



The Challenge

We know that stable, affordable housing helps us stay healthy and safe. But we also know that when life hits us with intense, overwhelming experiences, we are more likely to bounce back when we have support, compassionate care, and healthy ways to cope.

Unfortunately, affordable housing is often focused on compliance and managing risk. This approach can send messages to residents that they can't be trusted, and frustrate staff who have limited power to help. As a result, rental models like this can create adversity for residents, rather than reduce it.

What would it look like if affordable housing centered on **compassionate care**? How would that change the way we work with residents, manage properties, and design buildings?

About This Project

Resilient Communities is a two-year project with POAH and Design Impact. POAH residents and staff from four different cities will work together to learn how compassionate care can reduce adversity and harm and promote resilience at POAH.

Resilient Communities Fellowship

The **Resilient Communities Fellowship** is a 12-18 month leadership program for POAH residents. The Resilient Communities Fellow will work on a team with four or five POAH staff and residents. Fellows are critical members of the Resilient Communities site team who will use their experiences, knowledge, gifts, and perspective to design and test new approaches to affordable housing.

The Fellowship is for...

- POAH residents at least 18 years of age
- Compassionate connectors who know and care about the community you live in
- Changemakers who want to reimagine more compassionate housing for all
- Collaborative, dependable team players

Program Structure

Resilient Communities is a two-year project with POAH and Design Impact. POAH residents and staff from four different cities will work together to learn how compassionate care can reduce adversity and harm and promote resilience at POAH.

Leadership Training

At least once a month, teams will attend virtual workshops and meetings to check in, learn from each other, and develop skills and knowledge to be community leaders. Topics include trauma-informed care, community engagement, and human-centered design.

Community Engagement

Resilient Communities Fellows will use community conversations and creative techniques to learn from POAH residents and staff about the strengths and resources they utilize to overcome major stresses and challenges.

Experiential Learning

You'll learn from teams across the countries as you design and test new models to:

- Improve resident services, property management, and physical design;
- Increase residents' well being and satisfaction;
- Increase interest in trauma-informed approaches in the affordable housing field



Time Commitment

- **60-75 hours** (12-18 months)
- Approximately **6-7 hours** per month



Program Benefits


- Monthly stipend for training and community engagement (*Note: This will not impact your rent*)
- Stipends for meals, transportation and childcare
- Hands-on community work
- Monthly training and workshops
- Coaching and self-reflection prompts
- Networking with nonprofit and community leaders
- Recognition in project-related reports and research



Contact

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POAH Resilient Communities Timeline

	<p>SITE TEAM KICKOFF</p> <p>Build shared understanding and vision for this project. Identify individual and team commitment and strengths.</p>	<ul style="list-style-type: none"> • Session 1 Building the Team • Session 2 Rooting in Trauma-Informed Practice 	<p>March</p>
<p>PHASE</p> <p>1</p>	<p>DISCOVER</p> <p>Learn community engagement techniques and listen to staff and residents.</p>	<ul style="list-style-type: none"> • Workshop #1 Learning from the Team • Workshop #2 Community Engagement Training & Practice 	<p>April - May</p>
<p>PHASE</p> <p>2</p>	<p>MAKE SENSE</p> <p>Share what we heard through community engagement and decide what our teams should focus on changing.</p>	<ul style="list-style-type: none"> • Workshop #3 Share Learnings • Workshop #4 Determining Focus 	<p>June - September</p>
<p>PHASE</p> <p>3</p>	<p>BRAINSTORM</p> <p>Generate ideas to transform resident services, property management and physical space.</p>	<ul style="list-style-type: none"> • Workshop #5 Brainstorm • Workshop #6 Identifying Top Ideas 	<p>October - January</p>
<p>PHASE</p> <p>4</p>	<p>PROTOTYPING</p> <p>Learn ways to test ideas that are quick and inexpensive. Run those tests to understand how they could or could not work.</p>	<ul style="list-style-type: none"> • Workshop #7 & #8 Testing • Workshop #9 & #10 Pivot & Test Again 	<p>February - May</p>
<p>PHASE</p> <p>5</p>	<p>PILOT</p> <p>Prepare long term strategies for our ideas and tell our story to others.</p>	<ul style="list-style-type: none"> • Workshop #11 • Workshop #12 	<p>June - October</p>