

Program Overview

Housing Stability Services were provided to identify eligible households applying for ERAP financial assistance and support them in finding and maintaining housing. Through March 31, 2023, to receive Housing Stability Services households were required to attest that they:

- 1) Experienced financial hardship due directly or indirectly to the COVID-19 pandemic,
- 2) were homeless or at risk of housing instability, and
- 3) had an income $\leq$ 80% of area median income (AMI).

Eligibility was expanded in April 2023. One grantee successfully completed their grant at the end of SFY23, reducing the number of ERAP HSS providers to 19 for SFY24 and SFY25.

Activities funded during this grant period included:

- VERAP rental payment application and recertification assistance
- Landlord outreach and education
- Housing navigation (finding housing)
- Housing retention (maintaining stable housing)
- Landlord-tenant mediation
- Legal services related to housing issues
- Credit repair/money management

Housing Stability Services providers shared in their quarterly narratives that many households they worked with faced complex challenges including a continued and worsening affordable housing crisis; incomes that are not sufficient to pay rent without assistance; and significant mental health, substance use, and chronic health struggles, among other factors. See Appendix B for a more comprehensive list of common challenges compiled from HSS providers' narratives.

Providers helped households search and apply for rentals; obtain documentation required for applications (for rentals, food resources, employment assistance, etc.); talk to landlords about potential rentals; mediate tenancy issues; create and review budgets; and understand their rights and responsibilities as tenants. They collaborated with a broad array of relevant partners to help their clients stabilize their housing including, but not limited to, other community service providers, food pantries, local and state government agencies, health care professionals, and property owners. Summarized data for each year and the total number served overall are provided below followed by more details about each service and success stories.

Annual and 3-Year Quantitative Data Summaries

Housing Stability Services achieved the following from **July 1, 2022** through **June 30, 2023**:

- 1,220 households received housing navigation services,
- 415 households received housing retention services,
- 2,508 households and 102 landlords received application assistance services,
- 545 landlords received outreach, support, and education,
- 20 households received credit repair and money management support,
- 1,573 households received outreach that ERAP-funded legal services were available,
- 773 households received initial legal consultation and/or legal representation,
- There were 396 cases with representation from an ERAP legal services provider where the tenant defeated or successfully compromised² claim for immediate possession, and
- 287 cases where the tenant defeated, reduced, or compromised² landlord's rent claim.

Housing Stability Services achieved the following from **July 1, 2023** through **June 30, 2024**:

- 1,158 **newly enrolled** households received housing navigation services,
- 466 **newly enrolled** households received housing retention services,
- 177 **more** landlords received outreach, support, and education,
- 171 **newly enrolled** households received credit repair & money management services,
- 1,579 more households received outreach that ERAP legal services were available,
- 769 more households received legal consultation and/or legal representation,
- There were 630 more cases that the tenant defeated or successfully compromised² the claim for immediate possession with representation from an ERAP legal services provider, and
- 489 more cases where tenant defeated, reduced, or compromised² landlord's rent claim.

Housing Stability Services achieved the following from **July 1, 2024** through **June 30, 2025**:

- 1,370 **newly enrolled** households received housing navigation services,
- 546 **newly enrolled** households received housing retention services,
- 85 **more** landlords received outreach, support, and education,
- 120 **new** households received credit repair and money management services,
- 1,189 more households received outreach that ERAP legal services were available,
- 632 more households received legal consultation &/or legal representation,
- There were 588 more cases where tenant defeated or successfully compromised² the claim for immediate possession with representation from an ERAP-funded legal services provider, and
- 459 **more** cases where tenant defeated, reduced, or compromised² landlord's rent claim.

² Helped the tenant extend the length of time before a Writ of Possession would be granted to the landlord by ≥ 30 days or helped the tenant reduce the amount of a rent payment claim.

