

Resident Services Funding & Delivery Models

Among Affordable Housing Nonprofits

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Resident Services Funding & Delivery Models

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Research Overview

02

Research Findings

03

Key Takeaways

Resident Services Funding & Delivery Models

01

Research Overview

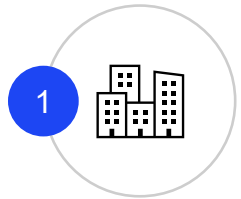
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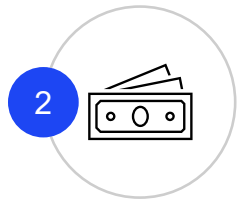
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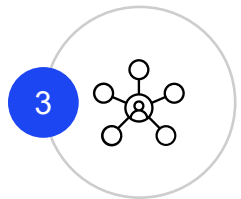
Research Questions



What are the resident services offered by affordable housing nonprofits that own or manage rental housing?



How are these resident services funded?



How are these resident services delivered?

Methods



Resident Services Funding & Delivery Models

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Research Overview

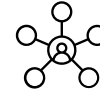
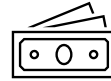
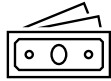
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Research Findings: Qualtrics Survey



Services Offered by Area + Property

Types of service areas offered, along with the number of properties receiving services across an organization's portfolio.

Resident Services Budgets

Total organizational budget for resident services and then by service area, if applicable.

Resident Services Funding Sources

Total organizational funding for resident services and then by service area, if applicable.

Delivery of Resident Services

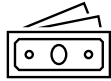
Delivery of services by service area, focusing on the utilization of third party partners

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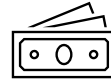
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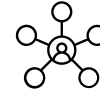
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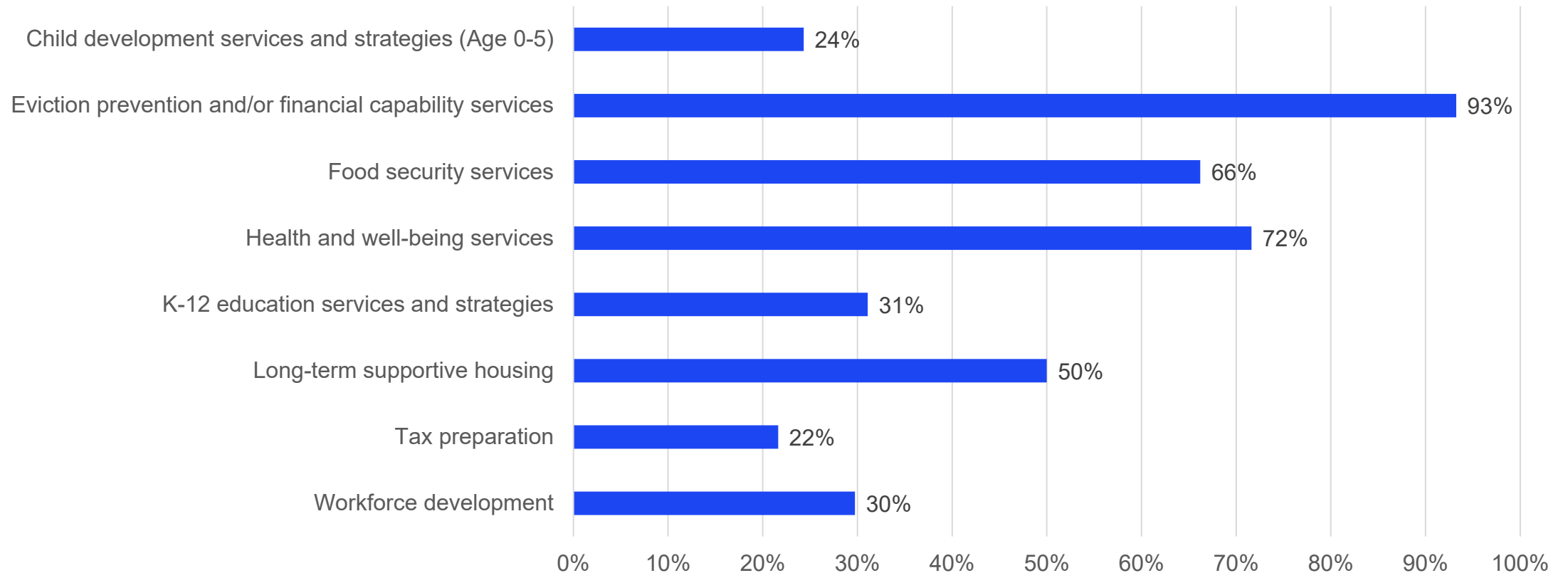


