



Operation
Pathways

AN AFFILIATE OF THE NHP FOUNDATION



Book of Stories

Letter from Ken White

Dear NHP Foundation Contributor,

Before all other forms of media and communication were invented, humans connected to one another through telling stories. Indeed it's through storytelling that we come to know one another and understand our world through someone else's senses, life experiences and cultures. Through other people's stories, we also become aware of the limitations of our own worldviews, and hopefully expand our minds with each new perspective.

Operation Pathways offers residents living in affordable housing communities opportunities to increase their quality of life. Our resident services coordinators connect our residents with programs and services to build their strengths and meet their needs. Each day, we meet our residents where they are and together we assess and determine the next steps towards their goals. Overcoming the obstacles that lie in the pathway leading to these goals are the stories found herein.

I am grateful to have read the stories presented in this booklet, and excited to share them with you. Through these wonderful accounts of perseverance, determination, and good fortune, may you all be inspired to meet your own adversities face-to-face and work toward building happier and healthier lives for yourselves, your families, and your communities. And then when you've overcome your own hardship, make sure that you tell someone *your* story.

In gratitude,

Ken White

Vice President, Resident Services

The Operation Pathways' community centers, located within our properties, provide a safe environment for residents to meet and develop relationships—building a greater sense of community. We want our neighbors and friends to see that we are committed to strengthening our communities as we focus on educational, health and wellness, and financial well-being programs. Through our impactful, innovative, and holistic services, we create opportunities for families to increase their self-sufficiency. Building on the generosity of your contributions and the commitment of our resident services coordinators, communities across the country are being restored and invigorated. Thank you for your invaluable help in making this possible.



Letter from Richard F. Burns

Dear Friends,

At The NHP Foundation (NHPF), our mission-driven belief revolves around the idea that where you live matters. While creating and preserving clean, safe affordable housing is critically important, we believe our job is only half done if we can't provide more than just a roof. We are able to achieve our mission through your contributions, and the impact of your investment is best demonstrated by the stories of those we serve. Stories are the reflections of our lives and the lives of others. Through their detailed accounts, stories challenge our emotions, force us to use our imaginations, push us to learn, and in the process, shape our perceptions.

We listen to our residents' needs and respond by implementing programs and services that are intended to enhance their lives. From creating a safe and enriching afterschool environment for our school-age residents, to helping our senior residents age well in place, to improving health and wellness for all our residents, our goal has always been to produce communities that are attractive, life-enhancing and sustainable. We continuously benchmark our program data to ensure we are delivering services and programs that are not only embraced by the residents but are also producing intended results.

For many income challenged Americans, life outcomes are limited, resources are restricted, and opportunities for improvement are low. Through your contributions, Operation Pathways is able to breakdown these barriers, improve life outcomes, supplement resources, and open doors to new and better opportunities for our residents. In essence, improve the quality of their lives.

Described by those we serve in their own words, the stories in this book are a testament to how your investments have made a difference in the lives of many.

We would like you, our supporters, to know the role you continue to play in these stories—we are proud to call you our partners and are grateful for your ongoing involvement in The NHPF “story.”

Sincerely,

Richard F. Burns

President & CEO, The NHP Foundation

Your Partnership: Effective and Highly Valued

The value of your financial support is priceless. It is as priceless as the many lives transformed by the myriad programs and services offered to the residents who call NHPF properties home. Your support has enabled an almost 30-year-old organization to flourish and its resident services program to positively affect the lives of thousands.



NHPF has realized extraordinary achievements in the preservation and creation of value-added affordable housing. Since its incorporation as a not-for-profit in 1989, NHPF has operated with both a charitable mission and businesslike financial discipline, preserving 81 multi-family properties, comprising a total of 14,259 apartment units. Building on that foundation, NHPF has earned a reputation for solid accomplishments in providing clean,

safe, affordable housing for low to moderate income families and seniors.

NHPF provides the means to grow and a place to grow, and all of the means we provide to grow are delivered under the umbrella of Operation Pathways Resident Services, a division of NHPF.

Growth is accomplished through the tireless effort of our resident services coordinators (RSCs), who direct site-based programs and services in community centers located on NHPF properties. With site-based RSCs serving as program directors and partnership managers, NHPF's Operation Pathways provides a variety of programs and services focused on health, education, and financial-literacy training, resulting in an enhanced quality of life.

