

# Centering Residents to Support Well-being

PHFA Multifamily Affordable Housing  
Conference 2024



# Learning Objectives

## Participants will:

Be able to describe the significance of a sense of personal agency in people's lives

Learn strategies to deliver services that increase residents' voice, choice and power

Exchange ideas about how to support individuals' personal sense of power





**HDC**  
**MidAtlantic**

- ❖ 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.



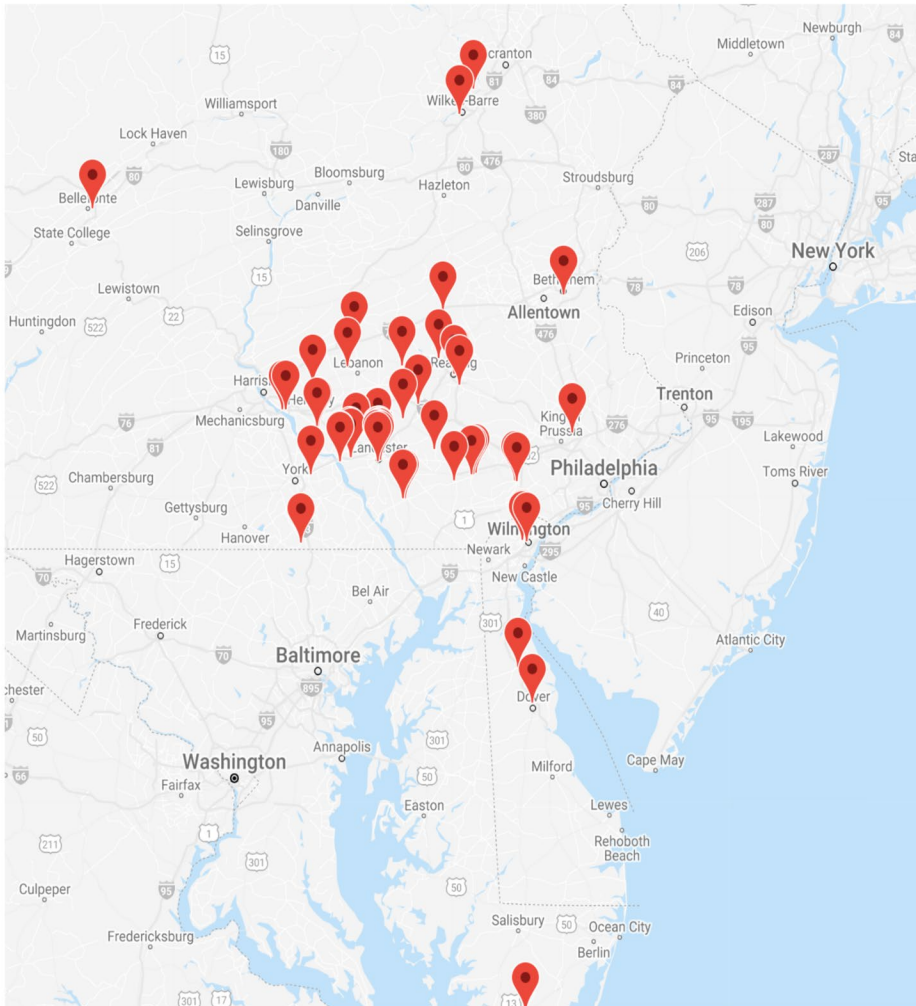
# HDC Serves

Over 4,500 Residents

72 Communities  
3,400+ Apartments  
PA, DE, & MD

Urban, Rural and Suburban

Seniors, Families, Special Needs





# Resources

- *Resident Voice and Agency in Affordable Housing*, [SAHF](#) December 2020
- [POAH Trauma-Informed Housing Toolkit](#)
- [HEAL PA/Resilient PA](#)
- *Healing Systems*, [SSIR](#) February 2024
- *Storytelling as Meaning Making*, [Collective Change Lab-Medium](#) October 2022



“Quality, affordable housing is a foundational social determinant of health and has direct links to individual and family health. These links are further enhanced through the coordination and provision of resident services.

However, in order to fully realize the role affordable housing can play in creating healthier and more equitable communities, housing and services must be connected in a way that recognizes and supports the agency of residents and gives them a real voice in how day-to-day life is carried out in their community.”

*- Resident Voice and Agency in Affordable Rental Housing: A Qualitative Analysis, SAHF, December 2020*



# LEVEL OF PUBLIC IMPACT






	Inform	Consult	Involve	Collaborate	Empower
GOAL OF INSTITUTION	 <p>Provide balance and objective <u>information</u> in a timely manner</p>	 <p>Obtain <u>feedback</u> on analysis, issues, alternatives and decisions</p>	 <p><u>Work with</u> community to ensure their vision and <u>concerns are considered and understood</u></p>	 <p><u>Partner with</u> community in each aspect of <u>decision-making</u></p>	 <p>Final <u>decision-making power</u> rests in the hands of the <u>community</u></p>
PROMISE TO COMMUNITY	"We will keep you informed"	"We will listen to and acknowledge your concerns"	"We will work with you to ensure your concerns are directly reflected in the decisions made"	"We will look to you for advice and incorporate your recommendations in decisions as much as possible"	"We will implement what you decide"

Figure 1: IAPP's Levels of Community Engagement Model

# HDC - History

- Resident Services (1990s) – service coordination
- Coordination with PM – housing stability
- Resident Centered, Trauma Informed, REDI



# Four Principles of Trauma-Informed Housing



**Safety & Trust**



**Choice & Empowerment**



**Community & Collaboration**



**Beauty & Joy**



## Trauma Informed Approaches Can:

Supporting Resiliency

- Improve resident engagement and sense of community
- Foster trusting relationships between residents and staff
- Improve long-term outcomes
- Reduce burnout and turnover among organization staff

Resources:

<https://traumainformedhousing.poah.org/>



### Engaging Diverse Perspectives

- Are those affected by this decision part of the decision-making process? If not, why?
- If decisions are being made by a group, were the perspectives diverse?



