

2023

COMMUNITY IMPACT REPORT



2023 ANNUAL COMMUNITY IMPACT REPORT

POAH is a national nonprofit organization whose mission is to preserve, create and sustain affordable, healthy homes that support economic security, racial equity and access to opportunity for all.

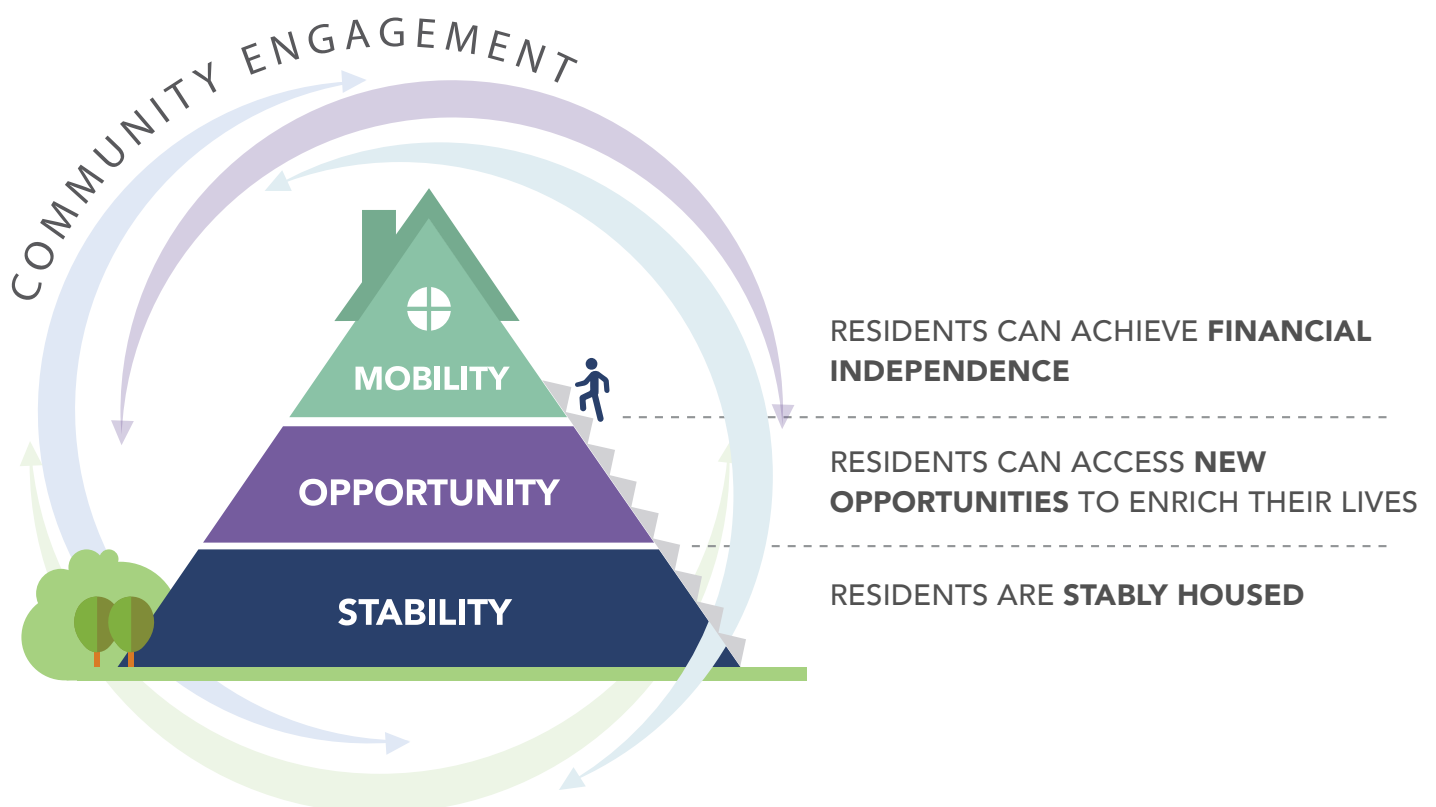
People's need for decent housing is fundamental, without it, they cannot thrive and grow. But access to housing alone is not enough, especially for housing providers like POAH who understand our work as only one front in the broader fight against poverty and inequality in this country.

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 choose to live in a POAH community.

