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Residents Services Support Network

It Was Back To The Basic's This Month With RSSN

This past month the Resident Services Support Network met to go back to the basics of being a provider.

In this workshop participants received a general overview of what is included in the job scope of a resident service provider and what does not fall into their purview. Our workshop presenter Diana Aguiar Briceno, from San Diego PACE - San Ysidro Health, is a former employee of Hope through Housing where she managed over 16 properties resident services.

Diana covered how to manage expectations versus reality and how being a resident service provider requires a lot of juggling among multiple responsibilities. Some of these responsibilities can include: after school programs, education / employment referrals, food and nutrition assistance, financial counseling, community event planning, and transportation referrals. Time management skills were emphasized upon as being especially important. She went on to discuss how she feels that it is crucial to nurture the relationship between resident services and property management as they can assist in keeping residents safe and satisfied.

Most of all resident engagement is key for a provider - learning how to get residents interested and



keeping them engaged through clubs, bingo, coffee, decorations, whatever it takes, will lead to a more cohesive and pleasant community.

Thank you to our speaker Diana, who helped inform our resident service professionals on what should and should not be expected of them. Thank you to San Diego Pace – San Ysidro Health for sponsoring our refreshments for this important workshop that helps our providers better serve residents of affordable housing communities!

