel – legal information and a recommendation for a course of action for the specific case, but no action on behalf of the tenant

Brief services – brief action on behalf of the tenant, such as drafting a letter or making a phone call; typically not more than 2 hours of time; no court appearance

Limited scope representation – more involved action on behalf of the tenant, but less than full representation; typically more than 2 hours of time; may include court appearance

Full representation – committing to represent the tenant for the duration of the case; may involve negotiation, litigation, administrative representation, or other advocacy as the attorney of record

This section is divided into three parts that separately discuss CLCPP service data provided in **eviction cases**, **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 and the CLCPP services provided are presented for each type of case. When available, outcome data are presented, including how cases were resolved (e.g., trial, settlement agreement, dismissal), outcomes of the case (e.g., which party had possession of the unit at the time the case was resolved, the status of the voucher), and the degree to which the outcome aligned with the tenant’s wishes.

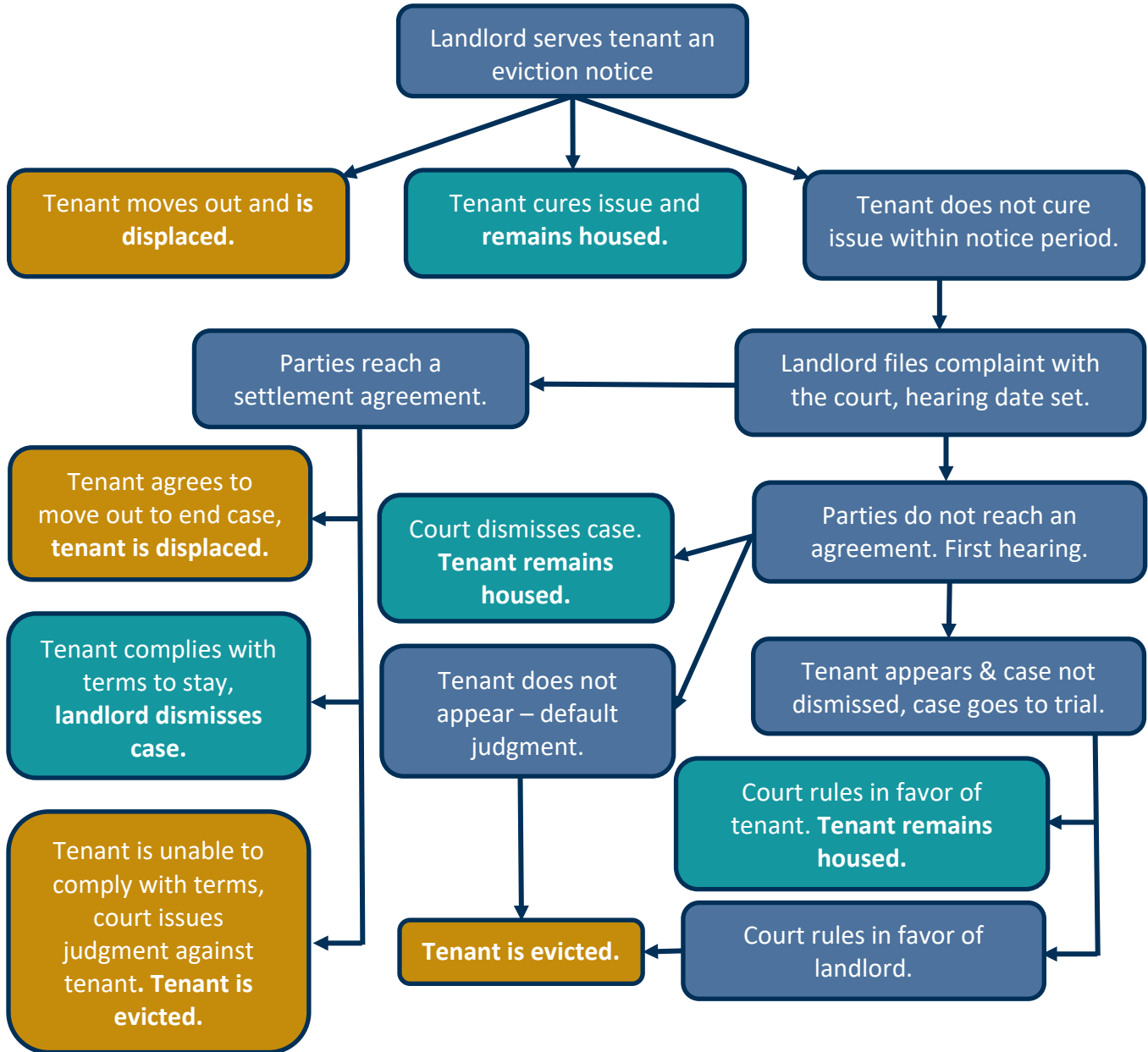
Because CLCPP services for tenant petition cases started during this reporting period, there are limited data available for these cases, such as the number of cases closed by the CLCPP partners, the matters addressed by these cases, and the services provided to tenants. As the CLCPP partners continue to provide legal services to tenants who want to initiate a legal action, data collected on these services, including case outcomes, will be described in future reports.

¹⁴ 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 of time and services may end (and the case may be closed by the provider) before the case has been resolved by the court.

EVICTON CASES

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

Exhibit 6. Eviction Process in Washington D.C.



As shown in Exhibit 6, 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,¹⁵ 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 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).

Exhibit 7 on the following page summarizes the eviction cases closed between January – June 2023, and indicates the number of cases that featured tenants who came to the CLCPP in the notice period before an eviction complaint was filed, as well as the tenants who presented for services after being served with a complaint.

¹⁵ Landlords can only initiate an eviction action for non-payment of rent if the amount demanded is at least \$600.

