

Gainesville Housing, Property Services Plan, 2022-23

KEY:

- ★ **Community partner-driven priorities:** Gainesville City Schools, NEGA Medical Center, Hall County & Georgia Family Connection Network.
- ★ **Resident-driven programming:** Gathered from surveys, focus groups, and 1-on-1 meetings with residents.
- ★ **Data-driven programming:** Community data and identified gaps in service.
- ★ **ROSS and tax-credit properties grants:** Programming priorities per grant requirements.
- ★ **Property Management priorities:** Suggested by property managers.
- ★ ***Funding secured**
- ★ **GREEN SHADING:** GH on-site programming.

Delivery Model:

Gainesville Housing has found success in using a Services Connector Model as it aligns with our residents’ need for a variety of part-time staff to provide diverse programming as determined by surveys and other resident input. This model permits RS staff to provide residents with referrals, assist residents in accessing community resources, and empower/assist residents to initiate enrichment services on and off-site. Our overarching goal is to help establish goals with residents that lead to their greater stability, mental and physical well-being, and social and financial self-sufficiency.

The Service Connector System assists residents in accessing resources through a Resident Services system of outreach, assessment, referral and follow-up. The Service Connector is an outcome-based system centered around the coordination of employment and supportive human services, which enables residents to move toward and achieve housing stability and economic self-sufficiency, and to become fully integrated into the broader community.

In addition to these direct services, GH collaborates with many community partners to provide resources and programming at our two community centers. To determine which services are provided, we follow a SAHF-based framework using community data (see Key to left), resident input, and GH goals. We determine the needs, resources and providers and then reach out to our residents, usually a specifically targeted group, to determine the site that would serve the group requesting the service. Once we’ve perfected a program (working with residents and partners to fine-tune), we review the surveys from our second site, and talk to residents to determine interest. If the opportunity meets the goals and needs at this site, we secure additional funding and resources and add the programming, altering for that site as needed.

Notes:

- Since 31 % of our GHA residents are Latino, it is a priority to hire bi-lingual staff and to provide classes and written resources in English *and* Spanish.
- This is a working document, used and updated by RS staff monthly in preparation for formal update at the end of the fiscal year, 9-30.
- See GH’s Logic Model to get more details on the Objectives on this chart.
- All service priorities from the **Resident Opportunities and Priorities Report, Resident Indicators and Analysis Report** and our **Programming Data Spreadsheet** have been added to this 2023 plan.

| Target group/timeline | Objectives: | Programming | Strategies | Challenges/ Lessons Learned | Provider | Funding | Measurement of outcomes and performance indicators: |
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| Education ** ROSS PRIORITY ** | | | | | | | |
| | | On-site programming @ community centers, Staff or volunteer run: | | | | | |
| College and Technical School students ----- <i>Status: Applications each spring</i> | Objective: Provide GH residents with scholarship opportunities, including a Gainesville Housing scholarship for both traditional and non-traditional college/job training opportunities. Provide support to our GH students with a local scholarship to celebrate | >GH scholarship (ALL) >NAHRO and GAHRA (public housing only) >Midtown Village Scholarship (200 units eligible) | Traditional scholarship: >Reach out to counseling office at GHS for referrals >Reach out to property management staff for referrals >Recruit kids from GHA’s GRAD program and Teen Leadership Academy Non-traditional Scholarship: >Reach out to PM for referrals >Recruit from ROSS residents | >GHS counselors can be so busy; we need to start way in advance – March – to get GHA list to them for referrals. >RS needs to track eligible students all year. This will be easier when we start our | > GH Scholarships > Columbia Residential > GAHRA > NAHRO | GH board has approved \$5,000* each year for resident scholarships. | > % Participation among eligible GH residents > % Recipients who complete HS and college degrees > Keep track of annual performance – each year in college is a success > If we are successful, GH board will increase scholarship funds. |

