

RESIDENT SERVICES

Enterprise Community Partners

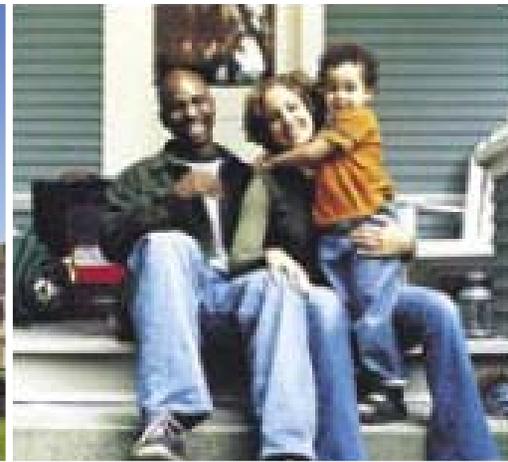












RESIDENT SERVICES

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Resident Services Goal

Use affordable housing as a platform and connect low-income families & individuals to services to achieve housing stability and to help them access asset building opportunities to move families up and out of poverty

Use Scarce Housing Resources Wisely

In the U.S. we only have enough affordable housing to help one quarter of those eligible for affordable housing

So it is critical to provide effective services to move able families up and out of poverty into market housing

Resident Services

Supportive Housing

Typical household sizes	Primarily families and some individuals	Primarily individuals; Homeless families
Typical incomes	Below 60% of AMI	Below 30% AMI
Typical costs	\$500 to <\$1,000 per household per year	\$5k-\$20k+ per household per yr
Service models	Starts with service linkages plus onsite education enrichment for children & adult education, GED, ESL & financial literacy	Onsite case management & direct services, plus service coordination

Two Levels of Services

Core Service coordination -- overcome dysfunctional services system -- helps families achieve housing stability

Enhanced Services – jobs, adult ED, financial management, IDAs, support children's education success -- help families move up and out of poverty

Core Services



Jobs

Health

**Crisis
Support**



**Housing
Stability**

**Homelessness
Prevention**

Core Services Funding



Systems Change: Cost of core services must be standard item in property operating budgets

Enhanced Services

Asset building services onsite for families that help adults get jobs or better jobs & improve money management, plus help children & youth succeed in school & work

helps families move up and out of poverty

Systems Change:

New **partnerships** to bring more services on site

Establish new funding mechanisms to support on-site services

Systems Change Strategies

Ensure Sustainability

- Keep the core/basic services funded through property budget, like property management

AND

- Create or access new sustainable funding sources for enhanced services

National Resident Services Collaborative

In 2004, Enterprise and NeighborWorks America established and continue to lead the **National Resident Services Collaborative** of 13 organizations to:

Standardize best practices and outcomes

Conduct and share research on benefits of services for families and properties

Advocate for policy and systems change

Services Impact on Property Performance

Pennsylvania Housing Finance Agency
looked at 17 properties with services and
compared performance with 17 properties
without aggressive services over 2 years.

Savings in legal expenses, bad debts
and costs related to unit turnover.

Services Impact on Property Performance

Enterprise-Mercy Housing research on impact of resident services on property performance:

- Looked at 36 properties totaling 1,787 units

RESULTS:

- Properties with resident services had savings in vacancy losses, legal fees and bad debts
- Saved properties \$225 per unit per year in 2005
- Saved properties \$356 per unit per year in 2006¹⁸

Services Impact on Property Performance

Enterprise is funding 2 additional studies with Mercy Housing over 10,000 family units (regression analysis) and comparison study with Rainbow Housing in Arizona, Eden Housing in SF Bay Area a total of 9,000 family units

NeighborWorks is funding a similar comparison study with a CDC in Richmond, VA

NeighborHood Partnership Fund in Portland, OR is funding an interrupted time series study on 8 to 10 properties

Services Impact on Property Performance

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Looking to do more to build a convincing body of research.

Strengthening RS Profession

Enterprise and NeighborWorks developed **five-day resident services training** available 3 times yearly at NW Training Institutes

Enterprise provides quarterly **online peer sharing events** and **new resident services exchange newsletter** for practitioners

Enterprise and NeighborWorks are working with state housing agencies and National Council of State Housing Agencies on best practices to change systems

- 10 states increased incentives for resident services in new LIHTC properties 2005 to 2007
- More states underwriting for service coordination, impacting hundreds of new properties ensuring services for thousands of families

Enterprise Resident Services

Invested in development of software that
aggregates services outcomes nationally
AASCO Online Families

www.pangeafoundation.org

National data will support systems change

Enterprise's national work
funded by Freddie Mac Foundation

National Resident Services Movement

Enterprise and NeighborWorks America led National Resident Services Collaborative in 2007 in forming three-year, **bold research and policy agenda**

Key Partners: NeighborWorks America; Housing Partnership Network; Community Builders; Mercy Housing; American Association of Service Coordinators etc.

www.residentservices.org

"Bold visions are essential to fuel hope, energize capacity and extend reach to what might be." 

Jim Rouse

Founder of Enterprise

Enterprise Information Resources

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ECONOMIC OPPORTUNITY:

***MOVING PEOPLE UP AND OUT OF
POVERTY***