



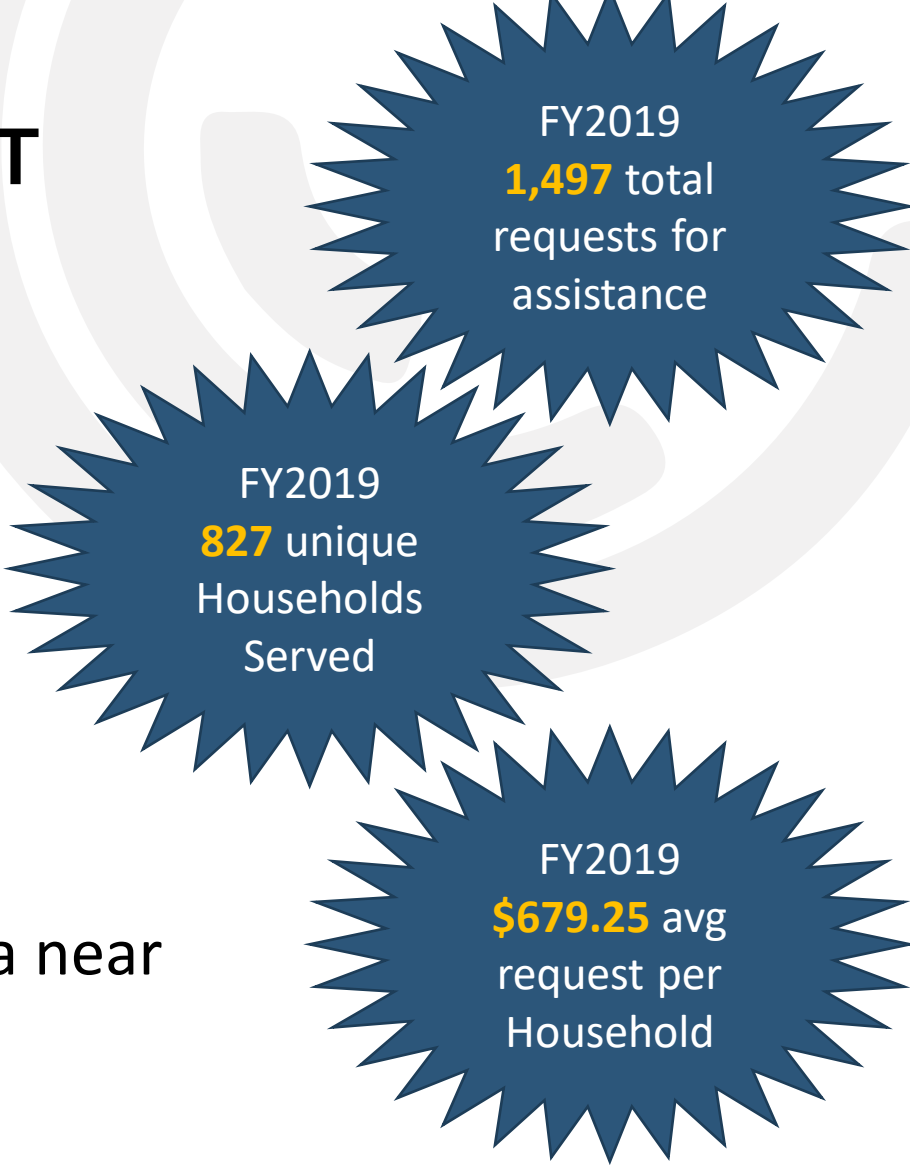
ARLINGTON COUNTY EVICTION PREVENTION:

