



Housing On Merit

FORT CHAPLIN PARK APARTMENTS RESIDENT SERVICES PLAN



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Launched in 2011, HOM is a 501(c)(3) nonprofit organization that assists homeless, precariously housed, and low-income individuals and families transform their lives. HOM co-develops and manages affordable housing projects that couple facilities management with comprehensive growth and support programs in four key areas: Job Training; Life Skills; Wellness; and Education.

Mission

HOM creates a bridge to permanent affordable housing for vulnerable populations.

Vision

HOM develops communities where residents have access to the support services and growth opportunities necessary to maintain safe, stable housing, and make positive life changes.

Values

Community: HOM strives to facilitate meaningful partnerships between managers, tenants, and the community. HOM encourages tenants to engage in peer development and inspires community members to play a role in addressing housing disparity.

Wellbeing: HOM believes tenants' mental, physical, social, and emotional wellbeing is essential to nourishing and sustaining healthy lives.

Empowerment: HOM provides services and programs that equip residents with the skills and experiences necessary to realize their potential.

Opportunity: HOM creates opportunities that are responsive to residents' needs and facilitates personal and professional development.

Purpose and Goals of Resident Services Coordinator at Fort Chaplin Park Apartments

I. Community Engagement

The Resident Services Coordinator (“RSC”) is responsible for promoting self-sufficiency, improving the quality of life within the community, and coordinating community resources that benefit individuals and families. The RSC will integrate factors related to quality and access to community resources for residents as well as monitor and evaluate resources. The RSC will link the resident with resources appropriate to the needs and goals identified in the Resident Services Survey and will inform the residents of the length of time each resource is available, their financial responsibility for each resource, and the anticipated outcomes of resource utilization. In order to achieve these goals, the RSC will:

- Identify, assess, select, develop, and maintain referral partnership relationships with local service resource agencies that effectively assist residents.
- Provide support between residents and referral agency to help facilitate successful programmatic outcomes.
- Educate residents, and/or the families or caregivers (when applicable) about service providers and community resources so they can make informed decisions about the services for which they qualify and are available to them.
- Promote Resident self-advocacy and self-determination.

II. Collaboration with Chaplin Hope Tenant Association

The Tenant Association plays a vital role in community empowerment and advocacy at Fort Chaplin Park. Housing on Merit will collaborate with the Tenant’s Association to further enrich the resident experience at Fort Chaplin Park. This partnership will ensure the goals of the Resident Services Plan are being implemented.

III. Individual and Family Care Services¹

The Resident Services Coordinator will provide individual care services by:

- Conducting a comprehensive assessment of resident’s needs in order to create a care plan collaboratively with the resident and family or caregiver.²
- Facilitating communication and coordination between service providers to minimize fragmentation of services for the resident.
- Empowering the resident to problem-solve by exploring various community resources when available, and alternative plans, when necessary, to achieve desired outcomes.
- Encouraging the appropriate use of referrals and strive to improve the quality of care and maintain cost effectiveness on a case-by-case basis.

¹ Subject to time and budgetary constraints.

² For reference, a sample in-take form is provided in the Appendix.

IV. Confidentiality and Privacy

The RSC has a legal and ethical obligation to protect the confidentiality of residents. The RSC will not disclose information that the resident has shared or that the RSC has learned in some other confidential manner with anyone else, without the resident's express, written permission that specifies what information can be shared and with whom. The RSC is, however, limited in these obligations of confidentiality under the following circumstances:

- In cases of reported abuse, neglect, or exploitation of adults, children, persons with disabilities, and elders.
- If a resident is in imminent danger and/or has revealed information that constitutes a threat of harm to themselves or others.

The RSC will maintain evidence of good-faith to obtain the resident's written acknowledgement that they have received notice of privacy rights and practices.

What We Have Accomplished To Date

I. Chaplin Hope Tenant Association Support

Housing on Merit has and will continue to provide support to the Association in various capacities from information sharing to program development and implementation.