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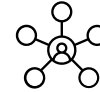
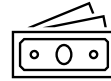
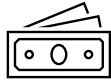
Delivery of services by service area, focusing on the utilization of third party partners

Eviction prevention, health and well-being services, and food security services are the most popular areas of resident services

What type of resident services does your organization offer? Check all that apply.



Research Findings: Qualtrics Survey



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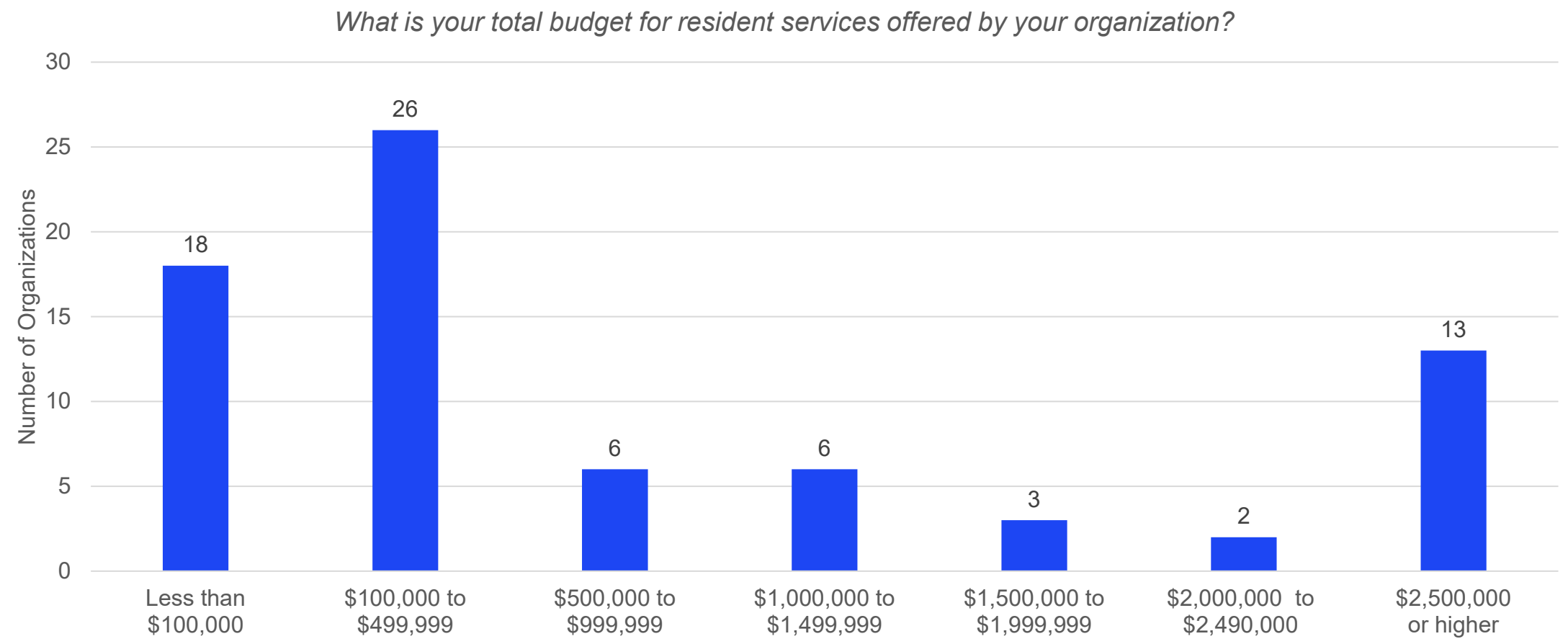
