

ANNUAL REPORT

2025



SUPPORTING.

CONNECTING.

BUILDING.

FROM OUR EXECUTIVE DIRECTOR



**Dr. L. Shon Burch,
Executive Director**

In the housing communities served by Resident Resources Network, stability is not abstract. It is whether a family remains housed, whether a senior can manage changing health needs, and whether a young person has space to grow and feel supported. Much of this unfolds quietly, through conversations, reassurances, and relationships that shape the direction of people's lives.

In 2025, RRN strengthened the systems, cross-sector partnerships, and infrastructure that make that steady presence possible. This report reflects that evolution — disciplined expansion that strengthens housing stability systems and ensures support remains coordinated, reliable, and rooted in trust across every community we serve.

Dr. L. Shon Burch

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GROUNDING IN PURPOSE

Our purpose guides every partnership, program, and outcome.

VISION

To **break the cycle of generational poverty** within the multifamily housing communities we serve.

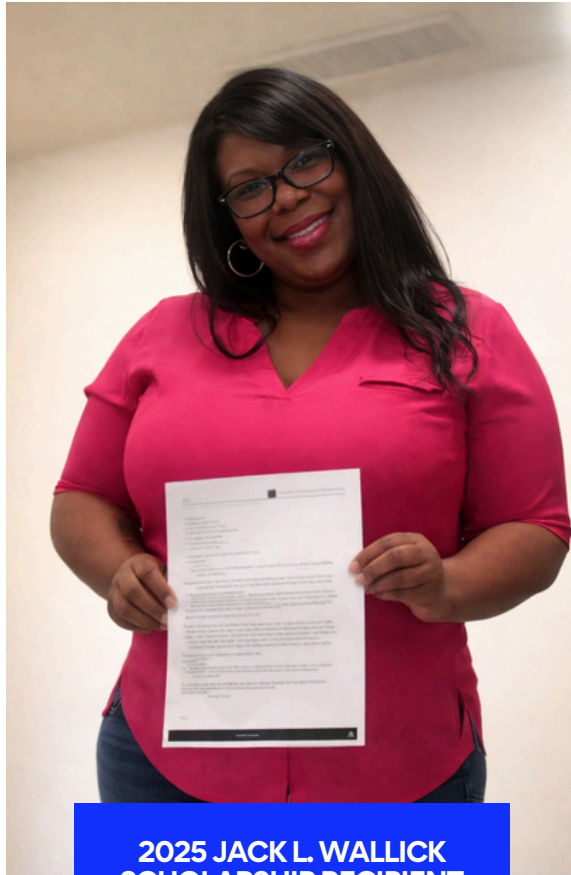
MISSION

To connect residents to resources that enhance housing stability, increase self-sufficiency, and foster safe and supportive communities.

BOARD OF TRUSTEES

- Dick Roggenkamp, Chair, *The New Albany Company*
- Kamran Ali, Vice Chair, *AEP*
- Amy Driscoll, Treasurer, *The Day Companies*
- Ramona Wheeler, *Alvis*
- Eric Brandon, *Impact Community Action Agency*
- Bill Hinga, *Community Advocate*
- Chuck Graham, *Wallick Communities*
- John Banks, Sr., *PNC Bank*
- Marilyn Stribling, *Resident Representative*

RESIDENT EXPERIENCES



**2025 JACK L. WALLICK
SCHOLARSHIP RECIPIENT**

Kia Matthews

Kia is a recipient of the 2025 Jack L. Wallick Scholarship, pursuing Paralegal Studies certification through the Center for Legal Studies.

She shared that this honor not only eases the financial burden of school, but affirms that her journey holds purpose, value, and people who believe in her success.

