

Eviction Diversion Program: Building community resilience and housing stability

Presented by Charlottesville Redevelopment &
Housing Authority (CRHA)

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Agenda

- I. Introduction
- II. History and Context
- III. Program Focus
- IV. Entry Point
- V. Referral System
- VI. Family Engagement Process
- VII. Ongoing Challenges
- VIII. Q and A



I. Introduction:

Affordable housing residents are often at a high risk for eviction. The housing crisis has compounded this urgent problem and led our team to focus on innovative solutions to decrease eviction rates.

Through internal teamwork and collaboration with our residents and community partners, CRHA works to improve support of all vulnerable residents through wrap-around services, referrals, and economic opportunities to prevent the risk of eviction.



II. History and Context

- CRHA's Executive Director asked CRHA's Property Management and Resident Services Departments to work together to design a draft Eviction Diversion Program.
- This program is the first step in the three-year process of transitioning CRHA to a Trauma Informed Housing Agency.
- As we reimagine how to improve our service delivery, we will also be working together to create new structures and job descriptions.
- **The need that gave rise to the program.**
- **Observations or challenges that were being seen in the community or housing system.**





III. Program Focus

- **Specific issues the program addresses**
- **Who it is designed to serve.**

EVICTON DIVERSION PROGRAM



ANALYSIS

Eviction can be an unfortunate consequence in low-income housing for a variety of reasons. The housing crisis has compounded this urgent problem and led to innovative solutions to decrease eviction rates.

1

STRATEGY

1. Create Eviction Diversion Program to be implemented by CRHA resident services & property management staff
2. Utilize community partners and resources to support resident mental, physical, and financial health

2

OBJECTIVE

Improve support of all residents through wrap-around services, referrals, and economic opportunities to prevent risk of eviction.
Decrease CRHA eviction rates in 2025.

3

ACTION

Formal referrals form created for staff to smooth the process of barriers assistance for residents. This allows more complete follow-up for long-term issues such as accommodations, self-care, etc.

4

REVISION

As more data collected, process can be streamlined to allow efficiency among staff and timely referrals to our partners.

5

RESULT

Eviction avoided or as last resort eviction completed.

6



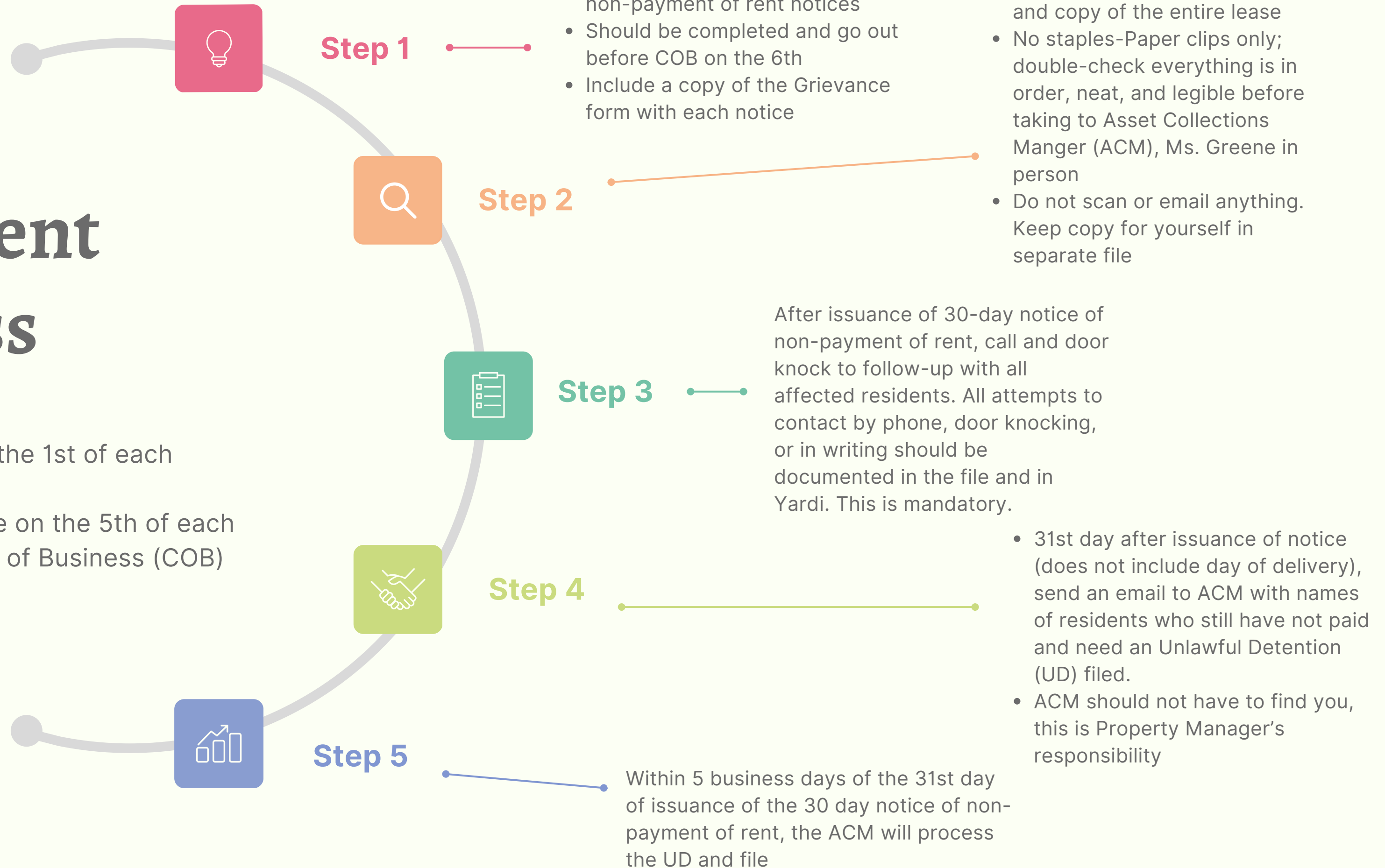
IV. Entry Point: Property Management

- How individuals first connect with the program.
- The role of property management in identifying participants.



Late Rent Process

- Rent is due on the 1st of each month
- Considered late on the 5th of each month at Close of Business (COB)



V. Referral System

- **How an individual or family moves through the program.**
- **Pathways for referrals and intake.**



VI. Family Engagement Process

- **Meeting with families and working alongside them.**
- **What the process looks like from first contact to ongoing support.**



VII. Ongoing Challenges

- **Substance Abuse and Addiction**
- **Getting at risk residents to attend required meetings to work on repayment agreements and other options to avoid eviction.**
- **Payday Loans**
- **Unhealthy relationships that may be the cause of the rent not making it to the rental office**
- **Ensuring the emphasis stays on advocacy, empowerment, and long-term stability when team is fatigued**
- **Creating new rental assistance programs and community partnerships with requirements for participants to help reduce recurrence.**
- **Finding the funds for all of this.**

If you have any questions please feel free to reach out:

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Thank you for being here!

