

REFERENCE REPORT
DHC PUBLIC HOUSING DEVELOPMENT ROLES
Current Structure

Role	Description	Relationship to DHC
Owner	Detroit Housing Commission	Public Housing Authority
Developer	Formally procured by an RFP or RFQ	Formal Procurement; work directly with DHC Development and Executive Teams.
Service Provider	A Service Provider is a formal organization that offers services and activities to support residents' well-being, quality of life, and access to opportunity. The goal is for every Resident Services Partner organization to have a signed Memorandum of Understanding with DHC. Currently, Resident Services has over 60 Service Provider organizations that have been present across the DHC portfolio, and Friends of Parkside has only worked with Parkside.	Goal is for every Service Provider to have an MOU to work directly with DHC's Resident Services Department.
<u>Discontinued Role</u> – Resident Representative	<i>The work of this role has been completed.</i> DHC worked directly with the Resident Representatives. Three Resident Representatives (Joyletha Goodwin, Latesa Arnold, Margaret Robinson) were elected by peers in October 2022 for the purpose of serving on the RFQ selection committee to identify a Developer. Subsequently, Margaret dropped out. After the RFQ selection was complete, the two elected Representatives (Joyletha and Latesa) identified two additional people (Elizabeth Cornell and Brandy Doxey) to reach the originally intended number of four Representatives. The Resident Representatives sought out and selected Resident Representative advisors to help them to parse the RFQ submissions.	Work directly with DHC Resident Services and Development Teams.
<u>Discontinued Role</u> – Resident Representative Advisors	<i>The work of this role has been completed.</i> The Resident Representative Advisors work closely with the Resident Representatives. These were pro bono volunteers selected by the Representatives with the sole purpose of helping them parse the hundreds of pages of developer submissions to the RFQ.	Works directly with the Resident Representatives.
Community Coach/ Advocate (CCA)	A CCA is a DHC resident that works directly with the DHC through the Resident Services Department. CCA is a stipend-supported position working under the Detroit Housing Commission's Resident Services Department. All CCAs must complete a background check and adhere to certain behavioral rules. The goal of the CCAs is to support the residents.	Stipend paid from DHC Resident Services.
DHC Service Coordinator	This is a DHC employee whose role is to engage with residents at each site and coordinate the activities of CCA, Resident Representatives, and Service Providers.	Employed by DHC.
DHC Resident Services Department (RSD)	A DHC department authorized by HUD to provide community supportive services and resident services. The DHC RSD is responsible for developing and implementing program services aimed at providing a pathway to economic self-sufficiency. Additionally, RSD acts as an "Advocate" for residents regarding issues and concerns with housing, property management, and supportive services.	Corporate department within DHC.
TVP Resident Council	The TVP Resident Council does the following: <ul style="list-style-type: none"> • Provides input to the DHC on matters that impact residents, including maintenance, modernization, redevelopment, policies and procedures, capital improvement plans, annual plans, operating budgets, resident services, resident training, employment, and economic opportunities. • Educate residents about their rights and responsibilities. • Advocate for residents who seek and need the organization's assistance, when possible. • Use meetings (that will be as open and as accessible as possible to facilitate participation from the membership) to conduct the organization's business, get input from residents, share information, inform residents about matters of general interest, solicit residents' input on issues of concern, and make decisions. • Participate in activities to create a positive living environment for the residents. • Add activities to the Resident Services calendar and ensure they do not duplicate Resident Services program services nor schedule activities on the same date. 	Work directly with DHC RSD, Property Management, and the Development Team.