Operation Pathways: An Affiliate of NHPF



Operation Pathways has received accolades from national resident services and affordable housing industries for providing innovative and high-quality programs. The comprehensive array of programs and services offered by Operation Pathways fit together, delivering impactful, innovative, and in-house solutions to many of life's sometimes overwhelming issues. Operation Pathways becomes an invaluable asset to the lives it touches. These high-quality programs and services would not exist without your contributions.

We are delighted to share with you how your investments affect thousands of lives. As you read the remarkable stories on the yellow **RESIDENT VOICES** pages, you will see how you have impacted—and, on occasion, actually saved—lives.

LAURA'S STORY: CONFIDENCE BOOST

Laura has been a resident at Forest Park in New Orleans, Louisiana for a little over two years. She had been working at Wendy's part-time but was unhappy due to the lack of hours.



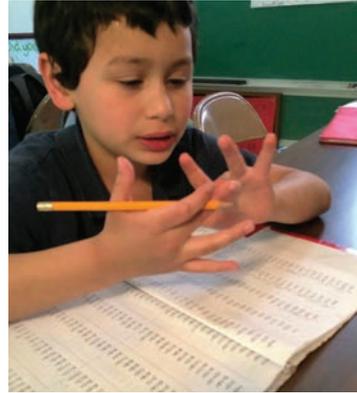
She saw the flyer for an upcoming job fair that Operation Pathways was promoting, and decided to participate to try out a mock interview and have a professional resume created. She even took home practice interview questions to do with her fiancé.

To boost her confidence, Tiffany, the resident services coordinator, helped Laura with her interview the day of the job fair. Laura was hired on the spot at the job fair for a hostess position at a new restaurant. Though she is still making \$7.25 per hour, there is room for promotion in this position. Laura gets more hours a week (thereby increasing her take-home pay) and says that she is happy with this job and enjoys the positive workplace.

Where you live matters.

Pathway to Academic Achievement

Pathway to Academic Achievement focuses on the educational needs of residents. Operation Pathways promotes academic success and lifelong learning as a means to break the cycle of poverty.



Afterschool Programs

Your financial assistance has enabled our afterschool programs to flourish. In addition to providing direct-service programming at some sites, we also partner with organizations that design and implement programs for school-age children during the hours after school. The afterschool programs include four primary components to improve in-school achievement, each producing measurable results and increasing academic success.

Tests and other academic assessments are used to measure outcomes. In 2017:

- **73%** of children enrolled in Operation Pathways' afterschool program improved their reading performance by at least one grade level
- **70%** of children enrolled in Operation Pathways' afterschool program improved their math performance by at least one grade level

These are tracked and verifiable results, demonstrating concrete outcomes in the lives of hundreds of children.

ALISSON & CAROL'S STORY: READING FOR SUCCESS

Twins Alisson and Carol are second graders at Sheffield Elementary School, where only 58% of its students met state reading standards last year. Luckily, Alisson and Carol participate in the Operation Pathways Brighten-Up afterschool program.

While they speak mostly Spanish at home, Alisson and Carol have excelled in English, thanks to the afterschool reading program. Carol improved her reading by one grade



level, reaching fifth grade comprehension, and Alisson gained two grade levels, reaching seventh grade comprehension.

While new immigrant families struggle to assimilate and simultaneously provide for their children's basic needs, NHPF and Operation Pathways cooperate to ensure

safety and stability in their affordable housing, granting them necessary skills to become successful, self-sufficient citizens. Alisson and Carol are certainly on that path.

Where you live matters.