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| | their achievements while offering much needed funding for education expenses. | | | new Teen Leadership Academy. | | | > Track annually in GH Programming Data Spreadsheet > Survey students > PH: Measured in Family Metrics for ROSS grant |
| K-5 th graders ----- Program follows the school calendar, M-F, 3-5pm | <p>Objectives: > Provide K-5th programs that improve educational success and encourage school attendance. > Objective: Provide children with access to SEL programming and OST learning.</p> <p style="text-align: center;">Out of School Time (OST) programming</p> <p style="text-align: center;">Goal: Reduce or eliminate the educational achievement gap for low-income children through a focus on education, enrichment, and healthy lifestyles through engaging and innovative programming.</p> | Shine Afterschool Program Location: Melrose, 2022-23 (MV funding for pilot program) Harrison Sq: 2022-23, funding pending. | <ul style="list-style-type: none"> > Curriculum-based afterschool programming and homework support > Include Social and Emotional Learning (SEL) > Healthy snack > Access to art, music, reading.... > Offer case management and wraparound services for Shine families/2Gen. > Target equity barriers! <p>**Priorities: Boost reading scores and school attendance</p> | >Finding teachers to hire in this challenging labor market. Must pay competitive rate, \$35-40/hour for certified teachers. | GHA/MV PT Staff: 5 | GHA, \$ 5,000+ * MV, \$ 12,000* Community Fdn, \$5,000* New Grants, 2022 for HS expansion: >United Way Hall County, United Way Atlanta | <p>> Assess: Equity barriers to education resources. Measurements, August, and May of each year: > Pre- and post-testing in math and reading, % of students increasing their math & reading levels > % students with increased school attendance > % of students with increased SEL, Pre- and post- SEL survey</p> <p>Outcomes: Improvement in math and reading levels, improvement in social and emotional skills.</p> <p>>Track each semester in GH Programming Data Spreadsheet >Survey moms</p> |
| K-5 th graders ----- COVID days...June M-F, 11:30am – 5pm Regular program: June, M-F, 8am-5pm | | Rise Summer Program Location: Fair Street School Eligible: ALL residents | <ul style="list-style-type: none"> > Address summer learning loss with curriculum-based programming. Align with Gainesville City Schools. > Include Social and Emotional Learning (SEL) curriculum > Access to art, music, reading.... > Offer a healthy lunch and snack each day. > Offer physical activities daily > Offer case management and wraparound services for Rise families/2Gen. | >Finding teachers to hire in this challenging labor market. >Running PT Rise (COVID) has proven difficult re: attendance. Most parents are working and must have FT daycare plans all summer; PT Rise doesn't fit that. Then, our stay-at-home moms don't insist that kids show up every day. Need to get back to FT, really assess if PT program is worth it... | GHA/MV Gainesville City Schools USDA Summer Feeding Alliance for Literacy Hall County Library Family Connection Network PT Staff: 20 | GHC, \$10,000* MV, \$8,000* United Way, \$20k Jackson EMC Fdn, \$10k, app due Feb '23 | <p>> Assess: Equity barriers to education resources. Measurements, May - June of each year: >Pre- and post-testing in math and reading, % of students increasing math and reading levels > % of students with increased SEL, Pre- and post- SEL survey</p> <p>Outcomes: Improvement in math and reading levels, consistency in SEL programming among GH K-5th graders.</p> <p>>Track annually in GH Programming Data Spreadsheet >Survey moms</p> |
| K-12 th grade ----- STATUS: Active 6-week programs | | Art Classes Melrose and HS community centers/ALL | <ul style="list-style-type: none"> > Art classes for all children at community centers. > Add HS in 2023. | > RS needs to do more handholding to bolster attendance. Need to start using new text-blasting resources. | | MV, \$ 2,000* | <ul style="list-style-type: none"> > SEL surveys > % participation among children we are targeting. > Track monthly in GH Programming Data Spreadsheet |
| 6-12 th grade boys ----- Once a week, Follows school calendar | | Music Class Location: TBD | <ul style="list-style-type: none"> >Writing and performing rap with music teacher. >Targets teen boys >Mentoring | It's always tough to get teens to commit. Right now, we have one autistic student, and they are making great strides. | Volunteer quit. RECRUIT teacher | Free lessons | <ul style="list-style-type: none"> > SEL surveys > % participation among teens we are targeting. > Track monthly in GH Programming Data Spreadsheet |
| Everyone ----- Ongoing | | Misc church volunteer programming Locations: Melrose and HS community centers. | Many community churches sponsor events that include art, math, reading, fun, bible lessons, etc. | >If churches are in-and-out, it's difficult for the kids to stay enthusiastic about programming. They need consistency, which is tough | The Door Church Chestnut Baptist Free Chapel Recruit more for '22! | No funding needed. | <ul style="list-style-type: none"> > % participation among children we are targeting. > Track monthly in GH Programming Data Spreadsheet |

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| | | | | to get from churches – they burn out. >We stress a long-term commitment rather than “a hot dog and prayer tent” approach. Relationships keep the kids coming in. | | | |
| K-12 th graders, parents <i>Status: Pending for fall, 2022, following community-wide campaign</i> | Objective: GH teens graduate from high school with their cohort. Provide information and resources to encourage school attendance | Attendance Campaign Communication campaign | >Include attendance data and strategies across all GHA programming > Work with HCFCN to create strategy specific to GHA sites > Include attendance data and support across all forms of communication with residents > Communicate with school counselors about families who need support, use case management to assist, when possible. | >Will the parents of children with high absenteeism be listening to our messaging? | Hall County Family Connection Gainesville City Schools | HCFCN-funded | > Assess: Equity barriers that lead to low school attendance levels. > Track school attendance in all children and teens who attend our GH internal programming > Track annually in GH Programming Data Spreadsheet > With Gainesville High School, track % GH student graduation rate. > % Shine Afterschool students’ school attendance (track who is getting off the bus) |
| Latino Adults <i>Ongoing</i> | Objective: Increase connection to educational opportunities and resources. Provide ESL classes to GHA residents | English classes Location: Melrose with MV funding. Plan for 2023 at HS with new GH funding. | Offer English classes to residents so that our Latino adults can move towards self-sufficiency and successfully advocate for their children. | >Challenging to find a class time to meet the needs of everyone who wants to participate. Continue to evaluate attendance and change schedule ASAP, as needed | PT staff: Alejandro Oropeza | GHA/MV, \$2,000* | > Assess: Equity barriers for Latinx residents to access education resources. > Surveys > % test results, pre- and post-testing > % participation among residents we are targeting > Track waiting lists and need for expansion >Track monthly in GH Programming Data Spreadsheet > PH: Measured in Family Metrics for ROSS grant |
| Everyone ----- <i>Ongoing</i> | Objective: Provide K-5 th programs that improve educational success and encourage school attendance. Provide library resources at Melrose and Harrison Square community centers | Little Lending Library Location: Melrose (bc donated by UW for that site) | Offer free books secured for children at Melrose. | >If we add another box, we need to make sure that it is INDESTRUCTIBLE! | United Way of Hall County | Church and school donations | Keep track of: > # of books distributed > # of pounds of food distributed > # of pounds of school supplies distributed >Track monthly in GH Programming Data Spreadsheet |
| | | In-house library Location: Melrose and HS community centers | Offer a library of “cool” books for the children at Melrose. | >Since COVID, GH has kept the offices closed for walk-ins, so the kids are not in-and-out like we hoped... | GH staff and local donors | Books for 2022-23 | NA |
| Teens ----- <i>STATUS: Pending, start spring semester 2023</i> | Objective: Support the social and emotional needs of our GH teens so that they have the tools to graduate from high school with their cohort. Provide GH teen programming | Teen Leadership Academy Location: Gainesville High School and Center Point/ All GH teens | > Address MBH needs > Encourage HS graduation, attendance, and plans for college/job training > Social and soft skills > Mentoring > Volunteer opportunities | Stalled with COVID, back on track for Jan 2023 | CenterPoint Girls Unlimited The Hub @ GHS | GHA, \$ 1,000* MV, \$2,000* | > Assess: Barriers for teens to access MBH/SEL resources. Measurements, May of each year: > % of GH-GHS students participating in programming > % of those kids who: Stay in school Graduate from GHS Drop out of GHS but link to GED or another program Connect kids to college/job training upon grad > Track annually in GH Programming Data Spreadsheet > SEL surveys |