FY 2020 REPORT FY 2021 EFFORTS

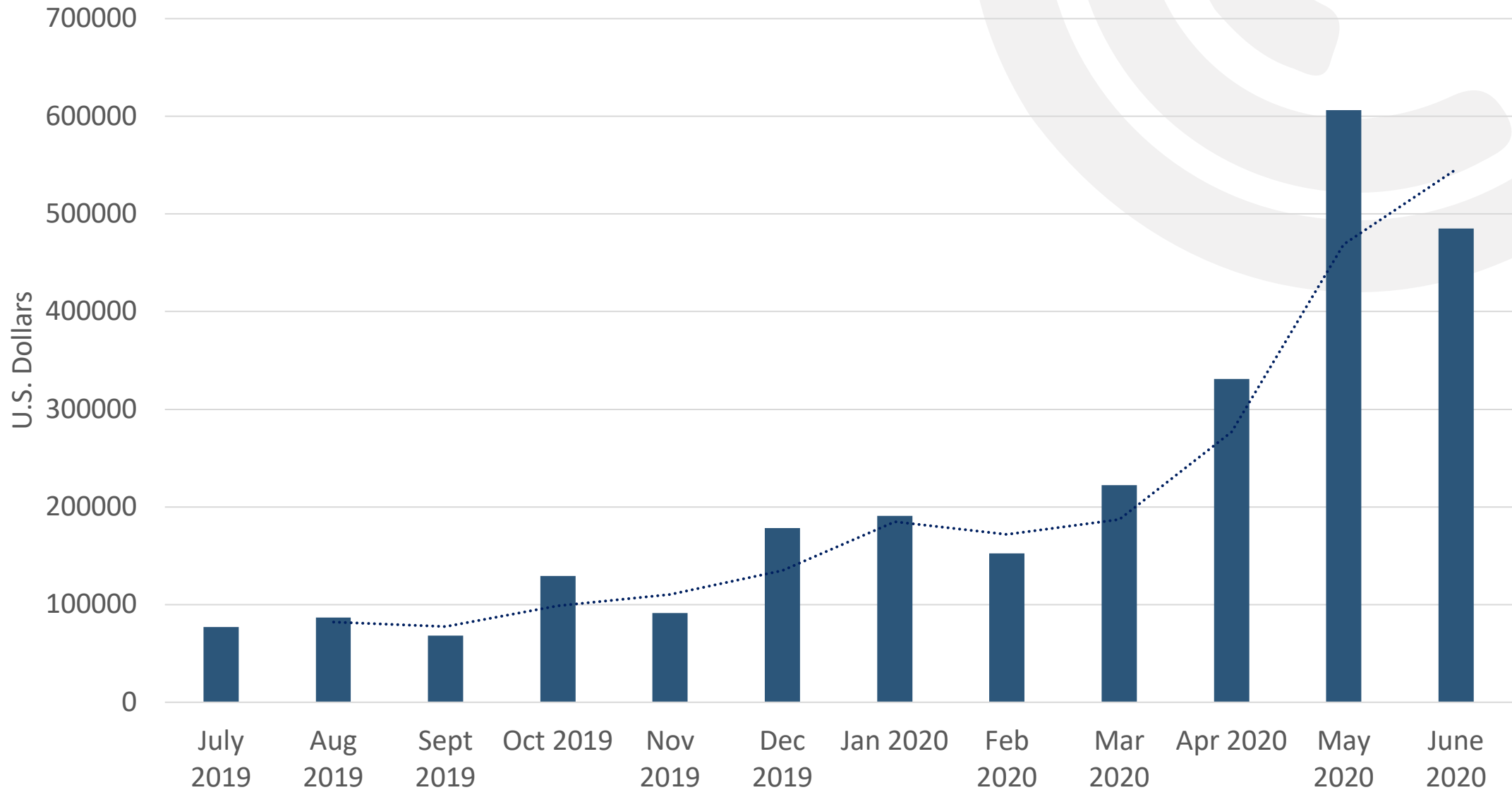
AUGUST 2020

FY 2020 EVICTION PREVENTION SNAPSHOT

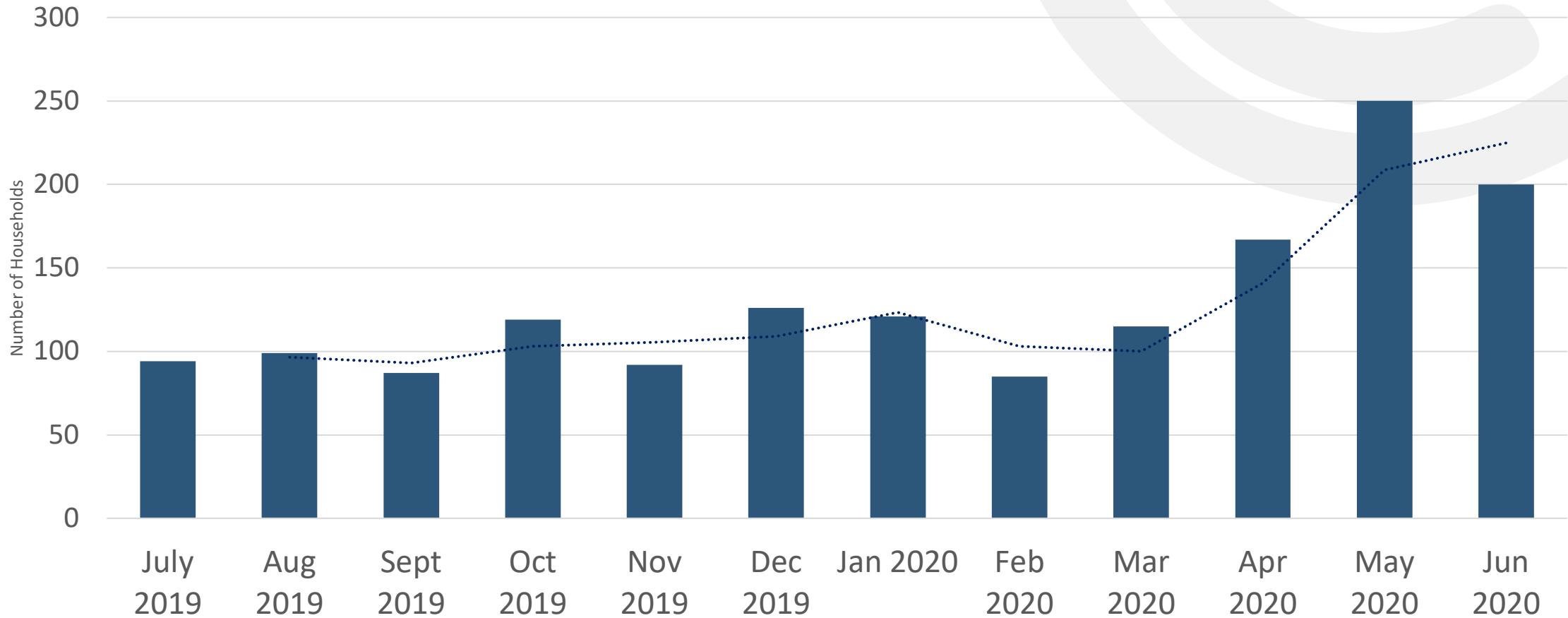
- **From July 1, 2020 to June 30, 2020**
 - 1,555 unduplicated households served
 - 45% were Black/African American
 - 37% were White
 - 40% were Hispanic
 - Each household served an average of 1.7 times
 - Average assistance amount per household: \$1,001
 - \$2,703,651 spent in rental assistance, representing a near three-fold increase over FY2019.
 - Average spenddown of \$550,000 a month
 - 3,809 requests for assistance
 - Of those, 1,797, or 47%, were from the 22204 zip code



