

# Trauma-Informed Housing

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Preservation of  
Affordable Housing

Trauma-Informed Housing

POAH is a national nonprofit organization whose mission is to preserve, create and sustain affordable, healthy homes that support **economic security**, **racial equity** and **access to opportunity for all**.



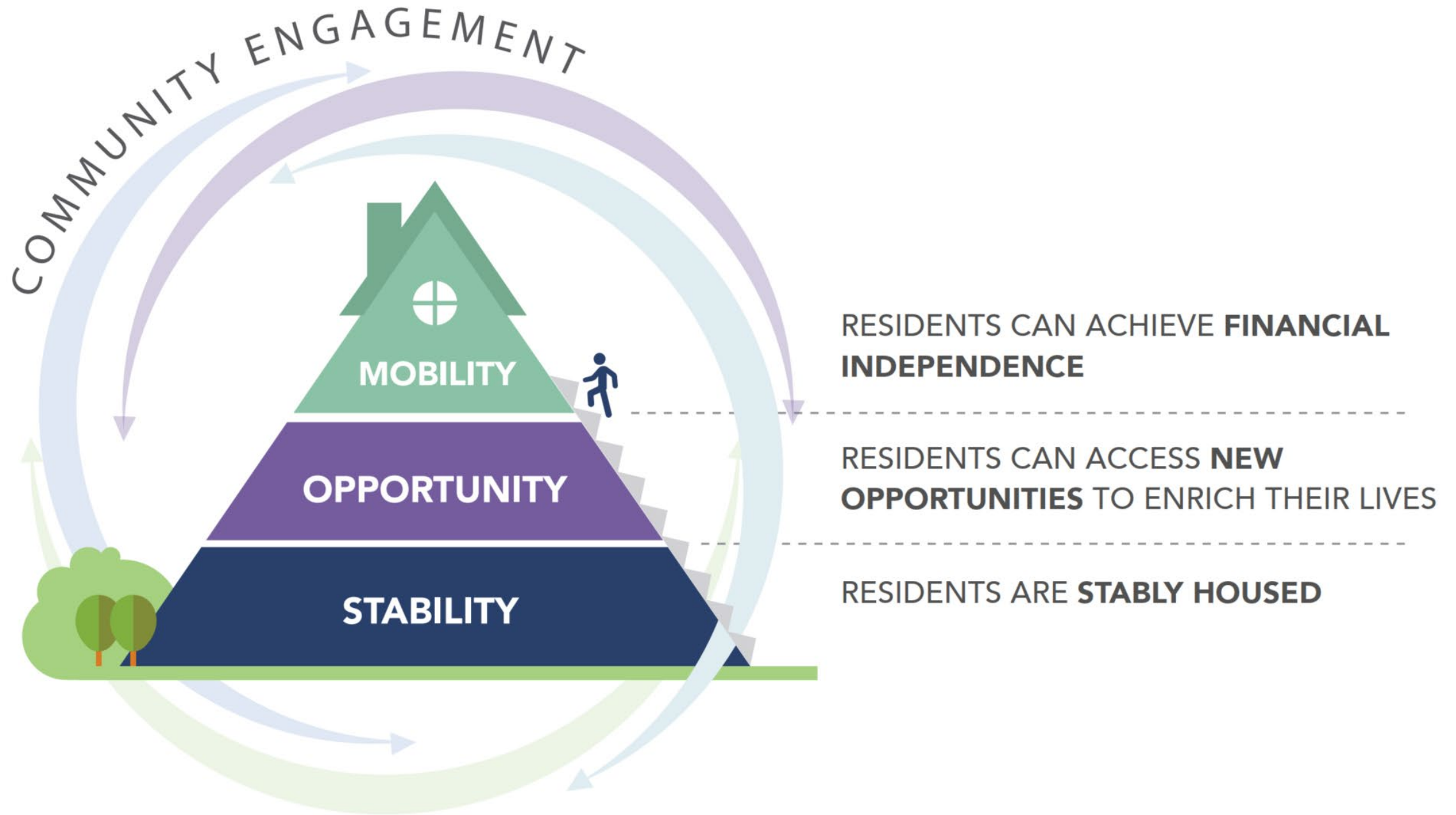
131 Properties  
13,025 Homes  
22,000+ Residents



# What We Do

- Real Estate Development
- Property Management
- Asset Management
- Design & Building Performance
- Community Impact





# Outcome Areas



**HOUSING**



**HEALTH**



**COMMUNITY  
ENGAGEMENT**



**EMPLOYMENT  
AND FINANCIAL  
STABILITY**



**YOUTH  
ENGAGEMENT**





PRESERVATION  
OF AFFORDABLE  
HOUSING

# Trauma-Informed Housing

# What is Trauma?



At POAH, our definition is:

**A personal, negative experience  
that is just too much to handle**









PRESERVATION  
OF AFFORDABLE  
HOUSING

# How might we design trauma-resilient communities?



# Design with community.



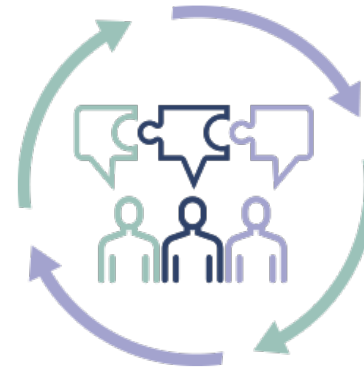
# Utilize principles of Trauma-Informed Housing



**Safety  
& Trust**



**Choice  
& Empowerment**



**Community  
& Collaboration**



**Beauty  
& Joy**

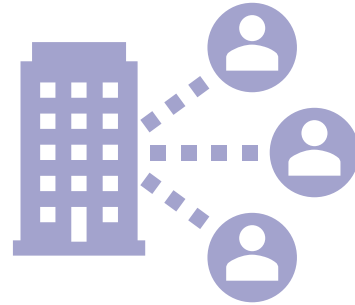


# POAH's Focus Areas



## Development & Design

*Places & Spaces*



## Property & Asset Management

*Policies & Procedures*



## Resident Services

*Programs & Services*



## Human Capital

*People*



Our goal is to develop a more effective and equitable model for housing the benefits staff, residents and property performance.

# Expected Outcomes

- Increased resident well-being, housing stability, economic security
  - Increased on-time rent payment, decreased bad debt
  - Decreased unit turnover costs
  - Decreased lease violations
  - Increased participation in services
- Increase staff satisfaction and well-being
  - Reduction in staff turnover costs including staffing search agencies, temp agencies, compliance-related fines
  - Increased productivity and stability of portfolio





PRESERVATION  
OF AFFORDABLE  
HOUSING

# Development & Design











KID'S  
ROOM









PRESERVATION  
OF AFFORDABLE  
HOUSING

# Property Management



# How to Utilize Trauma-Informed Principles

1. Move-in & Orientation
2. Physical Inspections
3. Lease & Income Certification
4. Ongoing Communication
5. Frontline Staff Experience & Wellbeing
6. Mental Health & Incident Response



# Policies & Procedures

- Move-in with **Welcome Home**
- Team-based physical inspections to **promote safety** and streamline follow-up
- **Go digital** with online lease renewal, photo submission, real time maintenance tracking



# Policies & Procedures

- Policies **Maximize flexibility** for residents
  - Extend timeline to report a change
  - Extend cure period for lease violations
- Prioritize **frontline staff time** for residents
  - Centralized rent assistance
  - Reduce redundant reporting

# Policies & Procedures

- **Communicate for comprehension** – 3<sup>rd</sup> grade level, use images, smaller doses, resident input
- **Templates** for communicating, especially after critical incidents
- Remove coercion by **minimizing lease violations** as primary communication strategy – no Fridays!

# Improve Staff Experience & Wellbeing

- Peer Care Team **peer support program** to empower staff and reduce burnout
- Flex or Core Hour Schedules – the ***choice*** is as important as the outcome
- **Empowerment from supervisor**, sense of being valued by leadership directly impacts staff wellbeing



# Mental Health & Incident Response



**Develop Clear  
Protocol**



**Provide Staff  
Training &  
Resources**

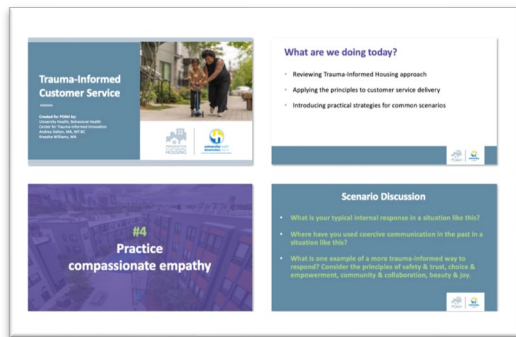


**Process Crisis &  
Provide Staff  
Support**

# How to Adopt Trauma-Informed Housing

- Cross-departmental working group
- Project manager & champions within each department
- Training for all staff
- Engage frontline staff and residents through site-based teams
- Rotating “Core Team” or frontline and regional staff to test and implement new ideas
- Utilize POAH’s Trauma-Informed Housing Toolkit

# Learn More in POAH's Toolkit



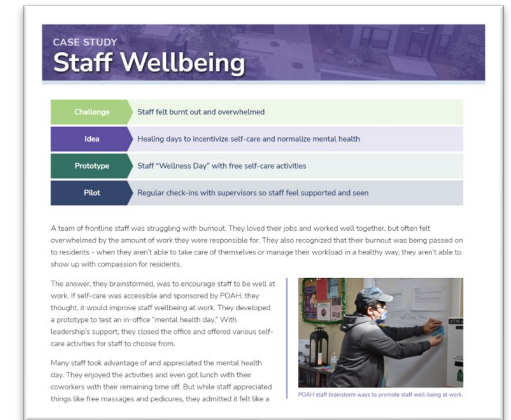
Training Tools



Agendas +  
Activities



Design Guides



Case Studies

[TraumaInformedHousing.POAH.org](https://TraumaInformedHousing.POAH.org)





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