



## Dispute Resolution Center OF THURSTON COUNTY

# EVICTION RESOLUTION PILOT PROGRAM GUIDE

### I. POLICY STATEMENT

The Dispute Resolution Center of Thurston County (“DRC”) was incorporated in 1990 and has been providing structured, interest-based conflict resolution services to Thurston and south Mason counties since 1991, under [RCW 7.75](#) . This policy addresses DRC services as applied to the statutory Eviction Resolution Pilot Program (“ERPP”) through ERPP was created by and through [Chapter 115, Laws of 2021, Section 7](#), Washington Supreme Court [Order 27500-B-639](#), SB and operationalized in Thurston County through the Emergency Administrative Order 11.

### II. OVERVIEW and SUMMARY

ERPP is designed to reduce the number of unlawful detainer actions for nonpayment of rent that would otherwise be filed in superior court after the end of the eviction moratorium created in response to impacts from global Covid-19 pandemic. This is accomplished by leveraging the history, skills and experience of the DRC, along with federal and state coronavirus relief funds distributed via rental assistance organizations, as well as through additional tenant protections and eviction defenses that increase opportunities for legal representation for indigent tenants.

In addition to RCW 7.75, the DRC staff and volunteers delivering ERPP services are governed by the Uniform Mediation Act, [RCW 7.07](#) and the Washington Mediation Association’s [Standards of Practice](#).

### III. Legal Information and Advice

DRC staff and volunteers cannot offer legal advice, nor do they take sides or determine who is right or wrong in a dispute. They are impartial facilitators who guide the parties in conflict through an exploration of the issue and help them find mutually agreeable solutions. Legal information is NOT the same as legal advice. All situations are unique, so please consult with an attorney to obtain advice about how the law applies to your specific question.

Information about the eviction resolution pilot program may be found on the [Washington State Courts ERPP website](#), the [Attorney General’s landlord-tenant website](#), and [Washington Law Help](#).

*For landlords:*

If you are a landlord seeking legal advice or representation, these organizations have member attorneys who may be able to assist you:

[Multifamily Housing Association \(Supplier Directory\)](#)  
[Rental Housing Association of Washington \(Vendor Directory\)](#)  
[Washington Landlord Association](#)

*For tenants:*

If you are a tenant seeking legal advice or representation, please contact the Eviction Defense Screening Line at (855) 657-8387 or apply on-line at <https://nwjustice.org/apply-online>. Local services are also available at <local volunteer legal services name, phone number, and website>.

#### **IV. CONFIDENTIALITY AND PRIVILEGE**

The DRC operates under state laws governing mediation. All case-related DRC communications are privileged under the state's Uniform Mediation Act, [Chapter 7.07 RCW](#). Under the act, mediation communications may not be disclosed in any legal proceedings unless they come within an exception under the Act.

Any information that may come up during case-related DRC communications about abuse of a minor, elder, or person with a disability is not confidential or privileged. The DRC will report any such information to the proper authorities as required by law.

The DRC may disclose to proper parties whether conciliation, meet and confer, or a mediation session was scheduled, if it actually happened, who attended, and whether or not an agreement was reached. Information about conciliation, meet and confer, and mediation sessions may be used anonymously for research and educational purposes.

Any DRC staff member, conciliator, mediator or observer shall not be subpoenaed to testify or to produce records, notes, or work product in any current or future legal proceedings.

#### **V. SCOPE OF PRACTICE**

The DRC provides interest-based conciliation and mediation services that empower disputants to reach their own informed and mutually-acceptable settlement agreements. DRC conciliators and mediators are impartial facilitators; as such, they facilitate dialogue, define issues, clarify situations, explore interests, and support the development of options for resolution.

DRC conciliators and mediators do not evaluate information or arguments for truth or accuracy. They do not serve as advocates for one side or another, and they do not give legal or financial advice or interpret the law.

DRC Community Resource Navigators can provide information and referrals for financial and other resources that may be used by parties as they see fit to resolve the dispute. With the proper signed release of confidential information, the navigators can provide updates on rental assistance case status, as well as assist parties in accessing resources and finalizing applications.

## VI. DEFINITIONS

**Intake** is a process where parties are oriented to DRC services and to the scope and purpose of ERPP. Intakes are conducted by a DRC Conciliator by phone, who will offer appropriate referrals and help parties to determine procedural next steps.

**Conciliation** is a mediated negotiation where the DRC Conciliator acts as an impartial go-between and facilitator. Conciliation can be conducted by phone, email, SMS text message, or USPS first class mail. Conciliation can facilitate a partial or full written agreement, or can prepare parties for mediation when necessary.

**Mediation and “Meet and Confer,”** are processes where mediators, acting as impartial facilitators, work with parties in scheduled negotiation sessions wherein procedural next steps and/or mutually acceptable and informed settlement agreements are reached and agreed to by all parties. Meet and confers occur in a clinic setting.

We reserve the right to determine what service is most appropriate at any given time, based on the needs of the parties and as directed by the superior court’s eviction resolution pilot program standing order.

## VII. ERPP PROCESS

### A. **Priorities During the Period of Peak Volume:**

1. The DRC will process cases fairly, equitably, and efficiently.
2. Where a tenant does not engage, either by lack of contact or direct refusal, the DRC will advance the case expeditiously, issuing Certificates at the landlords request, upon expiration of the Notice period addressed on the Notice.
3. Where a tenant does engage through active participation with the DRC, the ERPP case will be worked diligently toward a scheduled facilitated negotiation session (“Meet-and-Confer”), with the DRC providing services to support the parties in reaching resolution at any time.
4. While respecting client confidentiality, the DRC will communicate with the local bench and bar the ERPP process and with the parties and their representatives, if any, the status of individual cases (who is doing what by when) in support of early resolution.

**NOTE:** The timelines of an active ERPP case are not wholly within the DRCs control. Rental assistance and civil legal services organizations are also working with finite capacity. Effective communication by and through the DRC, therefore, is critical to delivering effective and efficient ERPP services.

### B. **Commencing an ERPP Case:**

ERPP Notice required: An ERPP case may only be commenced by the landlord **servicing** the tenant a complete and accurate [ERPP Information and Resource Notice](#) (ERPP Notice) and a pay or vacate notice, with both the ERPP Notice and pay or vacate notice sent to the DRC when served on the tenant.

No other notices or communications may substitute for the ERPP Information and Resource Notice. If received, any other notice or communication will be returned to the sender, noting how an ERPP case is commenced.

Each notice must be sent in a separate email to:<email address>. No batch notices will be accepted, and landlords with numerous tenants are encouraged to prioritize appropriately for their needs. **Sending ERPP Notices by USPS first class or certified mail is not required and will slow down processing of the case.**

**Complete and Correct Forms: It is the landlord’s responsibility to properly serve the proper notices and the DRCs are not responsible for improper service of improper notices.**

Landlords are not required to use the forms provided on the Attorney General’s landlord-tenant website. However, if the landlord chooses to use forms other than those provided through the Attorney General’s website, administrative processing may be delayed. Because the consequences for improper notice may be severe if the parties are unable to resolve their dispute during ERPP, the DRC will refer unrepresented landlords to seek legal advice and will conduct intake with the landlord to confirm the landlord intends to proceed with the forms provided when they differ from those provided through the Attorney General’s website, or when the information on the forms are incomplete or illegible.

**Prioritization:** The DRC has finite resources for ERPP and will work cases promptly in light of those finite resources. In general, cases involving multiple months of unpaid rent will be prioritized over cases involving only the current month’s rent. Notices received after 3:00 p.m. will not be processed until the following business day.

Upon commencing the case, the DRC staff member reviews the notice and: 1) makes the first contact attempt to the tenant; 2) makes the first contact with rental assistance to determine if the tenant has an existing application for rental assistance, and 3) enters the case into the DRCs case management tool.

High case volume, particularly same month notices that get resolved due to regular late payment affect case prioritization. Landlords are responsible for confirming case status upon DRC request. Landlords that are not responsive to inquiries from the DRC will experience an extended timeline to allow for tenant contact and case advancement.

**Reasonable Offers of Repayment:** To expedite the ERPP process, landlords should include any Reasonable Offer of Repayment made to the tenant along with the ERPP Notice in their email to the DRC.