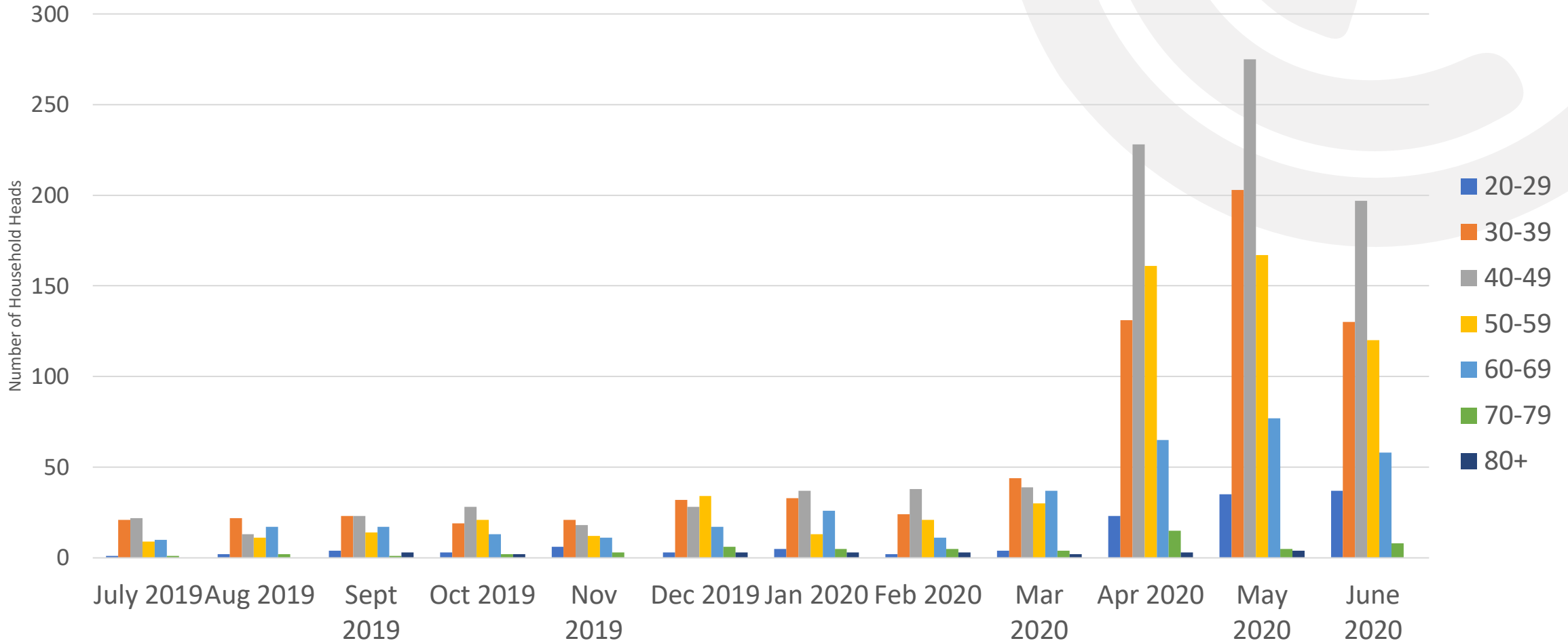
EVICTION PREVENTION EXPENDITURES



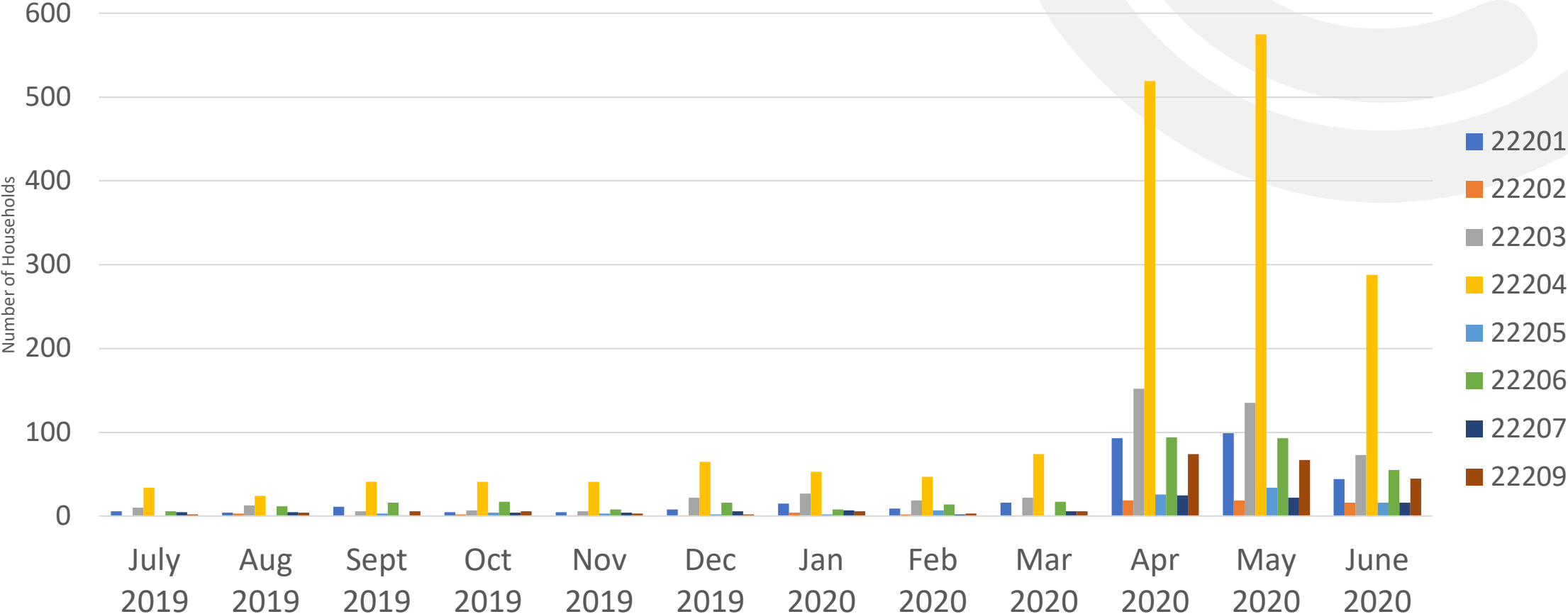
UNDUPLICATED HOUSEHOLDS SERVED



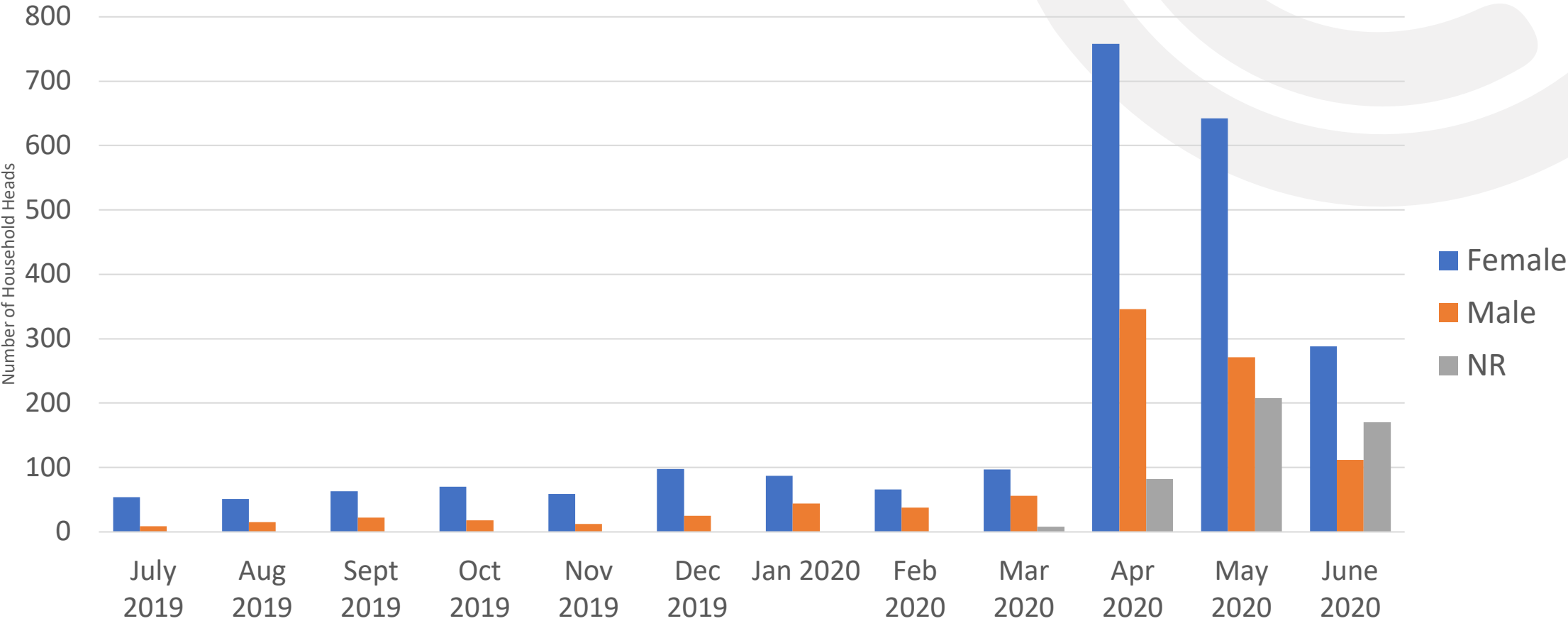
AGE DISTRIBUTION OF HOUSEHOLD HEAD



