

211info

Multnomah County Rent Assistance

2022



About Us

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Pronouns: she/her/hers

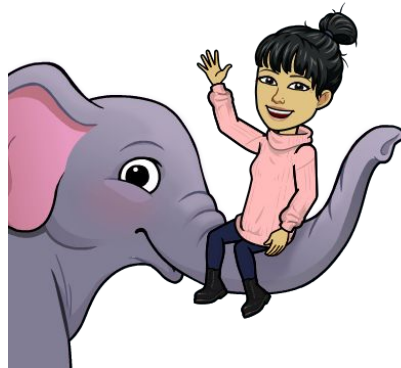
Chief Operating Officer (COO)



Ilima Nitta, MSW

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MultCo Rent/Eviction
Prevention Programs
Coordinator



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Housing & Emergency Programs
Manager



Mission statement:

211info empowers Oregon and Southwest Washington communities by helping people identify, navigate and connect with the local resources they need.

General Program Overview

OERAP & General Rent Assistance

- 211info is contracted in partnership with Multnomah County to field calls from households who are having trouble with the OERAP/Allita online application portal.
 - 211info's role is a middle layer of assistance before calls get elevated to the county itself to further assist with barriers 211info cannot help with.
 - Counties outside of Multnomah throughout the rest of the state have Program Administrators serving these two roles.
- 211info also opens/closes and manages a rental waitlist to collect households, in partnership with various Multnomah County agencies.
- Human Solutions partnered with us to gather households specifically in Gresham.
- 211info is the go-to for general rent assistance programs.

General Program Overview

Eviction Prevention

- 211info is contracted with Multnomah County and partnering with other community partners to field calls from community members who have a current eviction notice for non-payment of rent for the current month, eviction court cases, or other legal issues regarding eviction and connect them with partnering agencies who may be able to assist them eviction prevention.
- The agencies we are partnered with are Bienestar De La Familia, Oregon Law Center, and Metropolitan Public Defenders.

Since July 2021:

61,773 online searches for Rent Payment Assistance on 211info.org

46,601 page views to 211info statewide COVID rent info page

45,871 page views to 211info.org/multicores

24,384 contacts handled for Rent Payment Assistance

12,153 contacts handled by internal eviction prevention team

3,641 direct referrals to Bienestar for eviction prevention

1,565 escalated to the county for more support with OERAP

653 referred via non-eviction waitlist since December (currently on pause)

231 direct referrals to Oregon Law Center

What worked within existing structure/system

Overall

- Centralized point of contact for the county, but also not single point of contact
- Cultural & language access
- Low(ish)-barrier funding (that's actually available)
- Communicative partnerships
- Triaging Requests

OERAP

- Online application and additional supports offered
- Chat support
- Outreach with Migrant Program

Eviction Prevention

- Multiple points of intervention & outreach
- Giving letters to tenants to give their landlord
- Working with Bienestar
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General Rent Assistance

- Waitlist
- Quick implementation
- Giving status update emails
- Having communication with applicant/landlord

What did not work within existing structure/system

Overall

- Limited information
- Landlords are unaware of process/protections
- Communication doesn't always match experience
- No timeline and bottlenecks

OERAP

- Processing Time
- Primarily an online application
- Lack of clarity around COVID impact
- Changing rules & processes
- Different names for funding pools caused confusion
- State/County divide

Eviction Prevention

- Late to call for time sensitive material
- Only current rent assistance program available offers \$100-200 for evictions
- LL not accepting eviction protection letter
- Multiple evictions
- Consistent/repetitive community messaging

General Rent Assistance

- No protections for people on waitlist
- Very limited access
- Quick to close
- LL able to threaten fear to tenant even through protections
- Announcing that program "keeps finding funding" - giving false hope
- First come, first served

Ideas for improvement

- **Increased Funding and Capacity across the system**
- **Extended hours for 211 rent specific team**
- **Expanded Tenant Protections**
- **More LL regulations: example LL/tenant rights class for landlords; rent caps; etc.**
- **Clearer communication:**
 - **Intentional Outreach**
 - **Status of application**
 - **More detail about payments (where and to who?)**
 - **Remind applicants how they will see updates/info when they submit**
 - **How to find important info, like app #**
 - **Other resources (LGP, etc.)**
 - **STRA network/access points**
- **Continue open application so still able to receive protections, pay out based on need - give updates**
- **More robust technology to support system**
- **Intentional waitlist engagement**
- **Waitlist could be used for additional communication (updates on protections, etc)**

From Our Community...

"Thank you so much I am disabled and stress doesn't help I appreciate you so much."

"You've been so helpful! I was mad frustrated and anxious, you helped me to calm down"

"I'm so glad you're here instead of just the internet"

Single mom started crying - so grateful for asking her so many questions to help her and refer her to Bienestar. She said I was her angel for the day!

"The program and the world of rent is complex depending on the situation of each person but at the same time interesting. And many families express the emotion for all the work done. And they feel supported when calling the rental line." - 211 staff

MultCo Rent repeat caller checking to find out if waitlist has reopened...informed not, but was able to share website to check as often as they like: "oh I had no idea, thank you so much that is so helpful" also informed they can prepare for the OERAP by going to site to see what documents and watch the video on how to apply-"so there are documents I'll need, thank you so much for being there."

Email from partner regarding OERAP applicant: "Just spoke with her, she said to tell you a BIG 'Thank You' for always being courteous, responsive, and friendly with her inquiries...and bless us all for this work being done to help our community! =)"

" You have already made me feel alot better!" Upon hearing about eviction protection with letter after applying for assistance.

"I like the double-headed plan. thanks for all you do! I'll definitely callback, you guys are great!"

Questions for us?

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