



RESIDENT SERVICES PROGRAM PROGRAM IMPACT REPORT 2017

Northwest Housing Alternatives (NHA) creates opportunity through housing for seniors, families, and/or individuals with special needs. NHA's Resident Services Program connects 2,400 residents across 10 counties to services that promote housing stability. Each property is unique in needs, depending upon the population group served. For example, properties with families need access to financial tools and budgeting; whereas properties that serve seniors need access to resources that promote healthy aging and socialization. To meet these needs, each property is assigned a Resident Services Coordinator (RSC) who visits that property approximately once per week. In 2017, Evaluation into Action conducted an independent evaluation to understand impact on residents. Methodologies included surveys¹ to residents, service partners, and property managers.

The Resident Services Program



SERVICES

Eviction Prevention. Notice intervention/lease compliance. Conflict mediation with other tenants and/or property managers. Individual Development Account (IDA) Program. Social events. Health & Wellness Programs (Clinical nurse visits). Financial Education. Homework clubs. Youth engagement.

Assistance: food, emergency food boxes, legal, employment, transportation, rent, utility, childcare resources, tax.

Results

89%

Property Managers

report that Resident Services increases residents' ability to stay housed.

"The RSC fills a critical role that is often overlooked at low income housing projects of helping people succeed as residents of a community.

This includes helping residents understand lease violations, appropriate conduct, and other things that seem obvious to those of us lucky enough to have always had housing, but not so obvious to those who have spent a considerable amount of time on the streets."

93%

Residents

report the Resident Services program are "helpful" or "very helpful".

"It means a lot that there is someone that you can contact with problems. That is the most important thing to be able to find help."

"The listening ear. The monthly food. The answers to issues that come up with willingness to sincerely help."

¹Response rates are as follows: Property managers, 90% (n=18); Service partners, 50% (n=9); Residents, 49% (n=379).

RESIDENT SERVICES PROGRAM IMPACT

2017 Highlights

"I think the resident services program is crucial to promoting housing stability, and offers a fantastic resource to residents so that they can feel informed, comfortable, and dignified in their home."
- Service Partner

IMPROVED UNDERSTANDING ON HOW TO ACCESS RESOURCES. RSCs provide a clear path for residents to learn how to access resources to meet their needs. This may include resources such as utility assistance, furniture, and/or hygiene products. This empowers them to better care for themselves through the help of the Resident Services Coordinators.

53% and **83%**
Residents and **Property Managers**
report improved understanding how to access resources because of the Resident Services Program.

"Connecting us with the people that help pay our electric and gas bill and helping us with clothing and other resources in the community (is one of the best things about the program)."
- Resident

STRONGER COMMUNITIES. Social events are a key service provided by the Resident Services Coordinators. The events cultivate a culture that reduces isolation and promotes community. The assumption is that if a resident feels connected to a community, s/he is more likely to remain housed.

60% and **73%**
Residents and **Property Managers**
felt their connection to the community is better because of the RS program.

"The events and programs that have been made available to use are not only very informational but fun also. I also feel more connected to the community in general."
- Resident

IMPROVED FOOD SECURITY. RSCs work with a range of service providers to ensure residents have access to food. This may include food boxes on a regular basis, farmers' market style events in the common area, and/or emergency food assistance.

54% and **67%**
Residents and **Property Managers**
report using food assistance report it has a great impact on residents.

"I just have to go down to the RSCs office and tell him to include my name on the month's list and I'm assured of food. It helps a lot."
- Resident

HOW CAN WE IMPROVE?

"Be available more" was a common response to this question. Many property managers and residents expressed increasing the RSCs availability onsite would improve the program. As one property manager stated, "It might be easier if the RSC wasn't spread so thin between so many buildings." In response, NHA Resident Service Program is exploring how to increase RSCs onsite availability in the future.

Special thanks to our residents, community partners, and property management partners for providing invaluable feedback so that we can continually administer the most effective Resident Services program possible.

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