

# CIVIL LEGAL COUNSEL PROJECTS PROGRAM (CLCPP) EVALUATION

## 2024 Annual Evaluation Report

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**Submitted to:**

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# CONTENTS

- Executive Summary..... v**
  - Highlighted Results for This Grant year .....v
- Introduction..... 1**
- 1. Current Program Context ..... 2**
  - Snapshot of Rental Costs in the District of Columbia ..... 2
  - Operational Context..... 2
    - Landlord & Tenant Branch of DC Superior Court..... 2
    - Emergency Rental Assistance Programs (ERAP) in Washington, DC ..... 3
- 2. CLCPP Overview ..... 4**
  - CLCPP Cases Closed August 2019–September 2024 ..... 5
  - Who Received CLCPP Services? ..... 7
  - How Tenants Accessed CLCPP Services ..... 9
- 3. Direct Legal Services ..... 10**
  - 3a Eviction Cases..... 11
    - Characteristics of Eviction Cases Closed by the CLCPP Partners ..... 11
    - Legal Services Provided in Eviction Cases..... 12
    - Tenant Responses to Eviction Complaint and Defenses Raised ..... 14
    - Outcomes Achieved in Eviction Cases ..... 15
  - 3b Housing Choice Voucher (Subsidy) Termination Cases ..... 25
    - Services Provided in Housing Choice Voucher Termination Cases..... 25
    - Outcomes of Housing Choice Voucher Termination Cases ..... 25
  - 3c Tenant Petition Cases..... 26
    - Housing Conditions Cases ..... 26
    - Services Provided in Housing Conditions Cases..... 27
    - Housing Conditions Issues Reported by Tenants..... 27
    - Housing Conditions Case Outcomes ..... 29

|           |  |           |
|-----------|--|-----------|
| <b>4.</b> | <b>EPIC Canvassing to LTLAN Contact</b> .....                      | <b>30</b> |
|           | The Eviction Prevention in the Community Project .....             | 30        |
|           | This Study.....  | 32        |
|           | Main Study Questions.....  | 32        |
|           | Methods and Data Sources.....                                      | 32        |
|           | Study Question #1: Outcomes of Canvassing Efforts .....            | 33        |
|           | Study Question #2: Effectiveness of Canvassing .....               | 35        |
|           | Study Question #3: Tenants who Contacted the LTLAN.....            | 37        |
|           | Conclusion.....  | 38        |
| <b>5.</b> | <b>Program Accomplishments, Beyond Direct Legal Services</b> ..... | <b>39</b> |
|           | <b>Summary of Current Data</b> .....                               | <b>42</b> |
|           | Summary of Current Data.....                                       | 42        |
|           | Recommendations .....  | 44        |
|           | <b>Appendix A: CLCPP Evaluation Approach</b> .....                 | <b>45</b> |
|           | Main Evaluation Questions.....                                     | 45        |
|           | Evaluation Methods.....  | 45        |
|           | <b>Appendix B: Eviction Process</b> .....                          | <b>48</b> |
|           | <b>Appendix C: Compiling Canvassing to LTLAN Datafile</b> .....    | <b>50</b> |
|           | <b>Appendix D: Additional Data</b> .....                           | <b>51</b> |

## EXHIBITS

|   |    |
|---|----|
| Exhibit 1. Landlord & Tenant Case Summary Statistics (2019–2023).....   | 3  |
| Exhibit 2. Number of Tenants Served & Cases Closed (Current Year & Total).....                                | 4  |
| Exhibit 3. Number of Cases Closed After Receiving CLCPP Legal Services, by 6 Months (Aug 2019–Sept 2024)..... | 6  |
| Exhibit 4. Percentage of CLCPP Clients Experiencing Cost Burden (Oct 2023–Sept 2024).....                     | 8  |
| Exhibit 5. Percentage of CLCPP Clients Living in Each Ward (Oct 2023–Sept 2024).....                          | 8  |
| Exhibit 6. LTLAN Intakes & Referrals (Oct 2023–Sept 2024).....  | 9  |
| Exhibit 7. Eviction Cases Closed by CLCPP (Oct 2023–Sept 2024).....   | 11 |
| Exhibit 8. Direct Legal Services Provided (Current Grant Year & Oct 2021–Sept 2024).....                      | 12 |
| Exhibit 9. Tenant Response to Eviction Complaint (Oct 2023–Sept 2024).....                                    | 14 |
| Exhibit 10. Resolution of Eviction Cases (Current Grant Year & Oct 2021–Sept 2024).....                       | 15 |
| Exhibit 11. Reason for Landlord Dismissal (Current Grant Year & Oct 2021–Sept 2024).....                      | 16 |
| Exhibit 12. Possession Outcomes in Eviction Cases (Oct 2023–Sept 2024).....                                   | 17 |
| Exhibit 13. Tenant & Landlord Possession by Resolution Method (Oct 2023–Sept 2024).....                       | 18 |
| Exhibit 14. Settlement Terms When Tenant Moved (Oct 2023–Sept 2024).....                                      | 19 |
| Exhibit 15. Possession of Property by Tenant Wish to Stay (Oct 2023–Sept 2024).....                           | 19 |
| Exhibit 16. Monetary Orders (Oct 2023–Sept 2024).....   | 20 |
| Exhibit 17. Monetary Outcomes by Case Resolution Method (Oct 2023–Sept 2024).....                             | 21 |
| Exhibit 18. Repeat Client Rate Across Resolution Methods.....   | 23 |
| Exhibit 19. Legal Services Provided for Voucher Termination Cases (Oct 2023–Sept 2024).....                   | 25 |
| Exhibit 20. Tenant Petition Matters Addressed (Oct 2023–Sept 2024).....                                       | 26 |
| Exhibit 21. Legal Services Provided for Housing Conditions Cases (Oct 2023–Sept 2024).....                    | 27 |
| Exhibit 22. Number of Cases with Housing Conditions Requested (Oct 2023–Sept 2024).....                       | 28 |
| Exhibit 23. Resolution of Housing Conditions Cases Served by the CLC (Oct 2023–Sept 2024).....                | 29 |
| Exhibit 24. EPIC Canvassing Workflow.....   | 31 |
| Exhibit 25. Canvassing Outcomes.....  | 33 |
| Exhibit 26. Canvassing Door Knock Outcomes.....   | 34 |
| Exhibit 27. Percentage of Tenants who Contacted the LTLAN by Canvassing Status.....                           | 35 |
| Exhibit 28. Percentage of Tenants who Contacted the LTLAN Before their Hearing.....                           | 36 |
| Exhibit B-1. Eviction Process in Washington, DC.....  | 48 |
| Exhibit D-1. Number of Tenants Served & Cases Closed by Year (Aug 2019–Sept 2024).....                        | 51 |

Exhibit D-2. Gender, Age, Race, & Ethnicity of Tenants Served (Current Year & Total) ..... 52

Exhibit D-3. Tenant Risk Factors (Current Year & Total)..... 53

Exhibit D-4. CLCPP Client Ward of Residence (Current Year & Total)..... 54

Exhibit D-6. Legal Services Provided in Eviction Cases by Year (Aug 2019–Sept 2024) ..... 55

Exhibit D-7. Resolution of Eviction Cases (Current Year & Total)..... 56

Exhibit D-8. Possession Outcomes by Year (Aug 2019–Sept 2024) ..... 57

Exhibit D-9. Legal Services Provided in Housing Choice Voucher Termination Cases by Year (Aug  
2019–Sept 2024)..... 58

Exhibit D-10. Resolution of Housing Choice Voucher Termination Cases (Current Year & Total)..... 59

Exhibit D-11. Repeat Clients Whose Case Closed in 2022 Who Returned for a Different or the Same  
Legal Case within 2 Years ..... 60

# 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<sup>1</sup> who are facing, or at risk of facing, eviction proceedings or the loss of a housing subsidy.<sup>2</sup> 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 7<sup>th</sup> CLCPP grantee to join the network, and all 7 organizations were funded through 2024.

Each year, NPC submits an Annual Evaluation Report to DCBF that summarizes the CLCPP Service Data collection, highlights evaluation activities done during the grant year. The 2024 report discusses activities conducted from October 2023 through September 2024 and provides a review of clients served, services provided, and outcomes achieved by the CLCPP network. This report also summarizes learnings from an analysis of the effectiveness of canvassing at connecting tenants to the Landlord Tenant Legal Assistance Network (LTLAN), the CLCPP’s coordinated intake and referral system.

## HIGHLIGHTED RESULTS FOR THIS GRANT YEAR

**CLCPP partners provided legal services and closed over 3,200 cases in the current grant year.** From October 2023 through September 2024, the CLCPP partners served 3,627 tenants across 4,125 cases. Of these cases, 3,243 were closed after a CLCPP attorney provided legal services to the tenant. The remaining 882 cases featured a tenant who had completed a Landlord Tenant Legal Assistance Network (LTLAN) intake and were referred to a CLCPP partner; however, legal services were not complete at the time of this report. Of the 3,243 cases closed after the CLCPP attorney had provided legal services, 2,974 (94%) were eviction cases in the Landlord Tenant (L & T) Branch of the DC Superior Court (the Court).

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<sup>1</sup> 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.

<sup>2</sup> The statute also mandates an evaluation of the program, which NPC Research (NPC) has conducted since 2019.

### **CLCPP services reached tenants in every District Ward, though predominantly Wards 7 and 8.**

Almost half (49%) of the 3,627 CLCPP clients lived in Ward 7 (19%) and 8 (30%). An additional 15% of CLCPP clients lived in Ward 5, 9% in Ward 1, 9% in Ward 6, 8% in Ward 4, 5% in Ward 2, and 4% in Ward 3 (Ward was not known for 1% of clients). This distribution is consistent with the program's historical pattern. This distribution aligns with the program's historical focus on areas of greater economic need, particularly in Wards 7 and 8, where median household incomes are below \$50,000. In contrast, the remaining wards have median household incomes around \$100,000 or higher (see Appendix B for further details).

**Most CLCPP clients faced an active eviction case and a landlord who was represented by an attorney.** Among the 2,974 CLCPP cases closed after receiving legal services, the tenant had been served with an eviction complaint in 2,492 (84%). Of these, the landlord was represented by an attorney in 2,263 (91%), underscoring the importance of the CLCPP attorneys to level the legal playing field.

**CLCPP clients reported characteristics that would make them more vulnerable to the risk of unstable housing or homelessness.** Of the 3,627 clients served in the current year:

- **38%** had at least one minor child living in the household
- **27%** identified as having a disability or chronic health condition<sup>3</sup>
- **33%** resided in subsidized housing and were at risk of losing their housing subsidy

**Tenants continued to utilize the LTLAN to connect with CLCPP attorneys.** Among the 3,627 clients served by CLCPP partners, **57% connected with services through the LTLAN.**<sup>4</sup> This high percentage reflects the CLCPP providers' continued efforts to promote the LTLAN broadly in the community and the Court's inclusion of LTLAN information on all official documents.

**Almost half of CLCPP clients received limited legal assistance, usually legal advice.** During the current grant year, **almost half of the tenants who received help in eviction cases received legal advice and counsel (48%).** Another 41% received some form of representation, either limited scope (24%) or full (17%), while 8% received brief services, 2% received legal information, and 1% received another service. Clients who received advice and counsel, who likely proceeded in their cases as self-represented parties, were provided with guidance on how to respond to the eviction complaint, minimize the financial impact of the eviction filing, and remain housed for as long as possible or find new housing.

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<sup>3</sup> Disability status and subsidized housing information status is not collected by Landlord Tenant Legal Assistance Network (LTLAN) intake screeners. These percentages are calculated out of 1,109 cases in the current grant year that have this information.

<sup>4</sup> The centralized intake model of the LTLAN offers a streamlined entry point for tenants seeking legal help and an efficient way to match tenants with appropriate services and service providers.

**CLCPP attorneys helped 831 families remain housed.** During the grant year, CLCPP attorneys helped 831 clients retain possession of their homes.<sup>5</sup> **Across these 831 clients, 325 (39%) had minor children living in the home and 270 (32%) reported having a household member living with a disability.** Across these families, a total of 1,760 household members were impacted.

**CLCPP cases were often resolved by a dismissal by either the landlord or the court.** Of the 1,079 eviction cases closed in the current grant year with known outcomes, 60% were dismissed (40% by the landlord, 20% by the Court), while 27% were resolved via a negotiated settlement agreement. This distribution is consistent with the resolution of cases closed since the pandemic-era eviction moratorium ended in 2021. CLCPP attorneys have worked to resolve cases by finding a reason for the landlord to dismiss the action or by negotiating a settlement that involves terms that are supportive of tenant relocation, if moving is necessary (e.g., giving the tenant additional time to move, reducing the back rent owed, or providing neutral credit references).

**CLCPP partner organizations continued to collaborate with each other and community-based organization partners to augment the system's capacity as demand increased.** As part of this effort, the CLCPP organizations continued to support the **Housing Right to Counsel (HRTC) project** and the **Eviction Prevention in the Community (EPIC) project**. Through these projects, the CLCPP attorneys have developed a pool of trained pro bono attorneys to provide services to eligible tenants, coordinated with community-based partners to conduct outreach to tenants at risk of eviction, and established *participatory defense hubs* where tenants receive legal information about the eviction process and get connected to the LTLAN. The CLCPP partners have worked to refine these projects in 2024, in their ongoing effort to create a broader network of eviction support that helps tenants at all stages of the process.

**EPIC canvassing efforts did not impact a tenant's likelihood of contacting the LTLAN.** Analysis assessing the effectiveness of canvassing at connecting tenants to the LTLAN found that the percentage of tenants who contacted the LTLAN after a canvassing door knock was similar to the percentage of tenants who don't receive a canvassing door knock. When a canvasser spoke with the tenant, the likelihood of the tenant contacting the LTLAN before their hearing was higher; however, most door knocks did not end with a conversation. Canvassing may not have an impact beyond other forms of outreach, most notably the inclusion of the LTLAN contact information on Court documents.

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<sup>5</sup> These 831 families represent 77% of the 1,079 CLCPP cases that were closed between October 2023 and September 2024 AND for which case outcomes were known.

# INTRODUCTION

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<sup>6</sup> who are facing, or at risk of facing, eviction proceedings or the loss of a housing subsidy.<sup>7</sup> 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 7<sup>th</sup> CLCPP grantee to join the network.

This report presents the results of the evaluation activities conducted during the past grant year (October 2023–September 2024). The report is organized in the following five sections:

- 1. Current Program Context** – including a description of the number of eviction cases filed each year from 2019 – 2023, and a summary of the Emergency Rental Assistance Program (ERAP).
- 2. CLCPP Overview** – including a description of cases closed by the CLCPP partners, the demographic characteristics of CLCPP clients, and how clients connected to the CLCPP network.
- 3. Direct Legal Services** – including analysis of services provided and outcomes achieved in eviction cases (section 3a), voucher termination cases (3b), and tenant petition cases (3c).
- 4. EPIC Canvassing to LTLAN Study Outcomes** – a summary of the results of a study that assessed the effectiveness of canvassing efforts coordinated through the Eviction Prevention in the Community (EPIC) project on connecting tenants at risk of eviction to the CLCPP network.
- 5. Program Accomplishments Beyond Direct Legal Services** – a summary of CLCPP-funded activities conducted by the partner organizations outside of legal services, such as outreach and advocacy.

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<sup>6</sup> 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.

<sup>7</sup> The statute also mandates an evaluation of the program, which NPC Research has conducted since 2019.

# 1. 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 2024 publication of the annual Out of Reach report,<sup>8</sup> the National Low Income Housing Coalition (NLIHC) ranked the District of Columbia as the sixth most expensive jurisdiction (compared to states) in the nation with regard to rental housing wages. In 2024, the Fair Market Rent for a 2-bedroom apartment in DC was \$2,045 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,<sup>9</sup> the household must earn \$81,800 annually (or \$6,817 monthly). To achieve that salary, working a 40-hour work week for 52 weeks per year, a person would have to earn \$39.33 per hour. DC's current minimum wage is \$17.50 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 Survey<sup>10</sup> 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

### Landlord & Tenant Branch of DC Superior Court

Exhibit 1 on the following page displays case statistics from 2019–2023 (the most recent year data were available) and shows the fluctuation in the number of cases filed and disposed in the Landlord & Tenant Branch of the DC Superior Court (the Court).<sup>11</sup> 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,<sup>12</sup> a moratorium on eviction filings, and pause in pending lockouts.

<sup>8</sup> [https://nlihc.org/sites/default/files/oor/2024\\_OOR-dc.pdf](https://nlihc.org/sites/default/files/oor/2024_OOR-dc.pdf)

<sup>9</sup> 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.

<sup>10</sup> <https://data.census.gov/table/ACSST1Y2023.S2502?q=United+States&text=housing+by+race&g=050XX00US11001>

<sup>11</sup> Most cases filed in the L & T Branch are residential eviction cases; however, the data include other types of cases, such as foreclosures.

<sup>12</sup> The Court resumed limited operations in July 2020, when it started conducting remote hearings.

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

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

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

<sup>b</sup> 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 following section, there was an increase in the number of tenants who sought and received legal services from the CLCPP partner network during the current grant year.

### Emergency Rental Assistance Programs (ERAP) in Washington, DC

Tenants who are eligible for CLCPP legal services represent families with low income from historically marginalized communities, most of whom live at or under 250% of the Federal Poverty Guidelines. Most of these families spend over 30% of their monthly income on rent, with many spending more than 50% (see Exhibit 4 on page 8). With such a high percentage of income dedicated to rent, the housing stability of CLCPP clients is particularly vulnerable to sudden changes in financial circumstances that affect their ability to pay rent. If a CLCPP-eligible tenant misses a rental payment, they often do not have the savings or sufficient income to catch up on back rent and pay their current rent, which means that the slightest change to their financial situation can put them at risk of eviction.

Under these conditions, publicly available rental assistance money can be critical to keeping residents with low income housed, and, indeed, since the CLCPP evaluation began, **29% of clients who retained possession of their rental unit** did so with help from ERAP funds.

## 2. CLCPP OVERVIEW

As shown in Exhibit 2, more than 3,600 District residents living with low income contacted the CLCPP for legal services in the current grant year (October 2023–September 2024), accounting for over 4,000 cases. More than 11,000 tenants have contacted the network since August 2019, with the partners closing over 14,000 cases since data collection began. The majority of cases in the current grant year and since August 2019 were closed after a CLCPP attorney provided legal services,<sup>13</sup> nearly all of which were eviction cases in the Landlord Tenant (L & T) Branch of the Superior Court (the Court).

A subset of cases (23% in the current year, 18% total) 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 legal services, but either services were still ongoing or the CLCPP partner who received the referral was not able to connect with the tenant to initiate service provision.

