

# NLIHC's HoUsed Campaign for Long-Term Housing Solutions

June 9, 2026

# Welcome & Introductions



**David Gonzalez Rice**

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# Agenda



## **Welcome & Introductions**

- David Gonzalez Rice, Senior VP for Policy, NLIHC

## **National Center for Housing & Health**

- Marcella Maguire, Director of Health Systems Integration, CSH

## **Impact of Resident Services on Financial Outcomes for Affordable Housing Projects**

- Althea Arnold, Senior Vice President for Policy & Chief Operating Officer, SAHF

## **Federal Policy Updates**

- Noah Patton, Director of Disaster Recovery, NLIHC

## **Take Action**

- Lindsay Duvall, Manager of Member Engagement, NLIHC

## **Marcella Maguire**

*Director of Health Systems Integration*

Corporation for Supportive Housing

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# National Center for Housing + Health

June, 2026

## About CSH

Corporation for Supportive Housing (CSH) is a national nonprofit organization and Community Development Financial Institution. Our mission is to advance affordable housing aligned with services as an approach to help people thrive. We do this by advocating for effective policies and funding, investing in communities, and strengthening the supportive housing field. **Visit us at [csh.org](https://www.csh.org)**



# About the National Center for Housing + Health

The National Center for Housing + Health (NCH+H) is an innovative resource dedicated to advancing the alignment between affordable housing and healthcare. The Center brings together innovations, proven models, and practical strategies and policies that help housing providers, healthcare organizations, policymakers, and community and system leaders work better together — and make a bigger difference for people and communities. **Visit us at [housinghealthcenter.org](https://housinghealthcenter.org)**



# Examples of Resources



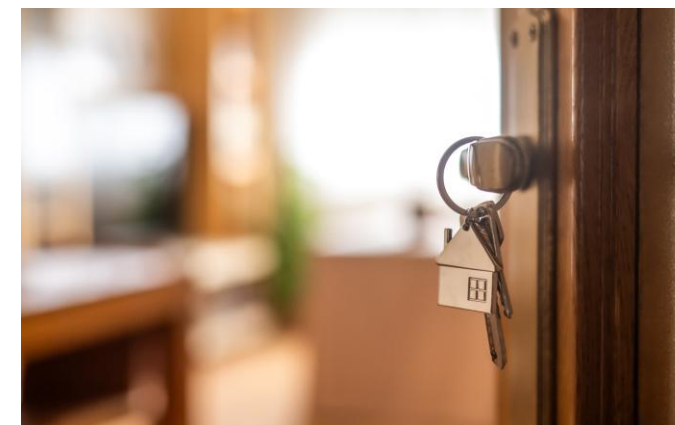
## Opioid Settlement Funds and Supportive Housing

What states are using Opioid Settlement Funds to grow their Supportive Housing Capacity?



## State's Rates for Housing Related Services

When state's cover Housing Related Services via Medicaid, what and how are they paying?



## Supportive Housing Need in the United States

Supportive Housing need by state and population

# Preparing for the Future

- [Events – National Center for Housing + Health](#)  
Webinar series will cover Research, Financing, Community Care and Data Systems
- HR1 Policy and Advocacy at [H.R.1 and the Impact on Affordable and Supportive Housing Residents – National Center for Housing + Health](#)

Ready to learn more?

Contact us to get connected



[contact@housinghealthcenter.org](mailto:contact@housinghealthcenter.org)  
[Marcella.Maguire@csh.org](mailto:Marcella.Maguire@csh.org)



# Impact of Resident Services on Financial Outcomes for Affordable Housing Properties



**Althea Arnold**

*Senior Vice President for Policy & Chief Operating Officer*

Stewards of Affordable Housing for the Future

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# Resident Services: Strengthening Housing Stability and Property Performance

Althea Arnold

Senior Vice President, Policy/ Chief Operating Officer



[contact@sahfnet.org](mailto:contact@sahfnet.org)

# SAHF at a Glance



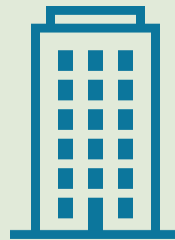
256,400+

People Served by SAHF Members



13

Non-Profit Housing Providers



160,535

Rental Homes for Families, Seniors, and Special Needs Populations

SAHF properties are located in

49 states

+D.C., Puerto Rico, and the Virgin Islands



2,076

Multifamily Properties Across the U.S.