Pathway to Academic Achievement

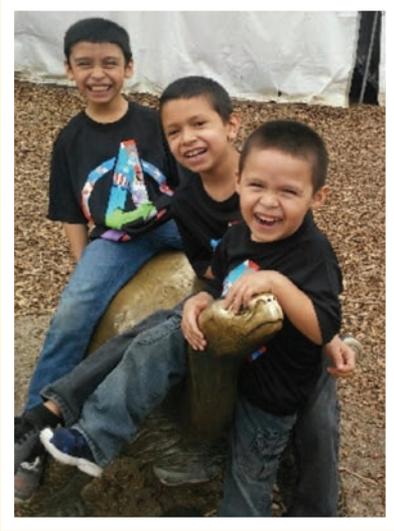


The success of Operation Pathways' afterschool programs rests on four pillars:

- **Home-School Connection:** Capitalizing on the proximity of our programs to children's homes, our out-of-school time instructors act as liaisons to increase communication between home and school, which is vital for a student's success
- **Homework Habits:** Supervising homework completion, staff teach beneficial study skills and techniques to children
- **Project-Based Learning:** A project-based learning curriculum incorporates math, reading, arts, and science and increases participants' cultural awareness and sensitivity
- **One-on-One/Small-Group Tutoring:** Specializing in hands-on educational games and activities for children struggling in math and/or reading to establish an interest in learning

PERLA'S STORY: MY THREE SONS

Perla enrolled her three sons, Andrew, Adrian, and Anderson, into the Operation Pathways Brighten-Up afterschool program. Recently, Perla contacted her resident services coordinator to



express gratitude at how well her sons were doing. Perla told the resident services coordinator that since participating in the afterschool program, her sons were doing their chores, demonstrating better manners, and even helping her around the house. Perla said that she attended a parent-teacher conference and her sons' teachers reported

that all of them demonstrated improvement in the classroom, turning in assignments on time and frequently participating in classroom discussions. Perla gives credit to NHPF and Operation Pathways for making a positive change in her family's life.

Where you live matters.

Pathway to Academic Achievement



Summer Camp Programs

In the summer, this program serves school-age children during daytime hours. All summer camps have both academic and health components. Here, children keep their minds and bodies active, decreasing and even eliminating the possibility of summer learning loss, while staying physically fit.

According to the National Summer Learning Association (NSLA), most students lose two months of mathematical skills every summer, and low income children typically lose another two to three months in reading. Elementary school students with high levels of attendance (at least five weeks) in voluntary summer learning programs experience benefits in math and reading.

From pre-test to post-test, according to the *Brigance Comprehensive Inventory of Basic Skills*, our goal is that children will show no signs of summer learning loss in math and reading. In 2017:

- **96%** of children participating in Operation Pathways' summer camps showed no signs of summer learning loss in math
- **97%** of participating children in Operation Pathways' summer camps showed no signs of summer learning loss in reading

KENICHA'S STORY: MOVING ON UP

Kenicha is a single mother living with her daughter Mahila. After Mahila was born, Kenicha went back to work full-time and she began taking classes to earn her LPN. Her long-term career goal was to become a registered nurse, and she was accepted into an RN program to begin her studies.

“Without rental assistance, I would not be able to continue my education. I would have to work three jobs just to keep a roof over our heads and food on the table. I would never get to see my daughter. Having the onsite resources and support made it possible for me to work, go to school, and take care of my daughter. My next goal is to buy a house, which I already started saving for.”

Where you live matters.

Pathway to Academic Achievement



Field Trips and Hands-on Experiences



Your generosity enables Operation Pathways to give children experiences and adventures beyond the classroom. Children enjoy and learn from participating in field trips to major science centers, county and state parks, zoos, swimming pools, large corporations, and utility centers. Children at Foxwood Manor in Levittown, PA, for example, have the opportunity to participate in a multitude of historical, social, and academic-based field trips throughout the year, including

visits to the Liberty Bell, the Academy of Natural Science, Tyler State Park, the Philadelphia History Museum, and sporting events.

JOHN'S STORY: WEDDING BELLS

John first came to the Bayview Towers Community Center in Stamford, Connecticut as a community member. He was in the process of getting married to a resident, Fabie, and moving into an apartment at Bayview Towers.

The resident services coordinator helped John write a résumé and begin a job search. He began working full-time at Costco and part-time at a nearby restaurant. John and Fabie got married in an informal ceremony, and Fabie gave birth to a baby boy.

As a result of the money he saved from both of his jobs, John paid for his drivers' permit, as well as a beautiful wedding for his wife. John is currently studying to get his driver's license, working at Home Depot, and taking an English course at Norwalk Community College.

Where you live matters.