**Exhibit 2. Number of Tenants Served & Cases Closed (Current Year & Total)**

| Across all 7 CLCPP partners, total number of...   | Oct 2023–Sept 2024 |        | Aug 2019–Sept 2024 |        |
|---|--------------------|--------|--------------------|--------|
| Total eligible tenants who contacted the CLCPP (via LTLAN or directly through a CLCPP partner)    | 3,627              | (100%) | 11,225             | (100%) |
| Total cases among the tenants who presented for services <sup>a</sup>                             | 4,125              | (100%) | 14,056             | (100%) |
| Cases closed: Cases closed after receiving legal services from a CLCPP attorney                   | 3,243              | (77%)  | 11,500             | (82%)  |
| Cases not closed: Cases with LTLAN intake, but CLCPP partner has not closed the case <sup>b</sup> | 882                | (23%)  | 2,556              | (18%)  |
| <i>Of cases closed after receiving CLCPP legal services, type of case<sup>c</sup></i>             |                    |        |                    |        |
| Eviction cases closed   | 2,974              | (94%)  | 10,842             | (95%)  |
| Voucher termination cases closed  | 70                 | (2%)   | 313                | (3%)   |
| Housing conditions cases closed   | 164                | (3%)   | 270                | (2%)   |
| Other tenant petition cases closed  | 25                 | (< 1%) | 37                 | (< 1%) |

<sup>a</sup> Tenants can receive help for more than one case.

<sup>b</sup> 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.

<sup>c</sup> Case type information is missing for 10 cases during the current year and 28 cases total.

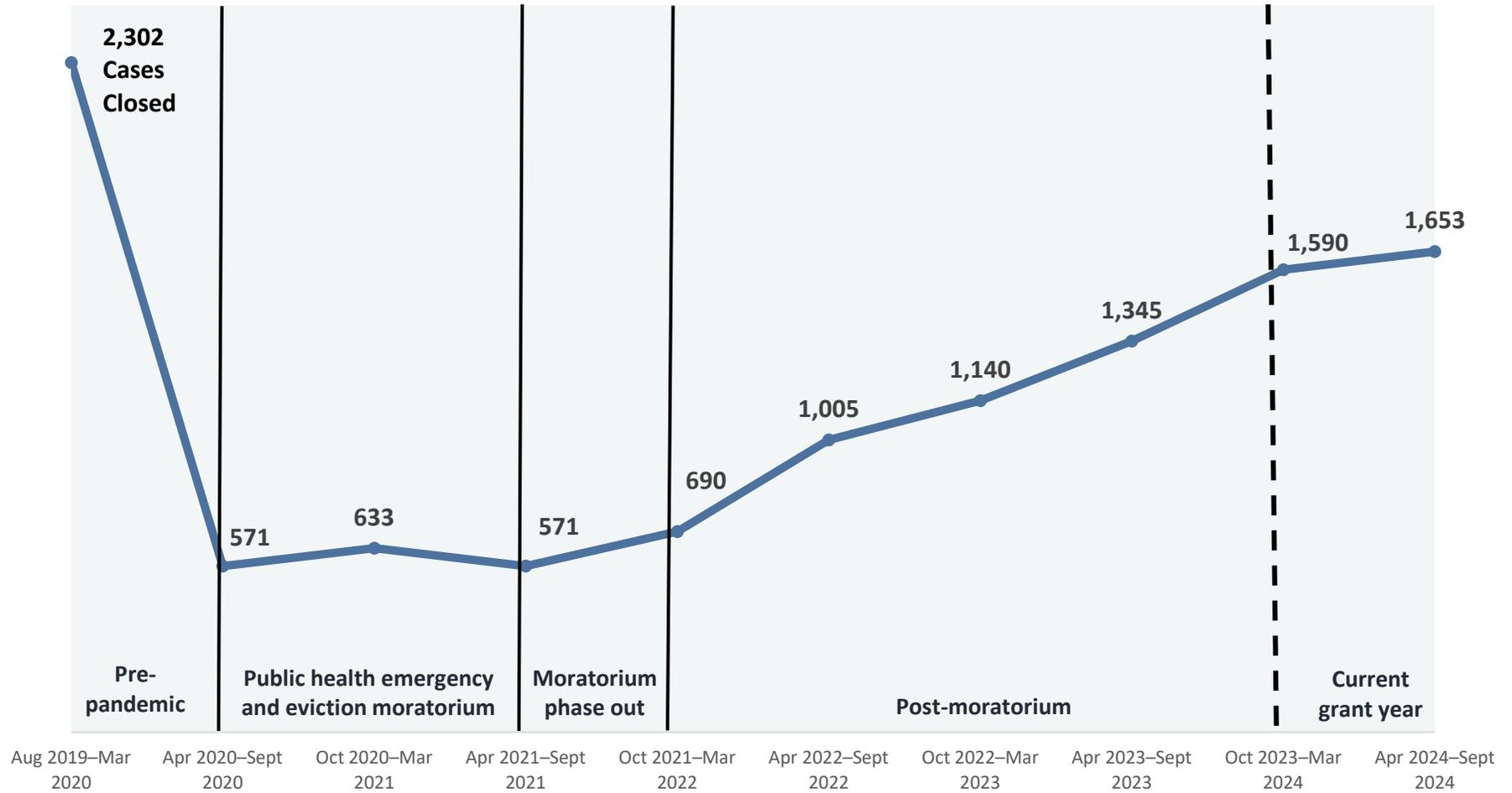
<sup>13</sup> A case is considered “closed” when the CLCPP lawyer completes services and administratively closes in the organization’s case management system. This closure may or may not coincide with the date on which the case is resolved with the Court.

## CLCPP CASES CLOSED AUGUST 2019–SEPTEMBER 2024

Exhibit 3 on the following page shows the number of cases closed by CLCPP partners after providing services, every 6 months from August 2019 through September 2024. Exhibit 3 highlights 5 distinct periods in the time before the current grant year that were impacted by various stages of the COVID-19 pandemic:

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 an average of 300 cases per month after providing legal services.
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 an average of 117 cases per month.
3. **Moratorium Phase Out Period:** From the end of July 2021 through early October 2021, landlords were permitted to give tenants notice of unpaid rent but not file new eviction cases, and previously scheduled lockouts were able to proceed. During this period, the CLCPP partners closed an average of 137 cases per month.
4. **Post-Moratorium Period:** 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. During this period, the number of cases closed by the CLCPP partners has steadily increased. The CLCPP partners closed an average of 192 cases per month in FY 2022 (Oct 2021–Sept 2022) and 266 cases per month in FY 2023.
5. **Current Grant Year:** During the current grant year, the CLCPP partners closed an average of 343 cases per month, reflecting the sustained increase in the demand for eviction defense legal services in the post-moratorium period. As has been the case since January 2022, the growth of the CLCPP is related to an increase in eviction filings (see Exhibit 1) and the following activities by the partners to expand the network’s service reach:
  - ✓ Ongoing outreach by the CLCPP partners, including ensuring the LTLAN contact information is on all court documents and organizing tenant workshops.
  - ✓ The continued presence of CLCPP attorneys in person at the courthouse to connect with tenants on the day of their hearing.
  - ✓ CLCPP partner advocacy for legislation that requires landlords to provide tenants with 30 days’ notice of an eviction filing, giving tenants more time to find legal help.
  - ✓ The Eviction Prevention in the Community (EPIC) collaboration between the CLCPP partners and 4 community-based organizations. Among other activities, the EPIC project conducts community canvassing to connect tenants at risk of eviction to a CLCPP attorney (discussed in detail later in this report).

Exhibit 3. Number of Cases Closed After Receiving CLCPP Legal Services, by 6 Months (Aug 2019–Sept 2024)



Due to data availability, the first time period in this chart reflects 8 months, not 6.

## WHO RECEIVED CLCPP SERVICES?

In the current grant year, 3,627 tenants contacted the CLCPP for legal help, and a total of 7,854 household members were impacted. Of these tenants, 81% identified as Black or African American and 67% identified as women. Many of these cases featured households that were vulnerable to the risks of unstable housing created by an eviction. Of the 3,627 tenants served during this grant year, 1,385 (38%) had at least one minor child in the household and 774 (27%) identified as having a disability or chronic health condition. Further, 1,185 tenants (33%) resided in subsidized housing and were at risk of losing their subsidy as well as their home.<sup>14</sup>

The median household income among CLCPP clients served in this grant year was **\$1,200 per month (range = \$0 to \$7,700), with 65% of clients reporting household income below 100%** of the Federal Poverty Guidelines (FPG).<sup>15</sup>

Finally, among the 2,492 CLCPP cases closed in the current grant year where the tenant had been served with an eviction complaint, the landlord was represented by an attorney in 2,263 (91%). This imbalance in legal representation underscores the importance of the CLCPP services.

### CLCPP CLIENT INFORMATION

*Between Oct 2023 and Sept 2024:*

**3,627** Tenants contacted the CLCPP for legal help

**7,854** Household members were impacted

*Of these clients:*

**81%** Identified as Black or African American

**67%** Identified as a woman

**38%** Had minors living in the household

**27%** Had a disability or chronic health condition

**33%** Lived in subsidized housing

**\$1,200** Median monthly income

*Of 2,476 tenants with an active eviction:*

**91%** Faced a represented landlord

<sup>14</sup> Disability status and subsidized housing information status are not collected by Landlord Tenant Legal Assistance Network (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: 2,863 cases in the current grant year.

<sup>15</sup> The Federal Poverty Guidelines (FPG) 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. According to the 2024 guidelines, a family of 3 is living at 100% FPG with an annual income of \$31,070, at 150% FPG with an annual income of \$46,605, and at 200% FPG with an annual income of \$62,140. The FPG guidelines are available here: <https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines>

### CLCPP Clients Experienced Rent Burden

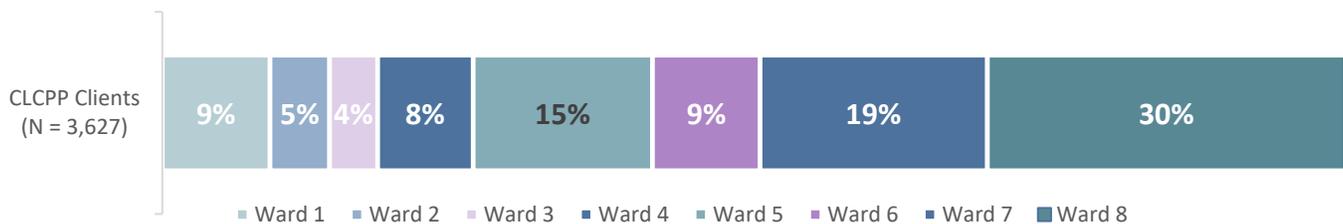
Given the high cost of rental housing in DC (see page 2 above), a high percentage of CLCPP clients experienced housing cost burden.<sup>16</sup> Among 2,063 CLCPP clients in the current grant year whose income and monthly rental amounts were known, 78% of clients were cost burdened (all teal figures), while 59% were severely cost burdened (dark teal figures).

Of the 22% of CLCPP clients who were not cost burdened (gray figures), 35% received a housing subsidy that lowered their rental costs. Only 15% of CLCPP clients who did not have a housing subsidy and whose rent and income information were available did not experience cost burden.

### Most CLCPP Clients Lived in Wards 5, 7, or 8

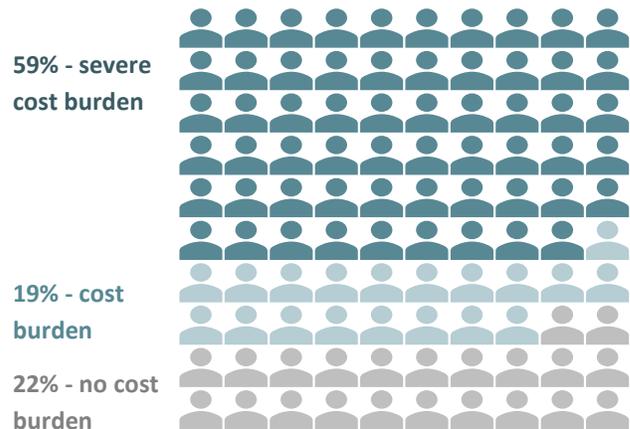
Exhibit 5 shows the distribution of CLCPP client residences across the District. Among clients served in the current grant year, almost half (49%) lived in Wards 7 and 8. An additional 15% of clients lived in Ward 5. Taken together, 64% of CLCPP clients served between Oct 2023 – Sept 2024 lived in one of these three wards. Fewer clients (9%) reported living in either Wards 2 or 3.

Exhibit 5. Percentage of CLCPP Clients Living in Each Ward (Oct 2023–Sept 2024)



Note. Percentages in Exhibit 5 may not sum to 100% due to rounding.

Exhibit 4. Percentage of CLCPP Clients Experiencing Cost Burden (Oct 2023–Sept 2024)



<sup>16</sup> 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](https://www.huduser.gov/portal/datasets/cp/CHAS/bg_chas.html)

## HOW TENANTS ACCESSED CLCPP SERVICES

Tenants have multiple avenues available to contact CLCPP attorneys. The most utilized 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.<sup>17</sup> Among the 3,627 tenants served during the current grant year, **57% connected with services through the LTLAN**.<sup>18</sup> Most of the tenants who did not connect through the LTLAN called a CLCPP partner organization directly (23%), while some connected with a CLCPP attorney in the courtroom (4%), at the courthouse (6%), or through referrals from another organization outside of the CLCPP network (2%).<sup>19</sup>

### LTLAN Contacts and Referrals, Oct 2023–Sept 2024

Exhibit 6 shows the number of applicant intakes processed by the LTLAN in the current grant year, and the number of intakes that were eligible for a referral to the CLCPP for additional legal services. Once they contact the LTLAN, income-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**.

As shown in Exhibit 6, during the current grant year, 44% of LTLAN intakes met the eligibility criteria for a referral to the CLCPP network. Tenants who are not income eligible for CLCPP services, who do not meet one of the above criteria, or who have called the LTLAN before and have already received legal services from a CLCPP attorney regarding the same issue are referred to the Landlord Tenant Resource Center (LTRC), where they may receive legal information or brief assistance from a volunteer attorney.

**Exhibit 6. LTLAN Intakes & Referrals (Oct 2023–Sept 2024)**

|  | Oct–Dec<br>2023 | Jan–Mar<br>2024 | Apr–Jun<br>2024 | Jul–Sept<br>2024 | Total       |
|--|-----------------|-----------------|-----------------|------------------|-------------|
| All LTAN intakes   | 1,254           | 1,280           | 1,351           | 1,370            | 5,255       |
| LTLAN intakes referred to CLCPP partners<br>(% of total intakes) | 573 (46%)       | 594 (46%)       | 623 (46%)       | 521 (38%)        | 2,311 (44%) |

<sup>17</sup> Interested readers can learn more about the LTLAN in this published report:

[https://www.dcbfoundation.org/\\_files/ugd/3ddb49\\_3c3f9628d05447f7a502fac2d16b404c.pdf](https://www.dcbfoundation.org/_files/ugd/3ddb49_3c3f9628d05447f7a502fac2d16b404c.pdf)

<sup>18</sup> The success of the LTLAN is the product of a multi-pronged to promote the service to tenants who are at risk of losing their rental housing. Since the LTLAN's inception, the partners have successfully advocated for legislative changes that require the LTLAN contact information to be included on every official document that a tenant receives as part of the eviction process. They have also promoted the LTLAN through community outreach and education as part of the Eviction Prevention in the Community (EPIC) project.

<sup>19</sup> Tenants contacted CLCPP attorneys through some other method in 3% of cases, and information about the tenant's first contact was unknown in 4%.

## 3. DIRECT LEGAL SERVICES

This section presents data to reflect the direct legal services provided by the CLCPP partners.<sup>20</sup> 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 **eviction cases**,<sup>21</sup> **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.

<sup>20</sup> 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.

<sup>21</sup> See Appendix B for a summary of the eviction case process in Washington, DC.

### 3A EVICTION CASES

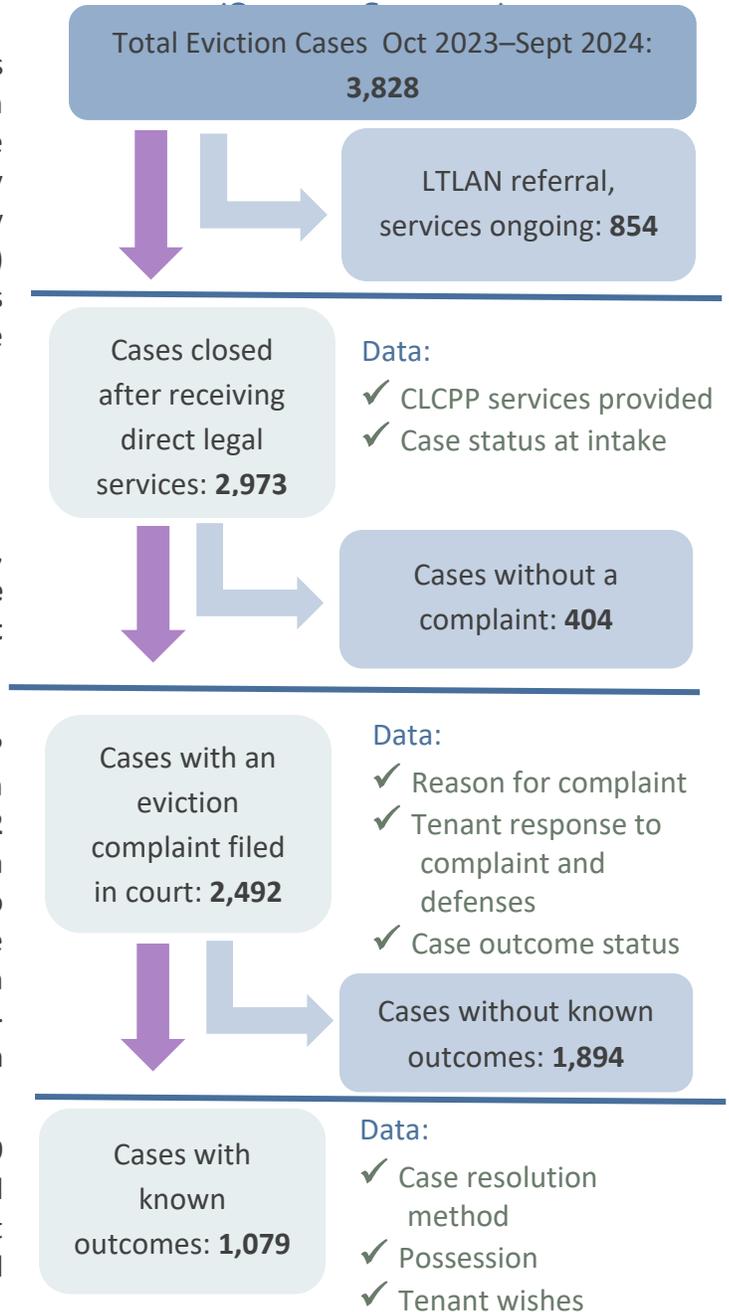
As shown in Exhibit 7, the CLCPP partners reported a total of 3,828 eviction cases between October 2023 and September 2024. Of these cases, 854 (22%) involved an intake completed by the LTLAN staff but the case was not yet closed by the CLCPP partner.<sup>22</sup> The remaining 2,973 (78%) cases<sup>23</sup> were closed after receiving legal services from a CLCPP partner beyond the initial intake screening.

