

# Community Housing Initiatives

## Resident Services Manual



COMMUNITY  
**HOUSING**  
INITIATIVES





Dear Resident,

On behalf of all the staff at Community Housing Initiatives, welcome to your new home! We are happy that you have chosen to be a resident with us.

As an added amenity, our **Resident Services Department** is here to assist you. Our department is here to provide much needed support, guidance, and recognition through **supportive services** and **special programs**, thus filling the gap between simply providing housing and reaching out to the people that mean the most to us, *our residents*.

Please review the Orientation Packet about Resident Services which further describes the specialized programs we offer. If you have any questions and would like to contact a staff person in Resident Services, please refer to the following table.

<p style="text-align: center;">If you live in...</p> <p>Adel Cedar Rapids Clinton Davenport Dubuque Graettinger Hartley Lake Park Milford Mt Vernon Sibley Sioux Center Spencer Spirit Lake</p>	<p style="text-align: center;">If you live in...</p> <p>Ames Council Bluffs Des Moines Forest City Mason City Hawarden Humboldt Ottumwa Sioux City Waterloo Webster City West Des Moines</p>
<p style="text-align: center;">Your contact person is...</p> <p>Malai Amfahr Resident Services Director Community Housing Initiatives 500 East Locust, Suite 500 Des Moines, IA 50309 (515) 262-5965 Email: <a href="mailto:malai@chihousing.com">malai@chihousing.com</a></p>	<p style="text-align: center;">Your contact person is...</p> <p>Shara Bradley Resident Services Program Manager Community Housing Initiatives 916 Ashworth Road West Des Moines, IA 50265 (515) 223-0029 Email: <a href="mailto:sharab@chihousing.com">sharab@chihousing.com</a></p>

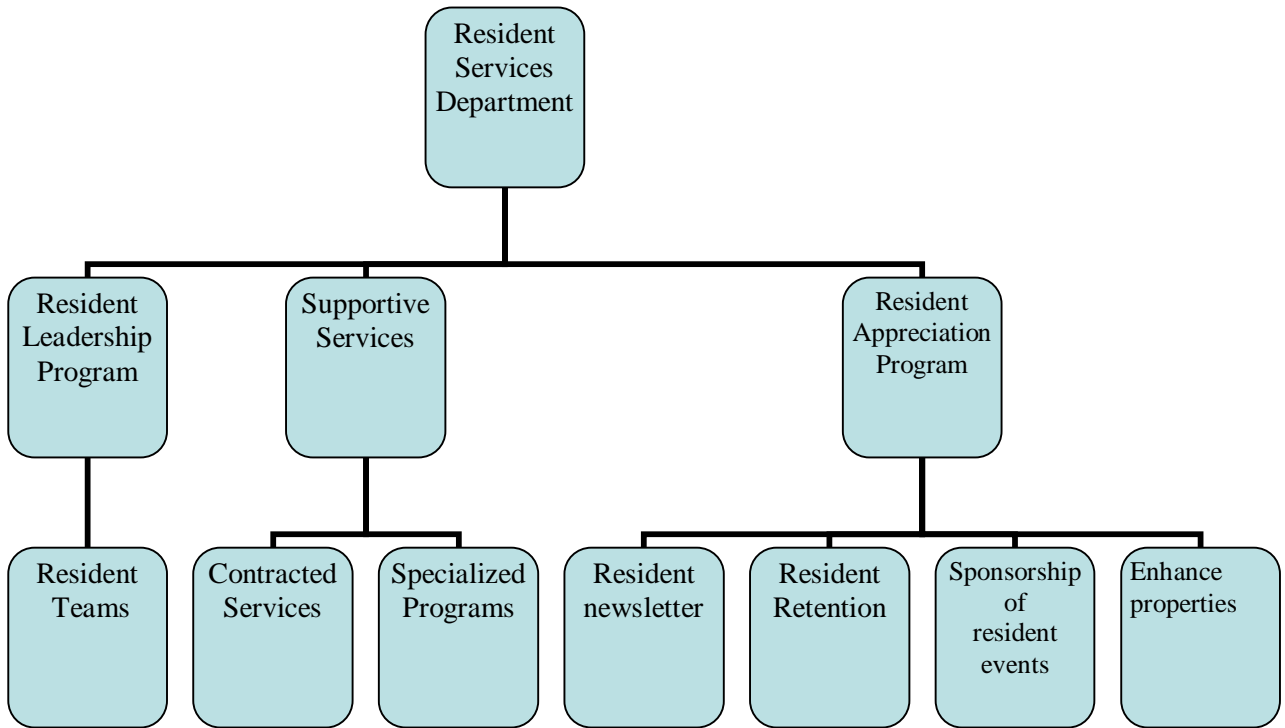


# Resident Services Department Overview

*Resident participation, although key to the Resident Services Department, is entirely voluntary and not a condition of tenancy.*

## Department Structure

The Resident Services Department is comprised of 3 main streams of programs: Resident Leadership, Resident Appreciation, and Supportive Services. Any additional programs created in the future will fit under one of these three streams.



