



People: New Approaches to Residents and Staff - Resident Services

Thursday, June 4th, 2020 1:00 – 2:30 EDT

AGENDA

Welcome/Overview – Samantha Brown

- **Objective of the Meeting:** Following the series of conversations we've been having about our response to the coronavirus pandemic, this session will focus on looking ahead to what we might do differently based on what we are learning from this unique crisis. HPN members will share and discuss methods to adapt or enhance service delivery, communication, and engagement with residents to create opportunities for long-term success.
- **Topics for Discussion:**
 - Engaging residents to help inform, design, and deliver services
 - Building and adapting financial coaching, asset building, and job training/placement programs
 - Collecting and responding to data on resident needs and programming impacts
 - Assisting minority populations and those disproportionately affected by the pandemic

Learnings from COVID-19 – Changes to Service Delivery and Resident Engagement

- Raisa Johnson, Director of Resident Services - National Housing Trust
- Susan Neufeld, Vice President of Evaluation and Resident Program Design - BRIDGE Housing
- Carmen Hancock, Vice President of Resident Services - Prospera Housing Community Services

Wrap up and Next Steps – Samantha Brown