



# RESIDENT SERVICES

Housing Up's resident services program partners with families to help them maintain long-term housing stability and achieve greater self-sufficiency.

Resident services programming includes employment and education coaching, tenant education workshops, healthy living events, youth enrichment programs, and community referrals.

Resident services are available to all 150 families residing in the three affordable housing properties owned by Housing Up: Fort View, Webster Gardens and Weinberg Commons.

These families hail from 10 different countries and 34% speak a second language. 39% of families earn at, or below, 30% of Area Mean Income (AMI), and 60% of families are led by single parents.

FORT VIEW	WARD 4	62 FAMILIES
WEBSTER GARDENS	WARD 4	52 FAMILIES
WEINBERG COMMONS	WARD 7	36 FAMILIES
		<b>150 FAMILIES</b>

## POPULATION SERVED

# 150

FAMILIES SERVED IN 2018

## YOUTH ENRICHMENT

# 476

HOURS DEVOTED TO YOUTH PROGRAMMING IN 2017

Youth enrichment programming is an important part of resident services. Involving the entire family, adults and children, in supportive services is an effective way to break the cycle of generational poverty many families experience. Youth enrichment activities include tutoring, gardening, cultural awareness and career exposure.

In 2017, 73% of our youth maintained above average grades, and 76% showed positive measures in the socioemotional competencies of Growth Mindset, Social Awareness and Self-Management.

## PROGRAM OUTCOMES

# 99%

AVERAGE HOUSING STABILITY SINCE 2012

We have offered Resident Services to our families since 2012. Since that time, we have helped our families achieve housing stability, obtain more stable employment, increase household income, and graduate to homeownership.

### Housing & Homeownership

- 99% of families maintained housing stability
- 5 families have purchased homes (4 of the 5 are single parent families)

### Income, Employment & Education

- 26 jobs were obtained
- Resident income increased by an average of 10% since move-in
- 56 residents enrolled in vocational training programs
- 8 residents enrolled in higher education programs

\*All outcomes reflect cumulative metrics since 2012

## GET INVOLVED

We rely on dedicated volunteers to help staff resident services programming. If you are interested in volunteering your time or resources, please contact our Director of Resident Services, Nkem Offor at [noffor@housingup.org](mailto:noffor@housingup.org).