



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



Resident Outcomes

1

Residents are actively engaged in community and feel socially connected

2

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

3

Residents have available pathways to college and career opportunities.

4

Residents live healthy and active lives.

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

8

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 PLACED TO-DATE

72%

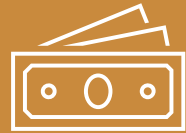
OUT-OF-SCHOOL TIME

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

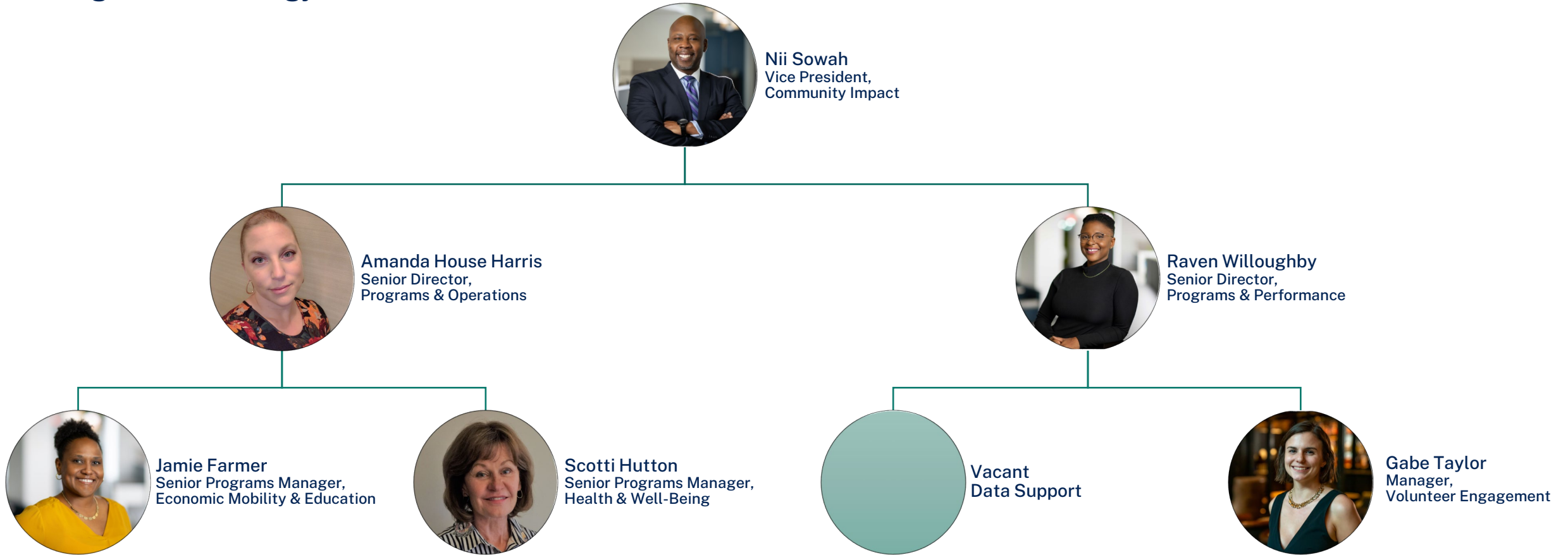
Driving best practices while supporting expansion

- 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



DELIVERY

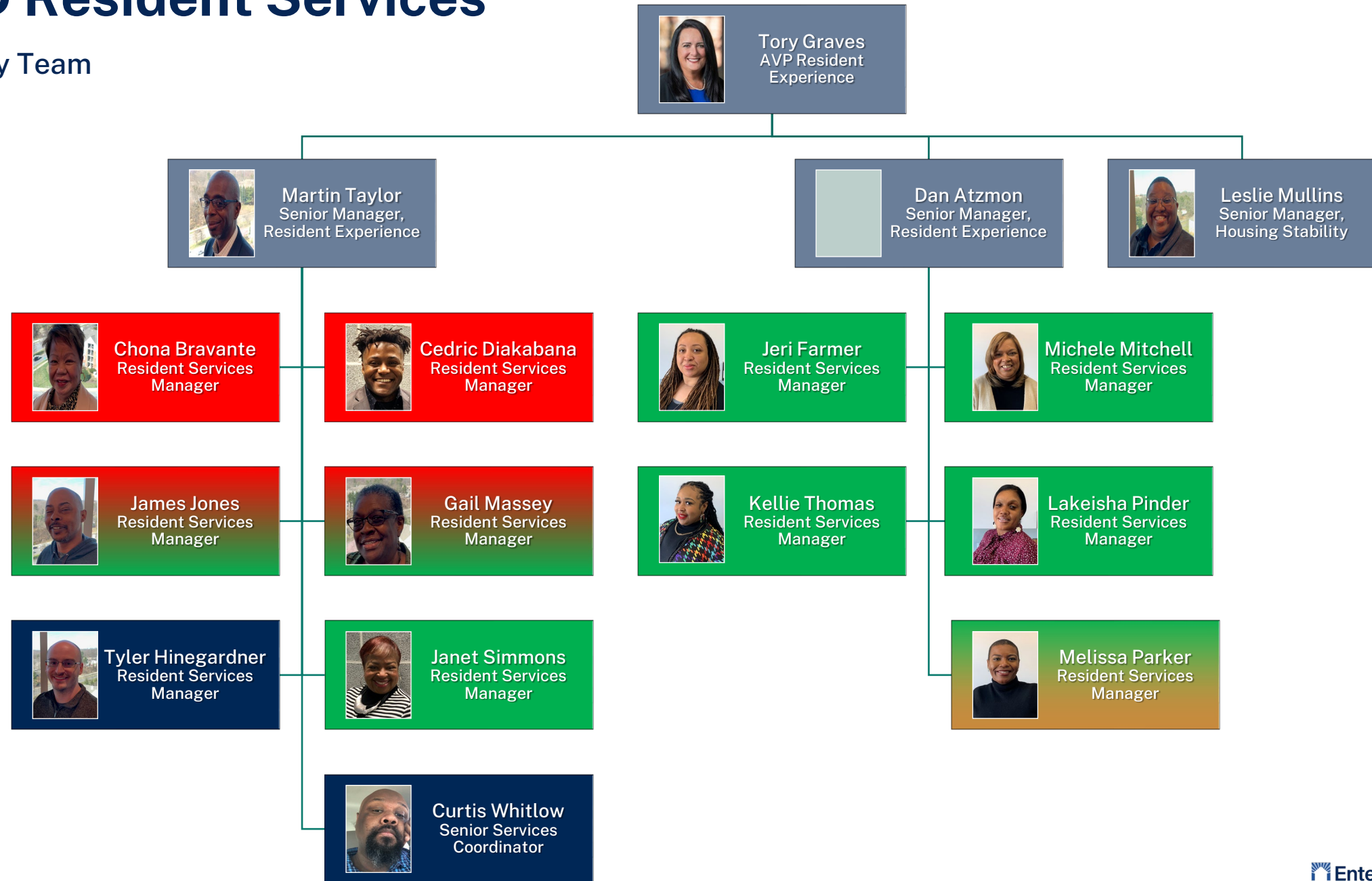
Supporting the implementation of programs and initiatives across the ECD portfolio

- 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



DC	DC
VA	VA
MD	MD
PA	PA

Thank You