# Why Study Resident Services and Financial Performance?

- **Affordable housing providers are under increasing pressure**
  - Rising operating costs, insurance premiums, and capital needs
  - Growing resident needs and housing instability challenges
  - Limited funding available for resident services
  - Increasing demand to demonstrate impact and value
- **Resident services are widely viewed as important—but evidence has been limited**
  - Strong anecdotal evidence from practitioners
  - Research has primarily focused on resident outcomes
  - Little rigorous evidence linking services to property financial performance
  - Funders and owners often ask: *Do resident services help properties perform better?*
- **SAHF wanted to answer three key questions**
  1. Do resident services contribute to stronger property operations?
  2. Can resident services support long-term housing stability?
  3. Is there a business case for investing in resident services?

# Study Partners





## The Impact of Resident Services on Property Financial Performance

Submitted by:

Abt Global  
6130 Executive Boulevard  
Rockville, MD 20852

Submitted to:

SAHF  
1120 G Street NW, Suite 800  
Washington DC 20005

January 15, 2026

- **Largest and most rigorous national study to date** examining the connection between resident services and affordable housing property financial performance
- **Multi-year analysis of 248 affordable housing properties** operated by **19 nonprofit and for-profit organizations** across diverse markets nationwide
- Examined whether the presence of **resident services was associated with stronger property financial outcomes** in the following year across 18 separate financial performance indicators
- Designed to strengthen the analysis by using **pre-pandemic data and lagged financial outcomes to reduce market distortion and short-term “noise”**, and controlling for:
  - ✓ Subsidy type
  - ✓ Occupancy type
  - ✓ Building Size and Age
  - ✓ Organizational Fixed Effects
  - ✓ Tract Poverty Rate
  - ✓ Tract Median Rent
- Complemented by post-pandemic resident outcome and housing stability data showing continued links between resident services, resident well-being, and portfolio stability

# Key Findings



Compared to properties without resident services, **service-enriched properties generate:**

✓ **26% higher Net Operating Income (NOI)**, or nearly **\$1,200 more per unit** annually