### Communication

- Was a REDI and trauma-informed lens used in communication?
- Is there a need to train or instruct staff on responses to policy changes that impact staff and residents?
- Who have you communicated the decision with?



### Intended Outcomes

- What is the intended outcome(s) of the decision, policy, or program?
- If resources are deployed, how will it impact and serve HDC communities?
- Who does this decision empower?



### Unintended Outcomes

- What is the unintended outcome(s) or consequence(s)?
- Are there ways to mitigate negative impacts that are a result of the decision?
- What data will be collected to assess outcomes, review, reflect, and adjust prior to making future decisions?



### Reflection and Raise Racial Awareness

- How will you use data and feedback to guide and inform future decisions?
- How does the policy or decision explicitly acknowledge the value of racial equity, diversity, and inclusion?
- How will we use reflection to raise racial awareness and increase capacity?

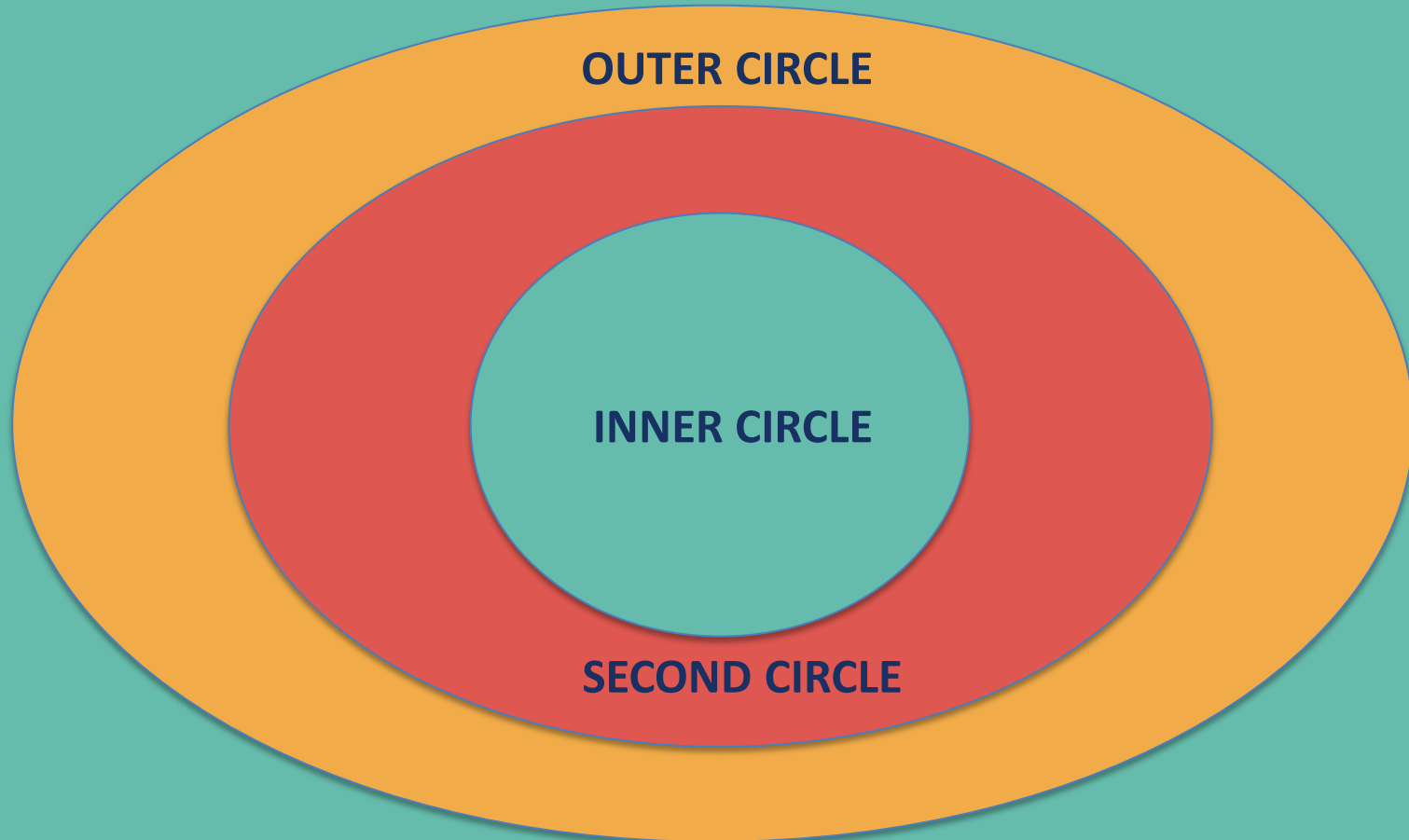
# Personal Agency

**Agency** refers "to autonomy, or perceived control over one's life."  
(SAHF)



- **Lifelong Process-Informed by how we see ourselves and how we are seen by others**
- **Feelings of power & autonomy and being valued in a community are key components of economic mobility.**
- **Perceived control or autonomy reduces the impact of trauma & toxic stress.**
- **Giving residents space to exercise autonomy is a critical part of any resident centered approach.**

# Circle of Self Activity





# Resident Engagement



VOICE: Incorporate Resident Experiences

CHOICE: Partner with Residents

POWER: Support Residents



# **Take Aways** **3 things you** **will do**



# Contact information



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