

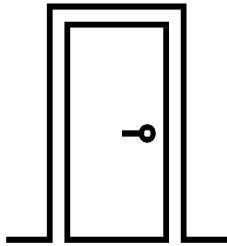
# Building a Coordinated Eviction-Prevention System

Results and Insights from Access to  
Counsel

*January 27, 2026*



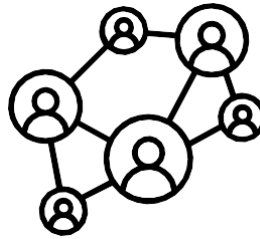
# United Way 211: The Role in Access to Counsel



## Primary Front Door

*A trusted access point for residents seeking help*

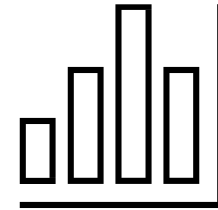
- Single access point
- Standardized intake and referral process across partners
- Ensures residents are routed to the right resource



## Coordination Tool

*Shared infrastructure that allows partners to function as a system, not silos*

- Facilitates partner coordination
- Supports closed-loop referrals
- Ensures shared practices and data collection

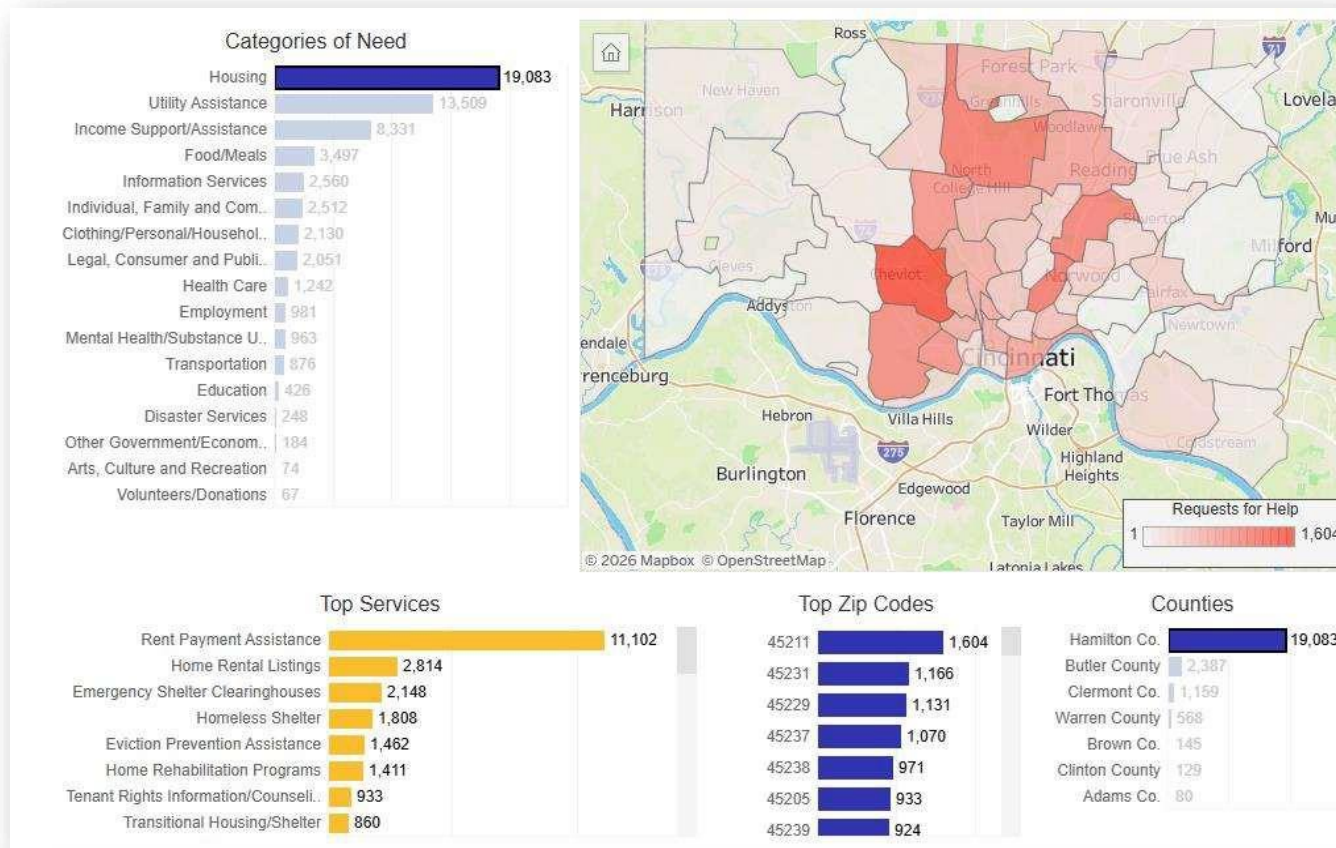


## Transparent Data + Impact

*Shared visibility into need, impact and coordinated implementation*

- Captures real time data on resident need
- Provides a system-wide view of community resources
- Supports partner accountability to use data to inform coordinated strategy