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| <p>9-12th grade/GHS ----- <i>Follows school calendar</i></p> <p><i>STATUS: Active</i></p> | <p>Goal: GH teens graduate from high school with their cohort.</p> <p>Provide support for high school students, in coordination with (overworked and overwhelmed) school counselors.</p> | <p>GRAD Program at GHS Location: The Hub at Gainesville High School. ALL GH teens.</p> | <p>In coordination with GHS, target GH > Sophomores: scheduling and planning > Seniors: FAFSA, college and tech school applications, post high school planning, deadlines!</p> | <p>Post-COVID, schools are trying to catch up and deal with staff turnover. We have access again and need to catch up with our kids...</p> | <p>Partners: Educational Talent Search, CenterPoint</p> | <p>TBD: Raise funding as needed.</p> | <p>> PH: Measured in Family Metrics for ROSS grant</p> <p>> Assess: Equity barriers for our teens to access educational resources. Measurements, May of each year: > % GH-GHS students participating in programming > % of kids who: Stay in school Graduate from GHS Drop out of GHS but link to GED or another program Connect kids to college/job training upon grad</p> <p>> Track annually on GH Programming Data Spreadsheet >PH: Measured in Family Metrics for ROSS grant</p> |
| <p>9-12th grade/GHS</p> <p><i>STATUS: Active</i> May of each year at Gainesville High School</p> | <p>Objective: Provide resources so residents have access to job training and better jobs.</p> <p>Provide access to jobs/job training</p> | <p>Job Fair at GHS Location: The Hub at Gainesville High School. All GH teens.</p> | <p>>Offer summer job fair for all GH teens at Gainesville High School so it's somewhere where they already are! >Recruit local businesses to set up booths >Invite local agency resources Boys and Girls Club Girls Unlimited Educational Talent Search >Offer incentives for teens who attend. >Need to build back teen relationships and get phone numbers for text blasts!</p> | <p>I don't have our teens' phone numbers. With the high school closed to partners the last 2 years, we are behind on relationship-building. We are building it back up/relationships with The Hub @ GHS and Center Point.</p> <p>We had 160 students attend, but only about 15 were GH kids. So many of our kids already have jobs.</p> | <p>GHA to partner with Goodwill and Educational Talent Search – and GHS?</p> | <p>Unrestricted Funds \$ 400* For snacks and Chromebook for drawing.</p> | <p>> Assess: Equity barriers for our residents to access quality jobs and job training resources.</p> <p>Track each May: > Number of GHS students attending > Number of GH students attending > Number of local businesses who recruit at the event</p> <p>> Surveys > PH: Measured in Family Metrics for ROSS grant</p> |
| <p>Birth – 4 years ----- <i>Follows school calendar</i></p> <p><i>STATUS: Class Pending for 2022-23, in-person program is ongoing</i></p> | <p>Objective: Provide resources for moms with children, 0-4 years, so that their children are kindergarten ready.</p> <p>Provide Kindergarten readiness for birth – 4 years, parenting resources and support for moms.</p> | <p>Mommy & Me Class Locations: Melrose and Harrison Sq. January 2023</p> | <p>>For kids: Introduction to reading, vocabulary, > For moms: parenting classes, relationships & support at apt site.</p> <p>>Wellroot, PPP Program, for moms and children 0-3yrs. Piloting at HS (per resident survey) and will add Melrose when we determine best delivery practices.</p> | <p>>Need to find an agency/teacher to offer these classes. >Need to offer classes in English and Spanish > Create tracking survey</p> | <p>>Find a partner for classes >Train GHA moms to run this program</p> <p>Staff who will train GH moms until transition: Griselda</p> <p>Case management, 1-on-1 partner: Well Root, PPP Program</p> | | <p>> Assess: Equity barriers for parents to access education resources for their young children.</p> <p>> Participation among residents we are targeting. > Track number of children enrolled in Head Start > Pre- and post-test for kindergarten readiness > Track monthly in GH Programming Data Spreadsheet > Surveys > PH: Measured in Family Metrics for ROSS grant</p> |
| <p>Adults ----- <i>Ongoing</i></p> | <p>Objective: > Assist adults with self-directed educational goals. > Provide resources so residents have access to job training and better jobs.</p> <p>Provide access to continuing education resources</p> | <p>Case Management</p> | <p>Establish relationships with GH moms and encourage them to sign up for GED and LT classes – free and accessible with GH partners.</p> | <p>Our residents don't understand how easy it is to access these educational resources. Priority: Include consistent info and message in all resident communications.</p> | <p>Partners: LT – GED WorkSource Lanier Tech Goodwill</p> | <p>No funding needed.</p> | <p>> Assess: Equity barriers for our residents to access education, quality jobs and job training resources.</p> <p>> Track referrals monthly on GH Programming Data Spreadsheet > Track residents who enroll at Lanier Tech, WorkSource and/or Goodwill > Surveys > PH: Measured in Family Metrics for ROSS grant</p> |

