



# Office of Resident Services Community Navigator

# What is a Community Navigator?

In collaboration with Property Management and Resident Council Leaders, Community Navigators, from the Office of Resident Services, are the “boots on the ground” in the communities that they serve. Through outreach, they work to ensure that residents are educated about property level, DCHA, and citywide services, programs, and resources available to them.

# Mission

To engage residents and connect them to a comprehensive array of needed services in a proactive and uniformed way. Ultimately, the goal is to create opportunities, through collaboration and partnerships, to enrich the lives of youth, adults, and seniors. The overall outreach goal is tied to a plan to increase “touches” or interactions with residents.

# Types of Services (to include, but not limited to):

- Education
- Health & Wellness
- Workforce Development
- Self Sufficiency
- Event/Activity Planning & Execution

# Types of Support (to include, but not limited to):

- Referrals
- Transportation
- Information Dissemination
- Resource Coordination

# A Day In The Life Of A Navigator (to include, but not limited to):

- Visit a property from assigned portfolio
- Communicate with Property Management and Resident Council Executive Board
- Inquire about known resident needs
- Make any necessary referrals to appropriate providers
- Assess needs of the community through speaking with onsite providers and residents by engaging and interfacing with them
- Host scheduled community activity/event