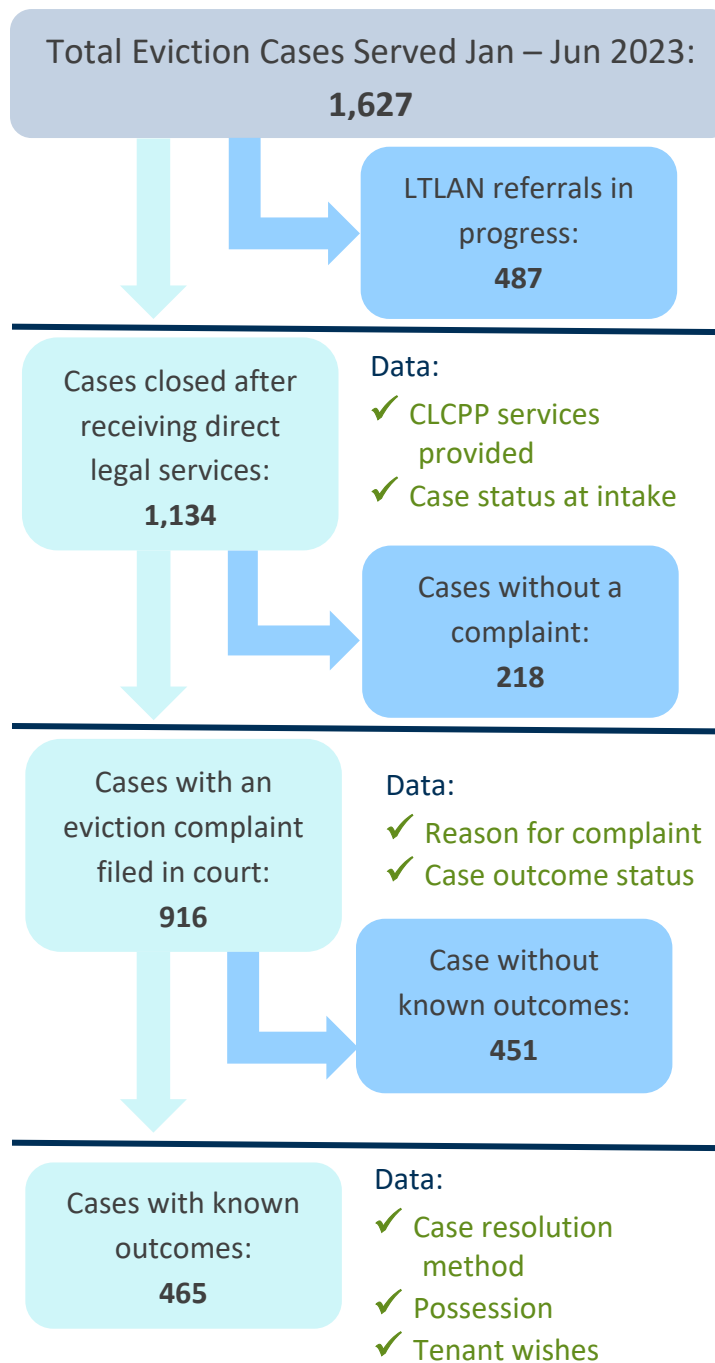
Exhibit 7. CLCPP Eviction Cases Served

As shown in Exhibit 7, a total of 1,627 eviction cases were handled by CLCPP partners between January and June 2023. Of this total, 487 (30%) were LTLAN-referred cases that were still in progress at the time of this report¹⁶ and 6 (< 1%) were referred to a pro bono attorney. The remaining 1,134 (70%) cases were closed after receiving legal services from the CLCPP partners beyond the initial intake screening.

Of the 1,134 cases that received CLCPP services, **218 (19%) involved tenants who contacted the CLCPP before the landlord had filed a complaint** with the court. These tenants received a notice of an eviction but were not facing an active lawsuit at the time that they presented for CLCPP services. The remaining **916 cases (81%) 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 916 cases featuring an eviction complaint, the landlord cited non-payment of rent as the basis for the eviction in 756 (83%).

Finally, case outcomes were known for 465 cases. This represents 51% of the total cases that had a complaint filed, 41% of cases that received services beyond an intake screening, and 29% of all eviction cases handled by the CLCPP.

Partners prioritized serving tenants with an active eviction lawsuit. The distribution of tenants with and without a complaint in the current period reflects a shift in the LTLAN



¹⁶ LTLAN staff had conducted an intake and had referred the case to a CLCPP partner, but the partner had not yet closed the case.

triage protocols that prioritized routing clients with an active eviction complaint to the CLCPP partners for services. As landlords adjusted to the new eviction filing requirements, and as it became easier for tenants to find the CLCPP due to the successful promotion of the LTLAN, the partners saw an increase in tenants seeking legal help. This increase in tenants seeking legal help has forced the CLCPP partners to consider ways to triage cases based on need and urgency. In response, the CLCPP partners have prioritized tenants who face an imminent risk of being unhoused through an eviction action. Tenants who were not facing an active eviction case at the time of intake were referred to other resources outside of the CLCPP, such as the Landlord Tenant Resource Center (LTRC) where they received legal information from volunteer attorneys.

Service provision has shifted. Exhibit 8 displays the percentage of clients that received each type of service across all the eviction cases closed by the CLCPP partners from the start of data collection in August 2019 through the end of the current period in June 2023. (If a client received more than one service, they are counted once under the highest level of service.) As shown in Exhibit 8, during the current period (Jan – Jun 2023), half of tenants who received help in eviction cases received legal advice and counsel (yellow line; 50%). Another 7% received brief services (light blue), while 40% received some form of representation, either limited (teal line; 22%) or full (red line; 18%).

Exhibit 8. Percent of CLCPP Clients that Received Each Level of Service in Eviction Cases (August 2019 – June 2023)

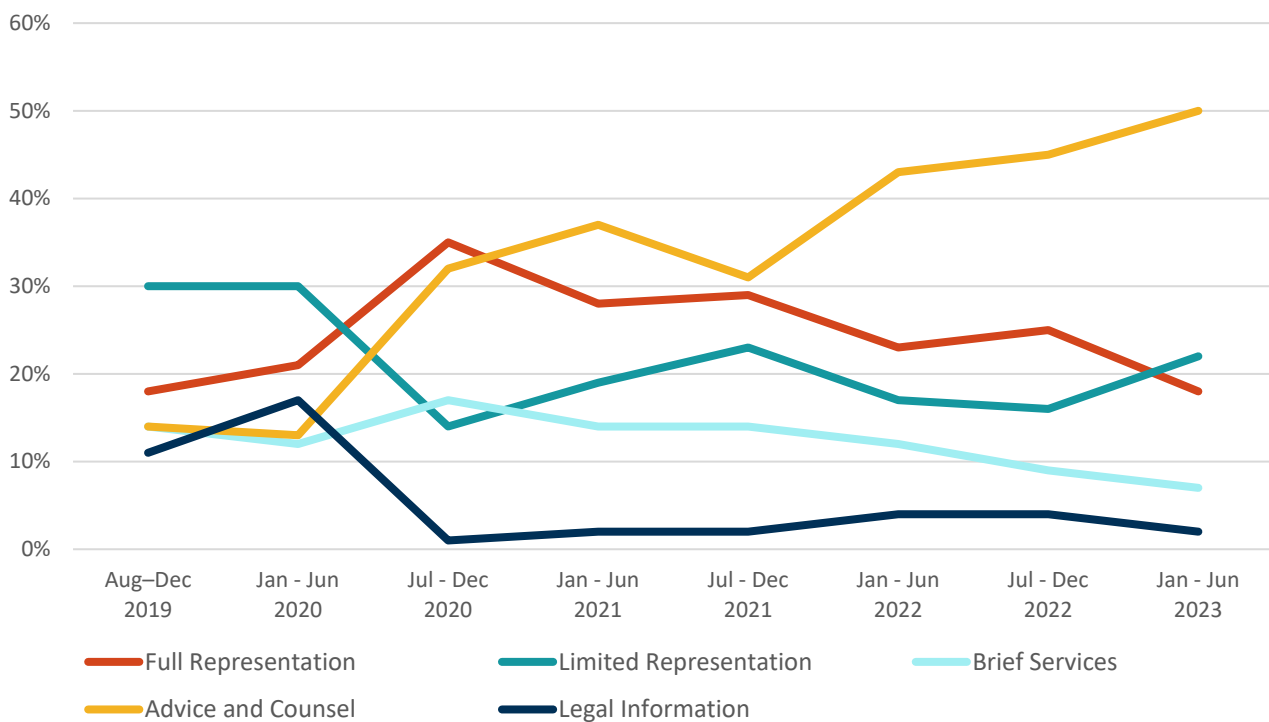


Exhibit 8 offers 3 key insights into the service provision over time and during the current reporting period:

- **The percentage of cases for which the attorneys provided full representation returned to pre-pandemic levels.** During and immediately after the pandemic, the CLCPP attorneys were able to provide a greater proportion of clients with full representation because there were fewer total cases, due in part to the eviction moratorium and the post-pandemic legislation that changed the eviction filing requirements. During the current period, eviction filings increased and the CLCPP network experienced higher case volume, so the proportion of cases with full representation is lower than it was during and immediately after the pandemic.
- **Few clients received legal information as their highest level of service.** Before the pandemic, CLCPP funds were used to support the supervision and operations of the Landlord-Tenant Resource Center (LTRC), which operated out of a court-based office and was staffed by pro bono attorneys supervised by DC Bar Pro Bono Center staff. The volunteer attorneys provided legal information to tenants who sought assistance on the day of their hearing. When the public health emergency began, the courthouse and the LTRC closed, and, correspondingly, the number of cases that received legal information declined. The LTRC has since resumed operations, supported by a different funding stream. The LTLAN intake staff routes callers who are not facing an active eviction complaint who need legal information to the LTRC so that the CLCPP attorneys can focus on providing advice and counsel and more in-depth assistance.
- **The percentage of clients who received legal advice as the highest level of service continued to increase.** During the current reporting period, the percentage of clients who received advice and counsel was higher than at any point since data collection began in 2019, representing the high point in a trend that started when the pandemic dramatically changed the service context in March 2020. This increase in cases receiving legal advice may be related to the decrease in the percentage of tenants who receive either brief services or limited representation and is related to the shift in workflow created by the pandemic and subsequent closure of the Court. Before the pandemic, attorneys had a physical presence in the courthouse and provided same-day representation or brief legal assistance to tenants in person. During the pandemic, however, attorneys were providing legal advice to tenants who called the CLCPP with questions about their rights and responsibilities under the eviction moratorium. Although the Court has reopened, and CLCPP attorneys reestablished a physical presence in the courthouse, the shift in court operations has led to fewer tenants appearing in person, so there have been fewer tenants who need limited representation or brief services. Finally, as ERAP funds have become less available, more tenants come to the CLCPP facing complaints that demand back rent that they cannot repay without rental assistance and that are assessed not to have a legal defense for the attorney to argue in court. These tenants receive advice and counsel that provides guidance on how they can mitigate the impact of an eviction, as well as referrals to non-legal support services to help them find new housing.

Outcomes Achieved in Eviction Cases

When entering service data, attorneys are asked to input information about case outcomes, if they know them. Two inherent limitations to these outcome data bear noting:

- Cases with outcomes come from **those in which a complaint was filed**.
- Attorneys **only know the outcomes of the cases that they help to resolve**, which are primarily those that receive some level of representation.

While these outcome data are important to examine, they are biased toward certain types of cases and services and may not adequately represent the full population of eviction cases (see Exhibit 7 above).

Therefore, they should be interpreted with caution.

During the current reporting period, attorneys entered outcome data for a total of **465 eviction cases**. Most of these cases received representation from a CLCPP attorney: 41% received full representation, 37% received limited scope representation, 21% received advice or brief services, and 1% received legal information.

How Eviction Cases Were Resolved

Exhibit 9 on the following page shows how eviction cases were resolved—the manner by which the case outcomes were reached—for the current reporting period (January – June 2023) and the entire evaluation timeframe (August 2019 – June 2023). Of the 465 cases closed in this reporting period with outcome data, the two most common forms of resolving a case were through a dismissal (61%; 20% by the Court, 41% by the landlord) or a settlement agreement between the parties (28%). It is notable that the 61% of cases closed with outcome data that were dismissed during this reporting period is higher than the percentage of dismissals since data collection began in August 2019 (48%).

Among the 190 cases that ended by the landlord dismissing the complaint during the current reporting period, 97 (51%) resolved because the tenant paid all the rent owed.¹⁷ An additional 27 (14%) cases dismissed by the landlord were dismissed due to a technical deficiency on the notice or complaint, 16 (8%) because the tenant moved out, 9 (5%) because the tenant cured violations unrelated to non-payment, and 11 (6%) were dismissed for some other reason (e.g., the parties came to an agreement to end the case or the landlord's allegations of a lease violation were incorrect).

This distribution reflects the efforts by the CLCPP attorneys to help tenants connect with emergency rental assistance funds to pay back rent owed, and to hold landlords to the procedural requirements for filing evictions by challenging notice or complaint documents that were legally insufficient. The cases that dismissed due to technical deficiencies with the notice or complaint are typically dismissed

¹⁷ Of the tenants whose case was dismissed because they paid the landlord back rent, 74% received Emergency Rental Assistance Program (ERAP) funds.

without prejudice, which means that the underlying dispute is not resolved, and the landlord can refile the eviction case.

Exhibit 9. Resolution of Eviction Cases

How eviction cases were resolved	Current Period (Jan – Jun 2023) # (%)		Total (Aug 2019 – Jun 2023) # (%)	
Total number of cases with a complaint filed	916 (100%)		4,707 (100%)	
Number of cases with a complaint and data about outcomes	465 (51%)		2,515 (53%)	
Of cases with a complaint and outcome data, number that were resolved via...				
Notice withdrawn	7	(2%)	12	(< 1%)
Court dismissal	93	(20%)	363	(14%)
Landlord dismissal without terms	190	(41%)	861	(34%)
Consent/confessed judgment	4	(< 1%)	30	(1%)
Default judgment	11	(2%)	45	(2%)
Settlement agreement	130	(28%)	881	(35%)
Judgment at trial	2	(< 1%)	23	(1%)
Court ruling (not through dismissal or trial)	1	(< 1%)	32	(1%)
Landlord’s motion for judgment to terminate stay ^a granted	5	(1%)	49	(2%)
Landlord’s motion for judgment to terminate stay ^a withdrawn	0	(0%)	41	(2%)
Landlord’s motion for judgment to terminate stay ^a denied	1	(< 1%)	11	(< 1%)
Court dismissal due to eviction filing during moratorium	0	(0%)	31	(1%)
Other	18	(4%)	127	(5%)
Unknown	3	(1%)	9	(< 1%)

Current period = Jan. to Jun. 2023. Of 465 cases, 41% received full representation, 37% limited representation, 21% advice or brief services. Total = Aug. 2019 to Jun. 2023. Of 2,515 cases, 51% received full representation, 32% limited representation, and 17% advice or brief services. Percentages are rounded and may not sum to 100%.

^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 rental unit.

