



2024

Annual Impact Report

SUPPORTING. CONNECTING. BUILDING.



From Our Executive Director



**Dr. L. Shon Burch,
Executive Director**

Working and walking alongside residents on the journeys they each undertake to realize goals and dreams they have for themselves, their families, and communities is an honor and a privilege. We get to watch individuals transform, miracles unfold, and families thrive in ways that we'd like to think happened because we were there. We know that just being there and showing up is a major component of how we build genuine relationships with residents and what leads to our staff being seen as trusted individuals - that's how we achieve impact.

This past year has been one of major growth for Resident Resources Network, with no shortage of proverbial growing pains. We hope the information shared in this report gives you a sense of our achievements and challenges over the past year. We also hope it conveys how we have grown and improved over the past year to make sure we continue to have wide-reaching impact.

Dr. L. Shon Burch

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Vision and Mission



VISION

To break the cycle of generational poverty among the affordable housing residents we serve.



MISSION

To connect residents to resources that enhance housing stability, increase self-sufficiency, and foster safe and supportive communities.

Board of Trustees

- Dick Roggenkamp, Chair, The New Albany Company
- Kamran Ali, Vice Chair, AEP
- Amy Driscoll, Treasurer, The Day Companies
- Ramona Wheeler, Alvis
- Eric Brandon, Impact Community Action Agency
- Bill Hinga, Retired
- Chuck Graham, Wallick Communities
- John Banks, Sr., Park National Bank
- Marilyn Stribling, Resident Representative

Wide-Reaching Services

Our Reach

This section highlights the services delivered and key outcomes achieved in 2024 with individuals and families residing in affordable housing communities supported through Resident Resources Network (RRN) and its service partners. Since 2011, RRN has been providing an array of supportive services for individuals, families, and senior and disabled persons who reside in affordable housing communities across Ohio, Illinois, Indiana, and Kentucky. We are a high-quality, CORES-certified resident services organization that strives to empower residents to build upon their own strengths and navigate obstacles that stand in the way of upward social and economic mobility.

Critical to our being able to reach and serve the needs of residents is our Service Coordinators (SCs). SCs either work onsite or remotely to act as community navigators, helping residents to overcome challenges and connect to local resources that move them closer to the lives they envision for themselves. As the data points and graphics below show, we have strong cadre of SCs who are touching thousands of lives on a regular basis. In 2024, we added **five** new housing communities, for a total of 72 that we serve, and we added **14** new SCs to our team of 39 SCs. About half of our SCs are RRN direct reports, while the other half are third-party SCs for whom RRN provides general support and oversight. Most (74%, n=53) of the housing communities our SCs serve are spread across Ohio, yet our reach spans multiple states and a variety of community types (i.e., rural, urban, suburban).

