



# Opening Doors to a Brighter Future



Our students across California zoomed through the school year and summer with the help of virtual tutoring!



## PARTNER SPOTLIGHT

### Property Managers as Partners

Though not Linc staff, our property managers provide a vital role at Linc properties by collecting rent payments, keeping the facilities maintained, and enforcing agreements and tenant rules. Linc's Resident Services staff focus on residents' broader needs; providing programs and referrals, and building community. These roles go hand in hand in accomplishing Linc's mission.

At East Street Senior Apartments in Redding, RSC Laura and Property Manager Carla give a great example of this synergy. During COVID-19 shutdowns, their collaboration has been more important than ever because Laura can't visit in-person as often. Carla has taken extra care to encourage new residents or residents that may need assistance to connect with the resources available through Linc's Resident Services. This way, Laura can contact the resident by phone and help with any needs that are shared. Laura comments, "Working together promotes the wellbeing of all residents."



## LIFE-ENHANCING SERVICES

### Fighting Food Insecurity

Our food banks distributed food to over 1,600 unduplicated residents between March and June, as many were severely impacted by COVID-19 job losses.



## VOLUNTEER SPOTLIGHT

### From Tutor to At-Home Treater

The children at Pleasant View Apartments in Fresno peeked excitedly from their windows at a rare knock on their doors. It was Amanda, toting a wagon full of colorful goody bags!

A faithful volunteer at the Pleasant View after-school program, Amanda is much beloved by the children, and for good reason. She patiently tutors students

and helps teach art projects and fun activities. Amanda has also been a partner on the children's journey with social and emotional learning. She put together and taught a lesson about how to get along with others, baking cupcakes as a tasty incentive for those paying close attention.

RSC Larry couldn't be happier with Amanda and the impact she has had on the students. "I am so grateful for the help she has given me," he exclaims, "A big thanks to Amanda!"



## STAFF SPOTLIGHT

### Meet Evan

In March, Evan Chan joined the Linc team as a new Resident Services Coordinator at Mosaic Gardens at Westlake in Los Angeles. He admits, "Joining the Resident Services team right before the COVID shutdowns definitely made things a little chaotic! However, everyone has been very welcoming and patiently allowed me to bug them with endless questions!"

He has a passion for children's learning and for solving world hunger, and notes "I've been blessed to work with both kid's education as well as food distribution. I hope to help in whatever ways I can!" Thank you Evan, for using your skills and passions to support residents through the pandemic.



## PROGRAM SPOTLIGHT

### Online and Thriving



Although many were initially disappointed when students at Holly Courts had to adapt their beloved after-school program in Sacramento, Joey's family knew from experience that the situation could be seen as an opportunity to embrace new learning models. Earlier

in the year, Joey had worked through the digital transition because his behavioral health challenges made it difficult for him to learn effectively and safely in a group. The shift to a more personalized program online allowed him to discover his strengths and ideal learning environment.

Joey's school and Linc's RSC Melissa collaborated to form a supportive academic network with an Individualized Education Plan (IEP). Melissa also helped him enroll in Khan Academy, an educational nonprofit that provides short videos and online tools to help educate students. The pair worked together to learn new math concepts and complete his fifth grade schoolwork. As a former mental health worker for youth, Melissa was able to employ strategies during tutoring to keep Joey focused and on task. She took a flexible approach and rescheduled when Joey needed breaks, especially on intense class days.

When schools closed in the Spring, and everyone's learning went online, Linc's after-school program students followed suit and transitioned to virtual tutoring and reading with Melissa. Many of them were hesitant about the change, but Joey's progress showed the potential of online learning. As his mother Sonia reported, "Joey is doing better with school now that he is not in a large classroom environment and has tutoring and counseling support all week long."

We are so grateful for everyone's flexibility and collaboration to help our students succeed!



## Activities from Afar

Although it is more of a challenge to facilitate activities that are both engaging and socially distanced, Resident Services Field Supervisor Carrie has gotten creative.

For an arts and crafts program from the comfort of their own home, Carrie gave senior residents at Seasons at Compton a "Do It Yourself Vinegar Cleaner Kit." The kit provided three recipes and ingredients for natural all-purpose cleaners: lemon and rosemary, orange and peppermint, and eucalyptus and tea tree oil. Many liked the project as it was easy to make, cost-friendly, and environmentally safe.

For nutrition inspiration, residents shared their favorite summer salads. One resident cleverly used ingredients from the food bank to make a fruit salad with nuts. Another texted her enjoyment: "The invitation to participate was just what I needed during shelter-in-place."



### PROGRAM SPOTLIGHT

## The Glory of Gardening

Across Linc properties, residents have taken to gardening, for the benefit of all. Studies show how the practice of keeping a garden can boost holistic health: reducing depression, anxiety, and body mass index, as well as increasing life satisfaction, quality of life, and sense of community. During this time of uncertainty and fear, various communities have responded to the need to nourish the souls of residents.

At Terracina Apartments in San Jacinto, RSC Julie bought baby tomato plants for each family. When she met with the kids on Zoom, she would ask about the plants. This eventually led to a virtual gardening club, as the young students shared and compared their seedling's location and growth. Julie says, "I'm hoping that not only does this pass the time, but that it teaches a sense of responsibility and purpose - and maybe an inclination to eat more vegetables!"

In South LA, The Nightingale's RSC Kerry admits, "Before I started working here, gardening was not my thing. Now it has become one of my favorite things to do here." He loves watching the bounty of fresh kale, cabbages, tomatoes, spinach, and herbs spring up at the community garden and ultimately go to feed residents as they pick out their favorite fresh produce at the food bank distribution each week.

**"The glory of gardening: hands in the dirt, head in the sun, heart with nature. To nurture a garden is to feed not just the body, but the soul."**

**ALFRED AUSTIN  
ENGLISH POET**

At Mosaic Gardens at Willowbrook, the gardening movement has been led by a resident. With the extra time he found on his hands through quarantine, he opted into Linc's "Staying Connected" program, calling his RSC Sandra to request seeds for the community garden. He now tends to a lush garden of peppers, tomatoes, corn, and melons, in hopes of the day that the produce will be used at a potluck when everyone is able to gather together again.

### Noteworthy

OVER  
**1,000**  
CARE PACKAGES  
DELIVERED BETWEEN  
MARCH AND JUNE

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3590 Elm Avenue  
Long Beach, CA 90807

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# LINC CARES

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Gardening

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Pleasant View