Possession Outcomes for Tenants

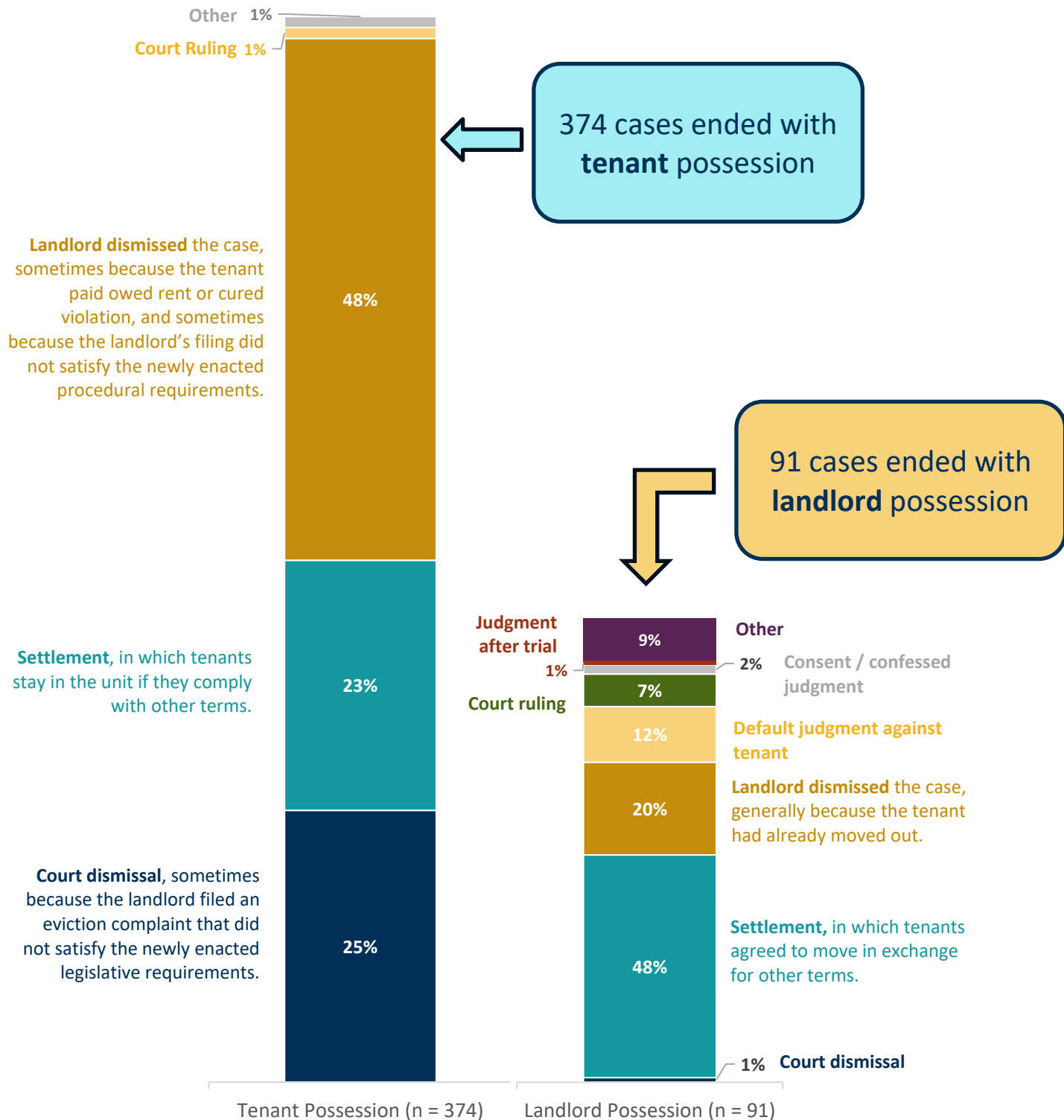
Across the 465 eviction cases with outcome data, 374 (80%) tenants retained possession of the unit and possession reverted to the landlord in 91 (20%) cases.¹⁸ It is important to note that in many of the cases where possession reverted to the landlord, the tenant agreed to leave the property or negotiated a departure settlement that mitigated the legal and financial consequences of an eviction and afforded them more agency over the circumstances of their move. In some cases, tenants wished to leave the unit, but still needed legal assistance to resolve their case under favorable terms by reducing the financial burden of rental debt obligations or avoiding the ongoing challenges that an eviction judgment presents. Therefore, understanding whether the tenant was successful in response to the landlord's eviction complaint requires taking a more nuanced look at how possession was determined. To this end, the following analyses explore how the possession outcome affected the tenant by incorporating the method of case resolution, the tenants' desire to stay in the rental unit, and the terms of party settlements.

Case resolution favored tenants. Exhibit 10 on the following page shows the method of case resolution among the 374 cases in which the tenant retained possession and, separately, among the 91 cases in which the landlord regained possession. As shown in the bar on the right side, landlords primarily regained possession through a settlement agreement (48%) in which tenants may have agreed to move in exchange for other benefits. Landlords also gained possession when tenants chose to move out of the unit before a hearing had occurred, leading the landlord to dismiss the case (20%). Just over 22% of the cases that ended in landlord possession ended with an unfavorable court outcome against the tenant, as 12% ended with default judgments against the tenant, 7% ended with a court ruling in favor of the landlord, 2% ended with a consent or confessed judgment, and 1% ended with judgment against the tenant after a trial. Notably, these cases that ended in an unfavorable court ruling against the tenant represent 20 (4%) of the 465 eviction cases with outcome data.

When tenants retained possession (shown in the left bar of Exhibit 10), they generally did so outright due to the case being dismissed either by the Court (25% of tenant possessions) or by the landlord (48%). Other tenants retained possession by agreeing to the terms of a negotiated settlement (23%). The high rate of dismissals during this reporting period suggests that the CLCPP attorneys continued to protect clients from legally insufficient filings as the landlords adjusted to the new filing requirements. While a dismissal in these cases may not reflect the final outcome of the dispute because the landlord can refile the case, a dismissal gives the tenants additional time to either correct the alleged lease violation or find a new place to live. Additionally, the new legislation requires the Court to seal eviction records, which can ease tenants' ability to find replacement housing. The law also has new guidelines that landlords must consider before taking on new tenants, which may encourage them to negotiate an agreement with the existing tenant rather than pursue an eviction and go through the process of re-renting the unit.

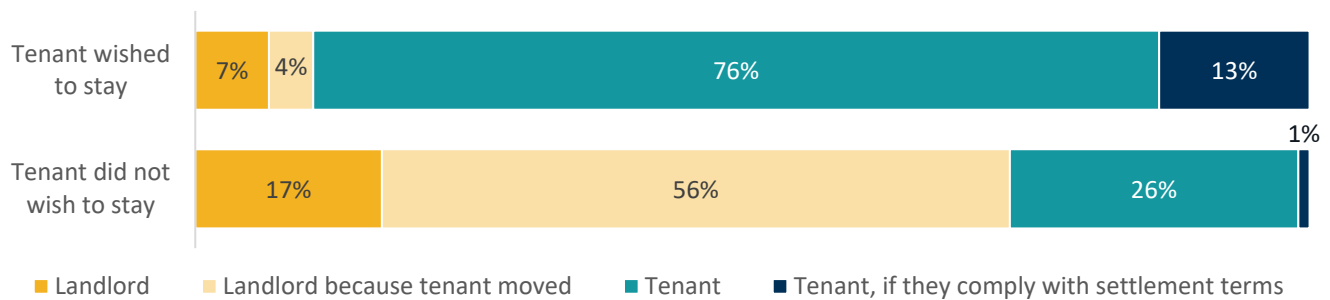
¹⁸ Possession outcomes were unknown in 2 (<1%) cases.

