

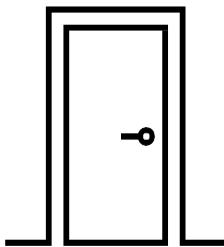
Building a Coordinated Eviction-Prevention System

Results and Insights from Access to
Counsel

January 27, 2026



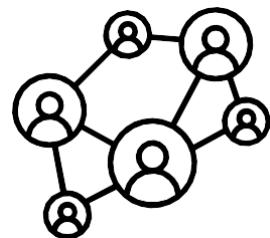
United Way 211: The Role in Access to Counsel



Primary Front Door

A trusted access point for residents seeking help

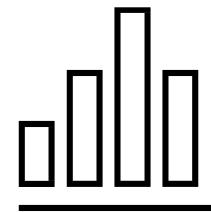
- Single access point
- Standardized intake and referral process across partners
- Ensures residents are routed to the right resource



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

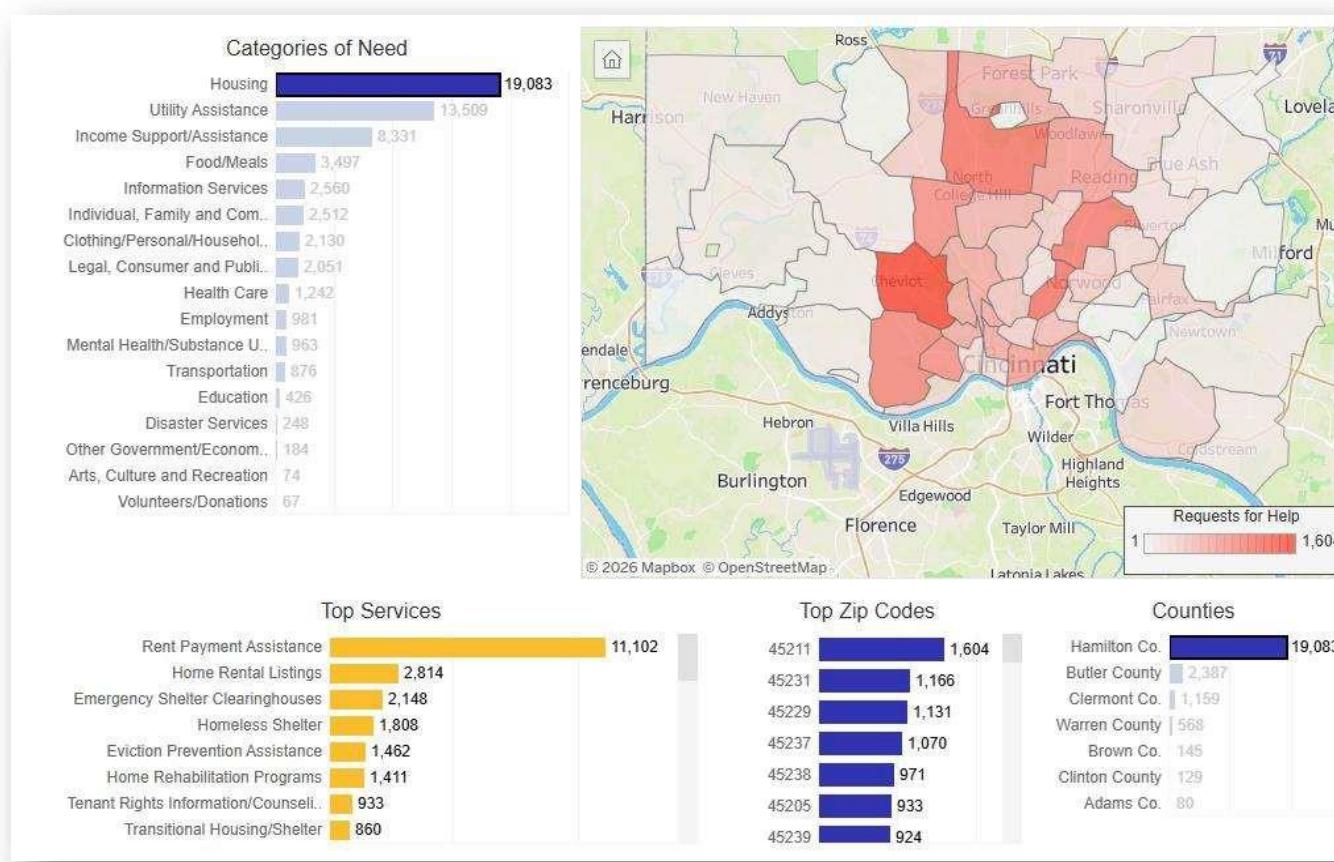


Transparent Data + Impact

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)

