

OVERVIEW **Q1 thru Q4 2023 (Jan-Dec)**

This report summarizes services delivered and select outcomes achieved to date in 2023, with specific attention given to Quarter 4 (October-December) 2023, for residents who live in affordable housing communities that have a Service Coordinator (SC) made available through Resident Resources Network (RRN) and its partners. The SC serves as a community navigator who helps residents overcome obstacles and connects them to local resources that promote housing stability, self-sufficiency, and supportive communities. The information and graphics below help to provide a visual representation of RRN's impact to date as a result of the efforts of SCs, as well as some opportunities for improvement, based upon data collected by our documentation system.

EXECUTIVE SUMMARY

SCs delivered impactful results throughout 2023 that illustrate the vital role they play in strengthening communities and improving resident well-being. For instance, Ms. Johnson, a single mother of three facing eviction and unsure of where to turn found hope in her SC who helped her to secure rent assistance and keep her and her children safe in their home. Hers is just one of 7,497 lives transformed in 2023 by SCs.

The proactive efforts of SCs also resulted in \$245,595 in rental and utility assistance being secured on behalf of residents, translating into \$994,000 in savings for property owners and managers by preventing significant costs like attorney fees and unit refurbishment. Other crucial supports provided by SCs include benefit assistance, monitoring services, and health services at senior sites, and eviction prevention, financial education, and essential donations at family sites. Their dedicated efforts weave a safety net of support, offering not just services, but hope, a sense of belonging, and peace of mind.

PROPERTIES SERVED

71 affordable housing properties where onsite and remote SCs connect residents to supportive services

Figure 1. Properties served by owner and property type, in Q4 2023

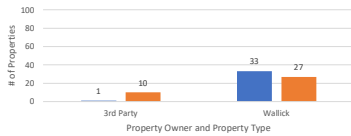


Figure 2. Properties served by mode of service delivery and property type, in Q4 2023

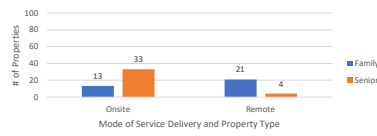
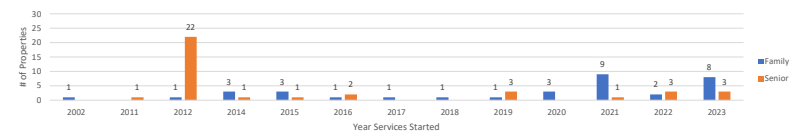


Figure 3. Number of new properties served each year by property type



RESIDENTS SERVED

9,409 residents lived at the properties served and had access to an onsite or remote SC in 2023, on average

Figure 4. Residents with access by property type and mode of service delivery, in Q4 2023

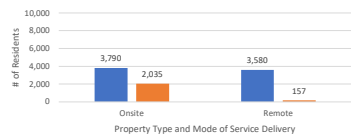
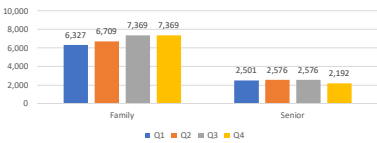


Figure 5. Residents with access by property type by quarter



RESIDENTS ENGAGED

29% of residents with access were engaged (i.e., assessed, referred, or assisted) by onsite SCs in 2023, on average
5% of residents with access were engaged by remote SCs in 2023, on average
6% of residents at family sites were engaged by onsite and remote SCs in 2023, on average
76% of residents at senior sites were engaged by onsite and remote SCs in 2023, on average

NOTE: Family SCs tend to work fewer hours (~10hrs/wk) than most senior SCs (20+ hrs/wk)

Figure 6. Residents engaged by property type and mode of service delivery, in Q4 2023