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| | Objective: Provide resources so residents have access to job training and better jobs. Provide access to job training resources | Jobs and Job Training Newsletter | Collect all Hall County jobs and job training information and post it to an interactive, easily accessible newsletter Distribution: Emailed and text blasted to residents on a bi-monthly basis. | This has been a very successful resource, for GH, United Way and their clients, and for the larger community. | Partners: LT – GED Educational Talent Goodwill WorkSource | No funding needed. | > Assess: Equity barriers for our residents to access quality jobs and job training resources. >Track referrals monthly on GH Programming Data Spreadsheet > Track residents who enroll in job training > Surveys on quality of resource newsletter > PH: Measured in Family Metrics for ROSS grant |
| Teens & Adults ----- <i>Ongoing</i> | Objective: Provide resources so residents have access to job training and better jobs. Provide access to well-paying jobs | | GH's Jobs and Job Training Newsletter (in-house) | | Funding for job search through GH/ROSS | >Track referrals monthly on GH Programming Data Spreadsheet > Surveys > PH: Measured in Family Metrics for ROSS grant | |

Access to Internet/Wi-Fi

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| All students ----- <i>Ongoing</i> | Objective: >Provide resources so residents have access to job training and better jobs. > Assist adults with self-directed educational goals. Provide free tablets with Wi-Fi | Connectivity Project | Share opportunity during case management sessions. | This has been a great program! Program limited to 50 laptops. | GH internal program 50 laptops 2 years free Wi-Fi | GH funded* Gov't funding for residents' Wi-Fi | >Track number of families participating in this special project. Include data on GH Programming Data Spreadsheet. > Measured in Family Metrics for ROSS grant |
| All residents ----- <i>Ongoing</i> | Objective: > Provide resources so residents have access to job training and better jobs. >Improve community and social opportunities for all residents. Provide Computer/Wi-Fi accessibility for all residents | Access: Community Centers to provide computers, printers, and Wi-Fi | Work with PM staff to increase hours @ computer labs in community centers Share government resource of \$40/month for Wi-Fi | The GH free Wi-Fi program is coming to an end after two years. GH needs to move residents to this new gov't program. | GH Internal program | Referrals only | > % of residents who have Wi-Fi access |
| Older adults, 55+ ----- <i>STATUS: Pending per 2022 resident survey.</i> * ROSS PRIORITY* | Objectives: > Seniors age comfortably in place. > Improve community and social opportunities for all residents. Provide and assist 55+ residents with access to internet | Computer Classes At Melrose and HS, 2023 Case management | Tablets and how-to classes planned for residents Planned start: October 2022No funding | > Community centers aren't open for walk-in anymore. This is a challenge for seniors who need to use computers. > Need to find PT bi-lingual staff for this program. | GH internal program @ community centers. | GH and MV: *Funding for PT staff | > Track referrals monthly in GH Programming Data Spreadsheet > Surveys > PH: Measured in Family Metrics for ROSS grant |

