

POAH Community Impact Framework & Logic Model

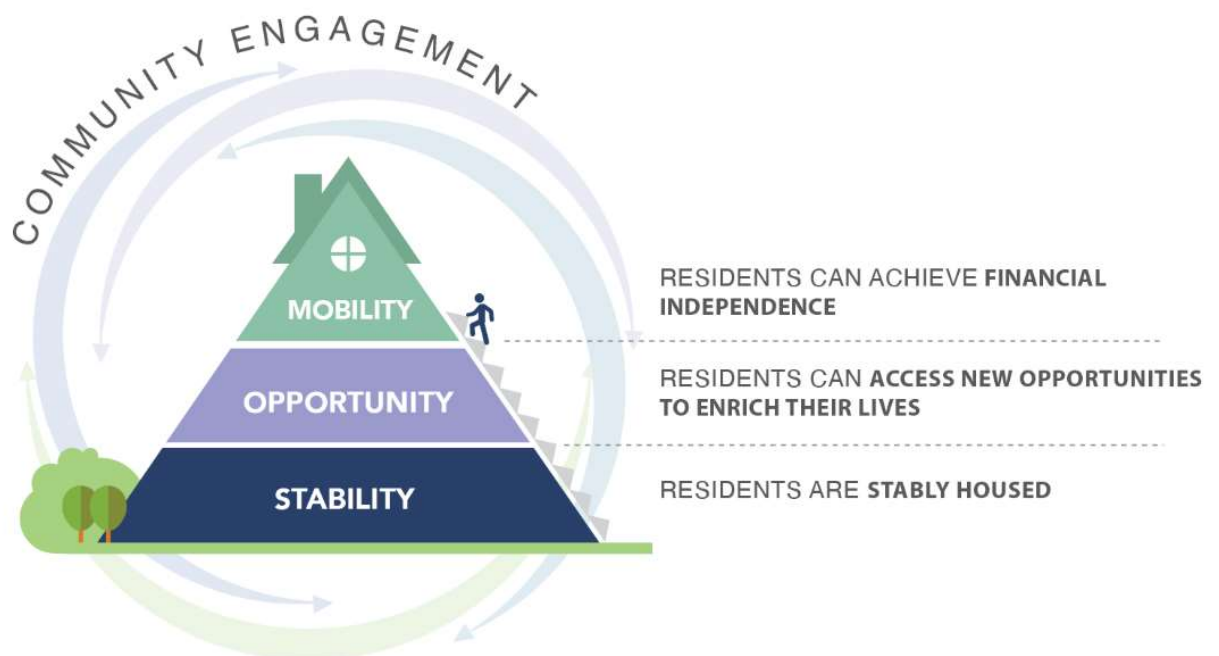
People’s need for decent housing is fundamental – without it, they cannot thrive and grow. But access to housing alone is not enough, especially for housing providers like POAH who understand our work as only one front in the broader fight against poverty and inequality in this country.

That’s why POAH invests in Community Impact.

POAH’s Community Impact initiatives build on a platform of stable housing to create opportunity for residents who call our communities home.

POAH’s vision for thriving communities:

- Residents are stably housed.
- Residents can access new opportunities to enrich their lives.
- Residents can achieve financial independence.
- Community engagement, rooted in trauma-informed principles, guides our work at every stage.



Stability & Opportunity



POAH's Community Impact approach provides data-informed resident services coordination that is integrated with on-site property management and maintenance teams.

Community Impact Coordinators work with residents to maintain their housing stability and to provide resources in key outcome areas: health, community engagement, employment and financial stability and youth engagement.



All POAH properties that offer Community Impact Coordination provide the following core services to residents:

- Support stable tenancy through rent assistance, budgeting and collaboration with property management.
- Help residents maintain a safe, clean and healthy home through 1-1 housekeeping support.
- Promote access to fresh and healthy foods through on-site food distribution programs.
- Support civic engagement by helping residents get registered to vote and mobilizing on election day.
- Host community building events to encourage residents to build relationships with one another and the on-site management team.
- Senior Sites: Provide on-site nursing services through local community partners and/or health workshops to support health management and overall wellbeing.
- Family Sites: Create or connect youth to out of school programming such as afterschool programs, field trips and summer camp.

Community Impact Coordinators also offer opportunity through programs and direct supports that are driven by the needs and interests of residents. A sample of additional services and programs can be found at the end of this document.

