



connected  
communities



# OVERVIEW

Connected Communities is a CORES certified, non-profit 501(c)3 organization dedicated to the creation and growth of community-based programs, services and public policies that support measurable outcomes and opportunities for residents of affordable and mixed-income housing communities. We work to ensure all communities we support are **STABLE, CONNECTED and EMPOWERED.**

Connected Communities works as the backbone for collective impact, collaborating with affordable housing owners, managers, resident leaders, partners and community stakeholders to provide programs, services and resources that deliver meaningful and measurable results for individuals and families. We focus on outcomes in Housing Stability, Employment, Education, Community Engagement, Health and Economic Mobility.



housing



employment



health



community  
engagement



education



economic  
mobility

# LEADERSHIP TEAM



Mai Dang  
President



Katie Baker  
Head of Operations



Sarah Perks  
Head of Quality Assurance



Edward Chien  
Director of Economic Mobility



Saraugh Fitah  
Director Workforce Initiatives



Deborah Ala  
Team Development Manager



Toviyah Williams  
Impact Analytics Manager



Jane Sullivan  
Impact Systems Lead



Lacey Finch-Bennett  
Communications & Fund Development Manager



Jennifer Lucido  
Team Lead  
Region 1  
Boston, RI



Melissa Madera  
Team Lead  
Region 2  
Greater Mass



Patience Kapodi  
Team Lead  
Region 3  
E. PA, NJ



Brianna Surdi  
Team Lead  
Region 4  
NY, CT



Saudah Ahmad  
Team Lead  
Region 5  
Mid-Atlantic



Ivy Chandler  
Team Lead  
Region 6  
W. PA, Mid-West



Vincent Salazar  
Team Lead  
Region 7  
CA, CO

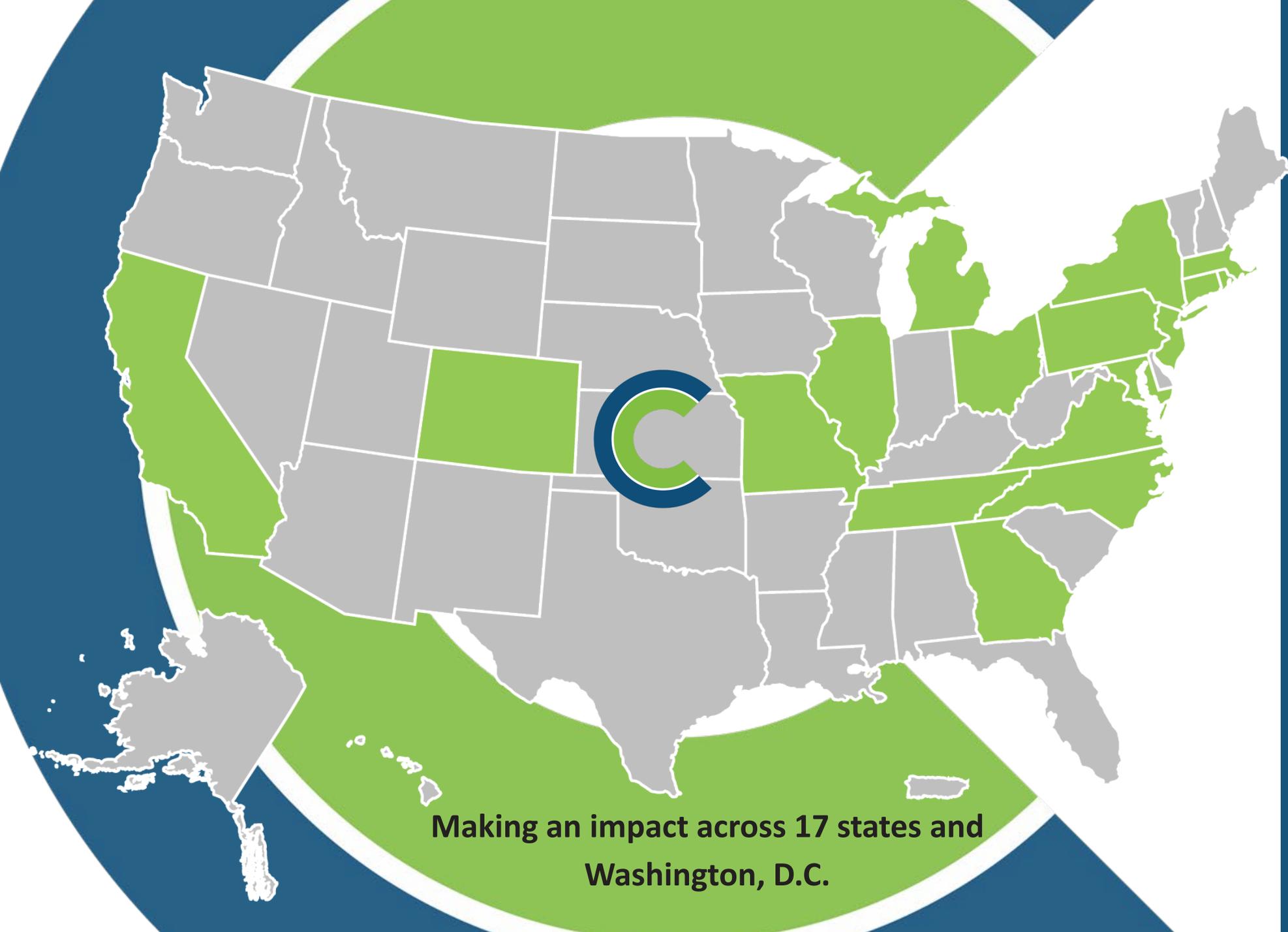


Abigail Wentlent  
Economic Mobility Manager



Ping Zhou  
Program Associate





**Making an impact across 17 states and  
Washington, D.C.**

**230+** COMMUNITIES

**30K+** FAMILIES

**100+** COMMUNITY COORDINATORS

**47K+** SERVICE ACTIVITIES

- REGION 1 BOSTON, RI
