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Eviction Resolution Program

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Overview

- The bigger picture: purposes of the program
- The nuts and bolts: how the program works
- Problems and experiences

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Purposes behind ERP

Problem/context

- Risk of mass evictions, spread of COVID-19
- In response, we have the federal and state moratoria on evictions (with a few exceptions)
- After moratoria, risk of mass unlawful detainer filings, court overload

How does ERP help?

- Divert and resolve conflicts, **prevent court overload**

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Role of Dispute Resolution Centers (DRCs)

- Alternative to courts and legal process
- Resolving conflict through voluntary agreement
- In Spokane: **Northwest Mediation Center** and **Fulcrum Institute**

It's FREE!!

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What DRCs do

- Serve as an **impartial third party**
- Facilitate **communication** between landlords and tenants
- Coach people about how to resolve their own conflicts peacefully
- Resolve big and little conflicts, issue by issue

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Eviction Resolution Program (ERP)

Intake	1 st Contact	Conciliation	Meet and Confer	Formal Mediation
Receive and enter "voluntary notice" form	Connect parties with rental assistance and with Voluntary Lawyers Program	<ul style="list-style-type: none"> • Conducted over the phone • 30 mins with tenant, 30 mins with landlord, then back to tenant • Help parties explore and clarify their issues 	<ul style="list-style-type: none"> • If tenant asks for meet and confer, landlord must engage. • Zoom meeting of all parties and attorneys • Parties directly negotiate, facilitated by a trained mediator 	<ul style="list-style-type: none"> • Either party can opt out at this point, and we will issue a certificate • This is a longer meeting by zoom, more structured than meet and confer

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