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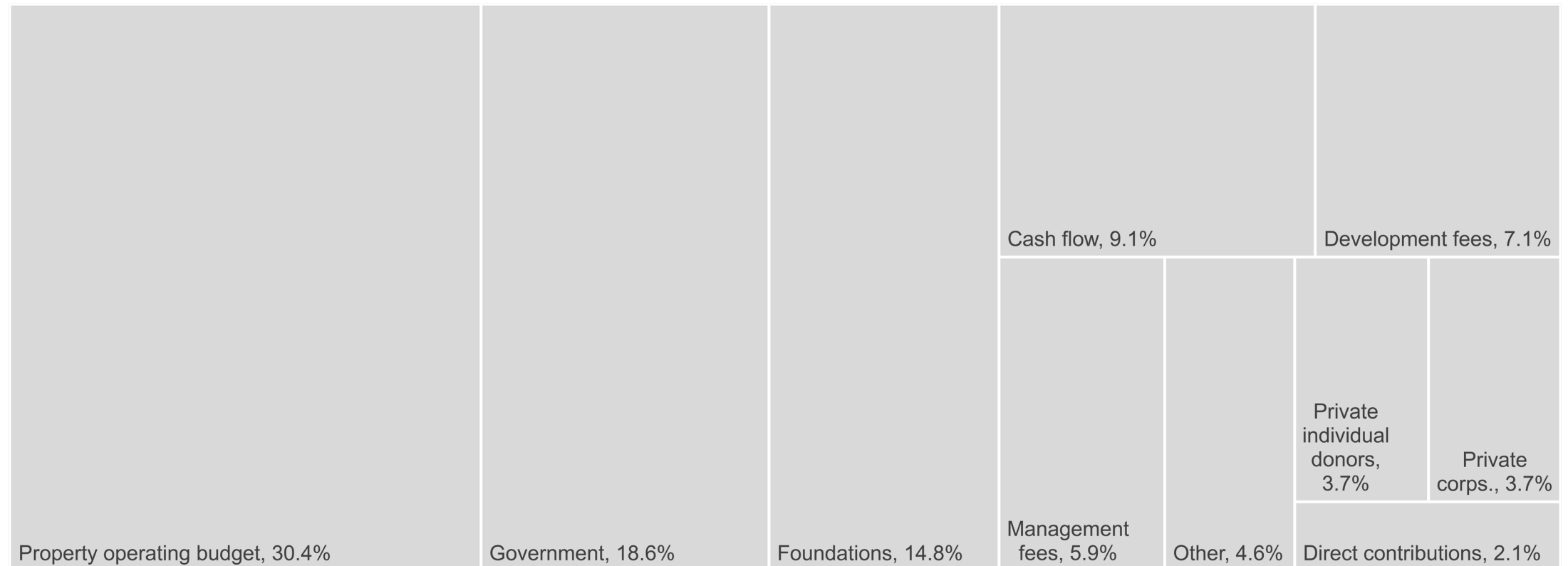
Delivery of services by service area, focusing on the utilization of third party partners

Total budgets for resident services range from \$2,500 to \$17.2M



Across all organizations, property operating budget, government funding, and foundation funding make up 64% of funding sources for resident services

Please indicate sources of funding for all resident services by indicating the percent of funding received from each entity listed below.