Housing Stability Services achieved the following from **July 1, 2022** through **June 30, 2025**:

- 3,748 unique households received housing navigation services,
 - 887 were rehoused (23.6%)
- 1,427 unique households received housing retention services,
 - 1,373 retained housing (96.3%) while receiving services
- 2,508 unique households and 102 landlords received application assistance services,
- 807 landlords received outreach, support, and education,
- 311 unique households received credit repair and money management support,
- 4,341 households received outreach that ERAP-funded legal services were available,
 - This was 82.6% of the 5,255 eviction cases filed in court during the grant period
- 2,174 households received initial legal consultation and/or legal representation,
- Of the 2,447 cases with representation from an ERAP-funded legal services provider, the tenant defeated or successfully compromised² the claim for immediate possession in 1,614 (66%), and
- 1,235 cases (50.5%) that the tenant defeated, reduced, or compromised² landlord's rent claim.

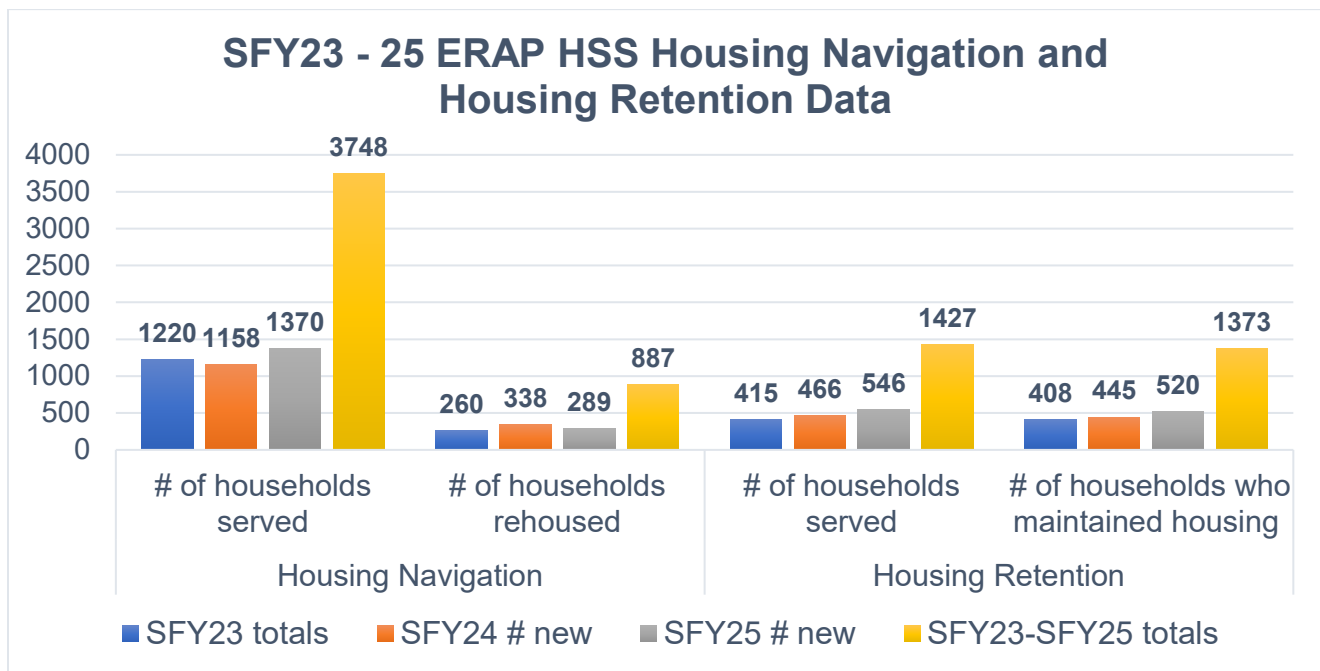


Chart 1: From SFY23 through SFY25, 3,748 households received ERAP Housing Navigation services; specifically: 1,220 in SFY23, 1,158 newly enrolled in SFY24, and 1,370 newly enrolled in SFY25. Out of those, 887 total were rehoused across the 3-year grant period (260 in SFY23, 338 in SFY24 and 289 in SFY25). There were 1,427 households that received Housing Retention services; specifically: 415 in SFY23, 466 newly enrolled in SFY24, and 546 newly enrolled in SFY25. A total of 1,373 maintaining housing while engaged in services (408 in SFY23, 445 in SFY24 and 520 in SFY25).