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 principles of Trauma Informed Housing, guides our work at every stage.**

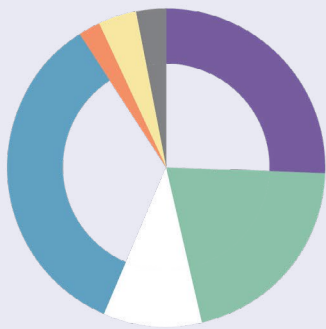


2023 BY THE NUMBERS

15,481



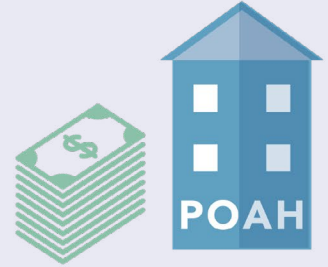
INDIVIDUAL SERVICES PROVIDED TO RESIDENTS



- Services by Outcome Area
- Community Engagement
 - Financial Stability
 - Health
 - Housing
 - Youth Engagement
 - Technology
 - Employment

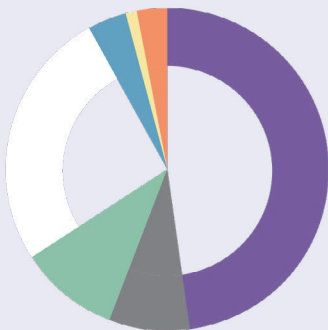
\$831,000

IN EMERGENCY RENTAL ASSISTANCE FOR RESIDENTS IN 2023



5,085

PROGRAMS HOSTED



- Programs by Outcome Area
- Community Engagement
 - Financial Stability
 - Health
 - Housing
 - Youth & Education
 - Technology
 - Employment

74%

OF POAH PROPERTIES ARE SERVED BY A COMMUNITY IMPACT COORDINATOR



98

PROPERTIES SERVED

88

COMMUNITY IMPACT STAFF ACROSS THE PORTFOLIO

340+

PARTNERS ENGAGED



791

FOOD DISTRIBUTION EVENTS HOSTED



COMMUNITY IMPACT OUTCOME AREAS

POAH is dedicated to resident's success in our housing and beyond. Through this Annual Report, you'll learn more about our residents, their experiences and successes, and the community partners that make this work possible.



HOUSING



EMPLOYMENT
AND FINANCIAL
STABILITY



HEALTH



YOUTH
ENGAGEMENT



COMMUNITY
ENGAGEMENT

PRESERVING STABLE HOUSING



Our first and most important job is to help our residents maintain stable, affordable housing. POAH's dedicated Community Impact Coordinators (CICs) work one-on-one with any resident who needs help finding emergency rent assistance, maintaining a healthy home, understanding their lease and more. In 2023, CICs helped more than 361 households stabilize their housing with over \$830,000 in emergency assistance.

Ayla Lopez moved into **Salem Heights Apartments** in Salem, Massachusetts in the summer of 2016. "I had my oldest daughter at the time, and it was a good move for us — 1000%" says Ayla. Over the years her family grew with two more children. When Ayla's youngest son fell ill in 2023 due to an autoimmune disease, she reduced her hours at work to care for him. "It was extremely difficult seeing him so sick — I stayed home for him and missed a lot of work" "I fell behind on everything — groceries are expensive along with everything else." Ayla reach out to the management team at Salem Heights, who referred her to Community Impact. Applying with the guidance of the Community Impact team, Ayla was awarded a rental assistance amount from RAFT (Residential Assistance for Families in Transition) that covered her entire arrearage. "It took away my balance. I could sleep at night and not worry about not having a home."



Ayla Lopez, pictured here with her son and Community Impact Manager, Vicky White, worked with POAH's Community Impact team to obtain emergency assistance when her family needed it most.

SPOTLIGHT

At the **Woodlawn Resource Center** in Chicago, IL, POAH serves not only residents of our properties but neighbors in the surrounding community as well. In 2023, **Tamelya Lett**, a mother of one and Chicago Public School employee, received a text message from her landlord notifying her that he was selling the single-family home she and her son were renting. The unintended move forced her to double up with a friend, in the hopes of staying close to her job in the area. Through a partnership with **All Chicago**, the POAH team at Woodlawn Resource Center worked swiftly to help Ms. Lett obtain more than \$4,800 to cover a security deposit and three months of rent assistance. As a result, she was able to secure a new rental with a cushion to help cover the transition costs. In 2023, POAH's partnership with All Chicago provided over \$50,000 to 20 families at risk of homelessness.

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CREATING OPPORTUNITY FOR RESIDENTS OF ALL AGES



POAH's housing is designed to not only meet an immediate need for shelter, but to serve as a platform for opportunity and wellbeing. That's why we provide a range of physical and emotional health programming, youth development services and community engagement opportunities throughout our communities.