#### Characteristics of Eviction Cases Closed by the CLCPP Partners

Of the 2,973 cases that received CLCPP services, **404 (13%) involved tenants who contacted the CLCPP before the landlord had filed a complaint with the Court.** These tenants received a notice of eviction but were not facing an active lawsuit at the time that they presented for CLCPP services. Filing status was unknown in an additional 77 (3%) cases. The remaining **2,492 cases (84%) 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 2,492 cases with an eviction complaint, **the landlord cited non-payment of rent as the basis for the eviction in 2,114 (85%).**

Finally, **case outcomes were known for 1,079 cases.** This number represents 43% of the total cases that had a complaint filed, 36% of cases that closed after receiving legal services, and 28% of all the eviction cases handled by the CLCPP partners.

Exhibit 7. Eviction Cases Closed by CLCPP



Note. Complaint filing status was unknown in 77 cases

<sup>22</sup> 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

<sup>23</sup> As noted in Exhibit 1 above, the partners closed 2,974 eviction cases in the current year. One case was closed after being referred to a pro bono attorney. The analyses that follow are based on the 2,973 cases that were closed after receiving services from a CLCPP attorney.

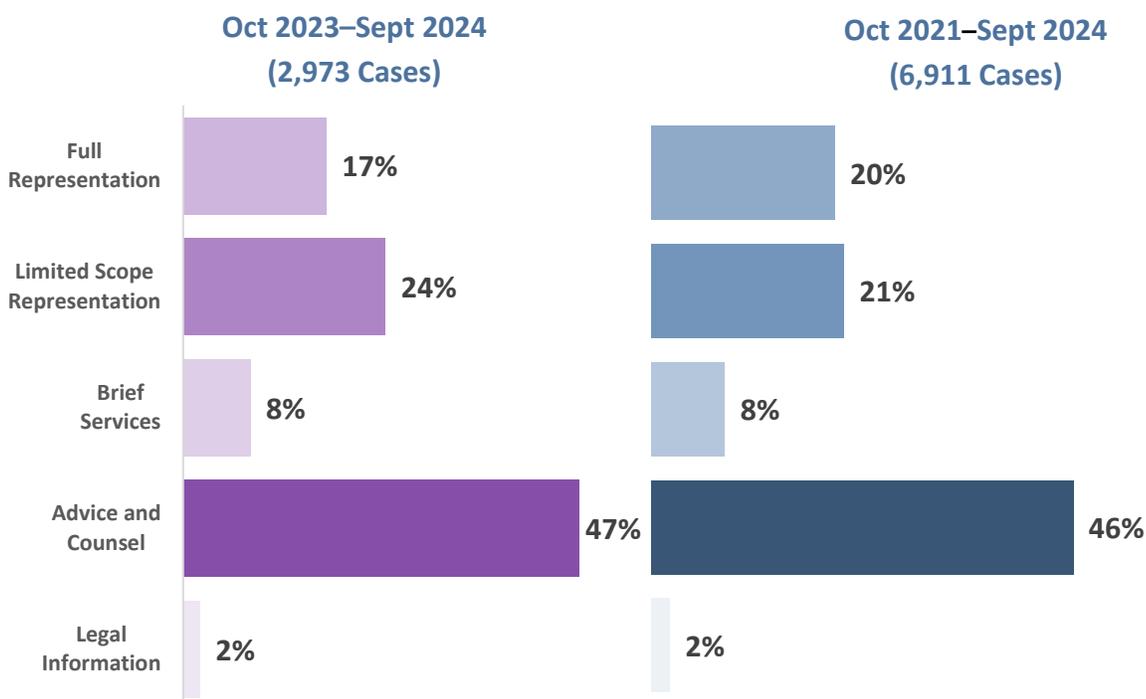
## Legal Services Provided in Eviction Cases

The CLCPP partners aim to provide at least some level of legal services to as many eligible tenants as possible, while prioritizing serving tenants who are most at risk of being unhoused in an eviction action. As part of this approach, CLCPP attorneys offer a range of legal services that vary in intensity, and they have developed triage protocols that direct tenants to the service level that most aligns with their needs and case circumstances, accounting for attorney capacity.

### *CLCPP attorneys provided advice and counsel in almost half of the eviction cases closed*

During the current grant year from October 2023 to September 2024, 41% of CLCPP clients received some level of representation (17% full, 24% limited scope), while another 8% received brief services, such as writing a demand letter to a landlord or helping the client respond to an eviction filing. Nearly half (47%) of clients received legal advice and counsel. The service provision in the current year is aligned with the trend in services provided during the full post-moratorium period since October 2021 (Exhibit 8).

**Exhibit 8. Direct Legal Services Provided (Current Grant Year & Oct 2021–Sept 2024)**



The proportion of CLCPP clients who receive advice and counsel reflects two factors: (1) there are high percentage of clients who face eviction for non-payment of rent who do not have a case with legal merit. The attorneys are limited in what they can do for a client in these cases and often cannot bring them to Court. (2) The partners have committed to providing at least some level of services to as many tenants as possible, but do not have the capacity to provide full representation to every client. Providing advice and counsel to clients has allowed the CLCPP partners to match their resources and attorney capacity with the increase in demand because giving a client advice requires less attorney time than more extensive representation services. This advice was designed to help tenants remain housed, to help mitigate the impact of an eviction, and to provide information about the available non-legal support services in place. While this approach allows the partners to help more tenants, the immediate impact of advice on the client's need for legal help is often not clear because attorneys are less likely to know the outcomes of cases where they provide advice and counsel.<sup>24</sup>

Of the 891 CLCPP clients who received advice for a case that closed in 2022, 98 (11%) returned to the network looking for assistance with the same issue.<sup>25</sup> Of these clients, 84% returned within 6 months, most of whom returned within 1 month of receiving advice the first time (median number of days between cases = 24). Knowing the percentage of advice clients who return is not sufficient to make conclusions about the impact of advice on a tenant's case because there are a variety of reasons that a tenant does not return for additional services after getting advice. They may have resolved their matter without further need for an attorney (the goal of advice), or they may have self-evicted or reached out to another lawyer outside of the CLCPP network looking for more help. The low percentage of clients who return to the network for the same issue after receiving advice could suggest either that attorneys giving advice helped the tenant or conveyed to them that advice was what the CLCPP network could provide.

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<sup>24</sup> In the current grant year, attorneys reported case outcomes in 11% of cases in which the provided advice and counsel. This proportion is lower than the percentage of cases that received full representation (attorneys reported outcomes in 92% of full representation cases), limited scope representation (54%), or brief services (30%).

<sup>25</sup> This analysis was made possible due to CLCPP partners working together to create the CLCPP unique ID system that assigns the same identifier to a client across organizations while protecting their identity. This standardized approach enables an unduplicated count of individuals served and gives NPC the ability to track return clients across the network.

## Tenant Responses to Eviction Complaint and Defenses Raised

Tenants in cases with a complaint have the opportunity to file a formal response to the complaint (e.g., answer, motion to dismiss) and to raise defenses against the landlord's claims (e.g., landlord gave defective notice, landlord breached the warranty of habitability due to poor housing conditions).

**Tenant response to the eviction complaint.** Among the 2,492 eviction cases with a complaint, information about the tenant's response status was available in 2,056 (83%). When a tenant filed a response, they typically filed an answer to the complaint, demanded a jury trial, or filed a dispositive motion (e.g., motion to dismiss, motion for summary judgment, etc.; Exhibit 9).

### Exhibit 9. Tenant Response to Eviction Complaint (Oct 2023–Sept 2024)

|   | Oct 2023 – Sep 2024<br># (%) |        |
|---|------------------------------|--------|
| Eviction cases with information about the client's response                         | 2,056                        | (100%) |
| Cases in which tenant did not file a response <sup>a</sup>                          | 1,404                        | (68%)  |
| Cases in which tenant filed a response  | 652                          | (32%)  |
| <i>Among the 652 Cases Where Tenant Filed a Response, Type of Response Filed...</i> |                              |        |
| Answer  | 416                          | (64%)  |
| Jury demand   | 338                          | (52%)  |
| Dispositive motion (motion to dismiss, motion for judgment on the pleading, etc.)   | 266                          | (41%)  |
| Counterclaim: require landlord to make repairs                                      | 125                          | (19%)  |
| Recoupment of overpaid rent   | 120                          | (18%)  |
| Set off for expenses paid   | 82                           | (13%)  |
| Counterclaim: recovery of overpaid rent   | 66                           | (10%)  |
| Other   | 105                          | (16%)  |

*Note.* Tenants can file more than one response. <sup>a</sup> Tenants reserved the right to file an answer/response in the future in 224 (16%) of cases where they did not file a response to the complaint.

**Tenant Defenses raised.** Tenants submitted a legal defense in 917 (37%) of the 2,492 cases that had a complaint. Among these 917 cases, the most common defense raised by CLCPP clients was that the landlord breached the lease agreement by failing to keep the rental unit in good condition (40% of cases with a defense), followed by a defense that alleged defects in the notice to quit (18%). Tenants alleged that there was a defect in the complaint itself in 16% of cases, that the notice was not properly served in 16%, and that the complaint was not properly served in 9%. Finally, tenants alleged retaliation in 11% of cases, contested the rent claimed by the landlord in 8%, denied the landlord's allegations in 7%, and asserted discrimination as a defense in 4%.

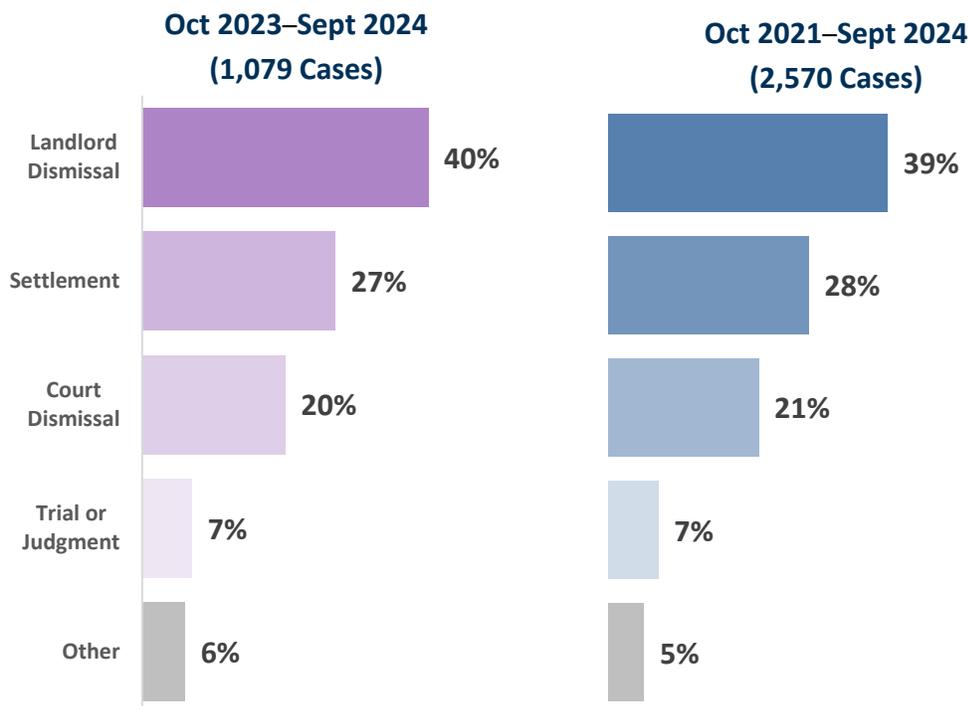
## Outcomes Achieved in Eviction Cases

During the current grant year, attorneys entered outcome data for a total of **1,079 eviction cases** (43% of cases with an eviction complaint; 28% of all eviction cases closed). Outcome data are limited and biased toward cases that receive representation and may not adequately characterize the full population of eviction cases (see Exhibit 9 above). **Therefore, they should be interpreted with caution.** Of the cases with outcomes in the current grant year, 78% received representation (43% full and 34% limited scope), 14% received advice, 6% received brief services, and 1% received legal information.

### *CLCPP eviction case were most often dismissed or settled*

During the current grant year, 60% of these 1,079 cases were dismissed (40% by the landlord, 20% by the Court), while 27% were resolved via a negotiated settlement agreement (Exhibit 10). This distribution is consistent with the resolution of cases during the post-pandemic period, during which the CLCPP attorneys have worked to resolve cases by finding a reason for the landlord to dismiss the action (see Exhibit 11 below) or by negotiating a settlement that involves terms that are supportive of tenant relocation, if moving is necessary. Resolving cases via landlord dismissal or settlement can reduce the impact of an eviction lawsuit on the tenants and also supports Court efficiency by resolving cases without judicial intervention. If a case does proceed to Court, then the matter is often dismissed by the judge. Notably, across all 3 post-moratorium grant years, fewer than 10% of cases have been resolved either at trial or through some other judgment by the Court.

**Exhibit 10. Resolution of Eviction Cases (Current Grant Year & Oct 2021–Sept 2024)**

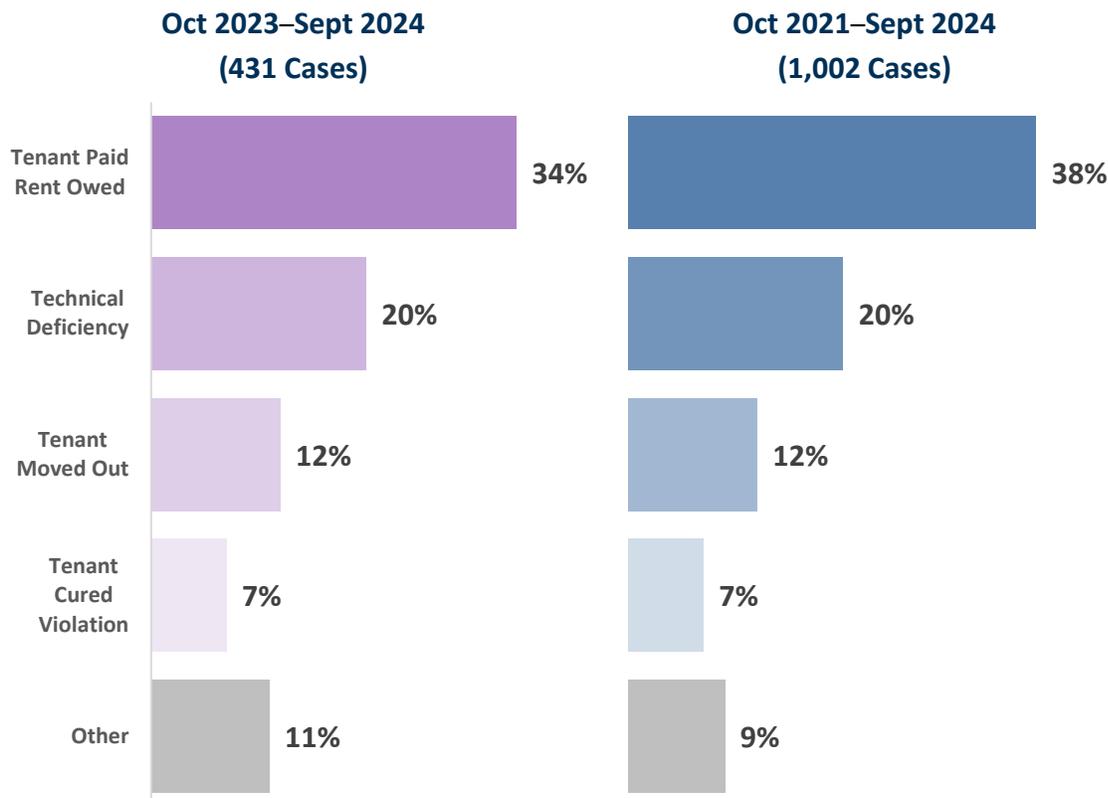


### Landlords dismissed cases because the tenant paid rent or because of a deficient filing

During the current grant year, the most common reason for the landlord to dismiss the eviction case was because the tenant paid all of the rent owed (34% of landlord dismissals). Landlords also frequently dismissed due to technical deficiencies in the notice or the complaint (20%), with some dismissals due to the tenant moving out of the unit (12%) or curing the alleged lease violation (7%).<sup>26</sup> This pattern aligns with the post-moratorium period (Exhibit 11).

As shown in Exhibit 11, the distribution in the current year and the post-pandemic period shows landlords typically dismiss cases because the tenant paid, often with the assistance of ERAP. In FY 2022, when ERAP was more widely available due to the influx of federal funds, tenants used ERAP funds in 84% of the cases that the landlord dismissed after receiving payment for rent owed. As the federally funded STAY DC program closed, and DC ERAP was the only option, this percentage decreased to 73% in FY 2023 and 72% in the current grant year. Despite this shift, **ERAP remains critical for tenants to earn landlord dismissals.**

**Exhibit 11. Reason for Landlord Dismissal (Current Grant Year & Oct 2021–Sept 2024)**



<sup>26</sup> The reason for landlord dismissal was unknown in 16% of cases during the current reporting year and 14% since January 2022.

## Possession of Property Outcomes for the Current Grant Year

Across the 1,079 eviction cases with outcome data in the current grant year, **tenants retained possession of the unit in 831 cases (77%) and possession reverted to the landlord in 248 cases (23%)**. Understanding whether the tenant was successful in response to the landlord’s eviction complaint requires taking a more nuanced look at the how possession was determined.

### *Tenants retained possession in most cases, often without any conditions*

As shown in Exhibit 12, when tenants retained possession of their rental unit, they typically did so outright, and without any conditions attached (82% of tenant possession cases; 63% of eviction cases with outcomes). In 18% of cases ending in tenant possession (14% of eviction cases with outcomes), the tenant retained possession under the conditions of a negotiated agreement with their landlord.

In many of the cases where possession reverted to the landlord, the tenant agreed to leave the property to resolve the dispute (62% of landlord possession cases; 14% of eviction cases with outcomes). While these tenants did not retain their housing, they still benefited from legal assistance to resolve their case with terms that supported their ability to relocate and helped them avoid the ongoing challenges associated with an eviction judgment. Among eviction cases ending with landlord possession, 38% (9% of eviction cases with outcomes) resolved with the landlord possessing the unit without the tenant moving to close the matter.

### *Tenants retained possession via dismissal, landlords received possession via settlement*

Exhibit 13 on the following page shows the method of case resolution among the 831 cases in which the tenant retained possession of the property, and, separately among the 248 cases where possession reverted to the landlord. When tenants retained possession, it was most often because the case was dismissed either by the landlord (46% of cases ending with tenant possession) or the Court (25%). As shown in Exhibit 11 above, landlords often dismissed cases because the tenants paid the back rent (typically with ERAP funds) or because there was a deficiency in the notice or complaint. Tenants in 22% of cases retained possession of the property by agreeing to the terms of a negotiated settlement.