Pathway to Healthier Living



Promoting Healthy Lifestyles

According to the Centers for Disease Control and Prevention, 7 of the 10 primary causes of death in the United States are chronic illnesses. People who suffer from chronic illnesses such as heart disease, stroke, diabetes, cancer, obesity, and arthritis experience limitations that greatly affect the quality of their lives and the lives of their families. Underlying these diseases and conditions are significant risk factors such as tobacco use, physical inactivity, and poor nutrition. Engaging in healthy behaviors greatly reduces the risk for illness and death due to chronic diseases.

Your contributions paved the way to develop a multi-faceted program devoted to healthy living. The Pathway to Healthier Living is specifically designed as a resident services program focused on the health needs of individuals from low income households, and it focuses on limiting the adverse impact of chronic diseases and maximizing opportunities for success at work and in school, thus improving the quality of life for our residents. This program includes activities and instruction aimed at promoting lifestyles leading to physical, psychological, and emotional well-being.

RANDY'S STORY: CIGARETTES TO SAVINGS

Randy is a resident of Alexander House in Hagerstown, Maryland and participated in their first smoking cessation class in October 2016. The program was brought to Alexander House by Sandy, the resident services coordinator, and was sponsored by the Washington County Health Department. Randy attended each session and completed the 8-week program successfully. He has been a non-smoker ever since.



Shortly after completing the program, Randy participated in the Operation Pathways' America Saves Week program. During America Saves Week, residents are encouraged to make pledges to open savings accounts and make

saving a habit. Randy opened a savings account with \$25 and made a pledge to save the money that he had been spending on cigarettes. Recently, at an Alexander House community council meeting, Randy informed Sandy that he has \$1,400 in his savings account and he continues to have automatic "cigarette payments" deposited from his paycheck.

Where you live matters.

Pathway to Healthier Living



N.O.W. Matters

Pathway to Healthier Living activities include aerobics, yoga, Pilates, Zumba, step training, line dancing, weight training, as well as field days and local Olympic-style competitions. Instruction includes nutrition classes, cooking workshops, and health recipe sharing.



Our New Orleans-based N.O.W. Matters program is the first health and wellness initiative using a resident services program to create healthy lifestyles for families living in affordable housing communities. Using a broad range of health behaviors, especially physical activity and nutritional choices, N.O.W.

Matters is more than a program. Resident volunteers, known as fitness captains, encourage others to participate, answering questions and teaching them how to use fitness center equipment.

Health and wellness success is often perceived as requiring extensive will power. We believe this approach can limit success. We see the key to health and wellness success as “skill power,” one of the main goals of our Operation Pathways’ health and wellness program.

LATISHA'S STORY: ADVOCACY AND AUTISM

Three years ago, Latisha had trouble raising her son Jamal, who is autistic and prone to aggressive behavior and angry outbursts. Pam, the resident services coordinator at Ships' Cove in Fall River, Massachusetts, was able to arrange a meeting with a child psychiatrist. Pam also made an appointment at the local parent advocacy center for autism, which provided further assistance for Latisha. Jamal completed a hospital stay and upon his return, despite occasional challenges, he was no longer having meltdowns.

Jamal continues to receive psychiatric services at UMass Medical in Worcester and the family is seeing wonderful results, with social and academic skills improving greatly. An in-home therapy service, Can Do Agency, has also helped the entire family learn better strategies to support Jamal.

Where you live matters.

Pathway to Healthier Living



Community Gardens

In place at a number of NHPF community centers, gardening projects combine activity with instruction, producing organic, healthy fruits and vegetables. In some locations where a community garden is not in place, we partner with local organizations, which provide our residents with healthy snacks.



At Forest Park in New Orleans, LA, they designed and built a 1,000 square-foot community global garden, funded by the Whole Kid Foundation Grant and the Tulane University Center for Public Service Fellowship. The community garden has flourished into fresh fruits, vegetables, and herbs for residents to take home and cook with, and the garden has been used for culinary activities in afterschool programs, adult wellness socials, and “family fun” garden planting events. Each Wednesday

during the afterschool program, children are able to help in the garden. Three “garden captains” maintain the garden, and residents volunteer to assist daily.