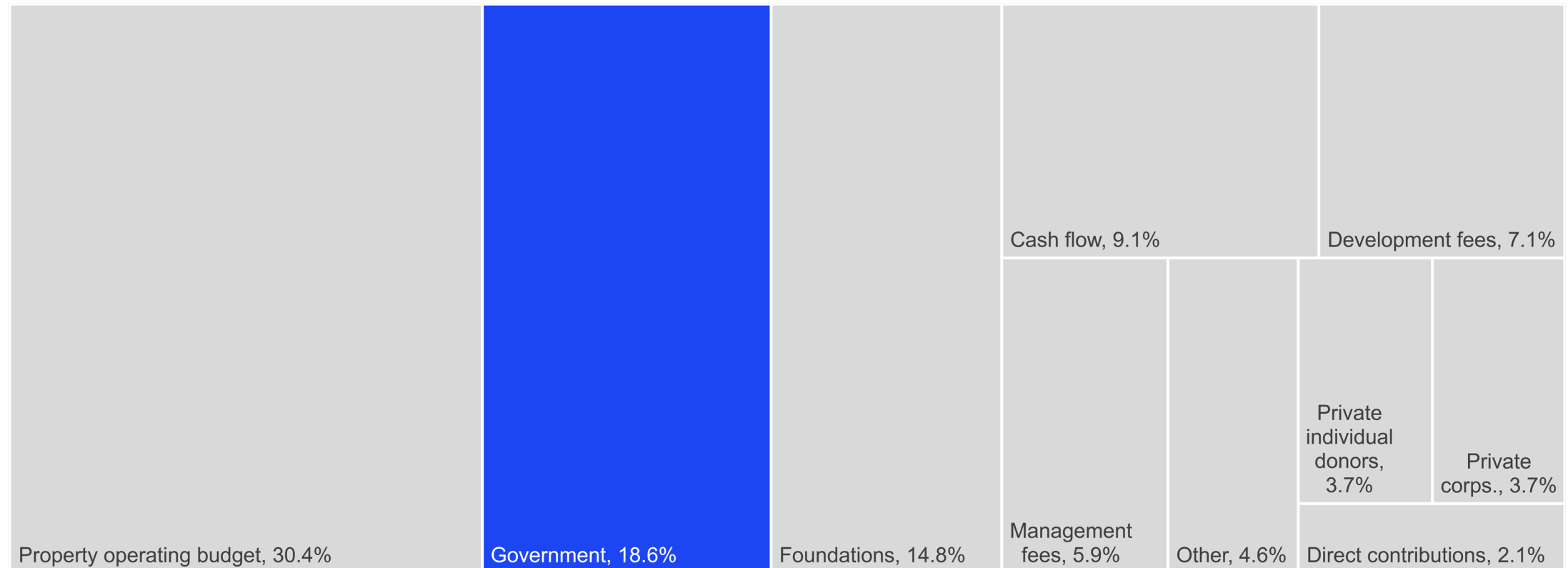
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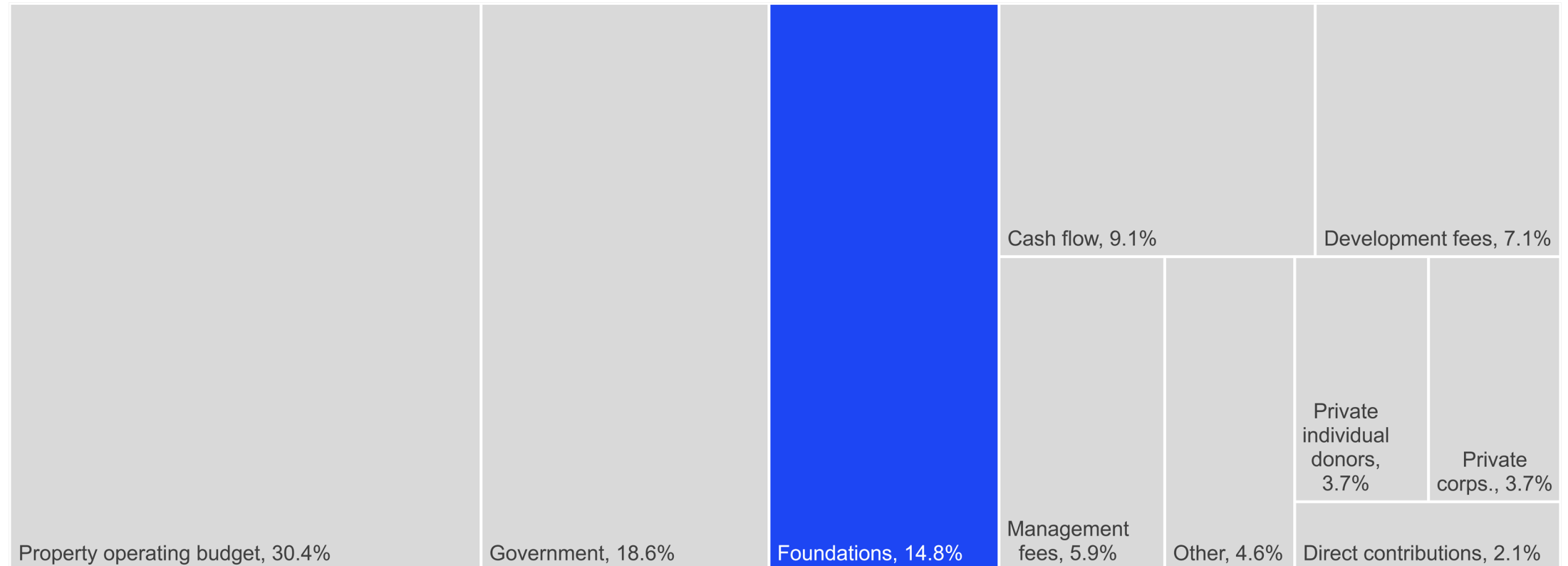
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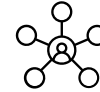
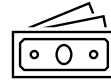
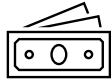