72
sites

4
states



9,961
residents

39
SCs

Who We Serve

Gender



36%



64%

Property Types Served



57%



43%

Engaged Residents



5,151

Households with access to a SC, across **72** sites



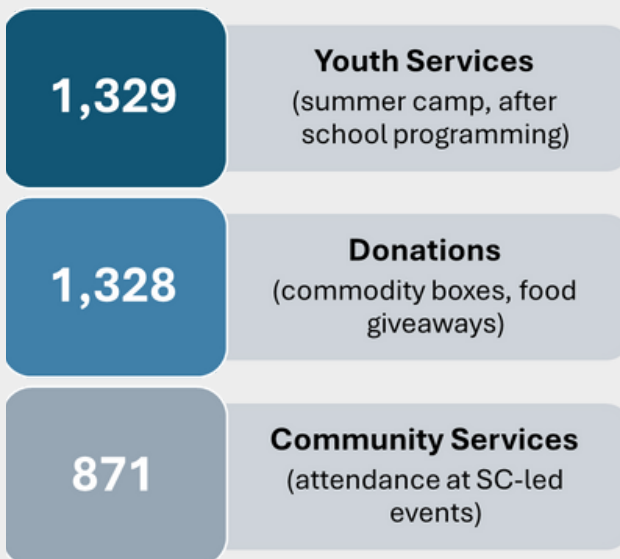
38%

Of households engaged by SCs

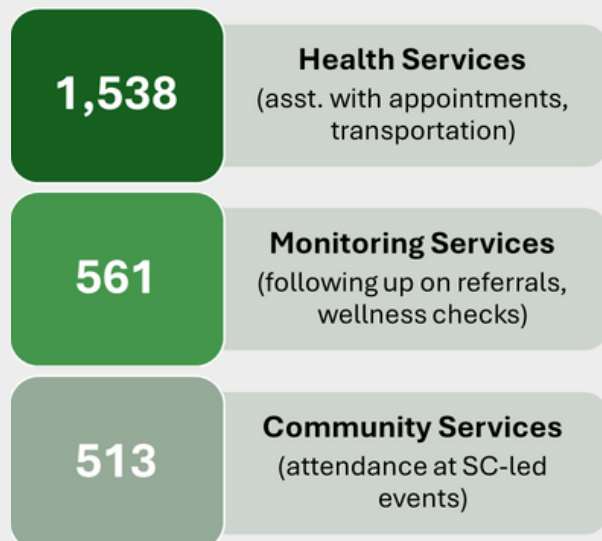
Services Delivered

Due to the nature of the role, SCs can often be seen as all things to all people. Yet, the primary role of SCs is to be connectors - connecting residents to pre-existing programs, services, and resources in their local communities. And the extent to which residents are engaged in those services and programs is a major indicator of the effectiveness of our SCs. Challenges like the SC being new to the property, the SC working very few hours each week, resident skepticism and uncertainty about the value of services and programs, residents' work schedules, housing units being scattered, and not having a shared community space onsite all make it difficult to engage residents. However, we are intentional about forging trusting relationships with residents, arming them with information, and empowering them to take advantage of resources that help them to be the best versions of themselves. Below is a listing of the top three types of services and programs to which residents at family and senior communities were connected by SCs this past year and the number of residents who were served.

Top Services for Families



Top Services for Seniors



Meaningful Impact

Our Outcomes and Impact

As our SCs work with residents, they strive to help them achieve three primary outcomes: (1) Housing Stability, (2) Self Sufficiency, and (3) Safe and Supportive Communities. Below are programmatic highlights that describe a variety of efforts our and our third-party SCs undertook in 2024 to support residents achieving our anticipated outcomes. The highlights are grouped according to our three outcomes.

Housing Stability



One of the primary goals of our SCs is to keep residents housed. Ever since the pandemic led to exorbitant eviction rates and as rental assistance funding continually dwindles, a significant area of support we provide to residents is **eviction prevention assistance**. Whether it is a resident who is late on a payment and needs assistance with budgeting, a resident who lost her job and needs help finding emergency funds, or a resident who struggles with housekeeping and needs support passing a housing inspection, our SCs are there every step of the way. Our SCs also act as liaisons between residents and property management, helping residents to be self-advocates and ensuring timely support is received.

Critical to our being able to offer this type of support is our **Remote Service Coordination Program**, which began in response to increased demand during the pandemic in 2021. Since its inception, our remote SC team has grown from one to **four** SCs, who now serve **23** housing communities spanning **20** counties across Ohio. This team has become an essential part of our eviction prevention efforts, even addressing the unique challenges of residents in rural and underserved areas, providing them with the tools and resources they need to remain stable in their homes. Thanks to the efforts of our onsite and remote SCs, in 2024:



184

evictions
were
prevented



\$111,737

in rental & utility
assistance was
secured by SCs



\$644,000

in savings were
realized by
property owners

In addition to our efforts to secure rental and utility assistance, our SCs routinely engage residents in educational and other types of initiatives that aim to help them better manage their households and household finances. For instance, SCs create newsletters, provide individualized guidance, and bring service providers onsite to help residents understand and address factors that impact their tenancy, like poor housekeeping, not recertifying their income, failing to report increases in income, or allowing individuals who are not on the lease to engage in criminal activity.

