Enterprise

ULI Baltimore Enhanced Supportive Services

April 2024



Unmatched breadth, scale and expertise across the entire spectrum of affordable housing...



...creating a positive feedback loop that does it all under one Enterprise roof.

How did we get here?

A New Blueprint for Resident Services

Call for efficiency

Quality over quantity

Better alignment

Create stronger synergy across departments

Serve the full portfolio

Leverage our team to reach all residents

Resident Outcomes

Residents are actively engaged in community and feel socially connected

Residents have stable housing and access to programs and resources that support their economic security and mobility

Residents have available pathways to college and career opportunities.

Residents live healthy and active lives.

RESIDENT SERVICES BY THE NUMBERS

2023 Highlights

300+

COMMUNITY MEETINGS

MEETINGS HOSTED TO ELEVATE THE VOICES OF RESIDENTS IN THEIR COMMUNITY

514

VOLUNTEER ENGAGEMENT

INDIVIDUALS SERVED 7.000 VOLUNTEER HOURS IN ENTERPRISE COMMUNITIES

OUT-OF-SCHOOL TIME

COMMUNITIES OFFERED OUT-OF-SCHOOL TIME AND SUMMER ENRICHMENT PROGRAMS

\$1.82M

RENTAL ASSISTANCE

IN RENTAL ASSISTANCE PROVIDED TO ENSURE RESIDENTS WERE STABLY HOUSED

48

SECTOR-BASED WORKFORCE

RESIDENTS PARTICIPATED IN FOUR WORKFORCE DEVELOPMENT PROGRAMS, AND 56% HAVE BEEN PLACE TO-DATE

72%

OUT-OF-SCHOOL TIME

OF STUDENT PARTICIPANTS MET or EXCEEDED THEIR ACADEMIC LEARNING OUTCOME

IMPACT AREAS



Community **Building and Engagement**



Economic Security and Mobility



Education



Health and Wellness

Resident Services

PROGRAMS & STRATEGY

Driving best practices while supporting expansion

- Certified Organization for Resident **Engagement & Services (CORES)** certified since 2019
- Four Impact Areas:

Community Building & Engagement, Economic Security and Mobility, Education, and Health & Wellness

Scaling Services for greater impact



ECD Resident Services

Programs & Strategy Team



Nii Sowah Vice President, Community Impact



Amanda House Harris Senior Director, Programs & Operations



Raven Willoughby Senior Director, Programs & Performance



Jamie Farmer Senior Programs Manager, Economic Mobility & Education



Scotti Hutton Senior Programs Manager, Health & Well-Being





Gabe Taylor Manager, Volunteer Engagement

DELIVERY

Supporting the implementation of programs and initiatives across the ECD portfolio

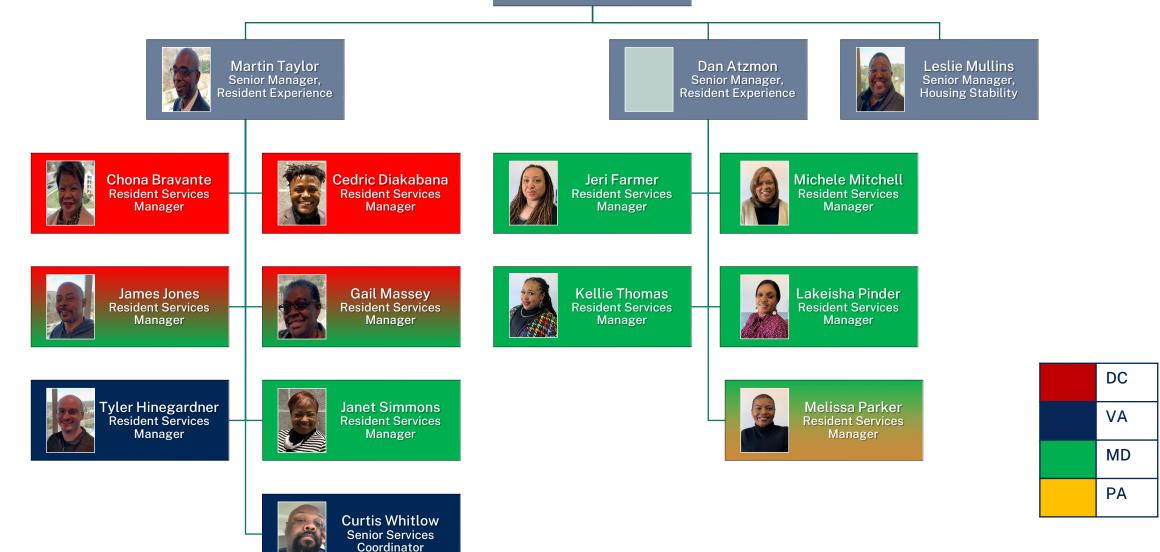
- Focused on resident experience
- Supporting key standard programming, tailored pilot efforts, and partnering with property managers to actively engage each community



ECD Resident Services

Delivery Team





Thank You

Enterprise