

Legal Aid Society of Columbus: Tenant Advocacy Project Evaluation

2018



Thoughtwell

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Thoughtwell is a nonprofit research, evaluation, and data center based in Columbus, Ohio, with a mission to strengthen communities through data, information, and knowledge.

Thoughtwell is a partnership of the City of Columbus, United Way of Central Ohio, The Ohio State University, and the Franklin County Commissioners. Thoughtwell is also central Ohio's data intermediary and a partner in the Urban Institute's National Neighborhood Indicators Partnership. Since its inception, Thoughtwell has undertaken hundreds of projects in central Ohio, statewide, and across the country.



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The commitment to provide safe and stable housing, with dignity, to all community residents is perhaps one of the most fundamental promises any community can deliver. Tragically, in too many communities across the country—and here in Central Ohio—we are not delivering on this promise. Franklin County processes roughly 18,000 evictions a year, the highest rate in Ohio. This pace of evictions is a deeply troubling sign that multiple systems within our community are not meeting the needs of some of our most vulnerable members. In fact, in some neighborhoods, and for some families, eviction has become commonplace.

More than 40% of evictions in Franklin County occur in just six zip codes. And single mothers with young children, particularly African Americans, are at the highest risk of displacement. Eviction can set off a breathtaking downward spiral that may be nearly impossible to recover from: job loss; loss of possessions from being 'put out'; destabilized social networks; school transfers for children—trauma layered on top of trauma. Even just the filing of an eviction can haunt a tenant for years, impeding her ability to secure affordable, quality housing.

The clear majority of cases filed for eviction are due to nonpayment of rent. It is also the case that most tenants with evictions filed against them cannot afford a lawyer. And yet, legal representation is one of the best ways to ensure a more positive outcome for the tenant by way of, for example, an agreed entry to pay and stay in the unit. Representation can at least lead to a softer landing, such as a longer amount of time to facilitate a move out.

While it is true that our county processes the most evictions in the state, we are also the only county to have an on-site, daily legal clinic focused solely on serving tenants facing eviction, the Tenant Advocacy Project (TAP). Launched in March 2017 by the Legal Aid Society of Columbus, with support from The Columbus Foundation, the Ohio State Bar Foundation, and PNC Bank, the goals of TAP are simple:

- Reduce displacement caused by eviction;
- Increase access to and availability of safe, decent, affordable housing for low-income tenants;
- Empower Franklin County residents to be their own voice for change and opportunity.

This evaluation of the first six months of program implementation shows promising signs that TAP is meeting these goals. In a random sample of cases from 2016 and 2017, eviction judgments were issued against the tenant at hearing in 58.6% and 53.5% of cases, respectively. When tenants were assisted by TAP, outcomes dramatically changed.

- Only 1.1% of cases resulted in judgment against the tenant at a hearing in TAP cases;
- 41.1% of families negotiated an agreed entry, compared to roughly 15% of the non-TAP samples;



- Tenants assisted by TAP negotiated agreements to stay in the property 240% more often than 2017 tenants not assisted by TAP;
- TAP tenants successfully negotiated an agreement to move and avoid an eviction judgment 745% more often than 2017 tenants not assisted by TAP.

As many community partners work to address the eviction crisis in Franklin County, the Tenant Advocacy Project is changing the eviction landscape in the region.

Sincerely,

Molly Crabtree
LASC Board Chair

Kathleen C. McGarvey
Director

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EXECUTIVE SUMMARY

The Legal Aid Society of Columbus (LASC) and the Columbus Foundation (TCF) partnered with Thoughtwell (formerly Community Research Partners) to conduct an evaluation of the Tenant Advocacy Project (TAP) to measure how the program has impacted eviction outcomes for tenants during the initial six-months of operation between March and August 2017.



TAP assisted tenants in **563 cases** during the six-month pilot period.

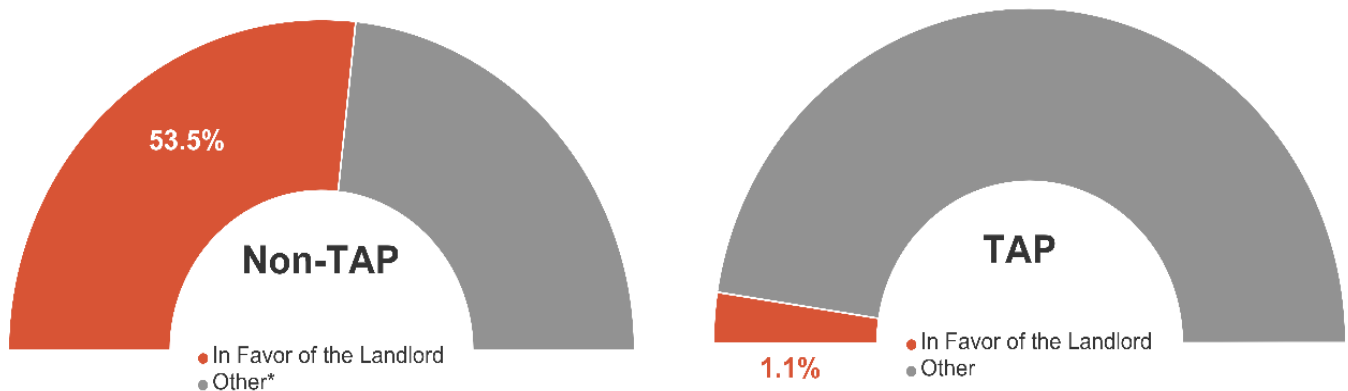
Impact of access to legal services

With only one full-time attorney on staff, **TAP provided legal services to tenants in 563 cases** during the pilot period and represented 13, or 3.5%, of the 370 tenant cases in the 2017 sample.

Over half of the tenants (291 out of 563) who interacted with TAP volunteers and staff were **represented in court**.

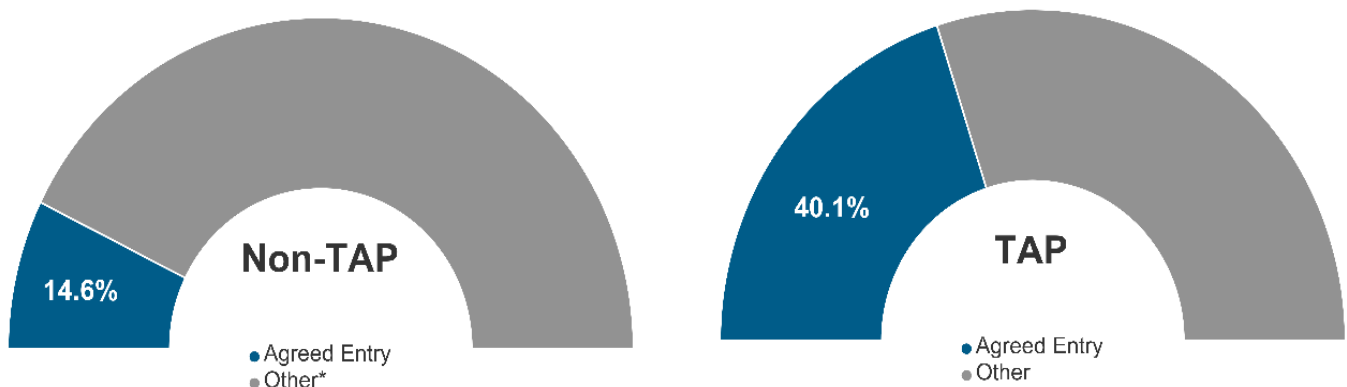
Impact on overall case outcomes

TAP tenants were less likely to receive an outcome in favor of the landlord compared to Non-TAP tenants (**1.1% vs 53.5%**)



*Outcome data were not available for all cases in the Non-TAP sample

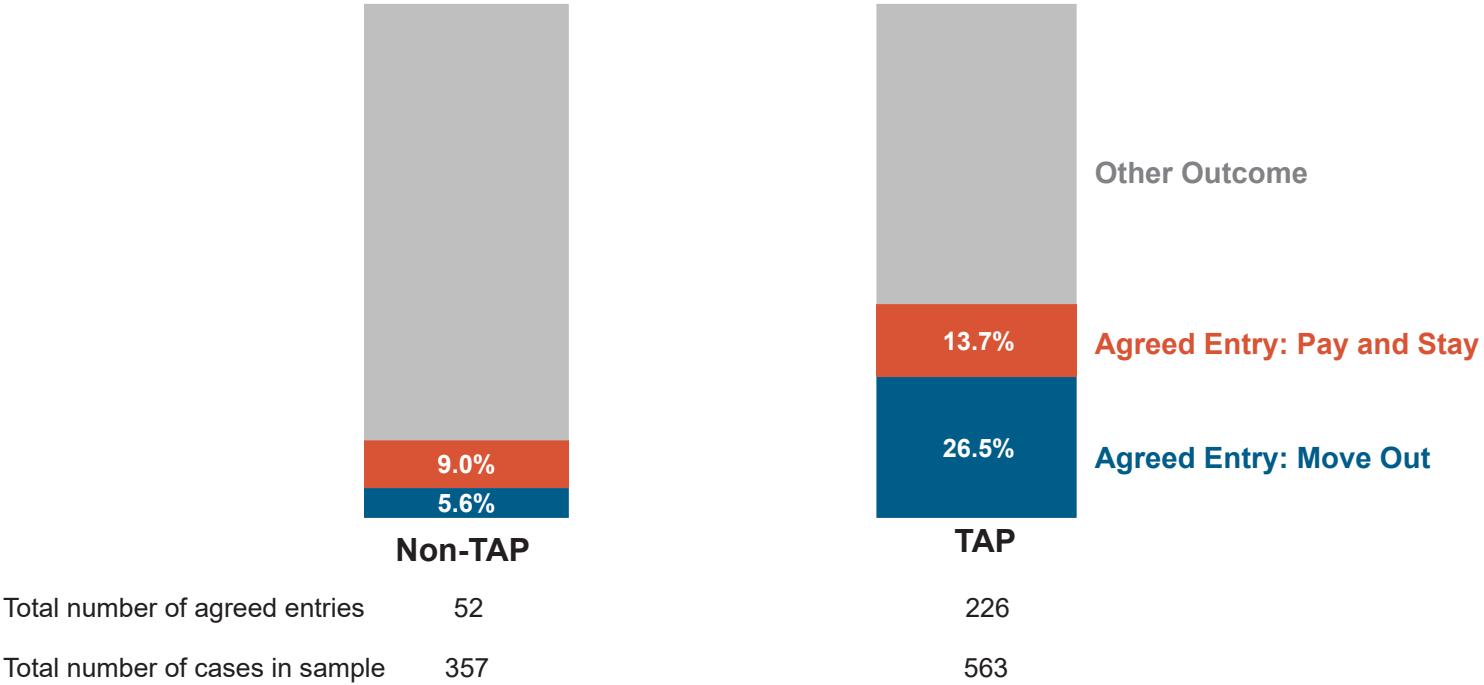
Over **40%** of TAP cases also resulted in an agreed entry (a more favorable outcome for tenants without a strong legal defense), compared to less than **15%** of Non-TAP cases



*Outcome data were not available for all cases in the Non-TAP sample

TAP also had an impact in increasing the number of agreed entries. Agreed entries are more favorable than having a court hearing when the tenant does not have a strong legal defense because agreed entries do not count as an eviction judgment, which can damage a tenant’s credit and make finding future rental housing more difficult.