Exhibit 10. Method of Resolution by Party Entitled to Possession of Property



Possession of the property aligned with tenant wishes. At CLCPP service intake, of the 465 cases with outcome data closed during this reporting period, 378 tenants (81%) wished to stay in the unit and 66 (14%) expressed a desire to leave.¹⁹ As shown in Exhibit 11, in the 378 cases where tenants wished to stay, they were able to do so 89% of the time. In cases where the tenants did not wish to stay, they vacated the unit to resolve the dispute in 56% of the cases in which possession reverted to the landlord. Of the 91 cases that ended with landlord possession in the current reporting period, 53% of the tenants indicated that they did not wish to stay in the unit at the time of intake (not depicted).

Exhibit 11. Possession of Property by Tenant Wish to Stay (January – June 2023)



HOUSING CHOICE VOUCHER (SUBSIDY) TERMINATION CASES

In addition to eviction cases, CLCPP attorneys served tenants at risk of losing their housing choice vouchers administered by the DC Housing Authority (DCHA). As shown in Exhibit 12 on the following page, of the 16 voucher termination cases closed during this reporting period, 7 (44%) had outcome data entered. Of the 221 voucher cases closed between August 2019 and June 2023, outcome data were entered for 137 (66%).²⁰

How cases were resolved. Of the 7 cases with outcome data closed during this reporting period, 2 were settled without litigation and 5 were resolved by the initial recommendation for voucher being withdrawn (displayed as “other” in Exhibit 12). Among the 137 cases closed since August 2019 with outcome data, 65 (47%) were settled without the need for litigation, 26 (19%) were settled during litigation, 5 (4%) were decided at a hearing, and 4 (3%) were decided on appeal to the DCHA Executive Director. Cases settled without litigation typically involved CLCPP attorneys helping the tenant reach an agreement to keep the landlord from filing the termination request with DCHA. CLCPP attorneys also helped tenants complete the recertification process (7%) and successfully petition for reasonable accommodation for a disability (4%).

¹⁹ Tenants expressed another wish (e.g., they want to stay until they find another place to live, or they can’t stay in the unit because it was not inhabitable) in 8 (2%) cases. Tenant wishes were unknown in the remaining 13 cases (3%).

²⁰ Voucher outcome information was not collected for cases closed before January 2021 (21 cases).

Status of Housing Choice Voucher. Also shown in Exhibit 12, tenants in 7 voucher cases with outcome data were able to retain their subsidies due to their voucher termination being rescinded. Of the 137 cases closed since data collection began that had outcome data available, 99 (72%) tenants had their voucher termination rescinded and were therefore able to keep their subsidy. Another 8 (6%) tenants had their termination delayed on the condition that they complied with obligations. Only 6 (4%) tenants had their termination upheld and lost their subsidy.

Exhibit 12. Resolution of Voucher (Subsidy) Termination Cases

Administrative case resolution	Current Period (Jan – Jun 2023) # (%)		Total (Aug 2019 – Jun 2023) # (%)	
Total number of cases served	16 (100%)		221 (100%)	
Total number of cases with data about outcomes	7 (44%)		137 (66%)	
Of cases with outcome data, number that were resolved via...				
Settlement via negotiation without litigation	2	(29%)	65	(47%)
Settlement via negotiation with litigation	0	(0%)	26	(19%)
Decision at a hearing	0	(0%)	5	(4%)
Decision on appeal to Executive Director	0	(0%)	4	(3%)
Recertification completed	0	(0%)	9	(7%)
Reasonable accommodation granted	0	(0%)	5	(4%)
Other	5	(71%)	18	(13%)
Unknown	0	(0%)	5	(4%)
Status of housing choice voucher at case closure				
Voucher termination rescinded	6	(86%)	99	(72%)
Voucher termination upheld	0	(0%)	6	(4%)
Voucher termination delayed subject to tenant’s compliance with obligations	0	(0%)	8	(6%)
Unknown	1	(14%)	24	(18%)

Current reporting period = Jan. to Jun. 2023. Total = Aug. 2019 to Jun. 2023.
Percentages may not sum to 100% due to rounding.

TENANT PETITION CASES

In July 2022, the CLCPP statute expanded the authorized use of grant funds to allow grantees to provide legal services to tenants who wanted to initiate a legal action, either in the form of a petition against their landlord (e.g., to remediate substandard housing conditions or allege a rent control violation) or an administrative petition with the DC Housing Authority (e.g., to appeal the denial or termination of rapid rehousing or shelter vouchers, to request a transfer voucher, or to adjust the rent owed by a tenant with a housing subsidy). Unlike eviction cases where tenants are the defendants (the party responding to a complaint filed against them), tenants in these cases are the petitioners (the party initiating the case) and come to the CLCPP looking for help to understand their legal rights to file legal action, draft demand letters to landlords, negotiate settlements and, if necessary, initiate a legal case or administrative matter. Exhibit 13 displays the types of housing matters addressed and the number of tenant petition cases closed during the current period. As shown in Exhibit 13, 48 out of the 63 tenant petition cases (76%) closed by the CLCPP between January and June 2023 involved allegations of substandard housing conditions.

Exhibit 13. Tenant Petition Matters Addressed (January – June 2023)

Housing matter addressed	Jan – Jun 2023 # (%)	
Housing conditions	48	(76%)
Rapid rehousing conditions	4	(6%)
Shelter conditions	0	(0%)
Other rapid rehousing issue	3	(5%)
Rapid rehousing or shelter denial / Termination appeal	0	(0%)
Public housing or HUD administrative matter	1	(2%)
Other administrative matter related to voucher or subsidy	2	(3%)
Rent control / Unlawful rent increase	1	(2%)
Reasonable accommodation	0	(0%)
Other	1	(2%)
Unknown	2	(3%)
Missing	1	(2%)
Total tenant petition cases	63	--

Note. Tenants may receive help for more than one housing matter.

