

# 2022

## COMMUNITY IMPACT REPORT

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# 2022 ANNUAL COMMUNITY IMPACT REPORT

POAH is a national nonprofit organization whose mission is to preserve, create and sustain affordable, healthy homes that support economic security, racial equity and access to opportunity for all.

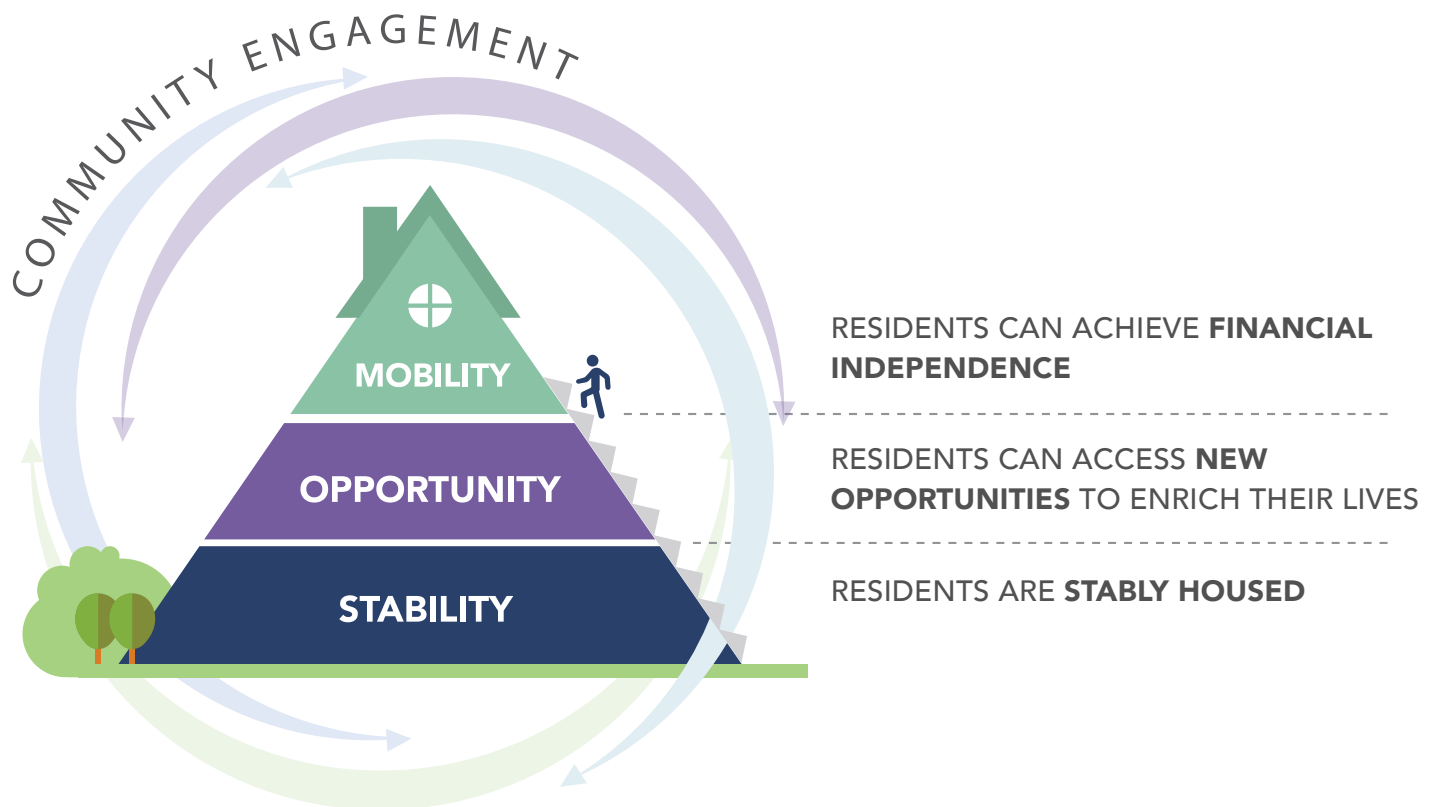
People's need for decent housing is fundamental, without it, they cannot thrive and grow. But access to housing alone is not enough, especially for housing providers like POAH who understand our work as only one front in the broader fight against poverty and inequality in this country.

That's why POAH invests in Community Impact. POAH's Community Impact initiatives build on a platform of stable housing to create opportunity

for residents who choose to live in a POAH community.