Self-Sufficiency



At the heart of our work is helping residents transition from struggling-to-survive and barely making ends meet to thriving by connecting them to necessary supports that foster self-sufficiency and having better control of their own destinies. To this end, SCs act as cheerleaders and navigators, empowering residents to take action and make strides towards upward socioeconomic mobility. We scour our local communities to find service providers and make them aware of the residents we serve and the needs they have. We use every vehicle available to us to make sure residents are aware of and able to access what service providers have to offer. Whether it's bringing the local library onsite to provide individualized technology education sessions to senior residents or bringing a local parenting education provider onsite to help new and expecting parents navigate the nuances of parenthood, we make certain that residents are given the tools they need to navigate some of their toughest, best, or most memorable journeys. Take for instance, the story of Eugenia (pictured below), one of the many stories that our SCs help bring to fruition.



After a stroke, Eugenia transitioned from full independence to struggling with communication. She told her SC about a communication card she had lost after leaving the hospital. The SC did some online research and quickly found her a new one. But the SC did not stop there. She also helped Eugenia secure a Talk to Me device — a portable touchscreen that generates speech in real-time.

With her new device, Eugenia regained her autonomy and her ability to communicate easily in any environment. This newfound independence helped her continue her work with Opportunities for Ohioans with Disabilities, leading to job training at a Goodwill store. With encouragement, tools, and connections provided by her SC, not only did Eugenia secure vocational training but she also gained a newfound sense of confidence and independence. This and every story of self-sufficiency reflects the dedication of our SCs who believe in residents' potential and work tirelessly to help them achieve it.

Financial Wellness for All

A cornerstone of our self-sufficiency efforts is our **Financial Wellness for All (FWA) Program**, which, in partnership with First Commonwealth Bank, offers virtual financial literacy classes, paired with incentives applied toward rent or savings, that equip participants with essential budgeting and financial management skills to help them build a stable future. In 2024, we saw that:



80

residents completed
FWA classes



7

residents received
scholarships in 2024

Securing Educational Scholarships

Another focus area for our SCs is connecting residents to scholarship opportunities. We understand that education is a powerful tool for breaking the cycle of poverty, offering individuals and communities the knowledge, skills, and opportunities needed to build better lives. The communities we serve are sprinkled with residents who want better careers and to pursue additional schooling, credentials, and degrees. Connecting them to scholarships is one of the main ways that SCs help residents to make those goals reality.

Safe & Supportive Communities



Creating safe and supportive communities is another vital part of service coordination. Whether a SC has been with us for two years or twenty, building trust with residents is essential to fostering meaningful connections and initiatives. Our SC-led programs, such as back-to-school drives, holiday potlucks and toy drives, health fairs, and summer camps, have become annual traditions that residents eagerly anticipate. These events also employ a resident-centered approach, with residents actively involved in the planning and implementation processes to ensure the programs meet their needs and interests. By listening to feedback and reflecting on past successes, we continue to make these initiatives impactful and inclusive, strengthening the bonds within our communities year after year. For example, in 2024, our efforts to foster safe and supportive communities led to:



132

children attended summer camp for free across **13** communities



1,111

children received school supplies for free across **40** communities

Spotlight on Resident and Property Manager Satisfaction

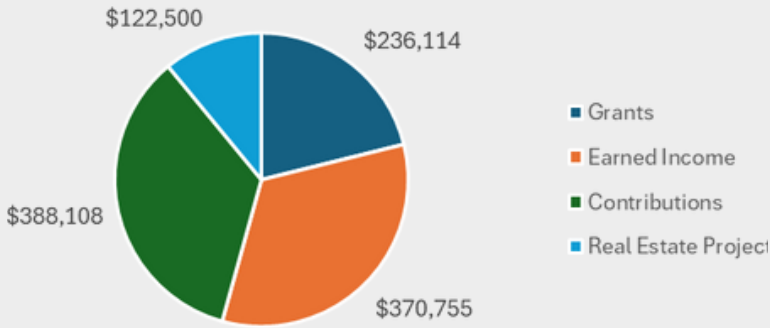
Annually, we survey property managers and residents at the housing communities we serve to gauge our impact and the extent to which they are satisfied with our services. In 2024, **66%** of residents and **88%** of property managers expressed being highly satisfied with our services. As one resident and property manager shared:

"She is the brightest star in a very dim world, and she faces many adversities just to help others and build the community one family/individual at a time." – Resident

"Our [SC] is great. She is an asset to the company, and I would not be able to do my job without the support that comes from her and all of her hard work and dedication...she truly cares about the tenants and their well-being." – Property Manager

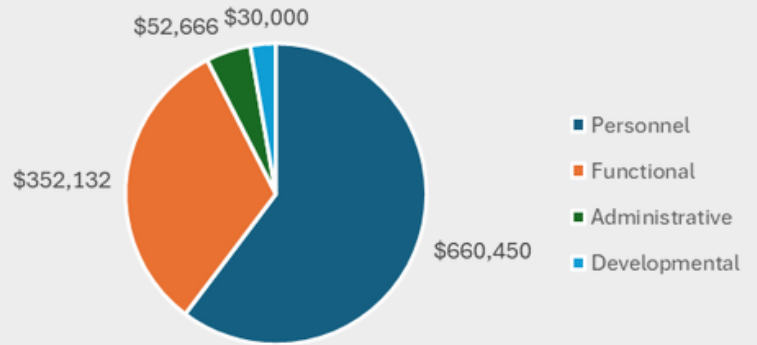
Financial Overview

Revenue



TOTAL: \$1,117,477

Expenses



TOTAL: \$1,120,577

2023-2025 Strategic Plan

This year's successes and growth have all been guided by a 3-year strategic plan that aims to catapult RRN into its next phase of growth, transitioning it from an internal department to an external, stand alone organization. Highlights of the plan include:

1. Strengthen RRN's organizational capacity	2. Enhance RRN's operational capacity	3. Diversify RRN's development and fundraising activities	4. Improve the quality, reach, and impact of RRN's services
<ul style="list-style-type: none"> 1.1 Increase the number of Board members 1.2 Fill RRN's Board officer vacancies and establish a succession plan 1.3 Establish a physical, corporate location for RRN 1.4 Improve Board member engagement 	<ul style="list-style-type: none"> 2.1 Improve RRN's ability to handle its own back shop services 2.2 Enhance RRN's ability to recruit and retain high quality staff 2.3 Create and update tools that govern staff responsibilities and behavior 	<ul style="list-style-type: none"> 3.1 Clarify RRN's current financial position 3.2 Improve RRN marketing efforts to garner new business 3.3 Solidify the pricing models for major lines of business 3.4 Create a fundraising strategy 3.5 Promote RRN's ability to seek grants and other funding in states other than Ohio 3.6 Increase the number of development deals in which RRN serves as co-developer 	<ul style="list-style-type: none"> 4.1 Increase the number of HUD Multifamily Service Coordinator (MFSC) grants RRN serves 4.2 Increase the number of properties for which RRN provides service coordination 4.3 Increase the number of community partners 4.4 Increase the number of residents who are engaged by a Service Coordinator (SC) 4.5 Solidify the structure and anticipated outcomes of RRN's major lines of business

Reflections & Looking Ahead



2024

14 SCs joined RRN's team

85% of CMs who completed the SC Satisfaction Survey (n=39) reported being highly satisfied with SC services

1,111 children received school supplies for free across 40 housing communities

184 residents avoided eviction

2025


Remote SC team growing with new sites to be served and SCs to be added

RRN to undergo branding refresh to support expanded marketing efforts


More robust technology, education, and employment support for residents

Nine new housing communities to be added

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