**Exhibit 12. Possession Outcomes in Eviction Cases (Oct 2023–Sept 2024)**

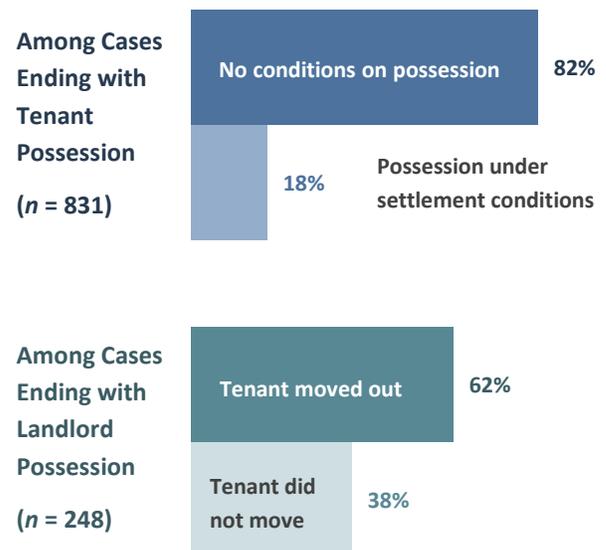
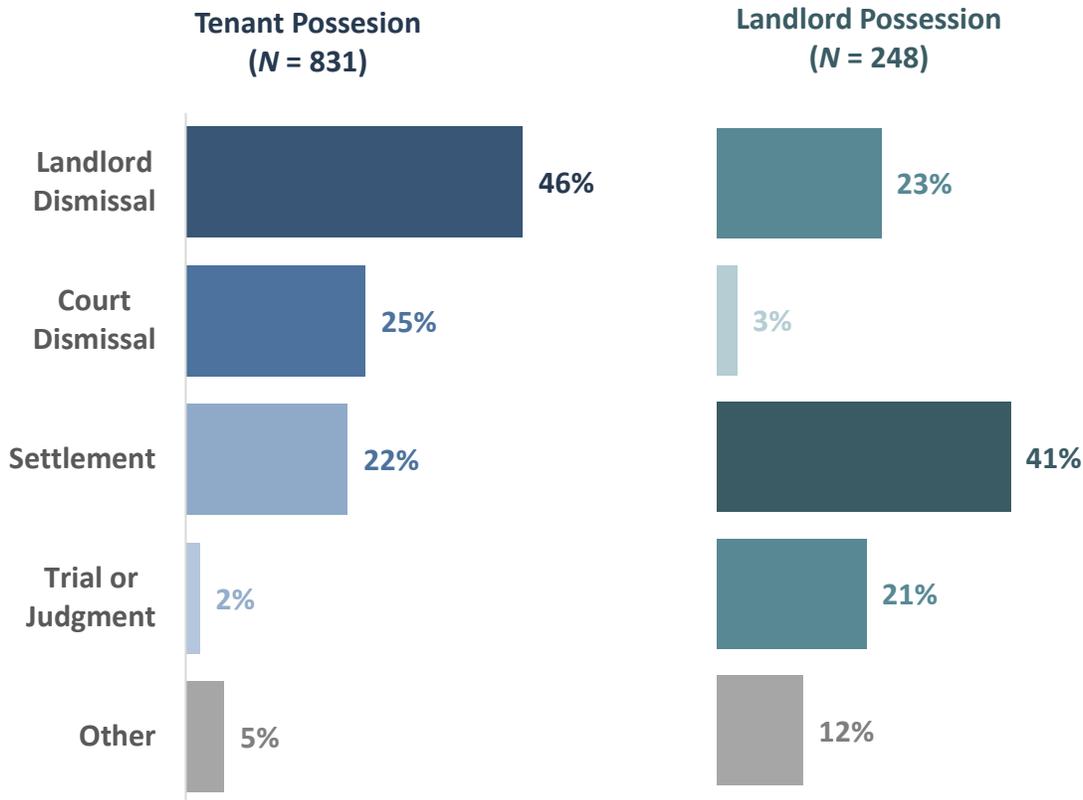


Exhibit 13. Tenant &amp; Landlord Possession by Resolution Method (Oct 2023–Sept 2024)



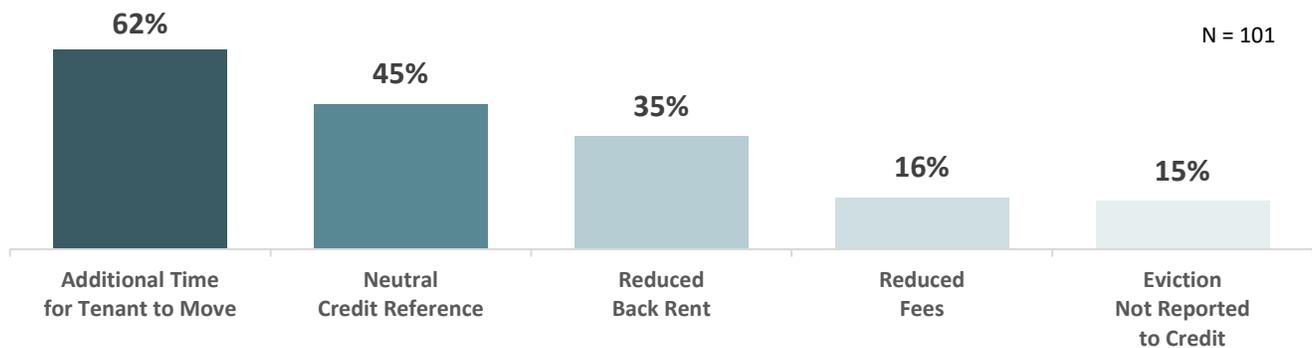
Landlords primarily regained possession through a settlement agreement (41% of cases ending with landlord possession) in which tenants may have agreed to move in exchange for other negotiated benefits (See Exhibit 14 on the following page). Landlords also gained possession when they dismissed the case (23%) because the tenant had moved out to resolve the dispute.

Of the cases that ended in landlord possession, 21% ended with an unfavorable judgment against the tenant. Specifically, 6% of cases ending with landlord possession resolved via a Court ruling in favor of the landlord (e.g., a ruling on a dispositive motion), 6% ended with a default judgment against the tenant, 6% ended with judgment against the tenant after a trial, and just over 2% ended with a consent or confessed judgment. Notably, these **cases that ended in an unfavorable judgment against the tenant represent 52 (5%) of the 1,079 eviction cases** with outcome data.

**Tenants who moved after a settlement received favorable terms**

Of the 1,079 eviction cases with outcomes, there were 102 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 the 101 of these cases where the settlement terms were known, 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 14).

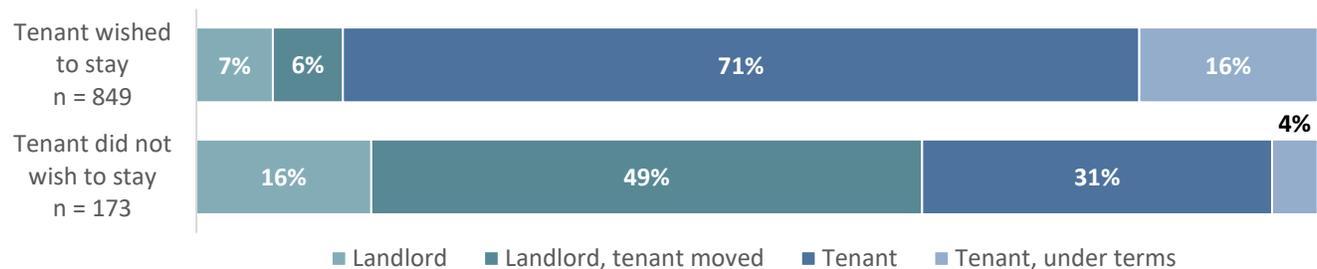
**Exhibit 14. Settlement Terms When Tenant Moved (Oct 2023–Sept 2024)**



**Possession of the property aligned with tenant wishes**

At CLCPP intake, of the 1,079 cases with outcome data closed during this grant year, 849 tenants (79%) wished to stay in the unit and 173 (16%) expressed a desire to leave.<sup>27</sup> In the 849 cases in which tenants wished to stay, they were able to do so 87% of the time. Among the 173 cases in which the tenants did not wish to stay, they vacated the unit to resolve the dispute in 85 (49%) cases. These cases constitute 29% of the 94 cases that ended with landlord possession.

**Exhibit 15. Possession of Property by Tenant Wish to Stay (Oct 2023–Sept 2024)**



<sup>27</sup> Tenants expressed another wish (e.g., they want to stay until they find another place to live, or they cannot stay in the unit because it was not inhabitable) in 17 cases (2%). Tenant wishes were unknown or missing in 40 cases (4%).

### Monetary Outcomes for Tenants October 2023–September 2024

Of the 1,079 cases with known outcomes, 681 (63%) were filed for nonpayment of rent. Among these 681 cases, 112 cases (16%) involved tenants who had some type of housing subsidy, and the remaining 569 cases (84%) 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.

**Landlords demanded, on average, almost 12 months of rent for those who had a subsidy and 6 months of rent from those who did not**

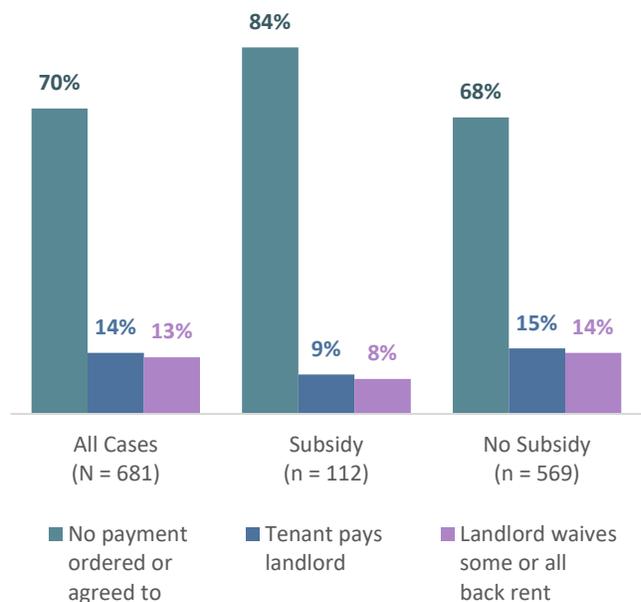
In the 112 cases where the tenant had a subsidy, the median amount of back rent demanded was \$4,072 (the mean was \$5,748).<sup>28</sup> The median rent amount for which these tenants were responsible was \$346 per month. **For tenants with a housing subsidy, landlords demanded just under 12 months of the rent.**<sup>29</sup> Among the remaining 569 cases for tenants without a subsidy, the median amount demanded was \$6,301 (the mean was \$8,966). The median rental amount that these tenants paid was \$1,122 per month. **For tenants without a subsidy, landlords demanded just under 6 months of rent.**<sup>30</sup>

**Tenants were rarely ordered to pay the full amount**

Exhibit 16 shows the percentage of cases that ended with financial payments ordered by the Court or agreed to as part of a settlement.<sup>31</sup> As shown, across all 681 cases, 70% of cases ended with the tenant *not* ordered to pay the landlord. This result was true of 84% of cases in which the tenant had a housing subsidy and 68% of cases in which the tenant did not have a subsidy.

In the 95 cases in which tenants were ordered, or agreed, to make a payment, they often did not pay the full amount originally demanded. The median amount ordered to be paid by the 10 tenants who had a housing subsidy was \$1,733, while the median amount ordered for the 85 tenants without a subsidy was \$4,302.

Exhibit 16. Monetary Orders (Oct 2023–Sept 2024)



<sup>28</sup> Median refers to the middle value (the 50<sup>th</sup> 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.

<sup>29</sup> Among the 112 cases featuring tenants who had a housing subsidy, the amount demanded by landlords varied from \$385 to \$26,732.

<sup>30</sup> Among the 569 cases featuring tenants who did not have a housing subsidy, the amount demanded varied from \$672 to \$58,900.

<sup>31</sup> Cases ending with some other financial order, or with financial order information unknown, are not included in Exhibit 19.

### Tenants' monetary outcomes differed across case resolution method

The percentage of cases that ended with a payment either ordered by the Court or agreed upon by the parties varied depending on how the case was resolved. Among the 681 nonpayment of rent cases where the outcome and case resolution method were known, cases were typically dismissed (58%; 41% by the landlord, 17% by the Court) or resolved via a negotiated settlement agreement (29%). Exhibit 17 shows the percentage of cases that resulted in a payment ordered by the Court or agreed to by the parties, separated by tenant subsidy status.

**Exhibit 17. Monetary Outcomes by Case Resolution Method (Oct 2023–Sept 2024)**

| Monetary Orders/Terms                                     | All Cases     |                  | Cases Ending in Dismissal |                  | Cases Ending in Settlement |                  |
|---|---------------|------------------|---------------------------|------------------|----------------------------|------------------|
|   | Subsidy # (%) | No Subsidy # (%) | Subsidy # (%)             | No Subsidy # (%) | Subsidy # (%)              | No Subsidy # (%) |
| <i>Number of cases</i>                                    | 112           | 569              | 86                        | 284              | 15                         | 182              |
| No payments ordered or agreed to                          | 94 (84%)      | 386 (68%)        | 83 (97%)                  | 263 (93%)        | 1 (7%)                     | 44 (24%)         |
| Tenant ordered or agreed to pay landlord                  | 10 (9%)       | 85 (15%)         | 1 (1%)                    | 6 (2%)           | 8 (53%)                    | 70 (38%)         |
| Landlord ordered or agreed to waive some or all back rent | 9 (8%)        | 78 (14%)         | 0 (0%)                    | 2 (1%)           | 9 (60%)                    | 75 (41%)         |
| Landlord ordered or agreed to pay tenant                  | 1 (1%)        | 16 (3%)          | 0 (0%)                    | 1 (< 1%)         | 1 (7%)                     | 15 (8%)          |
| Unknown   | 2 (2%)        | 31 (5%)          | 2 (2%)                    | 12 (4%)          | 0 (0%)                     | 7 (4%)           |

*Note.* A case may have more than one monetary outcome or term. Percentages may not sum to 100%.

As shown in the middle columns of Exhibit 17, of the 370 cases that ended in dismissal (86 for tenants with a subsidy and 284 for tenants without), tenants were not ordered to make any payments to their landlord at case closure in 346 (94%).<sup>32</sup> Notably, only one of the tenants who had a housing subsidy was ordered to make a payment when their case was dismissed. When cases settled (two right-hand columns of Exhibit 17), 45 of 197 cases (23%) did not include financial terms, and tenants agreed to make a payment to their landlord in 78 cases (40%). When a tenant agreed to pay, they did not always pay the full amount. Of the 78 settled cases that included terms requiring the tenant to pay the

<sup>32</sup> Tenants in cases ending via dismissal without an order or agreement to pay their landlord may still have paid their landlord to resolve the dispute. As shown in Exhibit 11 above, landlords often dismissed the case because the tenant paid the back rent (usually with the help of ERAP). The cases in Exhibit 17 reflect situations where the tenant was *ordered* by the Court to pay the landlord or *agreed* to pay the landlord as part of a settlement, which means that the tenant could face legal consequences if they did not make the payments. If a tenant fails to make payments ordered by the Court or agreed to in a settlement, the landlord can re-open the case, move for a judgment based on breach of an order or agreement, and pursue eviction without having to restart the process.

landlord, the landlord agreed to reduce or waive some or all of the rent in 22 (28%). Taken together, these data suggest that CLCPP attorneys helped tenants by negotiating settled agreements that reduced the financial impact of an eviction filing.

### CLCPP Repeat Clients

The resolution of an eviction case closed by a CLCPP attorney does not always signify the end of a tenant’s legal issues. CLCPP attorneys provide services to help the tenant with the eviction case; however, the socio-economic factors that contributed to the filing may linger, sustaining the risk of eviction and potential need for legal help again in the future. As such, clients may face future legal action related to the same dispute, encounter new conflicts with their landlord, or require assistance with entirely different housing issues. Examining how often CLPP clients return for services after their case was resolved by a CLCPP attorney may provide insight into the degree to which legal services contribute to sustained housing stability. This information can help to identify gaps where additional support may be needed and refine service delivery to better meet the ongoing needs of tenants.

To address this question, NPC assessed how often CLCPP clients returned for service within approximately 2 years after the resolution of a case. In particular, NPC identified 504 CLCPP clients who had a case resolved via dismissal or settlement<sup>33</sup> between January and December 2022 (“base case”) and then reviewed the service data to ascertain whether each of these clients returned for services again before September 2024 (“return case”).<sup>34</sup>

#### *The percentage of clients who returned varied by method of case resolution*

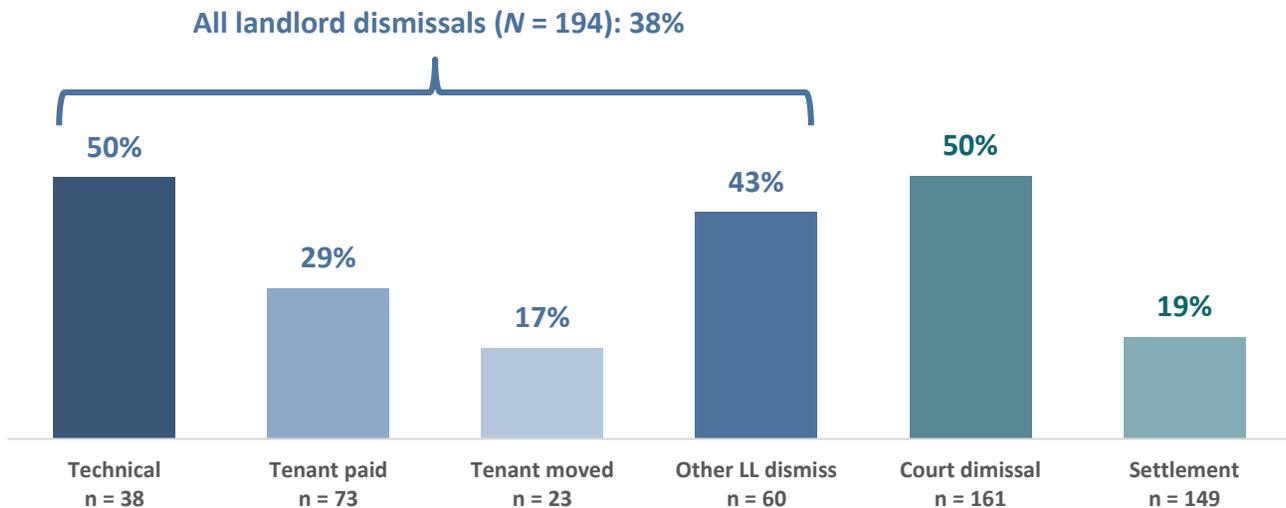
Of the 504 clients in the sample, 194 (38%) had their base cases resolved via dismissal by the landlord (73 because they paid back rent; 38 due to a technical default in the complaint or notice; 23 because the tenant moved; and 60 for another reason, such as the tenant cured the alleged lease violation); 161 (32%) by Court dismissal, typically due to a defect in the complaint or notice; and 149 (30%) by a negotiated settlement agreement.

Exhibit 18 on the following page shows the percentage of clients who returned for services, separated by the method of case resolution. Overall, of the 504 clients whose base case was resolved in 2022, 180 (36%) returned to the CLCPP. As shown in Exhibit 12, the rate of returning clients differed by case resolution method. Clients whose base case was dismissed by the landlord or the Court due to a technical deficiency were most likely to return (50% each). Clients whose cases ended because the tenant paid rent (29%) or that ended with a settlement (19%) or because the tenant moved (17%) were the least likely to return.

<sup>33</sup> Dismissal and settlements accounted for the large majority (87%) of cases resolved by CLCPP attorneys.