POAH's vision for thriving communities:

- **Residents are stably housed.**
- **Residents can access new opportunities to enrich their lives.**
- **Residents can achieve financial independence.**
- **Community engagement, rooted in principles of trauma resiliency, guides our work at every stage.**

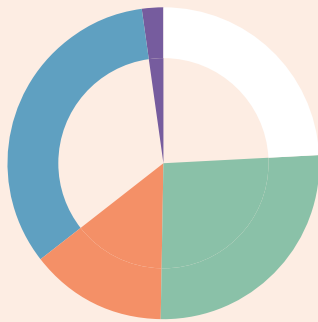


# 2022 BY THE NUMBERS

13,075



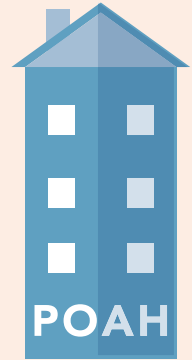
INDIVIDUAL SERVICES PROVIDED TO RESIDENTS



Services by Outcome Area

- Community Engagement
- Financial Stability & Employment
- Health
- Housing
- Youth & Education

\$3.5 million

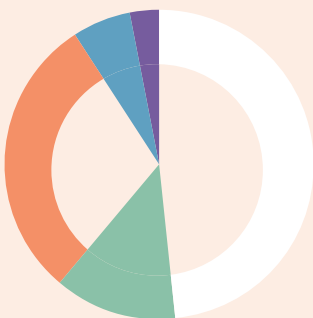


IN EMERGENCY RENTAL ASSISTANCE FOR RESIDENTS SINCE 2020



3,755

PROGRAMS HOSTED



Programs by Outcome Area

- Community Engagement
- Financial Stability & Employment
- Health
- Housing
- Youth & Education

78%

OF POAH PROPERTIES ARE SERVED BY A COMMUNITY IMPACT COORDINATOR



98

PROPERTIES SERVED

85

COMMUNITY IMPACT STAFF ACROSS THE PORTFOLIO

370+



PARTNERS ENGAGED

689



FOOD DISTRIBUTION EVENTS HOSTED

# COMMUNITY IMPACT COORDINATION: FORWARD TOGETHER

Community Impact Coordination is POAH's place-based approach to providing stable housing and connecting residents to opportunity in these key areas:



HOUSING



HEALTH



COMMUNITY  
ENGAGEMENT



EMPLOYMENT  
AND FINANCIAL  
STABILITY



YOUTH  
ENGAGEMENT



Housing stability is more than a roof and walls. POAH Communities staff work hand-in-hand to help residents weather the unexpected and remain stably housed. Since 2020, CICs have helped households receive over \$3.5 million in emergency rental assistance to help offset the economic impact of the COVID-19 pandemic. In 2022, properties with CICs had better average rent collection rates than properties without CICs. This contributes to the overall stability of the community and allows POAH to reinvest in more resident services.

## MARTHA'S STORY

**Martha Cronin** moved to Trinity Towers in Melbourne Florida in 2021. After her husband's passing, Martha, who had been his primary caregiver, faced financial strain and increasing debt. While she was able to advocate to her local congressman to receive some of her husband's pension, she still struggled to find stability on her own. Upon moving to Trinity Towers, Martha connected with her site's Community Impact Coordinator, Rosi Rodriguez, who helped her identify critical services that she was eligible for. As a result, Martha is receiving services through

the Division of the Blind on a weekly basis and is on the waitlist for in-home services through the Medicaid long term care program. After several attempts and persistence, Martha was approved for food stamps, Medicaid and Medicare Savings Program which has allowed her to have more flexibility with her money and not have to rely on others to assist her financially. Martha expresses her gratitude to everyone she has encountered that assisted her with succeeding in life. Martha says that these hurdles have made her stronger and that she feels safe and loves her apartment

at Trinity Towers. **Across POAH properties, 85% of benefits support is provided to residents at senior properties. By helping to maximize benefits, CICs help seniors age in place with stability and dignity.**







CICs build relationships with health partners across their community to ensure that residents have the preventative care they need. Through wellness workshops, health insurance enrollment events and on-site specialist visits, residents can get essential services close to home.



The CVS Project Health van visits POAH communities around the country, offering free and convenient preventative care to residents.



POAH communities continues to host vaccine clinics for the flu and COVID19, right in our community rooms.



Seniors at Cherry Hill Apartments in Providence, RI enjoy a social event where they are able to enroll in affordable health insurance.

