



2018 Property Services Plan

Foxwood Manor
Levittown, Pennsylvania

2018 Foxwood Manor Goals:

- 1) Increase the physical fitness activity level, healthy eating, and health awareness in individuals who participate in health and wellness programs. By June 30, 2018, weigh-ins, measurements, and semi-post healthy habit eating survey will be completed for at least 10 residents. By October 31, 2018, the final post-testing, weigh-ins, and measurements will be completed for at least 10 residents.

Outcomes:

- a) Residents will report that they increased fitness activities by 60 minutes per week.
 - b) Resident will report increased fruit/vegetable intake
 - c) Residents will report noted benefits of a healthier lifestyle
- 2) Increase the number of residents who open a checking or savings account. If the resident already has a checking and savings account, they will commit to a monthly saving that will fit with their budget. By March 5, 2018, 5 residents will commit to opening a new account or pledge to save monthly. By May 2018, 50 people will have received information about opening a new checking or savings account. By November 2018, 20 people will have opened new accounts or committed to save at least \$5 per month.

Outcomes:

- a) More residents will have checking or savings accounts
 - b) Residents will report increased savings and more financial stability
 - c) Residents will recognize the benefits of committing to saving at least \$5 per month
- 3) Increase tax clients by 10% and offer local banking, budgeting, home-buying, and financial education trainings.

Outcomes:

- a) More residents will complete their tax returns
- b) Residents will receive valuable information on home buying, budgeting, banking, and checking their credit score

Note: In 2018, Operation Pathways is shifting the delivery of afterschool and summer camp programs from proprietary programs to programs led by third-party providers. Outcome data is TBD.



2018 RSC Goals:

- 1) Complete resident surveys

Outcomes:

- a) Identify residents' needs
- b) Implement programs and services to better serve the residents

- 2) Participate in professional development trainings

Outcomes:

- a) Enhance the quality of programs and provide support/education to the RSC

Description of Foxwood Manor Resident Services Programs:

1) Pathway to Academic Achievement

a. Brighten Up Afterschool Program

This program benefits the children of the community by focusing on the following:

- i. **Home-School Connection:** Capitalizing on the proximity of our programs to children's homes, our out-of-school time instructors act as liaisons to increase communication between home and school, which is vital for a student's success
- ii. **Homework Habits:** Supervising homework completion, staff teach beneficial study skills and techniques to children
- iii. **Project-Based Learning:** Implementing a project-based learning curriculum incorporating math, reading, arts, and science to increase participants' cultural awareness and sensitivity
- iv. **One-on-One/Small-Group Tutoring:** Specializing in hands-on educational games and activities for children struggling in math and/or reading to increase an interest in learning

2) Pathway to Financial Stability

a. IRS Tax Program

Each year, volunteers help hundreds of taxpayers improve their financial situation. Tax preparation volunteers receive online and classroom training to prepare a limited scope of tax returns. Beyond knowing that they have helped those in need, volunteers have benefited as well, with the opportunity to receive real-life experience and to enhance their resumes. In 2017, more than 450 tax returns were completed, generating over \$620,000 in federal refunds and over \$25,000 in state refunds.



b. Teen Summer Internship Program

In the Pathway to Work Summer Internship Program, interns are employed by the property management companies contracted at the properties where they work, and report directly to the resident services coordinators assigned to the same. The interns also report to the maintenance supervisors or property managers who assign their daily work responsibilities. The interns work 20 hours per week in the maintenance department or management office and four hours per week in resident services. The interns' coursework enables them to fulfill the program's two primary goals: preparing them for the world of work and teaching financial responsibility.

c. America Saves Week

America Saves Week is coordinated by [America Saves](#) and the [American Savings Education Council](#). Started in 2007, the Week is an annual opportunity for organizations to promote good savings behavior and a chance for individuals to assess their own saving status. Operation Pathways is a national partner

d. Employment Support/Assistance

Technology workshops, job search help, GED support, résumé writing assistance, and interview prep are just some of the services offered by trained instructors, partnering organizations, and Operation Pathways staff.