During the pilot period, TAP helped **226 tenants** reach an agreed entry outcome while only 52 of the Non-TAP cases resulted in the same.



Implementation

TAP received positive feedback from program volunteers and tenants in regards to the program’s implementation.



Volunteers rated their experience with TAP as an **8.5 out of 10**
Tenants gave their attorneys an average rating of **9.5 out of 10**

Recommendations

- Seek funding to increase the number of program staff and volunteers available to tenants
- Review seasonal trends data in order to determine staffing patterns for the program
- Work with volunteers to determine ways to improve the TAP training process
- Develop more specific program goals and targeted outcomes based on the data reported in this initial evaluation
- Continue to monitor eviction filing trends and develop a targeted outreach campaign for high risk tenants who reside within zip codes with high filing rates

INTRODUCTION

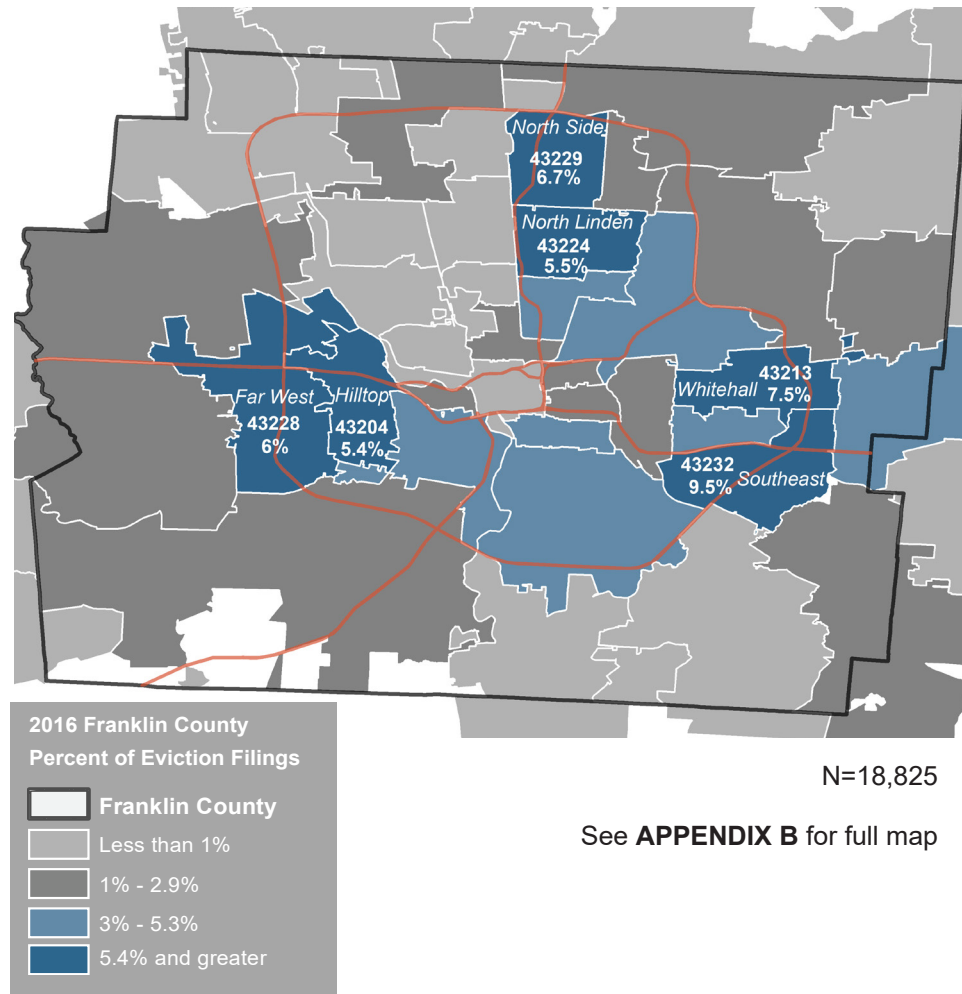
The Legal Aid Society of Columbus (LASC) and the Columbus Foundation (TCF) partnered with Thoughtwell (formerly Community Research Partners) to conduct an evaluation of LASC's Tenant Advocacy Project (TAP). The goal of this evaluation is to measure the program's impact on case outcomes for residents facing eviction at the Franklin County Municipal Court (FCMC). To measure how TAP has impacted tenant outcomes since implementation, Thoughtwell evaluated the program's initial six-months of operation between March and August 2017.

Background

Over 18,000 eviction cases are opened annually in Franklin County.¹ In 2016 alone, an eviction was filed against 7.5 out of every 100 households, higher than the state of Ohio's average of 6.1. As noted in the introductory letter from LASC, evictions can have a far-reaching, negative effect on tenants, often forcing families to face additional obstacles stemming from job loss and destabilized social networks.

In Franklin County, there were over 18,825 eviction cases filed in 2016 with 11,000 resulting in an eviction for the tenants.¹ An average of 30.4 evictions occurred per day during the same period, affecting 4.5 out of every 100 households in the county. Comparatively, Cuyahoga County had an average of 23.5 evictions per day, resulting in an eviction for 3.7 out of every 100 households.

Data on eviction filings in Franklin county show zip codes **43232**, **43213**, **43229**, **43228**, **43224**, and **43204** accounted for 40% of the 18,825 evictions filed in 2016, with 1,796, or 9.5% of filings occurring in zip code 43232 alone. Areas within the six zip codes include portions of North Linden, Hilltop, the North Side, Far West, and Southeast neighborhoods, along with the city of Whitehall. Zip code 43232, which includes Whitehall, also had one of the highest rates of single mother households reported in Franklin County during 2016 (58.5%) along with the highest percentage of minority residents (66.5% –see **APPENDIX A** for data tables). According to Desmond's Eviction Lab, these household types are most at risk of facing eviction.¹



¹ Princeton University, Eviction Lab: <https://evictionlab.org/>

In 2016, zip code 43232 had one of the highest rates of single mother households in Franklin County

Zip Code	2016 Population	Percent Minority	Percent of Households single mother*	Median Household Income
43204	40,957	25.5%	38.8%	\$41,671
43213	32,469	57.9%	47.9%	\$35,582
43224	41,462	56.4%	46.4%	\$34,597
43228	54,999	34.8%	34.9%	\$41,866
43229	50,964	61.1%	39.8%	\$40,487
43232	43,448	66.5%	58.5%	\$36,310

*Looks at households with presence of own related children in the home

The high rate of evictions within Franklin County led LASC, a non-profit organization dedicated to providing legal aid in civil matters for economically disadvantaged individuals in Central Ohio, to implement TAP in March 2017 with the primary goal of reducing the level of tenant displacement in Columbus.

TAP currently operates a daily clinic at FCMC to provide tenants with an opportunity to meet with staff and volunteers regarding their eviction case. The process involves screening tenants to determine if they meet program eligibility requirements³ along with determining the type of assistance needed for each case. The type of assistance offered by TAP includes: brief legal advice/counsel to help tenants understand the strengths and weaknesses of their case; full representation in court by TAP attorneys if needed; and a referral to mediation if TAP is unable to assist with the case. Demographic data from TAP cases between March and December of 2017 show that the program assisted nearly two times as many female participants as male participants and over 500 households with children (see **APPENDIX B** for additional TAP participant demographic data). Additional TAP program data from the same period also show that 75% of participants had an annual income of less than \$30,000 per year.

The Eviction Process

Eviction cases typically have two causes of action that take place on separate days.² The first cause deals with the tenant's right to remain in possession of the rental property. The second cause of action addresses money owed to the parties. The first and second causes of action are treated as one case under a unique case number assigned by FCMC but typically involve two separate hearings to resolve disputes. TAP provides attorneys to tenants for the first cause of action.

Since implementation, TAP has aimed to achieve the following objectives as defined by LASC:

- Maintain a daily physical presence at the FCMC eviction courtroom to support low-income tenants
- Identify tenant defenses to determine if they should be placed with on-site counsel, be referred back for full-case representation by LASC staff attorneys, or be referred to mediation
- Train and mentor pro-bono attorneys and other volunteers to provide limited representation for tenants

² Legal Aid Society of Columbus

³ Eligible participants must have a gross household income below 250% of the federal poverty level, contain no assets greater than \$24,180, and be a U.S. citizen, lawful permanent resident, or victim of domestic violence or human trafficking

Methodology

Thoughtwell began by constructing an evaluation plan to identify how TAP has impacted tenant outcomes since implementation (**APPENDIX C**). The evaluation plan was developed to answer three overarching research questions:

- To what extent has TAP impacted access to legal services?
- To what degree has TAP impacted overall case outcomes for tenants?
- How well was TAP implemented?

Thoughtwell analyzed a combination of TAP program data (provided by LASC), FCMC case outcome data (compiled by LASC), and TAP survey data (of program volunteers and assisted tenants) for the six-month period between March and August of 2017.

