

VITAL SERVICES ENHANCE RESIDENTS LIVES



Marisol, Danny & Cheryl

Cheryl Naluai oversees our Glen Grove and Vermont Manzanita communities. She came to WHCHC in 2007 as our Office Manager. Danny watched how Cheryl communicated with residents who came to the office, how gentle and empathetic she was, and how she had a calming influence on anyone she spoke with. He knew that she would be a fantastic asset to the growing Resident Services Program.

Marisol Sanchez knew that WHCHC offered a lot of programming and development opportunities. She provided services to many residents at Laurel/Norton and The Courtyard, prior to the opening of Movietown Square last spring. Marisol was instrumental in developing the HAPI program. (See Box)

Danny Pepper just celebrated his seventh anniversary with WHCHC on March 14th. Danny began as an RSC at WHCHC and has been the director for five years. Previously, Danny was with Being Alive and worked with many clients who were living in a WHCHC community. For over 20 years, Danny has worked as an HIV/AIDS peer counselor, treatment advocate, and has developed programs benefitting the physical and mental health and well-being of men and women living with HIV/AIDS.



The Healthy Aging Program Initiative (HAPI) is a supportive program designed to specifically target adults over the age of 55, with a focus on those over 75, and/or those who may have a higher level of need. HAPI's mission is to promote and maintain resident independence and the well-being of individuals, their families, and caregivers through the delivery of quality services.

IN THIS ISSUE:

- **Cover Story:** Resident Services Enhance Lives
- **Spotlight:** Ted Zaluski, WHCHC's Controller, Retires after 30 Years of Service in Affordable Housing
- **New Vision & Mission Statement**
- **Recent Grants and Awards**
- **New Homes Coming Soon**

Currently, WHCHC's 10 Resident Services staff oversee **17 Apartment Communities** with over **800 Residents**. WHCHC also has a part-time crisis counselor on staff as well as one contract RSC for the Residents at Sierra Bonita Apartments. Danny meets weekly with each RSC to review and discuss resident needs and programming. Resident Satisfaction Surveys help guide each RSC in their programming efforts. And each building community is unique. RSC's also participate in 'Group Soup' two times a month. Group Soup was enacted for RSC's to support each other, address challenges, and to provide professional advice and solutions.

LIFE-LONG PROGRAMMING COVERS THESE SIX AREAS:

- Health & Wellness
- Community Building
- Education
- Public Safety
- Civic Engagement
- Cultural Enrichment

Why are services so important?

Cheryl: In my area some residents are limited by language barriers. English is not their primary language, they're low-income, and formerly homeless, many are still in survival mode. That is their mindset. We work to first build a sense of community and safety in the building and then look towards exposing them to programs in which they can participate. It is a challenge, their focus is still survival, and in this order: Food, Clothes, Rent. A high level of anxiety around basic necessities can take a long time to change.

Bringing in community programs like Groceryships, an edible garden, or even yoga, are things that many residents would never have the opportunity to participate in if they were not living in our buildings. People take time, everyone is different. Some are easing into the new world, some hold on tight to their old lives and you have to allow them their pace. Our relationship with Shelter Partnership is crucial as it allows residents to access quality food and clothes, household items, and cleaning supplies, which helps to lessen the financial burden on the household.



Danny: There can be misconceptions about housing organizations such as WHCHC. First, we create these beautiful properties, and then people are given homes. But that is only the beginning. Many folks have to learn things that they haven't done before: pay rent, clean their apartment, balance a checkbook, be a good neighbor. This is not just about formerly homeless people, many seniors have lost a spouse who handled most of the chores

and they have not learned the skills they need to live independently. Most of our Transition Age Youth (TAY) have only experienced foster care and have very few skills to run a household. Services support that transition to help residents thrive, not just survive.

Danny: The building becomes the community within the community. A crucial part of our mission is to support people in their homes. We connect, collaborate, and create programming with this goal uppermost in our minds.

What have residents responded to the most?

Marisol: Community Building activities help tackle the isolation challenge. Isolation is detrimental. Even an hour of activity like movie night, or a barbeque, changes someone's day for the better. The RSC's and services they offer help to tackle isolation and connect neighbors with each other in a non-formal way.