HOM has entered a Memorandum of Understanding (“MOU”) with the Chaplin Hope Tenants Association (“CHTA”) to outline HOM’s commitment to the residents of Fort Chaplin Park and support of the CHTA. As detailed in the MOU:

- The Chaplin Hope Tenants Association will receive a fiscal contribution annually beginning in 2016.
- The CHTA has the right to select vendors to operate the forthcoming community space for purposes of home schooling and day care. HOM will provide support within its capacity in the selection of vendors.

Additionally, the RSC will attend and participate in the CHTA monthly Board meetings to provide the Board an update on resident services. These meetings also serve as an opportunity for the RSC and the CHTA to explore areas of collaboration to better serve residents.

A. *Resident Survey*

The purpose of Housing on Merit’s resident survey is to receive information from residents in regards to their social service needs. The data collected from the surveys allow the RSC to create a comprehensive and inclusive plan for service coordination that meets resident needs as indicated on the survey. The following information is collected from residents:

- Demographics such as household type and size, race or ethnicity, and age.
- Specification on populations and types of services most in need at the community; any immediate needs of each family.

Each household at Fort Chaplin Park Apartment received a survey in October of 2016. HOM received a total of 58 completed surveys, which is 11% of the population.³

B. *Resident Services Coordinator Availabilities*

The Resident Services Coordinator will be available at the community for a minimum of thirty (30) hours per week. Residents can visit the RSC Monday - Friday from 10:00 a.m. - 4:30 p.m. Notice of any change to the RSC’s availabilities will be made available to residents. Residents are welcome to visit the RSC during office hours to discuss how they can benefit from resident services and discuss applicable community resources. Appointments can also be scheduled.

³ A detailed analysis of the Fort Chaplin Park Resident Survey, collected in November 2016, can be found in the Appendix.

C. Resident Services Updates with Onsite Team

The RSC began monthly resident services updates at meetings with Apartment Management Consultants (“AMC”), Standard Property Company, and the CHTA in January of 2017. The purpose of these updates is to keep the entire onsite team up-to-date on resident service activities and future programming. Information shared during these meetings allows the entire team to better serve residents by communicating needs to plan and facilitate appropriate programming.

Strategic Vision for Resident Services at Fort Chaplin

I. Resource Directory

The Resource Directory is intended to assist Fort Chaplin Park Apartments residents to locate and utilize community resources established for their benefit. It will act as a roadmap to available resources in Ward 7 for residents who are in need, or actively seeking new opportunities to enrich their lives. Information will be available in the following categories: emergency services (including rental assistance, food, clothing), employment, medical care, legal assistance, senior services, and family services. The Directory is a working document subject to intermittent changes and updates. The Directory will provide resource details along with means of access and anticipated outcomes. Use of the Resident Directory will allow residents ease of access to community resources as well as act as an educational and empowerment tool.

The Directory will be made available to residents online and in print. Housing on Merit will host the Directory on its website and it will be available to download. Residents can also submit a request to the Resident Services Coordinator for a copy of the Directory in print. The Directory will be a compilation of various services areas, if a Resident is interested in receiving tailored information, specific parts of the Directory can also be requested.⁴ The Resident Services Coordinator will also assist Residents in navigating the Directory and providing additional information if necessary.

II. Monthly Services and Updates

The Resident Services Coordinator will establish strategic partnerships with community organizations to bring services to Fort Chaplin Park. These partnerships will allow continuous and consistent services to be offered to Residents. As resources become available, the Resident Services Coordinator will organize activities in the following programmatic areas: education, wellness, job training, and life skills on a quarterly basis. These activities will be in the form of workshops, information sessions, and classes. The following is a quarterly breakdown of resident services based on programmatic area. While each quarter concentrates on a specific area, overlap of programming may occur due to availabilities of resources and changing needs within the community.

a. Quarter 1: January-March, Wellness Programming

- *Nutrition Education Classes:* these classes will be available once a month from January through March. Additional classes can be scheduled if requested and as resources become available. The class provides information on how to make healthy eating decisions and change unhealthy habits, how to prepare healthy

⁴ For example, if a Resident only wants information on Emergency Rental Assistance, they can request this specific part of the Directory.

foods, how to encourage your family to start eating healthy, and the importance of physical activity.

Nutrition Education classes are made possible through Housing on Merit's partnership with the D.C. Eat Smart/Move More Program under the D.C. Department of Health.