e. Financial Literacy Workshops

The financial education program seeks to enlighten residents on issues relating to their money matters, such as credit, proper insurance coverage, investments, and savings. Foxwood partners with local financial institutions to provide financial literacy instruction and expertise for participants. Residents in this program are coached by staff and volunteers who help guide them through lessons. With this education, residents are able to build budgets and begin saving for their futures.

f. Eviction Prevention Education

These programs provide support and assistance to residents who are at-risk for eviction through awareness, lease education, community resources, and referrals.

3) Pathway to Healthy Living

These programs and services include activities and instruction aimed at promoting lifestyles leading to physical, psychological, and emotional well-being.

Pathway to Healthier Living activities include aerobics, yoga, Pilates, Zumba, step training, line dancing, weight training, as well as field days and local Olympic-style competitions. Instruction includes nutrition classes, cooking workshops, and health recipe sharing.

a. Health and Wellness Food Bank

Residents have access to healthy food through Philabundance.



b. Health and Wellness for Seniors

Seniors come out every Wednesday to socialize, exercise, receive educational information, and enjoy a hot meal.

c. Cooking classes

Residents are exposed to nutritious recipes and taught how to make healthy, delicious meals.

4) Other

a. National Night Out

Through National Night Out Against Crime, Operation Pathways helps to promote involvement in crime prevention activities, police-community partnerships, and neighborhood camaraderie, and sends a message to criminals that neighborhoods are organized and fighting back.

b. Holiday Parties

Foxwood Manor hosts holiday parties for residents to socialize together and build a sense of community.

c. Referral Services

Referral services are provided for job placement, counseling, addiction, mental health issues, and a host of other issues that residents may face.

d. Toys for Tots

Toys for Tots hosts a toy drive for children each year and donates gifts to the young residents.

e. Coffee Hour for Seniors

Seniors are able to gather and socialize over coffee and snacks.

f. Teen Programming

These are social and educational events for teens focused on a variety of topics including bullying, peaceful resolution, and programs for empowering teenage girls

Strategies to address barriers to engaging residents (language, cultural, etc...):

RSCs work with residents from a strengths-based approach and take into account residents' capacity, skills, knowledge, connections and potential. When there are cultural or language barriers, Operation Pathways creates forms in the native language of the individual, and we work to identify and utilize community resources that could be of benefit to the person. Foxwood Manor incentivizes participation in events through food and door prizes.

Operation Pathways' resident services coordinators have developed positive and trusting relationships with the residents at their properties, which gives us a unique advantage for engaging residents. Community engagement is the foundation of resident services. It is through this community engagement process that trusting relationships are developed. And it is in trusting



relationships that people “recruit” others into taking the next steps to make better lives for themselves and their families. The on-site staff at Foxwood Manor have daily personal contact with residents in the community. In addition, the RSC uses other media such as program flyers, monthly newsletters, emails, and text messaging to inform residents of programs and events. Additionally, RSCs use Family Metrics, our current program data management system, to identify individuals who fall within a specific program’s focus area and/or to aid in targeted recruitment.

Foxwood Manor Service Providers:

In addition to the RSC coordinating and providing services to residents, the following organizations collaborate to provide services and programs at Foxwood Manor:

- 1) Philabundance
- 2) Toys for Tots
- 3) YWCA of Bucks County
- 4) Bucks County Opportunity Council
- 5) Archdiocese of Philadelphia
- 6) Bucks County Housing Group
- 7) Inspire Federal Credit Union

Funding Description:

Operation Pathways has a contract with the Foxwood Manor property owner, and the property owner pays a fee for resident services. Additionally, Foxwood Manor receives some local funding from the Bucks County Opportunity Council. In 2016, total expenditures at Foxwood Manor were \$112,180.75. The revenue sources for 2016 are demonstrated in the pie chart below:

