



Strengthening Partnerships With Continuums of Care and Housing Counseling Agencies

Families struggling to keep up with rent and utility costs are often living one emergency or misstep away from losing their housing. Many housing counseling agencies are committed to serving clients that are rent-burdened or may be facing eviction. The resources on this page are for housing counseling agencies and Continuums of Care (CoCs) working with clients to prevent eviction.

Building Effective Eviction Prevention and Diversion Programs

Court-Based Eviction Programs

These programs are the best sources for building effective prevention and diversion programs since they were modified in response to COVID-19 and they provide multiple resources to renters.

Programs That Exist Outside the Court

Alternative Dispute Resolution

These programs can be critical resources in helping rent-burdened clients with eviction prevention:

- They solely provide legal assistance to renters in eviction proceedings.
- They are aimed primarily at preventing non-payment of rent.
- They only focus on distributing federal rental assistance funding.

Legal Assistance

Financial Counseling

Rental Assistance

Together, COC and Housing Counseling Agencies Can Help Promote and Create Systems That:

- Address renters' needs holistically.
- Recruit and collaborate with landlords.
- Make rental assistance key to preventing evictions.
- Center equity in program design and outreach.
- Provide funding designed to be flexible and that continuously reevaluate in order to adapt to rapidly changing circumstances.
- Leverage pandemic response for enduring solutions to ongoing eviction crises.



Key Resources for a Successful Collaboration

- Rental Assistance
- Legal Aid
- Mediation
- Housing Counseling
- Financial Counseling and Coaching

Challenges to Expect With Approaches

- Information and data sharing
- Coordinating within a rapidly changing economic and policy environment

Housing Counseling Agencies & CoC Partnership

4 Helpful Methods to Partner With the Courts

1. Offer to help
2. Update them
3. Eviction Diversion
4. Funding



Housing Counseling Agency Services

- Help implement low-barrier and eviction prevention best practices.
- Help avoid displacement.
- Help during a crisis.
- Create and preserve opportunities.
- Create an eviction prevention plan with:
 - An eviction prevention philosophy.
 - Resident engagement approaches.
 - Community partnerships connecting households to resources.
 - Roles and responsibilities of property management staff and services staff and mechanisms for coordination and communication.
 - Tenant knowledge of roles and responsibilities
 - Housing retention plans.
 - Strategies for mitigating and responding to common lease violations.
 - Eviction protocols.

Continuum of Care Service

- [CARES Act ESG Funding](#)
 - Utilize flexible resources from Coronavirus Aid, Relief, and Economic Security (CARES) Act and Emergency Solutions Grants (ESG) (prior to expiration) and the American Rescue Plan (ARP) to prevent, prepare for, and respond to coronavirus among individuals and families who are homeless.
- [Emergency Housing Vouchers](#)
 - Available through the ARP, this program provides 70,000 housing choice vouchers.
- [Rapid Rehousing](#)
 - Designed to help individuals and families quickly exit homelessness and return to permanent housing.
- [Homelessness Diversion Program](#)
 - Helps to identify immediate alternate housing arrangements.
- [Permanent Supportive Housing](#)
 - Ongoing housing and services for people with disabilities.
- [Transitional Housing](#)
 - Intermediate step between emergency crisis shelter and permanent housing.
- [Emergency Shelter](#)
 - Provide an immediate place to stay while people reconnect with housing.

Helpful Resources



[Early Lessons from the Pandemic](#)

[COVID-19 Outreach Materials](#)

[Consumer Financial Protection Bureau Help for Renters](#)

[Eviction Lab Data](#)

[HUD Housing Counseling Site](#)

Email HUD: Housing.counseling@hud.gov