<sup>34</sup> It is possible that this analysis underreports the frequency of returning clients because some of the 504 clients in the sample may have had a return case that was still active (not yet closed by the provider and entered into the service data) at the time of this report.

## Exhibit 18. Repeat Client Rate Across Resolution Methods



### Clients who returned after their case was dismissed often came back with a different legal case

Across the 355 clients whose cases were dismissed by the landlord (194 cases) or the Court (161), 151 (43%) returned for services. This percentage aligns with the fact that most of these clients had their case dismissed because the landlord made an error when filing the case or serving notice to the tenant. When a case is dismissed because of a filing error, it is typically dismissed *without prejudice*, meaning that the landlord can refile the eviction case for the same issue. As such, the resolution of the CLCPP case is less likely to reflect the end of the dispute between the parties in these situations. Further, when a case is resolved via dismissal, it is typically considered procedurally closed by the Court, so if the parties had another dispute, it would most likely be considered a different case even if it concerned the same issue. Given the nature of these cases, 128 (85%) of the 151 clients whose base case was dismissed returned with a different legal case.

When a client returned after a dismissal with a different case, just over half (54%) returned within 6 months, with an additional 25% returning between 7 to 12 months and 21% returning more than a year after their base case resolved. Conversely, all the clients whose base case was dismissed by the landlord or by the Court and returned with the same case returned within 6 months.

### Clients who returned after their case was settled often returned with the same legal case

In contrast, when a client returned after their base CLCPP case was resolved via settlement, they were more likely to come back regarding the same legal case. Of the 29 repeat settlement clients, 12 (41%) came back for a different legal case while 17 (59%) returned seeking legal help for the same case after the settlement was not upheld and the parties needed to relitigate the issue. These 17 clients accounted for 11% of the 149 clients whose CLCPP case was resolved via settlement in 2022, which suggests that in close to 90% of settled cases, the agreements negotiated by a CLCPP attorney resolved

the issue that led to the eviction filing (as noted in the section above, most of the clients whose cases resolved via settlement moved out to close the matter).

Of the 12 clients who returned with a different case after their base settlement, one-third came back within 6 months of the resolution of the base case, while 42% returned between 7 months and a year and 25% came back after a year. This suggests that while the settlement was sufficient to resolve the issue that led to the eviction, some clients experienced ongoing challenges stabilizing their housing and eventually returned to the CLCPP for a different matter. Of the 17 clients who returned for the same case after their matter was settled, 16 (94%) returned within 6 months, which suggests that when a settlement is not sustainable, the client needs additional help quickly.

### **ERAP funds lead to landlord dismissals, but do not resolve larger economic concerns**

Nearly 30% of tenants returned after the landlord dismissed the case after receiving payment (see Exhibit 18), underscoring the reality that ERAP, while critical, can be a temporary solution. Of the 21 clients who returned for services after the landlord dismissed their case because they paid the back rent owed, 90% used ERAP funds to resolve their base case. Further, 38% of these clients used ERAP funds to pay their landlord for back rent to earn a dismissal in their return case. This finding underscores that, while one-time emergency rental assistance helps resolve immediate issues, it does not stem the persistent economic hardship that creates housing instability for many renters with low income grappling with high housing costs in the District.

### **Repeat clients typically call the same provider who resolved their first case**

Clients who returned for service after their base case was resolved primarily did so by connecting with the same provider who resolved their base case (47% of repeat clients). An additional 34% called the LTLAN, and 18% connected directly with a different provider than the one who helped them the first time. This contact method differs from the trend with all CLCPP clients, 57% of whom in the current grant year connected with the CLCPP through the LTLAN. This result suggests that clients who return are likely to come back to the organization as a trusted provider of legal services.

#### Return Pathway for Repeat Clients (N = 180)



47%

called the **same provider** who closed the base case



34%

called the LTLAN



18%

called a **different provider** than who closed the base case

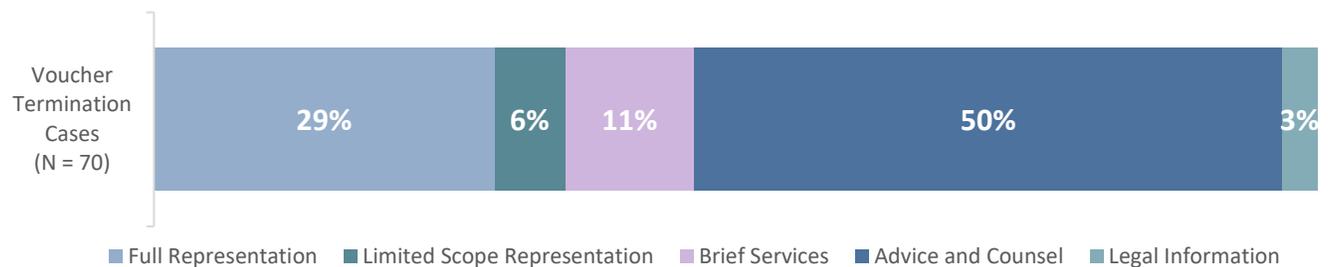
### 3B HOUSING CHOICE VOUCHER (SUBSIDY) TERMINATION CASES

In addition to eviction cases, CLCPP attorneys served tenants at risk of losing their housing choice vouchers administered by the DC Housing Authority (DCHA). Of the 75 voucher termination cases closed during this grant year, 70 received legal direct legal services from the partners (5 received an LTLAN intake but services were ongoing at the time of this report). Of these 70 cases, 34 (49%) had outcome data entered.

#### Services Provided in Housing Choice Voucher Termination Cases

Exhibit 19 shows the legal services provided across the 70 voucher termination cases closed during this grant year. Of these cases, 27% received full representation, 5% received limited scope representation, 11% received brief services, 47% were given advice and counsel, and 3% received legal information.

**Exhibit 19. Legal Services Provided for Voucher Termination Cases (Oct 2023–Sept 2024)**



#### Outcomes of Housing Choice Voucher Termination Cases

Of the 34 voucher termination cases with outcome data closed during this grant year, 15 (44%) were settled through negotiation without litigation, 6 (18%) were settled through rescission of recommendation for termination, 4 (12%) were closed after the tenant recertified, 3 (9%) were settled through negotiation and litigation, 3 (9%) closed after the tenant moved, and 3 (9%) were resolved by some other method, such as the client not needing additional services.

Notably, tenants in **26 (76%) of the 34 voucher cases with outcome data in this grant year were able to retain their subsidies** and only 1 (3%) case ended with the voucher termination upheld (the outcome was unknown in 7 cases).

### 3C TENANT PETITION CASES

In July 2022, the CLCPP statute expanded to include the provision of 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). Exhibit 20 displays the number of tenant petition cases closed by all CLCPP partners during the current grant year and total, separated by the type of housing matters addressed. As shown, 164 of the 189 tenant petition cases (87%) closed by the CLCPP between October 2023 and September 2024 pertained to housing conditions (Housing Conditions or Rapid Rehousing Conditions).

**Exhibit 20. Tenant Petition Matters Addressed (Oct 2023–Sept 2024)**

| Type of Petition   | Current Year<br>(Oct 2023–Sept 2024)<br># (%) |               | Total<br>(Aug 2019–<br>Sept 2024)<br># (%) |               |
|--|---|---------------|--|---------------|
| <b>Housing Conditions</b>  | <b>145</b>                                    | <b>(76%)</b>  | <b>241</b>                                 | <b>(77%)</b>  |
| <b>Rapid Rehousing Conditions</b>  | <b>19</b>                                     | <b>(10%)</b>  | <b>30</b>                                  | <b>(10%)</b>  |
| Other Rapid Rehousing Issue  | 1   | (1%)          | 5  | (2%)          |
| US Department of Housing and Urban Development (HUD) Administrative Matter | 2   | (1%)          | 2  | (1%)          |
| Appeal of Shelter Denial or Termination                                    | 6   | (3%)          | 6  | (2%)          |
| Other Administrative Matter related to Voucher or Subsidy                  | 8   | (4%)          | 11   | (4%)          |
| Rent Control/Unlawful Rent Increase  | 1   | (1%)          | 3  | (1%)          |
| Reasonable Accommodation   | 1   | (1%)          | 1  | (< 1%)        |
| Other  | 9   | (5%)          | 12   | (4%)          |
| Unknown  | 10  | (5%)          | 12   | (4%)          |
| <b>Total Tenant Petition Cases</b>   | <b>189</b>                                    | <b>(100%)</b> | <b>313</b>                                 | <b>(100%)</b> |

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

#### Housing Conditions Cases

The Children’s Law Center (CLC) uses its CLCPP funding to provide legal services in housing conditions matters to families whose children have health issues (e.g., asthma). CLC served 177 cases during the current grant year (164 housing conditions cases and 13 “other” or “unknown” cases). The rest of this section presents data from these 177 cases, which involved a total of 170 clients.

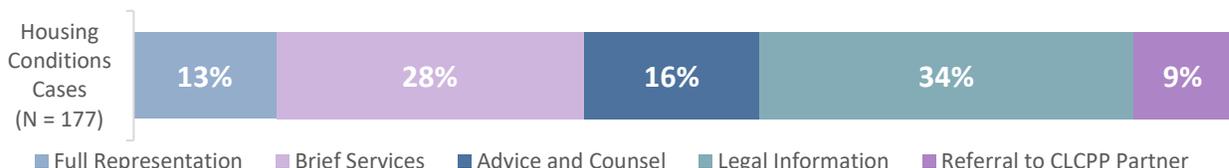
Of the 170 clients served by CLC during the current grant year, 149 (88%) identified as a woman,<sup>35</sup> while 129 (76%) identified as a woman of color. **Of CLC clients, 151 (89%) had a household income less than 100% of the Federal Poverty Guidelines (FPG), with 84 (49%) reporting that they lived with zero income.** The other 19 clients (11%) had household incomes between 100–300% FPG, with a majority (14 clients) between 100–149%. These data show that CLC is providing services to women of color living with very low income, all of whom have at least one minor child in their household. Additionally, 28% of the clients served by CLC reported that they either faced an active eviction lawsuit (8%) or felt that they were at risk of an impending eviction action (20%).

### Services Provided in Housing Conditions Cases

Exhibit 21 shows the legal services provided by CLC across the 177 housing conditions cases closed during this grant year. Of these cases, 23 (13%) received full representation, 50 (28%) received brief services, 28 (16%) were given advice and counsel, 60 (34%) were provided with legal information, and 16 (9%) were referred to another CLCPP partner for assistance with a potential eviction (CLC will refer these tenants to receive help with the eviction before working to remedy the housing conditions).

The percentage of CLC clients who received legal information reflects situations where a CLC attorney provided specific and discrete information after conducting an intake and determining that CLC was not able to provide services, sometimes because the tenant faced a potential loss of possession or other issue that would be better served by another legal organization.

#### Exhibit 21. Legal Services Provided for Housing Conditions Cases (Oct 2023–Sept 2024)



Note. The Children’s Law Center does not offer limited scope representation in housing conditions cases.

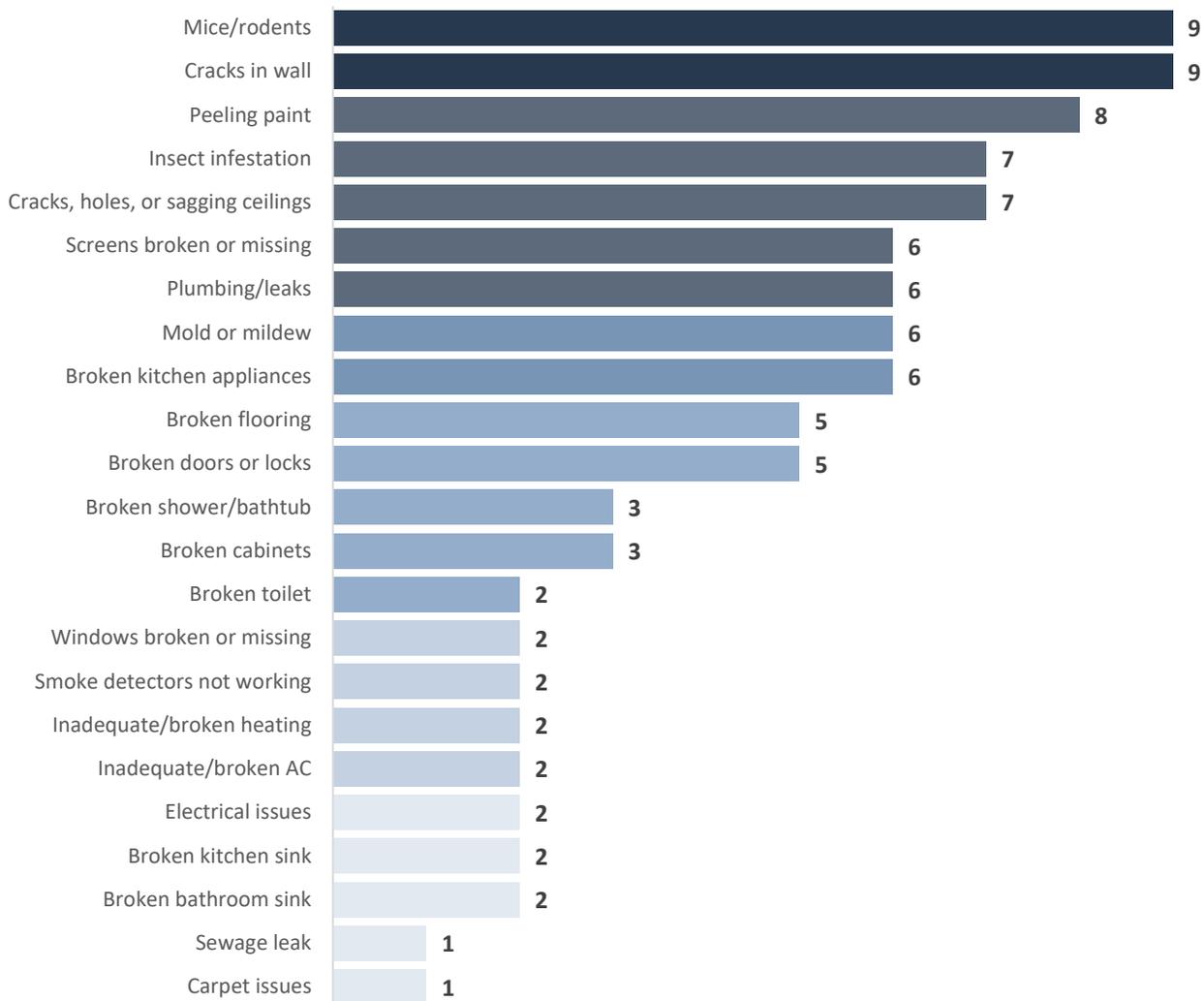
### Housing Conditions Issues Reported by Tenants

**Interior housing conditions issues.** Information about the nature of the interior housing conditions that led to tenants’ demand for repairs was reported for a total of 10 cases (6%) during the current grant year. This section presents data for the 10 cases closed by the CLC between October 2023 and September 2024. **Across these 10 cases, tenants requested remediation for 23 different interior conditions issues that affected the habitability of the unit, with an average of about 10 issues cited per case.**

<sup>35</sup> Gender identity for the remaining clients were: 5 (3%) male, 1 (1%) transgender, 10 (6%) unknown, and 5 (3%) missing.

Exhibit 22 displays the number of cases that identified specific conditions issues since October 2023 and shows that the most common issues tenants requested repairs for were the presence of mice or rodents (9 cases), cracks in a wall (9), peeling paint (8), insect infestation (7), cracks or holes in the ceilings (7), broken or missing screens (6), plumbing leaks (6), mold or mildew in the unit (6), and broken kitchen appliances (6).

### Exhibit 22. Number of Cases with Housing Conditions Requested (Oct 2023–Sept 2024)



Data on interior housing conditions was available for 10 cases closed between October 2023 and September 2024.

**Exterior housing conditions issues.** In the current grant year, 3 cases reported substandard exterior housing conditions. Among these 3 cases, the most common issues reported were exterior plumbing leaks (33%), garbage or filth in common areas (33%), broken or missing locks (33%), and broken steps or walkway in disrepair (33%).

## Housing Conditions Case Outcomes

In the current grant year, CLC provided full representation in 23 cases. This section presents data on 18 (78%) of these cases for which the attorneys entered outcome data.

**How cases were resolved.** Exhibit 23 shows the method of resolution for the 18 cases closed between October 2023 and September 2024 that had information about case outcomes. As shown, 4 (22%) of these cases were resolved by the landlord making the requested repairs after receiving a demand letter, 4 (22%) because the tenant was able to transfer to a different rental unit, 3 (17%) were voluntarily dismissed because the tenant moved out, and 3 (17%) were dismissed because the tenant withdrew the petition without repairs being made. In 2 (11%) cases, the tenant voluntarily dismissed the action because they were satisfied with repairs and in 1 case (6%), the Court dismissed the case after finding that the landlord had made the repairs requested by the tenant. Finally, 1 (6%) case ended via some other method.

### Exhibit 23. Resolution of Housing Conditions Cases Served by the CLC (Oct 2023–Sept 2024)

| Case resolution   | Total # (%) |
|---|-------------|
| Total number of cases that received full representation by the CLC                                | 23 (100%)   |
| Total number of cases with data about outcomes  | 18 (78%)    |
| <b>Of cases with outcome data, number that were resolved via...</b>                               |             |
| Landlord made requested repairs after receiving demand letter                                     | 4 (22%)     |
| Voluntary dismissal by the tenant because tenant received a transfer to a different rental unit   | 4 (22%)     |
| Voluntary dismissal by the tenant because the tenant vacated the rental unit                      | 3 (17%)     |
| Voluntary dismissal by the tenant because the tenant withdrew the case without repairs being made | 3 (17%)     |
| Voluntary dismissal by the tenant due to satisfaction with repairs                                | 2 (11%)     |
| Court dismissal due to landlord demonstrating that repairs have been made                         | 1 (6%)      |
| Other   | 1 (6%)      |
| Unknown   | 0 (0%)      |

**Case Outcomes.** The primary outcomes of interest in housing conditions cases include the status of the repairs requested, whether the tenants were able to transfer to a different rental unit, and whether the attorney felt that the case objective was achieved at the close of services. Of the 18 cases closed by the CLC in the current year, **8 (44%) reported that the requested interior and/or exterior housing conditions issues were repaired, while 4 (22%) reported that the tenant was able to relocate.** Finally, at the time of case closure, the CLC attorney reported that the client’s objective was achieved in 13 (72%) of the 18 cases.