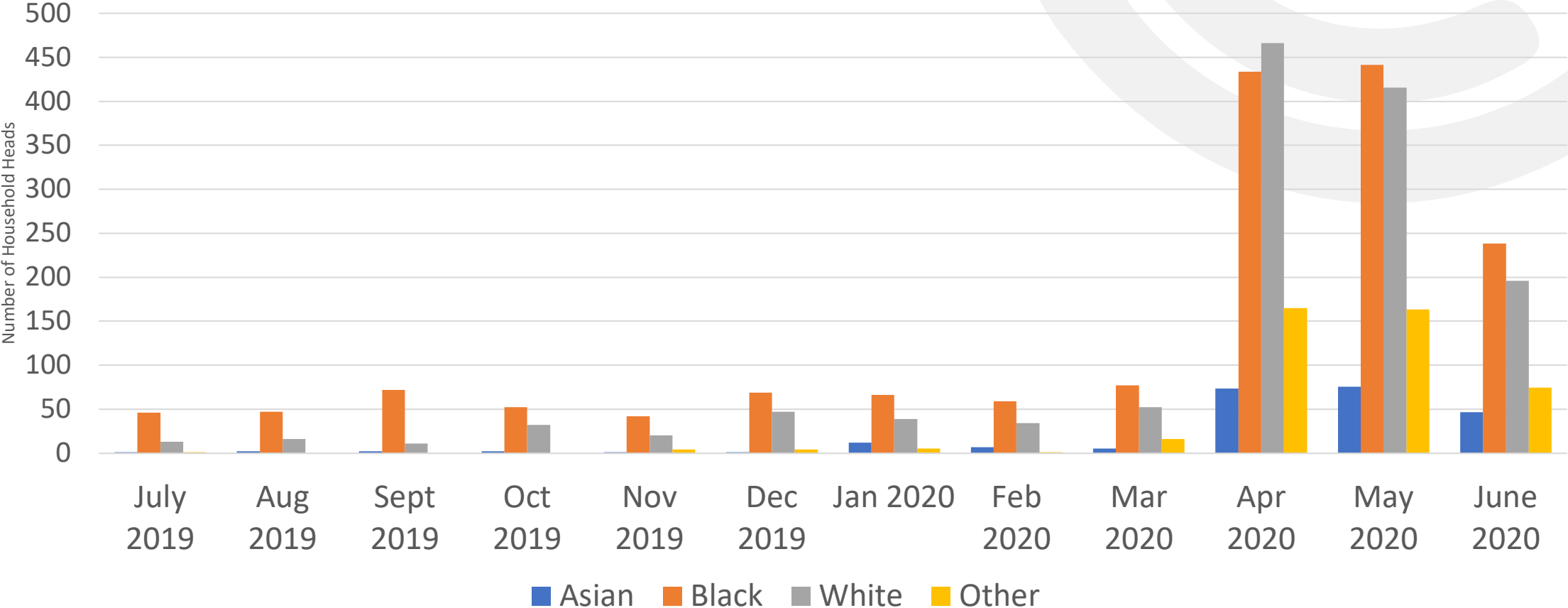
ZIP CODES OF HOUSEHOLDS REQUESTING ASSISTANCE



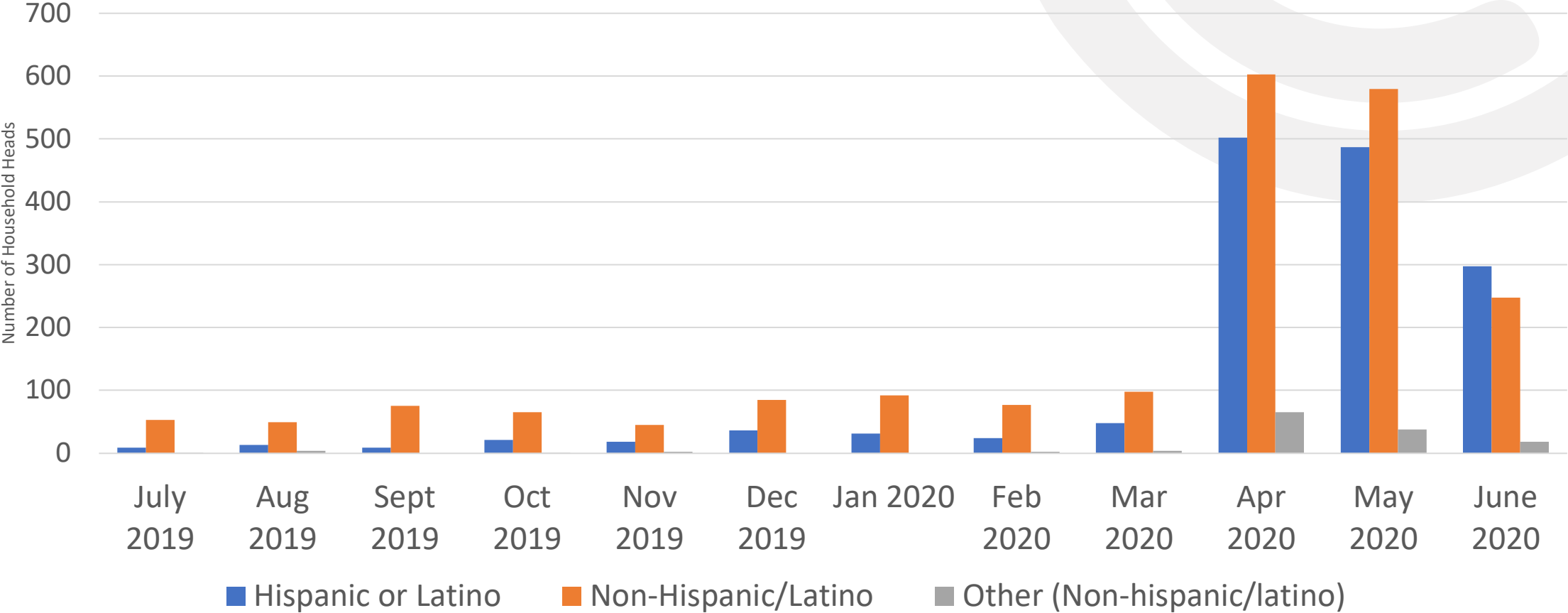
GENDER OF HOUSEHOLD HEADS REQUESTING ASSISTANCE



RACE OF HOUSEHOLD HEADS REQUESTING ASSISTANCE