KHAMARI'S STORY: GARDEN CAPTAIN

At Forest Park in New Orleans, Louisiana, the community global garden has done much more than bring fresh produce and herbs to families. For Khamari, who is in the 4th grade, it has become a positive outlet, leadership opportunity, and it has transformed reading into a fun activity. Khamari has struggled



with reading in school and with controlling his emotions in a group setting. Over the last year, helping in the garden has become one of Khamari's favorite things to do, and his behavior has greatly improved as a result.

Due to his leadership and positive behavior, Khamari was recently awarded "Youth Garden Captain" status. Khamari practices his

reading skills by reading the back of the seed packs to make sure that the seeds are planted correctly. He also enjoys reading all of the garden signs to the younger kids so they know what each plant is. His favorite thing to do is fill up the watering cans so participants can water the garden. When asked what he wants to be when he grows up, he responded, "if I don't make it to the NBA, I would like to be a farmer so I can grow food for my family and give some away to people who are hungry."

Where you live matters.

Pathway to Healthier Living



Health Education and Screening

At some of our properties, particularly those with senior residents, mobile health services come directly to the property. Medical units such as these help residents and neighbors focus on their health and diagnose potentially serious issues. In one instance, a mobile unit helped to save the life of one woman who was screened for breast cancer and diagnosed in time for the proper life-saving measures to be taken. Blood pressure screening, flu shots, HIV/AIDS testing, and diabetes testing are just some examples of the health screenings available.



THOMAS' STORY: SEEING IS BELIEVING

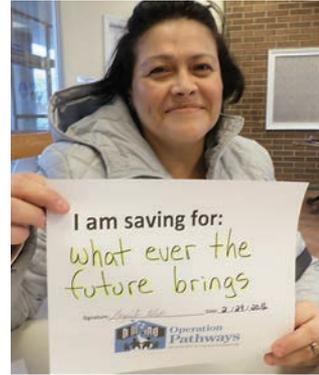
Thomas explained to his resident services coordinator that he had severe cataracts and, due to various medical and insurance obstacles, had struggled to set up a surgery to get them removed. He became frustrated and overwhelmed, temporarily giving up on finding a provider who would offer the surgery. Over the next couple months, his resident services coordinator guided and motivated Thomas to persist despite insurance setbacks and delayed appointments. Thomas' eyesight worsened progressively to the point where he was unable to make phone calls by himself, take public transportation, or clean his room.

The resident services coordinator provided Thomas with a referral to free transportation service as well as free laundry and room cleaning services through his health insurance. Thomas is finally on track to undergo his eye surgery. The resident services coordinator will continue to be an important part of his life and daily well-being after the surgery. For example, she observed and eventually discussed with Thomas his struggle with depression, which was worsened by his cataracts. Although at first resistant, he now recognizes he needs help and is open and eager to receive counseling.

Where you live matters.

Pathway to Financial Stability

Pathway to Financial Stability (PFS) educates participants in sound financial practices to increase income, decrease expenses, and build assets.



Financial Education

The financial education program seeks to enlighten residents on issues relating to their money matters, such as credit, proper insurance coverage, investments, and savings. We are a national partner with America Saves Week, a program that stresses the importance of paying oneself first. Additionally, we partner with local financial institutions to provide financial literacy instruction and expertise for our participants. Residents in this program are coached by staff and volunteers who help guide them through lessons. With this education, residents are able to build budgets and begin saving for their futures.



Workforce Development

Many Operation Pathways sites are equipped with a computer lab for community use. Technology workshops, job search help, GED support, résumé writing assistance, and interview prep are just some of the services offered by trained instructors, partnering organizations, and Operation Pathways staff.

LEONARD'S STORY: PERSISTENCE PAYS OFF

Leonard is a resident at St. Luke's Plaza in St. Louis, Missouri. He came to the Operation Pathways community center looking for help from Jean, the resident services coordinator. Leonard was struggling financially with a part-time job that paid poorly and didn't offer any health insurance benefits.



Jean worked with Leonard to design and draft a résumé and cover letter, and practice interview skills. Jean also helped Leonard find job opportunities, and soon he had submitted his résumé for several open positions. While he hoped that his job search would be a quick and easy process, it didn't turn out that way.