At **Colony Plaza Apartments** in Excelsior Springs, MO, senior residents enjoy a pen pal program with 5th graders at a local elementary school. At the end of the school year, residents and students have an opportunity to meet and celebrate in person. At **Lafayette Terrace** in Chicago, IL, POAH partners with **Oak Street Health** to host isolation intervention and wellness programs for residents each month. Through dancing, luncheons and Medicare Open enrollment, residents can connect with one another and with preventative healthcare services.



Residents of Colony Plaza enjoy meeting their pen pals at the local elementary school.



At **Fairweather Apartments** in Salem, Massachusetts, POAH partners with the **CVS Mobile Clinic** to offer on-site health screenings. At one recent screening, a resident was made aware of elevated glucose levels that required immediate transfer to monitoring at her local physician. Thanks to the mobile clinic in her apartment community, the resident was able to avoid a dangerous health event and connect with her provider for ongoing care.

In Boston, MA POAH partners with **Boston Senior Home Care (BSHC)** to deliver a range of health programming and services from food bank coordination to hospitalization-home transitions, options counseling and beyond. At the **Blackstone Apartments**, a senior community in Boston, a longtime resident began showing signs of distress in their hygiene, health and home. BSHC immediately stepped into action, providing Heavy Chore services to help clean and organize the resident's home while introducing a weekly Home Care service to ensure the resident receives ongoing support. Through the BSHC partnership, residents are connected to many services they are already eligible for but have not been able to access. BSHC also provides evidence-based programming such as digital literacy and fall prevention education, that support seniors to live safely and independently with dignity for as long as possible.



The CVS Mobile van stops at POAH's Massachusetts properties to offer on-site preventative health screenings to residents at no cost.

Community Impact programs invest in the wellbeing of residents of all ages.



In 2018, the Community Impact team at **Brandy Hill Apartments** in Wareham, MA helped launch "Brandy Hill Leads" a youth-led, adult supported program for young residents in their community. At a "Whats Your Dream?" brainstorming session, youth talked about their hopes and goals

including, among other things, seeing (or even riding!) horses. With the help of the **MassHousing TAP** program, 20 youth had the opportunity to visit Mesa Horse Farm to learn horseback riding, trick riding and horse grooming. Staff worked to make the trip a tradition, developing a relationship with a local horse sanctuary that hosts a regular equestrian program, now in its sixth year, for POAH youth from multiple properties across the state. The program is free for residents and remains an important community tradition where youth develop confidence, relationships and lasting memories.



Youth Leadership Arts Program participants at The Washington at Woodlawn Park Apartments in Chicago, IL created a range of pieces to explore their creativity, emotions and dreams.



At **The Washington** at Woodlawn Park, POAH hosted a multiweek youth art program in collaboration with local youth arts partners. Funded in part through an innovating partnership with the **Strong Families Fund**, the program offered youth ages 7-16 opportunities to explore technology, music and art in a setting that fostered social-emotional learning and development. The program featured partnerships with the **Chicago Hip Hop Heritage Museum**, which celebrates, honors, and cherishes the community that nurtured collective talents and creative energies within the elements of Hip Hop; and **Urban Gateways**, which engages young people in arts experiences to inspire creativity and impact social change. When asked about their experience, youth reported that the social interaction was engaging, the teaching was interesting and amazing, their self-esteem was elevated, communication was improved; and the projects were fun. Overall, it was a time for youth to learn, produce art, grow, and engage with others.



Throughout the year, the **Woodlawn Resource Center** hosts events for residents and neighbors to connect with one another while learning about the Center's services. At a Juneteenth + Father's Day event called "O Taste & See" community members enjoyed food, music and fellowship, alongside a personalized acknowledgment for fathers and a Juneteenth themed community quiz game. Community building and engagement events like these not only build essential connections among neighbors, but also establish the relationship and trust that make POAH's financial and employment programming possible.



Residents of the Woodlawn Park neighborhood in Chicago enjoy food and fellowship at the Father's Day + Juneteenth celebration and community resource fair.





From June to October, POAH partners with the **Anacostia BID**, **Far Southeast Family Strengthening Collaborative** and **Black+Forth** to host the **Hillsdale Farmers Market**. The market was held on the 3rd Sunday of the month and highlighted local produce vendors, food trucks, artisanal makers, fitness instructors and live music. Residents and community members were able to come out monthly to support local businesses, connect with one another, and learn more about the **Barry Farm Redevelopment**.



