

# Enterprise Community Development Resident Services

## Impact Report 2024

Connecting Residents to the  
Services and Opportunities  
Most Impactful to Them





## The Success and Impact of our Resident Services

For the past 25 years, Enterprise Community Developments' Resident Services has been at the heart of Enterprise's work. We deliver essential programs and services to enhance the quality of life for the residents who live in our communities. Our goal is to make home and community places of pride, power and belonging for people as well as platforms for resilience and upward mobility.

Community is at the heart of everything we do – from wellness checks and aging well programs to job training and economic security resources, and senior events to after-school programs – every Enterprise community is designed to be a place where everyone can belong and find connection. In 2025, our Resident Services programming will take a forward-thinking approach by re-imagining community planning to better align with resident needs and aspirations. With a focus on targeted program and service metrics, we will enhance collaboration with stakeholders to create more integrated, impactful, and sustainable solutions for our communities.

### Where We Work and Who We Serve

- Enterprise offers targeted resident services across its 116 communities in the Mid-Atlantic, from Richmond, VA to York, PA.
- Our extensive reach allows us to support the diverse needs of 23,000 residents effectively.

## Our Four Impact Areas

### COMMUNITY BUILDING & ENGAGEMENT

Opportunities for residents, staff, and community stakeholders to engage with each other in an authentic manner to enhance a sense of community and increase social connections.

### ECONOMIC SECURITY & MOBILITY

Programs and resources that increases a resident's ability to access viable opportunities for economic prosperity.

### EDUCATION

Opportunities for access to quality evidence informed and evidence based educational programs across all age groups to succeed academically, socially, and professionally.

### HEALTH & WELLNESS

Access to programs and resources that promote the health, physical, and mental well-being of residents from school-age to our older adults and senior.

# Our 2024 Results

## Community Building and Engagement

### Success and Impact: Resident Engagement

Throughout the year, we provide opportunities for residents, staff, and community stakeholders to engage with each other, enhancing a sense of community and increasing social connections.

#### Resident Engagement

Community Meetings Held:

**245**

AT

**83**

COMMUNITIES

**65%**

OF RESIDENT RESPONDENTS FROM THE 2024 NEEDS ASSESSMENT SAY COMMUNITY MEETINGS KEEP THEM INFORMED ABOUT THEIR COMMUNITY

#### Volunteer Engagement

Total Volunteer Hours:

**7,709**

(10% INCREASE OVER 2023)

Total Volunteers:

**711**

(38% INCREASE OVER 2023)

Total Value of Volunteer Time

**\$258K**

### Civic Participation Initiative: NATIONAL VOTER REGISTRATION DAY

We celebrated National Voter Registration Day on September 17, 2024, when we assisted more than **450 residents** and registered **112 voters**. Across our Mid-Atlantic portfolio, we held **34 tabling events**, where staff and **30 Enterprise volunteers** provided hands-on support for voter registration.

This campaign was about more than just voter registration — it was about empowering our residents, ensuring their voices are heard, and making voter participation a vital part of our collective future. We partnered with the [National Low Income Housing Coalition](#) to focus on increasing voter turnout among low-income residents and raising awareness of affordable housing as a key election issue. Through this partnership, we promoted [‘Turbovote.org’](#), a simple yet powerful platform that provides residents with access to voter registration, voter status checks, and critical nonpartisan election information.



## Economic Security and Mobility

### Success and Impact: Workforce Development Program

This program empowers individuals and families to secure better-paying jobs by combining skills training with comprehensive support services. Through partnerships with leading workforce training programs — including solar panel installation, medical assistance certification, construction skills, and employment readiness — participants are connected to opportunities via a dedicated Career Navigator who offers personalized coaching and case management.

Beyond skills development, the program provides wraparound services like transportation and technology, regional outreach, and stipends, enhancing participants' success. With support from strategic partners, including Enterprise board member Donald Layton, this initiative fosters long-term employment and upward mobility.

### Workforce Development Program

WE HAD

**46**

PARTICIPANTS  
IN WORKFORCE  
TRAINING

WE ACHIEVED A

**56%**

JOB PLACEMENT  
RATE

WITH AN AVERAGE SALARY OF

**\$40,074**

AVERAGE SALARY BEFORE TRAINING  
\$30,084 (18% EMPLOYED AT THE  
TIME OF TRAINING)

### Housing Stability Work

IN 2024, ECD COLLECTED APPROXIMATELY

**\$1.5M**

IN RENTAL ASSISTANCE, HELPING

**250**

FAMILIES REMAIN HOUSED

THE PROPERTY MANAGEMENT AND  
RESIDENT SERVICES TEAMS WORKED  
WITH THREE PARTNERS ([FREDERICK DHS](#),  
[BALTIMORE DHS](#), AND [MARYLAND FOOD  
BANK](#)) TO HOST

**32**

BENEFIT SCREENINGS, HELPING

**380**

FAMILIES REGISTERED FOR IMPORTANT  
BENEFITS LIKE SNAP AND MEDICARE  
HELPING FAMILIES TO AVOID MAKING  
DIFFICULT TRADE-OFFS.