**For every \$100 invested per unit**, the following year:

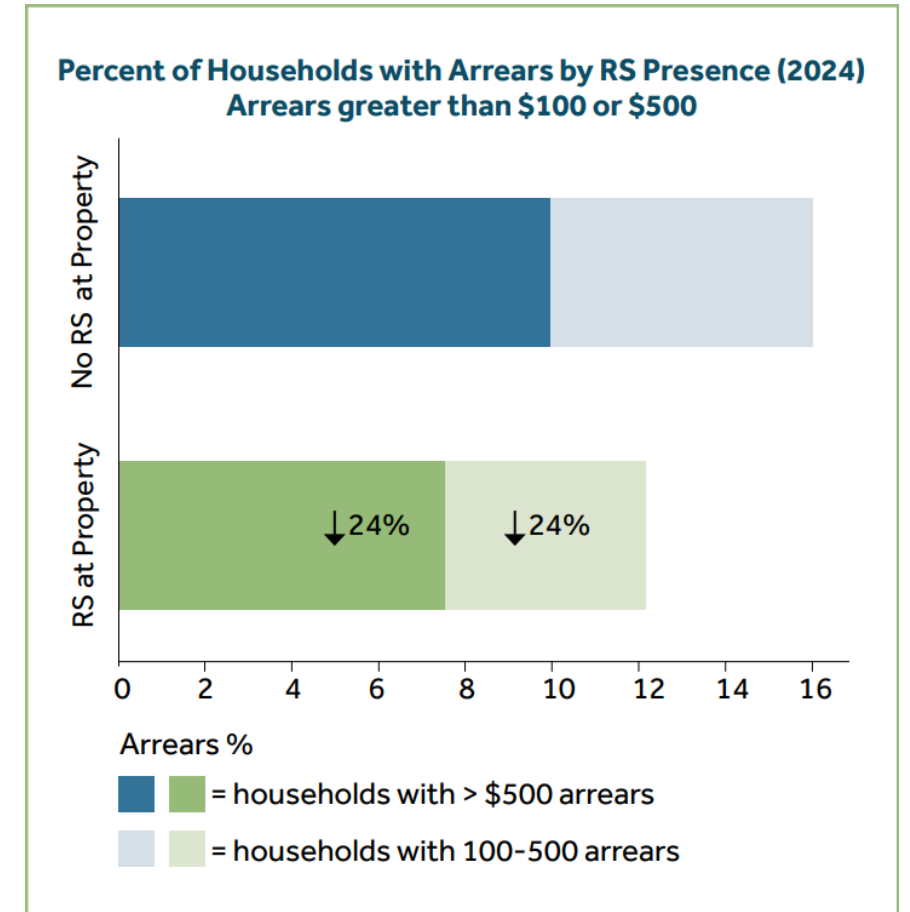
✓ **NOI** increases by **\$259/unit**

✓ **Total Revenue** increases by **\$397/unit**

# SAHF Companion Report- The Case for Resident Services

Across SAHF-member portfolio, **residents living in properties with resident services have:**

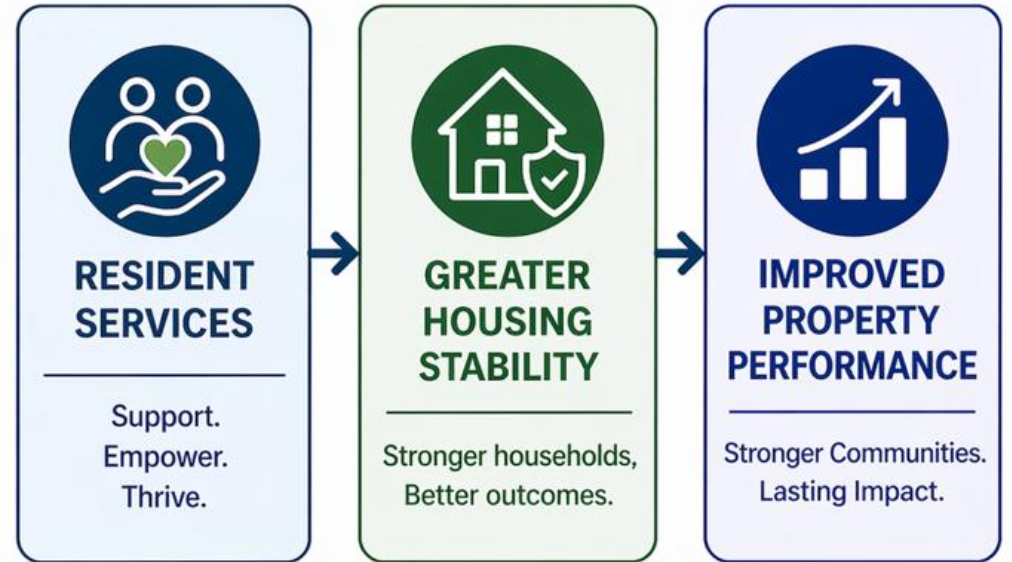
- ✓ **Improved housing stability & financial indicators**
  - **24% lower arrears** rates (compared to properties without resident services)
  - **Lower eviction rates** (1.2 vs 7.3 per 100 households) (compared to Eviction Lab data)
  - **Greater labor force participation** (5% increase between 2023-2024, compared to just 1% in properties without services)
- ✓ **Improved health indicators**
  - **14% more likely** to have **health insurance** (compared to CDC BRFSS low-income families)
  - **22% more likely** to report having a **usual source of care** (compared to CDC BRFSS low-income families)