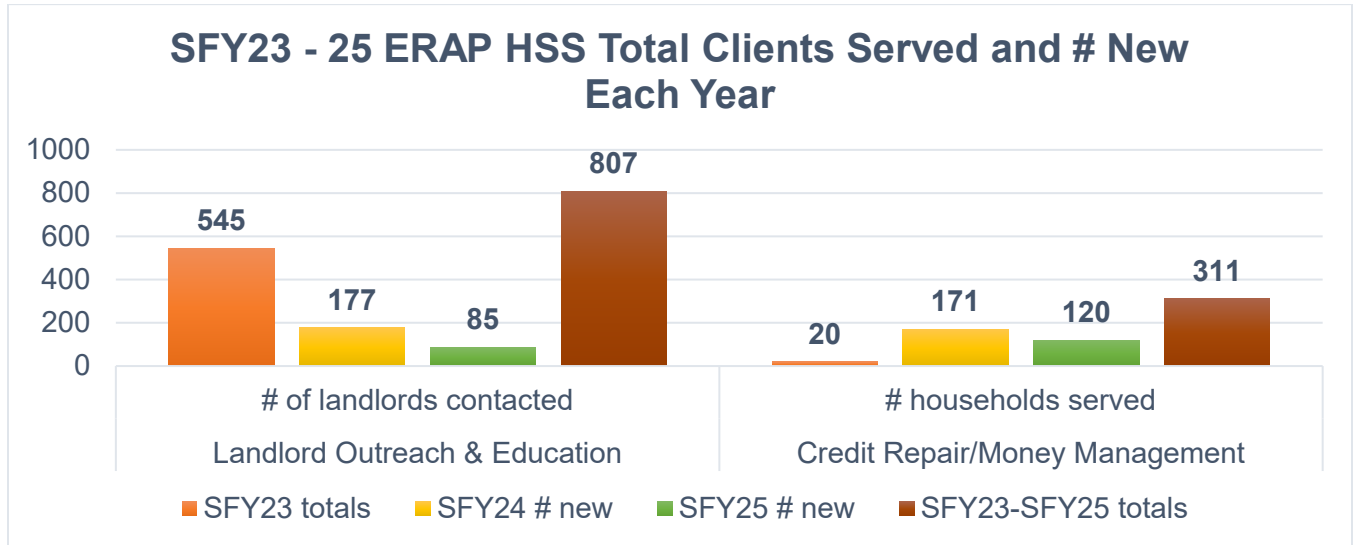


Chart 2: Under ERAP HSS Landlord Education and Outreach, a total of 807 unique landlords were communicated with across the 3-year grant period; specifically, 545 in SFY23, 177 more in SFY24, and 85 more in SFY25. Across the 3-year grant, a total of 311 unique households received Credit Repair & Money Management services; specifically, 20 in SFY23, 171 more in SFY24, and 120 more in SFY25.

