

MORE THAN A LANDLORD

Resident Opportunity Self-Assessment

How opportunity-focused is your housing authority?

John T. Hamilton, Executive Director | Lisa Cretella, Director of Community Affairs & Resident Programs
New Britain Housing Authority

Rate each statement: 1 = Rarely true | 2 = Sometimes | 3 = Usually | 4 = Consistently true. Score honestly; this is a reflection tool, not a compliance audit.

Leadership & Mission

Statement	Score 1–4	Notes / Evidence
Our leadership communicates that resident opportunity is an agency-wide responsibility.		
Resident outcomes are discussed alongside occupancy, inspections, budgets, and compliance.		
Managers understand how their department contributes to resident stability and advancement.		
Leadership makes room for innovation and responsible experimentation.		

Resident Voice & Engagement

Statement	Score 1–4	Notes / Evidence
We ask residents what they need before designing programs.		
We offer multiple ways for residents to participate, including options that do not require attending a formal meeting.		

We examine trust, timing, relevance, communication, childcare, transportation, and accessibility when participation is low.		
Residents have opportunities to lead, teach, mentor, volunteer, or shape activities.		

Opportunity & Self-Sufficiency

Statement	Score 1–4	Notes / Evidence
Our programs connect residents to education, employment, financial capability, entrepreneurship, or career advancement.		
We help residents identify goals and next steps rather than only making referrals.		
We recognize that self-sufficiency and meaningful progress may look different across household types.		
We celebrate resident milestones and progress.		

Partnerships & Resources

Statement	Score 1–4	Notes / Evidence
We maintain active relationships with organizations that share our desired outcomes.		
We regularly seek in-kind, volunteer, shared-service, and no-cost resources.		

We can clearly explain to a potential partner what residents need and what the partner gains from collaboration.		
We revisit partnerships that produce activity but little resident value.		

Culture & Staff

Statement	Score 1–4	Notes / Evidence
Staff language reflects respect for residents and belief in their potential.		
Staff can balance empathy, boundaries, consistency, and accountability.		
Resident Services staff receive support for the emotional demands of the work.		
Departments communicate instead of simply transferring resident problems to one another.		

Measurement & Learning

Statement	Score 1–4	Notes / Evidence
We measure outcomes, not only attendance and referrals.		
We can identify programs that should be improved, expanded, paused, or ended.		
We collect resident feedback after programs and services.		

We use lessons from unsuccessful efforts to improve future programming.		
---	--	--

Interpret Your Score

Maximum score: 96. Use the ranges as conversation starters, not labels.

80–96: Opportunity culture is well established; focus on consistency and outcomes.

60–79: Strong building blocks exist; identify gaps and strengthen alignment.

40–59: Resident opportunity is developing but may depend on individuals rather than systems.

24–39: Begin with mission, culture, resident voice, and one or two achievable priorities.

My First Priority

The one area I want my agency to strengthen first is:
