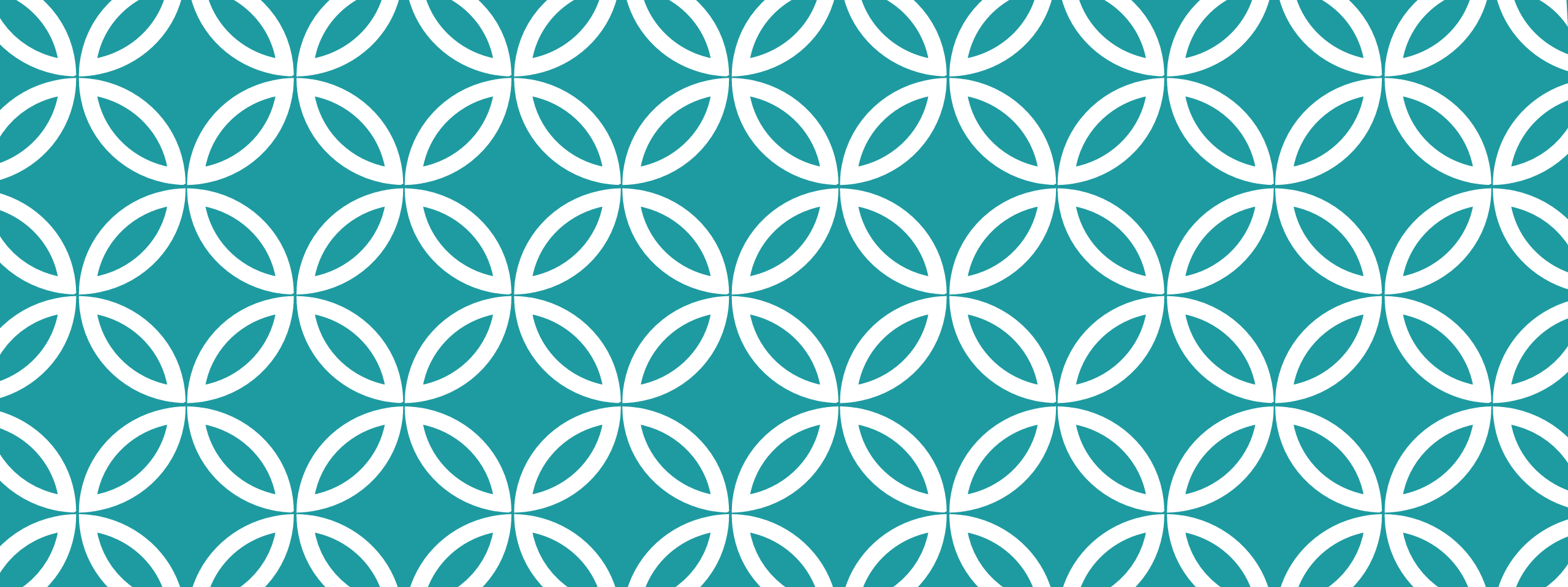


CHATTANOOGA EVICTION PREVENTION PROJECT FINDINGS

Liz Riley, *BSW* and
Susan Yates, *BSW*



THE RIGHT TO COUNSEL AND SOCIAL WORK CASE MANAGEMENT

Susan Yates, *BSW*

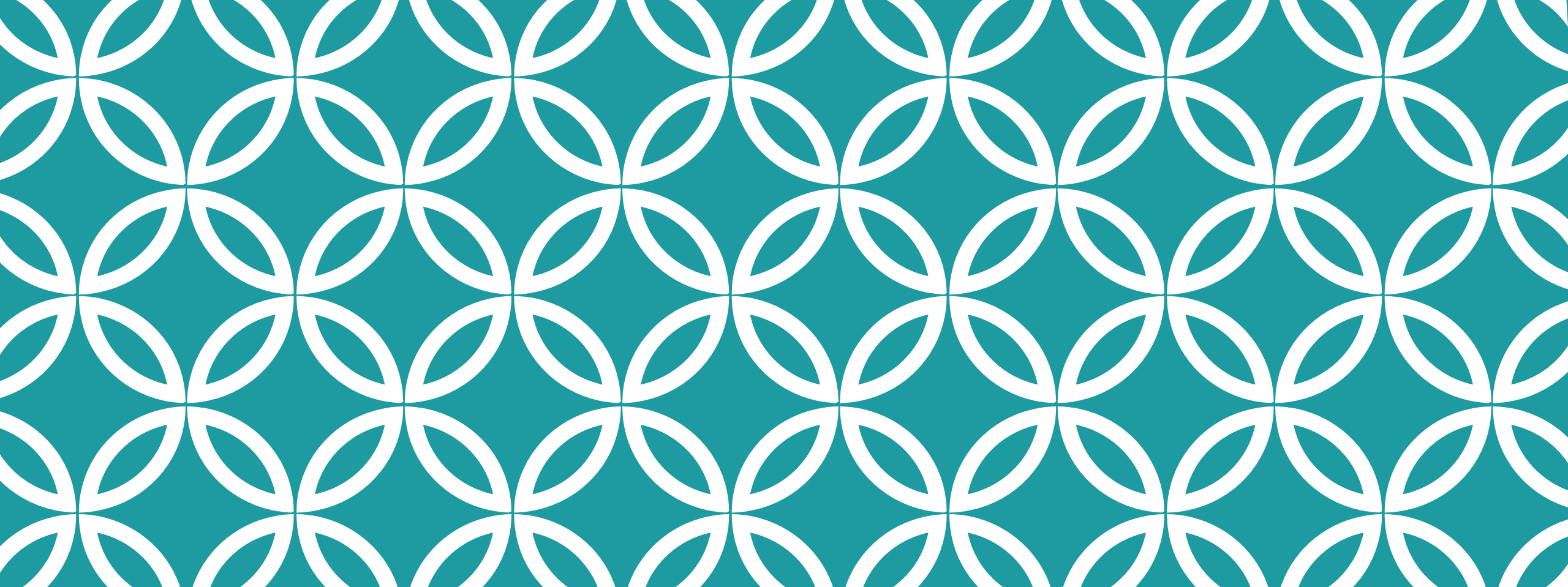
WHY DO CLIENTS NEED BOTH?