## INETTE'S STORY

**Inette Jean**, a resident at Flat 9 at Whittier in Roxbury, MA, had a longstanding relationship with her primary care physician. But when he moved 20 miles outside the city, Inette, who was not able to drive, was finding it hard to make her appointments. With the support of Flat 9's Community Impact Coordinator, Jada Collins, Inette was able to identify a free source of transportation. But when she learned that it would only allow for one visit per year, she felt defeated. Jada immediately reached out partners at the Whittier Street Health Center, just a few blocks from Flat 9. Together, they invited Inette to visit the center and to meet Jean, an advocate for Haitian patients. Inette, who is of Haitian decent, worked with Jean to identify a new PCP and secure regular transportation to and from the center. She was able to get caught up on months of missed appointments and secure medications that had lapsed after her doctor's move. **CICs maintain relationships with more than 371 partners across POAH's portfolio. These partnerships are a critical bridge between residents and eligible services.**



## Did you know?

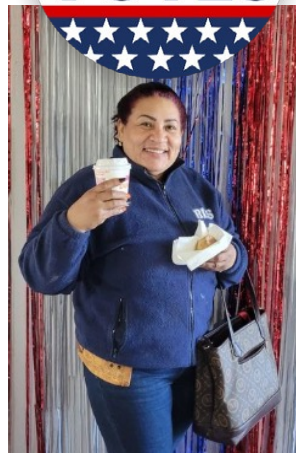
You can search for free or low-cost social services around the country utilizing POAH's Resource Website: [poah.findhelp.com](https://poah.findhelp.com)

More than 2000 users conducted almost 7000 searches for supportive services in 2022.



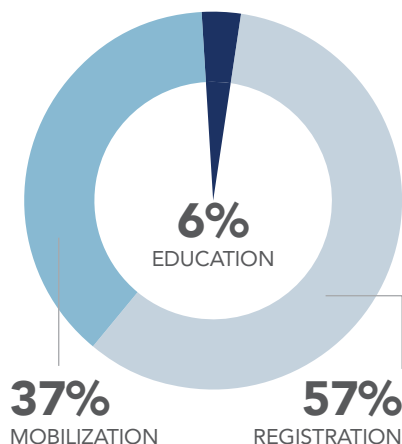
POAH knows from long experience that its impact is greatest when residents are engaged and empowered. In 2022, POAH launched a new Resident Advisory

Board comprised of resident leaders from across POAH's portfolio. The Resident Advisory Board meets quarterly to offer feedback, learn about POAH's progress and inform new programming.



**Did you know that only 55% of renters voted in elections in 2020, compared to 71% of homeowners?** POAH is working to close this gap through *POAH Votes*, an annual campaign to promote civic engagement through voter registration, education and mobilization.

#### HOW POAH VOTES ENGAGES RESIDENTS



*Residents at Salem Heights Apartments register to vote on-site through a partnership with the League of Women Voters. A few weeks later, residents pick up coffee and donuts in the lobby on their way to vote on election day.*

## MEET THE MEMBER: TEKA NELSON

**Teka Nelson** is an inaugural member of the POAH Resident Advisory Board. A resident of Cutler Manor Apartments since 2011, Teka is a proud mother of two that works with youth and families in her community. She has always been a thoughtful neighbor – lending a listening ear or helping hand to other residents who don't have family or loved ones close by. She joined the Resident Advisory Board in 2022 after being invited by the Community Impact Manager at her property. At first she was surprised, "Out of all these units and all these voices, we choose you," she says, "I'm always second guessing myself like 'Why you?' well, why not you?" One of the things she likes best about participating in the Advisory Board is meeting people from across the country and sharing their feedback and ideas. During one of the first Advisory Board meetings, Teka suggested that POAH host a job fair for people in her community, particularly young men.

Within a few weeks the job fair was put into action, which is something that Teka felt very proud of. "Every time we have a meeting, I feel like my voice is being heard." Teka wants to see the Advisory Board continue to grow so that more residents have an opportunity to use their voice and so that she can continue to listen and learn from them.







CICs are committed to creating out-of-school time opportunities that help POAH's youngest residents thrive. Through afterschool programs, youth leadership committees, mentoring, summer camp and more, youth have access to enriching and empowering programs where they can learn, play and grow.



At Cutler Manor in Miami, Florida, residents participate in a Girl Scouts troop that conveniently meets in the property's community center (left), and recent grads are celebrated at a graduation event for families across the community (right).