## Invest in Resident Services to Support Housing Stability & Property Performance

### Pathways to sustain resident services:

- ✓ **Funding through policy levers**  
*(e.g., HUD Grants, greater flexibilities in what can be counted above the line)*
- ✓ **Funding through partnerships**  
*(e.g., direct investment in services and better terms from investor partners, including healthcare)*
- ✓ **Funding through property operations**



SAHF has developed a framework to certify organizations with the experience and robust systems in place to support resident services coordination:





**Impact of Resident Services on  
Property Financial Performance**



**SAHF Companion Report - The  
Case for Resident Services**

**Stay in Touch: Althea Arnold, [aarnold@sahfnet.org](mailto:aarnold@sahfnet.org)**

# Federal Policy Updates



**Noah Patton**

*Director of Disaster Recovery*

National Low Income Housing Coalition

[npatton@nlihc.org](mailto:npatton@nlihc.org)

# Long-Term Recovery: HUD

- The Good:
  - HUD provides Long-Term Recovery assistance
  - Housing construction, infrastructure repair, job training, economic help
  - 70% must go to Low- and Moderate-Income folks
  - Majority of funds come from Federal Government
- The Bad:
  - So. Slow.
  - Relies on FEMA data
  - Relies on Congress to do things
  - States can do what they want (mostly)
  - Often doesn't include rental assistance

# Reforming Disaster Recovery Act

- Reforming Disaster Recovery Act
  - Passed by the House and Senate (separately in recent years)
  - Included in 21<sup>st</sup> Century ROAD to Housing Act
  - Permanently authorizes CDBG-DR and sets broad statutory requirements – but will need to be implemented by current HUD
- Includes provisions to:
  - Quickly Target Resources to Those With Greatest Needs
  - Prioritizes Data Transparency and Oversight
  - Protecting Civil Rights and Fair Housing
  - Encouraging Mitigation and Resilience
  - Ensures Resources are Available for Program Implementation

# Arguments

- [Hearing Tomorrow](#) at 10:00AM in House Financial Services Housing and Insurance Subcommittee
- Duplicating FEMA
  - CDBG-DR meets unmet needs from FEMA
  - More flexible than FEMA Assistance
- Creating a mini-FEMA
  - FEMA is not built for long-term community development
  - Capacity issues at FEMA
  - If anything, FEMA is decreasing mission scope
- Lack of assistance to rural communities
  - Reforming Disaster Recovery Act doesn't mandate formula specifically

- CDBG-DR Explainer
  - [https://nlihc.org/sites/default/files/DHRC What is the CDBG-DR Program.pdf](https://nlihc.org/sites/default/files/DHRC%20What%20is%20the%20CDBG-DR%20Program.pdf)
- CDBG-DR vs. FEMA Assistance
  - [https://nlihc.org/sites/default/files/HUD and FEMA Disaster Assistance Factsheet.pdf](https://nlihc.org/sites/default/files/HUD%20and%20FEMA%20Disaster%20Assistance%20Fact%20sheet.pdf)
- Reforming Disaster Recovery Act Fact Sheet
  - [https://nlihc.org/sites/default/files/Reforming Disaster Recovery Act.pdf](https://nlihc.org/sites/default/files/Reforming%20Disaster%20Recovery%20Act.pdf)
- **Stay tuned for additional actions to take!**

# Take Action



**Lindsay Duvall**

*Manager of Member Engagement*

National Low Income Housing Coalition

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# Resources & Next Steps



- **Contact** your members of Congress: <https://nlihc.quorum.us/campaign/157066/>
- **Become a member** of NLIHC: [www.nlihc.org/membership](http://www.nlihc.org/membership)
- **Connect** to your Field Team member: [outreach@nlihc.org](mailto:outreach@nlihc.org)

**Join our next National HoUsed Campaign Call:  
Tuesday, June 23 at 4:00 -5:00 pm ET**