Legal Representation

- There is no FEDERAL protection for individual's human right to housing protection.
 - The Fair Housing Act
 - Section 8 of the Housing Act of 1937
 - Protecting Tenants at Foreclosure Act
- New property owners have the right to evict tenants, regardless of if the tenant has had a solid rental history.
- Beneficial for tenants AND landlords.

Case Management Services

- Trauma
- Single Parent Child-rearing
- Unemployment
 - COVID- 19
 - Laid Off
- Domestic Violence
- Without addressing the underline problems, individuals will most likely fall into another eviction.



CLIENT TESTIMONIALS

Susan Yates, *BSW*

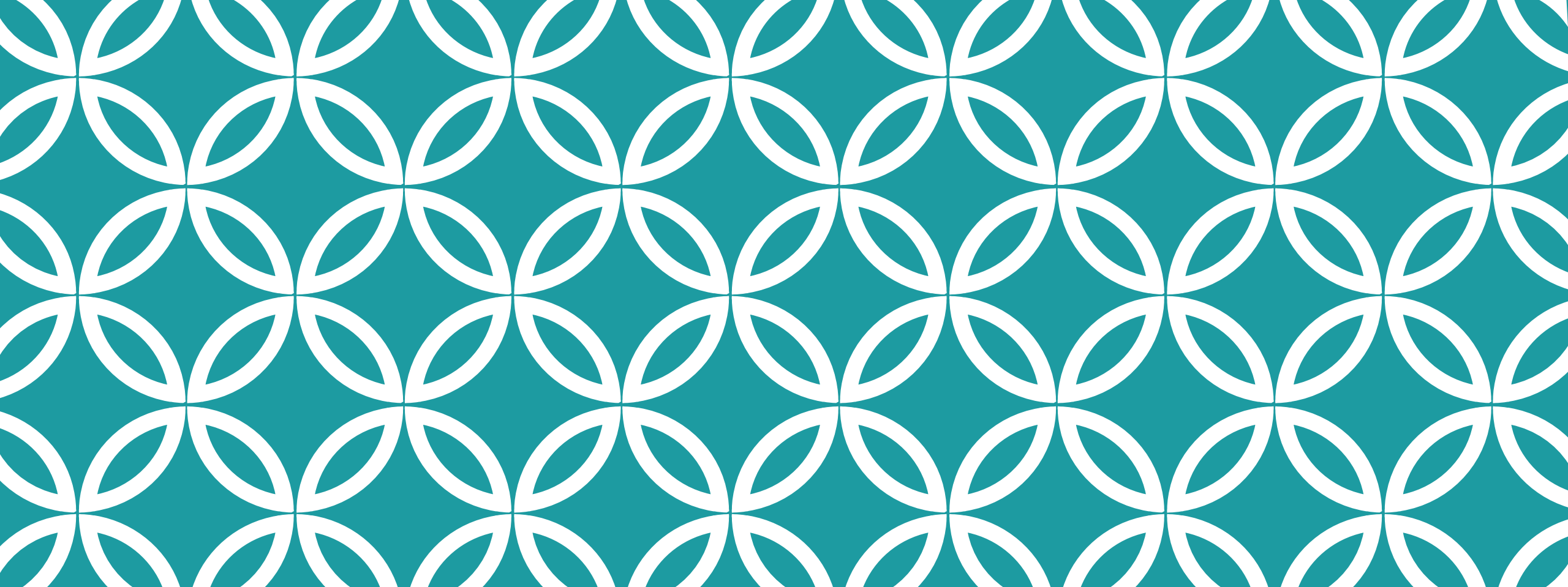
REAL PEOPLE, REAL PROBLEMS

- “Without the attorneys and the social workers, I’m not sure I could have found a new home.”
- “I was always in touch with my social worker, I never felt alone in this.”
- “I was able to apply to financial assistance programs, I didn’t know were out there.
- “I lived there for over 8 years, and the new owners just evicted me like it was nothing. I didn’t owe money or anything. I was devastated.”