The Hillsdale Farmers market supports small businesses and builds community connections all summer long.



In 2022 POAH set a goal to help close the digital divide by launching affordable building-wide WiFi networks in our communities. In 2023, POAH launched two new networks at **Salem Heights Apartments** in Salem, MA and **Oxford Place & Gardens** in Providence, RI, reaching more than 300 residents with free WiFi. We have ambitious plans to expand affordable broadband networks at locations throughout our portfolio, ensuring that residents of affordable multifamily housing communities have equal access to the internet and full participation in our online society.



Residents at Oxford Place & Gardens attend a floral arranging workshop and sign up for free WiFi - all in one!



Did you know?

You can search for free or low-cost social services around the country utilizing POAHs Resource Website: <https://poah.findhelp.com/>

UNLOCKING THE POWER OF FINANCIAL HEALTH

POAH is excited to announce the launch of **POWER: Providing Opportunities for Wellbeing and Equity for Renters**. POWER builds on POAH's years of experience running highly impactful asset building programs and gaining a deeper understanding of the structural and systemic forces that limit residents in achieving their personal and financial goals. You can learn more about POWER [here](#). Read on to learn how asset building, credit building and financial coaching are helping POAH residents take steps towards their personal and financial goals.



Providing Opportunities for Wellbeing and Equity for Renters

DESTINY'S STORY

Destiny Smith is a single parent of two who moved to **Cutler Manor Apartments** in Miami, FL in 2021. In 2021, Destiny enrolled in a GED program, but had to put her education on hold to care for her children. One day, she came to the Cutler Manor community center and the Community Impact Coordinator informed her about an upcoming workshop to learn about the FSS program. Destiny attended the workshop and immediately signed up for the program, which POAH runs in partnership with **Compass Working Capital**. The CIC also referred Destiny to the Early Learning Coalition to obtain daycare for her children so she could start job hunting. Not long after she began a new job after a long period of unemployment. Now, all of Destiny's



rent is saved in an FSS escrow account, building each month as she continues to work toward her goals. Destiny says she is determined to provide a better future for herself and her children, and the FSS Program is helping her make that happen.

LASHINA'S STORY

Lashina Ward enrolled in the FSS program not long after it launched in Cincinnati, OH. Run in partnership with **CincinnatiWorks**, and nicknamed "**SPARK**," the program builds on CincinnatiWorks experience in both career and financial coaching to help residents achieve their goals. Since making the decision to join, Lashina says she couldn't be happier with the guidance and support she receives from her financial coach. "Nina will step in wherever I need help. If she does not know an answer right away, she is diligent in searching for one and communicating with me. Nina has always been nice, consistent, and honest with me." Lashina's goal is to continue building her credit so that she can purchase and own a home leading to an even brighter future for herself and her family. Through SPARK, she not only saves her rent increase each month, totally more than



\$12,000, but she can also access to a range of resources at CincinnatiWorks, like free tax prep, counseling, and employer connections. "My advice to anyone considering the program" says Lashina, "is to be completely open and honest about where you are in your life. The coaches won't know how to really help you unless you are honest and stick with the program."

CINDY'S STORY

Cindy Chowing arrived at **Hawthorne Place Apartments** in Independence, MO looking for a fresh start. Not long after she moved in, Cindy connected with the team at the Hawthorne Resource Center, run in partnership with **Community Services League (CSL)**. CSL provides a range of financial, career and income supports in a welcoming and compassionate environment. Cindy learned about the FSS program CSL runs in partnership with POAH, and the opportunity to work toward her big dream of becoming a homeowner. With the support of her coach, she was able to learn how to create a budget, work to build her credit, manage and overcome debt and ultimately save money. Cindy saved over \$11,500 toward her goal of owning her own home – a goal she achieved this year. Now that she has the knowledge and resources, Cindy says she knows she could do it all again for her future life milestones and family goals such as purchasing her daughter's first car, attending her senior prom, and starting a college fund toward her daughter's future dreams.



ABOUT POAH

POAH's primary mission is to preserve, create and sustain affordable, healthy homes that support economic security, racial equity and access to opportunity for all.

POAH specializes in the preservation of existing affordable housing that is at risk of being lost due to market pressures or physical deterioration. POAH has expertise in new construction and neighborhood-scale mixed-income development and mixed-use redevelopments.

POAH Communities serves a broad range of households, including families, seniors, and persons with disabilities.

www.poah.org

   @poahcommunities

PRESERVATION OF AFFORDABLE HOUSING

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