- REGION 2 GREATER MA
- REGION 3 E. PA, NJ
- REGION 4 NY, CT
- REGION 5 MID-ATLANTIC
- REGION 6 MIDWEST
- REGION 7 CA, CO



# Stable, Connected & Empowered Communities

47,709



*touch points with families*

13,821



*families engaged (survey or service)*

10,154



*families supported*

4,380



*events hosted*

# Creating Stable, Connected, & Empowered Communities



Families  
Have Safe &  
Stable Home



Families  
Have  
Healthcare &  
Can Manage  
Their  
Wellness  
Needs



Family  
Members are  
College or  
Career  
Ready <sup>6</sup>



Families  
Have a Work-  
able Adult  
Employed at  
a Living  
Wage



Communities  
Have Power,  
Influence &  
Agency



Families are  
Financially  
Secure &  
Achieve  
Their  
Financial  
Goals



**Outcomes & Indicators Are About *End Conditions* We Want For Our Families**

**Outcome:** The Desired State Of Well-Being For Individuals, Families, & The Community As A Whole.

**Indicator:** A Measure That Helps Quantify The Achievement Of An Outcome.

## Indicators by Outcome Area *(All are # & % of)*

<p>Families With Rent Stability</p> <p>Families With Utility Stability</p> <p>Families With Safe &amp; Healthy Homes</p> 	<p>Families Utilizing Primary Care</p> <p>Families With Health Insurance</p> <p>Families Who Require Assistance To Meet ADLs Are Receiving Assistance *Senior</p> 	<p>Families With A Member With High School / GED or Higher Education</p> <p>Families With Youth Enrolled In Youth Development Programs</p> 	<p>Families With A Work-Able Member Employed</p> 	<p>Families With Social Satisfaction</p> <p>Families With A Member Registered To Vote</p> 	<p>Families Who Can Meet Daily Unexpected Expenses</p> <p>Families Confident In Achieving Financial Goals</p> 
--	---	--	--	---	---



### Strategies & Performance Measures Are About *The Means* To Get To The Outcomes.

**Strategy:** A Coherent Collection Of Actions That Has A Reasoned Chance Of Improving Results. What Works To Improve These Conditions?

