



APAH's Resident Services

Impact Statement: 2022



We are humbled to share just some of the work that APAH's resident services team accomplished last year. The team worked tirelessly to make these highlights – and so much more – happen. None of it would be possible without the philanthropic support of our donors and sponsors. Thank you for believing in our residents and supporting our programs. The impact you made possible is immeasurable.

But the most important thing to recognize is that our work is never done. We have plans to build and grow many of these programs in 2023, plus add new opportunities for the households we serve.



Carmen Romero

Carmen Romero
President and CEO



Marquan Jackson

Marquan Jackson
Vice President of Resident Services

OUR RESIDENTS



28% OF CURRENT APAH RESIDENTS ARE CHILDREN (AGE 18 OR UNDER); **6% ARE SENIORS** (AGE 65+)



ENGLISH, SPANISH, ARABIC, MONGOLIAN, AND AMHARIC MAKE UP THE TOP FIVE MOST COMMON LANGUAGES SPOKEN AT HOME BY RESIDENTS.



41% OF APAH RESIDENTS SELF-IDENTIFY AS BLACK (AFRICAN AMERICAN); 37% AS HISPANIC OR LATINO; 25% WHITE; 11% AS BLACK (AFRICAN); 9% AS MIDDLE EASTERN OR NORTH AFRICAN; 8% AS ASIAN. 2% OR LESS OF RESIDENTS SELF-IDENTIFIED AS BLACK (AFRO-CARIBBEAN), HAWAIIAN OR PACIFIC ISLANDER, NATIVE AMERICAN OR INDIGENOUS, ASIAN AMERICAN, OR ASIAN (SOUTH ASIAN OR DESI).



11% OF APAH'S HOUSEHOLDS ARE LED BY A SINGLE PARENT.



44% OF APAH RESIDENTS LIVE ALONE. 20% OF OUR HOUSEHOLDS ARE TWO-PERSON FAMILIES AND 36% ARE FAMILIES OF THREE OR MORE.

**Residents can self-identify across multiple races and ethnicities and so our total does equal more than 100%.*



A stable home is just the first step to a productive and healthy life.

The communities that APAH serves deserve access to resources and programming to help everyone thrive. To ensure that this happens, APAH's Resident Services program organizes a variety of activities to reach multiple generations and cultures and often provides individual assistance to our residents.

What started as a single, part-time resident services coordinator in 2004 has grown into a robust program and a growing team of 15 members, each combining their unique set of skills with a passion for helping residents maintain stability and celebrate their resiliency.

Resident needs inform our program offerings and fit within five pillars: housing stability; economic mobility; health, wellness, and senior support; children, youth, and families; and community engagement.

As a nonprofit affordable housing real estate developer, APAH could easily be thought of as buildings and not much more. While APAH conducts its real estate work for the benefit of the people who call our communities home, we know we can't stop there. Our Resident Services work aims to partner with our residents and amplify their voices.

In 2022, APAH provided homes to more than 4,800 residents across 2,320 apartments at 20 communities. And our Resident Services team worked diligently to offer programming to meet the varying needs of so many unique individuals. The team hosted more than 150 events throughout the year. Between events, individual meetings, and other interactions, APAH's Resident Services team engaged with more than half of our residents.



In 2022, The Certified Organization for Resident Engagement and Services (CORES) recognized APAH's robust resident services program with its best-in-class credential.

This certification, managed by Stewards of Affordable Housing for the Future (SAHF), identifies replicable, scalable approaches to resident services offered by affordable housing organizations nationally. The CORES certification formally indicates APAH's deep commitment to our residents' wellbeing as well as our commitment to industry standards.



More than Walls and a Roof: Housing Stability

For some of APAH's households, having an apartment with a rent that is affordable to their income is all the assistance they need to be economically stable. But for many others, additional assistance is needed.

Eviction prevention has always been a hallmark of APAH's resident services program, and this year was no exception. A close relationship with our third-party leasing company means that our resident services team is notified when a household is late or unable to pay their rent, that is if they don't stop by our resident services offices first. Getting to know the residents and the conditions around their struggles – be it job or wage loss, illness, or other unexpected circumstances - helps the APAH team know how to help.

The Virginia Rent Relief and Maryland Emergency Rental Assistance programs, created during the height of COVID-19, continued to be incredible resources. And our Resident Services staff was not only able to make sure families knew about these sources of aid but also assist in submitting applications.

Partnerships with Arlington and Loudoun Counties, Arlington THRIVE, and other regional safety-net nonprofits allowed for the referrals of residents to other stop-gap resources. Outside of rental assistance, APAH's donor-funded Resident Emergency Fund provided immediate financial assistance to households to pay for essentials like utility bills, groceries, baby formula, diapers, and medicines. It also allowed APAH's resident services team to provide support for the less obvious, but still-immediate needs like buying new clothes for a quickly growing toddler, or a work uniform for a newly employed resident, or childcare costs for a parent caught between needing to work to earn their wages and, well, caring for their child.