### **C. ERPP Process**

Day of Case	DRCs Activity	Potential Outcomes	Additional Resources & Information
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Days 1 - 14	<p><b>Rental assistance:</b> DRC attempts to determine if application for rental assistance has been made or is in process, and the timeframe for the award or non-award of assistance from any pending application.</p> <p><b>Contact attempts:</b> DRC strives to contact the tenant to offer ERPP services and to connect the tenant to rental assistance, legal services.</p> <p><b>Tenant legal services:</b> the DRC will forward the ERPP Notice to local civil legal service provider, as required by the local standing order, on or before Day 7.</p>	<p>The DRC will make 3 attempts to reach the tenant during the 14-day period using the provided contact information, by means that may include email, phone text message and/or USPS first class mail.</p>	<p>Landlords are encouraged to provide all available contact information for their tenants and indicate that they've provided complete information at the time of sending the notice. This will reduce delays created by confirming the DRC has been provided whatever contact information for the tenant is available.</p>
	<p><b>Intake &amp; Scheduling:</b> If the DRC reaches the tenant and the tenant accepts ERPP services, the DRC conducts an intake process of both the tenant and the landlord and schedules for the first available Meet and Confer/mediation or ERPP clinic slot.</p> <p><b>Settlement:</b> If the DRC is notified in writing signed by both parties that they have reached an after <b>Intake &amp; Scheduling</b>, the DRC will close the case.</p>	<p>DRC delivers conflict coaching and supporting services to advance the dialogue between tenant and landlord, collecting necessary documents (rental assistance, lease, ledger, etc.), making referrals to legal services, and supporting resolution of the conflict prior to the scheduled session.</p>	<p>&lt;If applicable: The tenant will need to sign a release of information before the DRC is able to share information with the local rental assistance provider.&gt;</p>
	<p><b>ERPP infeasible:</b> If the DRC was able to contact the tenant but was unable to offer services.</p> <p><b>Meet and confer infeasible:</b> If the last and best offer of repayment from both the landlord and the tenant are significantly far apart</p>	<p>Landlord and tenant will be sent an email that ERPP is infeasible for this case.</p> <p>DRC will issue an ERPP Certificate of Participation</p>	<p><b>Note:</b> This will apply on rare occasions but does occur -- usually due to a communication difficulty that cannot be overcome or because conflict has escalated</p>

	and unable to be moved toward resolution through conciliatory efforts by the DRC. Or, when the level of conflict has escalated to a level where a meet and confer session would not be effective. In either case, a note of explanation will be included on the Certificate of Participation.	DRC will forward the ERPP Notice and Certificate of Participation to the local Right to Counsel (RTC) contact for caseload staffing.	severely (such as cases involving law enforcement). The DRC may note the circumstances making ERPP infeasible on the Certificate of Participation.
After 14 days - tenant participates	<p><b>Conciliation and ERPP Services:</b> If the Tenant is engaged in the ERPP process, the DRC will work with both parties to prepare for the scheduled meet-and-confer/mediation session.</p> <p><b>Rental Assistance Coordination:</b> If the tenant or landlord are awaiting to learn the amount of rental assistance awarded the tenant, the DRC will work with the landlord, tenant, and rental assistance to keep one another current on the status of the pending application.</p> <p><b>Meet and confer/ mediation:</b> If the parties do not reach an agreement through conciliation, the parties will come together for a final meet-and-confer facilitated negotiation session.</p> <p><b>Settlement:</b> If the DRC is notified in writing signed by both parties that they have reached an agreement before the meet-and-confer/mediation date, the DRC will close the case.</p>	<p>The DRC will keep all parties and their attorney, if any, apprised of the case status to ensure that progress toward completion is sustained.</p> <p>Actions to be taken by either party, will be provided with clear deadlines. This may include engaging with a necessary third party (HJP, NJP and/or rental assistance). If that action is not completed within the directed timeline the DRC may close the case and issue a Certificate of Participation.</p> <p>The Certificate of Participation may reflect actions to have been taken by either party to advance the ERPP case but that were not completed by the party.</p>	<p>In cases where the parties reach an agreement outside of the DRC's conciliation and mediation services, a Certificate of Participation will only be issued upon the written request of the landlord or their representative. The communication must copy the tenant or the tenant's representative and including a copy of the written agreement between the parties.</p> <p>At the conclusion of a meet-and-confer/mediation session, unless the parties agree otherwise, a Certificate of Participation will be issued.</p> <p>The Certificate of Participation (and written agreement, if any) will be forwarded to (RTC) contact.</p>

Day 15	<b>No Contact:</b> If the tenant has not contacted the DRC, and the DRC has been unable to contact the tenant, the DRC will administratively close the case and issue a Certificate of Participation upon the request of the landlord or the landlord’s representative.	DRC will forward the ERPP Notice and Certificate of Participation to the local Right to Counsel (RTC) contact.	A Certificate of Participation will only be issued upon the written request of the landlord or their representative.  When issued, DRC will also send the Certificate of Participation to the <Right to Counsel (RTC) contact>.
Day 15	<b>Tenant Refuses:</b> If the DRC was able to contact the tenant and the tenant refuses ERPP services, the DRC will issue a Certificate of Participation to the parties.		The DRC will also forward the ERPP Notice and Certificate of Participation to the <Right to Counsel (RTC) contact>.