To fully measure TAP's impact on tenant outcomes, Thoughtwell compared **TAP** program data (consisting of **563 cases** in total) to cases pulled from the FCMC samples in 2016⁴ and 2017. Due to a large number of FCMC cases in 2016 and 2017 (roughly 10,000 cases during each six-month period in 2016 and 2017), a random sample of 370 cases was pulled for each year to make the analysis more manageable.⁵ Cases from 2016 were pulled to provide baseline information of tenant outcomes before TAP was implemented but are not referenced in the body of report. Data from 2016 cases can be located in **APPENDIX A**.



**563 TAP
Cases**

Within the 2017 FCMC sample, case numbers of TAP participants were matched using data obtained by LASC in order to identify the number of tenants that received TAP's services since implementation. Within the 2017 sample data, 13 tenants (3.5%) received assistance from TAP and were therefore removed from the analysis. The remaining **357 Non-TAP cases** from 2017 were analyzed independently in order to compare tenant outcomes when TAP services were not provided in 2017. The diagram to the right outlines the comparison data used throughout this evaluation.



**357 Non-TAP
Cases (2017)**

Thoughtwell also assisted LASC with developing two surveys for program volunteers and participants. The surveys were distributed by LASC in order to collect feedback from volunteers and tenants about the programs effectiveness.

⁴ Additional FCMC data from 2016 were also analyzed for comparison purposes. Results from these analyses can be found in APPENDIX A

⁵ Utilizing a confidence interval (CI) of 95 with a margin of error (MOE) of +/-5 against the roughly 10,000 FCMC eviction filings during the six-month periods in each sample year, 370 cases were pulled for comparison in both 2016 and 2017

Data Limitations

For this evaluation, LASC worked with FCMC to obtain data from hard copy court records for the 2016 and 2017 samples which LASC compiled for Thoughtwell's analysis. Due to limitations within the records, 2016 and 2017 FCMC data were unavailable for a number of cases therefore reducing the ability to accurately compare outcomes across the samples. Any missing data not available for this evaluation may have the potential to impact overall findings.

The specific questions where FCMC data were limited includes:

- How many cases resulted in agreements in favor of the landlord?
- How many tenants are represented by counsel?⁶

Outcome data on agreed entries and dismissals were only reported for 44.6% of the sample in 2016 and 47% of cases in 2017. Data on outcomes for the remaining cases were unavailable in each sample year.

Data limitations within both the FCMC and TAP data sets also prevented the following questions from being included in this evaluation:

- How many cases were decided by affidavit?⁷
- How many tenants appeared to their court hearing?
- How many tenants were referred back to LASC for full representation?
- How many tenants were referred to mediation?
- What are the next steps for the client?

It should also be noted that the TAP sample is, to some extent, self-selected due to the tenant choosing to appear in court to deal with their eviction case while the same may not be true for the 2016 and 2017 Non-TAP cases. Due to this, results on case outcomes may vary between the comparison samples.

Data Collection Recommendations

Based on data limitations noted above, Thoughtwell developed some specific data recommendations that will can help LASC coordinate data for future evaluations.

Partner with FCMC to obtain additional data needed to support further outcome data comparisons

Due to the gaps within the current data collected for this evaluation, it is strongly recommended that LASC continue to coordinate with FCMC to track outcome data on cases not assisted by the TAP program. This allows for a direct comparison between TAP participants and the remaining FCMC cases and helps determine what impact the program has made overall. These data would also be useful with any ongoing

⁶ Although TAP data were available, limitations within the FCMC data also prevented this question from being fully answered

⁷ A voluntarily sworn declaration of written facts. Black's Law Dictionary; Accessed via: <https://thelawdictionary.org/article/how-to-write-an-affidavit/>

evaluations to determine how well the program is working, if any changes are required, and if additional funding is needed to support the TAP program. Data would also show if any alternative outcomes may exist for tenants aside from what the findings show within this current evaluation and how the program can best serve participants moving forward. An example could include further exploring outcomes on cases labeled as “Undisposed,” meaning no direct resolution was made at the time.

Better coordinate TAP data with FCMC records for consistency purposes

To enhance consistency, LASC should better coordinate TAP program data to match how FCMC defines, collects, and reports their outcome in order to be consistent in how records are coded between the two data sets. LASC could also develop a straightforward data dictionary that translates FCMC data into usable data for their own internal tracking purposes. The process should involve working with FCMC to better understand how and why they define specific case outcomes in a particular way. For instance, FCMC has several classifications for agreed entry outcomes, such as “Judgment by Agreement.” Determining the exact definition for each ruling and coding TAP records in the same manner would reduce the likelihood of data errors, allow for greater accuracy when comparing data points, and simplify the process for compiling needed data for future evaluations.

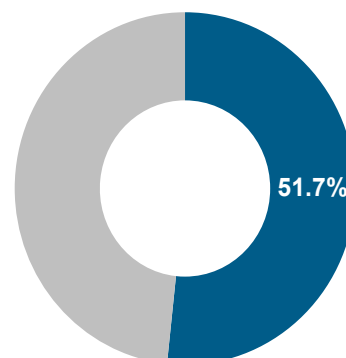
Develop a protocol for tracking and entering internal data

LASC could improve the internal data collection process by implementing a protocol for how data are tracked and compiled. Doing so will help LASC finalize a data spreadsheet for tracking each case and make the process for analyzing the information easier. LASC should also consider developing a code book that contains a set of guidelines on how to input program data. This method would work to better inform any potential new staff and volunteers of the appropriate ways to enter data records. The codebook should consist of a data key that explains which items are tracked, appropriate formatting for entering the records, and definitions for items that may not be clearly understood. An example could include entering mediation as “CMS” in the “Services Provided” category and explaining in the key that tenants directed to mediation are entered as such. LASC should also explore developing drop down lists in excel or any other databases they may use to track data. This would provide individuals responsible for inputting the data with the option of selecting from a pre-populated list that contains the relevant categories for each tracked item. For example, a drop down list for “tenant outcomes” could contain all relevant codes in that category, such as “agreed entry,” therefore allowing the individual to select that option and avoid any potential formatting errors when it comes to entering the data. Improved consistency will also make it easier to analyze data and therefore assess TAP’s efficacy going forward.

How many tenants were represented by counsel?

In the **TAP data**, 51.7% of the 563 tenants assisted by the program were fully represented by an attorney in court (See **APPENDIX A** for data tables). For purposes of this evaluation, representation includes cases that were assisted by LASC staff and volunteers during the tenant's court hearing and include cases that resulted in an agreed entry, a dismissal of the case, or a judgment for the plaintiff/landlord. The remaining 48.3% of TAP involved tenants received brief advice/counsel only, or a continuance⁸ on their case.

Over **50%** of tenants assisted by the TAP program were represented by an attorney during their court hearing.



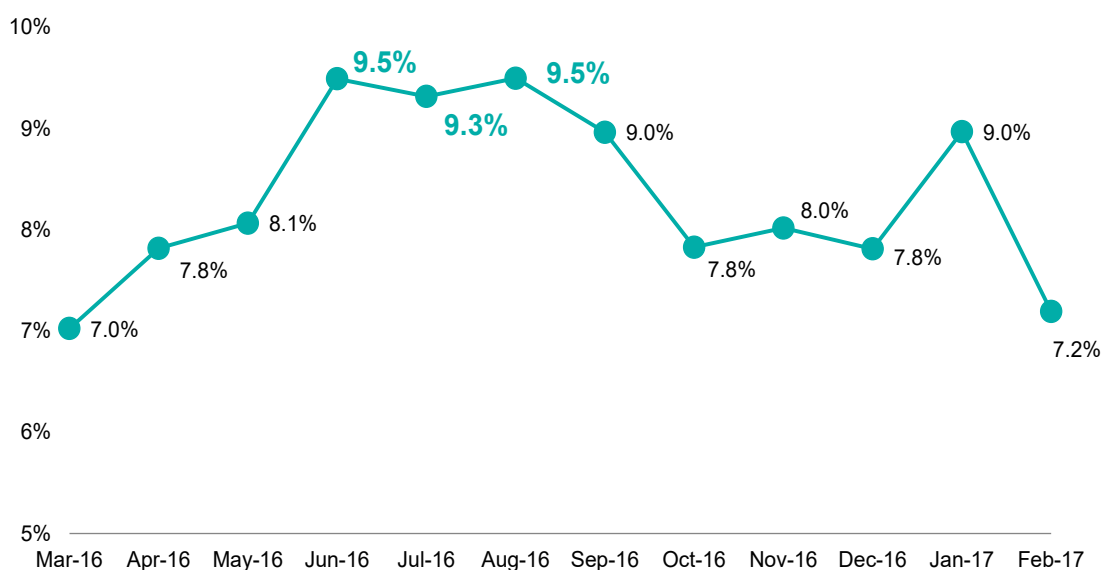
Due to limitations within the FCMC data, the number of tenants who were represented by an attorney in the **Non-TAP** sample could not be analyzed and was therefore not included in this evaluation.

Were there noticeable trends in the number of eviction cases?

Thoughtwell examined eviction filings for a one year period, between March 1, 2016 and February 28, 2017, to observe any noticeable trends in the year before TAP was implemented. During the time period, there were 18,932⁹ recorded eviction filings as reported by data collected through FCMC.

Of the 18,932 records, trend data show the greatest share of eviction filings occurred between June and August 2016, with the months of June and August containing the highest percentages of new filings within the one-year period (9.5% for each month).

June through August had the highest percentage of eviction filings within the one year period (March 2016-February 2017).



N=18,932

⁸ The adjournment or postponement of an action pending in a court, to a subsequent day of the same or another term. Black's Law Dictionary; Accessed via: <https://thelawdictionary.org/continuance/>

⁹ Number of eviction filings was based on the current 2016-2017 datasets provided by FCMC for the this evaluation

January 2017 also saw an uptick in eviction filings, as the month had the fourth highest percentage of new cases during the one year period, tied with September. Following the increase in January, a decrease was recorded for February, suggesting the summer months and the period following December may be the peak periods for eviction filings. Thoughtwell recommends LASC continue to monitor eviction filings moving forward to identify if trends that occurred between March 2016 and February 2017 are typical.