## Education

### Success and Impact: After School Program

Our resident services program supports two types of out-of-school time programs: academic-focused and social-emotional learning programs. At Island Walk and Stony Brook, we provide academic and literacy support for 1st-12th grade students from low-income families in Fairfax County, while offering a safe, resource-rich environment for homework assistance and skill-building. At Wheeler, Essex House, Randle Hill, and Oxford Manor, we partner with Helping Other People Empowerment Group, Inc (HOPE) and [So What Else](#) (SWE) to provide homework help and activities that foster self-awareness, emotional regulation, social skills, and responsible decision-making. These programs create supportive environments that build confidence, strengthen relationships, and help students navigate challenges inside and outside of school.

### Academic Focused Programs

**% OF STUDENTS MEETING  
ACADEMIC LEARNING OUTCOMES:**

**77%**

(6.8% IMPROVEMENT OVER 2023)

**# OF STUDENTS PARTICIPATING:**

**39**

**97%**

OF PARTICIPATING STUDENTS  
(UP FROM 93% LAST YEAR)  
REPORTED IMPROVED GRADES  
IN THE 23-24 SCHOOL YEAR

**93%**

OF PARTICIPATING STUDENTS (UP  
FROM 78% LAST YEAR) SAID THE  
PROGRAM MOTIVATED THEM TO  
TRY HARDER AND IMPROVED THEIR  
GRADES IN THE 23-24 SCHOOL YEAR

### Success and Impact: Social and Emotional Learning

- Helping Other People Empowerment Group (HOPE)
  - 30 student participants
  - 91% of students reported liking the program overall.
  - 87% of students reported connecting more with friends at the program.
- So What Else (SWE)
  - 35 student participants
  - 91% of students reported liking the program overall.
  - 92% of students reported connecting more with friends at the program.

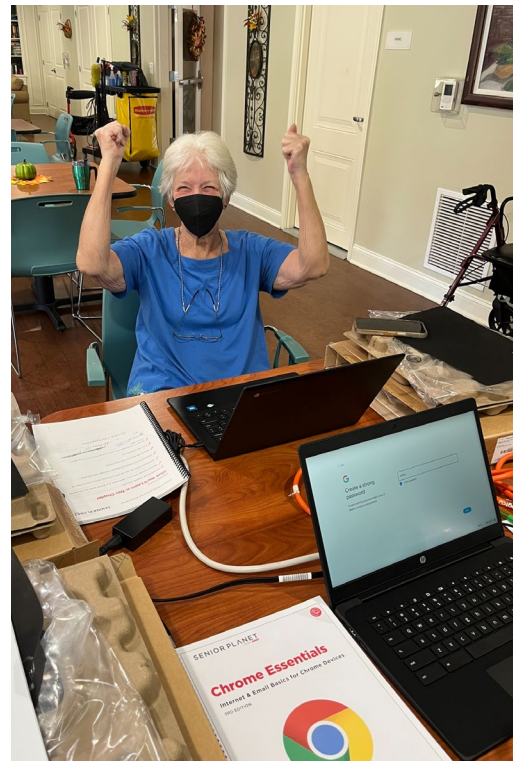
## Education (continued)

### Success and Impact: Digital Literacy and Access

In 2024, our resident services team made significant strides in increasing digital literacy and access across our communities. Through strategic partnerships and targeted initiatives, we have helped bridge the digital divide for hundreds of residents.

#### Increasing Technology Access

- Partnered with local jurisdictions, including [Howard County](#), [Baltimore County](#), and the [Pratt City Library](#), to distribute **544 Chromebooks** across six properties.
- Facilitated **Chromebook Essentials** classes in six communities, equipping residents with essential skills for email, web research, and online tools like Google Maps and health resources.



### Success and Impact: Project Waves Expansion

Resident Services has expanded its five-year partnership with [Project Waves](#), a division of the Digital Harbor Foundation, to further our commitment to digital literacy and internet access.

- Since 2022, this partnership has provided access to **\$1 million in high-speed internet**, to all residents at Ashland Commons, Hollins House, and Park Heights Place.
- Currently, **161 residents** benefit from **five years of free broadband internet**.
- In 2025, the program will expand to **four additional communities**: Ednor Apartments I, Ednor Apartments II, Metro Heights at Mondawmin, and The Allendale, bringing free broadband access and new fiber-optic networks to even more residents.