- *Healthy Cooking Demonstration:* once a month we will also be conducting a healthy cooking demonstration. Interested residents will be asked to select a healthy recipe from the American Heart Association's cookbook. The selected recipe will then be prepared for participants. These demonstrations will be organized and facilitated through residents and the Resident Services Coordinator.
- *Community Walks:* to promote active living, we will be organizing community walks for residents. The purpose of these walks is to get active but also to promote a support system within the community to get active. Walks will initially be facilitated by the Resident Services Coordinator with the goal of creating a group of dedicated resident "walkers" to take over facilitation.
- *Mobile Health Services:* Housing on Merit has partnered with the United Health Center to provide mobile medical services onsite at Fort Chaplin Park. These services will be available for both the North East and South East side of the community once a month. Residents will have access to doctors and nurses for a wide array of medical procedures and check-ups.

b. Quarter 2: April-June, Education Programming

- *Community Library:* a collection of books will be made available to families with school aged children. The library is an ongoing project and the selection of books is subject to change. The library will function as any public library, where kids can check-out books and return them after an allotted time. As resources become available, adults will also be able to check out books appropriate for their age.
- *Family Reading Nights:* Family Reading Nights will allow parents to attend book readings with their children. Parents will also be asked to do the readings from time to time to further promote community engagement.
- *Books for Infants:* Residents with newborn children can sign up to receive a book for their child every month until they reach five years of age. Books will be age appropriate and mailed directly to the family's home. This service is made possible by Housing on Merit's partnership with the Imagination Library.

c. Quarter 3: July-September, Job Training Programming

- *Workshops/Information Sessions:* during the workshops and information sessions residents will learn interview tips, resume writing, and how to search for jobs. Residents will also be connected with job centers in the community that can further guide them in their job search. These workshops are made possible through Housing on Merit's partnership with Connect D.C.

d. Quarter 4: October-December, Life Skills Programming

- *Financial Education:* workshops and information sessions will be scheduled to provide residents with information on various topics related to financial education. These topics may include information on budgeting, savings, credit, debt, and personal accounting. Workshops are made available through Housing on Merit's partnership with Bank on D.C.
- *Coping with Stress:* Residents will receive information on how to cope with stress and/or anxiety during the holidays. This service is intended to provide Residents a safe space to talk about and tackle such issues.
- *Toys for Tots:* Residents with children under the age of 14 can register their child to receive toys from Toys for Tots with the Resident Services Coordinator. Pick-up of the toys will be the responsibility of the Resident unless otherwise notified.

The RSC will maintain and distribute information monthly on activities in the community. The method of information distribution will include flyers, emails, and updates on HOM's website. Additionally, residents can access updates on the results of monthly services on HOM's website. The Resident Services Coordinator will collect feedback from Residents to assess the success of programming, make changes when applicable, and introduce new services to meet changes in community needs and interests.

Appendix

RESIDENT SURVEY

1. Which of the following describes your household?

- Two parents
- One parent
- Other, specify: _____

2. What is the primary language of your home?

- English
- Spanish
- Other, specify: _____

3. What is your race or ethnic background?

- African American
- Hispanic
- Caucasian
- Other, specify: _____

4. Family Information (List all members)

Name	Gender	Age	Education Level	Employed (Yes/No)

5. What resources and services would you like to have in your community?

6. What recreational activities would you like to have available here?

7. What types of educational programs are you interested in?

8. What, if any, are your concerns about safety in your community?

9. How safe do you feel in the following areas?

Please use the following scale:

4: Very safe

2: Somewhat safe

3: Mostly Safe

1: Not safe at all

_____ Your building _____ Children's play area _____ Neighborhood

10. How much would you benefit from programs and activities for the following?

Please use the following scale: from 4, meaning you would greatly benefit, to 0, it would be of no benefit to you.

	Great Benefit			No Benefit	
<i>Seniors (56+)</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Adults (21-55)</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Young Adults (14-20)</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Children (5-13)</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Toddlers (4)</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Infants (0-3)</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>At-risk children/youth</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>New immigrants</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Abused children</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Abused adults</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Ex-offenders</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Parents with children in prison</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Children with parents in prison</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Those who have lost loved one to violence</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Other:</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0

11. If we had programs and activities for the groups listed above, would you or your family participate?

Yes No

If yes, please specify group: _____.