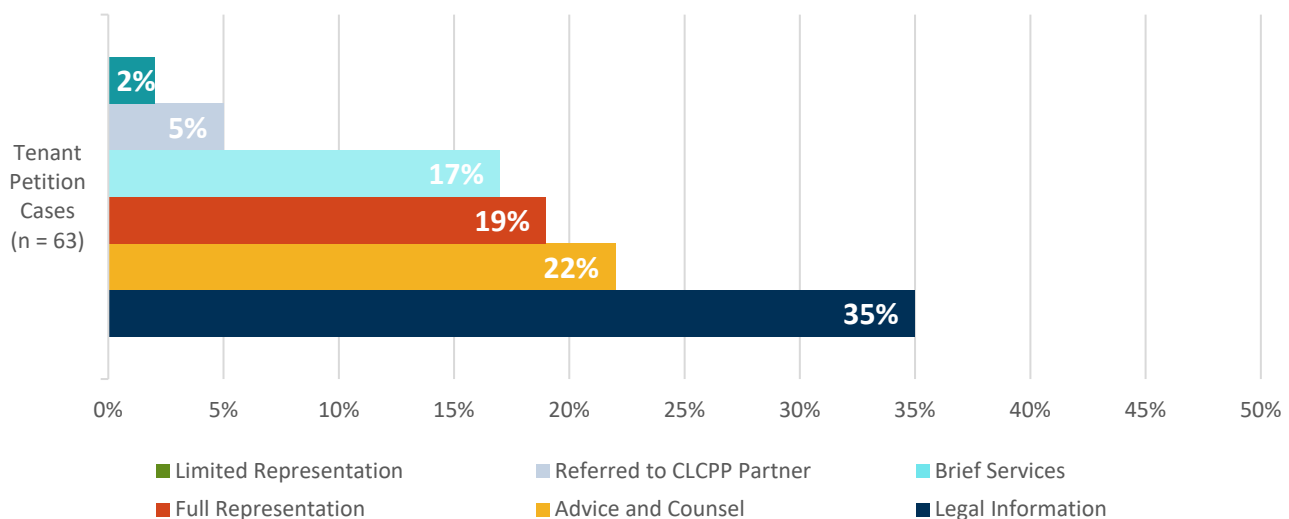
Note: Percentages are rounded and may not sum to 100%.

Legal Services Provided in Tenant Petition Cases

During the current period, the CLCPP partners, including the CLC, worked to establish the infrastructure to use CLCPP grant funds for tenant petition cases and adjust to the newly developed evaluation data collection protocols related to these cases. As such, there were few cases with data available to analyze in this report. Available data for tenant petition cases includes the number of cases closed and client demographics (discussed in the earlier sections of this report), and data on the services provided by the CLCPP partners (described below).

Exhibit 14 displays the services provided in tenant petition cases, most of which were housing conditions cases served by the CLC. As shown in Exhibit 14, legal information, such as information about when a tenant has a right to pursue legal action, was the most common service provided in a tenant petitions matter (dark blue bar; 35%). Close to one-quarter (yellow bar; 22%) of tenants received advice and counsel that provided specific recommendations about how they can proceed given the circumstances of their case, while an additional 19% of tenants received full representation (red bar) by an attorney, although data on the outcomes of these cases were not yet available. Finally, 17% of tenant petition cases received brief services (light blue bar), such as drafting a demand letter to the landlord, 5% were referred to another CLCPP partner to provide assistance with a potential loss of possession issue (grey bar), and 2% received limited representation (teal bar).

Exhibit 14. Services Provided in Tenant Petition Cases (January – June 2023)



As the CLCPP partners continue to provide services in tenant petition cases, additional data on case characteristics, services provided, and, when known, case outcomes will be included in future progress reports.

CLCPP NETWORK ACTIVITIES BEYOND DIRECT LEGAL SERVICES

In addition to providing direct legal services to tenants, the CLCPP network partners undertook several important activities to strengthen the program and navigate the implementation of post-moratorium legislative changes regarding eviction filings. Selected examples of program activities, done during the most recent 6-month reporting period, are described below.

CLCPP partners continued to improve the Landlord Tenant Legal Assistance Network (LTLAN). The LTLAN operates a single phone line for litigants with low incomes to call, Monday–Friday from 9 a.m.–5 p.m., which is staffed by an intake specialist from the DC Bar Pro Bono Center. Intake specialists collect basic eligibility information, and—if a client is eligible for CLCPP services²¹—the information is entered into the shared database for triage and referral. An attorney from one of the CLCPP partners then contacts the caller to conduct a more thorough case assessment and provide legal assistance.

The LTLAN conducted 1,218 intakes between January 1 and June 30, 2023. The DC Bar Pro Bono Center successfully partnered with a technology consulting firm to build a cloud-based intake and referral software platform, which launched in December 2022. Over the next 6 months, the Pro Bono Center collected feedback from all CLCPP partners regarding functionality of the platform. This feedback will be used to improve both the partners’ usage and overall client experience.

The LTLAN phone number continues to be listed as a resource on all notices sent to tenants. All pre-court eviction notices sent by landlords to tenants must include the LTLAN phone number. The court also continues to include the LTLAN phone number on their website and in court materials and announces the availability of LTLAN services during court proceedings.

CLCPP organizations collaborated to train and engage pro bono attorneys. The partners collaborated and worked with 23 law firms and federal government agencies, to place 17 cases with pro bono attorneys between January and June 2023. Additionally, in May 2023, partners hosted another 4-part Basic Housing Law Training series for the pro bono partners. The CLCPP partners will continue to train pro bono attorneys in fall 2023 to increase the capacity to assist tenants.

CLCPP partners sustained the rapid response plan to prevent scheduled evictions. In coordination with community-based organizations, CLCPP partners continue to provide outreach, legal services, and access to emergency rental assistance to tenants facing a scheduled eviction. These efforts include:

- *Eviction data collection and sharing:* CLCPP partners continue to track all scheduled lockouts in real time with tenant names, addresses, and email/phone numbers (where available). The

²¹ If a caller does not meet the eligibility criteria for CLCPP, they may be referred for other services. For example, through alternate resources, the DC Bar Pro Bono Center can assist landlords with low incomes and tenants who do not income qualify for CLCPP services.

partners use this information to direct outreach efforts to tenants who face an imminent lockout.

- *Canvassing:* Additional resources from the eviction diversion grant allowed CLCPP providers to formally partner with community-based organizations that hire community members to canvass. From January to June 2023, canvassers knocked on 1,327 doors of households with a scheduled eviction hearing. If canvassers do not talk directly to tenants, they leave flyers containing LTLAN information.
- *Facilitating connections to legal and non-legal services and supports:* In addition to helping tenants connect to legal services through the LTLAN, canvassers also connect tenants to non-legal supports through Tenant Empowerment Specialists (TES) who work for the CLCPP partners. These TES help clients apply for rental assistance and public benefits. They may also help conduct housing searches and facilitate voucher transfers.
- *Partnership with emergency rental assistance providers:* CLCPP partners continue to expedite referrals to and from emergency rental assistance providers for tenants facing imminent evictions, prioritizing the rental assistance applications of tenants who were court-involved.
- *Ongoing collaboration:* Supervising attorneys from each of the CLCPP partner organizations continue to meet at least monthly with the canvassing organizations in order to identify and implement any solutions for challenges that arise.

Community outreach initiatives remained a core focus for CLCPP partners. Partners continued to participate in outreach events with community organizations such as Housing Counseling Services and the Latino Economic Development Center (LEDC). Additionally, CLCPP partners have hosted informational know-your-rights outreach for tenants both in person and online for individual apartment buildings.