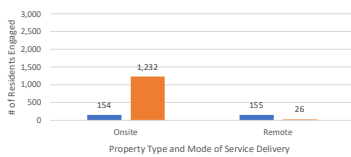


Figure 7. Residents engaged by property type by quarter

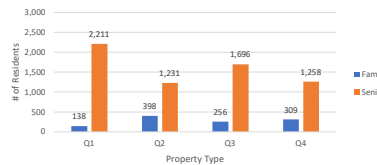


Figure 8. Top services provided to families by quarter

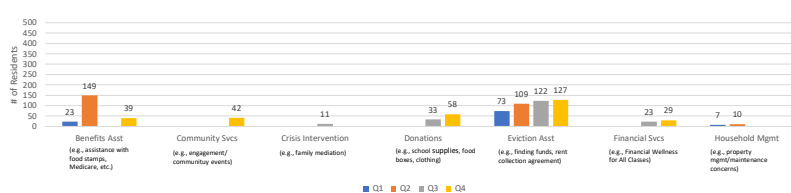
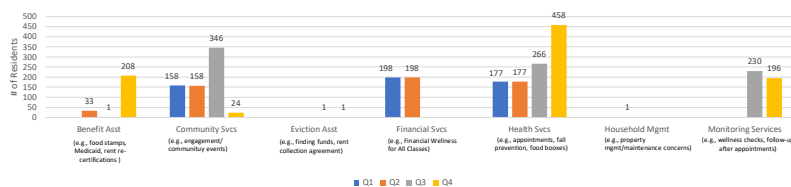


Figure 9. Top services provided to seniors by quarter



EVICTIION PREVENTION

90 residents avoided eviction, with the help of a SC, in Q4 2023

268 residents avoided eviction, with the help of a SC, in 2023

Figure 10. Residents that avoided eviction by mode of service delivery, in Q4 2023

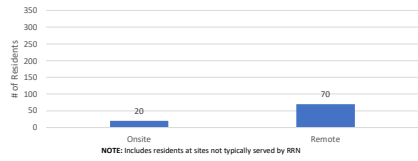
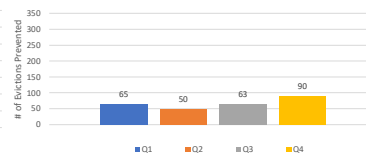


Figure 11. Residents that avoided eviction by quarter



\$69,999 in rental and utility assistance secured by SCs on behalf of residents in Q4 2023

\$245,595 in rental and utility assistance secured by SCs on behalf of residents in 2023

Figure 12. Amount of funding secured by mode of service delivery, in Q4 2023

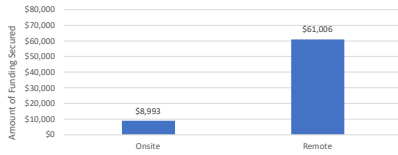


Figure 13. Resident completion of online Intro to Financial Wellness classes by quarter

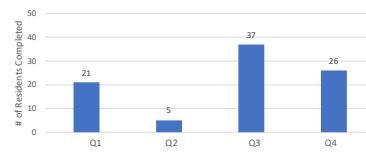


Figure 14. Amount of funding secured by quarter

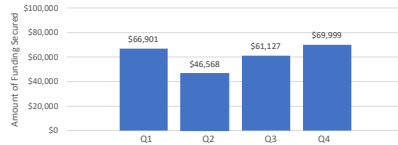


Figure 15. Amount in savings realized by owners by quarter



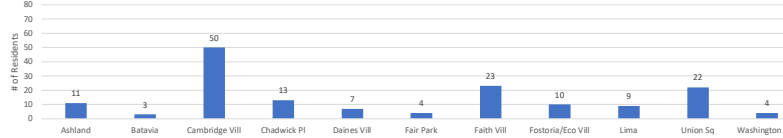
\$315,000 in savings realized by owners due to evictions prevented by SCs (\$3,500 per instance) in Q4 2023

\$994,000 in savings realized by owners due to evictions prevented by SCs (\$3,500 per instance) in 2023

SUMMER CAMP 2023

156 children across eleven properties attended summer camp for free in 2023

Figure 16. Summer camp enrollment by property



WALLICK SCHOLARSHIP AWARDS

\$ 191,500 awarded in scholarships from 1998 to 2023, through RRN's coordination

Figure 17. Wallick scholarship awards by year

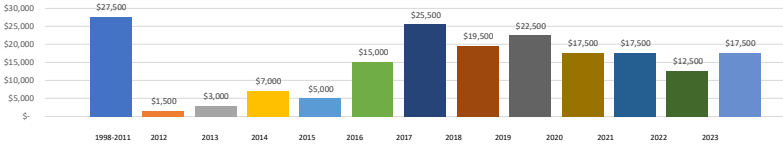


Figure 18. Wallick scholarship awards by property