In Cincinnati, Ohio, POAH partners with Bullyproof, a youth mentoring organization that creates safe spaces for young people to take risks, build relationships and develop their voice.

## ECONOMIC MOBILITY: GROWING OUR FAMILY SELF-SUFFICIENCY PROGRAM



In 2022, POAH expanded the Family Self-Sufficiency program to four new locations, making the program available at more than 75% of eligible properties. FSS helps participants make meaningful progress toward their personal and financial goals - on average, graduates save more than \$9,500 in less than 5 years (some participants save well over \$20,000). Since launching the program in 2016, POAH residents have saved nearly \$2.4 million.

## SHAWNA'S STORY

**Shawna**, a mother of two and now a small business owner, learned about the FSS program when the POAH Communities team at Brandy Hill Apartments encouraged her to apply. She always dreamed of becoming a homeowner, but it didn't always feel tangible. However, Shawna's mindset quickly changed once she enrolled.

Even though Shawna lost her job right before joining FSS, it didn't slow her down. She began working with her financial coach, Wen, on a financial plan. Together they found ways to improve her credit by paying off two student loans and some outstanding credit cards. When a car accident totaled her vehicle, they worked together to make a plan to buy a new car, while negotiating a lower monthly car payment. All the while, she worked hard to open her own business. She now owns her own hair salon with three employees!

For Shawna, one of the best parts of the program is the reassurance and encouragement she gets from her financial coach. *"Talking to friends about your finances can be a little awkward, but talking to a coach who is enthusiastic about reaching goals gives you a sense of accomplishment. It feels amazing to have someone saying how proud they are of you when you reach your goals. Wen helps in more ways than she realizes."*

Since joining FSS, Shawna feels more accomplished, goal-oriented, and focused on realistic goals. She shares, *"it's a great feeling – having your goals accomplished, even when it's small ones."*

Shawna enjoys sharing her newfound financial knowledge with friends and family and has even encouraged others to enroll in the FSS program too. She is looking forward to the day when she can buy her children a home of their own to grow up in, the same way she was raised, and a place she can truly make her own. Gone are the days when homeownership felt far off – now it feels like it's within reach, and she can't wait to get there.



**\$9,500**  
average savings among  
FSS program graduates



**99%**  
of program  
graduates  
build savings

## RANDY'S STORY

**Randy** had always been curious about saving and financial practices, but never had an opportunity to learn on his own. When he had the opportunity to join the Family Self-Sufficiency program at Hillside Village, he decided to see whether he could make the most of it.

Once he enrolled, Randy shares, *"It really opened my mind up to the possibilities in front of me and the different ways I could save money."* His financial coach supported Randy in thinking through his goals and creating a plan to accomplish them.

In the short term, Randy prioritized getting a contracting license so he could be more secure in his career path in outdoor contracting and patio work. Although it had been his goal for some time, working with his financial coach gave him the extra motivation to see it through.

About his relationship with his financial coaches, Randy says, *"My coaches have been very professional in how they've dealt with everything and they're so helpful. They helped me create goals for myself and learn financial habits I never had the chance to learn before. And they keep track of everything but they aren't on top of you. They check in at good times to see how you're doing. They're great people."*

Randy is proud of the progress he's made so far in the program and the money he has saved already in his FSS account. It's setting him up to achieve his long-term goal: to buy a home for his mother, who also lives in Hillside Village.



# POAH'S RESOURCE CENTERS

POAH's Resource Centers are an innovative, neighborhood-based model for building strong, engaged, financial healthy communities. Resource Centers offer individualized coaching, administer emergency financial assistance (for things like rent and utilities), provide career navigation, offer employment training, and provide savings products like the FSS escrow and POAH's Amy Anthony Children's Savings Accounts.

## RESOURCE CENTERS AT-A-GLANCE:

- **The number of participants engaging in employment coaching increased by 22%, with over 10% being placed in new jobs during the year.**
- **The number of participants seeking income supports was nearly half that of 2021, a sign of shifting tides in the economic impact of the pandemic.**
- **More than 60% of participants in Resource Center FSS programs have increased their earnings and saved, on average, \$4,300 in their escrow savings account.**
- **Nearly 700 participants received Integrated Coaching Services at a Resource Center, a 30% increase from 2021.**

## PAUL'S STORY

Chicago resident **Paul Langston** has known difficult times in his life – he spent years battling substance abuse and criminal activity and experienced long-term homelessness. A turning point came when he moved into The Grant at Woodlawn Park, one of five buildings created by Preservation of Affordable Housing on the South Side of Chicago to replace the former Grove Parc public housing complex.

