

## 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**.

Teams will spend two years learning from each other and testing new models to:

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

## POAH Site Team Members

Each site team includes **5-6 POAH staff and residents**. Team members will use their experiences, knowledge, gifts, and perspective to guide this project and collaborate with other staff and residents.

Time Commitment:

- **60-75 hours**
- Approximately **6-7 hours** per month



### Responsibilities

- Attend regular virtual meetings and workshops
- Conduct interviews and research with POAH residents and staff
- Collaborate with other residents and staff
- Learn with and from teams from other cities



### Staff Benefits


- Additional temp or consulting services to reduce your workload
- Optional PTO or annual bonus
- 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><b>SITE TEAM KICKOFF</b></p> <p>Build shared understanding and vision for this project. Identify individual and team commitment and strengths.</p>	<ul style="list-style-type: none"> <li>• Session 1 <b>Building the Team</b></li> <li>• Session 2 <b>Rooting in Trauma-Informed Practice</b></li> </ul>	<p>March</p>
<p>PHASE</p> <p><b>1</b></p>	<p><b>DISCOVER</b></p> <p>Learn community engagement techniques and listen to staff and residents.</p>	<ul style="list-style-type: none"> <li>• Workshop #1 <b>Learning from the Team</b></li> <li>• Workshop #2 <b>Community Engagement Training &amp; Practice</b></li> </ul>	<p>April - May</p>
<p>PHASE</p> <p><b>2</b></p>	<p><b>MAKE SENSE</b></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"> <li>• Workshop #3 <b>Share Learnings</b></li> <li>• Workshop #4 <b>Determining Focus</b></li> </ul>	<p>June - September</p>
<p>PHASE</p> <p><b>3</b></p>	<p><b>BRAINSTORM</b></p> <p>Generate ideas to transform resident services, property management and physical space.</p>	<ul style="list-style-type: none"> <li>• Workshop #5 <b>Brainstorm</b></li> <li>• Workshop #6 <b>Identifying Top Ideas</b></li> </ul>	<p>October - January</p>
<p>PHASE</p> <p><b>4</b></p>	<p><b>PROTOTYPING</b></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"> <li>• Workshop #7 &amp; #8 <b>Testing</b></li> <li>• Workshop #9 &amp; #10 <b>Pivot &amp; Test Again</b></li> </ul>	<p>February - May</p>
<p>PHASE</p> <p><b>5</b></p>	<p><b>PILOT</b></p> <p>Prepare long term strategies for our ideas and tell our story to others.</p>	<ul style="list-style-type: none"> <li>• Workshop #11</li> <li>• Workshop #12</li> </ul>	<p>June - October</p>