What percentage of tenants received TAP services?

Thoughtwell identified cases within the 2017 sample that received services from **TAP** in order to determine how many tenants were assisted by the program. With only one full-time attorney on staff, TAP provided legal services to 13 tenants, or 3.5% of the 370 cases in the 2017 sample.

It should be noted that TAP is only available to tenants that appear at their court hearing. Data from the Non-TAP sample may include several cases where the tenant failed to appear in court, therefore reducing the likelihood of TAP being able to provide services for those tenants. Due to limitations within the Non-TAP records, actual data on tenant appearances in court were unavailable for this evaluation, however, so the appearance percentage is unknown.

What percentage of cases received services from TAP staff compared to TAP volunteers?

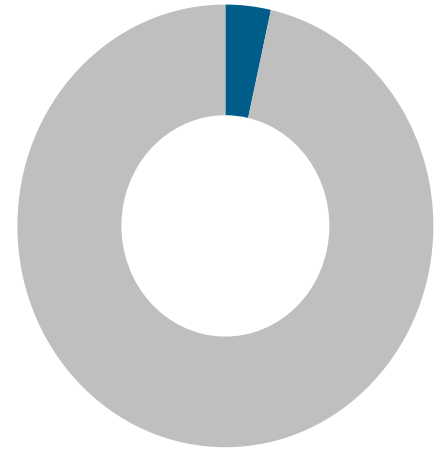
Of the **563 TAP cases**, 68% of tenants received some form of assistance from LASC staff throughout their involvement, while volunteers of the program assisted the remaining 32% of cases.¹⁰

What type of service did TAP provide for the tenant?

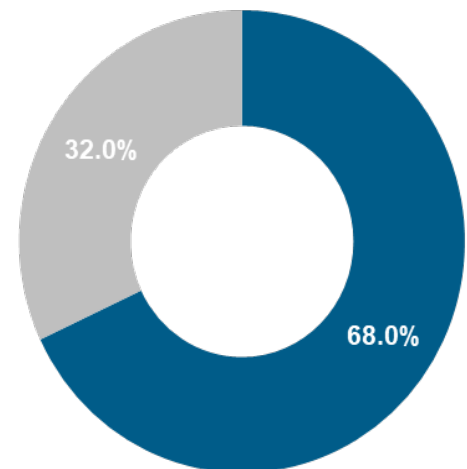
Since implementation, TAP has provided the following services to tenants:

- **On-site counsel/brief advice** – An opportunity for tenants to discuss the nature of their case, learn more about their rights as a tenant, and gain additional legal advice from staff
- **Representation** – An opportunity to be represented in court by TAP program staff and volunteers

Despite only having one full-time attorney, TAP assisted **3.5%** of the 370 tenant cases in the 2017 sample.



LASC staff provided assistance to **68%** of tenants served by TAP.



¹⁰ TAP tenants received services from a combination of LASC staff attorneys, and volunteer attorneys who agreed to provide pro-bono services for the program. At the time of this evaluation, TAP had been assisted by one full-time attorney, seven additional LASC staff attorneys, and 81 volunteer attorneys

Within the **TAP data**, 40.5% of tenants received on-site counsel/brief advice from program staff and volunteers, while 51.7% were fully represented in court. The remaining 7.8% resulted in a continuance.

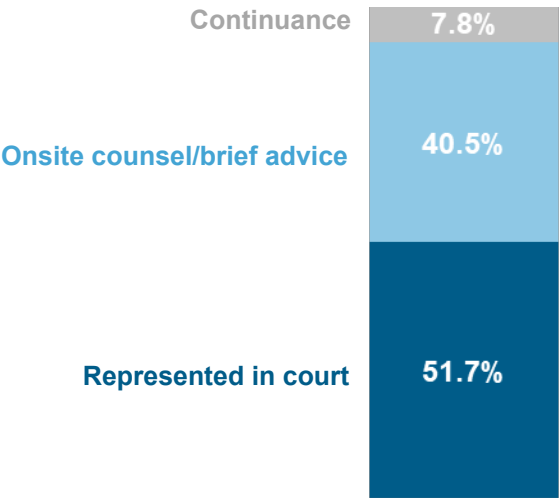
TAP provided **brief advice/counsel to 40.5%** of tenants and **represented 51.7%** in court.

How many tenants received brief advice/on-site counsel from LASC staff compared to volunteers?

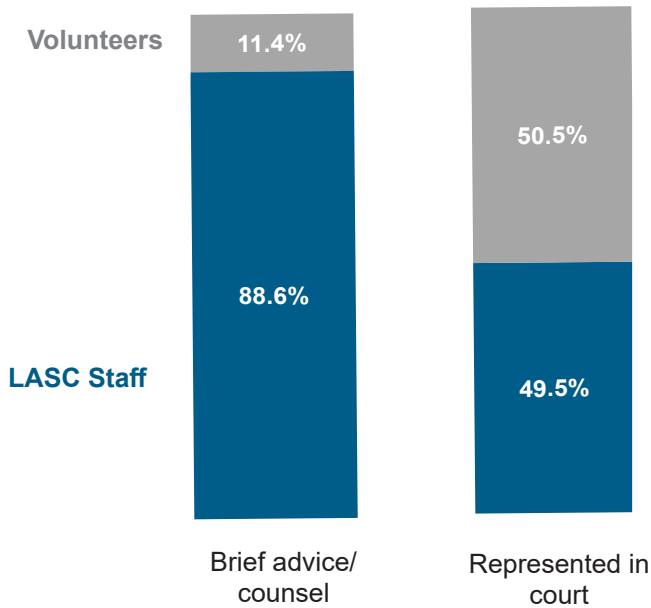
Of the 228 tenants (40.5% of TAP cases) that received brief advice/counsel, LASC staff provided the service to 88.6% of tenants while TAP volunteers assisted the remaining 11.4%.¹⁰

How many tenants were represented in court by LASC staff compared to volunteers?

Of the 291 cases (51.7% of TAP cases) that were represented by an attorney in court, volunteers represented a slightly larger share of cases in the courtroom compared to LASC staff (50.5% vs. 49.5%).



LASC Staff contributed to **88.6%** of cases that sought brief advice/counsel and **49.5%** of cases that were represented in court



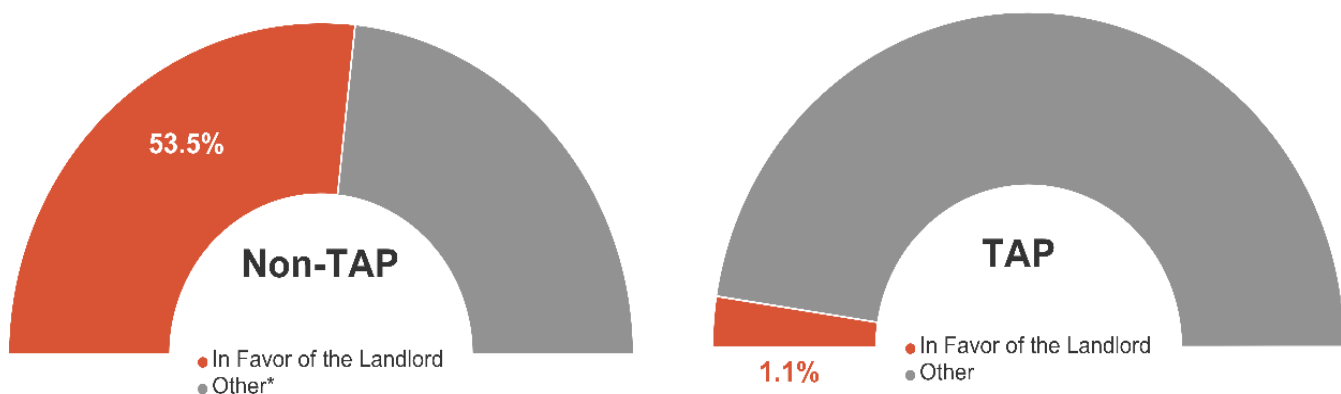
IMPACT ON OVERALL CASE OUTCOMES FOR TENANTS

What percentage of case judgments were in favor of the landlord?

For the purposes of this evaluation, a judgment in favor of the landlord is a case that resulted in a ruling granting judgment in favor of the landlord at hearing, which could ultimately lead to the tenant being set out of the unit.

Within the TAP data, the percentage of cases that resulted in a judgment in favor of the landlord, or plaintiff, was relatively small. Only 1.1% of TAP cases resulted in a definitive ruling in favor of the landlord, or potential eviction of the tenant. Comparatively, in the Non-TAP sample, 53.5% of cases were ruled in favor of the landlord while data on the remaining 46.5% of the sample were not available for this evaluation.

TAP tenants were less likely to receive an outcome in favor of the landlord compared to Non-TAP tenants (**1.1% vs 53.5%**)



*Outcome data were not available for all cases in the Non-TAP sample

Although data on rulings in favor of the landlord were unavailable for a large number of cases in the Non-TAP sample, TAP tenants represented by the program had a greater likelihood of avoiding an outcome that could potentially result in an eviction. This strongly suggests that the TAP program assists participants in reaching a better outcome than no TAP involvement.

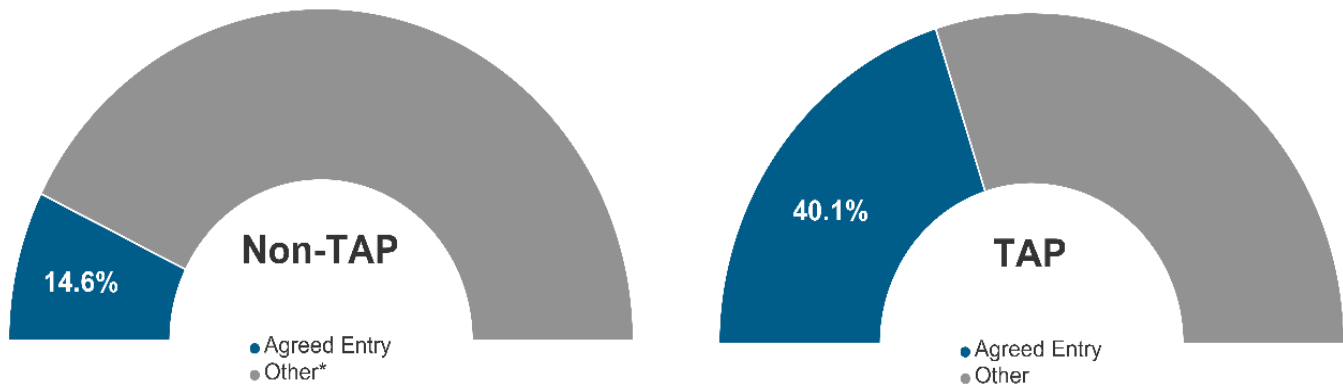
What percentage of cases resulted in an agreed entry?