CLCPP partners participated in community training. Senior and supervising attorneys continue to participate as trainers in the Washington Council of Lawyers' regular eviction defense cohort trainings for newer attorneys funded by the CLCPP grant. Trainings held in January, March, and June focused on new legislative protections for tenants facing eviction, issues for tenants living in subsidized housing, and other recent updates to DC law.

CLCPP grantees played a critical role in advocating for permanent tenant protections. The CLCPP partners worked with DC Council staff to increase protection for tenants who apply for the Emergency Rental Assistance Program (ERAP). These protections include staying evictions while applications are pending and permitting ERAP funds to be placed in the court registry if a tenant is experiencing housing conditions issues. D.C. Law 24-287 the "Emergency Rental Assistance Reform and Career Mobility Action Plan Program Establishment Amendment Act of 2022" went into effect on March 10, 2023.

CLCPP partners also participated in the *End Rentflation* campaign, which led to the DC Council passing emergency legislation capping rent increases in rent-stabilized properties. Instead of the potential 8.9% increase this year, tenants will now face a 6% rent increase in 2023 and a 12% total increase over the next 2 years.

CLCPP partners continued to participate in the Landlord Tenant Working Group. This group meets every 3 weeks to discuss updates and provide recommendations to the Court on process improvements and other topics. This group focuses on providing joint recommendations as issues emerge and disseminates information from this group to all staff at the CLCPP partners. The Court revived and reconstituted the Landlord Tenant Rules Committee, and attorneys at several of the partner organizations were asked to participate in it. The CLCPP partners who are also members of the Rules Committee have worked to ensure that the Court rules tracked the tenant protections implemented through pandemic emergency and temporary legislation, many of which are now permanent. One of the most significant permanent changes is the requirement for housing providers to list the LTLAN in the eviction notices that must be served to tenants before filing a complaint with the Court.

SUMMARY AND RECOMMENDATIONS

During the period between January and June 2023, the CLCPP partners faced an increase in demand for legal services as eviction filings increased and more tenants became aware of the CLCPP services through the promotion of the LTLAN. In response, the partners refined their triage protocols to prioritize providing legal services to tenants who were facing an active eviction lawsuit. Additionally, the change to the CLCPP statute allowed the partners to serve tenants seeking to initiate a legal action (tenant petition cases), which enabled the Children’s Law Center to receive grant funding. Despite this expansion, the CLCPP network continued to focus primarily on providing services, conducting community outreach, and engaging in legislative advocacy for tenants facing a potential loss of possession through an eviction action.

SUMMARY OF CURRENT DATA

From August 2019 through June 2023, the CLCPP network partners have collectively provided legal assistance to 7,665 DC residents with low incomes, closing 9,670 eviction, voucher termination, and tenant petition cases. During the current reporting period, the CLCPP partners served 1,657 tenants with 2,171 cases. Though tenants living in every DC Ward have accessed the CLCPP services, eviction risk continues to be disproportionately experienced by DC’s Black residents, who account for 7 out of 10 CLCPP clients, and notably, by Black women, who account for more than half of the people served.

Between January and June 2023, the CLCPP partners prioritized helping tenants who had been served a complaint, and as a result, 78% of CLCPP cases closed in the current reporting period featured clients who had an active case at the time of intake. Close to 40% of these tenants received some form of legal representation, such as defending the tenant from an unlawful eviction action, and/or negotiating an agreement with the landlord to close the case. An additional 54% of tenants who faced an active complaint received advice and counsel. These tenants received information about their rights and responsibilities, referrals to community resources that provide financial and other non-legal support services to tenants living with low income, and importantly, guidance on how to respond to the eviction complaint, minimize the impact of the eviction filing, and help families remain housed for as long as possible or find new housing. By providing advice and counsel to tenants facing an active eviction complaint, the CLCPP partners were able to leverage available resources and close more cases during the current reporting period than any 6-month reporting period since data collection began in August 2019.

CLCPP attorneys continued to be effective at keeping tenants housed. Among active eviction cases closed during the current reporting period that received representation by an attorney, 81% of tenants retained possession of their units. Of those who moved, most did so of their own accord or as part of an agreement—***notably, fewer than 5% of CLCPP clients with an active case for which the outcomes were known had a judgment entered against them that put them at risk for an actual lockout.***

Nearly 65% of the CLCPP cases closed in the current reporting period that 1) received services beyond intake, 2) had a complaint filed at the time of intake, and 3) had available outcome data were resolved by a dismissal, either from the Court or the landlord. This result can be attributed to two factors. First, at least half of the tenants whose cases were dismissed received rental assistance funds to help pay the back rent owed to the landlord and close the case, underscoring the critical role that ERAP funds continue to play in keeping DC tenants with low income housed. Second, the CLCPP partners collectively emphasized eviction defense strategies that held landlords accountable to the heightened filing requirements by arguing for dismissal in cases where the notices or complaints were technically deficient or improperly served.

CLCPP partners also continued to contribute to outcomes that aligned with tenant wishes. Among the CLCPP tenants who received limited or full representation and whose cases had available outcome data, 90% of those who wished to stay in their rental unit were able to, and over half of those who had to move indicated that they wanted to. When tenants did move, having an attorney help negotiate the terms of their departure often paved the way for a smoother transition as the CLCPP partners helped these tenants weather the impact of an eviction filing with fewer legal and financial consequences.

The partners continued to support and expand the Landlord Tenant Legal Assistance Network (LTLAN), a coordinated intake and referral system that offers DC residents a single phone line to call to get connected to a CLCPP attorney. The LTLAN continued to be a primary access point to CLCPP services during the current reporting period, with 69% of clients connecting to the CLCPP attorneys via the LTLAN between January and June 2023. The successful promotion of the LTLAN through outreach efforts and collaboration with the Superior Court has made more tenants aware of the free legal services available through the CLCPP grant program.

The CLCPP network expanded during the current period, as the Children’s Law Center joined to provide legal services to tenants seeking to remediate substandard housing conditions by requiring the landlord to make repairs. This work was made possible by changes to the CLCPP statute that authorized the partners to provide services in tenant petition cases where the tenants came to the network looking to initiate a legal action to enforce their rights. Attorneys in these tenant petition cases helped tenants by sending landlords a demand letter, filing a petition to initiate a legal case, or initiating administrative petitions to preserve, transfer, or protect housing vouchers.

Finally, in addition to providing direct legal services to tenants facing an eviction, the CLCPP partners continued to focus on **outreach** to make tenants aware of the CLCPP services. The partners engaged in ongoing **advocacy** efforts to ensure that the needs of tenants with low incomes are represented in policy decisions and continued to **collaborate** with other community partners to develop a more comprehensive approach to eviction protection services, which involves connecting with tenants before they face an eviction case. Through these efforts, the CLCPP network continued to provide an accessible, responsive, and effective resource for DC residents with low incomes that supports tenants’ access to justice.

RECOMMENDATIONS

Based on the findings in this report, a few programmatic recommendations can be offered.

