

# *Empowering Change: 2023 Impact Report*

*Acknowledging Growth,  
Looking Forward, and  
Celebrating 30 Successful Years*

30<sup>th</sup>  
ANNIVERSARY  
PROSPERA



*Lego Land 2023*





*Lego Land 2023*

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*Dear Friends and Supporters,*

*As we reflect on 2023, our 30th anniversary, we are filled with gratitude and pride in what we achieved together. Your unwavering support has fueled our mission, enabling us to reach new heights and impact lives in the most meaningful ways. This year's report highlights our collective accomplishments, the stories of those we've touched, and the exciting future we're building together.*

*With heartfelt thanks,  
Rafael Torres,  
Chairman of the Board of Directors  
PROSPERA Housing Community Services*



*Click or Scan the QR code to see  
our full 2023 Impact Report*





# MISSION

*Empowering families by providing safe, high-quality, affordable housing with support services to those in need since 1993*

## STRATEGIC GOALS



Develop an internal competency that enables us to pursue or create leading affordable housing strategies.



Achieve a level of operational excellence that enables us to be scalable, fiscally sound, & with exceptional outcomes in whatever we choose to do.



Develop the financial strength & competencies necessary to support our property, community, and resident services objectives.



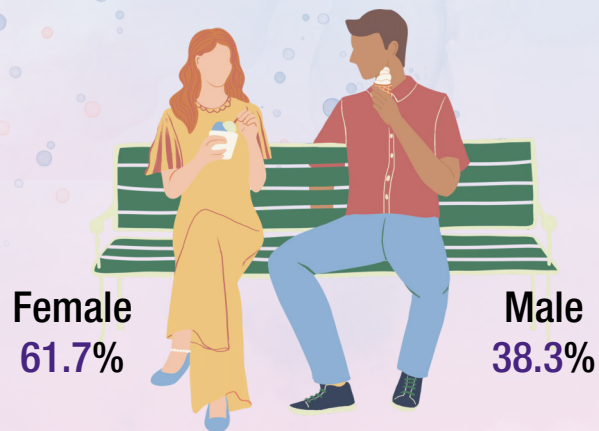
Build the organization necessary to support our journey & that reflects the core values that make us a great place to work for & with.



# DEMOGRAPHICS

*9,507 low-income residents live in a PROSPERA community*

## GENDER

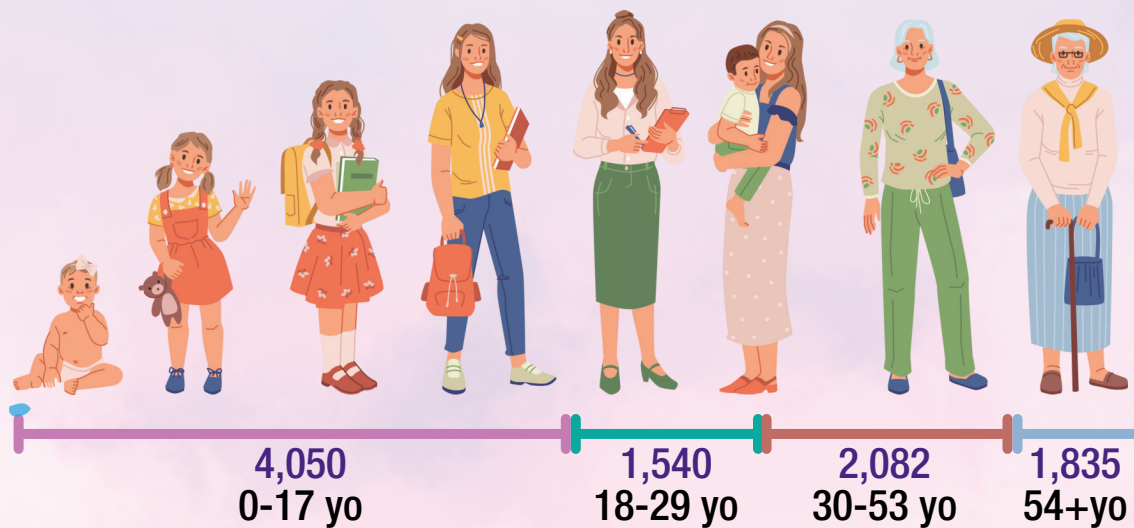


## DIVERSITY



- 6,797 Hispanic and Latino
- 2,277 Non-Hispanic (Caucasian, African American, Asian)
- 411 Did Not Specify