Financial Stability ** ROSS PRIORITY **

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| Adult residents ----- <i>Ongoing, to expand for FY 2022-23</i> | Objective: > Provide resources, coaching, and training to residents to increase their financial literacy skills. > Provide referrals and resources so basic needs are met. Bolster financial stability by providing access to available subsidies/entitlements Provide access and assistance with SNAP and CAPS. | Case management Resident and ongoing communications | Assistance with financial subsidies: > SNAP > CAPS > Tax returns > Child tax credit > EAP, 1 x year Case management: Share resource info > GH communications: Share resource info > GH programming: Include as part of other sessions and programming > Create "How-to" Infographic to share with residents | > All resources must be in English and Spanish > Expand past case management and include info distribution plan as part of RS marketing efforts. | GHA to create modules, share with other community partners for greater distribution | No funding needed. | > Track all access points for data collection > Surveys > PH: Measured in Family Metrics for ROSS grant |
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| Adults ----- <i>TBD - Set schedule convenient for residents</i> | Objective: Provide resources, coaching, and training to residents to increase their financial literacy skills. Ongoing access to self-sufficiency skills > Credit recovery/counseling > Path to Home Ownership > Access to counseling services | LIFE University, Jan 2023 Pilot @ Melrose & HS | The schedule will include resources for: > Financial Literacy > Credit recovery > Taxes-VITA-EIP > Parenting > Health Insurance > MBH > Path to Home Ownership > Eviction prevention counseling <i>New program per resident surveys and new ROSS grant. Planned start, 2023</i> | > It will be difficult to schedule this class where works for everyone, with their different schedules. > Set ourselves up for success by starting with smaller programs and then building into this longer commitment. > Create a win-win: we share info, and moms receive what they need and when they need it. Tie it to case management. | Potential partners: >Family Promise/CC >Banks/budgeting >PeachCare/Ins >Prop Mgmt/housekeeping >School counselors >Zumba/yoga teachers | GHA, \$2,000* | > Assess: Equity barriers for our residents to access basic financial literacy resource and reach financial self-sufficiency. > % of participants whose income increased > % of employed residents > % participation among residents we are targeting. > Track monthly in GH Programming Data Spreadsheet > Surveys > PH: Measured in Family Metrics for ROSS grant |
| Adult residents --- Ongoing | Objective: Connect residents to community resources so that they can remain stable in housing. Provide Eviction Prevention support and services. | Case management | > Property management referrals > Target budgeting, housekeeping assistance >Assist residents in getting better paying jobs, dependable childcare and transportation. > HOUSEKEEPING resources! | > We need to catch this early – once a resident is on a path to eviction, it's harder to change habits and affect change quickly. | Partners: >Family Promise/CC >Property Mgmt >Brenau University Counseling services | No funding needed | > Assess: Equity barriers for our residents to maintain stable housing. New, August 2022 |
| Adult residents ----- Ongoing | Objectives: > Connect residents to community resources so that they can remain stable in housing. > Provide resources, coaching, and training to residents to increase their financial literacy skills. Provide information and assistance so that more residents will open checking and savings accounts | Case management | >Per HUD goals, encourage ROSS and case management residents to open accounts. >Include info on website | > This is a tough habit to change. >Include as part of the Life University program so there is ongoing support. > Work with banks to offer incentives | Partners: > Local banks | No funding needed. | >PM: Measured in Family Metrics for ROSS grant >Track # of accounts opened as part of Life University programming |
| Health and Wellness | | | | | | | |
| All residents ----- <i>Ongoing</i> | Objectives: > Increase resident awareness of health choices and behaviors. > Residents take and active role in implementing interventions and behaviors which positively impact health outcomes. Access to mental and behavioral health information and resources | Adults and teens: Encourage partners and include MBH topics in all community center programming. Mental Health counseling services at community centers Locations: Melrose and HS | >Share MBH training opportunities and resources with GH partners >Incorporate MBH info in all GH-sponsored programming. >Referrals through case management >Include resources in consistent communications with residents Offer free, easily accessible counseling for residents with anxiety and/or depression. >Melrose, HS and Walton Summit | > MBH can be an off-putting subject. Must make it a norm at GH, part of the safe space we offer. >We always need more, communicate with Dr. Bruner about ongoing needs. | Partners: > Hall County Public Health, teens > Legacy Link, 55+ GNC, All Brenau University, partnership with graduate program for free counselors | GHA, \$500 MV, \$500 | > Assess: Equity barriers for our residents to access MBH resources and assistance. > Track number of referrals for MBH > Follow-up with MBH referrals/case management > Track monthly on GH Programming Data Spreadsheet > <i>Consistent</i> participation among residents we are targeting. > Surveys > Track monthly on GH Programming Data Spreadsheet |
| All residents ----- <i>Ongoing</i> | Objectives: > Increase resident awareness of health choices and behaviors. > Residents take and active role in implementing interventions and behaviors which positively impact health outcomes. | Health Fairs @ GHA sites Location: Melrose and HS | Target for general health screenings: > Diabetes > High BP > Access to healthcare > Domestic violence info > Nutrition counseling > Wellness education > Vaccines | > Challenge is finding good times for residents to attend. Need to attach these resources to crowd-attracting events... | NEGA Med Center Good New Clinics Health Department Medicaid Emory University Gateway Domestic Violence Center | No funding needed. | > Assess: Equity barriers for our residents to access quality, affordable healthcare. > Participation among residents we are targeting. >Track monthly on GH Programming Data Spreadsheet > PH: Measured in Family Metrics for ROSS grant |