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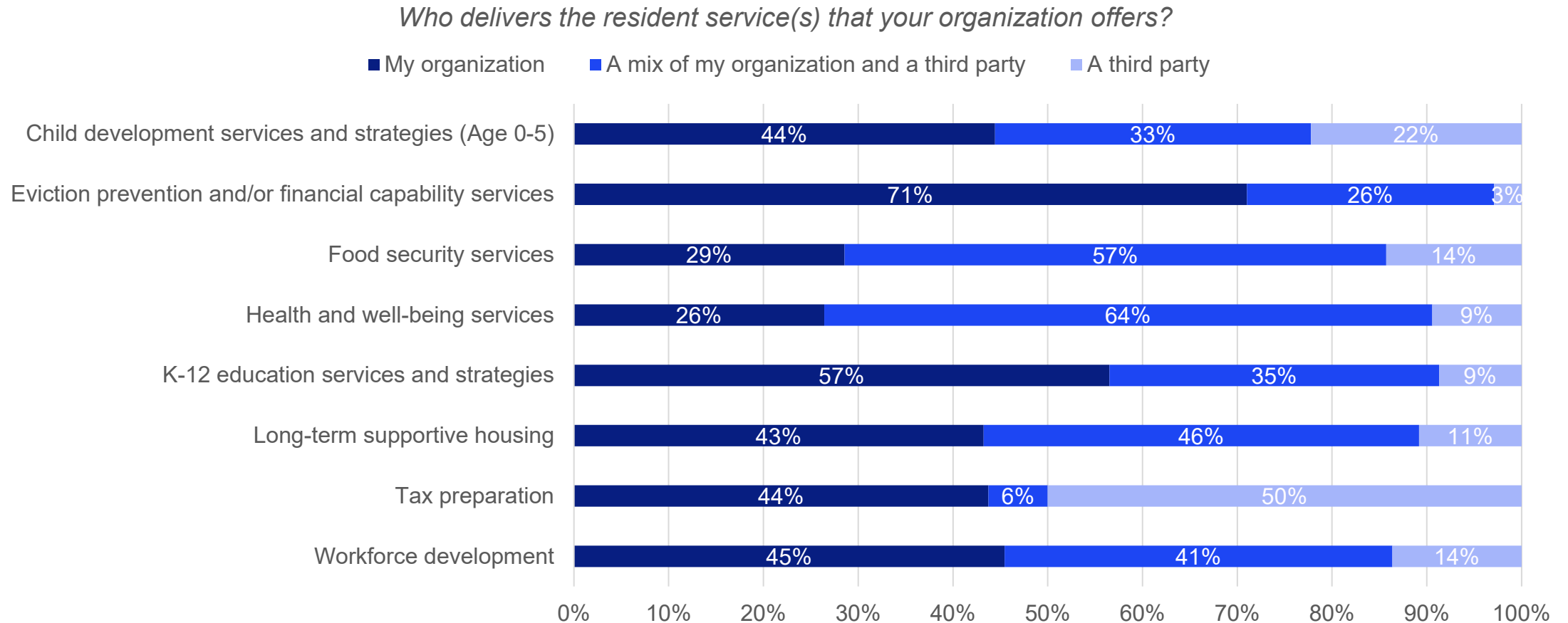
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Delivery of services by service area, focusing on the utilization of third party partners