# Housing Stability: A Top Need



- 19,000+ calls for housing-related needs in Hamilton County
- **11,102 of housing calls were specifically for rental assistance with the top zip codes representing city of Cincinnati**
- The top referral for Rental Assistance is St. Vincent de Paul

# Access to Counsel

- Callers are screened for eligibility for Access to Counsel based on eligibility requirements and priority populations
- Results in 2025 to date (see table)
  - Program adjustments should allow ATC to reach ~874 by the end of the contract
- Programmatic enhancements:
  - Mediation services added with HOME
  - Expanded same day legal representation (2 days to 5 days a week)

Partner	Total Households Served in 2025	Total Direct Assistance	Avg. Amount of Assistance Per Household
United Way	382	\$607,863.98	\$1,591.27
Legal Aid	185	\$365,936.05	\$1,978.03
Help Center	127	\$289,622.00	\$2,280.49
Totals:	694	\$1,263,422.03	\$1,820.49

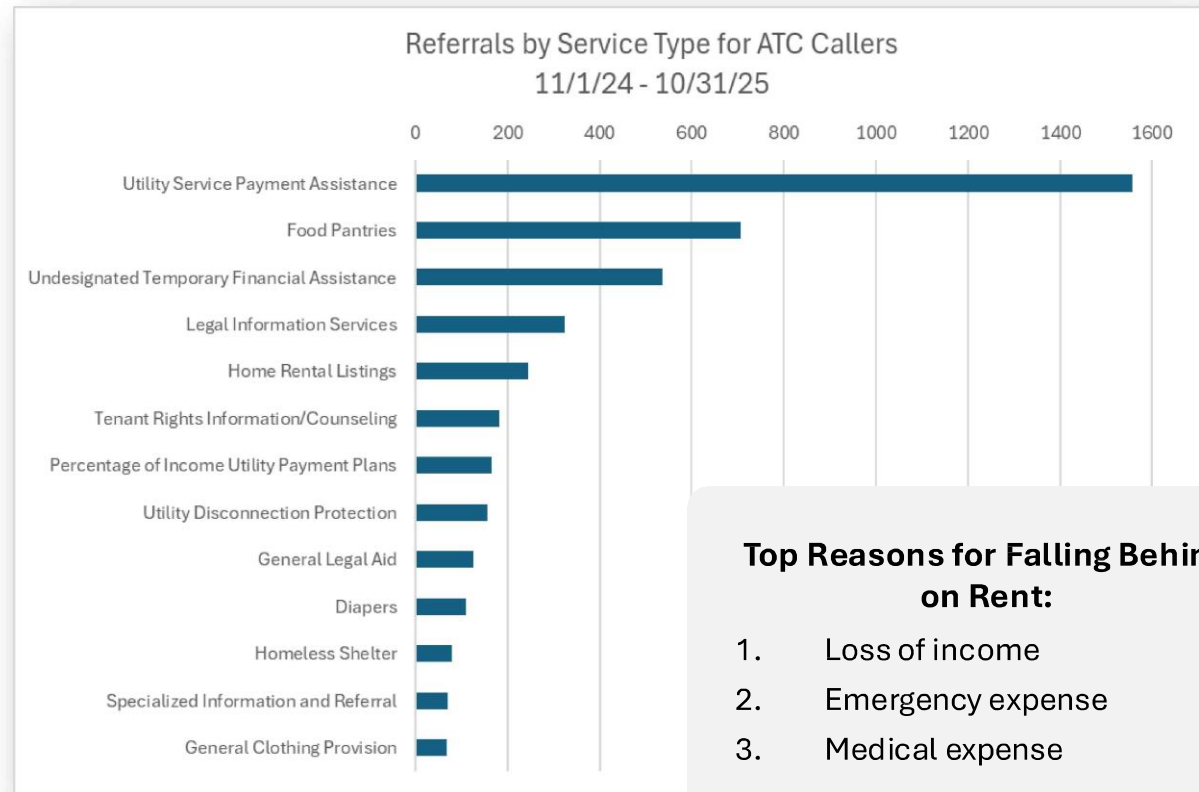
# Additional Service Referrals

211

**211 helps us ensure we are supporting residents beyond the support provided by ATC.**

Those facing rent insecurity also sought resources for:

- Utilities
- Food/Food Pantries
- General financial assistance
- Legal Services
- Additional Home Listings



# Looking Ahead



## Deepen Strategic Insights using United Way 211

*Use existing data infrastructure to guide smarter policy and investment decisions*

*Example:* Use 211 data to identify ZIP codes where housing stability is rising fastest and target outreach, mediation, or additional resources in those neighborhoods.



## Expand Partnerships to Align City Resources

*Integrate eviction prevention into the broader services funded by the City*

*Example:* Integrate referral processes to connect ATC residents with other Human Services Funded organizations or City-funded pilot programs.



## Diversifying Revenue Sources & Service Models for Scale

*Strengthen long-term sustainability by engaging landlords as system partners*

*Example:* Partner with Renew Collaborative to engage landlords in adopting alternative eviction-prevention practices and contributing financially to a shared stabilization fund.



**UNITED WAY**  
**Greater Cincinnati**