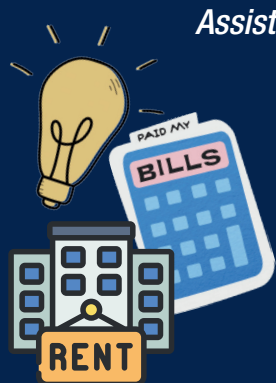
## AGE





# Our Impact at a Glance

During 2023, PROSPERA's Resident Services Department provided the following resources for residents living across South Texas



Assisted

**612**

low-income families with

over **\$334,398**

in Rental & Utility Assistance:  
Supporting Safe & Secure  
Housing & Eviction Reduction



over **100** attended  
Higher Education Prep  
Sessions for College  
& Trade Schools  
(youth ages 14-18 &  
their parents)

Provided **1,911** unduplicated  
Adult Education Services

**285** one-on-one

Employment Readiness Counseling, Workforce Training,  
& Educational Opportunities (GED & ESL classes)



Assisted over **4,665** unduplicated  
Individuals with Health, Wellness, &  
Food Insecurity by Providing

**36** Individuals Obtaining Permanent Employment  
(64% increase from the previous year)



**35,500**  
meals, produce boxes,  
and other food resources



conducted over

**16,000**

Wellness  
Checks:  
Ensuring  
Community  
Health & Safety



provided

**6,813**

After School Program or  
Scholastic Tutoring Sessions to over

**500**

youth  
residents,  
Empowering  
Youth  
Through  
Education



## *In partnership with our Managed Care Organizations*

Housing Navigation Services:  
Securing Stable Housing for the Unstably Housed

**218**

Referrals

**112**

Permanent  
Housing Placements

**170**

Received  
Ongoing Support



Provided One-on-One Holistic &  
Comprehensive Outreach to over

**1,000**

members / residents,  
focusing on positively  
impacting health  
and non-medical  
outcomes





# 5

## NON-MEDICAL DRIVERS OF HEALTH

*Non-Medical Drivers of Health (NMDOH) are the social and environmental conditions in which people are born, live, work, play, and age, that impact health outcomes and quality of life. These factors exist outside the traditional healthcare system and significantly impact health outcomes, directly affect health equity and quality of life, more than traditional healthcare, by shaping the conditions of people's daily lives. In 2023, the following reflect the number of individuals served by PROSPERA.*



**Community Engagement** 25,106 Served



**Health & Wellness** 26,454 Served



**Adult & Youth Education** 7,734 Served



**Economic Stability** 51,125 Served



**Neighborhood / Environment**

*To learn more  
about NMDOH,  
scan QR code*









# MANAGED CARE ORGANIZATIONS

*Our collaboration with Managed Care Organizations (MCO's) enhances PROSPERA's ability to address our strategic goals. The funding received allows Resident Services to grow an impactful presence in the communities we serve.*

## \$1.7 M

*in Managed Care contracts and ancillary funding in 2023*

*Provided one-on-one, comprehensive, and holistic outreach to:*



**291** STAR+PLUS Elderly, mentally ill, &/or intellectually or developmentally disabled adult residents

**45** STAR-KIDS Mentally &/or critically ill, &/or intellectually/ developmentally disabled, youth residents

**404** STAR+CHIP Very low-income, pregnant young women and new mothers

**28** Housing Navigation New Referrals

**21** Members provided safe, secure, affordable housing



*Delivered virtual Tele-Housing Navigation assistance to Amerigroup members throughout Texas who were identified as at-risk for or currently homeless.*

