resident RESOURCES NETWORK

RRN SERVICE COORDINATION MODEL

DELIVERY MECHANISM

Service Coordinator

TARGET POPULATION

Affordable Housing Residents

STRATEGIES

SERVICE CATEGORIES

Access to Services

Increasing residents' awareness of and access to local resources or bringing services onsite

- Housing Stability
- Network Support
- Household Mgmt
- Money Mgmt
- Jobs
- Education

Housing Stability

Helping residents remain stable in their homes and avoid lease violations

- Basic Needs
- Financial Education
- Household Mgmt
- Financial Assist

Community Building

Helping residents build a sense of community and connectedness among neighbors

- Resident Council
- Educational Events
- Social Events

PROCESS

- **Step 1: Resident Referral** – Initiated by resident, SC, or property management
- **Step 2: Resident Meeting** – Provide overview and seek resident approval to engage
- **Step 3: Assess Needs** – Conduct resident assessment annually
- **Step 4: Plan of Action** – Develop SMART plan of action with resident
- **Step 5: Resident Referrals** – Make referrals to svc providers based upon plan of action
- **Step 6: Follow Up** – Follow up with resident and svc providers and document outcomes

RESIDENT AND OWNER OUTCOMES & INDICATORS

Improved self-sufficiency

Increased knowledge of resources
Improved educational status
Obtained/maintained employment
Moved to home ownership

Increased housing stability

Reduced late payments
Decreased evictions
Fewer unit turns
Fewer lease violations

Safer, more supportive communities

Increased satisfaction
Improved perceptions of safety
Improved sense of community

Five Levels of Self-Sufficiency

In Crisis → Vulnerable → Safe → Building Capacity → Empowered