Economic Mobility



POAH's economic mobility initiatives building on Community Impact Coordination to help residents achieve financial independence. Core services in this area include:

- Family Self-Sufficiency Program (75% of eligible properties)
 - Access to a subsidy-based savings account
 - Financial coaching, education and counseling focused on four pillars of financial health:
 - Income
 - Savings
 - Credit
 - Debt
 - Additional service partnerships for car purchase, homebuyer preparation, employment training and more
- POAH Resource Centers (select properties)
 - Resource Centers provide a range of financial health services to residents of large or multi-site portfolios.
 - Resource Centers offer these core services:
 - Income Supports (such as administering flexible funds for rent, heat and other utilities)
 - Employment Coaching
 - Financial Coaching
 - Community Engagement with residents and the surrounding community
 - Additional coaching services and programs based on the needs and interests of residents
- Children's Savings Accounts (select properties)
 - Access to seed funding in a children's IDA account

- Opportunities to earn additional dollars through school and banking participation
- Access to a credit union savings account on-site
- Bridges to Career Job Training Program (select properties)
 - Career-specific training for local in-demand industries
 - Certifications for obtaining employment
 - Resume, interview prep and other career navigation services
- Rent Reporting for Credit Building (launching)
 - Access to free, on-time rent reporting to the major credit bureaus
 - Access to zero interest loans for rent assistance

Economic mobility programming is delivered through coaching-based partnerships with third party service partners. Partners work closely with Community Impact Coordinators and POAH’s corporate team.

Trauma-Informed Housing

Trauma-informed care is a framework that considers the way trauma impacts the brain, body and behaviors, including our beliefs, emotions and relationships. It reframes our perspective on a person, community or situation from “What’s wrong with you?” to “What happened to you?”

At POAH we embrace these core principles:



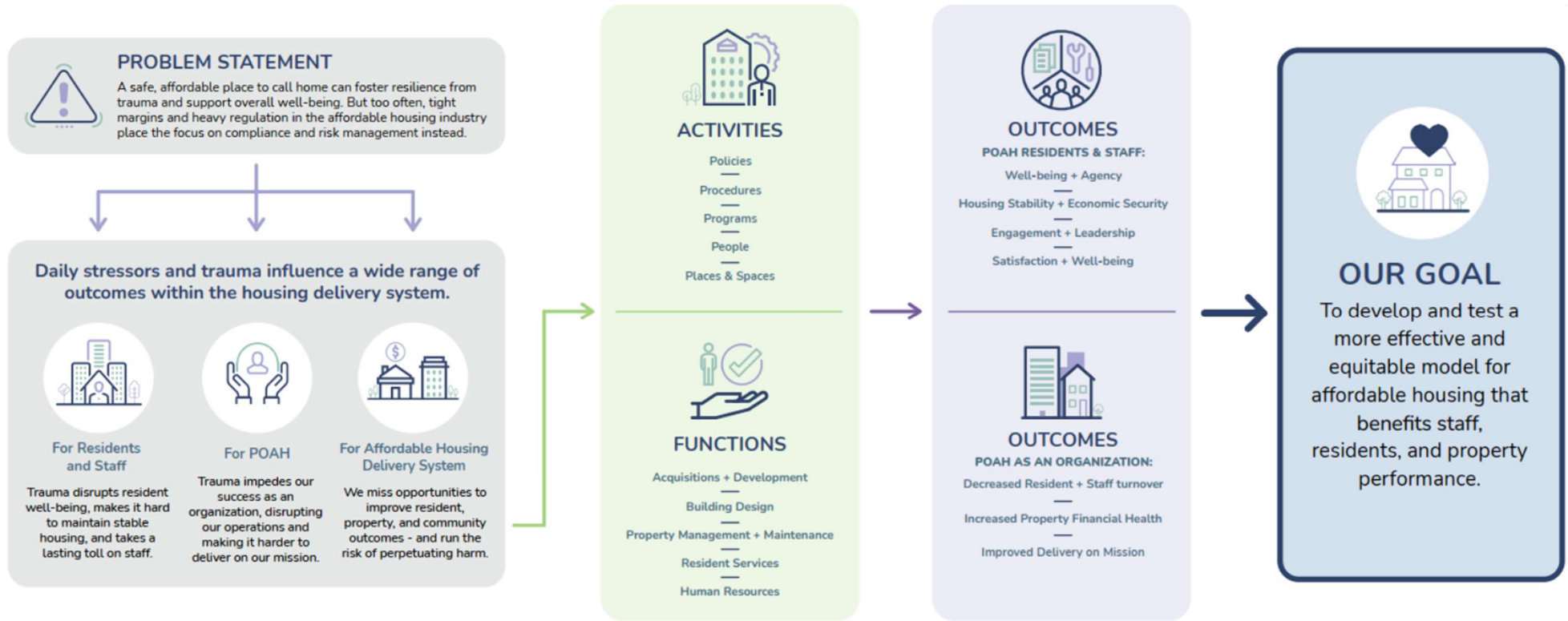
We believe that through the adoption of trauma-informed principles across all areas of our work that we will generate a more equitable housing model that creates positive outcomes for residents, staff and properties. POAH’s Trauma-Informed Housing Theory of Change can be found at the end of this document.