## 4. EPIC CANVASSING TO LTLAN CONTACT

In 2022, the 6 legal services organizations funded by the Civil Legal Counsel Projects Program (CLCPP) formalized a collaboration with 4 community-based services organizations to develop the Eviction Prevention in the Community (EPIC) project. The EPIC project aims to proactively reach tenants in the community who are at risk of eviction and then inform them of available legal services. To do this, the EPIC project involves multiple types of activities, and this section focuses on one activity: community canvassing. In 2024, NPC worked with CLCPP and EPIC partners to compile and analyze data to assess the effectiveness of community canvassing efforts at connecting tenants to the LTLAN and CLCPP.<sup>36</sup>

### THE EVICTION PREVENTION IN THE COMMUNITY PROJECT

The EPIC project grew out of activities conducted by the CLCPP partners in late 2021, when Washington, DC’s pandemic-era eviction moratorium was phasing out and tenants were again at risk of displacement. In the early stages of the collaboration, the goal was to prevent evictions by identifying tenants who faced an imminent lockout to provide critical information about their legal rights and refer them to CLCPP and other resources that could help keep them housed, particularly Emergency Rental Assistance Program (ERAP) funds. Through these early proactive efforts, the CLCPP grantees were able to help over 70% of tenants who faced a lockout to remain housed.<sup>37</sup>

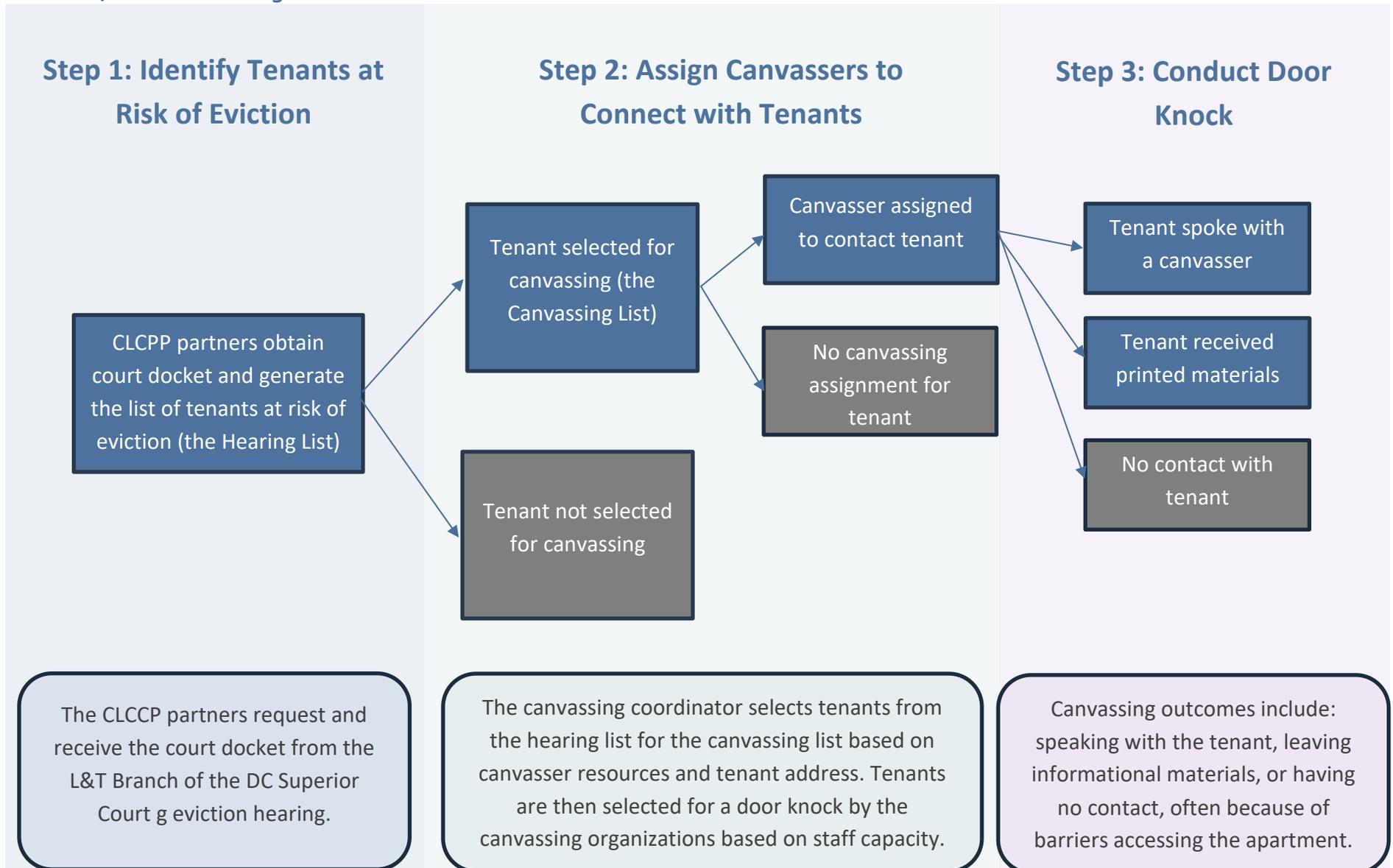
Building on the success of these early efforts, the CLCPP partners and their community-based organization (CBO) partners formalized the EPIC project and its canvassing workflow in 2022. This workflow includes: (1) CLCPP request and receive the court docket for the L & T Branch to identify tenants who have an upcoming hearing for a residential eviction, (2) CLCPP partners generate a list of tenants with an upcoming hearing (the “hearing list”) and share it with the CBO partners; (3) one CBO partner manages the data from the hearing lists, and creates a canvassing plan based on available canvassing resources and tenant addresses (tenants with addresses near each other or in the same building are selected to maximize canvassing resources), resulting in a final list of tenants households for canvassing (the “canvassing list”); (4) CBOs that employ the canvassers review the canvassing list and identify a selection of tenants who will receive a door knock based on their current staff capacity. These CBOs coordinate and dispatch community canvassers to knock on doors of the selected tenants to provide them with legal information and contact information for the CLCPP’s coordinated intake line, the Landlord Tenant Legal Assistance Network (LTLAN). See Exhibit 24 on the following page.

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<sup>36</sup> The analyses in this section were made possible by the support from the staff at the DC Bar Pro Bono Center whose work to compile the datafile was critical to the study.

<sup>37</sup> For more information, readers are encouraged to review the 2022 CLCPP Annual Evaluation Report, available on the DC Bar Foundation website, <https://www.dcbfoundation.org/>

Exhibit 24. EPIC Canvassing Workflow



## THIS STUDY

NPC Research, in collaboration with the CLCPP grantees and the DC Bar Foundation (DCBF), designed the canvassing to LTLAN contact study (“the study”) to understand the EPIC canvassing workflow and assess the effectiveness of canvassing at connecting tenants to legal help.

### Main Study Questions

The goal of the study was to understand how often canvassing led people to call the LTLAN and to ascertain whether canvassing is an effective form of outreach for tenants at risk of eviction. Three study questions guided the analysis:

1. How do the canvassing efforts proceed? What proportion of tenants from the hearing list are selected for the canvassing list, which tenants on the canvassing list receive a door knock contact, and what are the outcomes of the door knock?
2. How effective is canvassing at connecting tenants with legal services? How often do tenants contact the LTLAN after their canvassing contact?
3. What happens to tenants after they contact the LTLAN? How often are tenants referred to the CLCPP for services?

### Methods and Data Sources

To address these questions, NPC utilized data from two primary sources:

1. **Canvassing Database:** Data from Jobs with Justice, the community-based organization that coordinates the EPIC canvassing, that included the canvassing lists from April to December 2022<sup>38</sup> and the outcomes of each canvassing contact.
2. **LTLAN Contact Database:** Data from the DC Bar Pro Bono Center (PBC), which manages the LTLAN intake and referral process and all related data, that confirmed whether the canvassed tenants called the LTLAN and whether/where they were referred.

These data sources were maintained by separate organizations, and the only information that could connect them was the tenant’s personally identifying information (name, address, case number). To generate a datafile that did not share this information with NPC, the DC Bar Pro Bono Center received the canvassing database from Jobs with Justice and linked it to the LTLAN contact database using a de-identified CLCPP unique identification (UID) number for each tenant. The analysis database shared with NPC did not include confidential tenant data such as name, case number, or address.<sup>39</sup>

<sup>38</sup> The data collection period was chosen because it reflects a period where canvassing was conducted without interruption.

<sup>39</sup> Appendix C contains a detailed description of the work performed by the DC Bar Pro Bono Center to link the canvassing database with the LTLAN database and create the analysis database for NPC.

## STUDY QUESTION #1: OUTCOMES OF CANVASSING EFFORTS

Three sub questions guided this analysis: (1) What percentage of tenants on the hearing list were selected for the canvassing list? (2) Among the tenants on the canvassing list, what percentage were selected to receive a door knock? (3) What are the outcomes of the door knock?

### **Tenants living in Wards 7 & 8 were more likely to be selected for canvassing**

The analysis sample for this study included 8,547 tenants who were on the hearing lists between April and December 2022 whose information was sent to Jobs with Justice to triage for canvassing outreach. Of these tenants, 4,779 (56%) were added to the canvassing list, of whom 2,302 (48% of tenants on the canvassing list; 27% of tenants on the hearing list) received a door knock (Exhibit 25).

As shown in Exhibit 25, the canvassing efforts prioritized Wards 7 and 8, as just over half of the tenants on the hearing list lived in one of those two Wards. Further, 63% of tenants on the hearing list from Wards 7 and 8 were selected for the canvassing list (vs 48% of tenants on the hearing list who lived in Wards 1–6). Of the tenants from Wards 7 and 8 on the canvassing list, 50% were selected for a door knock (vs 45% of tenants on the canvassing list from Wards 1–6). Overall, of the 2,302 tenants selected to receive a canvassing contact, 1,415 (61%) were from Wards 7 and 8. This distribution of canvassing effort reflects the disparity in eviction risk experienced by residents of those Wards and aligns with the demographic data of CLCPP clients, which shows that most tenants who receive legal services from a CLCPP attorney live in either Ward 7 or 8 (see Exhibit 5).

### Exhibit 25. Canvassing Outcomes

|  | All Wards<br># (%) | Wards 7 & 8<br># (%) | Wards 1–6<br># (%) |
|--|--------------------|----------------------|--------------------|
| Tenants on the hearing list  | 8,547 (100%)       | 4,425 (100%)         | 4,104 (100%)       |
| Tenants selected for the canvassing list   | 4,779 (56%)        | 2,802 (63%)          | 1,977 (48%)        |
| Tenants selected to receive a canvassing contact   | 2,302              | 1,415                | 887                |
| <i>Percentage of tenants on the <b>hearing list</b> selected for the canvassing list</i> | 27%                | 32%                  | 22%                |
| <i>Percentage of tenants on the <b>canvassing list</b> selected for a door knock</i>     | 48%                | 50%                  | 45%                |

### **Most canvassing contacts result in informational materials left on the tenant's door**

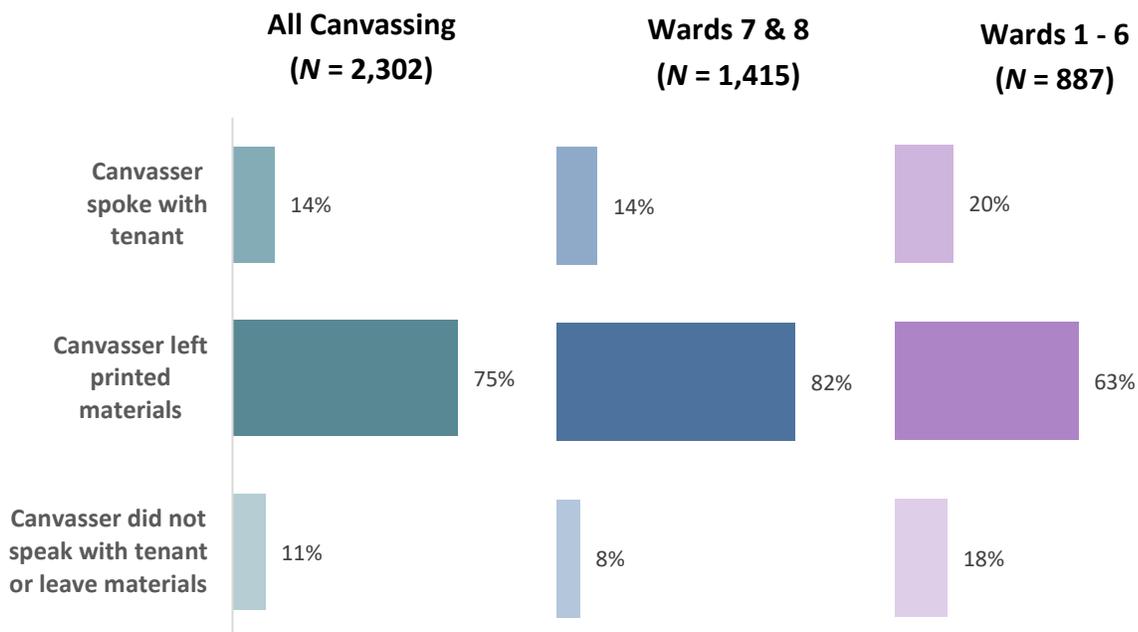
Canvassers reported speaking with 319 (14%) of the 2,302 tenants who were selected to receive a canvassing contact and leaving materials for 1,716 (75%; Exhibit 26). The remaining 265 canvassing door knocks (11%) ended without the canvasser speaking with the tenant or leaving printed materials, due to barriers to accessing the unit (6%, e.g., the canvasser could not get into the building, or the

building did not allow canvassers to access specific units), having the wrong address (2%), or some other reason that the canvasser could not reach the tenant (3%).

*Canvassers were more likely to speak with tenants in Wards 1–6, and were more likely to leave printed informational materials for tenants in Wards 7 & 8*

Canvassing door knock outcomes differed across Wards, with canvassers having more success speaking with tenants in Wards 1–6 (20% of door knocks) than in Wards 7 and 8 (14%; Exhibit 26). Conversely, canvassing contacts in Wards 7 and 8 were more likely to end with the tenant receiving printed materials (Exhibit 26). As such, 1,159 (68%) of the 1,716 contacts that ended with the canvasser leaving materials took place in Ward 7 or 8.

**Exhibit 26. Canvassing Door Knock Outcomes**



## STUDY QUESTION #2: EFFECTIVENESS OF CANVASSING

The second study question examined the effectiveness of canvassing efforts, and focused on 3 sub-questions: (1) Across all tenants, are there differences in likelihood to contact the LTLAN based on whether they were *not* selected for the canvassing list, selected for the canvassing list, or selected to receive a door knock? (2) Among tenants who received a door knock, are there differences in the percentage of tenants who contacted the LTLAN based on whether the tenant spoke with a canvasser, received printed materials, or did not have any contact? (3) Among tenants who received a door knock and contacted the LTLAN after receiving canvassing, are there differences in the percentage of tenants who contacted the LTLAN *before their hearing* based on whether the tenant spoke with a canvasser, received printed materials, or did not have any contact?

**Canvassed tenants were just as likely to contact the LTLAN as tenants who did not receive canvassing**

Of the 2,302 tenants from the canvassing list who were selected to receive a door knock 604 (26%) contacted the LTLAN. Of these, 355 (59%; 15% of tenants who received a door knock) called the LTLAN after the canvassing door knock. Similarly, 548 (22%) of the 2,477 tenants on the on the canvassing list but not selected for a door knock called the LTLAN, as did 858 (23%) of the 3,768 tenants not selected for the canvassing list. The consistency across groups is likely due to the inclusion of the LTLAN contact information on the official court summons, a policy that the partners successfully advocated for when the eviction moratorium expired in 2021. Overall, 2,010 (24%) of the 8,547 tenants on the hearing list called the LTLAN for legal services.

**Exhibit 27. Percentage of Tenants who Contacted the LTLAN by Canvassing Status**

|   | Tenants on Canvassing List |                        | Tenants Not Selected for Canvassing List<br># (%) | All Tenants on the CLCPP Hearing List<br># (%) |
|---|----------------------------|------------------------|---|--|
|   | Door Knock<br># (%)        | No Door Knock<br># (%) |   |  |
| Total Tenants   | 2,302 (100%)               | 2,477 (100%)           | 3,768 (100%)                                      | 8,547 (100%)                                   |
| Tenant Contacted the LTLAN  | 604 (26%)                  | 548 (22%)              | 858 (23%)   | 2,010 (24%)                                    |
| <i>Of 2,302 tenants who received a door knock, number and percentage who contacted the LTLAN after canvassing<sup>a</sup></i> | 355 (15%)                  |                        |   |  |

<sup>a</sup> Of the 2,302 tenants who received canvassing, 604 contacted the LTLAN. Of those 604, 355 contacted the LTLAN after receiving their canvassing contact.

### *Tenants who spoke with a canvasser were more likely to contact the LTLAN before their court hearing date*

Among the 355 tenants who contacted the LTLAN after receiving canvassing, the likelihood of a tenant contacting the LTLAN after canvassing was similar regardless of the outcome of the door knock. Specifically, 59 (19%) of the 319 tenants who spoke with a canvasser contacted the LTLAN after the contact, compared with 254 (15%) of the 1,716 tenants who were left materials, and 42 (16%) of the 265 tenants who had no contact with the canvasser (Exhibit 28).

Of the tenants who contacted the LTLAN after receiving canvassing, 66% of those who received a door knock and spoke with the canvasser contacted the LTLAN before their hearing date. Fewer than half of the tenants who were left materials and contacted the LTLAN did so before their hearing (42%), while just over half (52%) of tenants whose canvassing outreach did not result in any communication reached out to the LTLAN before their hearing (Exhibit 28).

#### Exhibit 28. Percentage of Tenants who Contacted the LTLAN Before their Hearing

|   | All Canvassed Tenants<br># (%) | Spoke with Tenant<br># (%) | Left Materials<br># (%) | No Contact with Tenant<br># (%) |
|---|--------------------------------|----------------------------|-------------------------|---------------------------------|
| Total Tenants   | 2,302 (100%)                   | 319 (100%)                 | 1,716 (100%)            | 265 (100%)                      |
| Tenant Contacted the LTLAN <i>after</i> canvassing contact                        | 355 (15%)                      | 59 (19%)                   | 254 (15%)               | 42 (16%)                        |
| <i>Of tenants who contacted the LTLAN after receiving a canvassing contact...</i> |                                |                            |                         |                                 |
| Tenant Contacted the LTLAN <i>before</i> their hearing date                       | 167 (47%)                      | 39 (66%)                   | 106 (41%)               | 22 (52%)                        |

## STUDY QUESTION #3: TENANTS WHO CONTACTED THE LTLAN

The third study question examined the characteristics of the tenants who contacted the LTLAN, including information about their case, and whether they were referred for CLCPP services after their LTLAN intake. This analysis included 3 sub-questions: (1) What are the demographic characteristics of the tenants who contacted the LTLAN? (2) At what stage of their eviction case did tenants contact the LTLAN? (3) What happened with the tenant’s case after they contacted the LTLAN?

**Tenants who called the LTLAN after a canvassing door knock resembled the broader population of CLCPP clients**

The LTLAN database contains information about caller race and gender identity, as well as District Ward of residence. Among these characteristics, the demographic profile of the 355 tenants who contacted the LTLAN after canvassing was similar to the demographics of all CLCPP clients. Of these tenants, three-quarters identified as Black or African American while 60% identified as a woman.

Notably, 59% of these tenants lived in either Ward 7 (23%) or 8 (36%), which is higher than the percentage of all CLCPP clients who lived in either of these Wards (49%, see Exhibit 5). The difference reflects the canvassing priority, which triaged canvassing resources to tenants in these Wards (61% of canvassed tenants, see Exhibit 25). Ward 5 (14%) was the next most common Ward of residence for tenants who called the LTLAN after receiving canvassing, followed by Wards 1, 4, and 6 (each with 7%). Wards 3 (4%) and 2 (2%) were the least represented in the sample.