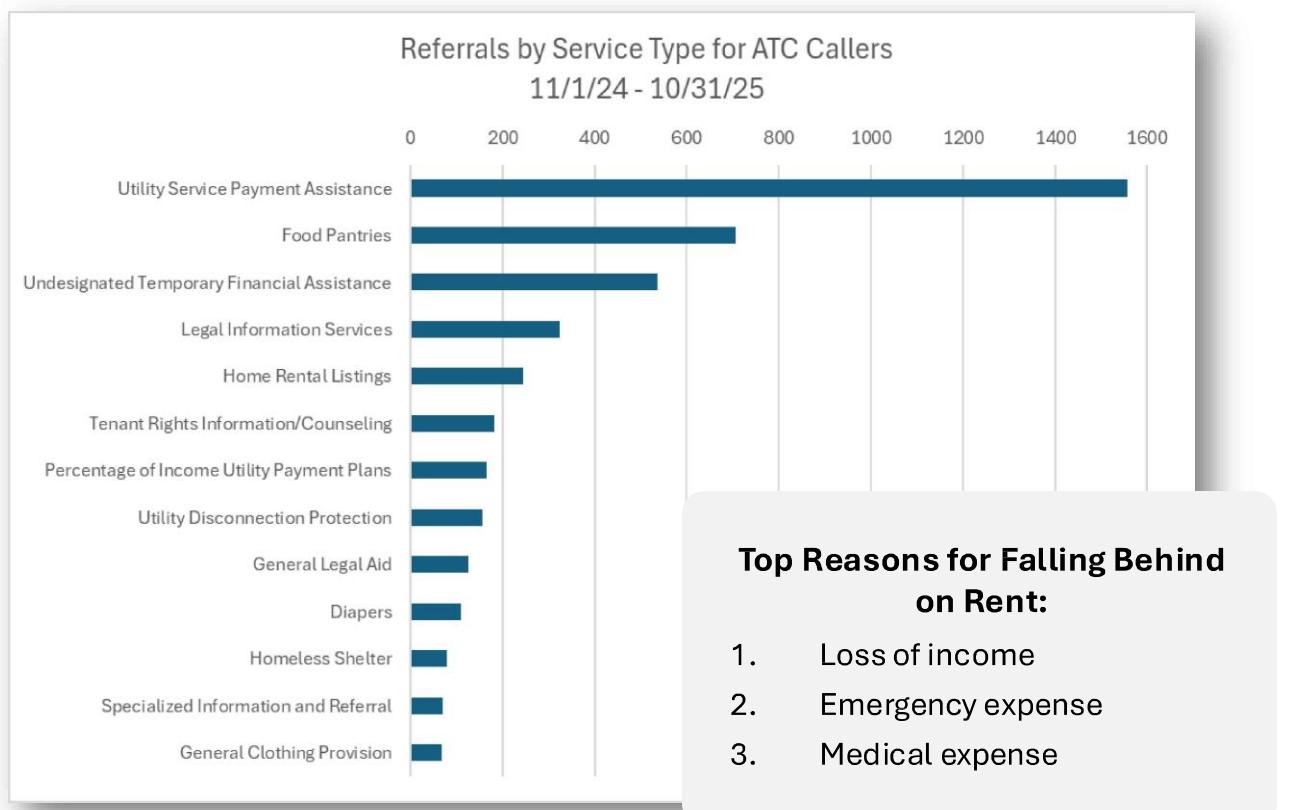
Partner	Total Households Served in 2025	Total Direct Assistance	Avg. Amount of Assistance Per Household
United Way	382	\$607,863.98	\$1,591.27
Legal Aid	185	\$365,936.05	\$1,978.03
Help Center	127	\$289,622.00	\$2,280.49
Totals:	694	\$1,263,422.03	\$1,820.49

Additional Service Referrals

211 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.



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