Leonard felt like giving up along the way, but Jean encouraged him. After six months, Leonard's hard work paid off as he was offered a full-time position as a custodian—a position that offered better pay and health insurance benefits.

"I'm really glad Jean was there to help and make it work," Leonard said.

Where you live matters.

Pathway to Financial Stability



Tax Return Assistance

Your financial support has provided tax return assistance for many residents at NHPF properties who cannot afford the needed expertise. This service is greatly appreciated by those receiving help, as it has proven to save and

return to them thousands of hard-earned dollars they would otherwise have not have access to.

Assistance sometimes comes on an individual, as-needed basis. We provide support to our residents through MyFreeTaxes.com, a program provided free of charge to persons earning less than \$64,000 a year. MyFreeTaxes is a national partnership with the national United Way and H&R Block. Since 2004, we have provided a community-based Volunteer Income Tax Assistance (VITA) program called Buck\$Back at Foxwood Manor in Levittown, PA. Each year, volunteers help hundreds of taxpayers improve their financial situation. Tax preparation volunteers receive online and classroom training to prepare a limited scope of tax returns. Beyond knowing that they have helped those in need, volunteers have benefited as well, with the opportunity to receive real-life experience and to enhance their resumes.

Since its beginning in 2004, Buck\$Back volunteers at Foxwood Manor have produced measurable results. In 2017, more than 450 tax returns were completed, generating over \$620,000 in federal refunds and over \$25,000 in state refunds.

At St. Luke's Plaza in St. Louis, MO, 113 tax returns were completed between 2015 and 2017, saving residents over \$11,000 in tax preparation fees and generating between \$400 and \$4000 per tax return in refunds.

EUDAMIN'S STORY: A BRIGHTER FUTURE

Eudamin approached her resident services coordinator when she found herself unable to pay her rent. Eudamin's boss cut her work hours down and concurrently, her cousin demanded \$60 a day to continue babysitting Eudamin's young daughter. In addition, the courts had ordered her to pay child support for the daughter of whom she had full custody. Eudamin had endured a harsh and abusive life but the resident services coordinator was determined to help construct a better future for her.

Eudamin's resident services coordinator prepared a letter for her explaining her child support issues to her employer. Eudamin's employer worked with her, as did the Fall River Housing and Department of Transitional Assistance, each of which made accommodations for her, which helped Eudamin and her daughter. Eudamin has started going to school to be a certified nursing assistant, is receiving legal assistance for her child support matter, and has begun seeing a mental health counselor. Eudamin states that she and her daughter are the happiest they've ever been.

Where you live matters.

Pathway to Financial Stability



Summer Internship Program

Your investment has a direct, positive impact on the lives of teenagers age 16–19, living on NHPF properties. Through our Pathway to Work Summer Internship Program, teens are filling their career toolbox with an array of skills that enable them to succeed. The program is designed to provide a meaningful work experience, coupled with coursework in job readiness, career exploration, and financial literacy.

In the Pathway to Work Summer Internship Program, interns are employed by the property management companies contracted at the properties where they work, and report directly to the resident services coordinators assigned to the same. The interns also report to the maintenance supervisors or property managers who assign their daily work responsibilities. The interns work 20 hours per week in the maintenance department or management office and four hours per week in resident services.

SHALIMAR'S STORY: CAREER BUILDER

Recently, Pam, the resident services coordinator, saw Shalimar in the lobby of the building. Shalimar was a summer intern from 2015, and Pam hadn't seen her in several months. Shalimar

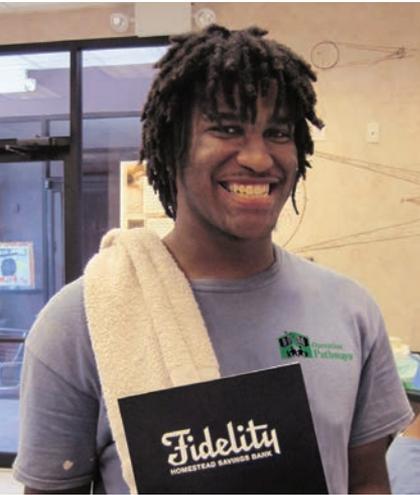


reported that she had been very busy working her full-time job, while attending college. She's currently in a certificate program to become an interpreter, and plans to continue her education towards a bachelor's degree in business management.