**200** *Housing Navigation  
New Referrals*

**60** *Members provided safe,  
secure, affordable housing*

**\$35K** *in funding to assist members with  
obtaining or maintaining housing*

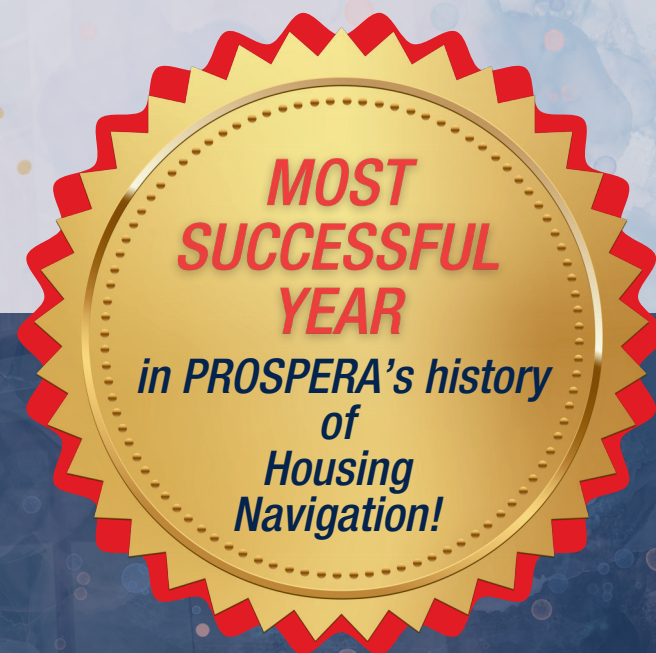


*STAR-PLUS members in Bexar County who were identified as  
being at risk for or currently experiencing homelessness.*

**41** *Housing Navigation New Referrals*

**31** *Members provided safe,  
secure, affordable housing*

**\$21K** *in funding to assist members with  
obtaining or maintaining housing*





# *Low Income Housing Tax Credit Portfolio*

*Tax Credits partnerships with which PROSPERA owns an interest*

## *TX Dpt. of Housing & Community Affairs (TDHCA) 9%*

### *San Antonio*

#### *Year of Tax Credit | Property*

*Vista Verde Apartments  
West Durango Plaza Apartments  
Oak Manor Apartments  
Montabella Pointe Apartments  
Guild Park Apartments  
Starling Apartments  
Village at Roosevelt Apartments  
Village at Nogalitos Apartments*

### *TDHCA 4%*

*2021, Arbors at West Avenue  
2021, Country Club Village Apartments*

### *Corpus Christi*

#### *Year of Tax Credit | Property*

*Samuel Place Apartments  
Village at Henderson Apartments  
Casa de Manana Apartments  
Village at McArdle Apartments  
Palms at Blucher Park Apartments  
Hacienda Senior Apartments  
Palms at Leopard Apartments  
Woodland Creek Apartments  
Lexington Manor Apartments  
Glenoak Apartments  
Calallen Apartments*

