Climbing Together

June 9, 2022
PHFA Multifamily Affordable Housing Conference
Kalahari Resort
We are trusted resident advocates, developers, property managers, community partners, and collaborators.

Our mission is to build hope and opportunity for all residents to reach their full potential by creating, preserving, and strengthening affordable housing communities.

Our vision is for a world where a safe, welcoming affordable place to call home is open to everyone.

We believe that housing is a human right and the cornerstone of growth and stability for individuals and families.
Learning Objectives

Participants will:

1) Increase their understanding of a strengths-based approach to services
2) Gain skills in using an asset-based description of services to successfully engage residents
3) Identify strategies to increase resident trust and engagement.
Reactive vs. Proactive

THIS IS FINE.
Working as a Team

Intentional processes lay the groundwork
**Communication**

Apply discipline to stay on track

Increase efficiencies and support residents.

- **Lease signings**
  - Making the connection between staff and resident early

- **Communicate with each other**
  - Regular meetings with planned agenda

- **Communicate with residents**
  - Community Meetings and Events
Eviction Prevention Program

An established process for team approach

- **Offers coordinated support to residents with the goal of preventing eviction whenever possible**

- **Reaching out to residents at risk** to offer supports and services as early as possible

- **Working as a team:** Resident, Community Manager, and Resident Services Coordinator are all engaged in process

- **Action Plan is developed** which documents reasonable steps to be taken and tracks all follow-up communication
Trauma-Informed Housekeeping Procedure

Proactive way to support residents with housekeeping concerns and severe clutter situations

Offer coordinated support to residents with the goal of preventing eviction whenever possible

Updated inspection process
Includes health and safety section

Workflows developed for PM and RSC

Implement trauma-informed principles

Housekeeping Process
Building Relationships

Conducting assessments as a tool to build trust and understanding

Regular Updates
Department Goal: update all assessments annually

Open conversation
Allows for discussion of strengths, needs, interests, etc.

Survey
Conversation tool to develop service plans.
Resident Experience

Established process for team approach

Offer coordinated support to residents and document efforts

Gathering resident stories
Residents have greater control of their own stories

Opportunities for engagement
Board membership, advisory council, input in all aspects of the work

Leadership
Local training opportunities, NeighborWorks, internal program (RALI)
Making it work at the Property Level

Building community, supporting resident engagement and promoting housing stability

Consistent communication and record keeping
Welcoming new residents
Incorporating resident leaders’ ideas into planning
Leveraging volunteerism to enhance community events and participant recruitment
Working along with residents to develop plans and access resources
Q & A
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