12. Do you think the community would benefit from activities or programs in the following areas?

Please use the following scale: from 4, meaning the community would greatly benefit, to 0, it would be of no benefit.

	Great Benefit			No Benefit	
<i>After-school</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>GED</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Computer Literacy</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Arts and crafts</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Parenting</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Budgeting and Banking</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0

<i>English as a Second Language</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Literacy</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Job readiness</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Health and nutrition</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Substance Abuse</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Domestic violence prevention</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Anger management</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
<i>Other:</i>	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0

13. If we offered any of the above programs, would you or your family participate?

Yes No

If yes, please specify group: _____.

14. Would you be interested in helping develop and provide community activities?

Yes No

15. If your family has any immediate or long-term needs that you would like our help with, please describe them here.

_____.

Optional:

Name: _____

Address: _____

Thank you for completing this survey and helping to make a difference in our community!

RESIDENT SURVEY ANALYSIS

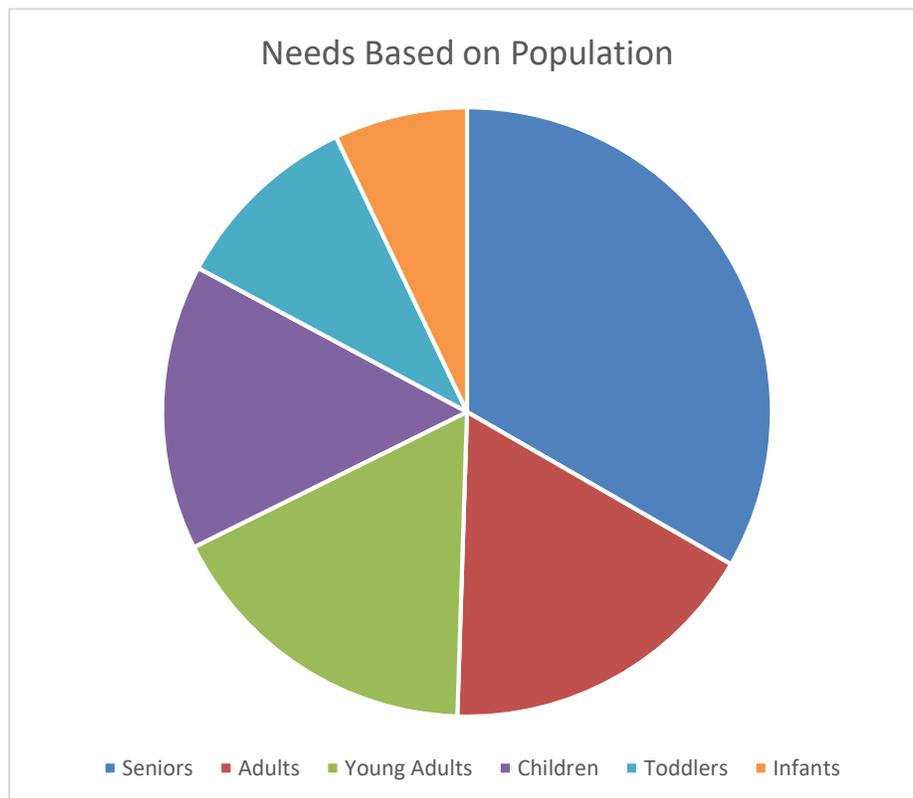
Each household at Fort Chaplin Park Apartment received a survey in October 2016. HOM collected a total of 58 surveys; roughly 11% of the population.

Demographic Information:

- 12% of surveyed residents are part of a two-parent household.
- 43% of surveyed residents are part of a one-parent household
- 41% of surveyed residents indicated other as either a single person household or a senior in custody of a minor.

Residents were asked to indicate on a scale from 0-4 (0 being least, and 4 being highest) which populations were viewed as being in high need of services.