Community Impact Coordination Logic Model

Outcome Area	Inputs	Outputs	Outcomes
Housing Stability	Support residents in paying rent-on-time	<ul style="list-style-type: none"> • # residents CICs help apply for rental assistance • \$ rental assistance received • # residents enrolled in Rent Cafe 	<ul style="list-style-type: none"> • Improved rent collection leads to stable property cashflow • Residents are stably housed
	Support residents in maintaining their lease	<ul style="list-style-type: none"> • # Residents receiving support for recertification preparation 	<ul style="list-style-type: none"> • On-time recertifications leads to property stability • Residents are stably housed
	Help residents maintain a safe, clean and healthy home	<ul style="list-style-type: none"> • # home visits conducted • # residents receiving follow-up after failed housekeeping inspections • # referrals to service providers • # residents receiving support for hoarding • # unit inspections conducted 	<ul style="list-style-type: none"> • Average length of tenancy increases • Evictions decrease • Residents are stably housed
Health	Promote food access	<ul style="list-style-type: none"> • # residents receiving supplemental food • # properties participating/hosting food access programs • # referrals to service providers • # residents signing up for benefits (SNAP, TANF, WIC, etc.) 	<ul style="list-style-type: none"> • Residents report a decline in food insecurity
	Provide on-site health programs and/or on-site nursing	<ul style="list-style-type: none"> • # health programs hosted • # health partners engaged • # residents signing up for health benefits • # referrals to service providers 	<ul style="list-style-type: none"> • Residents report a reduction in self-reported poor physical and mental health days • Residents report an increase in positive self-reported health • Overall decrease in the number of resident move-outs to a higher level of care • Senior residents live for longer in our communities
Community Engagement	Build community by hosting events and providing one-on-one supports to residents.	<ul style="list-style-type: none"> • # partners engaged • # Engagement Touchpoints a CIC has with residents • # residents attending a Program • # Programs hosted 	<ul style="list-style-type: none"> • Residents know and can rely on their neighbors • Residents feel a sense of choice and agency in their community

		<ul style="list-style-type: none"> • # residents participating in and \$ amount spent on Resident Stipend Program 	<ul style="list-style-type: none"> • Residents feel that they belong and are valued in their community
	Promote civic engagement, including voter registration.	<ul style="list-style-type: none"> • # of Get Out the Vote events held • # of other civic engagement events held (ex. Visits from elected officials, debates, etc.) • # partners engaged • # properties hosting polling locations 	
Financial Stability and Employment	Through Resource Centers and FSS, deliver financial coaching, employment coaching and income supports	<ul style="list-style-type: none"> • Residents receiving employment coaching • Residents receiving financial coaching • Residents receiving income supports • Action Plans related to employment, coaching, income supports • Milestones related to employment, coaching, income supports • Residents participating in FSS • Residents enrolled in rent reporting for credit building 	<ul style="list-style-type: none"> • Residents increase their income • Residents increase their assets and savings • Residents increase their net worth • Residents increase their credit score • Residents move to market rate rental and/or homeownership
Youth Engagement	Create or connect youth to out of school programming.	<ul style="list-style-type: none"> • # Summer Program referrals made for youth & teens • # after-school program referrals made • # programs hosted • # partners engaged 	<ul style="list-style-type: none"> • Youth are engaged in out of school time programming

Trauma-Informed Housing Theory of Change



Community Impact Coordination is a “Function” that advances trauma-informed “Activities” like programs, procedures or policies. These approaches are being developed by teams of residents and staff and will continue to be integrated into the systems approach to Community Impact Coordination.