Shalimar thanked Pam for introducing her to Operation Pathways and helping her manage her income, especially teaching her the importance of prioritizing her expenses. She is working hard every day, continuing her education, managing her expenses, modeling good fiscal behaviors to her family, mentoring her sister, and working towards her goals.

Where you live matters.

Pathway to Financial Stability



Summer Internship Program

The interns' coursework enables them to fulfill the program's two primary goals: preparing them for the world of work and teaching financial responsibility. In 2017, 93% of teen internship participants opened their first bank account, and 93% of those who completed the program met their savings goals. Operation Pathways lays a solid foundation in the lives of teens who participate in the program. With that groundwork, teenagers become responsible and contributing members of society and, in turn, mentor others along the way.

MARIE'S STORY: BUILDING A DREAM

Marie was a kindergarten teacher in Haiti before coming to the United States. Marie had lost her job and was having trouble with rent, but Kim, her resident services coordinator, provided support and guidance, assisting her with creating her first résumé and applying for jobs online. Marie is now a certified CNA with the state of Connecticut and has applied for four jobs online. She was offered two and accepted both.

“When I came to America, I was alone. After my last job I was made to believe that I would not go anywhere because I couldn't speak English . . . I still did not feel I belonged. When I came to Bayview . . . others from Haiti [were] all I would talk to because I was afraid to speak English. I met Ms. Kim (the resident services coordinator) and things started to get better. I worked up the courage to go to school; I attend the English happy hour so that I can talk to other people who struggle with English. I am not alone anymore and I am blessed for the help.”

Where you live matters.

Pathway to Aging in Place



Pathway to Aging in Place engages residents in NHPF's senior communities by providing programs and services that give senior residents the tools they need to ensure economic security, prevent illness, improve health, understand their legal rights, and live in a safe environment while also providing the education and technology skills to improve overall life satisfaction. Issues addressed through this pathway include, but are not limited to: identifying theft prevention, staying active while aging, will/trust/estate planning, lifelong learning, and fall prevention.

Seniors are engaged through one-on-one, small-group, and large-group activities and events that also encourage socialization. Some of the social events that we offer include happy hour, book club, knitting classes, bingo, social luncheons, movie nights, holiday parties, and fitness classes, among others.

Identity Protection Program

The elderly can be tempting targets for financial fraud and are often taken advantage of. According to the National Center on Elder Abuse, financial exploitation is the fastest growing form of elder abuse and low social support has been found to significantly increase the risk of virtually all forms of mistreatment.

Our senior properties are specifically focused on efforts to enhance social support of their residents, increase awareness and education, and prevent elder abuse. At Bolton North in Baltimore, MD, Senior Legal Services and the Maryland Attorney General's office have both provided identity protection education and services to residents. When situations arise, the resident services coordinators play a key role in recognizing scams, advocating on behalf of residents, and connecting them to the services they need to resolve the issue.

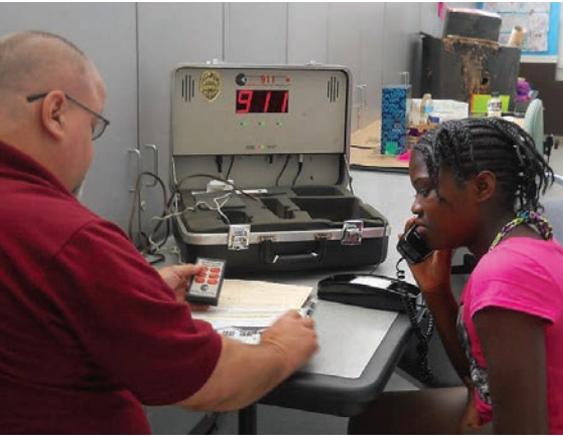
GERTRUDE'S STORY: AGING GRACEFULLY

Gertrude, a resident in one of our senior properties, told Linnea, the resident services coordinator at Mark Twain in Chicago, that she needed help getting her identification back, as she had lost her wallet. Linnea helped Gertrude understand what documentation she needed to bring to the DMV and advocated on her behalf when her bank failed to provide her with the proper document. Unfortunately, when Gertrude went to the DMV, all documentation in hand, she was still rejected since she had lost her green card as well and was not able to prove residency. Gertrude felt like giving up but, thankfully, Linnea referred her to legal aid, who helped her fill out an application for a duplicate green card, and apply for financial assistance for the application fee.

