

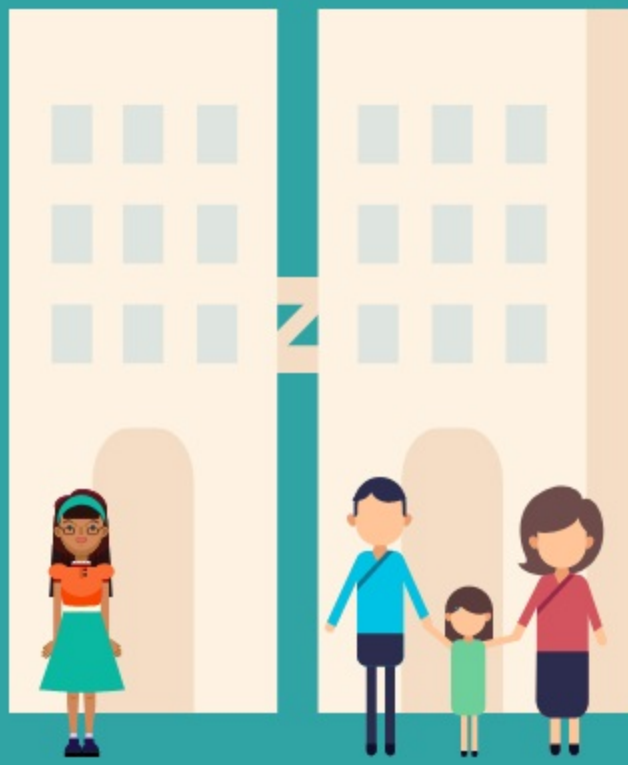
# ANNUAL SURVEY REPORT 2018

Northwest Housing Alternatives (NHA) creates opportunity through housing for seniors, families, and/or individuals with special needs. A critical contribution of housing stability is maximized through services and resources provided by the Resident Services (RS) Program. The RS Program offers a menu of services contributing to self-sufficiency with RS coordinators acting as liaisons between residents and fulfillment of resident needs, either through direct assistance or a referral to a partner in the community.

## WHO ARE THE PARTICIPANTS?

16 Family Properties

16 Senior Properties



Average Household Income of \$16,155



Veterans



Disabled



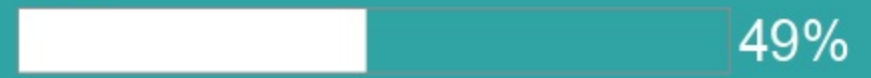
Experienced Homelessness



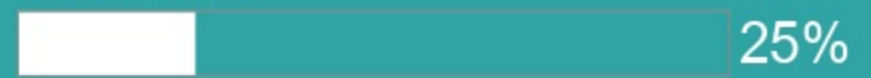
Female



62+



Nonwhite



## RESULTS

63 financial education enrollments.

\$69,190 in utility assistance.

274 lease violations responses.

1,975 food resources provided.

962 requests for medical needs.



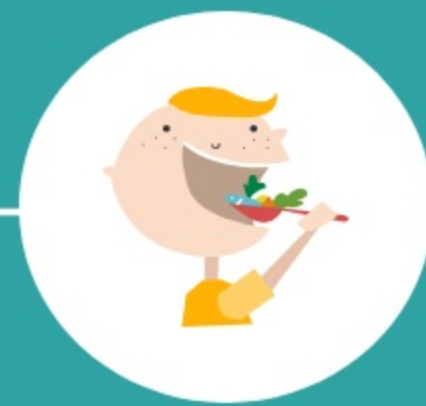
38% are able to **stretch their money further.**



65% are aware of available **resources.**



57% feel confident in **staying housed.**



41% experience **food insecurity.**



29% manage their **health better.**

## FINAL THOUGHTS

# 93%

of residents reported that they found the resident services program either 'helpful' or 'very helpful'.

Make me feel more secure in my environment. Now I know where I can go if I am looking for help to meet the needs I have.

Helped me better myself, have nice things, get my health back and appreciate life so much better.

My husbands illness and passing was made easier.

