

HDC MidAtlantic Protocol for Eviction Prevention Program

Non-Payment of Rent/Utility Issue:

- Income Analysis
- Benefits Screening
 - <https://www.benefitscheckup.org> - for older adults
 - <https://www.compass.state.pa.us/Compass.Web/Screening/DoIQualify#/SelectBenefits> - for all PA residents
- Spending Analysis
- Obtaining Support/Fundraising
 - Make a list of 5 people who you think can assist you with funds and then ask them
- Other local resources
 - Community agencies which provide support in crisis situations- can start by calling 211 for referral
 - Churches or faith based organizations
 - Hope & Opportunity Fund
- Temporary increase in income
 - Are there expenses that you currently have which you could live without even temporarily? Cable, multiple cell phones for example.
 - Can someone in your household increase employment?
- Additional Financial Capability Resources Available
 - Example: National Endowment for Financial Education www.nefe.org
 - Local HUD certified financial counselors
- Payment agreements/re-payment agreements set up with Community Manager
- Resident Services Coordinator and/or Community Manager meets with resident to create a formal plan of action

Housekeeping Violations

- Home inspection – completed with Community Manager and Head of Household
- Community Manager provides information on a suitable level of compliance
- Resident Services Coordinator/Community Manager meets with resident to create a formal plan of action to address initial concern and on-going housekeeping issues
- Offer educational assistance or referrals as needed to resolve housekeeping issues

Other Lease Violations

- Resident Services Coordinator/Community Manager assists resident in creating a formal plan of action
- Support in forming a realistic solution, based on the decision-making model
- Resident presents Plan of Action to Community Manager for approval