**Many tenants faced an imminent threat of an eviction lockout at the time of LTLAN contact**

The EPIC canvassing effort grew from an informal collaboration between the CLCPP partners and community organizations to connect with tenants who had an urgent need for legal assistance because they faced a threat to their housing stability. The canvassing work before the EPIC project was formalized focused on tenants whose landlord had an active writ of restitution putting tenants at risk of a lockout. As the EPIC coalition added structure to the process, the project aimed to reach tenants earlier in the eviction process, and nearly half of tenants who called the LTLAN after canvassing connected with the LTLAN before their first hearing (see Exhibit 28).

### CANVASSED TENANTS WHO CALLED THE LTLAN

**355**

tenants contacted the LTLAN after receiving canvassing

*Of these tenants:*

**74%**

identified as Black or African American

**60%**

identified as a woman

**59%**

lived in Wards 7 or 8

**19%**

contacted the LTLAN after the disposition of their eviction case

**65%**

were referred to the CLCPP for legal services

However, canvassing was still an important connection point for tenants who faced an imminent risk of a lockout. Among the 355 tenants who contacted the LTLAN after they received canvassing, 68 (19%) called the CLCPP after their eviction case had been resolved by the Court. Of these 68 tenants, 28 (41%) called after a judgment had been entered in their case (which would allow the landlord to file for a writ of restitution), 33 (49%) called because they were facing a live writ (which would allow the landlord to schedule an eviction), and 7 (10%) called after the writ had been executed and they had been locked out. These tenants had an immediate need for legal help, highlighting the importance of canvassing outreach that connects residents to legal services that they may otherwise not have found.

***Close to two thirds of canvassed tenants who called the LTLAN were referred to the CLCPP***

Of the 355 tenants who contacted the LTLAN after canvassing, 231 (65%) were referred to a CLCPP partner for services after their LTLAN intake.<sup>40</sup> All of these referrals were accepted by the receiving partner. Of the remaining tenants, 85 (24%) were directed to the Landlord Tenant Resource Center (LTRC) for legal information and community-based social services resources. Of these, 75 (88%) successfully connected with the LTRC staff after their LTLAN intake. Only 32 (9%) of canvassed tenants who called the LTLAN did not receive services.<sup>41</sup>

## CONCLUSION

In 2022, the first year of the formalized EPIC canvassing effort, the CLCPP providers and their CBO partners coordinated canvassing for 2,302 tenants who had an imminent hearing in their eviction case, of whom 2,035 (88%) received a door knock attempt. Primarily, these door knocks did not result in a conversation, so canvassers left printed materials that provided information about tenant rights, the eviction process, and the contact information for the LTLAN. The canvassing effort prioritized Wards 7 and 8, where residents face a higher risk of eviction than in other Wards across the District. This focus reflects the EPIC coalition's effort to triage proactive outreach to the tenants who need it the most.

Results on the effectiveness of the canvassing efforts were mixed. The percentage of tenants who contacted the LTLAN after a canvassing door knock was similar to the percentage of tenants who don't receive a canvassing door knock. If the door knock resulted in a conversation with the canvasser, the tenant was more likely to call the LTLAN (likely because canvassers sometimes helped tenants complete online LTLAN intake form); however, not many door knocks resulted in a conversation. The results of this analysis call to question the effectiveness of canvassing beyond the impact of having the LTLAN contact information sent to tenants on Court documents; however, it is worth noting that these data reflect the period when the EPIC coalition and the canvassing organizations were still identifying the best approach to conducting canvassing outreach. Further analysis is needed to understand the impact of canvassing as the CLCPP providers and CBO partners refined the process after its first year.

<sup>40</sup> The canvassers do not screen for income, so it is possible some tenants who called the LTLAN after canvassing were not eligible for a CLCPP referral based on their income.

<sup>41</sup> LTLAN referral status was unknown for 7 (2%) tenants.

## 5. PROGRAM ACCOMPLISHMENTS, 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. The following section summarizes selected examples of program activities during the current grant year.

**The CLCPP partners continued to operate the LTLAN.** The LTLAN phone number continues to be included as a resource in notices being sent to tenants. All pre-court eviction notices sent by landlords to tenants must include the LTLAN phone number as a resource for tenants seeking legal advice and representation. The Court includes the LTLAN phone number in court notices, and it announces the availability of LTLAN services during court proceedings. Between October 1, 2023, and September 30, 2024, LTLAN intake staff referred 2,311 tenants for CLCPP services.

**Proactive outreach connected tenants at risk of eviction to the CLCPP.** The CLCPP partners, in coordination with community-based organizations, continued to respond to an increase in eviction filings by conducting intensive outreach to these tenants and offering them legal services and access to rental assistance. This effort included:

- ***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 the Community (EPIC) grant allowed the partners to formally connect with community-based organizations, which hired community members to canvass. Through coordinated in-person outreach, these canvassers knocked on the doors of 1,372 households with a scheduled hearing in an eviction case in 2024.
- ***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), staffed by some of the CLCPP partners. The TES helped clients apply for rental assistance and public benefits; they also conducted housing searches and facilitated voucher transfers. Canvassers directed tenants to the EPIC’s participatory defense hubs, spaces where tenants can share experiences as defendants in landlord-tenant court. Altogether, 78 tenants attended these hubs in the current grant year.
- ***Partnership with emergency rental assistance providers*** – 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 CLCPP network continued to support the Housing Right to Counsel (HRTC) program.** The HRTC project was formally relaunched in November 2023. As part of the HRTC, the partners 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). When a tenant calls for services, a CLCPP partner organization conducts a brief intake before referring the tenant to a trained pro bono attorney who is supervised by a CLCPP attorney. The HRTC program expands the network's capacity to provide District residents facing an eviction with critical legal representation.

- The CLCPP partners conducted training sessions for pro bono attorneys interested in participating in the HRTC program in June and October 2024 with 55 registrants.
- In 2024, CLCPP partners sent 945 letters to tenants guaranteeing counsel. Of these, 215 tenants (23%) made contact through the LTLAN or a visit to the courthouse. CLCPP partners worked with 20 firms, federal government agencies, and the Office of the Attorney General to place 75 of these cases with pro bono attorneys in 2024.
- The CLCPP partners and law firms meet regularly to receive feedback to adjust and improve the program to adapt to current needs.

**CLCPP partners remain committed to systematic legal interventions and advocacy.** The CLCPP partners have continued to play a critical role in advocating for tenants' rights, and legislative advocacy remained central to the network's efforts. CLCPP partners provided critical testimony before the DC Council to relay concerns about the DC Housing Authority and cuts and changes to the Emergency Rental Assistance Program (ERAP). Representatives from the CLCPP network presented at a national advocates' call featuring a U.S. Department of Housing and Urban Development (HUD) official regarding public housing properties in DC facing severe housing conditions. Finally, the CLCPP partners continue to attend DCHA Board of Commissioner meetings to raise issues regarding the operation of public housing and voucher programs.

**CLCPP attorneys maintained collaboration with the Court.** The CLCPP partners continue to participate in the Court's Landlord Tenant Working Group, 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. Additionally, the Court revived the Landlord Tenant Rules Committee, and attorneys at several of the partner organizations were asked to participate in the reconstituted committee. The partner 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.

The CLCPP partners also continue to meet with the Court's Eviction Diversion Initiative. The Court recently invited housing providers to these meetings and there have been some 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.

Finally, 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 DC Department of Environment, including access to mold inspectors.

**CLCPP partners engaged in training and outreach.** The CLCPP partners have continued to participate in various trainings and outreach events with other community organizations, including Housing Counseling Services, Empower DC, and the Latino Economic Development Center (LEDC). In addition, the partners have made numerous presentations for individual buildings both online and in-person. Senior and supervising attorneys also participate 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.

# SUMMARY OF CURRENT DATA

## SUMMARY OF CURRENT DATA

Between August 2019 and September 2024, the CLCPP network partners have collectively been contacted for legal help by 11,225 DC residents with low income, closing 11,500 eviction, voucher termination, and tenant petition cases after providing some level of legal services. During the 2024 grant year, 3,627 tenants reached out to the CLCPP, accounting for 4,125 cases. Of these cases during the program year, 3,243 were resolved after the provision of legal services, while 882 featured tenants who had completed an LTLAN intake, but for whom services were not yet complete. 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 nearly 8 out of 10 CLCPP clients, and by residents who live in either Wards 7 or 8, where nearly half of CLCPP clients reside.

Since January 2022, the number of filings in the Landlord & Tenant Branch of the DC Superior Court (the Court) has increased, although the filing numbers had not reached pre-pandemic levels at the end of 2023. In 2019, the L & T Branch was a high-volume court; however, during the pandemic period in 2020 and 2021, the Court scaled down operations and the DC eviction moratorium was in effect, which reduced the number of filings. In January 2022, the eviction moratorium expired, and landlords were able to file eviction lawsuits again. As filings have gone up, there has been a corresponding increase in demand for CLCPP services.

During the current grant year, 48% of tenants who received help in eviction cases obtained legal advice and counsel. Many remaining clients received either some level of representation (24% limited scope, 17% full) or brief services (8%). This distribution of services reflects the post-moratorium pattern and aligns with the CLCPP partners' approach to managing the influx in demand for services.

Among eviction cases closed during the current grant year that were resolved by an attorney, 77% of tenants retained possession of their units. In most of the cases in which the landlord regained possession, the tenants moved as part of a negotiated agreement. Importantly, in 2024, **across CLCPP clients with cases for which the outcomes were known, only 5% ended their cases with a judgment entered against them that put them at risk for an actual lockout.**

The CLCPP attorneys continued to hold the landlords accountable to the post-pandemic changes in the eviction notice and filing process that are designed to provide tenants with more time and opportunity to respond to an eviction lawsuit. Among the cases that a CLCPP attorney closed, **41% resolved by a dismissal by either the landlord or the Court.** Typically, these cases were dismissed because the tenant paid all the rent owed, which would bring a resolution to the dispute. Some of these cases, however, were dismissed without prejudice due to a technical deficiency in the notice or the complaint, meaning the landlord could refile the eviction case. These dismissals allowed the tenants to remain housed while they worked to either stay in their unit or find alternative housing.

Among cases that were resolved by the CLCPP attorney in 2022, earning a dismissal for an insufficient filing or because the tenant paid the landlord using ERAP funds did not signal the end of the tenant's legal issue. Clients in half the cases that were dismissed by the landlord for a technical deficiency or dismissed by the Court returned for additional services from the CLCPP network within 2 years. Further, nearly one third of tenants whose case was dismissed after paying the landlord came back for additional services within 2 years. Conversely, when CLCPP cases were resolved via settlement, only 11% of clients returned for more legal help with the case that the agreement pertained to. This finding suggests that the settlement agreements that CLCPP attorneys negotiate are durable and help the client's long-term stability, typically because tenants move and landlords waive back rent owed.

During the 2024 grant year, the CLCPP partner organizations continued to collaborate with each other and community-based organization partners to augment the system's capacity as demand increased. As part of this effort, the CLCPP organizations continued to support the **Housing Right to Counsel (HRTC) project** and the **Eviction Prevention in the Community (EPIC) project**. Through these projects, the CLCPP attorneys have developed a pool of trained pro bono attorneys to provide services to eligible tenants, coordinated with community-based partners who engaged in canvassing efforts to connect at-risk tenants with supportive services, and established *participatory defense hubs* where tenants receive legal information about the eviction process and get connected to the LTLAN. The CLCPP partners have worked to refine these projects in 2024, in their ongoing effort to create a broader network of eviction support that helps tenants at all stages of the process.

As part of their work with the EPIC project, the CLCPP partners continued to work with CBO partners to coordinate community canvassing that proactively reached out to tenants who are at risk of an eviction. Analysis assessing the impact of community canvassing found that the percentage of tenants who contacted the LTLAN after a canvassing door knock was similar to the percentage of tenants who don't receive a canvassing door knock. When a canvasser spoke with the tenant, the likelihood of the tenant contacting the LTLAN was higher; however, most door knocks did not end with a conversation. The results of this analysis suggest that canvassing does not have an impact beyond other forms of outreach, most notably the inclusion of the LTLAN contact information on Court documents.

## RECOMMENDATIONS

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

- **Work with the EPIC coalition to continue to refine canvassing efforts.** Specifically:
  - Consider how to increase the likelihood that tenants speak with a canvasser during the door knock.
  - Consider where to focus canvassing efforts to maximize the breadth of the outreach and avoid being redundant with information sent to tenants by the Court.
  - Continue to work with CBO partners to triage canvassing to tenants in need, including to tenants of landlords who are frequent eviction filers.
- **Reassess the effectiveness of canvassing efforts at connecting tenants to the LTLAN.** Repeat the analysis described in this report with data from more recent canvassing outreach conducted in 2023 or 2024.
- **Continue legislative advocacy efforts to encourage the DC Council to enact or retain policies that protect tenants from eviction, particularly highlighting the value of ERAP.** In October 2024, the District Council voted to add limits to who can apply for and receive ERAP funds. Further, the FY 2025 budget appropriated \$26 million for ERAP, a steep decrease from the over \$70 million allocated in FY 2023 and FY 2024. ERAP funds have been critical to helping CLCPP clients remain housed, and the loss of access to ERAP creates a risk to tenants facing an eviction for non-payment of rent.
- **Continue to consider ways to promote long-term housing stability for CLCPP clients.** The CLCPP partners should continue to provide tenants with connection to social services resources (e.g., food programs, childcare, or medical assistance), and, with the reduction of available ERAP funds, resources that can help long-term economic stability (e.g., employment assistance).

# APPENDIX A: 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 past grant 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.<sup>42</sup>

The full version of the CLCPP Service Data instrument, which focuses on eviction and voucher terminations cases, has been used since January 2021,<sup>43</sup> 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. During the past grant year, the instrument went through minor adjustments to better illustrate cases where the tenant comes to the CLCPP with a pending lockout and imminent threat to their housing stability.

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 two changes to collection of CLCPP service data.

- First, 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”). These cases can include tenants alleging unlawful increases in rent, requesting reasonable accommodation, or pursuing an administrative action related to their housing subsidy.
- Second, because housing conditions cases are more prevalent than other types of 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 worked with the grantees who expected to offer services in housing conditions (primarily the Children’s Law Center) to develop a Housing Conditions CLCPP Service Data instrument. The new instrument was modeled after the existing tool to record the case characteristics (e.g., whether the attorney had to file a complaint in the case, the specific conditions alleged to be substandard, and whether the attorney ordered a mold inspection) and case outcomes (e.g., whether the landlord made the necessary repairs,

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<sup>42</sup> 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.

<sup>43</sup> 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.

whether the case ended with a settlement or a court hearing) that are specific to housing conditions matters. The process of developing this new survey and establishing data collection protocols was completed in summer 2023.

NPC continues 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.

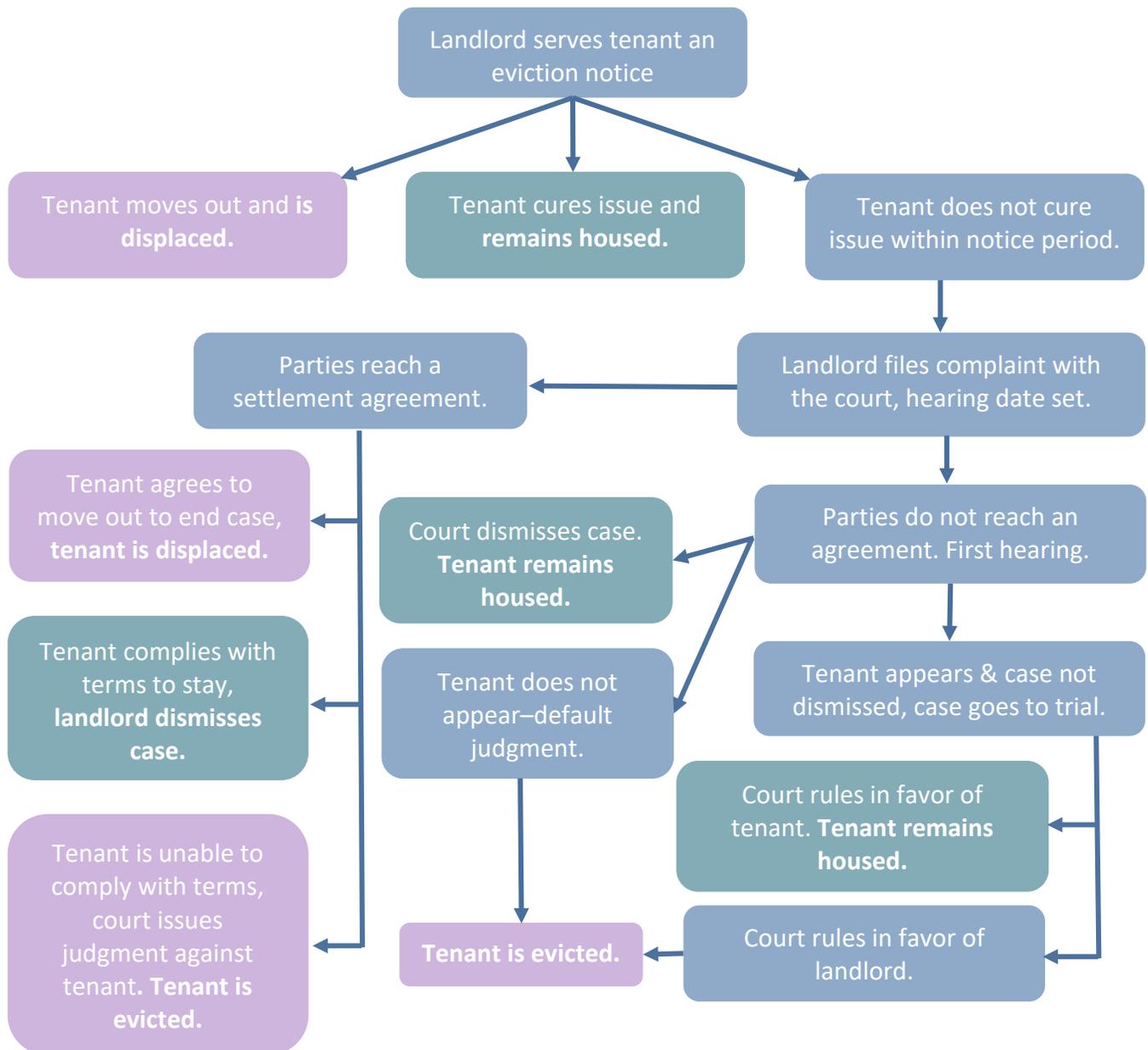
### **Record of Work Done by CLCPP Partners Beyond Direct Legal Services**

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 grant 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.

## APPENDIX B: EVICTION PROCESS

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

### Exhibit B-1. Eviction Process in Washington, DC



As shown in Exhibit B-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,<sup>44</sup> 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).

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<sup>44</sup> Landlords can only initiate an eviction action for non-payment of rent if the amount demanded is at least \$600.