For this evaluation, an agreed entry is defined as an agreement between the tenant and landlord on next steps to take with the disputed property. The agreement may result in the tenant staying or leaving the property. While agreed entries can be presented to the court, the court does not typically make an official ruling in favor of one party. Instead, the court approves specific terms and conditions that both the tenant and landlord agree to meet. Agreed entries are more favorable than having a court hearing when the tenant

does not have a strong legal defense because agreed entries do not count as an eviction judgment, which can damage a tenant’s credit and make finding future rental housing more difficult.

Within the **TAP cases**, 40.1% resulted in an agreed entry outcome compared to just 14.6% of **Non-TAP cases** meaning individuals who were involved with TAP had a greater likelihood of reaching an agreed entry as opposed to the alternative outcomes tracked in this evaluation.

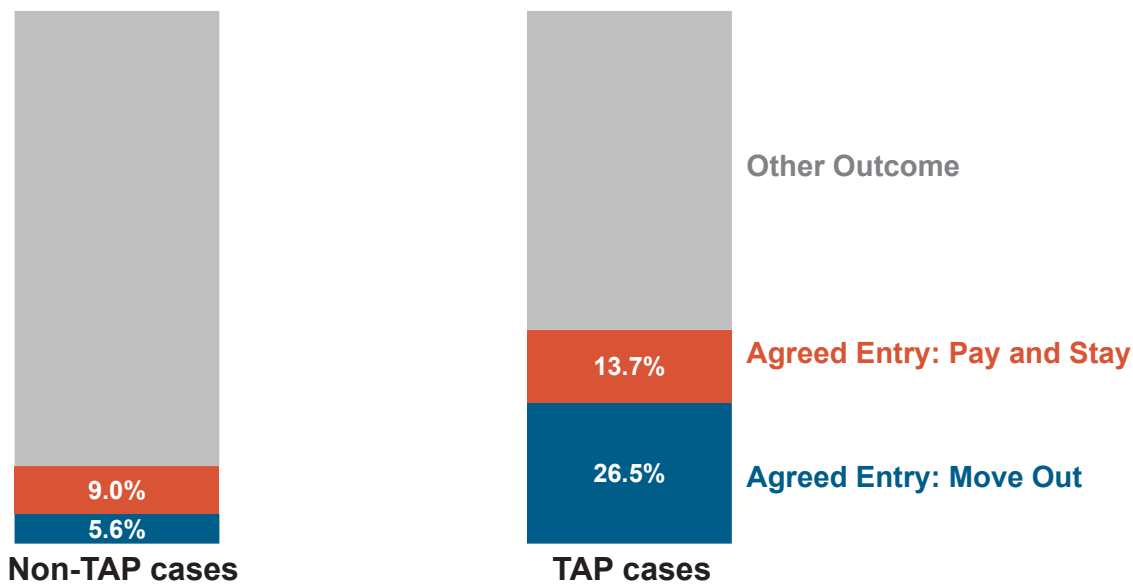
Over **40%** of TAP cases also resulted in an agreed entry (compared to less than **15%** of Non-TAP cases).



*Outcome data were not available for all cases in the Non-TAP sample

A breakdown of **TAP cases** that resulted in an agreed entry shows that 26.5% of agreed entry cases were an agreed entry for move out, or a mutual agreement for the tenant to vacate the premises without an eviction being filed on their record. While an agreed entry to move out is not the ideal outcome for the tenant, it does prevent them from getting a negative eviction judgment on their record. It should also be noted that an agreed entry for move out may be the only alternative available to the tenant aside from an eviction or judgment at hearing.

During the pilot period, TAP helped **226 tenants** reach an agreed entry outcome while only 52 of the Non-TAP cases resulted in the same.



Total number of agreed entries	52	226
Total number of cases in sample	357	563

A subset of cases that resulted in an agreed entry also resulted in an opportunity to pay and stay, meaning the tenant and landlord came to a mutual agreement for the tenant to pay an allotted amount of money to remain within the home. For **TAP cases**, 13.7% of agreed entries resulted in an agreed entry to pay and stay during the six-month evaluation compared to 9% of **Non-TAP cases**.

What percentage of cases resulted in a dismissal?

Cases can either be dismissed by court order or voluntarily by the plaintiff. Data indicating the exact reason why a dismissal occurred in any given case was not readily available for this evaluation. Dismissals reported in the TAP data were for the first cause of action only, while the Non-TAP sample includes dismissals ordered by court and voluntarily filed by the plaintiff in both the first cause of action and entire case. The court will dismiss a second cause of action after 12 months if neither party takes any action on the claim. Looking at the **TAP data** only, 10.3% of cases resulted in a form of a dismissal during the evaluation period in 2017 compared to 33.1% of **Non-TAP cases**.

Dismissals can often occur prior to the tenant's court hearing due to a number of factors, including the tenant agreeing to vacate the property before action is taken in court. A likely explanation of the lower rate of dismissals reported for TAP when compared to the Non-TAP sample could be attributed to the fact that the program only assists tenants who make an appearance in court. The Non-TAP sample could potentially include a greater share of tenants who did not appear in court due to a dismissal occurring before their actual hearing, although data to confirm this was not available for this evaluation. If cases are dismissed prior to an eviction hearing, the tenant has no reason to appear in court, meaning they are less likely to have any involvement with the TAP program

IMPLEMENTATION OF TAP

Volunteers and tenants assisted by TAP were asked to complete a survey on their experience to assess how well the program met the needs of tenants in its current format.

Volunteer Survey

Following the initial six-months of the program, a survey was distributed to the 81 volunteer attorneys that assisted with TAP during the evaluation period. Of that number, 15 (18.5%) provided feedback on their experience with the program. A breakdown of participants reveals that:



73% had five or more years of experience



60% worked for a practice that involved some form of litigation, or ability to take legal action in court

Volunteers rated TAP on a scale of 1-10 on the following categories:

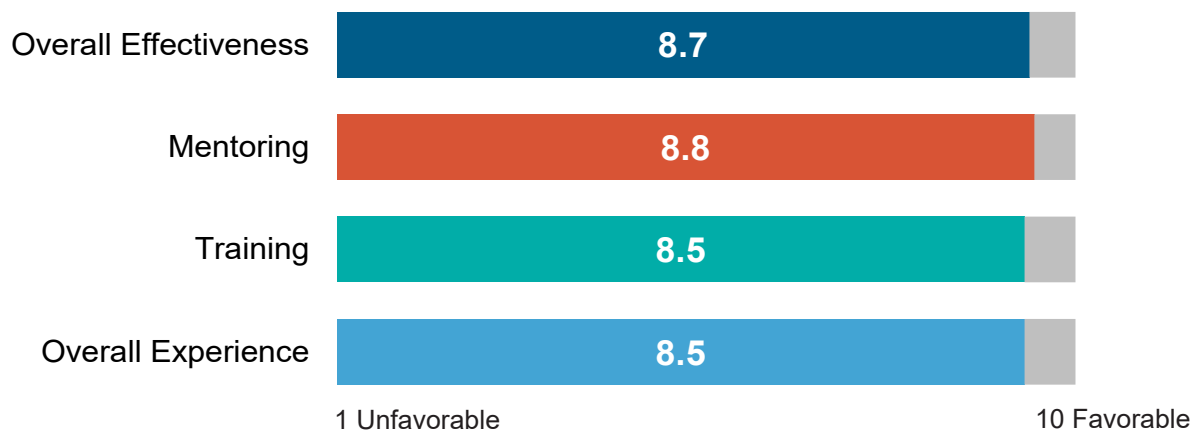
- Overall experience with TAP
- Training and mentoring process of TAP
- Overall effectiveness of TAP

How did volunteers rate their overall experience with TAP?

TAP volunteers rated their overall experience with the program favorably with those surveyed giving the program an average rating of 8.5 out of 10. Overall, scores ranged between 5 and 10, with 40% of volunteers rating their experience with the program as a perfect 10.

For this evaluation, a score of 7 or higher represents a favorable rating of the program (see **APPENDIX C**). Of the volunteers surveyed, 93.3% provided a favorable score of seven or greater when asked to rate their overall experience with the program, while the remaining 6.7% rated their experience with an unfavorable rating below seven.

Volunteers rated TAP favorably across all categories, with an **average rating of 8.7**.



How did volunteers rate the training and mentoring process with TAP?

Volunteers gave the training process an average score of 8.5 out of 10. Ratings ranged between 5 and 10, overall, with 40% giving TAP a perfect rating of 10 in this category. For the training process, 93.3% of volunteers also provided a favorable rating of seven or greater, while 6.7% provided a less than favorable rating of less than 7.

For the mentoring process, the average rating increased slightly to 8.8 out of 10, with 53.3% of volunteers giving TAP a perfect score of 10. Overall, ratings for the mentoring process ranged between 5 and 10.

How did volunteers perceive the overall effectiveness of TAP?

Volunteers gave TAP an average rating of 8.6 out of 10 when asked to rate the overall effectiveness of the program. Similar to ratings across the other survey categories, 40% of participants rated the overall effectiveness of the program as a 10. The range of scores increased slightly, however, with ratings falling between 4 and 10 overall.

In terms of overall effectiveness, 86.7% of volunteers surveyed provided TAP with a favorable rating of seven or greater, while the remaining 13.3% provided a less than favorable score below seven.