As she aged, Gertrude had a difficult time keeping track of paperwork and traveling to appointments by herself. Linnea identified a service to assist Gertrude with transportation. Gertrude told resident services that a huge weight had been lifted off of her, as she no longer had to face problems all alone and was grateful for the assistance.

Where you live matters.

In the Community



National Night Out Against Crime

One of Operation Pathways' partners is the nation's premiere crime prevention network, National Association of Town Watch (NATW). This is a not-for-profit organization dedicated to the development and promotion of various crime prevention programs, including neighborhood watch groups, law enforcement agencies, state and regional crime prevention associations, businesses and civic groups, and individuals devoted to safer communities. Pathways, along with NATW, works with law enforcement officials and civilian leaders to keep crime watch volunteers informed, interested, involved, and motivated.

Through National Night Out Against Crime, Operation Pathways helps to promote involvement in crime prevention activities, police-community partnerships, and neighborhood camaraderie, and sends a message to criminals that neighborhoods are organized and fighting back. In 2017, nine properties hosted National Night Out events with a total of 862 participants.

SARGE'S STORY: BACK ON TRACK

Sarge first came to his resident services coordinator to better understand his rent payments. The resident services coordinator advised him to set up a meeting with the property manager to learn about the process and set up a payment plan. Based on this recommendation, Sarge eventually set up this meeting and acquired a payment plan.

The resident services coordinator also determined that Sarge was struggling with his rent because he suffered from mental health issues after serving in the military. His resident services coordinator informed him that he was eligible for rental assistance. Sarge at first resisted this proposal, but through continued contact and conversation, resident services successfully convinced him to make the call. Sarge was able to receive \$600 in rental assistance from the Veteran Assistance Commission and is currently on track to pay back the rent he owed.

Where you live matters.

In the Community



Community Centers

NHPF Community Centers are the heartbeat of our housing communities. They are places where neighbors gather, occasions are celebrated, individuals showcase their talents, meals are shared, and memories are made. Resident services coordinators are our ambassadors, representing Operation Pathways in the community and providing one-on-one guidance to help residents identify resources to overcome the challenges they face.



JOY'S STORY: HOMEWARD BOUND

For several years, Joy and her children bounced among the houses of family members without a permanent home. Eventually, Joy qualified for a rent subsidy on a LIHTC unit. This gave her a permanent address, which made a significant, positive difference in her job search. Joy accepted a position in New York City working in a human resources department and working towards her goal of buying her own home.

“When I was able to afford to live on my own and provide for my own children, it gave me the motivation to push forward. I’m on a learning ladder and I am not where I want to be yet, but I will get there. Without the help of rental assistance and our onsite resident services coordinator, I believe I would still be jumping from home to home and job to job. I have a steady job now and . . . a place to call home.”

Where you live matters.

Thank You



Your generosity enables Operation Pathways' light to shine beyond the walls of our residences and onto the streets that surround us, improving lives and communities. **We thank you, and our residents thank you.**

Financial Partners

Over the past decade, weaving in and out of the data, the metrics and the measurable outcomes, a treasure of stories surface that you made possible. We are grateful to our investors and thank them for contributing to years of success.

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Mission

Operation Pathways provides and coordinates place-based programs and services for residents in affordable housing communities to increase quality of life.

Vision

Vibrant housing communities where residents are engaged, empowered, and supported to live to their fullest potential.





OPERATION PATHWAYS: AN AFFILIATE OF THE NHP FOUNDATION

NEW YORK HEADQUARTERS 122 EAST 42ND STREET
SUITE 4900, NEW YORK, NY 10168 • 646.336.4940

WASHINGTON, DC 1090 VERMONT AVENUE, NW, SUITE 400
WASHINGTON, DC 20005 • 202.789.5300

CHICAGO 150 N. MICHIGAN AVENUE, SUITE 2800
CHICAGO, IL 60601 • 312.216.5103

nhpfoundation.org



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