Everyone’s story is different, some of our clients still have not been rehoused. This work is important, it takes so much effort, time, and dedication. Systems are failing our clients and we need YOUR help.

If someone you know needs help with an eviction case, call our intake line:

(423) 710.9432



GAPS IN THE SYSTEM

Susan Yates, *BSW*

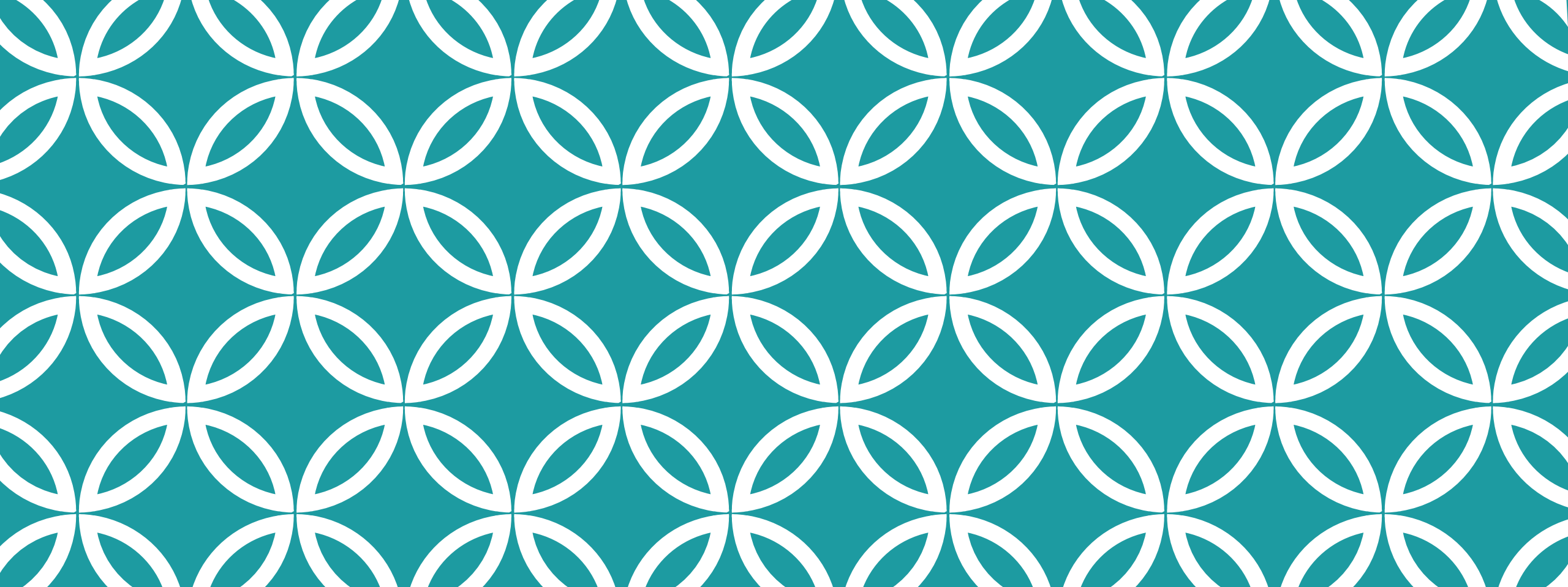
HOW ARE WE CURRENTLY LACKING AS A COMMUNITY?

Clients have mentioned their troubles with social services in Chattanooga:

- Office closures due to COVID-19.
 - Phone calls and emails are not being returned in a timely manner.
- Hours of service.
- Lack of Childcare.
- Lack of Transportation.
- Lack of Knowledge about services offered.

What can we do better as service providers?

- Stay in communication with our clients, even if there is no change in their status.
- Market our programs and services better.
 - Flyers, Word of Mouth, Go into the Community
- Explain our eligibility clearly on our websites and flyers.
 - Break things down as simply as possible.
- Explain the application process when speaking with clients.
 - Discuss the eligibility, time frame, etc..
 - Do this with compassion and patience.



**EPP RESEARCH | SOUTHERN
ADVENTIST UNIVERSITY**

Liz Riley, *BSW*