ETHNICITY OF HOUSEHOLDS REQUESTING ASSISTANCE

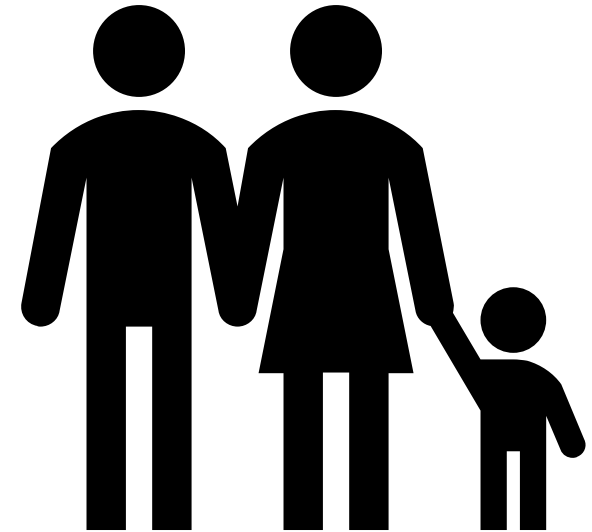


CHALLENGES IN FY 2021

- Continuing economic uncertainty
- Decreasing federal safety net supports
- Expired state and federal moratoria on evictions
- Burdensome state and federal funding requirements
- Maxed-out County staff capacity
- Coordination among County and safety net providers
- Distrust in government and/or fear of public charge for potential applicants

