



PIMA EVICTION PREVENTION PROGRAM IMPACT REPORT

Dual-Approach COVID-19 Rental Assistance Program

OVERVIEW:

In late August of 2020, Community Investment Corporation (CIC) contracted with Pima County to develop and manage a dynamic online platform that would expedite the distribution of CARES Act funding to prevent evictions in the midst of the COVID-19 Pandemic. Goals of the platform and process were:



- Allow **both Tenants and Landlord/Property Managers** to initiate application process
- Offer **multiple entry points to the platform**: online, by phone, through Service Agencies
- Case management by **multiple Service Agency representatives** to expedite qualification

Within less than four months CIC worked to develop the online platform, contracted with 10 Service Agencies serving various locations and demographics, and successfully distributed:



\$2.8 MILLION

in Eviction Prevention funding distributed



Assisting **911**

households in jeopardy of eviction



in less than **14** weeks

LANDLORD/PROPERTY MANAGEMENT TESTIMONIALS:

"I just wanted to, once again, tell you how much I appreciate all of your assistance with everything. You have been amazing and so patient"

Fran Yourn, MHC Management, LLC

"I am so happy that these residents are getting the assistance they need."

Wendi Munsey, MEB Management Services

"Thank you so much and thank you and your team for all of your hard work. These programs are making such a difference in my community. I had a resident break down in my office last week. She was so relieved and thankful."

Anonymous Property Manager

TENANT TESTIMONIALS:

"Thank you so much for this, all the assistance provided as well as the time you put in to helping us! Everything is greatly appreciated and we thank you full-heartedly. Happy holidays"

Jose Luis Herrera

"This support makes it easier to focus on getting back to work and helping my extended family. Thank-you again for all your help, and thank-you also for keeping me updated." - Michael Baker

"Thank you from the bottom of my heart for your time and help during these difficult times. I appreciate it." -Blanca Acosta

"Thank you so much! You're amazing! I'm so grateful. "

Alexandra Salcido

PROJECT COMPLEXITIES :

- Enormous community need for rental assistance due to the economic impacts of COVID-19
- Lack of ability to process physical paperwork or offer assistance in person due to COVID-19
- Dual-applicant approach - allowing both Tenants and Landlord/Property Owners to apply
- Speed at which funding was required to be distributed
- Management of multiple case managers from multiple service agencies accessing dual-applicant information

TECHNOLOGY SOLUTION :

CIC adapted ZenDesk, a customer service and engagement software system, to meet the very specific needs defined by the Eviction Prevention program. Highlights include:

- Tenant or landlord case creation by phone, online portal or via service agency
- Self-service case completion
- Dual-approach (tenant/landlord, each with specific required documents) case management
- Document upload in multiple formats including photos from smartphones
- Multiple service agencies utilizing the same system to process cases
- Bilingual application

NOTABLE HIGHLIGHTS :

10,000%

public applicant growth
8 (aug/sept) to
781 (oct/nov)



3 DAYS

to payment once
complete case
submitted



\$440,000

distributed weekly at
peak performance



SERVICE AGENCY TESTIMONIAL:

"As a housing agency that is highly concerned about the projected eviction tsunami, our staff has been working on multiple government and non-government issued rental assistance programs. The **process and platform created by the CIC team has been the most efficient and effective we have observed.** Their team was always quick to respond and support any questions, and their dedication to managing all parts of the program, IT, Service Agencies, Tenants, Landlord and government requirements made the program a huge success."

Meghan Heddings, Executive Director, Family Housing Resources

PROGRAM COST BREAKDOWN :

- Software Development - \$160K - Initial Startup Cost
- Partner Service Agencies & Program Management costs - \$240K
- Funding Disbursed to Landlords and Property Owners - \$2.8 Million


CLOSING ARGUMENT :

The expiration of the CDC and Arizona State Moratoriums is approaching as Arizona COVID cases have surpassed 340,000. Without intervention, **mass evictions will disrupt the lives of hundreds of thousands of Arizona's renters**, and will cause severe harm to their economic, social, mental, and physical well-being. These evictions will trigger a wave of debilitating downstream costs that will ripple through all of our social systems. Additionally, landlords and property owners are unreasonably bearing the financial burden of public policy decisions.

Recent research shows the **partial annual cost of caring for Arizona families that will face homelessness as a result of eviction is \$2.5 billion**, while the **current rental shortfall is only estimated to be between \$200-\$400 million**. Responding to such widespread displacement will require extensive resources and will further strain budgets and resources of our public health and social service systems.

PREVENTION COSTS :

Estimated Rental Assistance Needed by Arizona Families to Cover Current Shortfall

\$200-\$400 MILLION



VS.

INTERVENTION COSTS :

Estimated Downstream Costs of Caring for Arizona Families Facing Homelessness

\$2.5 BILLION



Data from Stout Eviction Right to Counsel Resource Center

CIC has successfully developed an efficient and effective online platform and process for distributing rental assistance dollars. The program and platform are currently paused due to funding distribution deadlines. Additional funding for rental assistance and program costs is critical to both the long and short term well-being of our community. CIC is interested in managing this process with additional funding, and is also willing to provide licensing of software to any entity interested in taking over the process. **Most critical is a cohesive, communal approach to this time-sensitive issue.** Our communities' well-being is at stake.

To discuss this further please contact: Danny Knee, Executive Director,
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