**Performance Measures:** These Are The Standards For The Essential Actions That Help Us Make A Meaningful & Measurable Impact By Demonstrating The Quantity & Quality Of Our Efforts.



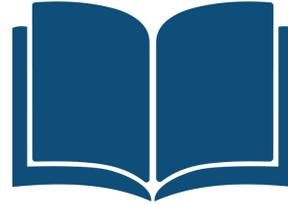
# Measurable Outcome Areas



Emergency Rental Assistance  
Housing Stability  
House Keeping  
Utility Assistance



Crisis Support  
Wellness & Nutrition  
Insurance Coverage  
**Senior Enhanced Supportive Services**



Early Childhood  
K-12 & Adult Education



Career Coaching  
Job Placement  
**Maintenance Apprenticeship Program**



Civic Engagement  
Social Engagement



Benefits Support  
Financial Coaching  
**Family Self-Sufficiency Program**  
**Rent Reporting & Credit Building**

 <b>housing</b>	 <b>health</b>	 <b>education</b>	 <b>employment</b>	 <b>community engagement</b>	 <b>economic mobility</b>
<b>Families Have Safe &amp; Stable Home</b>	<b>Families Have Healthcare &amp; Can Manage Their Wellness Needs</b>	<b>Family Members are College or Career Ready</b>	<b>Families Have a Work-able Adult Employed</b>	<b>Communities Have Power, Influence &amp; Agency</b>	<b>Families are Financially Secure &amp; Achieve Their Financial Goals</b>

<b>Rent Stability</b>	<b>Primary Care</b>	<b>GED</b>	<b>Employed</b>	<b>Engagement</b>	<b>Meet Daily Expenses</b>
Account Balance Support	Health Assessments	Adult basic education	Employment Coaching	Isolation Prevention	Cash Assistance TANF
ERAP Submission	Health Education	GED/HiSet	Job Procurement	Social Events	Financial Benefits
Online Rent Payment	Emergency Medical Services	Digital Literacy	Occupational Job Training	Welcome	Food Access
Recertification Assistance	Medical Care Support	ESL		Orientation	Food Stamps
<b>Utility Stability</b>	Mental Health	Post-Secondary Education		Census	SNAP
Phone/Internet	Nutrition Education	Scholarship		Civic Engagement	Material Goods
Utility Assistance	Substance Abuse	<b>Youth Activity</b>		Resident Meetings	SSI/SSDI
<b>Safe &amp; Healthy Homes</b>	Smoking Cessation	Academic Assistance		<b>Voter Registration</b>	Tax Rent Rebate
Conflict Resolution	Wellness Check	Afterschool Program		Voter Registration Assistance	Transportation Unemployment Assistance
Housekeeping Services	<b>Health Insurance</b>	Early Childhood Education		Voter Participation	<b>Financial Goals</b>
Housekeeping Education	Health Insurance	Childcare			Banking
Housekeeping Inspections	<b>Assistance with ADLs</b>	Summer Youth Program			Home Ownership
Pest Control	Adult Personal Assistance	Youth Employment			FSS
Reasonable Accommodation		Youth Activity			Tax Preparation
					Financial Coaching



## OUR PROCESS

4

**MEASURE  
IMPACT &  
REFINE**

3

**SERVICE/PROGRAM  
INTERVENTION**

2

**SET CLEAR COMMUNITY GOALS**

1

**ESTABLISH COMMUNITY BASELINE BY OUTCOME  
AREA**

# Economic Mobility Programs

CONNECTED COMMUNITIES

## Asset Building: FSS Program



- **668** participants have enrolled in the FSS program across 45 sites since 2019, collectively saving over **\$2.6 million**.
- **46** graduates to date — with 19 achieving homeownership or moving into market-rate housing.
- **22** participants graduating this month with goals including saving for children's education, planning for retirement, preparing for homeownership, and building emergency savings.