What suggestions did volunteers offer to improve the program?

Volunteer staff and attorneys were also asked to provide feedback on ways to improve the TAP program moving forward. In general, respondents directed their feedback towards the level of time allotted to the training and mentoring process of TAP. Respondents generally noted that, while LASC was a helpful resource to answer any questions that arose, volunteers may have been able to more efficiently serve tenants if they were better equipped with an understanding of the specifics of the court process as it relates to eviction laws and negotiation. These suggestions could be addressed via more extensive in-person

training as well as expanded upon training materials that volunteers could take with them to FCMC when advising clients.

Tenant Survey

Tenants participated in a survey administered by LASC throughout the initial six months of the program to assess their overall level of satisfaction with the attorneys assigned to their case. The survey was distributed to tenants in a paper format, voluntarily filled out immediately following their meeting with TAP, and returned to the program volunteer or staff attorney. In total, 53 individuals (9.4% of TAP cases within the six-month evaluation period) provided feedback on their experience with TAP staff and volunteer attorneys. It should be noted that Thoughtwell does not know what service type was provided to participants by TAP staff or volunteers with the current survey data.

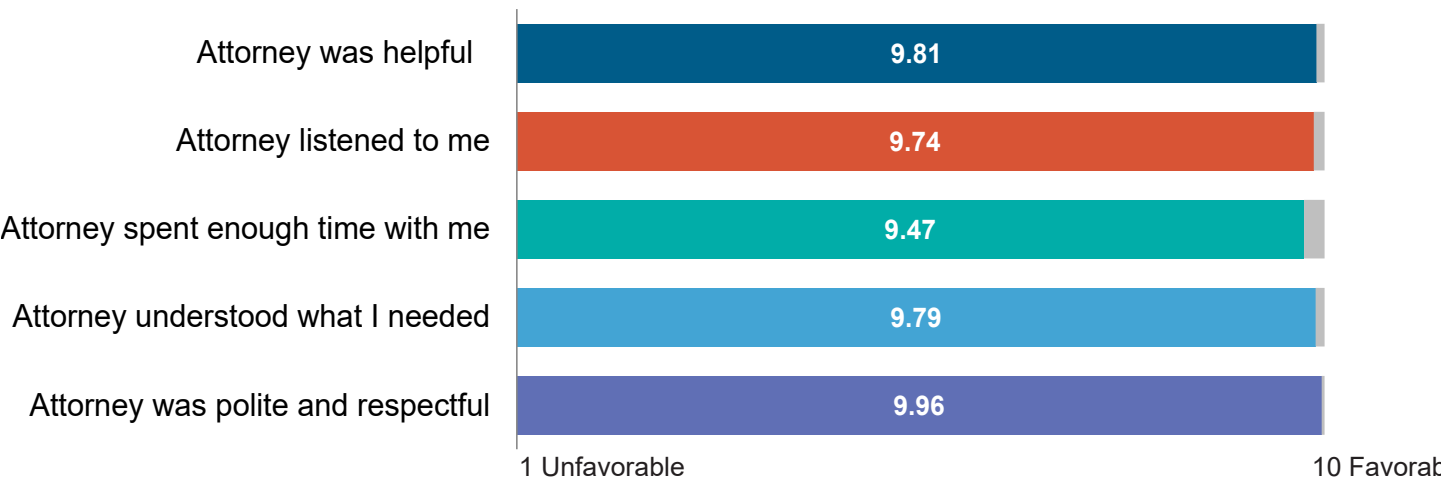
How did tenants rate their overall experience with TAP attorneys?

On a scale of 1-10, tenants were asked to rank their attorney in the following categories:

- Ability to help the tenant
- Ability to listen to the tenant
- Time spent with the tenant
- Level of understanding of tenants’ needs
- Treatment in regards to politeness and respect

Tenants in general had favorable experiences with TAP staff and volunteers, with the average rating of 9.5 out of 10 across all categories. Attorney ratings ranged between 4 and 10 across all categories, with the lowest rating (4) reflecting the small amount of time the attorney spent on the individual tenant’s case.

Tenants rated their experience with TAP attorneys favorably across all categories



A deeper look at tenant ratings shows that 96.2% of tenants rated their experience with TAP as a seven or better across all categories, with the amount of time spent with the tenant being the only category not receiving a 100% rating.

■ *What suggestions did tenants offer to improve the program?*

Feedback in general was positive, but a few tenants mentioned a desire for private rooms to discuss the matters of their case due to the intimidating setting of the intake room. Tenants also spoke of a desire for more intake specialists to assist them in their process, although whether they were referring to the court in general or TAP was unclear.

| SUMMARY OF FINDINGS

| *Impact of access to legal services*

During the six month evaluation period, **TAP** provided legal services to 563 cases and 3.5% of eviction cases in the reported 2017 sample of 370 cases. Of the TAP services provided, 51.7% of tenants were fully represented in court by program staff and volunteers, while the remaining 48.3% were offered brief advice/counsel. Of the tenants that were represented, 50.5% of participants were represented by a volunteer compared to 49.5% for LASC staff, suggesting volunteers also play a pivotal role in helping to increase the level of legal access available to tenants.

If seasonal trends on eviction filings are consistent throughout the years, trend data also show that TAP had the potential to reach a greater share of tenants who faced eviction during the program's initial six months, due to the higher volume of filings in the summer months. This means additional TAP program staff may have the potential to further increase access to legal representation, particularly for the months between June and August.

Overall, over half of the tenants who interacted with TAP volunteers and staff were represented by an attorney in court. Comparison data to determine if TAP participants had a greater likelihood of being represented when compared to the Non-TAP sample could not be determined for this evaluation, however.

| *Impact on case outcomes*

TAP participants had a greater likelihood of avoiding an outcome that could result in an eviction compared to **Non-TAP** cases, with only 1.1% of the program's cases being ruled in favor of the landlord.

TAP had an impact in increasing the number of agreed entries during the pilot period. Of the reported outcomes within the TAP data, over 40% of cases assisted by the program resulted in some form of an agreed entry. A further breakdown shows that, of the 563 TAP cases, 26.5% were an agreed entry for move out while the remaining (13.7%) were pay and stay. Agreed entries were lower in the **Non-TAP** sample, however, with only 14.6% of the 357 cases resulting in the outcome, meaning TAP was able to help a greater share of tenants reach an agreement that avoids an eviction judgment.

TAP seemed to have a lesser impact on the number of case dismissals (**10.3% of TAP cases** resulted in a dismissal compared to **33.1% of Non-TAP cases**), although tenant cases are often dismissed prior to their actual court hearing, meaning TAP is less likely to be involved with those cases since the tenant is less likely to appear in court.

Overall, TAP made the greatest impact in helping tenants reach an agreed entry and avoid a definitive ruling in favor of the landlord as an agreed entry outcome does not result in an eviction on the tenant's record. The total number of cases that agreed to pay and stay was also much higher for **TAP** compared to the **Non-TAP** sample (77 vs. 32).

Implementation

In general, TAP received positive feedback from program volunteers and tenants in regards to the programs implementation.

Volunteers rated their overall experience of TAP, the training and mentoring processes, and the program's overall effectiveness very highly. Volunteers directed their feedback towards the training and mentoring portion, in which participants spoke of a desire for additional guidance throughout the process in order to be better equipped to serve tenants.

Tenants also provided feedback on their experience with TAP attorneys, with a majority of participants (96.2%) providing a favorable rating of seven or greater (on a scale of 1-10) across all categories. Tenants expressed a desire for a more private setting when discussing the matters of their case, as well as additional time spent with TAP attorneys.

RECOMMENDATIONS

Seek funding to increase the number of program staff and volunteers available to tenants

Due to TAP interacting with less than 5% of the 2017 sample, LASC should seek funding to support additional staff and volunteer attorneys in order to increase the availability of services to tenants. Tenants also spoke of a desire for additional time with their attorney as well as additional staff support to help speed up the intake process. While TAP had a positive impact on increasing program tenants' likelihood of reaching an outcome that did not result in an eviction, funding to support additional full- and part-time program attorneys, along with volunteer attorneys, would allow TAP to further increase access to legal services.

Review seasonal trends data in order to determine staffing patterns for the program

Since the seasonal trends analysis revealed that a greater share of case filings occurred during the summer months of June–August 2017 (when looking at the one year period between March 2016 and February 2017), LASC should continue to review trends in the data to determine when the program can make the greatest impact in reaching tenants at the courthouse. If seasonal trends are consistent throughout the years, funders may find it beneficial to support an increase in staffing during the summer months to meet the expanded need.

Work with volunteers to determine ways to improve the TAP training process

Volunteers discussed a desire for a greater amount of training to help them better understand the specifics of the court process as it relates to eviction laws and negotiation. LASC should continue to seek input from volunteers to determine ways in which they can expand upon the current training process to better cover expectations of the court process and allow volunteers to more efficiently serve tenants moving forward. Utilizing feedback from volunteers, LASC could also develop a reference guide that provides tips and pointers on how to handle common scenarios at the eviction court and examples of what to expect during their involvement with TAP.

Develop more specific program goals and targeted outcomes based on the data reported in this initial evaluation

Since TAP has begun to meet its broad goal of reducing the level of tenant displacement in Columbus, the next steps should include using the findings of this evaluation to set more specific goals and targeted outcomes for the program. For instance, since TAP interacted with 3.5% of cases in 2017, a more targeted goal might be to expand services to cover 5% of cases in 2019. Doing so would also help LASC further determine if additional funding and supports, such as outreach services to inform tenants of services provided through TAP or hiring additional attorneys, are needed to reach specific metrics.

Continue to monitor eviction filing trends and develop a targeted outreach campaign for high risk tenants who reside within zip codes with high filing rates

Based on eviction filing trends, Franklin County currently averages around 18,000 new files per year. Using available data, LASC should continue to monitor filing trends and seek funding to assist in developing targeted outreach campaigns in zip codes where populations are most at risk for an eviction. These outreach campaigns should be used as an opportunity to inform residents of their rights as tenants, explain how the eviction process works, and also promote TAP and other LASC services should residents need to utilize those services. Using the data from this initial evaluation, zip codes 43232, 43213, 43229, 43228, 43224, and 43204 could be potential starting points for such activities due to those areas accounting for over 40% of evictions filed in Franklin County in 2016 and containing a higher percentage of single mother households; households who have a higher risk of facing an eviction.¹ Since data also show that 75% of TAP participants assisted between March and December of 2017 made less than \$30,000 per year (see **APPENDIX B**), zip codes with lower median household incomes, such as 43211, could also be targeted moving forward.

