

2023 Family Support Program Report

March 2024



Program Overview

Addison Housing Works initiated the Family Support Program in March of 2021 thanks to generous support from local donors who provided seed funding to hire one full-time resident services coordinator. To the extent feasible with only one full-time staff, the program draws from the evidence-based Family Supportive Housing model. The Family Support Coordinator works with vulnerable residents and those at-risk of eviction to address housing stability issues like the ability to pay rent, afford other necessities like food and utilities, maintain positive relationships within the community, and access other resources like healthcare, parenting supports, and other benefits.

A small green seedling with several leaves is growing out of a crack in a dark, textured surface, possibly asphalt or concrete. The background is a light, bright sky.

Program Benefits

When families are able to secure and maintain safe, affordable, and stable housing:

- Mental and physical health improve
- Children do better in school
- The hazards of poor-quality housing (lead paint, asbestos, faulty wiring, insufficient heat, pest infestation, poor air quality and more) are eliminated
- Families have more resources to invest in other necessities like food, transportation, and education
- All residents experience a healthier living environment and increased well-being when their neighbors have support
- Communities benefit from reduced homelessness and strain on other social services

2023 Program Outcomes

104 households with 68 children participated in the program in 2023.

- Of those, 96.2% were successfully housed at the end of the year, compared with 96.7% of AHW residents who did not participate
- Approximately 2/3 were at-risk of eviction when they were referred to the program. The other 1/3 were in need of other services like connection to a food pantry or other service provider.

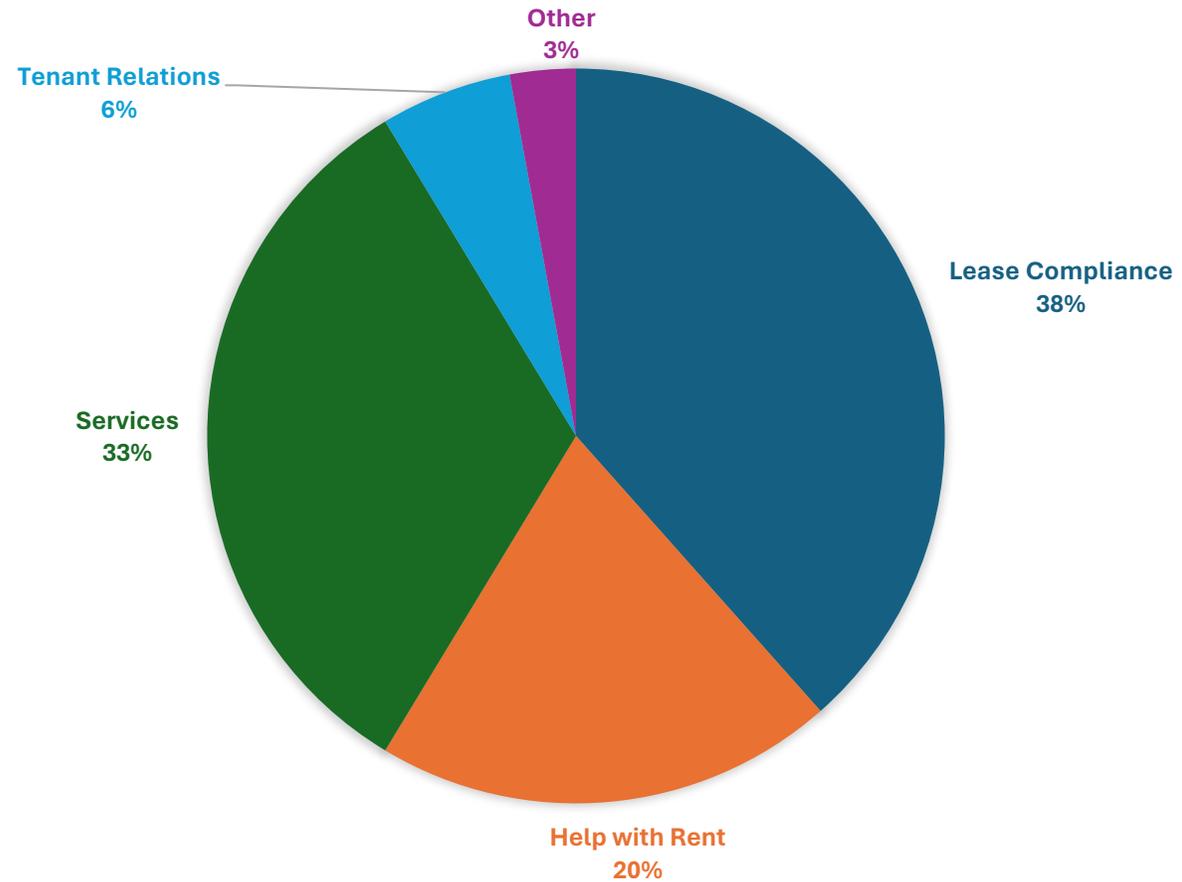
22 only required one-touch support, 25 were in the program up to six months, 11 were in the program 6-12 months, and 46 have been participating in the program for more than a year.

77% had moderate needs, 12% had high needs, and 11% had low needs.