### *General Land Office (GLO)*

*2020, Village at Greenwood Apartments*

### *Central TX & RGV*

#### *Year of Tax Credit | Property*

*WESLACO, TX  
Weslaco Village Apartments*

*DEL RIO, TX  
Rio Manor Apartments*

*BROWNSVILLE, TX  
Cunningham Manor Apartments*

*KINGSVILLE, TX  
Kingsville LULAC Manor Apartments*

*ROBSTOWN, TX  
American GI Forum Village*

*AUSTIN, TX  
Cambrian East Riverside*



# ***NEW DEVELOPMENTS***

*Village at Nogalitos  
Opened February 2, 2023*

**78** apartment homes

**178** residents

**78** residents under the age  
of eighteen







# *Meet Evaristo*

## *Fostering Community Through Partnership*

During a property walk, the Harrison Manor Services Manager encountered one of the senior residents, Mr. Evaristo Vallejo, tending to the property community garden. He previously expressed feelings of loneliness and depression, and recently found solace in the garden. As a gesture of kindness, he gladly shared some ripe tomatoes he discovered in the garden with neighboring residents and the Services Manager. Inspired by the garden, Evaristo asked the Services Manager for additional vegetable seeds to which she obliged, by providing a bag of mixed vegetable seeds and art supplies, to further another of his interests. This small act of compassion significantly brightened his day and overall well-being. When Evaristo works in the garden, neighbors sit on their chairs outside, which makes for conversation and bonding.

*"I look forward to caring for my plants daily. When they bloom, I know I'm doing something right."*



*Interested in Evaristo's full story?  
Scan the QR code to find the full 2023 Impact Report!*



# Meet Yvette

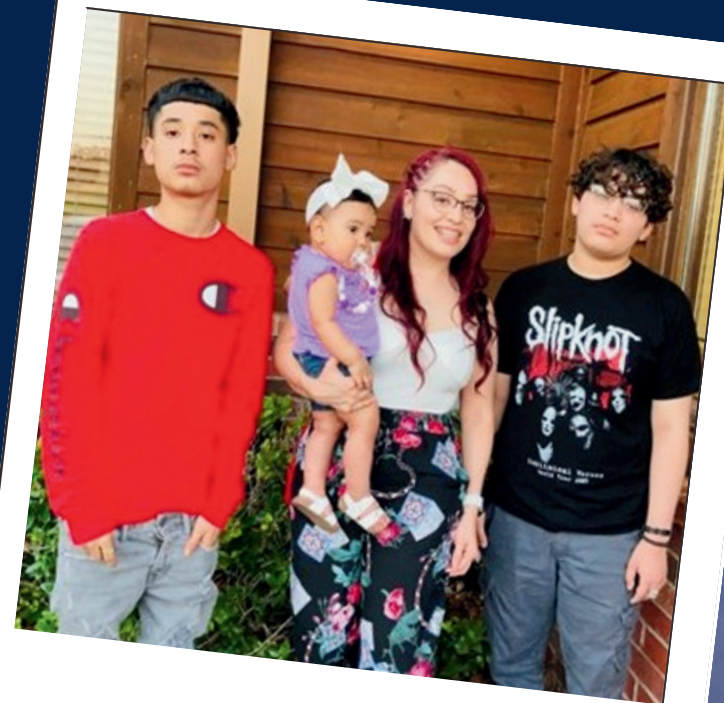
## and PROSPERA's Learning Exchange Platform

Yvette, a single mother of three children, has lived at Guild Park Apartments since 2016. She contacted PROSPERA's Program Manager of Employment Readiness, in 2021 to inquire about PROSPERA'S Learning Exchange Platform, a free online program offered at all PROSPERA properties, that provides resources for computer and financial literacy classes, vocational orientation, GED, work ethics, skills to succeed, and more. Through these resources, Yvette has officially started her career as a medical assistant. She is working on her internship, and has a balanced home and work life. When asked what she would say to others in a similar situation:

*"Stop being comfortable with your current situation, and be ok to get out of your comfort zone. If it does not challenge you, it doesn't change you. You have to want to strive for the best for yourself and the little eyes you have watching you. Be ok with failing; just get back up and try again."*



*Interested in Yvette's full story?  
Scan the QR code to find the full 2023 Impact Report!*





# *Meet Geneva*

## *and PROSPERA's Managed Care Organization Partnership Impact*



Geneva has been part of the PROSPERA family since 2017, when she found a home at Arbors at West Avenue. Today, she and her family reside at La Risa Apartment Homes. When a pilot program with Superior HealthPlan was introduced at 12 PROSPERA communities, Geneva was excited to participate. This new partnership connected the services offered by PROSPERA with those from a Managed Care Organization (MCO). With this partnership, PROSPERA'S on-site Services Manager (SM) and a Superior HealthPlan Service Coordinator (SC) worked together to provide one-on-one outreach to members, the goal being to positively impact health outcomes and non-medical drivers of health (NMDOH) factors.