While living at the Grant, Paul was encouraged by POAH Communities' staff to enroll in computer classes at the Woodlawn Resource Center (WRC) located in the Burnham, just across the street from his apartment. Paul had to overcome the feelings of shame and embarrassment that came with so many years of lost time,

but he said yes to the chance to work with the employment and financial coaches at the WRC's Financial Opportunity Center. Staff steered him into a Digital Literacy workshop and Job Seekers course where he learned how to build and write a resume, prepare for interviews through mock interviewing classes, and conduct an online job search.

After working with the WRC's Career Navigator, Paul obtained a union job in the maintenance industry that offers medical and dental benefits and a pension plan. Through his own hard work and the support of the WRC's Financial Coaching team, Paul opened a checking account, obtained a credit card and increased his credit score by over 111 points.

In 2022, Paul took the next big step of becoming a first-time homeowner. After months of saving money through the Family Self-Sufficiency (FSS) program, Paul was able to use his FSS funds for a down payment, appraisal and home inspection. Paul also credits the WRC with helping him fill out the real estate contract and loan documents.

Paul is excited about owning his own home where his children and future grandchildren will come for holidays and family gatherings. He's also exploring further education and some entrepreneurial opportunities in the landscaping and snow removal industry.

# TRAUMA-INFORMED HOUSING

POAH is committed to advancing Trauma-Informed Housing, an approach to building design, property management and resident services that centers the lived experience of residents and frontline staff. Check out our Trauma-Informed Housing toolkit for advancing equity and economic opportunity in affordable housing: [traumainformedhousing.poah.org](http://traumainformedhousing.poah.org)

## WHAT'S IN THE TOOLKIT:

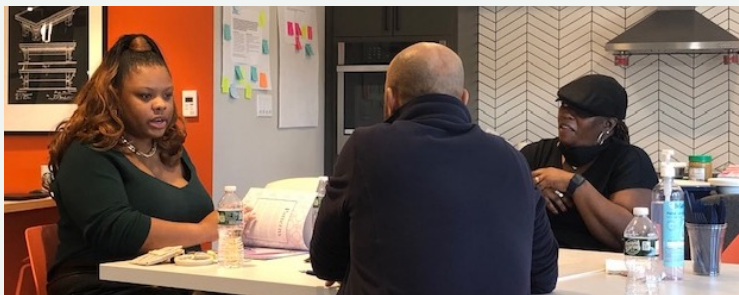
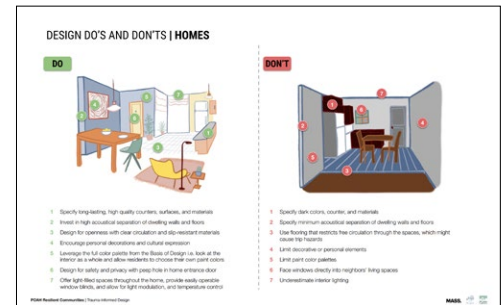
### Case Studies



### Training resources



### Design Guides

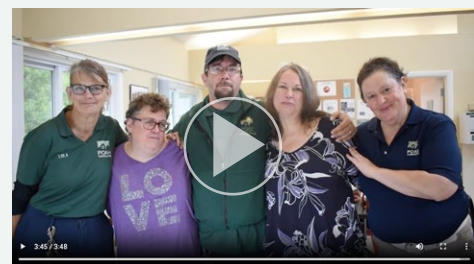


Residents and staff work together to do community-based research and develop new ideas for being more trauma-informed.



New Resident Orientation at Brandy Hill Apartments. Through POAH's Welcome Home program, residents can meet their community's staff, learn about their lease and ask questions about the community.

POAH staff recording a new educational video written and developed by residents. Through video and print materials, residents hope their new neighbors will feel welcome and empowered when they move into a POAH community.



## ABOUT POAH

POAH's primary mission is to preserve, create and sustain affordable, healthy homes that support economic security, racial equity and access to opportunity for all.

POAH specializes in the preservation of existing affordable housing that is at risk of being lost due to market pressures or physical deterioration. POAH has expertise in new construction and neighborhood-scale mixed-income development and mixed-use redevelopments.

POAH Communities serves a broad range of households, including families, seniors, and persons with disabilities.

**[www.poah.org](http://www.poah.org)**

## PRESERVATION OF AFFORDABLE HOUSING

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