Residents at Glen Grove make care packages for US Military

Danny: However, what works well at Movietown might not work well at the Courtyard because each building has a unique mix of residents. Even the two buildings with mostly HIV residents have different programs to suit their needs. We focus our efforts on evidence-based programs and services. All of the RSC's share and collaborate for success, get referrals, and opportunities to try something new or bring in an expert.

What keeps residents from participating?

Cheryl: Sometimes residents know the RSC's role but still not always utilize us as a resource. Maybe they are just private, or they have other resources that can assist them.

What should folks know about WHCHC/RSC's?

Marisol: That we are beyond being just a housing developer, that we provide that human touch for our residents. Some of our residents have no family and we foster the one-on-one connection that people need to thrive. TAY, mental-health challenged, residents living with HIV, and the formerly homeless are often on their own. We become their connection.

Danny: *"The building becomes the community within the community. A crucial part of our mission is to support people in their homes. We connect, collaborate, and create programming with this goal uppermost in our minds."*

Cheryl: Support is key. Not just providing services but also giving emotional support. Many people come in daily with challenges, and we can't always solve them, but we do make them feel heard. Allowing them to talk through what they need helps them to find solutions and grow.

Danny: WHCHC leadership sets the tone for addressing this vital part of our mission. Everyone has personal interactions with our residents. We all believe in what we're doing and that we can add stability and vibrancy to our residents' lives.

OUR RESIDENT SERVICES TEAM PROVIDES AN ARRAY OF SERVICES, INCLUDING:

- Referrals to outside social service agencies to access services such as transportation, food, benefits, rental assistance and health care
- Promoting on-site activities for community building and social activities
- Workshops related to, but not limited to: health, educational, emotional and social support, and life skills
- Individual meetings with an RSC to help create individual service plans tailored to meet the needs of the resident

While we welcome and encourage resident participation, it is entirely voluntary and does not affect tenancy.



SPOTLIGHT: TED ZALUSKI,

WHCHC'S CONTROLLER RETIRES AFTER 30 YEARS OF SERVICE IN AFFORDABLE HOUSING

Ted Zaluski has worked as an accountant in the affordable housing industry since 1986. His list of clients includes The Corporate Fund for Housing (LINC Housing), Civic Center Barrio Housing, the Pasadena Housing Alliance, Gramercy Housing, the Southern California Association of Non-Profit Housing (SCANPH), and West Hollywood Community Housing Corporation (WHCHC).



In 2000 Ted was asked to join the staff of WHCHC as a full-time employee, responsible for finance, human resources, and information technology. Ted has administered the financial growth of WHCHC from its early beginnings with two apartment buildings to a portfolio of seventeen buildings, with six more in the development pipeline.

Before joining the affordable housing industry in 1986, Ted's career included work with the advertising and airlines industries, as well as with the Federal Bureau of Investigation.

How did you first get involved with Affordable Housing?

Ted: Like almost everything else in my life, I fell into it. I had moved to California in 1984 and my first employer put a computer on my desk and I was told "learn". So, I learned. I found that I had a real aptitude for computers. Shortly thereafter, really good accounting software was coming out that made it easier to manage the books for multiple companies, which was much less time-consuming. At that point I started doing the books for some affordable housing related clients and others.

And with WHCHC?

Ted: I was at a SCAG (Southern California Association of Governments) event where I met Paul Zimmerman, then WHCHC's Executive Director. Paul asked me if I would be interested in working for WHCHC. At that point in time I had provided the bookkeeping and accounting services for a number of housing and housing-related agencies and nonprofits and started to become the 'go-to-guy' for those in the field. I accepted the position Paul offered me.

But WHCHC kept growing and needed more of my time. We just kept adding days until it became a full-time gig in 2000.

What's different through the decades, 1986, 1996, 2006, 2016...?

Ted: Back then organizations would be funded and build buildings for low-income people. That's it. Now it is so much more. We started building for older adults, and then we built two communities in 1992 and 1998 to provide housing for people with HIV and AIDS.

Now development provides units for people with mental health challenges, working families, and people with disabilities. In the past few years we've also added transition age youth and homeless people, as shelters were no longer the solution. Baby Boomers are becoming seniors and that is a huge group that is at risk of falling through the economic cracks.