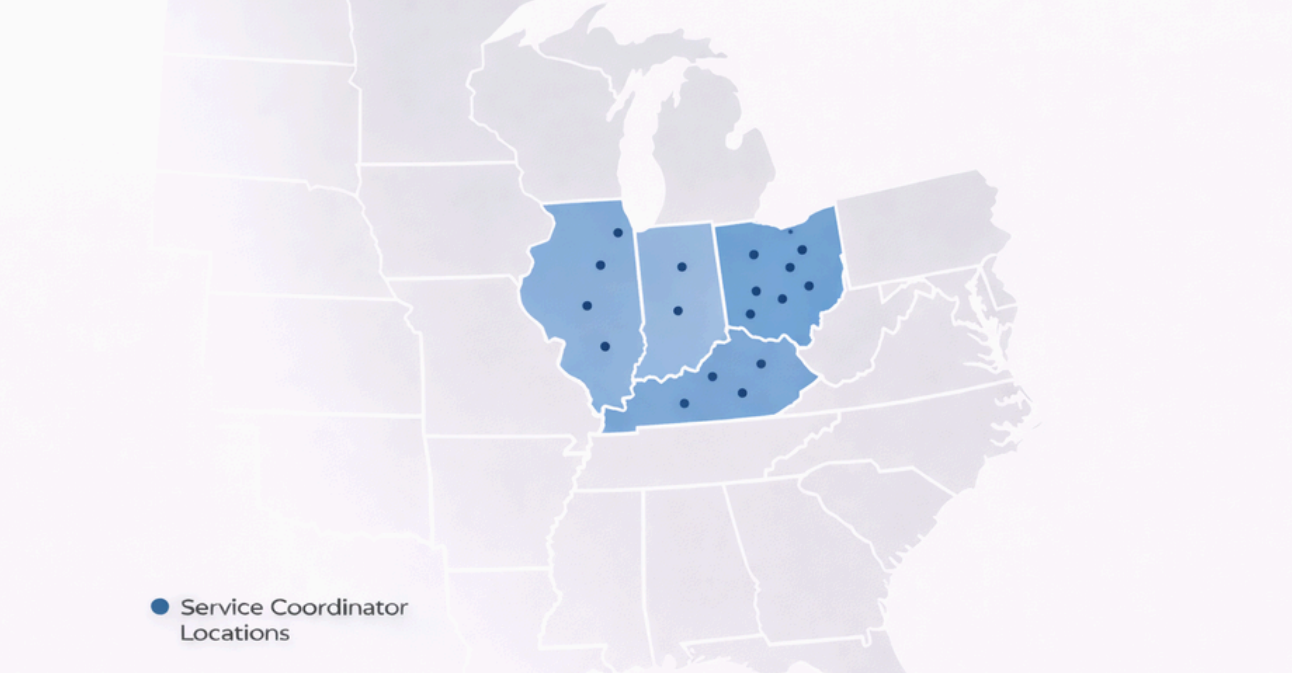
In communities served by RRN, 2025 was shaped by work that is often quiet but never small. Service Coordinators (SCs) met residents in moments where stability could easily be lost—navigating financial strain, health concerns, family stress, and barriers to opportunity that too often repeat across generations. Through trusted relationships and connection to practical resources, everyday challenges became pathways toward greater stability and renewed possibility.

Programming throughout the year reflected more than activity; it reflected intention. Financial education, health awareness, parenting support, youth enrichment, scholarship connection, and community-based learning strengthened the conditions that allow families to remain housed, children to grow with opportunity, and older adults to maintain dignity and independence. Rooted in listening and shaped by community partnership, this work contributes to a broader purpose: interrupting cycles of hardship and expanding access to long-term stability, connection, and choice.

These experiences reflect measurable progress toward communities where residents are supported not only in moments of crisis, but in building stable futures defined by resilience and opportunity.

OUR REACH

Support begins with presence. In 2025, RRN reached residents through onsite and remote service coordination across four states, anchored in Ohio. This reach reflects consistent access to trusted guidance, resources, and relationships that reinforce stability. Behind every connection is a resident navigating real-life moments with support close at hand. The numbers below reflect both access to service coordination and active engagement—key indicators of housing stability and community health.