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| | Partner with local health services so residents have easy access to health prevention & maintenance resources | | | | | | |
| All residents ----- Melrose: FB every Monday, 4pm HS: FB once a month, summer garden | Objectives: > Increase resident awareness of health choices and behaviors. > Residents take and active role in implementing interventions and behaviors which positively impact health outcomes. Provide access to fresh produce at Melrose and Harrison Square | Melrose & HS : Neighborhood Fresh Program HS: Community Garden (per Health Dept grant) | With local partners, provide healthy, free produce and other food resources with our residents at Melrose and Harrison Square. >Provide distribution consistency so needle is moved on resident health as a result of access to fresh produce > Assess food security | HS Community Garden: dependent on residents to run program and maintain garden. (Health Dept grant) Melrose: Required to have new garden accessible for wheelchairs, need to find more funding. | Georgia Mountains Food Bank, Neighborhood Fresh Program/Truck Good News at Noon | *Food Bank provides produce Good News at Noon provides shelf-stable foods. *GH funds garden supplies, \$300/yr | > Assess: Equity barriers residents face to achieve food security. Food Bank partnership: > Track amount of food being distributed, pounds > Record monthly on GH Programming Data Spreadsheet Community garden: > Track number of residents receiving produce from garden (Alma) > Record bi-annually (after each harvest) on GH Programming Data Spreadsheet (Griselda) >PH: Measured in Family Metrics for ROSS grant |
| All residents ----- <i>Ongoing</i> | Objective: Improve access to health, wellness, and related local resources. Provide emergency food pantry items at Melrose and Harrison Square | Little Food Pantry | Fill the food pantry with shelf-stable items | Too much for staff. Goal: Find church to partner with for food donations. | Link through UW volunteer portal, Sept '22 | Donations | > Weigh food we put in the box > Track monthly on GH Programming Data Spreadsheet |
| All residents ---- <i>Referrals from property staff to RS/case management</i> --- <i>Ongoing</i> | Objective: Connect residents to community resources so that they can remain housing stable. Housekeeping Resources and Assistance | Housekeeping Assistance Case management | Includes guidelines for residents to use and for staff to refer to: Infographic card and website > Housekeeping requirements/handouts: - Cleanliness - Organization tips and storage ideas - "How to" suggestions and ideas > Bug abatement/handout > Incentives: insulated food storage, general storage | This is to combat bug infestations and possible evictions due to poor housekeeping habits. | RS staff | *GH funded | > In partnership with PM, track resident housekeeping concerns that might lead to evictions. >Track eviction prevention numbers. |
| Adults ----- <i>New priority per Community Healthcare Strategic Plan and resident surveys</i> | Objective: Improve access to health, wellness and related local resources. Offer health insurance information sessions for residents | Lunch Bunch, 55+ Include in LIFE University Locations: Melrose and HS | MOVE!!!! | Add this class resource to other programming to make it more accessible. | Potential partners: Georgia Cares Peachcare Good News Clinics | No funding needed. | > Assess: Equity barriers for our residents to access quality health insurance. >% participation among residents we are targeting. > Track monthly on GH Programming Data Spreadsheet > PH: Measured in Family Metrics for ROSS grant |
| Connection to services for 55+ * ROSS PRIORITY* | Objectives: > Improve access to health, wellness and related local resources. > Seniors age comfortably in place. Provide our 55+ residents with the information they need to make informed decisions about healthcare options and opportunities | Medicare/Medicaid Insurance Education Program | Legacy Link will offer: >Intake & referrals @ GHA/quarterly >GA Cares/Health Insurance counseling | Many of our 62+ residents are homebound. How do we get the resources to them? | Legacy Link Medicare partners | In-kind | >% participation among residents we are targeting. > Track monthly on GH Programming Data Spreadsheet > PH: Measured in Family Metrics for ROSS grant |

| Transportation | | | | | | | |
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| Adults <i>Ongoing</i> | Objectives: > Connect residents to community resources so that they can remain housing stable. > Provide referrals and resources so basic needs are met. > Provide resources so residents have access to job training and better jobs. > Seniors age comfortably in place. Provide access to local transportation, as needed so residents to attend school and work | Transportation Subsidies available for all residents Case management | ROSS grant and MV funding allow for subsidies to assist residents with temporary transportation needs: >Travel expenses for job & school > Funding to assist with insurance and car repairs so residents can get to school/job. | No challenges. | GH program. | *ROSS funding for public housing units. *MV funding for tax credit properties | > Track subsidies monthly on GH Programming Data Spreadsheet > PH: Measured in Family Metrics for ROSS grant |
| Childcare | | | | | | | |
| Families/Public Housing units only <i>Ongoing</i> | Objectives: > Provide resources for moms with children, 0-4 years, so that their children are kindergarten ready. >Connect residents to community resources so that they can remain housing stable. > Provide resources so residents have access to job training and better jobs. Provide access to childcare resources, as needed, so residents can attend school and work | ROSS Childcare Subsidy Case management | ROSS grant allows for subsidies to assist residents with temporary childcare needs. Residents must apply for CAPS. | The application for CAPS is taking longer than 8 weeks now, it's tough for parents to afford childcare while they wait. | Little Steps Community Daycare, free for GHA residents while they wait for CAPS funding. | *ROSS funding | > Track subsidies monthly on GH Programming Data Spreadsheet > PH: Measured in Family Metrics for ROSS grant |
| All Families --- Pending, Nov 2022 | Objectives: > Provide resources for moms with children, 0-4 years, so that their children are kindergarten ready. >Connect residents to community resources so that they can remain housing stable. > Provide referrals and resources so basic needs are met. > Provide resources so residents have access to job training and better jobs. Provide residents with information on quality childcare resources in Hall County | GH Website Module: Childcare Resources CAPS "How-to" Module Case management | > Per 2022 survey, create a "Childcare" Info module for website. Include existing CAPS "how-to". > Include as part of Life University programming. | Keep this resource up to date/semiannually (GS) | Internal RS generated resource | No funding needed | > Track referrals and resident follow-through |
| Socialization, Social and Emotional Learning (SEL) | | | | | | | |
| Children, K-5 th --- <i>Ongoing</i> | Objective: Provide children with access to SEL programming and OST learning. Provide social and emotional learning as part of any GH programming. Kids are suffering post- COVID and need | Rise and Shine: These resources and support systems have been added to our in-house learning-based programs. | > Seek qualified teachers to offer these services > Work with GCSS to keep our SEL aligned with their goals: consistency > Continue to seek funding and training for SEL | We need to expand these resources whenever possible -- | This SEL programming request comes directly from Gainesville City Schools. | *Included with Rise and Shine funding. | > SEL survey for kids: -Quarterly -After special programs (Atl UW grant) |