**VIII. ENCOURAGE TENANTS AND LANDLORDS TO SEEK AND SECURE RENTAL ASSISTANCE AND/OR OTHER COMMUNITY RESOURCES**

The DRC encourages tenants and landlords to seek rental assistance, landlord mitigation and relief programs, and any other community resources that can be utilized to resolve the unpaid rent debt and provide housing stability. The DRC provides tenants with referrals to Community Action Council, Community Youth Services, one of their respective by and for partners, and/or charitable organizations to apply for rental and utilities assistance funds. The DRC provides landlords with referrals to the Dept. Of Commerce’s landlord fund programs. The DRC Community Resource Navigator assists in tracking the status of tenant applications and facilitating timely submission of all necessary information to complete the application.

**IX. SCHEDULING MEDIATION/MEET AND CONFER; ADDRESSING TENANT AND/OR LANDLORD SECURING LEGAL REPRESENTATION AFTER MEDIATION/MEET AND CONFER IS SCHEDULED**

When appropriate, the DRC offers to schedule Mediation/Meet and Confer sessions at tenant intake, and the case file notes if the tenant (and/or landlord, if not already represented) is pursuing legal representation. The DRC recognizes that if the tenant and/or landlord later secures counsel, the Meet &

Confer date may be rescheduled based upon the availability of the parties' attorney(s) because the attorney had not been secured at the time of intake. If both the landlord and the tenant are represented by counsel, the DRC directs both parties to identify a date and time for the Mediation/Meet and Confer session that is available on the DRC's calendar.

#### **X. PARTIES WHO HAVE COUNSEL**

Prior to and at the onset of an ERPP engagement, frequently one party (the landlord) has retained legal counsel while another party (the tenant) has not. The purpose of this policy is to support ethical and equitable engagement during the ERPP engagement for all parties.

If a party is represented, the DRC must initially speak with both the client and the client's attorney. The DRC will communicate only with the attorney, if put in writing at the direction of the client. The DRC will communicate only with the client if the attorney (for reasons of efficiency, managing costs to their client, or any other reason) notifies the DRC **IN WRITING** via email or other written document. Such direction from the attorney should indicate whether they wish to be copied on email correspondence with their client.

Whether or not a party (landlord or tenant) has representation, the landlord and tenant must themselves attend any conflict resolution session facilitated by the DRC (Meet & Confer, Mediation). The parties may bring, but are not required to bring, their attorney to these sessions. Attorneys in DRC Mediations are expected to abide by the DRC's policy on Support Persons in Mediation Sessions (see section XI below).

#### **XI. LANDLORD'S AUTHORIZED REPRESENTATIVE**

When a landlord manages their property through another (for example, a property manager or property management company), and, if the landlord wishes their representative to perform as the landlord in the ERPP process, the landlord must provide written confirmation, via email or other written document, that their representative is acting on their behalf and is authorized to negotiate and reach agreement on the landlord's behalf, in a manner substantially similar to this:

\_\_\_\_\_ (Landlord(s)) authorizes \_\_\_\_\_ to represent my/our interests in the eviction resolution pilot program (ERPP) process. I/We understand that representing my/our interests includes the authority to share all relevant information, negotiate openly and freely, and come to agreements with the tenant(s). My representative understands the limits of negotiating power (my/our limits or limitations) and I agree to be available by phone in the event my representative wishes to contact me during negotiations, if needed, to clarify or request to exceed any limit or limitation.

## XII. MULTIPLE TENANTS

If more than one person is identified as a tenant on the 14-Day Notice to Pay or Vacate, each will be treated as a separate party in the ERPP process. If multiple tenants wish to authorize one tenant to serve as their authorized representative in the ERPP process, each tenant who wishes this must provide written confirmation, via email or other written document, that their representative is acting on their behalf and is authorized to negotiate and reach agreement on their behalf, in a manner substantially similar to this:

\_\_\_\_\_ (Tenant(s)) authorize(s) \_\_\_\_\_ (another Tenant) to represent my/our interests in the eviction resolution pilot program (ERPP) process. I/We understand that representing my/our interests includes the authority to share all relevant information, negotiate openly and freely, and come to agreements with the landlord. My/our representative understands my/our limits or limitations on this power and I/we agree to be available by phone in the event my/our representative wishes to contact me/us during negotiations, if needed, to clarify or request to exceed any limit or limitation.

