

Innovative Solutions For Reducing Rental Arrears

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Contingency

- **Contingency Line Item:**
 - A familiar line item in your budgets.
 - DOHMH allows these funds to be used specifically for homelessness prevention.
- **Flexibility in Usage:**
 - Funds can be used creatively, but they must serve the purpose of keeping tenants housed.
- **If used for Arrears, it must be applied equitably.**

Application For Internal Rental Arrears Assistance

To Be Filled Out By Tenant

Tenant Name: _____ Date: _____

Address: _____

Email: _____ Phone Number: _____

Source of Income (Check all that apply): Employment SSI Public Assistance Other: _____

Amount Monthly: _____

Monthly Budget Overview:

Expense	Amount
Rent	
Phone	
Food	
Toiletries	
Clothing/Laundry	
Savings	
Other	
Total	

Monthly Income

-Subtract -

Monthly Expense

=

Remaining Income

What has been the biggest challenge for paying your rent?

Application:

Application

To Be Filled Out With MBO

Total Arrears Amount: _____

Current Rent: _____

Last time tenant paid rent: _____

MBO Signature: _____ Date: _____

To Be Filled Out With PD

Plan to Pay rent moving forward:

Agreement to pay July's rent:

Plan to be arrears not covered by rental assistance:

Tenant Signature: _____ Date: _____

PD Signature: _____ Date: _____

Evictions

Pending Eviction Assessment Form (rev. 1/13/2025)

Name of Tenant:		Date of Pending Eviction:	
Program:		Assigned Staff Person:	
Arrears Amount:		Has the tenant paid any rent since being taken to court?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are there any factors that would prevent or obstruct eviction? (i.e. age, physical disability, violence)			
What resources/programs has the tenant accessed for assistance?			
What has the tenant done to remedy the eviction?			
Are there behavioral issues to be considered?			

Evictions

Were all attempts to assist the tenant resolve their arrears documented on AWARDS? (ie. Progress Notes, Service Plans)	<input type="checkbox"/> Yes – if so, are the note types clearly marked as a Rental Arrears Counseling Note? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> No - why not?:
Recommendation:	<input type="checkbox"/> Move Forward With Eviction (Answer 1A) <input type="checkbox"/> Postpone Eviction (Answer 1B) <input type="checkbox"/> Request Meeting With Senior Leadership (Answer 1C)
1A – Is everyone in agreement (CM, PD, MBO):	<input type="checkbox"/> Yes <input type="checkbox"/> No
1B – What is the plan to retrieve the arrears? What is the plan to prevent this from occurring again? Are external services in place (APS, VA, etc.)?	
1C- Reason for requested meeting:	

Ways Jericho is
combating
arrears:

- Clinical Magic
- Incentives
- Team Work
- Property Management Software
- Standardizing Procedures

WTH is the CLINICAL MAGIC

- Harm Reduction
- Client-Centered
- Affirming
- Knowledgeable
- Uniquely Tailored
- Authentic; Ethical; Relatable – Engagement

You do not need a degree or fancy letters behind your name to do this.

Incentive Program

- Line Item we carved out of our 15/15 DOHMH Funding
- The incentive program is designed to increase the likelihood that a young adult will commit to and achieve a goal.
- It's client-centered and works by having the young adult and case manager create a service plan together with the client's goals in the forefront.
- Breaking the goal into more manageable parts is the key to its success.
- A client can earn up to \$600 a quarter (\$2,400/year).



But what about the money

- Being the first 15/15 supportive housing for Young Adults helped with us being able to get a program like this approved by DOHMH.
- Advocacy and buy-in by the decision makers at your agency is the first step.
- Looking at existing budget lines and seeing where you can move funds.
- Donations and small grants can help.
- Be creative....

Walton Bucks

Can be earned by:

- Meeting with your case manager and completing assessments, services plans, etc.
- Passing Apartment Inspections
- Paying Rent On-Time
- Programming/Groups; BINGO!



Walton Bucks



Items include:

- Clothing
- Detergent
- Towels
- Toiletries
- Cleaning Supplies
- Limited Donation (ex: Coffee maker)
- Client Driven Items/Ideas

Team Work

- Relationships Matter
- Communication Matters
- Collaboration Enhances Problem Solving
- Shared Resources
- Increased Support for Tenants

Property Management Software

**Not an endorsement for Appfolio (unless they want to pay me)

Payments

Your Current Balance

\$2,056.67

Next bill due on June 22, 2020

Attention: You have past due bill(s)

Pay Now

Set Up Autopay

August (This Month)

Description	Amount
Security Deposit <i>Due on 06/22/2020</i>	\$700.00
Parking <i>Due on 07/03/2020</i>	\$100.00

Account Ledger

Need more help understanding your balance?

[View full account ledger](#) **2**

Past Payments

- Paid on 08/24/2020** \$300.00
Confirmation #: 85E8-BBC0
Paid by You
Includes Move In Charge: Security Deposit
- Paid on 08/24/2020** \$1,200.00
Confirmation #: 85AF-4DD0
Paid by You
Includes Move In Charge: Rent

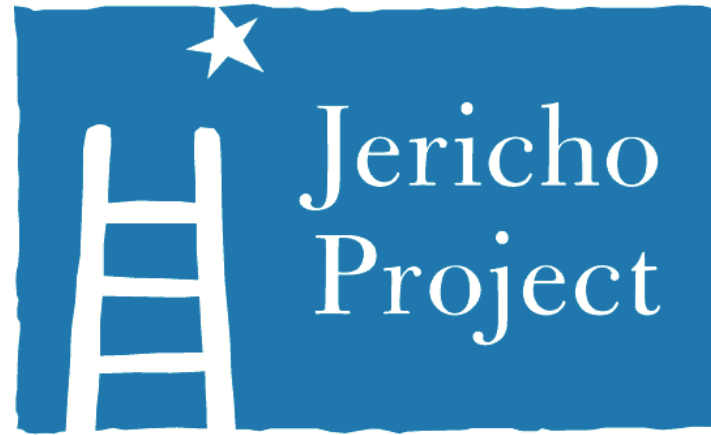
Standardize Procedures

- Consistent, planned and structure meetings with property management/operations and clinical/program staff
- Create documents or use reports that give you the information you need
- Centralize this information
- Accountability for everyone is a must

Some of the steps we put in place are:

- It starts before move-in!
- Progress notes that allow us to specify service offered
- Spreadsheet that is submitted to the program director by end of the month detailing efforts to reduce arrears
- Entering details into the property management software that captures efforts
- Case Conference meetings with program staff and “Income Review” Meetings with managers

Questions,
Comments,
Thoughts



Off the Streets. On with Life.



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