Third party organizations are central to service delivery across most respondents



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COVID-19 expanded funding and altered the landscape of service delivery.

“Things kind of came to a head this summer when things began to open back up, and we realized how amplified a lot of the challenges were in the community and how little capacity our partner agencies had to respond to the needs of our residents.”

Elizabeth Bridgewater, Executive Director

Windham & Windsor Housing Trust (Southern Vermont)



18 rental properties, 22% receive services



Resident services budget of \$98,533, although COVID-19's afforded budget and funding flexibility



Recently expanded services to all properties due to the pandemic

**There's a need to
establish stable,
consistent funding
for services.**

“The rents that we’re able to collect just don’t support the operations beyond basic operations, so there’s no funding to support resident services...We know that [resident services] matter. We know that [resident services] works. We know that people are more successful and staying housed....but I don’t know how to pay for it.”

Sheila Kilpatrick, Chief Operations Officer

RUPCO (Hudson Valley, NY)



11 rental properties, 27% receive services



Resident services budget of \$287,583, with all funding from government sources



Services are only provided to 3 long-term supportive housing properties

**A diverse funding
model enables
growth and
innovation.**

“Our long-term goal is to get into the Pathways HUB network, so that once we’re inside we can have more influence on the process and payment rates. We think we’re going to dominate the volume, which is going to get us a seat at the table.”

Tim Bete, President

St. Mary Development Corporation (Southwest Ohio)



60 rental properties, 17% receive services



Resident services budget of \$875,000 with diverse sources (property budget, private + public funding)



Services are mostly dictated by senior-only housing and residents

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Organizations fund, deliver, and monitor and evaluate resident services.

“We went through [10 years of AmeriCorps funding], and we had to do resident services ourselves. And we realized, wait, we don’t have people who know resident services for seniors...Now we’re realizing we need someone internally, who has senior expertise, so they can actually assess if our partner is doing what we need.”

Valorie Schwarzmann, Chief Financial Officer

Homeport (Columbus, Ohio)



43 rental properties, 100% receive services



Resident services budget of \$562,834, with 70% from foundations, government, and corporations



Senior properties receive services from third-party partner

Conclusions and Future Research

“I don’t know if there’s any magic formula for figuring out funding for resident services. How do you fund for different services at different sites? How is it sustainable?”

- Monitoring COVID-19 funding and impact on organizations
- Contextualizing organizations within their communities
- Inquiring about how resident services budgets are formed, including the role of residents

Quote: Tejal Shah, Senior Director of Resident Services, EBALDC

Thank you

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