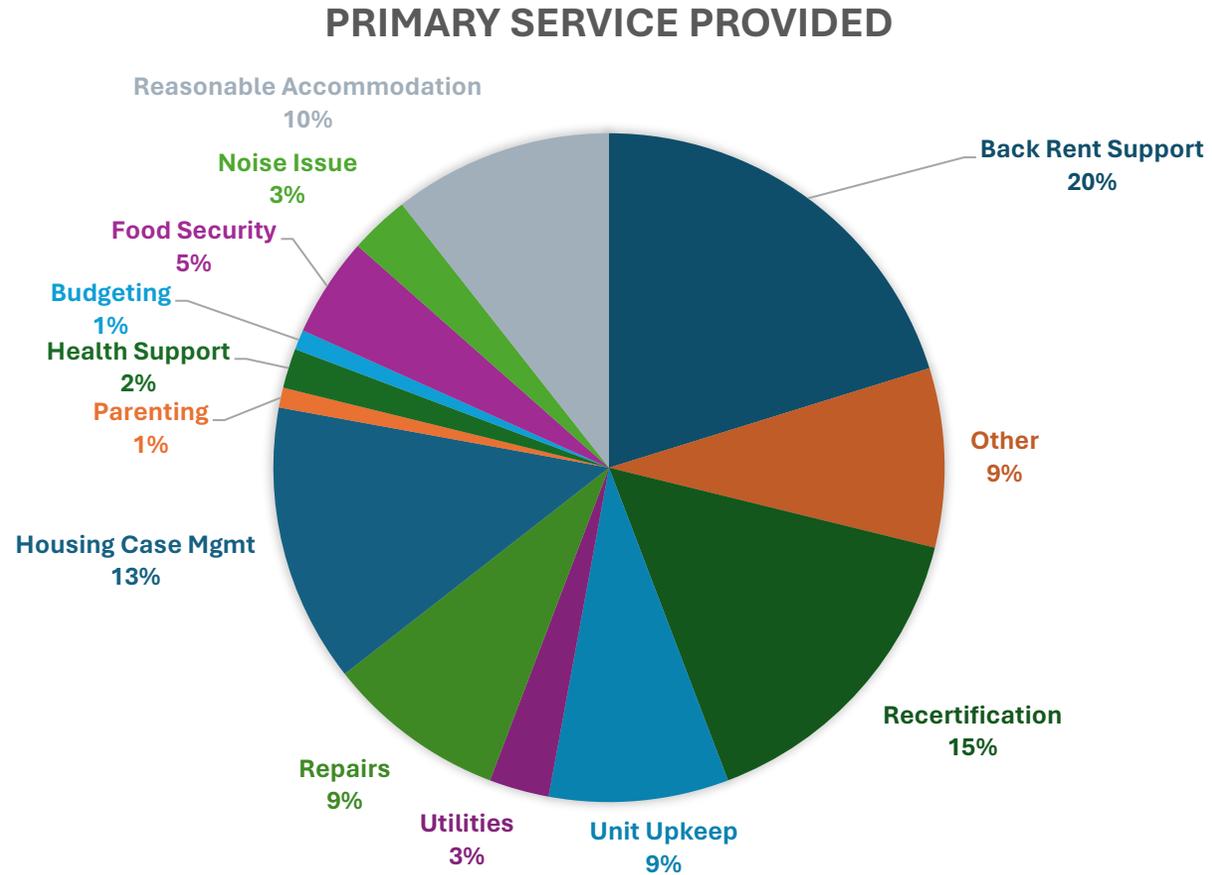
29% were residents of manufactured housing communities, and 71% were apartment residents.

96% of
participants
remained stably
housed at the
end of the year

Referral Reasons



Services Provided



Success Story: Joyce

Family Support Coordinator, Precious Chamberlin, has been busy helping families apply to receive assistance through the Manufactured Home Improvement and Repair Program (MHIR), which can help residents address health and safety issues in their homes. In 2023, Precious helped three households receive \$37,748 in repair funds.

Joyce, pictured right next to her new refrigerator, was one such resident who received the maximum award amount of \$18,000. When Joyce's old refrigerator broke, she had no way to store fresh perishable food. Joyce reached out to Precious for assistance, and together they completed both the MHIR application and a Weatherization application.

The process was labor intensive and took several months, including a site visit to assess Joyce's home. Finally, through Weatherization, Joyce received all new appliances as well as MHIR funds to upgrade her hot water heater, flooring, and electrical.





Paula's Story: A House Into a Home

Paula has worked very hard over the last three months to take charge of her housing. She worked with AHW Director of Property Management Tori Marukelli (left) and Family Support Coordinator Precious Chamberlin to access financial assistance and grow her self-confidence. With their help, Paula began making her own rent payments on time and kept her housing stable.

Because she had been afraid she would lose her apartment due to owing rent, Paula had not made her house a home. She was worried about losing all her belongings to a storage unit, which had happened to her and her daughter before. She was petrified that if she had to choose between paying her rent and paying her storage unit fees, it would happen again. The Family Support Program helped her find funding through community partners to become current on rent and pay off her storage unit. She's now able to get her dining room set out of storage and truly begin to turn her house into a home.



Looking Ahead

- Thanks to funding from the Snave Foundation and other generous donors, we will be able to expand the program in 2024:
 - Hiring another service coordinator for 20 hours per week
 - Added a leadership team member to better support and manage the program
- Thanks to funding from Evernorth, AHW is partnering with other housing organizations to implement a new data and evaluation platform, Outcomes Tracker. Now live as of January 2024, we look forward to enhanced reporting and even deeper understand of our program and its successes, as well as our residents and their needs and strengths.