## XIII. SUPPORT PERSONS IN MEDIATION SESSIONS

The DRC facilitates interest-based mediation where parties to a dispute are empowered to negotiate their own mutually-acceptable and informed settlement agreements. To maintain the integrity of this process, the DRC must ensure the interested parties themselves remain in control of their participation in the conflict resolution process and its outcome.

Parties to a mediation may request a Support Person be present during the mediation session. DRC ERPP policy states that Support Persons:

- Must be approved by all parties to the mediation prior to the mediation session date; •  
Do not speak for the party;
- May caucus with the party throughout the process to review information, talk through proposals and provide other perspective and support *when initiated by the party*; •  
Support people should:
  - o Remember the mediating party is responsible for living up to the agreements they create so suggestions and ideas that would work for them may not be the best choices for the party.
  - o Remember that their participation should contribute to the positive working environment mediation creates. This includes a willingness to be present in good faith, openness to the parties finding a mutually agreeable solution to the problem, and willingness to abide by rules of common courtesy.
- If the mediators and all parties agree, they may, at some point after the opening

statements, take part in the general discussion.

Additional information for Support People:

- All information shared during mediation is considered private and confidential. All notes taken during the process will be collected and shredded. Any formal agreements will be put into writing by the mediators and copies distributed to the parties.
- You will be required to sign an **Agreement to Mediate** prior to the mediation session in order to participate in the mediation. This agreement indicates your willingness to abide by the rules and guidelines of mediation and will be signed by the mediators, clients, support people and any others who participate in the mediation.

#### **XIV. MEET AND CONFER AND/OR MEDIATION ATTENDANCE and ISSUING OF CERTIFICATION**

The DRC will confirm with all parties and their attorneys, if any, the date and time of any Meet and Confer and/or Mediation session not less than 3 days before the scheduled session.

Attendance expected: All parties are expected to attend the Meet and Confer and/or Mediation session. If the parties resolve the case among themselves before the Meet and Confer and/or Mediation session, the parties are expected to inform the DRC in writing or by phone that they have resolved the case and request the DRC cancel the scheduled Meet and Confer and/or Mediation session. The DRC will then close the case file.

Method of attending: The attendance expectation is defined by the method of Meet and Confer and/or Mediation session scheduled - in-person, telephonic and/or video conference. Recognizing that multiple participation avenues in a joint session can disrupt conflict resolution, if a party or representative, including an attorney for a party, wishes to participate in an in-person session via remote means (*e.g.*, phone or video conference), this must be agreed upon among all participants in advance of the session.

No Call/No Show: If the DRC does not receive a written request to cancel the Meet and Confer and/or Mediation session, and neither party attends, the DRC will notify the parties of the missed session and reschedule to another available date and time for a Meet & Confer and/or Mediation session. No Certificate will be issued.

Landlord attends, but tenant does not: If the landlord attends but the tenant does not, the tenant will have 2 business days to respond to the DRC to explain their absence and reschedule to the closest available date and time for a Meet & Confer and/or Mediation session. If the tenant fails to contact the DRC within 2 business days, unless the landlord directs otherwise, the DRC will issue the Certificate to all parties within 1 business day and thereafter close the DRC case file.

If the landlord attends the rescheduled session but the tenant does not, unless the landlord directs otherwise, the DRC will issue the Certificate to all parties within 1 business day and thereafter close the

DRC case file.

Tenant attends, but landlord does not: If the tenant attends but the landlord does not, the DRC will notify the parties of the landlord's failure to attend and reschedule to another available date and time for a Meet & Confer and/or Mediation session. No Certificate will be issued.

If the tenant attends the rescheduled session but the landlord does not, no Certificate will be issued and the DRC will thereafter close the DRC case file.

## **XV. ERPP PROCESS – INTAKE**

Intakes are conducted when a DRC Conciliator first speaks to a party (tenant or landlord) or party's verified representative by phone, or by electronic or written communication in cases of disability or limited phone access.

The DRC Conciliator confirms with each party that all information provided to date is complete and accurate. Parties are oriented to DRC services and to the purpose and scope of ERPP.

Landlords are asked to submit a complete and accurate tenant ledger, and given the opportunity to make a first offer of repayment to their tenant using the Landlord Reasonable Repayment Offer form. The DRC Conciliator will offer a referral to legal resources for advice and/or representation.

