



Resident Services Annual Report - 2024

Introduction

In 2024, our Resident Services team remained dedicated to enhancing the well-being of residents across our communities. Through thoughtful planning, data-driven strategies, and meaningful partnerships, we worked to deliver programs that empower residents and strengthen communities. By gathering property-specific data, we gained deeper insights into the unique characteristics of each community, allowing us to tailor services that address real needs.

This year's report highlights key achievements, including the implementation of resident feedback initiatives, impactful financial literacy programs like Esusu, and vibrant partnerships that brought wellness, education, and enrichment opportunities directly to our residents. From celebrating long-term residents to supporting seniors and youth, these efforts reflect our ongoing commitment to fostering stability, connection, and growth across all our properties.

Communities Served

- Channel Square Apartments
- Hubbard Place Apartments
- Linden Park Apartments
- Portner Flats Apartments
- Paca House Apartments
- Fort View Apartments
- Webster Gardens Apartments

Overview and Results

Core Areas of Programming

- 1. **Youth/Adult Education:** Improve academic performance and life skills for youth and adults through out of school time programs, summer camp, and family enrichment programming.
- 2. **Employment/Job Skills:** Increase household income and the number of working families through one-on-one coaching, skills training, and referrals.
- 3. **Family Stability/Housing Stability:** Maintain family stability and successful tenancies by reducing delinquencies, evictions, and lease violations using tenant education, referrals, and supportive services.
- 4. **Healthy Living:** Create healthier and more sustainable communities by increasing access to programs, resources, and amenities designed to improve physical and mental wellbeing.
- 5. **Community Building:** Increase resident involvement in programming and decision making to promote stronger communities.

Resident Engagement	Analysis	Featured
116 recurring and one-time programs (892+ program hours) and events took place across Channel Square, Portner Flats, Hubbard Place, and Linden Park Apartments	The largest referral area was in Benefits and Entitlements (36%) .	Most utilized benefit programs: energy assistance, SNAP, Social Security
757 residents (47.9%), from the above properties, engaged in programs and events	Healthy Living programs have the highest participation rates; 43% of all participation .	Hubbard’s Senior Brown Bag program saw a 70% surge in participation! Starting 2024 with 27 seniors, it grew to 46 by year’s end, providing monthly shelf-stable items, fresh produce, and frozen protein.

New Partner Highlights and Programs

Partner Organization	Property(ies)	Description
Elevated Approach	Hubbard Place	Yoga, meditation and character building for youth
Dawne Horizons Spa and Healing Center	Hubbard Place	Spa nights providing hand and neck massages, aroma therapy and essential oils
Words, Beats & Life Inc.	Hubbard Place and Portner Flats	Provides arts education curriculum that engages youth around hip-hop arts and history and creative employment. Youth participants were introduced to interactive activities with graffiti art and digital media.
Jessie's Soul Line Dancing	Hubbard Place	Dancing has numerous health benefits including improved balance, coordination and heart health.
Baltimore Public Library	Linden Park	Mobile library services that include lending materials, helping residents sign up for library cards, leading arts and crafts events and teaching computer literacy skills. Through this partnership Linden's residents also received free Chromebooks!
East of the River's (EOTR) Regional Socialization Hub	Hubbard Place and Portner Flats	Regional Socialization Hub focuses on serving seniors in DC's wards 1, 7 and 8. Hubbard Place and Portner Flats became Satellite Sites in 2024. This means seniors can join nearby community dining sites, grocery trips, senior café's, and field trips sponsored by EOTR. EOTR holds recruitment events at Hubbard and Portner that decrease social isolation for seniors. EOTR also provides referrals and service connections for seniors.

New Program Highlight

Rent Reporting to Credit Bureaus

In 2024, Somerset partnered with Jonathan Rose companies to launch Esusu at three partner communities; Faircliff Plaza West, Hubbard Place and Portner Flats. Traditionally, paying rent didn't help increase someone's credit score. Esusu helped to change that by reporting on-time rent payments to the three major credit bureaus. Resident Services brought financial literacy resources and hosted workshops led by financial partners to enhance Esusu's program.

