



ACCESS TO JUSTICE COMMISSION

Clark County, Reno (to include Sparks) and Rural Rental Assistance & DETR Guidance

- **Clark County –**
 - The Court Mediators will email the designated Clark County Social Service Care Team Member email with the name and any other identifying information of the Resident going through Eviction Mediation.
 - The Social Service Care Team Member who receives the email will respond to the Court Mediator with their name and contact information.
 - The Social Service Care Team Member will check in the Community Management Information System (CMIS) to determine if the resident currently has a CHAP application in process with Clark County Social Service or one of our non-profit partners.
 - If the Resident has already applied for the CHAP program:
 - The Social Service Care Team Member will follow up to determine the status of the application and notify the Resident and Court Mediator.
 - If the Resident has NOT applied for the CHAP program:
 - The Court Mediator will provide an application package to the Resident and encourage them to apply. The Resident will submit the completed application to the same email used by mediators.
 - Upon receipt, the case will be forwarded to designated Social Service CHAP staff for processing.
 - If approved, send approval notification (Name) is (approved for/pending) \$(X) in (Rental Assistance) with expected payment receipt date.
 - If denied, send denial notification with explanation of denial and explanation of appeals process.
- **Reno Housing Authority -**
 - Needs a release form/COVID attestation
 - Mediator will contact RHA staff.
 - If the individual is in our system we will need the following:
 - Release of information
 - Attestation form
 - Any outstanding docs needed, photo id, lease, and W9
 - Mediator will verify amount owed to landlord to resolve eviction and provide to RHA
 - If the individual is not in our system:
 - Applicant needs to apply
 - Release of information
 - Attestation form
 - Photo ID, lease and W9
 - Mediation will verify amount owed to landlord to resolve eviction and provide to RHA



- **Rural Housing Authority** – (see counties covered on page 3)
 - Need a release form/COVID attestation
 - Handling all cases in-house at RHA
 - Cover 15 rural counties, see list at end
 - Also recommend calling in advance for best chance at connecting to staff and to potentially connect with rental assistance funds
 - Are not currently in arrangements with large landlords
- **DETR** –
 - Before mediation, if possible, the Mediator will contact DETR staff and provide the signed “Authorization for use or disclosure of Unemployment Insurance Information” (“Authorization”).
 - DETR will verify the information in the Authorization and verify if the individual has a claim for Unemployment Insurance (“UI”) or Pandemic Unemployment Assistance (“PUA”) and/or additional benefits. Upon verification DETR will provide the following information to the Mediator (as allowed by the Authorization):
 - Confirm the existence of a claim or claims
 - Status of the claim(s)
 - Estimated weekly payment amount, or
 - Payments made or pending payments
 - Claim issues if no payments have been made
 - Results of review if claim issues are corrected and when payments are expected
 - Status of Adjudication if claim is pending Adjudication
 - Requests for outstanding info to resolve claims e.g., Identification, pay stubs, W-2
 - The Constituent Services Unit will review and resolve claims where possible, unless circumstances dictate the need for review by Adjudication or other review.
 - DETR staff will work with the Mediators on resolving issues w/i State & Federal regulations.

Below is the consensus on how best to proceed with mediators contacting funding sources:

- Releases allowing mediators to have information needed, along with COVID attestation(s)
- Mediators should ask if tenants have applied for, are pending, or need rental assistance dollars and/or have a legitimate claim for unemployment (DETR) benefits
 - Mediators should obtain a DETR release authorization to inquire on the tenant’s behalf
 - Mediator should obtain a rental release form for each rental assistance entity
 - Confidentiality agreements are in place through the eviction mediation program
- Mediators should contact the appropriate rental assistance contacts by phone or email a couple or few days in advance of the mediation to inquire about funding that may be able to be included in a final mediated agreement
 - Mediated agreements including funding are likely to be most successful
 - Agreements sent to the court in advance of the hearing vacate the hearing and are diverted from the courts
- Mediators establishing contact will allow inquiries to be made and the mediator will have an actual contact person with whom to follow up



Counties covered by Rural Housing Authority:

- Carson City
- Churchill
- Douglas
- Elko
- Esmeralda
- Eureka
- Humboldt
- Lander
- Lincoln
- Lyon
- Mineral
- Nye
- Pershing
- Storey
- White Pine