FUNDING AND RESOURCES

- FY21 allocated budget for eviction prevention: \$1,684,944
 - Additional \$1,125,000 allocated by County Board in August 2020.
 - Additional funding needs will be assessed regularly
- Potential additional funding may be available through state Rent and Mortgage Relief Program (RMRP) or federal appropriations



ADDRESSING COMMUNITY CONCERNS

- Lack of knowledge about available programs
 - PSA: <https://www.youtube.com/watch?v=qiz224yLXfl>
 - Multilingual flyers on Arlington COVID website: <https://www.arlingtonva.us/covid-19/>

ADDRESSING COMMUNITY CONCERNS

- Fear about using government assistance
- Unknown impact of aid on immigration status
- “The rule requires USCIS to consider the receipt of certain cash and non-cash public benefits, including those that may be used to obtain testing or treatment for COVID-19 in a public charge inadmissibility determination, and for purposes of a public benefit condition applicable to certain nonimmigrants seeking an extension of stay or change of status. The list of public benefits considered for this purpose includes most forms of federally funded Medicaid (for those over 21), but does not include CHIP, or **State, local**, or tribal public health care services/assistance that are not funded by federal Medicaid. (<https://www.uscis.gov/greencard/public-charge>)
- From Legal Aid Justice Center:
 - The stimulus check doesn't count as public charge (it's a refundable tax credit)
 - Unemployment insurance doesn't count as public charge (ever)
 - Receipt of short-term emergency local benefits won't count as public charge.

ADDRESSING COMMUNITY CONCERNS

- Language barriers on the County website and the phone
 - Our staff answering calls are bilingual. We also have language line for any language a client speaks.
- Long phone wait times or no follow up
 - 3,281 calls in August alone to 703-228-1300.
 - Abandonment rate was only 2.07% with average abandonment time being only 23 seconds.
 - Average speed of answer was only 10 seconds.
 - Any specific cases, please ask and we can provide cases-specific updates.
- Cultural preferences
 - We have 23 multicultural and multilingual staff fielding requests and collecting documentation. We have native speakers who speak Amharic, Arabic, French, Spanish, and Mongolian.

ADDRESSING COMMUNITY CONCERNS

- Feeling shut-out of decision-making process
 - Join commission or other community group
 - Attend a County Board meeting
 - Check out <https://engage.arlingtonva.us/> for participation opportunities
 - Sign up for updates on important initiatives (for example, [Housing News & Notes e-newsletter](#))
- Feeling underrepresented in commissions
 - The County Board is very interested in increasing diversity in commissions!
 - Apply to be a commissioner of one of Arlington's 60 commissions [here](#), or
 - Call the County Board office to ask about openings – 703-228-3130

SERVICE COORDINATION

- DHS has hired 7 additional temporary staff to assist with the increase in demand, totaling 23 caseworkers speaking Amharic, Arabic, French, Spanish, and Mongolian
- DHS coordinating with County agencies and service providers on monthly eviction docket to ensure onsite access to services on court dates
- DHS and Arlington Thrive coordinating with safety net non-profit network of 20+ safety net providers to assist with eligibility, document collection and referrals

POLICY AND ADVOCACY

- CPHD and DHS staff participating in a biweekly regional coordination meeting, including local governments, housing providers, legal service providers and advocacy organizations
- Arlington exploring developing an “Arlington Pledge” for residents, landlords, lenders and others to affirm commitment to keeping residents housed
- Multiple organizations providing resources and tools, including Northern Virginia Apartment Association and Northern Virginia Affordable Housing Alliance

OUTREACH AND EDUCATION

- Outreach efforts for renters have included flyers, PSAs, County and community partner virtual workshops and events, referrals
- FAQs and links to resources posted on County COVID-19 web page
- Upcoming outreach and education efforts will include updated eviction prevention web pages, regular e-newsletters, and potential development of a community network.

RESOURCES FOR TENANTS AND LANDLORDS

- County Board letter to Arlington landlords
- Information campaign – [PSAs](#), flyers, etc.
- [Online resources](#) for tenants and landlords
- Outreach events with staff, partners, elected officials