## Credit Building: Esusu

**12,296** residents benefit from positive rent reporting, with **3,191** becoming credit visible.





# Maintenance Apprenticeship Program



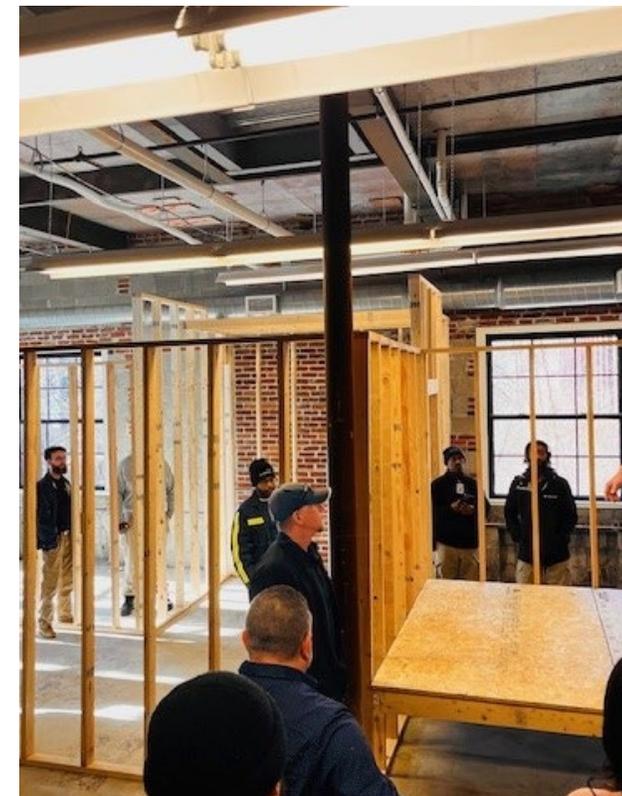
- 12 month/2000 hour on the job training program
- Paid career development program with classroom instruction and certification with The Peterson School
- On-site training for OSHA, CPR and CAMT



## Maintenance Apprenticeship Program



- 53 Maintenance Apprentice Graduates since 2020
- 79.2% overall retention (42 of 53 graduates)
- 82% remain employed with Winn after two years



# Coordinated Eviction Prevention



- Target clear \$1M arrears from 300 households

## GIVE HOPE

80% forgiveness,  
contingent on  
repayment on 20%

## REENGAGE

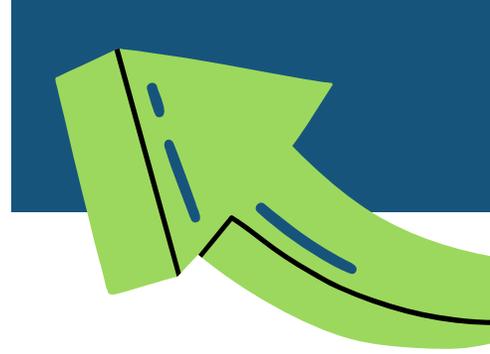
Reestablish payment habit  
Provide resources (including  
mandatory financial coaching  
plan)

## RESET

Clean slate  
New tools to prevent  
recurrence



# FAMILY SUPPORT & ECONOMIC MOBILITY



**Community  
Coordinator  
Support  
(Rental Assistance  
& Enrollment in  
FSS)**



**Financial Coaching**



**Savings**



**Career  
Development  
(\$\$\$ Cost of Living)**



**Enrollment  
Arrearage  
Forgiveness  
Program**





Making a difference today for a better tomorrow

# Our Shared Impact

**9,648: Total Households Provided Resident Services**  
**10,542: Total Residents Provided Services**  
**74,243: Services Provided**



**75%**

WITH RENT STABILITY

7,000 evictions prevented  
40,882 households received \$51.2 million in rental assistance between 2019-2024



**98%**

HAVE HEALTH INSURANCE

95% access primary care annually  
427 Households provided with health insurance support