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| | emotional support so that they are prepared to learn in school | | | | | | |
| 6-8 th grade girls --- <i>Planned for fall 2022</i> | Objectives: >Provide children with access to SEL programming and OST learning. > Provide resources so that GH teens graduate from high school with their cohort. Per survey of Harrison Square 8th graders, Provide Book Club as way to encourage reading while offering mentoring and other social skills for teen girls. | Book Club @ Harrison Square & Melrose | > Book Club > Mentoring > MBH resources > Social skills > Attendance encouragement | Our leader needs to be young and cool enough to encourage teen attendance. | Yury, Hall County Library Girls Unlimited | GHA, \$500 | > % participation among residents we are targeting. > SEL surveys > Track monthly on GH Programming Data Spreadsheet |
| Moms --- <i>Ongoing</i> | Objectives: > Increase resident awareness of health choices and behaviors. > Residents take and active role in implementing interventions and behaviors which positively impact health outcomes. > Seniors age comfortably in place. Provide exercise classes | ZUMBA classes Melrose & HS | Offer dance classes for exercise and socialization. | Finding a time to suit everyone's schedule is a challenge | Oct 2022: Teacher quit, recruit new ASAP | MV, \$1,000 GHA, \$1,000 | > Surveys/participation and SEL > Participation among residents we are targeting. > Track monthly on GH Programming Data Spreadsheet > PH: Measured in Family Metrics for ROSS grant |
| All residents --- <i>Ongoing</i> | Objective: > Improve community and social opportunities for all residents. > Provide programming so that residents attain a sense of community through socialization. >Residents participate in community-wide programming and opportunities. > Seniors age comfortably in place. Community socialization | Community-wide social activities such as BBQs, and part <i>Ongoing</i> | >Healthy meals >Fellowship/relationship building >Opportunity to invite community partners to participate and offer resources. | >The kids always come... the adults don't always want to come out and mix with strangers. Keep adding incentives and rewards for moms. | Local churches | No funding needed. | > Track monthly on GH Programming Data Spreadsheet > Add SEL questions to annual survey |
| 55+ ----- <i>Ongoing</i> | Objectives: >Seniors age comfortably in place. >Provide programming so that residents attain a sense of community through socialization. Provide age-specific activities for companionship and socialization ** ROSS PRIORITY ** | ZUMBA classes <i>Ongoing</i> | Exercise encouraged by a fun workout and leader. | Finding a time to suit everyone is a challenge. | Oct 2022: Teacher quit, recruit new ASAP | MV, \$1,000 GH, \$1,000** | > Surveys/participation and SEL >% participation among residents we are targeting. > Track monthly on GH Programming Data Spreadsheet > PH: Measured in Family Metrics for ROSS grant |
| | | Art & Craft Classes | >Socialization opportunity . | Finding a time to suit everyone is a challenge. Start with Lunch Bunch. | Reach out to Quinlan? UNG art teacher students? | GH, \$1,000* | > % participation among residents we are targeting. > Track monthly on GH Programming Data Spreadsheet |
| | | Senior "Lunch Bunch" for socialization and info sharing of pertinent information with older adults <i>Ongoing</i> | > Offer nutritious lunch > Offer FUN! – BINGO with cleaning supplies as prizes >Offer entertainment, information and education programs, computer classes. > Offered once every two weeks at HS and Melrose | >We get a regular group to attend at HS – they love it. Melrose residents are hesitant, and we need to rethink and include more people. Stay-at-home/disabled moms have expressed interest. Update & adjust for NOV 2022. | > Sunshine Seniors > Local volunteers | Cresswind Community Fund, annual grant \$3,000* | > Surveys/participation & SEL > Participation among residents we are targeting. > Track monthly on GH Programming Data Spreadsheet >PH: Measured in Family Metrics for ROSS grant |

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| | | | | > This program takes a lot of RS time. We need to find partners to assist. | | | |
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Case management

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| Adults ---- Ongoing | Objectives: > EVERYTHING on the Logic Model! Case management ** ROSS PRIORITY ** | Case management – ROSS grant, target at least 50 residents per RS staff person | > Form relationships and trust with residents so that they will participate in coaching and site-based programming. > This is a GH PRIORITY and takes about 40% of all RS staff time. | Challenge: Rebuilding relationships after major renovation and COVID. | Partners: EVERYONE! | ROSS grant, 2019-22 \$ 255,000* ROSS grant, 2022-25 PENDING | > Surveys/re: outcomes and SEL > Participation among residents we are targeting. > Track monthly on GH Programming Data Spreadsheet > PH: Measured in Family Metrics for ROSS grant > Goal: 50 resident caseloads at a time per RS staff. Measure and track all interactions. |
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INTERNAL: Resident Communications and Information Sharing