Esusu Impact

- **67%** residents improved their credit scores in Q4 of 2024
- **+16** pts average credit score improvement since enrollment
- Average credit score **693**, highest **818**
- **3%** of residents went from subprime (<660) to prime (>661) scores

Recurring Program Highlights

Property	Program Partner	Recurring Program	Residents Served Annually
Channel Square	DC Central Kitchen	Daily meals	114
Hubbard Place	Communities Together, Inc. (CTI)	Out of school time	19 school-aged youth
Linden Park	Baltimore City Health Department	Eating Together	72
Linden Park	CEASE	Smoking Cessation	16
Paca House	Project Waves	Computer Access and Literacy	5-10 (monthly average)
Paca House	Upstart Wellness	Mental Health therapy services and assessments	5 (monthly average)
Portner Flats	Office of the Tenant Advocate	Tenant Education Series	13

How We Get to Know our Communities

Understanding our communities is at the heart of our work, and we take a data-driven approach to ensure our programs and services align with residents' needs. Through our resident services database tool, *Family Metrics*, we track key trends and outcomes, allowing us to make informed decisions. Additionally, our survey initiatives and direct resident feedback provide valuable insights into the evolving priorities of our communities. By combining data with personal engagement, we create responsive, effective programs that foster meaningful impact.

Property Statistics - Gathering detailed property statistics is vital for understanding and celebrating the diverse communities we serve. By tracking data such as the longest-residing resident, household income ranges, and the proportion of youth at each property, we gain valuable insights that help shape our programs and services. These statistics not only highlight unique aspects of each community but also allow us to better address residents' needs, foster stronger connections, and share meaningful stories about the people who call our properties home.

Category	Property	
Resident with Longest Length of Tenancy	Webster Gardens	Sylvester Barnes moved in March '75 (50 years!)
Average length of tenancy	Hubbard Place	12 years at Hubbard! On average, residents live at our other affordable communities for almost 10 years
Property with highest average household income:	Portner Flats (LIHTC and Section 8)	\$48,720 (\$46,400 is 30% AMI for household of 4)
Property with lowest average household income:	Paca House	\$10,502 On average, this represents a 90% increase in income at first annual recertification for residents once they are stably housed at Paca
Property with highest employment rate	Fort View	76%
Community with most children under 18	Hubbard Place	103 (24%)
Property with largest percentage of seniors* (62+)	Faircliff Plaza West	Older adult residents (62+) 45 (20%)

*outside of Linden Park, which is exclusively for seniors

Resident Success Stories and Feedback

Paca House

- Mr. L completed a drug treatment program while at Paca House, achieved nine months of sobriety, obtained his CDL, and secured employment. By November, he received a Housing Choice Voucher, found housing, reunited with his family, bought a vehicle, and marked one year sober.
- Ms. F planned to enter treatment in November but was found unconscious from an overdose by Peer Support Specialist Carl Johnson. He administered Narcan twice, saving her life. She later entered TruHealing Treatment Center and, after returning to Paca House, gained employment and maintained her sobriety.
- Ms. W began working at Giant.
- Mr. B got his driver's license and gained employment as a driver.

Hubbard Place Program Testimonials

Bingo

- Bingo!! So, you can come out and have a good time with your neighbors!
- I like Bingo because it gives me the opportunity to meet new neighbors, win cool prizes, and have fun."
- It keeps me informed more and [I can] meet [with] my friends. Happy...joy together!
- Bingo needs to be extended.
- We all enjoy Bingo! It makes us happy and active for our brains.
- I like Bingo, and I never miss it. Everyone helps me play!

Jessie's Soul Line Dancing

- Please keep this going, it was great, and bring Mr.Sean back
- I love to dance, so please keep this class!
- The exercise was good.
- Ms. Toni and Ms.Jordon are the best!

Spa Night

- Please organize this again.
- Come back, please. It was fantastic.
- Thank you for this activity. We need this.
- I would like to see this program become regular at our building as far as wellness info/activity programs go. This can help many who suffer from muscle/nerve ailments as well as opening the mind to receive the many benefits.
- I found out more about my battle with Fibromyalgia than [from] my healthcare provider. The massages and essential oils helped me better than my prescribed medications. I hope this is something that we can look forward to on a weekly or biweekly basis because Ms. Dawne deals [in] like healing for the mind and body. PLEASE KEEP THIS PROGRAM!