

# Moderators

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# Special Guests



**Lee Patterson**  
Richland Library



**Deb Hamilton**  
Pikes Peak Library District



**Madeline Youngren**  
Legal Services Corporation



**Joe Schottenfeld**  
NAACP



**Ranya Ahmed**  
Legal Services Corporation

# Agenda

- Overview
- Effective Community Partnerships around Evictions:
  - Lee Patterson, Richland County Library (SC)
  - Joe Schottenfeld, NAACP
- Open Q&A – Prevention, Tenants' Rights, Legal Reference – Eviction, Marketing & Advocacy
- Wrap Up

# WebJunction's Eviction Resources

## Eviction Resources for Libraries

WebJunction / 12 November 2021

Housing insecurity is widespread, in part due to pandemic impacts of months of unemployment and related financial issues. The civil legal process of eviction is complex, confusing to renters and landlords alike. Those experiencing eviction can have difficulty finding safe and decent housing options; become separated from families, jobs, and schools; and face poor health outcomes ([Cost of Eviction Summary Report](#)). The effects of eviction can be far-reaching and long-lasting.

Libraries are well positioned to provide access to legal information—particularly helpful during the early phases of the eviction process. By leveraging their reference skills and partnering with law libraries and legal aid services, library staff can help patrons understand their options and navigate legal services. As part of the [Improving Access to Civil Legal Justice](#) initiative, OCLC's WebJunction is partnering with the Legal Services Corporation to collect these resources that focus on strengthening library staff's ability to respond to eviction questions with confidence.

### Courses: Creating Pathways to Civil Legal Justice

If legal reference is new to you, WebJunction offers a series of four self-paced courses that will strengthen your knowledge and ability to help identify when there is a civil legal issue at play and how to direct library users to relevant, helpful information and services. These courses, developed as part of the Access to Civil Legal Justice initiative, are foundational for providing reference on eviction issues.



Enroll now

## Upcoming Events

### November 18 webinar: Understanding Eviction and How Libraries Can Help

Join this webinar to understand the current state of the eviction crisis, recognize the basic stages of the process, and discuss options for preventing evictions through rental assistance. With presenters [Kristin Wong](#), Financial Analyst, Consumer Financial Protection Bureau and Rent Content Lead, Federal Housing Help Portal; and [Deb Hamilton](#), Strategic Services Librarian, Pikes Peak Library District (CO).

## Key Resources

### Five Phases of Eviction

While the details of the eviction process are determined by state, county or local laws, the general phases of eviction are consistent. This document provides an excellent overview, with particular attention to the earlier phases when eviction is more preventable. For background information on the eviction process in the courts, see LSC briefs: [A Common Story: The Eviction Process in Shelby County, TN](#) and [On the Brink of Eviction: Trends in Filings under State and Federal Moratoria](#).

### Glossary of Eviction Terms

The Glossary of Eviction Terms defines key terms in the eviction process in plain English.

### CFPB Resources: Helping Patrons with Rental Assistance

This job aid on CFPB resources is for library staff assisting patrons (both renters and landlords) who are inquiring about or applying for rental assistance through the federal Emergency Rental Assistance (ERA) program.

## Finding Local Information

### Housing and Eviction Resources

These national organizations provide search tools to identify local resources related to housing and eviction.

#### CFPB (Consumer Financial Protection Bureau): Find rental assistance programs in your area

Search for the state, county, and/or tribe program(s) that applies to the renter's or landlord's community.

#### HUD (U.S. Department of Housing and Urban Development)

##### Housing Counselors

Call the interactive voice system or search for a local housing counseling agency to get free or low-cost advice on buying a home, renting, default, foreclosure avoidance, credit issues or reverse mortgages.

##### Rental Assistance

Find rental assistance in your state.

##### Just Shelter

Provides a search tool by state to locate community agencies that are working to preserve affordable housing, prevent eviction, and reduce family homelessness.

If you cannot find any program in your area, call 2-1-1 or your local housing authority for assistance.



### Housing Help for Special Populations

#### USA.gov Housing Help

Find housing resources targeted to certain audience groups including seniors and Native Americans.

#### VA Assistance to Help Avoid Eviction

Special focus on support for veterans struggling to pay rent, utilities, or other housing costs; Also find Free Legal Clinics near you on the [VA Office of General Counsel's website](#).

### Legal Assistance

#### LawHelp.org

Find free legal aid programs by state; most state legal aid agencies will have resources addressing housing and eviction

#### American Bar Association

City and state search tools to find free legal aid or lawyer referrals. Contact the self-help office or the clerk at your local court; some will have navigator programs or a referral desk and will likely welcome the library's assistance in getting accurate evictions information into people's hands.

### Eviction and Moratoria Statistics

#### Legal Services Corporation (LSC) Eviction Tracker

Provides access to multi-year trend data on evictions filings and related information for 900 counties in 22 states across the United States. Use the [LSC Eviction Tracker Job Aide](#) to explore trends in your area.

#### Eviction Lab Tracker

Tracks weekly eviction filing data since March 2020 for 6 states and 31 cities



[oc.lc/eviction-resources](https://oc.lc/eviction-resources)

# Phases of Eviction

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## Overview of the Formal Legal Eviction Process\*

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\* The legal process of eviction varies greatly by location; this exhibit provides an overview of the key stages of the process.

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<https://www.webjunction.org/news/webjunction/five-phases-of-eviction.html>

# The Importance of Prevention

- Connecting patrons to ERAP is very helpful
- Once an eviction is filed it generally moves quickly through the courts
- Providing information on laws and rights can help prevent evictions
- Providing access to legal assistance is key



Image from Microsoft PowerPoint for Office 365.



# Richland Library & South Carolina NAACP Housing Navigator Program



Navigators and Librarians

**Lee Patterson**  
**Joe Schottenfeld**



# Legal and nonlegal needs

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- Civil justice issues are almost always symptoms of underlying economic problems—they can be resolved legally or through nonlegal assistance
- The law can be complicated, legal processes opaque
- Most people facing eviction (or other civil justice issues) don't know where to turn for assistance
- They go to people they trust—social workers, healthcare providers, friends, librarians.





## Navigator Program Snapshot

- Launched in February
  - So far, helped nearly 200 housing insecure individuals
  - More than 60 housing navigators
  - Array of partnerships with local providers and national organizations
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# Interventions

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- Navigator program looks to pick up on a variety of best practices
  - Even though not directly court-adjacent, draw from court-based programs
  - E.g. NYC navigators who provide legal information and help prep tenants facing evictions for hearing; sit with tenants at table
- But also reaching those in need before—and beyond—the courtroom
  - Drawing here from more informal community navigators, like social workers, or even SBA navigators
  - Spot mixture of legal and economic issues, refer appropriately





# NAACP Housing Navigator Handbook

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[Training Resources](#)



[Financial Assistance Resources](#)



[Transitional Housing Resources](#)



[Non-Traditional Resources](#)

# Thank you to our Partners!



# Final thoughts

- WebJunction courses: [oc.lc/civil-legal-course](https://oc.lc/civil-legal-course)
- Eviction Resource page: [oc.lc/eviction-resources](https://oc.lc/eviction-resources)

# Thank you!



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