Now what?

Ted: I knew that I couldn't afford to live in the greater Los Angeles area, so I am now in Coachella Valley, which is great for retirement.

I am looking for a replacement for myself as I will complete my full-time service in June. To-date, I have handled all of the Finance, HR, and IT at WHCHC. But now as WHCHC has grown, we recently added an IT person. The HR duties are moving elsewhere in the organization, and the new Controller will specifically focus on the financial component. She or he will oversee all of the different companies in which WHCHC is a partner, 22 by last count, which includes keeping the books, commissioning audits and tax returns, preparing cash flow analyses, monitoring annual operations budgets, preparing and presenting reports to the board, it's A LOT!

WHCHC is my family. I work well with a diverse group of people and love the variety of the work here. I very much enjoy my co-workers, and the camaraderie. That I'll miss.

What should people know?

Ted: How much the people here really care about WHCHC and the people we serve. Many could be in the private sector, could be making more money, have more opportunity, but know their calling is here, doing this work. I was able to create my position and help grow this organization. The tradeoffs have been worth it. This organization also has a lot of longevity in the staff, much less turnover than in many companies.



UPCOMING PROJECTS

BLUE HIBISCUS

Slated to open this summer, WHCHC is proud to present Blue Hibiscus in West Hollywood. The 22 unit property was designed by KFA, with significant input from the neighboring community. A percentage of the units are specifically reserved for those with special needs, such as transition-age youth, people with mental illness, and those living with HIV/AIDS. Blue Hibiscus includes a roof deck community room, gym, laundry, and container community garden area, as well as an on-site resident manager and social services office. It is one block from a major transportation hub, as well as the West Hollywood Gateway Shopping Center. General Contractor: Dreyfuss Construction.

RAMPART MINT

Rampart Mint, another KFA designed project, will be 23 affordable rental apartments in the City of Los Angeles. All of the units are designated as permanent supportive housing for homeless individuals with an HIV/AIDS diagnosis who earn less than 30% of the area median income. Rampart Mint is slated to open in the fall of 2019 and will include an approximately 1,000 sq. ft. community room with a kitchenette and computer area as well as manager's and social services offices. General Contractor: Dreyfuss Construction.

WESTMORE LINDEN

Construction is just getting under way. It will have 93 units for seniors, with 15 units specifically for homeless seniors. Designed by Urban Architecture Lab, it is scheduled for completion at the end of 2019. General Contractor: United Building Company.



WE ARE GRATEFUL TO HAVE MANY INDIVIDUAL
DONORS, CORPORATE SPONSORS, AND GRANTING
FOUNDATIONS WHO SUPPORT THE VISION
AND MISSION OF WHCHC.

2017-18 GRANTS:

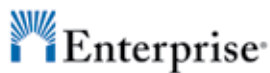
Weingart Foundation
California Community Foundation
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Wells Fargo Priority Markets Program
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2017 GALA SIX MAJOR SPONSORS:

Union Bank – Presenting Sponsor

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RECENT AWARD:

West Hollywood Chamber
of Commerce 2017 Creative
Business Award for Innovative
Sustainability





FOLLOW US ON FACEBOOK

WHCHC's Facebook page offers information about our resident programs, local and human-interest stories about folks who call one of our buildings home, and news items related to housing and to our community. We'd love for you to follow us.

WHCHC sends a monthly briefing to our growing database. It includes a few items of interest as we continue our mission. Please visit our web site to sign up.

www.WHCHC.org



PROPERTY TOURS

In an effort to garner more community understanding of WHCHC, our amazing residents, the vital supportive services, and the importance of cultural and economic diversity in communities, West Hollywood Mayor, John Heilman, along with WHCHC and city staff, have recently hosted guided tours of the WHCHC properties. Participants heard from WHCHC staff including Resident Services Coordinators and Property Managers.



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WHCHC's Board of Directors recently updated our Vision & Mission Statements.

OUR VISION:

Vibrant, healthy communities
that foster opportunity, diversity,
inclusion, and equity.

OUR MISSION:

Building homes and providing
services that move community
members from insecurity to stability.

***WHCHC does not discriminate based
on race, color, religion, disability,
familial status, national origin, sexual
orientation, or any other arbitrary basis.***