As a result of the one-on-one outreach with the SM and SC, Geneva achieved successful outcomes and improvement with a health condition that had plagued her for many years. She was able to have focused and personal assistance with her health and wellness needs.

*"I am so thankful to my Services Manager and her connection to the Service Coordinator; I felt like a human receiving human help.... I do not like calling the 1-800 numbers and hoping to get the correct assistance I need."*

*To learn more about Geneva's story,  
scan the QR code to find the full 2023 Impact Report!*



# Remember Anthony?



You may remember Anthony from our 2022 Impact Report. To recap, Anthony Sequeria found PROSPERA while residing at Crosspoint and participating in the Veteran's Transitional Residential Rehabilitation Program in 2022. A US Air Force veteran, Anthony had a successful career working in the auto industry but challenges in his personal life landed him in prison. "I lost everything," says Anthony. "I never thought about the hardships of others before my life spiraled out of control. When I left prison, my only possession was the Holy Bible. Slowly, I began to rebuild my life."

With PROSPERA's assistance, by the end of 2023, Anthony became a proud home owner. Living with PROSPERA allowed him to restart his life, save money, participate in community events, and have peace of mind. The aid he received from PROSPERA was instrumental in securing the future he always envisioned for himself. He is incredibly grateful to PROSPERA and will always hold a special place in his heart for the organization.

*"I thank God for Prospera and the Resident Services program."*



*Want to know more about Anthony's journey?  
Scan the QR code to find the full 2023 Impact Report!*







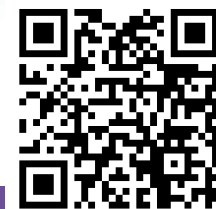
# *Meet Angie*

## *and Higher Education & Employment Readiness Program*

Each year, PROSPERA hosts a Higher Education Exploration Event (HEEE) and invites and transports resident and community high school students to local universities across Texas, to help them gain exposure to and learn about higher education possibilities and get the feeling of what it's like to walk a university campus.

As a high school senior residing at PROSPERA's Oak Manor Apartment community, Angie attended the event, where she learned about financial aid preparation and later met with PROSPERA's Employment Readiness Program Manager who helped her complete her financial aid application, for which she was later approved. This enabled her to enroll in a three year Bachelors of Nursing program, starting in August 2024.

*To learn more about Angie's story,  
scan the QR code to find the full 2023 Impact Report!*



*Per PROSPERA's internal survey models, this event concluded that participants increased their knowledge of the difference between a scholarship, a grant, or a loan to help pay for college by 15% and their ability to apply for college/university/trade school by 32%. This is another reason PROSPERA stresses the importance and resources these events!*

# ***BOARD OF DIRECTORS***

*A fifteen-member Board of Directors governs PROSPERA to ensure advancement of our mission to provide service-oriented, high-quality housing.*

## ***Officers***

*Chair – Rafael I. Torres*

*Vice Chair – Nancy L. Hard*

*Secretary – Virginia Delorme*

*Treasurer/Assistant Secretary –  
C. William “Bill” Nash*

## ***Non-Voting Director, Member***

*Jaclyn S. Woodring,  
Executive Director & CEO*

## ***Emeritus Status Member***

*Ernestine Trujillo*

## ***Members***

*Carole O. Bufler*

*Darrell Deming*

*Charles Glenn*

*Dadiri Jama*

*David A. Valdez, M.D.*

*Richard M. Pena*

*Jonathan Matthew “Matt” Hull*

*Michelle Whetten*