Management: Information Sharing with Residents

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| Adults ---- Ongoing | Objectives: > Increase connection to educational opportunities and resources. > Improve access to health, wellness, and related local resources. > Improve access to financial literacy skills and access to basic needs. > Improve community and social opportunities for all residents. Share programming information with residents to meet their needs and encourage attendance and planning. | > Monthly Activities Calendar > Specialized Fliers for events > RS graphics | > Site calendars taped, door-to-door > Text blasts with link to website > Post at community centers and get PM to distribute >Use new GH database (Oct '22) to communicate with residents! | | NA - internal | RS funding | > Monitor overall programming participation levels in the GH Programming Data Spreadsheet. Adjust planning as necessary. > Annual survey re: participation |
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| All residents ---- Ongoing | Objective: Increase the quality of life for Gainesville Housing residents Everyone should always be steered to the WEBSITE for details on GH and community resources. | Communication & Marketing Plan | >GH is creating a RS marketing plan, using North Georgia Community Foundation consulting. This plan will be live by November 2022. | Changing these habits will be a challenge – We need to EMBRACE technology! | NA - internal | RS funding | > Monitor website activity |
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| New residents ---- Per staff strategic planning, updated for 2022 | Objective: Increase the quality of life for Gainesville Housing residents Resident Orientation to Resident Services | >Personal RS introduction @ 90-day review and/or upon move-in | >Update orientation packets, messages, and resources. Include resources/Info: >Jobs/Job Training >Childcare resources/access to CAPS >Housekeeping >Bug abatement >Cleaning supplies >Food storage bins >Info/handouts: Resident Services, childcare, transportation, jobs/job training, etc | Continue to update these resources. | NA - Internal | RS funding. | > Include SEL in annual surveys |
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Residents: Information sharing and data collection

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| New residents ----- <i>Ongoing</i> | Objective: Connect residents to community resources so that they can remain housing stable. Upon lease signing, property management shares general information about GH's resident services programming. | >PM has RS infographic to hand out | >Create and share orientation survey with PM staff >Bi-monthly "Lunch and Learn" with staff to share RS resources and to get referrals and suggestions for resident needs and case management. --> CROSS-TRAINING, PM <--> RS, and includes all staff. --> PRIORITY: Trauma-informed training, especially domestic violence. | | Property management Local agencies: > Gateway, Domestic Violence Center > Family Connection re: trauma-informed training > Good News Clinics > St Vincent de Paul | RS funding | >Track new, general resident inquiries (outside of case management residents) |
| New residents _____ <i>New, July 2022</i> | Objective: Connect residents to community resources so that they can remain housing stable. Meet with residents and property management staff for 90-day review. | Schedule set by property management. | > Define and address equity barriers Another chance to touch base with new residents who have not embraced the resources GH offers. > Administer special 90-day survey for use by RS staff | This is a new plan, July 2022. Assess in Dec 2022. | Property management and RS staff. | None needed. | > Track evictions > Annual survey: SEL and equity barrier questions. |
| Existing residents ----- <i>Ongoing</i> | Objective: Increase the quality of life for Gainesville Housing residents Collect informal surveys and data and use this information to update this Property Services Plan on an annual basis | Informal surveys and info gathering by RS | > Informal surveys @ case mgmt meetings > Surveys at GHA events | This is ongoing info-gathering. | Resident Services staff | None needed. | >Monitor overall programming participation levels in the GH Programming Data Spreadsheet. Adjust planning as necessary. >SEL as part of annual survey |
| Existing residents ----- <i>Ongoing</i> | Objective: Increase the quality of life for Gainesville Housing residents Create accessible and regular paths for residents to share input about their needs and suggestions for GH programming | Share opportunities for input with residents | >Website, social media > Create an info piece and leave with PM staff & front offices. > Update access points to resident surveys | This is a transition from once-a-year, one-on-one and focus group surveys to online collection of this information in liaison with PM staff. | RS staff PM staff | None needed. | >Track monthly survey collection numbers on GH Programming Data Spreadsheet |
| Existing residents --- <i>Ongoing</i> | Objective: Increase the quality of life for Gainesville Housing residents Communications to residents about ongoing GH and community resources. | Regularly share resource info with residents so they may more easily access it. | >TEXT blasts for everything daily >Brochures >Community center calendars >Quarterly newsletters mailed out > Social media and up-to-date website with community calendar and detailed resources. | This plan is updated and improved on a regular basis per resident and staff input. | RS staff | None needed | >Monitor overall programming participation levels in the GH Programming Data Spreadsheet. Adjust planning as necessary. > Annual survey: SEL and equity barrier questions |
| Every three years 2022-2025-2028 ----- <i>Compile, 4Q, Aug-Sept</i> | Objective: Increase the quality of life for Gainesville Housing residents Compile surveys and data to create updated 3-year Property Services Plan for CORES recertification. | Formal survey and data collection specifically for 3-year plan | >Based on previous data and current community data scan, create a meaningful survey. > This happens annually for GH, but need to be aware and thoughtful for CORES recertification. | > Update and improve surveys each year. > Update and improve data collection on an ongoing basis. | CORES | None needed | > Increase and track survey participation each year. |