Questions to be explored moving forward:

This original evaluation included additional questions that were removed due to the current limited availability of data. Once data allow, Thoughtwell recommends that the following questions be explored in a subsequent evaluation in order to continue to fully measure TAP's impact:

- How many cases were decided by affidavit?³
- How many tenants in the FCMC data appeared to their court hearing?
- How many tenants in the FCMC data were represented by counsel?
- How many tenants were referred back to LASC for full representation?
- How many tenants were referred to mediation?
- What are the next steps for the client?

APPENDIX A

Data Tables

Table 1: Tenants represented in court*

Sample	Percent of Total	Total Cases
2017 Tenant Advocacy Program (TAP)	51.7%	563

*2016 and 2017 Non-TAP data were unavailable

Table 2: Seasonal trends in eviction filings- March 2016-February 2017

Month-Year	Percent of Total Eviction Filings	Number of Eviction Filings
Mar-16	7.0%	1,330
Apr-16	7.8%	1,480
May-16	8.1%	1,527
Jun-16	9.5%	1,797
Jul-16	9.3%	1,764
Aug-16	9.5%	1,798
Sep-16	9.0%	1,697
Oct-16	7.8%	1,482
Nov-16	8.0%	1,518
Dec-16	7.8%	1,479
Jan-17	9.0%	1,698
Feb-17	7.2%	1,362
Total Filings		18,392

Table 3: Percent of TAP represented cases within the Franklin County Municipal Court 2017 sample*

	Percent of FCMC cases represented by TAP	Total Cases
TAP cases	3.5%	13

*The total number of FCMC cases is 370

Table 4: TAP assistance breakdown: Legal Aid staff vs. Volunteers

Service	Percent Assisted	Total Cases
Assisted by TAP Staff (LASC attorneys)	68.0%	563
Assisted by Volunteers (Pro-Bono Attorneys)	32.0%	563

Table 5: Service provided by TAP

Type of Service Provided by TAP	Percent Breakdown	Total Cases
Received on-site counsel/brief advice	40.5%	228
Percent from pro-bono/volunteer	11.4%	26
Percent from LASC staff	88.6%	202
Percent that received representation	51.7%	291
Percent from pro-bono/volunteer	50.5%	147
Percent from LASC staff	49.5%	144
Total TAP Cases*		563

*The remaining 44 TAP cases (7.8%) resulted in a continuance

Table 6: Volunteer experience with TAP*

Volunteer Survey Ratings	Overall Experience	Training	Mentoring	Overall Effectiveness
1	0.0%	0.0%	0.0%	0.0%
2	0.0%	0.0%	0.0%	0.0%
3	0.0%	0.0%	0.0%	0.0%
4	0.0%	0.0%	0.0%	6.7%
5	6.7%	6.7%	6.7%	6.7%
6	0.0%	0.0%	6.7%	0.0%
7	13.3%	20.0%	6.7%	0.0%
8	33.3%	20.0%	13.3%	13.3%
9	6.7%	13.3%	13.3%	33.3%
10	40.0%	40.0%	53.3%	40.0%
Average Rating	8.5	8.5	8.8	8.7

*N=15

Table 7: Tenant experience with TAP*

Tenant Survey Ratings	How helpful was your attorney?	How well did your attorney listen to you?	How much time did your attorney spend with you?	How well did your attorney understand what you wanted?	How polite and respectful was your attorney?
1	0.0%	0.0%	0.0%	0.0%	0.0%
2	0.0%	0.0%	0.0%	0.0%	0.0%
3	0.0%	0.0%	0.0%	0.0%	0.0%
4	0.0%	0.0%	3.8%	0.0%	0.0%
5	0.0%	0.0%	0.0%	0.0%	0.0%
6	0.0%	0.0%	0.0%	0.0%	0.0%
7	0.0%	3.8%	1.9%	3.8%	0.0%
8	5.7%	5.7%	9.4%	1.9%	0.0%
9	7.5%	3.8%	5.7%	5.7%	3.8%
10	86.8%	86.8%	79.2%	88.7%	96.2%
Average Rating	9.8	9.7	9.5	9.8	9.96

*N=53

Table 8: Rulings in favor of the landlord

Sample	Percent In favor	Percent Not in Favor	Not Reported	Total Cases in Sample
2017 Tenant Advocacy Program (TAP)	1.1%	N/A	N/A	563
2016 Non-TAP Cases	58.6%	1.90%	39.5%	370
2017 Non-TAP Cases	53.5%	N/A	46.5%	357

Table 9: Cases that resulted in an agreed entry

Sample	Percent that resulted in an Agreed Entry	Total Cases in Sample
2017 Tenant Advocacy Program (TAP)	40.1%	563
2016 Non-TAP Cases	15.4%	370
2017 Non-TAP Cases	14.6%	357

Table 10: Agreed entry breakdown

Sample	Agreed Entry: Move Out	Agreed Entry: Stay	Total Cases in Sample
2017 Tenant Advocacy Program (TAP)	26.5%	13.7%	563
2016 Non-TAP Cases	6.2%	5.7%	370
2017 Non-TAP Cases	5.6%	9.0%	357

Table 11: Case dismissals

Sample	Percent Dismissed	Total Cases in Sample
2017 Tenant Advocacy Program (TAP)	10.3%	563
2016 Non-TAP Cases	29.2%	370
2017 Non-TAP Cases	33.1%	357

Table 12: 2016 Franklin County Eviction Filings by Zip Code

Zip Codes	Count of Case Number	Percent of Cases
43002	0	0.0%
43004	214	1.1%
43016	99	0.5%
43017	96	0.5%
43026	331	1.8%
43054	50	0.3%
43064	0	0.0%
43065	19	0.1%
43068	715	3.8%
43081	389	2.1%
43085	157	0.8%
43109	0	0.0%
43110	485	2.6%
43119	198	1.1%
43123	373	2.0%
43125	140	0.7%
43126	3	0.0%
43137	2	0.0%
43140	1	0.0%
43146	0	0.0%
43147	15	0.1%
43201	290	1.5%
43202	78	0.4%
43203	348	1.8%
43204	1,008	5.4%
43205	469	2.5%
43206	634	3.4%
43207	865	4.6%
43209	364	1.9%
43210	1	0.0%
43211	777	4.1%
43212	73	0.4%
43213	1,408	7.5%
43214	125	0.7%
43215	146	0.8%
43217	93	0.5%
43219	549	2.9%
43220	116	0.6%
43221	55	0.3%
43222	188	1.0%
43223	794	4.2%
43224	1,041	5.5%

Table 12: Continued

Zip Codes	Count of Case Number	Percent of Cases
43227	794	4.2%
43228	1,124	6.0%
43229	1,258	6.7%
43230	415	2.2%
43231	330	1.8%
43232	1,796	9.5%
43235	249	1.3%
Other*	150	0.8%
Total Cases	18,825	

*Includes zip codes outside of Franklin county that had an eviction filing at the Franklin County Municipal Court in 2016. No explanation was provided for this occurrence.

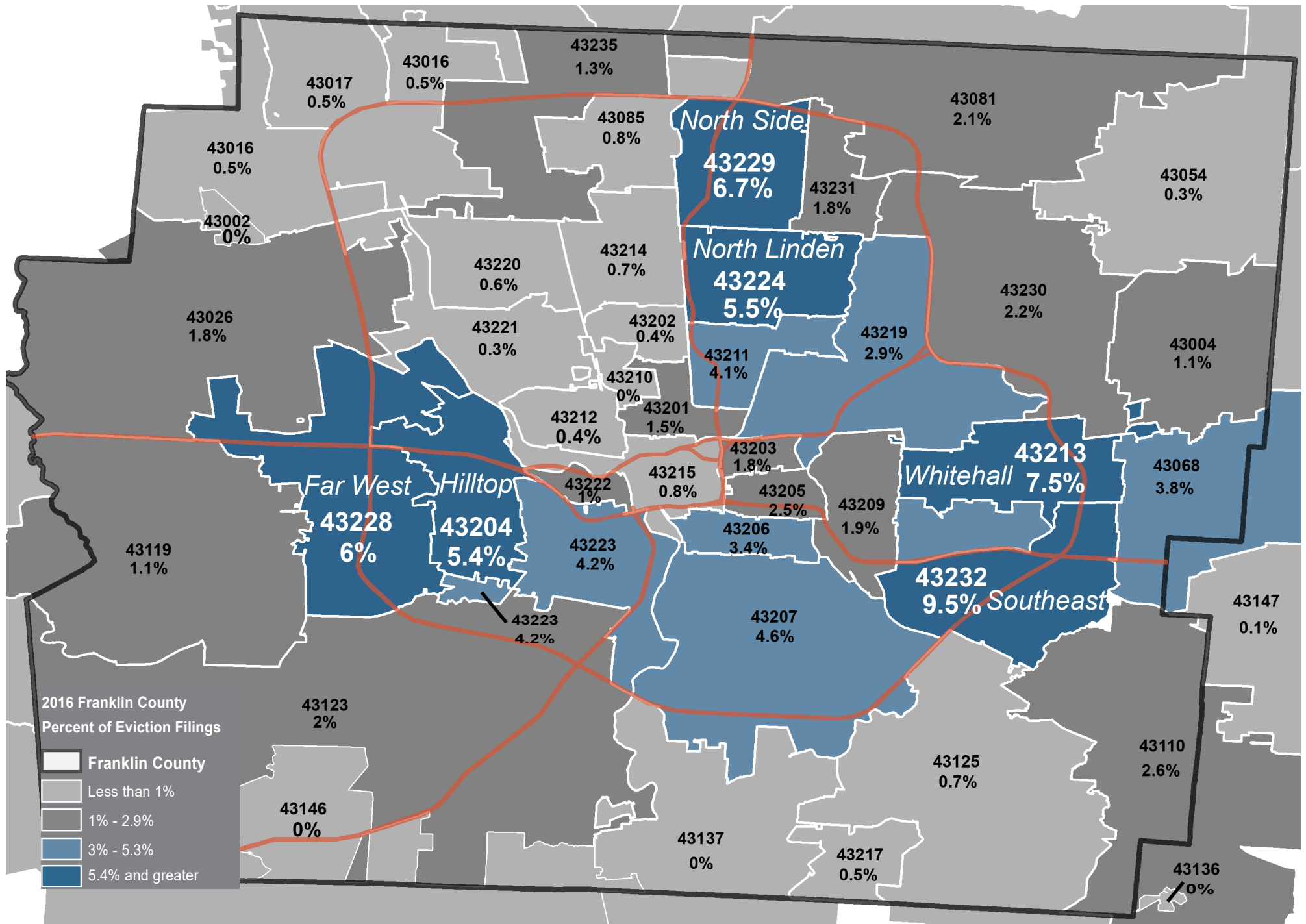
Table 13: 2016 Franklin County Zip Code Demographics

