

Human-Centered Eviction Prevention

DESIGN STRATEGY

For a team trying to make a successful eviction prevention system, focus on these target areas to make the overall system more navigable, accessible, and engaging for people.

WHERE TO FOCUS

WHAT TO MAKE

GET STARTED



PAPER & DIGITAL OUTREACH

These handouts, notices, posters, fliers, social media posts, or website visuals help people understand their situation, their options & keep them engaged in taking the strategic next step.

- Summons: Clear and Accessible
- Notice: Explanation & Services
- Website: Explainers and Services
- Social Media: About Services
- Process Map: Bird's Eye View
- FAQs: Common Mistakes & ?s

Lay out all your court documents, fliers, notices, website pages, posts, etc:

- Are they clear and consistent?
- Can people find them? Are they engaging?
- Can you add more white space & hierarchy?



WEBSITE, TEXTING & FORM TOOLS

These interactive digital & paper tools - like a court form, a website, a document assembly tool, or an online dispute resolution system help people accomplish a complicated legal task.

- Website: Tools to look up case, fill in forms, e-file paperwork
- Texting: Reminders of case events, hearing details, filing
- PDF Form: Accessible design
- ODR: Help people negotiate & review a fair settlement

What 'tools' do you already provide?

- How many people are using them, vs. how many should be?
- Who in your org could help you improve these ones & expand to tools or features you're missing?



SERVICE ORGS & COORDINATION

These legal service, govt., and community organizations can help people do complicated tasks, apply for housing and money help, feel confident, and stay engaged.

- Coordinated Service Network: for legal, housing, money needs
- Service Directory: with outreach & maintenance plan, database, and 'no wrong door' approach
- Clear Menu/Triage: so users know their options & best fit

Map out what services exist in your region.

- Organize into a structured spreadsheet
- Which ones are the best fit for which kinds of users, and when?
- Are there gaps where there's no provider, that you need to fill?



SPACE & LOCATION DESIGN

The hallway, clerk's office, help center, negotiation space, and hearing room can ensure a person knows where to go, what to do, how to interact, and feel they can participate equally.

- Wayfinding Signage: clear, coordinated, accessible
- Co-located Services: one-stop-shop for needs
- Smart Waiting Areas: empower people to be prepared
- Clear Courtroom Layout

Go undercover in your courthouse as if you were a litigant:

- Where do you feel lost, frustrated, intimidated?
- Where is there potential for more signage, instructions, or support?
- Can you tweak the layout, furniture, signs?



RULES, LAWS, & STAFF TRAINING

The procedural rules about paperwork, events, and requirements; the laws about rights and obligations; and the staff training & culture should put people at the center, ensuring the system aligns with people's capabilities & needs.

- Process Simplification: working group to refine based on needs
- Data Dashboards: spot problems & opportunities
- Judicial Ethics Training: active judging rules & SRL courtrooms
- Staff Training: build people-centered culture

Build from what's already happening:

- Is there a group working on form or rules simplification?
- Circulate ABA 10 Guidelines
- Can you invite judicial and admin. champions from similar jurisdictions to lead trainings?