48
Housing
Communities
Served In-Person



37
Housing
Communities
Served Remotely



6,249
Households
With Access to
SCs



42%
Households
Engaged
by SCs



IMPACT IN ACTION

2025 BY THE NUMBERS

308

Households
Avoided
Eviction

176

Children
Attended
Summer Camps

Presence becomes measurable change. Through trusted relationships and consistent support, RRN helps residents move from uncertainty toward stability and long-term possibility.

These outcomes reflect more than participation. They represent families remaining housed, residents advancing goals, and older adults remaining in the homes they love. When residents are met with consistency, care, and real pathways forward, communities grow stronger from the inside out.

8

Residents
Received
Scholarships

88

Financial
Wellness
Completions

79%

of households
report being
highly satisfied
with services



83%

of households
feel their SC
engages them
with respect



72%

of Property
Managers share
resident issues
with their SC



82%

of Property
Managers are
satisfied with
SC services







*Behind these outcomes, SCs secured **\$157,481** in rental and utility assistance to stabilize households and prevent displacement.*

STEWARDSHIP IN ACTION

Every dollar entrusted to RRN is directed toward stability, connection, and opportunity for the residents we serve. In 2025, continued partnership with housing providers, community organizations, and philanthropic supporters allowed RRN to expand access to service coordination while reinforcing the infrastructure that sustains this work long-term. Our financial position reflects careful stewardship, strategic growth, and an ongoing commitment to ensuring residents receive consistent, reliable support when it matters most.



FINANCIAL SNAPSHOT

TOTAL REVENUE	PROGRAM SERVICES	OPERATING STABILITY	YEAR-END POSITION
\$1,272,840 Diversified Funding 	83% Invested in Resident Support 	2.5 Months of Operating Reserve 	\$238,889 Net Operating Income 

Year-end results strengthened operating reserves and positioned RRN for continued stability.

COMMUNITY & PARTNERSHIPS



Dr. Shon Burch

RRN Executive Director testifies before City Council.

REGIONAL LEADERSHIP

In 2025, RRN’s role expanded beyond service delivery into regional leadership across affordable housing and resident stability efforts. Joining *the Affordable Housing Alliance (AHACO)*, engaging in statewide advocacy through *COHHIO*, and providing public testimony on the human infrastructure required for affordable housing positioned RRN as a trusted voice shaping systems. This leadership reflects a growing responsibility: ensuring that resident stability remains central to housing development, policy conversations, and long-term community investment.



Parents strengthen families through education.

RESIDENT-CENTERED PARTNERSHIPS

Cross-sector partnerships expanded meaningful access to health education, youth enrichment, food resources, financial wellness, and community programming where residents live—driven by trusted, site-level relationships cultivated by RRN’s SCs and advanced through collaboration with *Wallick*, *First Commonwealth Bank*, *Carex*, *AHACO*, and numerous other housing and community partners. The impact is evident in strengthened housing stability, expanded opportunity, and lasting well-being for residents across the communities RRN serves.



Partnerships extend presence into lasting stability.

THE PATH AHEAD

SUSTAINING STABILITY. EXPANDING POSSIBILITY.

The year ahead reflects continued evolution in how RRN strengthens stability within the housing communities it serves. Growth is not defined by scale alone, but by deeper alignment between housing, health, opportunity, and the consistent relationships that allow residents to remain supported over time.

RRN will continue advancing integrated partnerships, multi-state service coordination, and data-informed practices that supported long-term housing stability for families, seniors, and young people. At the same time, organizational infrastructure is being refined to ensure that expansion remains disciplined, responsive, and grounded in the lived realities of residents.

This direction reflects a clear and steady commitment: supportive services are not an added feature of affordable housing—they are essential to its success. The work ahead will continue building on that understanding, ensuring that stability, dignity, and opportunity remain present in every community RRN serves.



A resident receives a backpack filled with essential supplies—one small moment that reflects preparation, dignity, and the promise of what lies ahead. Support like this illustrates RRN's continued commitment to stability, opportunity, and stronger communities for residents of all ages in the years to come.

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