Tenants are asked specific questions intended to help them accurately represent why they were unable to pay rent during the eviction moratorium, and encouraged to assemble any relevant documents that demonstrate loss of income, increase in necessary expenses, or other forms of hardship that may be considered by parties in negotiation. The DRC Conciliator will offer a referral to legal resources for advice and/or representation. The DRC Conciliator may also assist the tenant in making an appointment to apply for rental assistance funds, or refer them to other community resources intended to help resolve the unpaid rent debt or provide housing stability.

Both parties are offered the opportunity to schedule a Meet & Confer to briefly speak to their perspective in the dispute, and to reach a negotiated agreement about procedural next steps.

## **XVI. ERPP PROCESS – CONCILIATION**

Conciliation begins when parties or their representatives agree to negotiate a first offer of repayment through a DRC Conciliator who acts as an impartial go-between and facilitator. All parties are informed of the DRC's definition of good faith negotiation, and asked to confirm that they are willing and able to abide by this minimum expected standard going forward.

Conciliation can be conducted by phone, email, SMS text message, and/or USPS first class mail. The DRC Conciliator will provide conflict coaching and other resolution strategies intended to help each party create their own best offer that may lead to a mutually acceptable and informed settlement agreement.

The DRC Conciliator will communicate or transmit one party's offer to the other, and provide them an opportunity to respond. Each party has 3 business days to accept the offer or submit a counter offer by phone or email; 6 business days by USPS 1<sup>st</sup> class mail. If a tenant fails to respond to an offer verbally or in writing in 3 business days (6 days by USPS 1<sup>st</sup> class mail), or if they reject an offer without submitting a counter offer, unless the landlord directs otherwise, the DRC will issue the Certificate to all parties within 1 business day and thereafter close the DRC case file.

Parties are encouraged to make all offers and counter offers in writing as much as possible. The DRC Conciliator will transmit all offers or counter offers to the other party within 2 business days.

After each offer/counter offer cycle, the DRC Conciliator will give the parties an opportunity to schedule a mediation session. Parties will be expected to schedule a mediation after 2 offer/counter offer cycles unless they both choose to voluntarily continue the conciliation process.

## **XVII. ERPP PROCESS – MEDIATION**

Mediation is a structured, voluntary, confidential process where mediators, in pairs, act as impartial facilitators to formal, scheduled negotiation sessions wherein mutually acceptable and informed settlement agreements are reached and agreed to by all parties. Mediators are not judges, jurors, lawyers or therapists, but are instead impartial facilitators; as such, they facilitate dialogue, define issues, clarify situations, explore interests, and support the development of options for resolution.

All parties to the mediation must be able to comprehend and be willing to use the third-party role of the DRC in order for mediation to proceed. Parties with impaired mental or emotional functioning are often unable to enter into productive negotiating.

## **XVIII. WITHDRAWAL OF DRC SERVICES**

All parties are expected to engage with DRC staff and volunteers using common courtesy and in good faith. The DRC will withdraw services if either party is unable to abide by this base-line expectation, directs abusive language towards DRC staff or volunteers, or is, for other reasons, unable to engage DRC services in a productive manner.

## **XIX.ACCESS TO DRC SERVICES**

The DRC is committed to provide access to all members of our community by:

### **Serving persons with limited English proficiency**

The DRC provides bilingual (English/Spanish) accessibility for DRC clients, including:

- Bilingual Case Support Specialist(s) to provide access to services and information;
- A designated phone number extension (extension 150) for Spanish speakers;
- Forms, documents, and written information in Spanish and English;
- A website that has a Spanish version of the programs and other information;
- DRC staff and volunteers use online interpreter resources for all other language needs.

**Serving persons with disability:**

The DRC staff makes every effort to adjust and find pertinent solutions within the scope and capacity of the organization to provide the services and information to persons with disability; • The DRC building is wheelchair accessible.

**Serving persons with limited access to technology:**

The DRC staff works with clients to assist them with technology needs which could include: Scheduling appointments to access rental assistance and/or other community services;

- Providing “tech intakes” to orient clients’ access to online platforms that may be used in the ERPP process;
- The DRC has tech rooms available for clients who otherwise would not have access to computers/Wi-Fi when it is needed to engage the ERPP process and use of such rooms may be scheduled with ERPP staff;;
- Sending initial information via USPS 1<sup>st</sup> Class Mail;
- Using text to communicate initial and non-confidential information.