More than **1,300 applications** were submitted for rent relief programs in 2022, which allowed APAH residents to secure nearly **\$4 million in assistance.**



TERWILLIGER PLACE AND LOUDOUN VIEW **OFFER ALL RESIDENTS FREE WI-FI TO ELIMINATE A COMMON UTILITY BILL.**



\$608,000 IN RENT AND OTHER EMERGENCY FUNDS WERE PROVIDED TO RESIDENTS THANKS TO COMMUNITY PARTNERS.



THE MOST COMMON REQUESTS IN 2022 WERE FOR **UTILITY ASSISTANCE AND CHILDREN'S CLOTHING.**

Educating Minds, Growing Enrichment: Programming for Children, Youth, and Families

Focusing on the education gap for school-aged children remained a priority for programming in 2022. APAH's partnerships with nonprofits like Rosie Riveters, Aspire! Afterschool Learning, Encore Stage & Studio, and more made learning fun for young kids and provided opportunities to experience new things.

A new afterschool learning program (ALP) was launched to support 1st through 5th grade students at four APAH properties. Held two days a week at The Springs, Queens Court, Columbia Grove, and Columbia Hills apartments, the ALP program offers homework support and partnered with organizations like Rosie Riveters and Long Branch Community Center to offer theme-based STEM and other educational activities.

Access to enrichment activities is important, too. Non-academic extracurricular activities can be beyond the reach of APAH families who cannot afford to pay fees or buy equipment to participate in sports or clubs. For so many young people, learning an instrument or playing a sport created social capital that carries them through high school, college, and even into adulthood. In 2022, APAH built upon our partnership with Arlington Presbyterian Church which offered music lessons to children and adults in 2021 and launched an extracurricular scholarship program. Nearly \$1,000 helped students enroll in gymnastics and dance classes, buy football and baseball equipment, take cooking classes, and enroll in Kumon Tutoring.

When the school year ends, summer camp and enrichment opportunities can be more difficult for APAH families to secure due to cost, hours, competitive and limited enrollment, transportation barriers, and more. So, APAH hosted its own six-week summer camp. In its inaugural year, the camp engaged 17 kids in learning and entertainment weekdays from 9am – 4pm, allowing parents and caregivers to go to work without worrying about their children. It offered adventures and new experiences from drumming lessons and art classes to field trips to a Washington Nationals game, the pool, bowling, and more.

To serve teenagers preparing to become young adults, APAH and Virginia Latino Higher Education Network partnered to launch an APAH Latino College Club. The partnership is helping to break down barriers for Latino families and provide Latino high school students access to the experience of higher education. Fifteen students are participating in the initial cohort. The seven-month program will cover topics such as financial aid, college applications, networking, resume building, as well as local college tours.



**READING ROCKS DELIVERED
A FREE BOOK TO 36 YOUNG
RESIDENTS EACH MONTH.**



**600+ STUDENTS RECEIVED
SCHOOL SUPPLIES FOR THE
2022-2023 ACADEMIC YEAR
FROM APAH'S ANNUAL READY
TO LEARN DISTRIBUTION.**



**12 YOUNG RESIDENTS
WERE CERTIFIED AS
STATE SOCCER REFEREES,
THANKS TO A PARTNERSHIP
WITH ARLINGTON SOCCER
ASSOCIATION.**

"I grew up in a very conservative family, they did not believe in girls' education.

They thought it was not necessary for girls to work because it was man's job to take care of the family, so after 6th grade I had to drop school. When I got married, my husband and I decided to take a different path and we came to America. I was so impressed by the independent working women, so I decided that I should do something as well... I saw a flyer at our building entry door saying that there was a community high school for adults, and it was a turning point for me." She connected with Jessica, one of APAH's Resident Services Managers, who helped her enroll. "I enjoyed every minute of it."

After graduating, she went to thank Jessica. "I wanted to tell her that I registered at Northern Virginia Community College to study Computer Science." Then Jessica connected her with a scholarship program. "If it was not for the scholarship, I would have had to be a part-time student and work part-time to [cover] expenses. Now with this scholarship, I can take more classes and focus on my education... I will be able to graduate early. I am a thirty-five-year-old woman, and I would not wish to delay my education and career any longer. With [APAH's] help I'll be the first woman in my family to graduate from college so thank you very much for all your help." - *Sevim Cadirci*



More than Nutrition: Health, Wellness, and Senior Support

APAH has a long record of offering programs to address the physical and mental health of residents of all ages. From hosting health-conscious physical activities to keeping food on the table to providing access to medical screenings, APAH residents have a variety of opportunities to further their wellbeing.

Food insecurity is not a new challenge. Many APAH families reported – both before and during the pandemic – that they often needed to make hard decisions between buying groceries and paying other necessary expenses (like rent, utility bills, or picking up their medicine). Our long-term partnership with Arlington Food Assistance Center (AFAC) has provided families with supplemental groceries on a weekly basis to help ensure residents didn't go hungry. In 2022, we expanded our on-site food distributions to a fourth site. Gilliam Place joined Columbia Hills, Marbella, and The Springs in receiving groceries weekly.

