



COMMUNITY IMPACT

Resident Services for
Multi-family and Senior
Housing Developments

CHOC Company Overview

Community Housing Opportunities Corporation (CHOC) is a housing and community development organization that promotes healthy communities and opportunities for youth, families and seniors. Since 1984, CHOC has provided housing to thousands of families, delivering needed services to low-income individuals and families. CHOC firmly believes that quality housing and supportive programs improve the economic status of residents by addressing the comprehensive needs of individuals, improving local economies and addressing the capital needs of neighborhoods. Over the years, CHOC has developed over 27 affordable apartment communities to serve, seniors, families and special needs individuals and families.

As a mid-sized non-profit, CHOC focuses on responding to local housing needs by creating beautiful, efficient, and affordable developments that serve families and individuals. As a core organizational pillar, we believe in our residents and work with them so they can thrive and achieve personal goals around health, education, and employment. Currently we provide housing for more than 1,400 residents.

CHOC is governed by a volunteer Board of Directors recruited from a diversity of professional and personal backgrounds. CHOC is a Community Housing Development Organization (CHDO) and employs diversity, equity and inclusion throughout the organization.

Our organization supports three primary program areas: housing development, property management, and community impact. By acting as owner, developer, and property manager, CHOC is deeply committed to the long-term health, maintenance, and quality of each of our properties and prioritized the health and wellness of residents in our communities.

CHOC Vision

Working to create equitable communities so that individuals and families become self-sufficient and to build strong community foundations. We believe that affordable housing and supportive programs improve the economic status of residents, transform neighborhoods, and stabilize lives.

CHOC Mission

To increase the available supply of affordable housing and to improve the quality of life of very low, low and moderate income households by: 1) developing high quality, affordable, and environmentally sensitive housing; 2) advocating and promoting affordable housing programs; 3) using all corporate resources efficiently and prudently; 4) facilitating effective communication among board, staff and residents.

CHOC Community Impact Services

The Community Impact Division, within Community Housing Opportunities Corporation (CHOC), uses an equity lens with a community approach to empower youth and families, encourage strong communities and cultivate collaborative partnerships and services to improve the quality of life for very low to moderate-income families.

CHOC's Community Impact programs are responsive to the unique needs of residents residing in affordable housing communities. CHOC Impact strives to empower residents to improve their quality of life, build better lifestyles and meet respective property residency requirements.

CHOC Services designs programs to meet every property's unique needs, based upon community findings and an official Health and Community Assessment. This assessment examines a community's respective employment, financial management/budgeting, social services, educational, community service, recreational and crisis needs. This results in on-site programs and activities that are tailored to meet broad resident interest, as well as the immediate needs of each property's residents.

Family Services

CHOC Impact's Family Services Program is responsive to the unique needs of our working families. Community connection is critical to delivering the most effective and relevant services; CHOC Service Coordinators facilitate resident meetings, support groups and invited speakers on topics such as health education, parenting, substance abuse, tax services, financial literacy, and family wellness. Monthly activities include movie nights, bingo, seasonal/cultural celebrations and potluck dinners. Volunteer opportunities are also available via after-school enrichment programs, computer labs, monthly youth/adult/family activities and special events like Family Wellness Fairs.

Youth Services

CHOC Impact's After-School Enrichment programs are conducted in a classroom-style setting, emphasizing rules, boundaries, homework and computer literacy. These programs also impart communication skills, cooperation and esteem-building through individual tutoring, crafts, games and other recreational activities. After-school enrichment programs are facilitated by Youth Coordinators and monitored by a Program Manager possessing a Masters Degree in Multicultural Education.

Senior Services

Senior Services addresses the unique needs of elder residents at our communities. Community Impact Coordinators assist senior residents across the spheres of financial counseling, taxes, food insecurity, health and wellness, transportation, employment, mental wellness, emergency planning, healthcare and more.

Additional Services

Additional resident community services and support may include on-site emergency food banks, clothes exchange programs, summer lunch programs, resume workshops, and job referral programs. Our coordinators continually work to develop and enhance critical community relationships with local service providers and community-based organizations and partners, making appropriate referrals to public and private agencies within the local service area whenever necessary.

How We Work

Each Community Impact Coordinator has established office hours, provides necessary referrals/follow-up to ensure each household maintains good community standing and they meet with residents, families and property management staff to design a plan for success. Coordinators also provide resident conflict resolution and advise residents of problems and behaviors that may put housing and/or residency at risk. The Community Impact Program celebrates the success of residents and families when they achieve their goals; our goal is to help families along a healthy continuum, from crisis and chaos to safety, stability and self-sufficiency, by working with family, youth and senior services and other supportive service agencies.

Collaboration and Partnerships

Our Division is dedicated to fostering strong partnerships within the community as an integral part of our commitment to growth and service expansion. To achieve this, we establish collaborations with local community colleges and universities, providing valuable internship opportunities for students. Additionally, we aim to engage in Federal Work Study contracts, creating avenues for students to gain practical experience and contribute to our mission. Moreover, we have a proven track record of partnering with local United Way Agencies and AmeriCorps, facilitating meaningful service opportunities. Finally, we welcome the support of volunteers who share our passion for community development, ensuring a collective effort towards achieving our goals. Through these partnerships, we aspire to enhance our reach, impact, and the overall effectiveness of our services.