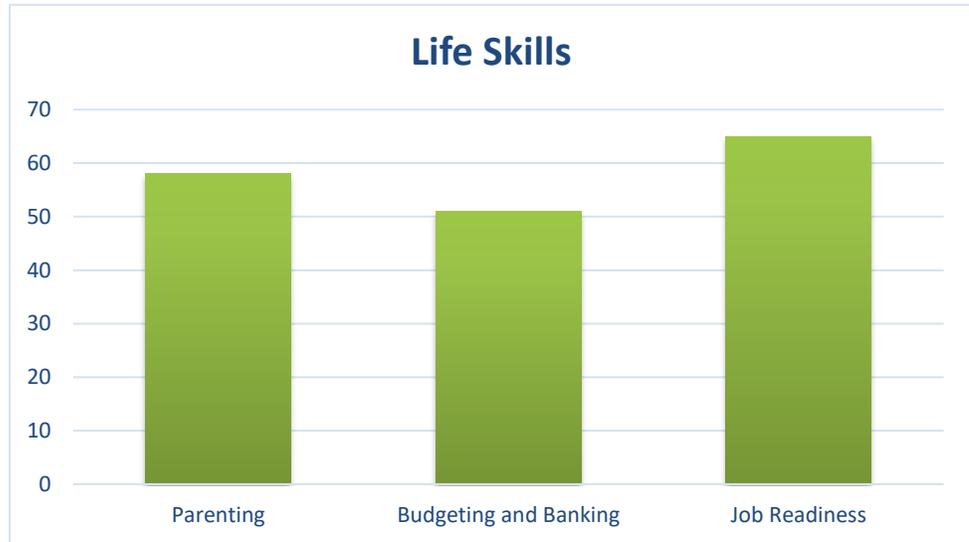
Sixty-seven percent of residents ranked Seniors between a 3 and 4 on level of need. Adults were ranked between a 3 and 4 by 41% of residents. Based on these findings, respondents believe that seniors and adults need the most support through resident services.



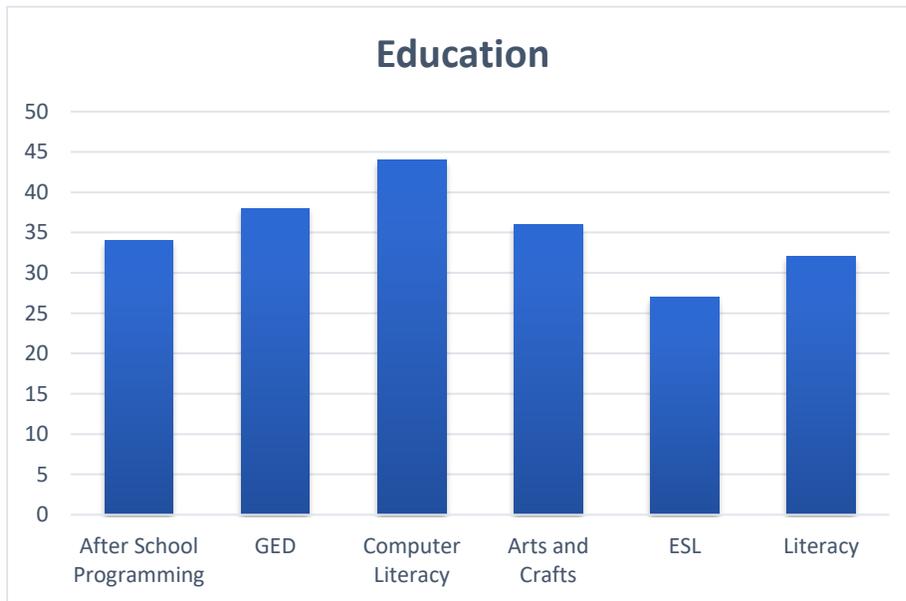
In addition to populations of high need, residents were also asked to indicate services of high need. A total of 14 areas were presented in the following categories:

Life Skills

Services in the area of Life Skills aim to equip residents with the tools to participate fully in everyday activities. Life skills help individuals to actualize potential competencies into desirable behaviors. Resident services to assist residents acquire life skills will



concentrate in the areas of parenting, financial literacy, and job readiness. Fifty-eight percent of survey respondents indicated that skills in the area of parenting would be beneficial for residents with children. Fifty-one percent of respondents believe that they require assistance with budgeting and banking. Lastly, 65% of respondents indicated that job readiness is a high need within the community.



