



MAXIMIZING IMPACT

Earning Points for Service Enrichments
in LIHTC Properties

2025 New Mexico
Housing Summit

September 18, 2025

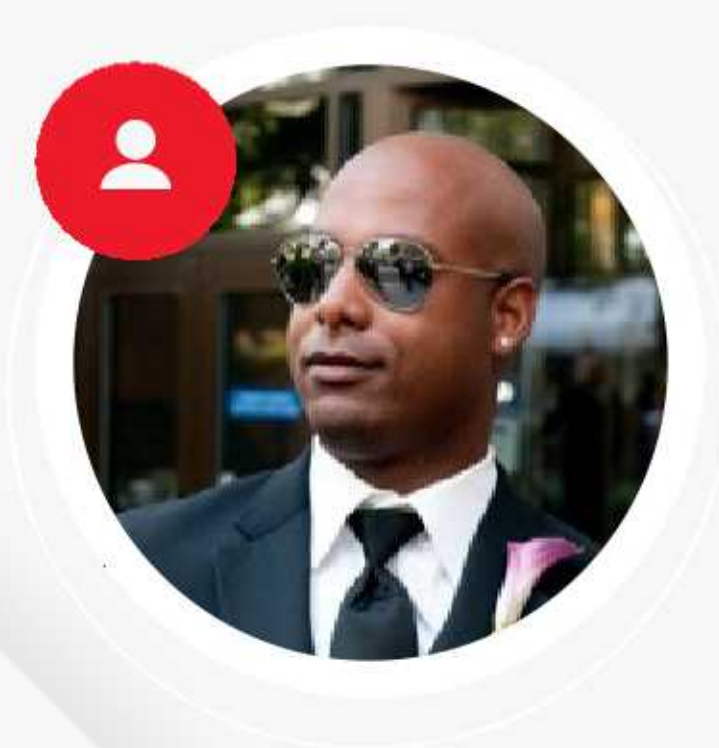


MEET YOUR PANEL



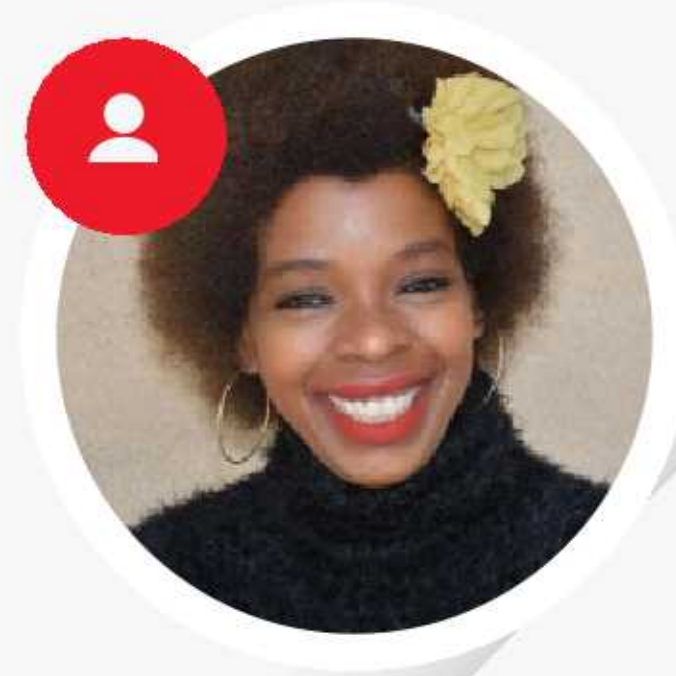
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AGENDA

Introduction

The QAP and the Enrichment Services
Coordinator Perspective

Evolution of Services

What Residents Want

A Look at Needs and Requests

A Service Provider's Commitment

Our Approach

Strategies for Sustained Engagement

The 30-Year Commitment

INTRODUCTION

- What's Working
- Understanding Required
Costs and Capacity
- Building Trust is Key
- Residents Must Be Heard





EVOLUTION OF SERVICES



**Evolving
Based on
Resident
Feedback**



**Getting
Creative with
Gathering
Input**



**When Services
are More Than
Just Services**

WHAT RESIDENTS WANT: A LOOK AT NEEDS & REQUESTS

- Most Attended Services
- Top Resident Requests
- Clarifying Roles





A SERVICE PROVIDER'S COMMITMENT

OUR APPROACH

Guilllermina Osoria

GOALS: “Nurturing communities through meaningful support, self-advocacy skills, processes by which we can control our own life and sustainability.”

PASSIONS: “To nourish the body, mind and souls, address inequities, social and economic marginalization, JUSTICE, combat racism and bias.”



STRATEGIES FOR SUSTAINED ENGAGEMENT



✓ Pairing Popular Services

✓ Building Layout Matters

✓ Rethinking Content

✓ Sustainable Incentives



THE 30-YEAR COMMITMENT



**Meeting
requirements
without
overextending
resources**

**Supplementary
vs Required**

KEY TAKEAWAYS



Responsiveness



Sustainability



Measure What Matters

QUESTIONS?





THANK YOU FOR YOUR ATTENTION

Enjoy the rest of the Summit!

