

2023 RTC Report Executive Summary



Prevented Eviction Judgments and Achieved Client Housing Goals. During the client interview process, Cleveland Legal Aid attorneys ask clients what their goals are for the case. It is possible that a client has more than one goal for their case (e.g., preventing an eviction judgment or involuntary move and mitigating damages). For cases closed between January 1, 2023 and December 31, 2023, Cleveland Legal Aid attorneys were able to achieve the following outcomes for clients with these respective goals:

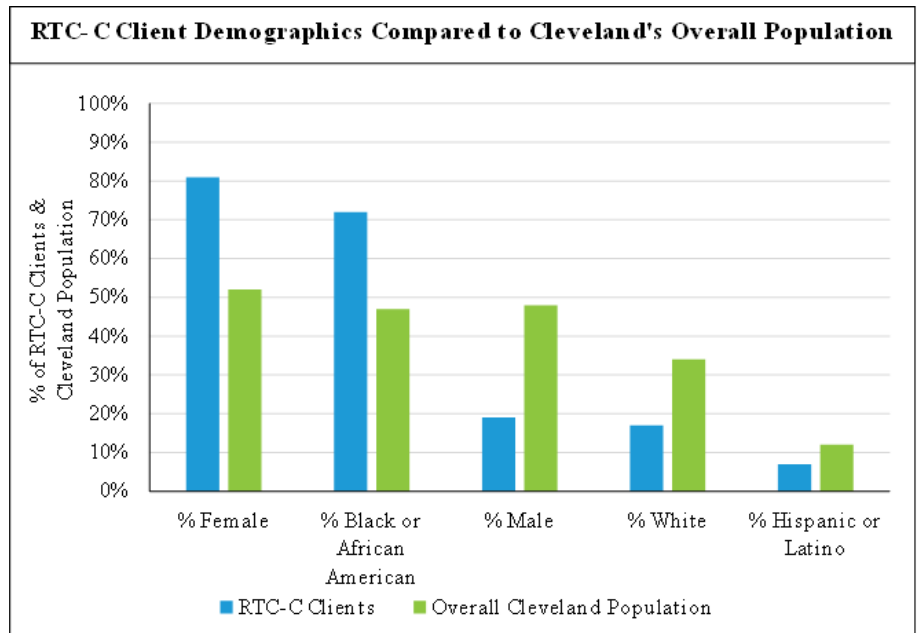
Goal Metrics for RTC-C Clients from January through December 2023				
Client Goal	Frequency Goal Was Achieved	# of RTC-C Clients with Goal	# of RTC-C Clients with Goal Achieved	% of RTC-C Clients with Goal
Prevent eviction or involuntary move	81%	1,094	884	89%
Secure 30 days or more to move	88%	684	599	55%
Secure rent assistance	76%	310	235	25%
Mitigate damages	94%	126	119	10%
Secure monetary relief	97%	89	86	7%

*Clients can have more than 1 goal for their case.

**Total will be greater than 100% because clients can have more than 1 goal for their case.

In addition to being asked about their goals during the intake/interview process, clients are also asked if they want to stay in their home. Since July 2020, approximately 56% of clients indicated they want to stay in their home, and in 2023, approximately 61% of clients indicated they want to stay in their home.

Assists Clients Who Disproportionately Identify as Female and Black. RTC-C clients are disproportionately female and Black or African American compared to Cleveland’s overall population.

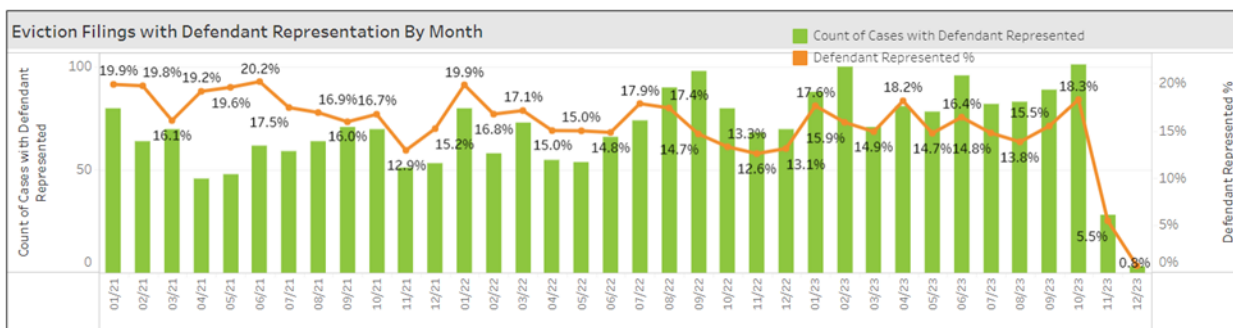


Identifies and Responds to Poor Housing Conditions. RTC-C clients continue to indicate the presence of defective conditions in their homes. In 2023, approximately 83% of all RTC-C clients indicated they had defective conditions in their homes. Since July 2020, an increasing percentage of RTC-C clients who indicate there are defective conditions in their homes want to stay in their homes despite the presence of defective conditions.

RTC-C Leverages Rent Assistance, When Available. Throughout the country and in Cleveland, attorneys representing tenants in eviction proceedings have shared concerns about the lack of sustained rent assistance, particularly for tenants without legal defenses and in communities where rents are increasing faster than wages and where vacancy rates are low.

Creates Public Economic and Fiscal Benefits. In its 2022 independent evaluation of RTC-C, Stout estimated that Cleveland and Cuyahoga County likely realized combined economic benefits of between \$11.8 million and \$14 million from July 1, 2020 through December 31, 2022. During the same period, the total investment in RTC-C was \$4.5 million, resulting in an estimated return on investment of between \$2.62 and \$3.11.

Increases Access to Justice. In prior independent evaluations of RTC-C, Stout estimated that Cleveland Legal Aid likely represented between 60% and 80% of all eligible households in Cleveland in 2021 and 2022. The percentage of all tenants who are represented in landlord-tenant proceedings in Cleveland has increased from approximately 2% to 3% before RTC-C to approximately 16% since RTC-C was implemented.



Stout offers the following Recommendations for 2024. (1) Continue to be a national leader in how to effectively implement an eviction right to counsel program. (2) Continue detailed data collection. (3) Develop and launch a post-service client survey. (4) Collaborate with rental property owners to prevent eviction filings. (5) Deepen the understanding of defective conditions and the impact of defective conditions on clients and household members, particularly children. (6) Collect data to further demonstrate the intersection of RTC-C with Say Yes and Lead Safe. (7) Collect data to identify the frequency of repeat clients. (8) Collaborate with CHN on its tenant relocation program. (9) Develop and implement processes and training to enable the strategic use of data collected through RTC-C.