



**Resetting the Path Forward: Resident Services
Monday, July 27th, 2020 - 12:00pm – 1:00pm EDT
AGENDA**

Welcome/Overview – Sam Brown

Objective:

This resident services peer exchange will focus on how HPN member organizations are 1) adapting resident services and programming due to COVID-19 restrictions and safety concerns, 2) helping prepare residents and staff for future crises, and 3) increasing efforts around diversity, racial equity, inclusion, and belonging.

Resident Needs and Digital Access

What is your organization's main areas of focus for programming and service delivery? How are you adapting to address COVID-19 challenges? What approaches are you taking to improve digital access at your properties and communicate with residents virtually?

- Anna Gywn Simpson, Eden Housing

Mental/Physical Health Support

What steps is your organization taking to support your staff and residents' mental, physical, and behavioral health needs? How are you working to foster a more equitable and inclusive environment?

- Sofia Barbato, Foundation Communities

Group Discussion: Member Efforts on Racial Equity

Looking Ahead – Topics and Areas of Focus

Next Steps