Resident Services Plan

The Resident Services Program, part of the Community Impact Division, is dedicated to enriching the lives of residents through a range of tailored services and support, fostering a stronger more connected community. The Resident Services Program, with more than 20 years of dedicated service, currently serves over 1,400 units, offering support from the inception of operations at each property. The program fosters a learning environment that provides sustainable opportunities to transform lives and empower individuals to actively participate in the community. These user-driven services respond to urgent community needs and during unprecedented socio-economic conditions. The impact of these programs is longstanding and provides a needed resource and opportunity to improve the quality of life for individuals, families and seniors.

Residents Services goal is to help families along a healthy continuum, from crisis to stability and self-sufficiency, by working with on-site Resident Services Coordinators and collaborating supportive service agencies. Coordinators strive to empower residents to improve their quality of life, build better lifestyles and meet respective property residency requirements, generating housing and property stability. Coordinators employ a comprehensive, multi-generational strategy, and their services foster both well-being and self-sufficiency by utilizing a strength-based model. The program utilizes a developed annual framework for services, with quarterly strategies and empowerment domains, as follows: Financial Empowerment, Health and Wellness, Education and Employment, and Community and Connections.

The Division designates a Services Coordinator for each property, to coordinate and implement the services program. Each Resident Services Program is designed to meet that community's unique needs, based upon community findings and an official Health and Community Assessment, which examines:

- Community's employment
- Financial management/budgeting
- Homeownership counseling
- Social services, educational
- Community and civic service and recreational
- After-school enrichment and education programs

Community Impact Qualifications

CHOC Community Impact boasts a well-established track record of delivering services across the State of California for the past 24 years, since its inception in 1999. Moreover, Community Impact has demonstrated notable success by effectively managing services for 26 affordable housing properties situated in Yolo, Sacramento, Solano, and Riverside Counties. Presently, the Division oversees services for more than 1400 units and has consistently maintained a commendable status with no findings or concerns in any monitoring activities. The organization remains in good standing with all properties and adheres diligently to regulatory requirements.

The portfolio of managed projects encompasses Multi-Family Housing, Senior Housing, Single Room Occupancy and Supportive Housing.

References

Sterling Asset Management
Kevin Grani, President
Green Valley Executive Center
5030 Business Center Dr, Suite 350
Fairfield, CA 94534
P: 650.546.4414
E: kgrani@sterlingasset.com

Eugene Burger Management Company
Teresa Pegler
President, Affordable Business Line
EBMC Sacramento Regional Office
7311 Greenhaven Drive, Suite 272
Sacramento, CA 95831
P: 916.443.6637 x 277
E: teresapegler@ebmc.com



TERRI SMYTH CANILLO, VP OF COMMUNITY IMPACT

Terri Smyth oversees the Community Impact Division at CHOC, providing leadership and oversight of all strategies and services to achieve the greatest impact and outcomes for youth, families, seniors and communities. Terri has 30 years of experience in affordable housing, mental health, program development and community social work. She earned a Masters of Social Work from California State University, Sacramento, and a Bachelor of Arts in Social Work from CSUS. She is also an alumna of the Sierra Health Foundation Health Leadership Program and has served as a board member and committee chairperson for other local nonprofits. Terri joined Community Housing Opportunities Corporation in June 1999 and was integral in the design and implementation of the Services Division.



JUAN PULIDO, COMMUNITY IMPACT PROJECT COORDINATOR

Juan joined Community Housing Opportunities Corporation (CHOC) in February 2015, and currently offers oversight and management of CHOC Services Special Projects, CSUS & CSUSB Department of Social Work Field Students, and CHOC's portfolio of Special Needs Housing. Juan has experience and recognized knowledge in community outreach, policy and procedure development, and mental health services. Juan has been dedicated to serving and navigating the challenges in supportive mental health housing for nearly a decade. Juan holds a BA in Social Work and a Masters Degree in Social Work from the University of Nevada, Reno.



AMAHIRANI REYES, YOUTH SERVICES PROGRAM MANAGER

Amahirani Reyes joined CHOC in 2017, she currently offers oversight and management of CHOC Youth Services Program. Amahirani supports our youth programs through outstanding, mission driven, and integrity-centered leadership. Amahirani is a passionate individual who advocates for the needs of our low-income families and youth. Amahirani has experience in services coordination, community outreach, and program management. Amahirani holds a BA in Social Work and a MA in Multicultural Education from California State University of Sacramento.



CONTACT

Terri Smyth Canillo, MSW

Vice President Community Impact

CHOC Corporate Office

5030 Business Center Drive, Suite 260 Fairfield, CA 94534

O: 707-759-6043 | C: 916-496-0007

Email: tsmyth@chochousing.org