## How does Resident Services Differ from Property Management?

Property Management Focus:	Resident Services Focus:
<ul style="list-style-type: none"> <li>• Manages the lease-up process including marketing, tenant selection, paperwork, etc.</li> <li>• Rent collection.</li> <li>• Policies and procedures for the property and rule enforcement, including eviction.</li> <li>• Ongoing care and maintenance of the property.</li> <li>• Security.</li> <li>• Property inspections.</li> <li>• Maintain compliance with government and tax credit programs.</li> <li>• Coordinates contracts with pest control, lawn care, snow removal.</li> <li>• Works with Resident Services to make improvements to property as directed by resident requests.</li> <li>• Works with Resident Services on improving tenant relations.</li> </ul>	<ul style="list-style-type: none"> <li>• Designs and implements supportive service plans.</li> <li>• Coordinates programs for residents.</li> <li>• Facilitates resident leadership meetings.</li> <li>• Meets the individual service needs of residents through service coordination.</li> <li>• Coordinates groups, educational forums, trainings, team building, and activities for residents.</li> <li>• Evaluates and coordinates contracts with service providers that work with residents of a special population.</li> <li>• Builds a sense of community with residents through social events.</li> <li>• Resident advocacy.</li> <li>• Works with Property Management to make improvements to property as directed by resident requests.</li> </ul>

### What Can Resident Services Do For Me?

**Resident Leadership, Resident Appreciation, and Supportive Services** can assist you with offering opportunities to make friends in your building, learning new skills, and linking you to services in the community. Please contact us to find out more information about each of these programs and how we can get things started for you.

## **Resident Leadership**

The primary purpose of the Resident Leadership program is to provide residents with a way to enhance the quality of life at the property in which they live. The secondary purpose is to encourage members to be engaging members of their community by strengthening their leadership skills and fostering socialization.

### **What is a Resident Team?**

Resident teams are a formal group of residents who meet regularly Resident Services staff to discuss how to create a community within the property that is friendly, safe, and welcoming, and meets the needs of the residents. There are currently teams established in every region of Iowa.

### **How often are meetings held and what do we talk about at the meeting?**

Meetings are held a minimum of 2-3 times a year on-site, or as often as deemed necessary by the team. During meetings, all team members are encouraged to contribute to discussions. Items discussed at the meetings include topics such as sponsorship of social events, enhancement of community spaces, and learning communication skills. Property Management is encouraged to attend meetings, particularly when agenda items will include discussion about a property issue or maintenance.

### **Who can be a member and how do I join a team or start a new team?**

Teams consist of 2-15 residents. Membership on a team is an equal opportunity for any resident of the property. Recruitment activities take place throughout the year at properties to generate more interest in participation of the program. If you are interested in joining a team or starting a team at a property where there isn't one established, please contact Resident Services staff.

### **Who is responsible for follow up work with Property Management?**

Residents are encouraged to speak with their Regional Property Management staff for any issue regarding building maintenance, questions about the lease and/or rent, snow removal, lawn care, etc.

However, if a topic involving Property Management is discussed at a resident meeting with Resident Services staff, the Resident Services staff member will complete a follow up form for any issues regarding Property Management and submit it to the Regional Manager for the property.

## **Supportive Services**

The primary purpose of Supportive Services is to provide assistance for our residents to maintain housing through specialized programs. The main program developed in Resident Services under this area is **Service Coordination**.

### **What is Service Coordination?**

Service Coordination as defined by the American Association of Service Coordinators is *the activity of linking a resident to benefits, programs, and supportive services provided by local community service providers or agencies.*

Residents involved with Service Coordination will complete an assessment process to determine areas of need, develop an individualized support plan, and remain in regular contact with the service coordinator throughout the duration of receiving services.

### **How does staff determine what services will help me?**

Upon referral, the Resident Services (RS) staff will work directly with the resident to determine what services are needed. RS staff will set up a meeting to assess the resident's needs. Documentation of the meeting will be completed on the Resident Needs Assessment Form. The entire assessment process will generate information from the resident that allows the staff to specifically identify what services the resident will find most helpful. After completion of the Needs Assessment Form, RS staff will make recommendations of services that would be helpful. If necessary, formal goals will be established with the resident on an Individualized Service Plan. Information about how the resident can obtain the services identified will also be provided. All meetings will be documented and filed for quality assurance.

### **What is the Resource Guide?**

The Resource Guide is a listing of local service providers in your area. If you would prefer to find services independently rather than through the process of Service Coordination, please refer to the Resource Guide that is distributed with this manual. If you need further assistance or have questions about the Resource Guide, please contact Resident Services.

### **Are there other Programs CHI offers other than Service Coordination?**

The Resident Services Department is in the process of expansion to be able to offer other specific programs designed to address additional resident needs. Programs are developed as a result of feedback collected from residents through surveys. This information allows CHI to determine the areas of focus that will have the largest impact for our residents. The ultimate goal of any specialized program is to provide skills to enhance the quality of living for residents and remain in housing. An example of a specific program currently in the development phase is our Health and Wellness Initiative. We aim to launch this program statewide by September 2013.

## **Resident Appreciation**

The primary purpose of Resident Appreciation is to demonstrate to residents how valued they are to Community Housing Initiatives, as well as to create communities within the properties through the sponsorship of social events. The main programs currently developed through Resident Appreciation are **Resident Retention** and **Social Events**.

### **What is Resident Retention?**

The Resident Retention Program honors and recognizes long-term residents of CHI owned properties. Gift card awards are distributed to CHI residents upon their anniversary month and milestone year based on the date of lease up. The awards are distributed based on the following chart:

5 Years	\$10 Gift Card
8 Years	\$15 Gift Card
10 Years	\$20 Gift Card
15 Years	\$25 Gift Card
20 Years	\$30 Gift Card
25 Years	\$40 Gift Card

### **What are social events and how do you decide which property gets to have them?**

The main purpose for sponsoring social events for residents is to create a positive environment for people to gather, demonstrate how we value our residents, and foster the community within the building. Residents will begin to generate friendships among each other and have a stronger sense of unity as a result of social events.

Some properties are better suited for social events than others. The ideal environment for social events would be...

- \* A community room on-site to hold the event
- \* An active Resident Leadership team to assist with planning
- \* Residents present at property who are generally informed about Resident Services

### **Ideas for Events**

Events are generally focused on bringing the residents together for the purpose of socializing. While potlucks and holiday parties are positive ways to achieve this goal, there are also other types of educational events that may yield similar results.

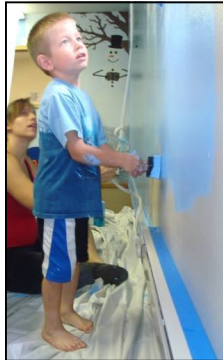
- \* "Independence Day"- Showcase community resources that are available to promote resident self-sufficiency, volunteers from local agencies could be present with information about their services.

\* "Reading is Fun" - Hold a book drive to give away free books to residents, form book club groups, hold a costume contest for participants who dress up as their favorite character from a novel.

### **Examples of 2 social events that exemplify this spirit**

#### *1. Reading Room Open House/Adopt-a-Block Picnic at Eastwood*

- Volunteers and a local non-profit in Ames collaborated with Resident Services to provide the event.
- The focus of the event was to encourage literacy and education for the children that live at Eastwood.
- A mural was painted in the community room and a reading corner with new children's books and furniture were installed.
- The picnic for the adults included donated food and safety demonstrations from the Ames Fire Department and the Ames Police Department.



#### *2. Annual Christmas Party at Van Allen in Clinton*

- A team of residents independently plan this event each year.
- The event includes a freshly prepared meal and gifts for participants. Residents from the other CHI owned properties in Clinton are also invited.
- The result of this event is a renewed interest from the other properties to also hold their own holiday social events.



**What else does Resident Appreciation do?**

Resident Appreciation can also fund property improvements as directed from feedback received from residents during resident team meetings. Examples of these improvements include new furniture that was purchased for the community room at Hartland Apartments and new games purchased for the community rooms at Grant and Lincoln Terrace. The rule of thumb for purchases is that the items must be able to benefit all residents.

**Future of Resident Services**

The vision of the Resident Services Department is bright. It includes specific programs that will assist seniors, families, and children statewide. There will be a Resident Services Program Manager in each region facilitating programs, similar to the current structure of Property Management. The knowledge and interest our residents have about Resident Services will be higher and therefore participation rates in Resident Services programs will be above 50% for the entire CHI Portfolio. Additionally, residents will feel more empowered to make a positive impact at the local level within their building and also at the corporate level with the future activities of CHI. We are here to serve you!

<b>Resident Services Staff Contact Information</b>
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