Zip Code	2016 Population	White alone	Black or African American alone	Hispanic	Other	Households with their own children	Percent of households: single mother households with their own children	Median Household Income
43002	2,858	85.0%	4.7%	4.6%	5.8%	172	0.0%	\$79,060
43004	25,473	66.3%	26.4%	1.2%	6.0%	6,911	13.8%	\$70,319
43016	34,750	68.9%	3.2%	4.5%	23.4%	8,161	9.8%	\$88,284
43017	40,449	75.3%	3.2%	5.9%	15.5%	11,422	12.5%	\$98,584
43026	60,290	83.0%	5.2%	4.0%	7.7%	16,469	18.0%	\$80,297
43054	24,191	80.7%	5.8%	2.0%	11.5%	7,092	3.6%	\$112,333
43064	14,009	93.1%	2.4%	1.0%	3.5%	4,046	10.3%	\$78,327
43065	40,957	85.1%	4.3%	1.8%	8.8%	12,202	10.7%	\$116,187
43068	54,128	60.6%	27.0%	5.5%	6.8%	12,330	31.8%	\$57,505
43081	58,780	77.9%	9.5%	3.0%	9.6%	12,259	20.0%	\$75,047
43085	25,254	82.4%	5.4%	5.1%	7.0%	6,402	22.4%	\$76,860
43109	119	99.2%	0.0%	0.0%	0.8%	17	5.9%	\$54,375
43110	37,322	66.6%	26.3%	2.5%	4.7%	9,900	25.6%	\$66,347
43119	28,100	77.4%	7.4%	6.9%	8.3%	6,954	21.2%	\$62,423
43123	62,094	89.5%	4.9%	1.4%	4.1%	14,289	21.3%	\$63,004
43125	13,625	75.4%	17.2%	3.0%	4.3%	2,387	15.0%	\$58,417
43126	457	99.6%	0.0%	0.4%	0.0%	93	10.8%	\$51,250
43137	1,892	95.8%	1.7%	1.3%	1.2%	297	22.9%	\$50,694
43140	24,390	84.4%	9.8%	2.4%	3.5%	3,921	26.9%	\$59,630
43146	12,326	85.3%	10.3%	1.5%	2.9%	1,643	5.8%	\$69,386
43147	39,576	77.7%	14.2%	2.3%	5.8%	10,218	12.6%	\$89,007
43201	30,195	75.2%	10.9%	4.6%	9.3%	1,328	49.9%	\$26,473
43202	21,730	74.6%	5.5%	2.0%	17.8%	2,130	12.1%	\$45,214
43203	7,602	20.2%	68.6%	3.9%	7.4%	1,789	63.7%	\$24,819
43204	40,957	74.6%	11.7%	6.9%	6.9%	7,991	38.8%	\$41,671
43205	12,605	28.7%	57.2%	2.8%	11.4%	1,978	59.7%	\$30,988
43206	21,894	47.0%	45.2%	1.8%	6.0%	3,399	62.5%	\$47,727
43207	47,592	64.8%	25.2%	4.4%	5.6%	8,944	42.1%	\$41,324
43209	28,412	66.3%	27.0%	2.3%	4.4%	5,631	23.9%	\$55,478

Table 13: Continued

Zip Code	2016 Population	White alone	Black or African American alone	Hispanic	Other	Households with their own children	Percent of households: single mother households with their own children	Median Household Income
43210	11,789	76.9%	5.0%	2.8%	15.4%	127	16.5%	\$16,314
43211	21,929	22.0%	62.3%	4.0%	11.6%	6,166	66.5%	\$24,751
43212	19,436	89.5%	2.1%	2.1%	6.3%	2,615	10.7%	\$64,626
43213	32,469	42.1%	38.9%	12.8%	6.2%	7,121	47.9%	\$35,582
43214	26,300	87.0%	4.6%	2.3%	6.1%	4,050	22.1%	\$66,653
43215	13,807	76.5%	13.0%	2.4%	8.1%	364	42.6%	\$55,490
43217	2,501	75.3%	17.2%	2.1%	5.4%	853	59.1%	\$38,380
43219	29,237	15.6%	72.2%	5.6%	6.6%	7,476	49.3%	\$34,625
43220	26,995	82.7%	3.2%	3.5%	10.6%	5,222	11.8%	\$62,833
43221	32,313	87.2%	2.5%	3.1%	7.1%	7,364	15.2%	\$84,804
43222	4,020	66.5%	19.5%	6.9%	7.1%	868	46.0%	\$25,750
43223	25,159	64.5%	23.4%	5.5%	6.5%	5,111	42.6%	\$30,695
43224	41,462	43.7%	39.0%	6.1%	11.3%	8,393	46.4%	\$34,597
43227	23,431	21.9%	59.8%	9.8%	8.6%	5,323	59.8%	\$34,468
43228	54,999	65.1%	14.1%	14.6%	6.1%	13,509	34.9%	\$41,866
43229	50,964	38.9%	41.4%	10.1%	9.6%	11,816	39.8%	\$40,487
43230	56,634	72.3%	17.5%	3.2%	7.0%	12,146	18.9%	\$70,822
43231	20,469	46.0%	41.7%	6.4%	6.1%	4,951	40.7%	\$47,215
43232	43,448	33.4%	57.5%	4.0%	5.0%	10,498	58.5%	\$36,310
43235	42,314	76.0%	5.0%	7.1%	11.7%	8,195	21.4%	\$70,004

Map 1: 2016 Franklin County Eviction Filings*



*150 cases (.8%) include zip codes outside of Franklin county that had an eviction filing at the Franklin County Municipal Court in 2016. No explanation was provided for this occurrence.

N=18,825

APPENDIX B:

TAP 2017 Demographic Data (March-December)

These data were provided by LASC and describe TAP participants for the months of March 2017–December 2017. Due to the time period extending beyond the initial six-month evaluation period (March 2017–August 2017), data reported here may differ from the breakdowns for participants in the evaluation.

Table 14: Gender of TAP Participants

	Total
Female	511
Male	269
Other	44

Table 15: Race of TAP Participants

	Total
Other/Unknown	398
African American	240
White Non-Hispanic	160
Multi Racial	13
Hispanic	9
Native American	4

Table 16: Client Age of TAP Participants

	Total
18-24	75
25-39	344
40-59	323
60+	66
Unknown	13

Table 17: Various Demographics of TAP Participants

	Total
Disabled	71
Veteran	20
Immigrant	7
Homeless	3

Table 18: Income of TAP Participants

	Total
Less than \$10,000	200
\$10,000-19,999	224
\$20,000-29,999	198
\$30,000-39,999	64
\$40,000-49,999	22
\$50,000 or more	14
No Income	86
Income Unknown	18

Table 19: Citizenship of TAP Participants

	Total
Eligible Immigrant	10
Undocumented	1

Table 20: Language Spoken by TAP Participants

	Total
English	455
Other	362
Spanish	6
Arabic	1

Table 21: Persons Helped*

	Total
Children	1,144
Adult	1,143
Seniors	74

*Reflects the number of people in households that were involved in an eviction case

Table 22: Households with Children

	Total
Households with Children	514

Table 23: Unique Number of Clients

	Total
Unique Number of Clients	824

Table 24: Service Provided

	Total
Brief Advice	347
Represented	345
Other	162

To what extent has TAP impacted access to legal services for tenants at the eviction court?

- How many tenants were represented by counsel during their hearings?
- Were there noticeable trends in the number of eviction cases?
- What percentage of tenants received TAP services during each identified week since implementation?
 - What percentage of tenants received services from TAP staff
 - What percentage of tenants received services from pro-bono attorneys or volunteers?
- What type of service did TAP provide for the tenant?
 - How many tenants received on-site counsel?
 - How many tenants received on-site counsel from Legal Aid staff?
 - How many tenants received on-site counsel from pro-bono attorneys or volunteers?
- How many tenants received representation?
 - How many tenants received representation from Legal Aid staff?
 - How many tenants received representation from pro-bono attorneys or volunteers?

How well was the program implemented?

- How did volunteers rate their overall experience with TAP?
 - What percentage rated their overall experience as a 7 or better? (1-10 scale)
- How did volunteers rate the training and mentoring process with TAP?
 - What percentage rated their overall training and mentoring experience as a 7 or better? (1-10 scale)
- How did volunteers perceive the overall effectiveness of TAP?
 - What percentage rated the overall effectiveness as a 7 or better? (1-10 scale)
- What suggestions did volunteers offer to improve the program?
 - How did tenants rate their overall experience with TAP attorneys?
- What percentage rated their overall experience as a 7 or better? (1-10 scale)

To what degree has TAP impacted overall case outcomes for tenants?

- What percentage of case judgments were in favor of the landlord?
- What percentage of cases resulted in an agreed entry?
 - What percentage of cases resulted in an agreed entry for move out?
 - What percentage of cases resulted in an agreed entry to stay?
- What percentage of cases were ruled as a dismissal by the court?
- What percentage of cases were ruled as a dismissal by landlord?