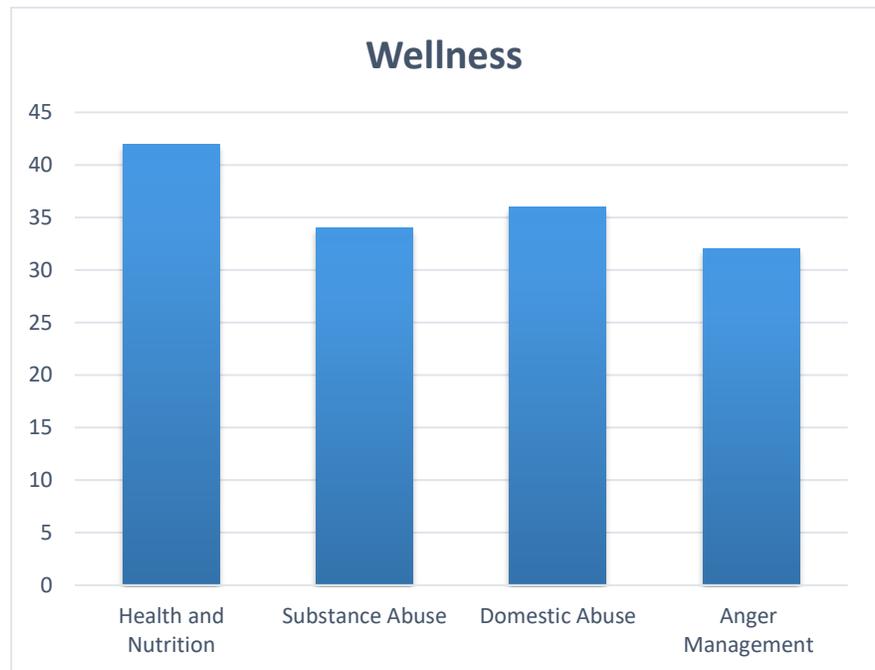
Education

Education services concentrate in the areas of After School Programming, GED preparation, computer literacy, arts and crafts, English as a Second Language, and Literacy. Other than After School Programming, all areas of education services are accessible to residents of all ages.

Senior respondents specifically indicated that they are interested in computer literacy, while adult residents are largely interested in GED preparation, literacy, and ESL.

Wellness

Services to promote wellness in the community are designed to meet needs in the areas of health and nutrition, substance abuse prevention, domestic abuse prevention, and anger management. Seventy-two percent of respondents indicated that they are in need of health and nutrition services. Substance abuse was selected by 58% of respondents and, domestic abuse was selected by 62% of respondents. Lastly, 55% of respondents believe anger management services are a high need in the community.



Services in the area of wellness tackle sensitive and urgent needs that have radiating effects on the entire community. Addressing these needs assure the safety and well-being for all who are affected.



RESIDENT INTAKE FORM

Resident ID # _____

Intake Date _____

Last Name _____ First Name _____

Street/Bldg/Apt. Number _____

Phone(_____) _____ Cell(_____) _____

Emergency Contact
Number(_____) _____ Name/Relationship _____

Date of Birth _____ Age _____

Gender: Female Male Transgender Declines to Answer

Race: Asian Black or African American Hispanic
 Other _____ Declines to Answer

Primary Language Spoken _____

HOUSEHOLD COMPOSITION

Number of people in household (including resident) _____

Adults

Name	Relationship	Gender	Age

Children

Name	Relationship	Gender	DOB	School Grade

TOTAL MONTHLY HOUSEHOLD INCOME & BENEFITS

- Employment _____
- Social Security _____
- SSI _____
- Child Support _____
- Public Assistance _____
- Disability _____
- Pension _____
- Unemployment _____
- Food Stamps _____
- Rent Supplement _____
- Veteran's Assistance _____
- Other _____
- Total Personal Monthly Income _____
- Additional Income from members of household _____
- Total Annual household income _____

