RESIDENT SERVICES
Enterprise Community Partners
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.
<table>
<thead>
<tr>
<th>Resident Services</th>
<th>Supportive Housing</th>
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<tbody>
<tr>
<td><strong>Typical household sizes</strong></td>
<td>Primarily individuals;</td>
</tr>
<tr>
<td></td>
<td>Homeless families</td>
</tr>
<tr>
<td><strong>Typical incomes</strong></td>
<td>Below 60% of AMI</td>
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<td>Below 30% AMI</td>
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<tr>
<td><strong>Typical costs</strong></td>
<td>$500 to &lt;$1,000 per household per year</td>
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<td>$5k-$20k+ per household per yr</td>
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<td><strong>Service models</strong></td>
<td>Starts with service</td>
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<tr>
<td></td>
<td>linkages plus onsite</td>
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<td></td>
<td>education enrichment for</td>
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<td></td>
<td>children &amp; adult</td>
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<td></td>
<td>education, GED, ESL &amp;</td>
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<td>financial literacy</td>
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<td>Onsite case management &amp;</td>
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<td>direct services, plus</td>
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<td>service coordination</td>
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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

Housing Stability \[=\] Property Savings \[=\] Funds for Service Coordination

Legal fees — Vacancy losses — Bad debts

**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
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
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

www.residentservices.org
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.
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 2006
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

AASCOnline Families

www.pangeafoundation.org

National data will support systems change

Enterprise’s national work funded by Freddie Mac Foundation
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

Diana Meyer
Senior Director

dmeyer@enterprisecommunity.org

www.enterprisecommunity.org
ECONOMIC OPPORTUNITY:
MOVING PEOPLE UP AND OUT OF POVERTY