**90%**

ABLE TO MEET EVERYDAY EXPENSES

2,662 Families supported in benefits enrollment



**81%**

WITH SOCIAL SATISFACTION

2,839 of total events social and non-social



**74%**

HAVE A WORK-ABLE ADULT EMPLOYED

286 supported in job placement



**73%**

WITH YOUTH ENROLLED IN YOUTH DEVELOPMENT PROGRAMMING

269 families referred to youth programming

Data Covers 01/01/2025- 06/30/2025



# THANK YOU




www.connectedcommunities.org

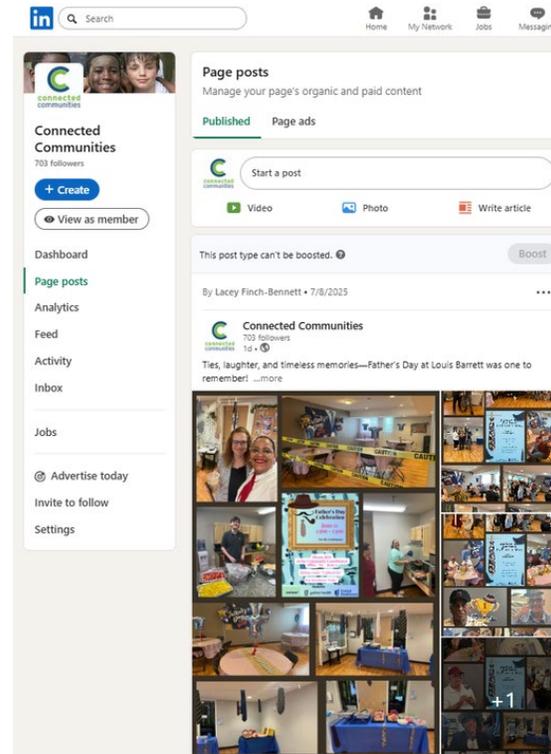
# Contact Information

## Phone & Email

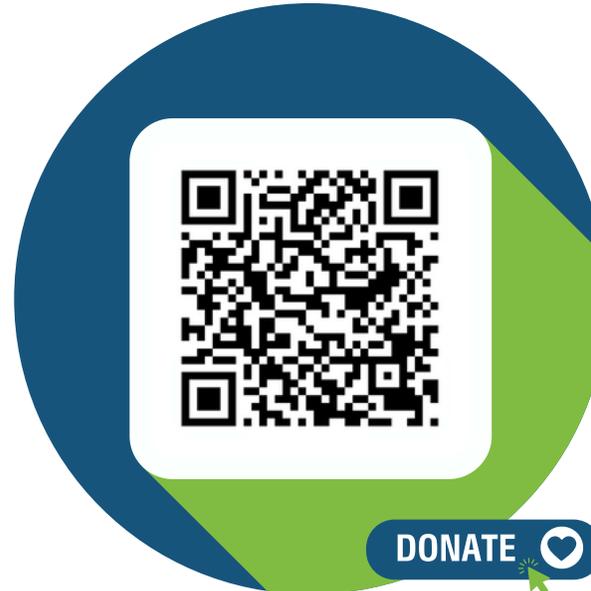
 714-249-3537

 info@connectedcommunities.org

 mdang@connectedcommunities.org  
Mai Dang  
President



Follow us



connected communities

Connected Communities Foundation

\$0.00

Choose how much you'd like to donate. If you'd like to receive an invoice prior to making your donation, please visit our contact page to reach out to us directly. <https://connectedcommunities.org/contact-us/>

connected communities

Contact information

email@example.com

(201) 555-0123

Name

Company

Optional

How did you hear about Connected Communities?

Payment method

Card

Amazon Pay

Bank

Get \$3

Save my information for faster checkout

Securely pay on Connected Communities Foundation Inc and everywhere Link is accepted.

link

Donate

By clicking Donate, you agree to the Link Terms and Privacy Policy.

Powered by stripe | Terms | Privacy | Contact