A new partnership with Planned Parenthood educated 20 adolescents and teenagers with uteruses about menstrual health. "Project P" was well received and addressed a vital gap in knowledge, helping to reduce the stigma around this topic. By facilitating the conversation and providing period health education from a sexual and reproductive health expert, these adolescents can build critical skills to help them make informed decisions as they continue into adulthood.

Residents aged 55 and above living at APAH's Arlington properties are invited to *Senior Socials*. At least once a quarter, these residents come together for a variety of enrichment and educational opportunities. A "paint n' sip" party and a chair yoga program were popular events in 2022. The Resident Services team also maintains close contact with residents aged at least 62 to ensure they have information on, or have enrolled in, food and assistance programs like AFAC or the Arlington County's heating and cooling assistance programs.

Programming to support new mothers was launched at the end of 2022. Twenty residents participated in the inaugural meetings of the MOM network at Queens Court to find support and community while navigating life with a baby.



In 2022, APAH opened our first senior property, Loudoun View, which also happens to be our first community in Loudoun County. Loudoun View provides 89 affordable apartments to neighbors aged 62+. Onsite resident services programming is responsive to the needs of these older adults and includes not only services expected at APAH properties like eviction prevention and access to supplemental food, but programs also have an increased focus on health, technology use and security, connection, and transportation.



SIX PROPERTIES MADE UP TEAM APAH AS **43 GIRLS TOOK ON A 5K** IN MAY WITH GIRLS ON THE RUN.



THE AMERICAN HEART ASSOCIATION DISTRIBUTED **30 BLOOD PRESSURE DEVICES** FOR APAH RESIDENTS WITH HEALTH ISSUES REQUIRING MONITORING.



KITCHEN OF PURPOSE (FORMERLY LA COCINA VA) DELIVERED **230 NUTRITIOUS MEALS EACH WEEK**, DISTRIBUTED TO HOUSEHOLDS AT SIX APAH PROPERTIES.



We Are APAH: Community Engagement

To see beyond a single apartment and to help foster relationships, friendships, and trust between residents, APAH increased our efforts to provide moments to gather.

At Loudoun View, a weekly knitting group provides an opportunity not only to socialize, but also participate in a hobby, which provides benefits to mental health.

Throughout the year, the Resident Services team planned events across the portfolio to celebrate holidays big and small. Kids at Gilliam Place made Valentine's Day cards and distributed them to their senior neighbors. A Mother's Day lunch at the Springs allowed residents to spend time and celebrate with their family and friends. St. Patrick's Day crafts and treats brought together residents. Hot Thanksgiving meals were distributed to senior residents across the portfolio.

Closing out the year and continuing an annual tradition, more than 500 residents joined APAH for our winter holiday celebration, Holiday Magic. In addition to receiving holiday gifts, kids took pictures with Santa, decorated ornaments, and enjoyed hot chocolate and sweets. This festive event brought together families from diverse backgrounds, celebrating the season of joy together.

After much planning, 2022 saw the launch of APAH's Resident Council. One Saturday a month for a few hours, council members raise issues and help integrate resident voice into APAH's decision making. A small stipend is paid to participants in recognition that their time is valuable.



"It's very special to me, the fact that the APAH staff wants a Resident Council because they want to hear from us."

– **David Gray**, Buchanan Gardens resident and member of the Resident Council



MORE THAN 60 FAMILIES ATTENDED A LUAU ON A SUNNY FRIDAY AFTERNOON, GAMES, SUMMER TREATS, FACE PAINTING, AND BALLOON ART, WERE ENJOYED BY ALL.



MORE THAN 300 YOUNG RESIDENTS FROM ACROSS APAH'S PORTFOLIO ATTENDED THREE EASTER EXTRAVAGANZA CELEBRATIONS.



A PARTNERSHIP WITH NAACP REGISTERED APAH RESIDENTS DURING ITS GET OUT THE VOTE CAMPAIGN TO FURTHER COMMUNITY ENGAGEMENT.



In Service of Those Who Served

When Terwilliger Place opened in July and the first residents moved in, APAH launched our onsite resident services program, as usual. Being a property with 50% veterans' preference, programming will need to reflect the specific needs of the 40 veterans who already call the building home.

At the grand opening, "...the peace and comfort of having my own space that I can afford" was described by Terwilliger Place resident and veteran, Robert Davis (pictured above). He's grateful to APAH and says his apartment "is incredible to come home to every day!"

Making a Difference

The DC metro region has seen rapid population growth in the last decade, but the number of available homes and apartments did not grow at the same rate. Even before COVID-19, almost a quarter of all households in the Washington metro area were severely rent burdened, paying more than 50% of their incomes on rent. There are just 35 affordable apartments for every 100 households requiring one.

The need for affordable housing is only growing. APAH will continue to work diligently to create new affordable apartments while also providing opportunity for our residents to live in dignity as valued members of our local neighborhoods.

Arlington Partnership for Affordable Housing

www.apah.org/donate

501(c)3 designated nonprofit | EIN 54-1515133