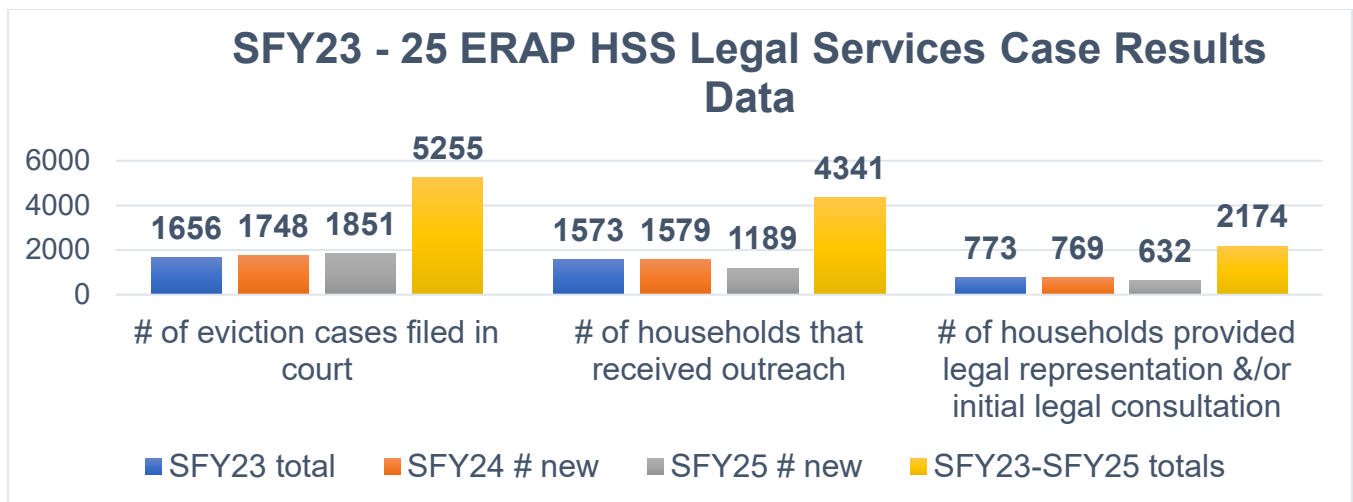


Chart 3: From SFY23-25 ERAP HSS legal services providers reported that 5,255 eviction cases were filed in court, 4,341 households were told ERAP legal services were available, and 2,174 households received initial legal consultation and/or legal representation. The number of eviction cases filed increased by about 100 each year (1,656 in SFY23, 1,748 in SFY24, and 1,851 in SFY25). The number of households told about ERAP HSS legal services remained steady for 2 years (1,573 in SFY23 and 1,579 in SFY24) and declined in the 3rd year (1,189 in SFY25). This same trend held for legal consultation/representation numbers (773 in SFY23, 769 in SFY24 and 632 in SFY25).

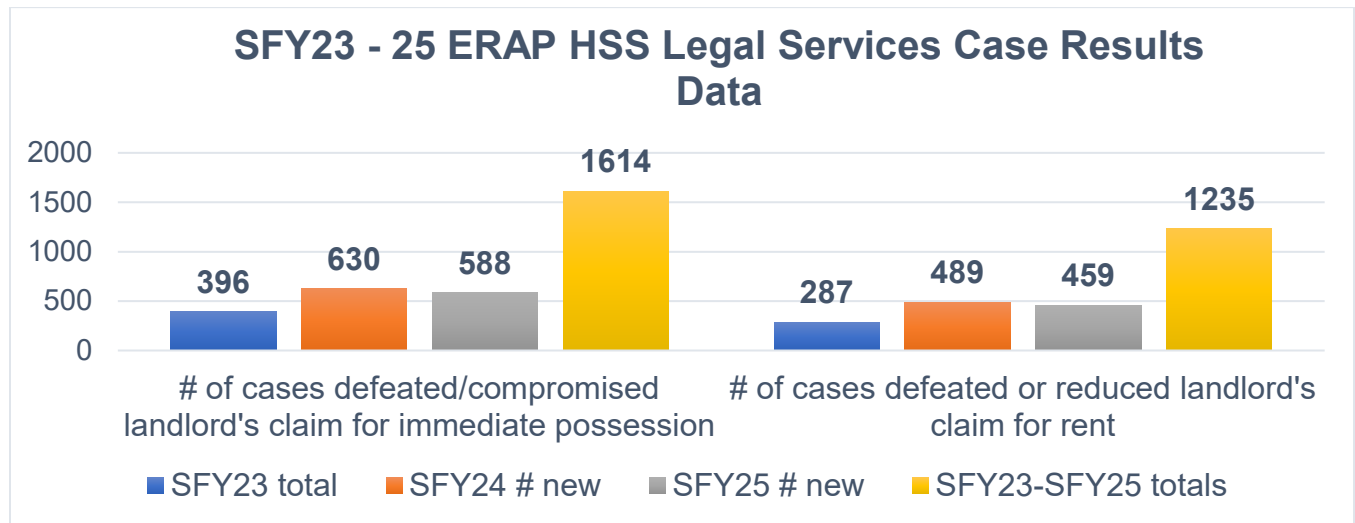


Chart 4: Across the 3-year grant ERAP HSS legal services providers defeated or compromised the landlord's claim for immediate possession of the rental in 1,614 cases (396 cases in SFY23, 630 in SFY24, and 588 in SFY25), and they defeated or reduced the landlord's claim for rent in 1,235 cases (287 cases in SFY23, 489 in SFY24 and 459 in SFY25).