➤ **Continue to provide sufficient resources to enable coordination among the partners.**

As the number of eviction filings continues to increase, more tenants will need to connect to the CLCPP network for legal services. The partners should continue to receive resources that will enable them to anticipate how these changes will impact their service structure and work together to identify legal strategies to keep tenants housed or mitigate the impact of an eviction.

➤ **Maintain and refine the LTLAN coordinated intake and referral system.**

The successful promotion of the LTLAN contact information by the CLCPP partners and the Court has expanded the service reach of the CLCPP partners, and for many tenants, the LTLAN is the entry point for eviction defense services. The CLCPP partners should continue to prioritize staffing the LTLAN and continue, as they have been, to refine LTLAN operations to support an efficient response to tenants balanced with minimal burden on providers.

➤ **Maintain tenant outreach and advocacy efforts.**

The value of the CLCPP network to DC residents continues to extend well beyond the direct legal services provided by lawyers. Community outreach and tenant education ensure that tenants know their rights and responsibilities when facing a potential loss of possession action. Additionally, through its advocacy efforts, the CLCPP can continue to serve as a voice for tenants' rights in the legislative process.

➤ **Continue to develop referral partnerships with community organizations providing non-legal support services.**

The CLCPP efforts to partner with trusted community-based organizations provides benefits to tenants living with low income who are facing a displacement. Not only do these partnerships provide an effective access point for tenants to CLCPP services, but the partners can also leverage community relationships to connect tenants with non-legal support services (e.g., financial resources, medical referrals, etc.) that can help address other needs in support of housing stabilization.

EXPENDITURES DURING THIS REPORTING PERIOD

Exhibit 15 shows the legal services providers funded with CLCPP grants during this reporting period, the amount of grant funding awarded, and how the funding was used.

Exhibit 15. CLCPP-funded Legal Services Providers

Legal services provider	Amount of grant funding	How grant funding was used
Legal Aid Society of the District of Columbia	\$2,254,803	The Legal Aid Society of the District of Columbia received funding to prevent displacement and preserve safe and affordable housing for low-income DC tenants and their families.
Bread for the City	\$986,199	Bread for the City prevents displacement and preserves safe and affordable housing for low-income DC tenants and their families by providing and coordinating high-quality legal representation for tenants facing eviction and termination of their housing subsidies.
Legal Counsel for the Elderly	\$836,352	Legal Counsel of the Elderly (LCE) received funding to help prevent displacement for DC tenants and their families. LCE's goal is to preserve safe and affordable housing for DC residents by providing and coordinating high-quality legal representation for tenants facing eviction proceedings or subsidy terminations.
Rising for Justice (formerly DC Law Students in Court)	\$2,273,671	Rising for Justice collaborates closely with the six other CLCPP providers to reduce barriers to service, avoid duplication of services, and maximize efficiencies, while also engaging in joint outreach and community education efforts to advocate for systemic change with the courts, government agencies, and the D.C. Council.
The DC Bar Pro Bono Center	\$914,051	DC Bar Pro Bono Center received funding to address the overwhelming need for legal representation on behalf of tenants at risk of voucher termination and eviction. The DC Bar Pro Bono Center operates the Landlord Tenant Resource Center at the DC Superior Court and staffs the LTLAN intake hotline.

Neighborhood Legal Services Program	\$1,041,099	Neighborhood Legal Services Program received funding to help prevent displacement and preserve safe, affordable housing for low-income DC tenants by providing and coordinating high-quality legal representation for tenants facing eviction and housing subsidy termination.
Children’s Law Center	\$382,280	The Children’s Law Center delivers legal services that address substandard housing conditions harming the health of DC children and contributing to racial inequities in pediatric asthma and other health concerns.

APPENDIX

Exhibit A-1. Tenant Risk Factors

Risk Factors	Current Period # (%)		Total # (%)	
Household with at least one minor child	548	(36%)	2,865	(39%)
Tenant had a disability or chronic health condition ^a	282	(24%)	2,060	(33%)
Other household member had a disability or chronic health condition	69	(4%)	492	(7%)
Tenant resided in subsidized housing ^{b, c}	361	(32%)	2,608	(44%)
Opposing party had legal representation^d				
Cases with an eviction complaint filed in court by the landlord	874	(95%)	4,267	(91%)
Cases without an eviction complaint filed in court by the landlord	54	(25%)	719	(36%)

Current reporting period = Jan. to Jun. 2023. Total = Aug. 2019 to Jun. 2023.

^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.

^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: 1,059 cases in the current reporting period and 5,898 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, 921 during current reporting period and 4,749 total; for cases without a complaint filed at intake, 205 during the current reporting period and 1,990 total.

Exhibit A-2. Gender, Age, Race, and Ethnicity of Tenants Served

Demographic Characteristic	Current Period # (%)		Total # (%)	
Gender^{a,b}				
Male	513	(34%)	2496	(34%)
Female	966	(65%)	4810	(65%)
Transgender Male	3	(< 1%)	5	(< 1%)
Transgender Female	3	(< 1%)	20	(< 1%)
Non-binary or gender diverse	3	(< 1%)	18	(< 1%)
Prefer not to say	5	(<1%)	32	(< 1%)
Age^c				
Under 18 Years Old	0	(0%)	1	(< 1%)
18–35	532	(35%)	2285	(31%)
36–59	699	(45%)	3525	(47%)
60 and Older	303	(20%)	1602	(22%)
Race^{d,e}				
Black or African American	1123	(86%)	5917	(85%)
White	75	(6%)	436	(6%)
American Indian/Alaska Native	6	(<1%)	24	(<1%)
Asian American	9	(1%)	54	(1%)
Native Hawaiian or Pacific Islander	2	(<1%)	7	(<1%)
Other Race	43	(3%)	243	(4%)
Multiracial (races not specified)	5	(<1%)	64	(1%)
Prefer not to say	41	(3%)	190	(3%)
Ethnicity^f				
Hispanic or Latino/a	140	(12%)	634	(10%)
Not Hispanic or Latino/a	1042	(86%)	5841	(88%)
Prefer not to say	25	(2%)	167	(2%)

Current period = Jan. to Jun. 2023. Total = Aug. 2019 to Jun. 2023.

^a Categories for gender are those used by DC Office of Victim Services and Justice Grants.

^b Percentages are calculated out of the 1,493 tenants in the current period and 7,381 tenants total who reported data on gender. This information was unavailable for 47 tenants during the current reporting period and 84 tenants total.

^c Percentages are calculated out of the 1,534 tenants in the current period and 7,413 tenants total who reported data on age. This information was unavailable for 6 tenants during the current reporting period and 52 tenants total.

^d 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.

^e Percentages are calculated out of the 1,304 tenants in the current period and 6,935 tenants total who reported data on race. This information was unavailable for 266 tenants during the current reporting period and 530 tenants total.

^f Percentages are calculated out of the 1,207 tenants in the current period and 6,642 tenants total who reported data on ethnicity. This information was unavailable for 333 tenants during the current reporting period and 823 tenants total.