WWW.ARLINGTONVA.US/COVID-19 703-228-1300

<p>Do you need help paying your rent or utilities? Do you need help getting food for you and your family?</p> <p>If you are an Arlington resident, call 703-228-1300 Monday through Friday, 8 a.m. to 5 p.m. for food and financial assistance, including rent and eviction prevention.</p> <ul style="list-style-type: none"> • You will be connected with a County social worker. • All services are free, confidential, and safe! • We will NEVER ask about your immigration status. • NO social security number is required to receive services. • Calling will NEVER be considered a "public charge" for you or your family! • Call us at 703-228-1300 or visit our website: www.arlingtonva.us/covid-19 to learn more. <p>APS Students can get free meals all summer. Visit www.apsva.us/coronavirus-covid-19-updates/</p>	<p>¿Necesita ayuda para pagar su alquiler o sus servicios públicos? ¿Necesita ayuda para obtener alimentos para usted y su familia?</p> <p>Si usted es residente de Arlington, llame al 703-228-1300 de lunes a viernes, de 8:00 a. m. a 5:00 p. m. para recibir alimentos y ayuda financiera, incluyendo el alquiler y prevención del desalojo.</p> <ul style="list-style-type: none"> • Será contactado con un trabajador social del condado. • ¡Todos los servicios son gratuitos, confidenciales y seguros! • NUNCA le preguntaremos sobre su situación migratoria. • NO se requiere un número de seguridad social para recibir los beneficios. • ¡Llamar NUNCA se considerará como una "carga pública" para usted o su familia! • Llámennos al 703-228-1300 o visite nuestro sitio web: www.arlingtonva.us/covid-19 para obtener más información. <p>Los estudiantes de las escuelas públicas de Arlington (Arlington Public Schools, APS) tendrán acceso a comidas gratuitas durante todo el verano. Visite www.apsva.us/coronavirus-covid-19-updates/</p>
<p>هل أنت بحاجة إلى مساعدة لدفع الإيجار أو المرافق الخاصة بك؟ هل أنت بحاجة إلى مساعدة في الحصول على الطعام لك ولعائلتك؟</p> <p>إذا كنت من سكان أربلنغتون، اتصل بالرقم 703-228-1300 من الاثنين إلى الجمعة، من الساعة 8 صباحًا حتى 5 مساءً. للحصول على المساعدة الغذائية والمالية، بما في ذلك الإيجار ومنع الإخلاء من منزلك.</p> <ul style="list-style-type: none"> • سيتم ربطك بأخصائي اجتماعي في المقاطعة. • جميع الخدمات مجانية وسريّة وأمنة! • لن نسأل عن حالة الهجرة الخاصة بك. • لا يلزم رقم الضمان الاجتماعي لتلقي الخدمات. • ان يعتبر الاتصال "ثمة عامة" لك أو لعائلتك! • لمعرفة المزيد، اتصل بنا على 703-228-1300 أو قم بزيارة موقعنا على الإنترنت: www.arlingtonva.us/covid-19 <p>(الحصول على APS يمكن لطلاب مدارس أربلنغتون العامة) وجهات مجانية طوال الصيف، قم بزيارة الرابط www.apsva.us/coronavirus-covid-19-updates/</p>	<p>የሆስቴሎችን ለመክፈት እና ይደረገው ለርስዎ ለሌሎች የሆነን ምግብ ለማግኘት እንደ ይደረገው የአርጋገጥን ነገር ከሆነ እና ከሆነ ማመንገትን ማስፈሰስን ለማድረግ እና የፋይናንስ እና ለማግኘት ከሆነ እስከ እርስዎ ለሌሎች እና ለሌሎች ለሆነ: 703-228-1300 ይደውሉ</p> <ul style="list-style-type: none"> • በዚህ ስልክ ለሆሎች ከሆኑትም የሚጠራዎት ሰራተኛ ጋር ይገናኙ • ሁሉም አገልግሎቶች በገንዘብ በሚሰጥ የሚያደርጉ እስኪጠናከሩ ድረስ • በድምፅ የሚሰጡ የሥራ ለማድረግ ስራ ለማድረግ ጥያቄ እንደሚገኙ • እንደ ገንዘብ ለማግኘት የሚጠራዎት የሆነ ሆኖ ለማግኘት ማለት እንደ ሆሎች ስለሆነ (public charge) ለሆነው አይጠራዎትም! • በዚህ ስልክ ለሆሎች በ 703-228-1300 ይደውሉን ወይም www.arlingtonva.us/covid-19 የሚለውን ማህተም ለማግኘት ይገባዎታል <p>የአርጋገጥን የሆነን ምግብ ለማግኘት በሁሉም የሆነ ሰራተኛ ለሆኑ ሰራተኛ: www.apsva.us/coronavirus-covid-19-updates/ የሚለውን ድረ ገጽ ይገባዎታል</p>



HOUSING & FOOD ASSISTANCE
703-228-1300

- Help with rent and expenses
- Homeless prevention
- Eviction prevention
- Food assistance
- Help with other vital social service needs

COVID-19 INFORMATION
703-228-7999

- COVID-19 testing information
- How to prevent COVID-19
- Status of government operations, services, and public facilities
- More www.aacg.org

DOMESTIC VIOLENCE
703-237-0881

- Arlington's hotline for sexual assault, domestic and dating violence

If you have an immediate medical or life threatening emergency dial 9-1-1.



QUESTIONS?