# APPENDIX C: COMPILING CANVASSING TO LTLAN DATAFILE

As part of combining the canvassing database from Jobs with Justice and the LTLAN database (“Litify”), the DC Bar Pro Bon Center IT staff followed a systematic approach to identify overlaps, clean up inconsistencies, and link the two datasets efficiently. Below is an overview of the key steps taken:<sup>45</sup>

## 1. Identification of Matching Tenants Between the Canvassing and Litify Files

The primary method for identifying matches was by comparing the "Case Number(s) Associated with Unit" field from the canvassing file with the corresponding "Case #" field in Litify.

- Before matching, both datasets required cleanup due to inconsistencies in formatting. For example, case numbers in the canvassing file often contained delimiters (commas, semi-colons, hyphens) or multiple names.
- Similarly, the case numbers in Litify were formatted differently, requiring additional cleanup to ensure successful matching.
- For records without case numbers, we relied on matching by tenant names. This process involved handling variations and ensuring that partial name matches were reviewed.

## 2. Linking the Files

The linking process primarily relied on matching case numbers between the two files. When a match was found, corresponding tenant details and case information were pulled from Litify. In cases where a case number match was not available, we looked up tenant names manually to identify potential matches and confirm their validity.

## 3. Data Cleaning and Handling Special Cases

Several mismatches were identified during the linking process, such as instances where the same case number was associated with different tenant names or unique identifiers (UIDs) between the two files. To address these mismatches:

- We verified the correct tenant name or UID manually where possible. When multiple tenant names were associated with the same canvassing record, PBC staff opted to select the first tenant name listed as the primary record to link to Litify. This decision was made to simplify the dataset and focus on one tenant per case for analysis purposes.
- Duplicate entries and incomplete records were reviewed and either merged or excluded based on relevance to the analysis.

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<sup>45</sup> This summary was written by the IT Staff at the DC Bar Pro Bono Center.

## APPENDIX D: ADDITIONAL DATA

Exhibit D-1. Number of Tenants Served & Cases Closed by Year (Aug 2019–Sept 2024)

| Across all 7 CLCPP partners, total number of...                         | Aug 2019–Sept 2020<br># (%) | Oct 2020–Sept 2021<br># (%) | Oct 2021–Sept 2022<br># (%) | Oct 2022 – Sept 2023<br># (%) | Oct 2023–Sept 2024<br># (%) | Total # (%) |
|---|-----------------------------|-----------------------------|-----------------------------|-------------------------------|-----------------------------|-------------|
| Tenants served  | 2,298                       | 1,061                       | 1,640                       | 2,599                         | 3,627                       | 11,225      |
| Cases closed <sup>a</sup>   | 2,961                       | 1,405                       | 2,355                       | 3,210                         | 4,125                       | 14,056      |
| Cases with completed LTLAN intake, CLCPP legal services ongoing         | 88                          | 201                         | 660                         | 725                           | 882                         | 2,556       |
| Cases closed after receiving CLCPP legal services                       | 2,873                       | 1,204                       | 1,695                       | 2,485                         | 3,243                       | 11,500      |
| <i>Of cases closed after receiving CLCPP legal services<sup>b</sup></i> |                             |                             |                             |                               |                             |             |
| Eviction  | 2,772                       | 1,140                       | 1,639                       | 2,317                         | 2,974                       | 10,842      |
| Voucher termination   | 90                          | 56                          | 48                          | 49                            | 70                          | 313         |
| Housing conditions <sup>c</sup>   | 0                           | 0                           | 0                           | 106                           | 164                         | 270         |
| Other tenant petition <sup>c</sup>                                      | 0                           | 0                           | 0                           | 12                            | 25                          | 37          |

<sup>a</sup> Tenants can receive help for more than one case.

<sup>b</sup> Case type information is missing for 36 cases.

<sup>c</sup> 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 grant year.

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

| Demographic Characteristic          | Current Year # (%) |        | Total # (%) |        |
|-------------------------------------|--------------------|--------|-------------|--------|
| <b>Gender</b>                       |                    |        |             |        |
| Male                                | 1,082              | (30%)  | 3,645       | (32%)  |
| Female                              | 2,433              | (67%)  | 7,308       | (65%)  |
| Transgender                         | 12                 | (< 1%) | 33          | (< 1%) |
| Non-binary or gender fluid          | 8                  | (< 1%) | 25          | (< 1%) |
| Other gender not listed             | 2                  | (< 1%) | 3           | (< 1%) |
| Declined to answer                  | 24                 | (1%)   | 60          | (1%)   |
| Unknown                             | 48                 | (1%)   | 108         | (1%)   |
| Missing                             | 18                 | (0%)   | 43          | (<1%)  |
| <b>Age</b>                          |                    |        |             |        |
| Under 18                            | 3                  | (< 1%) | 6           | (< 1%) |
| 18 35                               | 1,144              | (32%)  | 3,481       | (31%)  |
| 36 59                               | 1,693              | (47%)  | 5,260       | (47%)  |
| 60 and older                        | 765                | (21%)  | 2,401       | (21%)  |
| Unknown                             | 16                 | (< 1%) | 44          | (< 1%) |
| Missing                             | 6                  | (< 1%) | 33          | (< 1%) |
| <b>Race<sup>a</sup></b>             |                    |        |             |        |
| Black or African American           | 2,940              | (81%)  | 9,007       | (80%)  |
| Hispanic or Latino/a                | 231                | (6%)   | 859         | (8%)   |
| White                               | 167                | (5%)   | 682         | (6%)   |
| American Indian or Alaska Native    | 28                 | (1%)   | 81          | (1%)   |
| Middle Eastern or North African     | 0                  | (0%)   | 0           | (0%)   |
| Asian American                      | 24                 | (1%)   | 97          | (1%)   |
| Native Hawaiian or Pacific Islander | 8                  | (< 1%) | 22          | (< 1%) |
| Other race (specify):               | 109                | (3%)   | 392         | (3%)   |
| Declined to answer                  | 115                | (3%)   | 311         | (3%)   |
| Unknown                             | 228                | (6%)   | 660         | (6%)   |
| Missing                             | 21                 | (1%)   | 100         | (1%)   |

Current year = Oct 2023 to Sept 2024. Total = Aug 2019 to Sept 2024.

<sup>a</sup> 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<br># (%) | Total<br># (%) |
|--|-----------------------|----------------|
| Household with at least one minor child                            | 1,385 (38%)           | 4,241 (38%)    |
| Tenant had a disability or chronic health condition <sup>a</sup>   | 774 (27%)             | 2,919 (32%)    |
| Tenant resided in subsidized housing <sup>b, c</sup>               | 1,185 (41%)           | 3,814 (42%)    |
| <b>Opposing party had legal representation<sup>d</sup></b>         |                       |                |
| Cases with an eviction complaint filed in court by the landlord    | 2,372 (95%)           | 7,050 (92%)    |
| Cases without an eviction complaint filed in court by the landlord | 175 (43%)             | 1,004 (39%)    |

Current grant year = Oct to Sept 2024. Total = Aug 2019 to Sept 2024.

<sup>a</sup> 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: 2,863 cases in the current grant year and 9,079 cases total.

<sup>b</sup> 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.

<sup>c</sup> 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: 2,860 cases in the current grant year and 9,021 cases total.

<sup>d</sup> 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, 1,323 during the current grant year and 7,108 total; for cases without a complaint filed at intake, 404 during the current grant year and 2,572 total.

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

| Ward         | Current Year<br># (%) |       | Total<br># (%) |        |
|--------------|-----------------------|-------|----------------|--------|
| Ward 1       | 341                   | (9%)  | 1,164          | (10%)  |
| Ward 2       | 171                   | (5%)  | 470            | (4%)   |
| Ward 3       | 162                   | (4%)  | 443            | (4%)   |
| Ward 4       | 302                   | (8%)  | 992            | (9%)   |
| Ward 5       | 528                   | (15%) | 1,608          | (14%)  |
| Ward 6       | 334                   | (9%)  | 1,087          | (10%)  |
| Ward 7       | 692                   | (19%) | 2,190          | (20%)  |
| Ward 8       | 1,078                 | (30%) | 3,223          | (29%)  |
| Missing Ward | 19                    | (1%)  | 48             | (< 1%) |
| Total        | 3,627                 |       | 11,225         |        |

**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–Sept 2024)**

| Services Provided <sup>a</sup>           | Aug 2019–<br>Sept 2020<br># (%) | Oct 2020–<br>Sept<br>2021<br># (%) | Oct 2021–<br>Sept<br>2022<br># (%) | Oct 2022–<br>Sept<br>2023<br># (%) | Oct 2023–<br>Sept<br>2024<br># (%) | Total<br># (%) |
|--|---------------------------------|------------------------------------|------------------------------------|------------------------------------|------------------------------------|----------------|
| Full Representation                      | 476 (20%)                       | 330 (30%)                          | 399 (25%)                          | 466 (20%)                          | 505 (17%)                          | 2,176 (21%)    |
| Limited Scope Representation             | 686 (29%)                       | 199 (18%)                          | 288 (18%)                          | 465 (20%)                          | 690 (24%)                          | 2,328 (23%)    |
| Brief Services                           | 320 (14%)                       | 167 (15%)                          | 186 (11%)                          | 168 (7%)                           | 225 (8%)                           | 1,066 (10%)    |
| Advice and Counsel                       | 338 (14%)                       | 374 (34%)                          | 668 (41%)                          | 1,119 (49%)                        | 1,403 (48%)                        | 3,902 (38%)    |
| Legal Information <sup>b</sup>           | 513 (22%)                       | 17 (2%)                            | 67 (4%)                            | 45 (2%)                            | 44 (2%)                            | 686 (7%)       |
| Other                                    | 23 (1%)                         | 2 (<1%)                            | 16 (1%)                            | 17 (1%)                            | 29 (1%)                            | 87 (1%)        |
| <b>Total Eviction Cases <sup>c</sup></b> | <b>2,356</b>                    | <b>1,089</b>                       | <b>1,624</b>                       | <b>2,280</b>                       | <b>2,896</b>                       | <b>10,245</b>  |

<sup>a</sup> If a client received more than one service, they are counted once under the highest level of service.

<sup>b</sup> 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.

<sup>c</sup> Total reflects the number of eviction cases that received services beyond the initial LTLAN intake.

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 grant years, which are made available by the DC Bar Foundation at <https://www.dcbarfoundation.org/>.

## Exhibit D-7. Resolution of Eviction Cases (Current Year &amp; Total)

| How eviction cases were resolved  | Current Year<br># (%) | Total<br># (%)      |
|---|-----------------------|---------------------|
| <b>Total number of cases with a complaint filed</b>                                 | <b>2,492 (100%)</b>   | <b>7,673 (100%)</b> |
| <b>Number of cases with a complaint and outcome data</b>                            | <b>1,079 (43%)</b>    | <b>3,859 (50%)</b>  |
| <b>Of cases with a complaint and outcome data, number that were resolved via...</b> |                       |                     |
| 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 <sup>a</sup> granted               | 15 (1%)               | 67 (2%)             |
| Landlord's motion for judgment to terminate stay <sup>a</sup> withdrawn             | 6 (1%)                | 47 (1%)             |
| Landlord's motion for judgment to terminate stay <sup>a</sup> 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%)           |

Grant Year = Oct 2023–Sept 2024. Of 1,079 cases, 48% received full representation, 34% limited scope representation, and 20% advice or brief services.

Total = Aug 2019–Sept 2024. Of 3,859 cases, 48% received full representation, 32% limited scope representation, and 18% advice or brief services.

<sup>a</sup> 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-8. Possession Outcomes by Year (Aug 2019–Sept 2024)

| Possession Outcomes  | Aug 2019–Sept 2020<br># (%) | Oct 2020–Sept 2021<br># (%) | Oct 2021–Sept 2022<br># (%) | Oct 2022–Sept 2023<br># (%) | Oct 2023–Sept 2024<br># (%) | Total # (%) |
|--|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-------------|
| Total number of eviction cases closed  | 2,860                       | 1,341                       | 2,299                       | 3,019                       | 3,828                       | 13,347      |
| Number of eviction cases with data about outcomes  | 901                         | 388                         | 560                         | 931                         | 1,079                       | 3,859       |
| <b>Of eviction cases closed with data about outcomes, number and percentage that ended with possession for ...</b> |                             |                             |                             |                             |                             |             |
| Landlord   | 204 (23%)                   | 78 (20%)                    | 47 (8%)                     | 79 (8%)                     | 94 (9%)                     | 502 (13%)   |
| Landlord, Tenant Moved <sup>a</sup>  | 3 (0%)                      | 11 (3%)                     | 63 (11%)                    | 150 (16%)                   | 154 (14%)                   | 381 (10%)   |
| Tenant   | 431 (48%)                   | 229 (59%)                   | 406 (73%)                   | 588 (63%)                   | 685 (63%)                   | 2,339 (61%) |
| Tenant Under Settlement Terms  | 263 (29%)                   | 70 (18%)                    | 42 (8%)                     | 114 (12%)                   | 146 (14%)                   | 635 (16%)   |
| <b>Of total eviction cases closed, number and percentage that ended with possession for ...</b>                    |                             |                             |                             |                             |                             |             |
| Landlord   | 204 (7%)                    | 78 (6%)                     | 47 (2%)                     | 79 (3%)                     | 94 (2%)                     | 502 (4%)    |
| Landlord, Tenant Moved   | 3 (< 1%)                    | 11 (1%)                     | 63 (3%)                     | 150 (5%)                    | 154 (4%)                    | 381 (3%)    |
| Tenant   | 431 (15%)                   | 229 (17%)                   | 406 (18%)                   | 588 (19%)                   | 685 (18%)                   | 2,339 (18%) |
| Tenant Under Settlement Terms  | 263 (9%)                    | 70 (5%)                     | 42 (2%)                     | 114 (4%)                    | 146 (4%)                    | 635 (5%)    |
| Possession unknown   | 1,959 (68%)                 | 953 (71%)                   | 1,739 (76%)                 | 2,088 (69%)                 | 2,749 (72%)                 | 9,488 (71%) |

<sup>a</sup> 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-9. Legal Services Provided in Housing Choice Voucher Termination Cases by Year (Aug 2019–Sept 2024)**

| Services Provided <sup>a</sup>            | Aug 2019–Sept 2020<br># (%) | Oct 2020–Sept 2021<br># (%) | Oct 2021–Sept 2022<br># (%) | Oct 2022–Sept 2023<br># (%) | Oct 2023–Sept 2024<br># (%) | Total<br># (%) |
|---|-----------------------------|-----------------------------|-----------------------------|-----------------------------|-----------------------------|----------------|
| Full Representation                       | 50 (56%)                    | 13 (23%)                    | 15 (31%)                    | 19 (38%)                    | 20 (29%)                    | 117 (37%)      |
| Limited Scope Representation              | 10 (11%)                    | 10 (18%)                    | 7 (15%)                     | 1 (2%)                      | 4 (6%)                      | 32 (10%)       |
| Brief Services                            | 11 (12%)                    | 9 (16%)                     | 10 (21%)                    | 4 (8%)                      | 8 (11%)                     | 42 (13%)       |
| Advice and Counsel                        | 13 (14%)                    | 22 (39%)                    | 13 (27%)                    | 25 (50%)                    | 35 (50%)                    | 108 (34%)      |
| Legal Information                         | 2 (2%)                      | 2 (4%)                      | 3 (6%)                      | 0 (0%)                      | 2 (3%)                      | 9 (3%)         |
| Other                                     | 4 (4%)                      | 0 (0%)                      | 0 (0%)                      | 1 (2%)                      | 1 (1%)                      | 11 (3%)        |
| <b>Total Housing Choice Voucher Cases</b> | <b>90</b>                   | <b>56</b>                   | <b>48</b>                   | <b>50</b>                   | <b>70</b>                   | <b>319</b>     |

<sup>a</sup> 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 grant years, which are made available by the DC Bar Foundation at <https://www.dcbfoundation.org/>.

**Exhibit D-10. Resolution of Housing Choice Voucher Termination Cases (Current Year & Total)**

| Administrative case resolution  | Current Year<br># (%) |               | Total<br># (%) |               |
|---|-----------------------|---------------|----------------|---------------|
| <b>Total number of cases that received Legal Services</b>                   | <b>70</b>             | <b>(100%)</b> | <b>313</b>     | <b>(100%)</b> |
| <b>Total number of cases with data about outcomes</b>                       | <b>34</b>             | <b>(45%)</b>  | <b>182</b>     | <b>(57%)</b>  |
| <b>Of cases with outcome data, number that were resolved via...</b>         |                       |               |                |               |
| Settlement via negotiation without litigation                               | 15                    | (44%)         | 87             | (48%)         |
| Settlement via negotiation with litigation                                  | 3                     | (9%)          | 30             | (16%)         |
| Decision at a hearing   | 1                     | (3%)          | 7              | (4%)          |
| Decision on appeal to Executive Director                                    | 0                     | (0%)          | 4              | (2%)          |
| Recertification completed   | 0                     | (0%)          | 9              | (5%)          |
| Reasonable accommodation granted  | 0                     | (0%)          | 5              | (3%)          |
| Other   | 14                    | (41%)         | 33             | (18%)         |
| Unknown/Missing   | 1                     | (3%)          | 7              | (4%)          |
| <b>Status of housing choice voucher at case closure</b>                     |                       |               |                |               |
| Voucher termination rescinded   | 26                    | (76%)         | 135            | (74%)         |
| Voucher termination upheld  | 1                     | (3%)          | 7              | (4%)          |
| Voucher termination delayed subject to tenant's compliance with obligations | 0                     | (0%)          | 8              | (4%)          |
| Unknown/Missing   | 7                     | (21%)         | 32             | (18%)         |

Percentages may not sum to 100% due to rounding.

**Exhibit D-11. Repeat Clients Whose Case Closed in 2022 Who Returned for a Different or the Same Legal Case within 2 Years**

|   | Cases Dismissed by the Landlord |                           |                       |                       | Court Dismissal<br># (%) | Settlement<br># (%) | Total<br># (%) |
|---|---------------------------------|---------------------------|-----------------------|-----------------------|--------------------------|---------------------|----------------|
|   | Tenant Paid<br># (%)            | Technical Defect<br># (%) | Tenant Moved<br># (%) | Other Reason<br># (%) |                          |                     |                |
| <b>Total clients</b>                                  | 73<br>(100%)                    | 38<br>(100%)              | 23<br>(100%)          | 60<br>(100%)          | 161<br>(100%)            | 149<br>(100%)       | 504<br>(100%)  |
| <b>Repeat clients</b>                                 | 21<br>(29%)                     | 19<br>(50%)               | 4<br>(17%)            | 26<br>(43%)           | 81<br>(50%)              | 29<br>(19%)         | 180<br>(36%)   |
| <i>Of repeat clients, those who returned with ...</i> |                                 |                           |                       |                       |                          |                     |                |
| A <b>different</b> legal case than the base case      | 18<br>(86%)                     | 16<br>(84%)               | 2<br>(50%)            | 21<br>(81%)           | 71<br>(88%)              | 12<br>(41%)         | 140<br>(78%)   |
| The <b>same</b> legal case as the base case           | 3<br>(14%)                      | 3<br>(16%)                | 2<br>(50%)            | 5<br>(19%)            | 10<br>(12%)              | 17<br>(59%)         | 40<br>(22%)    |