

How We Help

Our Service Coordinators are trusted connectors, coordinators, and advocates who help residents access the resources they need to thrive.

The Service Coordination Process



Listen

We build trust and listen to understand residents' needs and goals.



Assess

We assess needs and identify the best resources and solutions.



Connect

We connect residents to community resources and service providers.



Coordinate

We coordinate services and remove barriers to access.



Advocate

We advocate for residents and help navigate systems and challenges.



Follow Up

We follow up to ensure needs are met and goals are achieved.

Partner With Us

Together, we create stronger communities by building trusted relationships that connect residents to resources, coordinate support, and promote long-term housing stability.

Contact Us

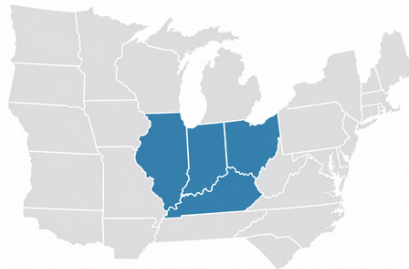
160 W. Main Street
Suite 200
New Albany, Ohio 43054

(614) 552-5668

residentresources.org



Scan to learn more about how RRN can help strengthen your community.



Our Service Area

Proudly serving communities across Ohio, Illinois, Indiana, Kentucky, and beyond.



ENGAGING. CONNECTING. BUILDING.



**Helping Residents Thrive.
Helping Communities Succeed.**

**Support delivered through onsite,
remote, and hybrid service coordination**



What Service Coordinators Do

We connect, coordinate, and advocate so residents can get the help they need.



Housing Stability

- Connect to rental & utility assistance
- Help understand lease requirements
- Coordinate eviction prevention
- Advocate during housing crises



Health & Wellness

- Connect to doctors and clinics
- Coordinate behavioral health referrals
- Help with health insurance enrollment
- Link to transportation & medications



Financial Wellness

- Connect to financial coaching
- Refer to workforce opportunities
- Help access government benefits
- Coordinate tax preparation help



Education & Youth

- Connect to educational scholarships
- Partner with summer camp providers
- Refer to childcare resources
- Connect to digital literacy programs



Community Connections

- Build partnerships with local organizations
- Coordinate educational workshops & events
- Encourage resident leadership
- Foster strong neighbor relationships



Resident Success

- Build skills and confidence
- Encourage goal setting and achievement
- Promote greater self-sufficiency
- Celebrate progress and success
- Support long-term stability

One Mission.

Three Service Coordination Models.

Every resident receives the same high-quality coordination, no matter how services are delivered.



Onsite

Dedicated Service Coordinator at your property.

Best for:

- Larger communities
- High resident engagement
- Daily collaboration
- Complex resident needs



Remote

Coordinators connect with residents virtually by phone, email, text, video, & more.

Best for:

- Smaller communities
- Rural locations
- Budget-conscious owners
- Full-time coverage not required



Hybrid

Virtual support plus scheduled onsite visits.

Best for:

- Medium-sized communities
- Multiple nearby properties
- Flexible staffing needs
- Balanced coverage

The Difference We Make



16,000+

Residents Served Across Our Portfolio



180+

Evictions Prevented Annually



\$1 mil+

In Savings Realized by Owners



100+

Youth Attend Summer Camp Each Year



\$100,000+

In Rental & Emergency Assistance Secured Annually



~80%

High Resident Satisfaction

All Three Models Deliver the Same Core Outcomes



Housing Stability



Resource Navigation



Crisis Intervention



Resident Engagement



Community Building



Quality Assurance

ENGAGING. CONNECTING. BUILDING.