## Health and Wellness

### Success and Impact: Thome Aging Program

Our resident services team offers this program via a grant from the Enterprise Community Partners' Thome Aging Well Program funded by the Edward N. and Della L. Thome Memorial Foundation, a Bank of America trustee. This program serves older, low-income seniors in Maryland by connecting them to social services that allow them the opportunity to age with dignity at home by enhancing their health and well-being.

### We Started 2024 by Serving:

**4 Senior Properties**  
(3 in Baltimore County, 1 in Baltimore City)

**328**

RESIDENTS ENROLLED IN  
THE VISITING MEDICAL TEAM/  
WELLNESS CHECK PROGRAM.

**326**

RESIDENTS HAD GREATER  
ACCESS TO FOOD THROUGH  
PARTICIPATION IN THE PROGRAM.

### REDUCED THE NUMBER OF SENIOR RESIDENTS RELOCATING TO ASSISTED LIVING FACILITIES.

**Thome Grant Impact on Senior Residents  
Relocating to Higher Level of Care**



Note: Relocations per month are represented by residents whose move-out reason was listed as "Health" or "Moved to Higher Level of Care."

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Relocating to Higher Level of Care**



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**78%**

OF PARTICIPATING RESIDENTS  
REPORTED INCREASED SOCIAL  
COHESION AMONG NEIGHBORS

**73%**

OF PARTICIPATING RESIDENTS  
REPORTED OVERALL REDUCED  
FOOD INSECURITY

**70%**

OF PARTICIPATING RESIDENTS  
SELF-REPORTED IMPROVED  
HEALTH OUTCOMES

IN 2025 WE ARE DOUBLING # OF COMMUNITIES PARTICIPATING, GOING FROM 4 TO 8.  
WE PLAN TO LAUNCH AN AGE-FRIENDLY CARE CLINIC MODEL FOR SENIOR RESIDENTS AT THESE COMMUNITIES.

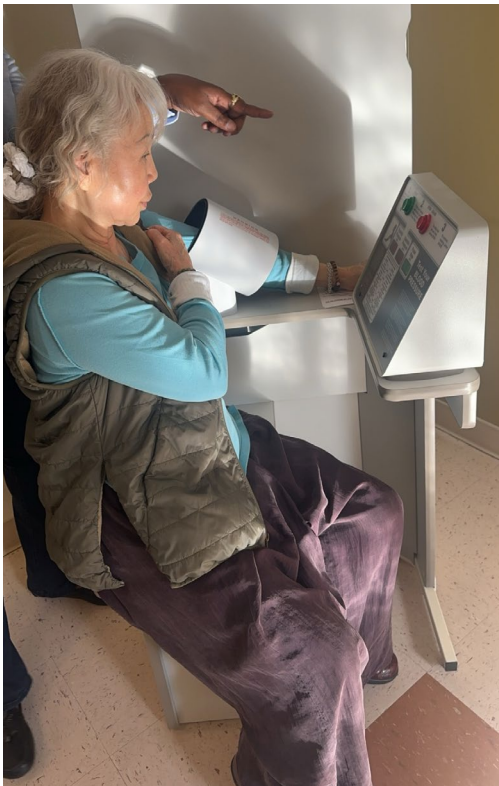


## Health and Wellness (*continued*)

### Success and Impact: Food Security

We also provide important food distribution programs that ensure access to wholesome, nutritious meals to residents of all ages.

- Total meals served to residents: 482,555
- Total estimated value of food distributed: \$3,377,884
- 68% of properties have hosted over 1,245 food distribution activities with over 51,882 interactions with residents.



### CORES Certification

Enterprise has been a Certified Organization of Resident Engagement and Services (CORES) since 2019. This national certification underscores our commitment to excellence in resident services and developing systems that meet the needs of residents. In spring 2024, the [Stewards of Affordable Housing for The Future \(SAHF\)](#) evaluated ECDs resident services staffing structure, service model, and commitment to a resident-centered approach. The result was that Enterprise's certification was extended for an additional 5-years.

Our consistent record, extensive reach, and certified excellence make us a dependable partner in enhancing community impact and belonging. We encourage you to partner with us!





## About Enterprise Community Partners

Enterprise is a national nonprofit that exists to make a good home possible for the millions of families without one. We support community development organizations on the ground, aggregate and invest capital for impact, advance housing policy at every level of government, and build and manage communities ourselves. Since 1982, we have invested \$80.9 billion and created 1 million homes across all 50 states, the District of Columbia, Puerto Rico and the U.S. Virgin Islands – all to make home and community places of pride, power and belonging. Join us at [enterprisecommunity.org](https://enterprisecommunity.org).