

**We help housing fit  
lives...**

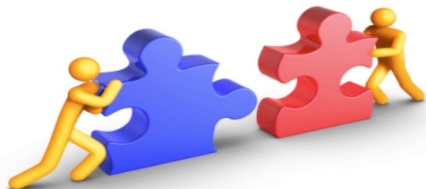
**Advocacy:** To give an added voice to resident needs and concerns about their housing.

**Monitoring:** Follow-up with service providers to assure that residents receive needed services.

**Linking/Coordinating:** Making referrals to service providers and assisting residents to complete related paperwork.

**Advisors:** To assist residents with building personal support networks.

**Enhancing Quality of Life:** Leveraging resources to provide wellness activities and services within our properties.



**BAY CITY HOUSING  
COMMISSION**  
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**RESIDENT SERVICES  
PROGRAM**  
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**About Us**

The Bay City Housing Commission (BCHC) provides housing that is affordable to adults, families with children, and senior adults.

**Our Mission**

Is to enhance the quality of life in our community through the provision and improvement of decent, safe, affordable housing programs that meet the needs of our citizens.



**When you need it,  
we have homes and  
services that  
enhance lives.**

**BAY CITY HOUSING  
COMMISSION**  
*WE'RE NOT JUST AN AFFORDABLE  
HOUSING PROVIDER*



## What does home mean to us?

Home is the centerpiece of an individual or family's life. It is a cornerstone to living independently and successfully.

We have learned how having a stable home improved our health, security, financial stability, safety of our neighborhoods, and childhood development.

It is important to protect our resident's ability to live in a safe, clean environment.



## RESIDENT SERVICES PROGRAM

Our program was designed to support residents who are facing challenges that impact their daily lives by connecting them with community services and resources to enhance their lives.

The choice an individual makes to take the first step to access programs like this for assistance can be a difficult one. We understand. We will always respect our residents as we work to assist them.

**Shannon Hernandez** is the Resident Services Program Manager for the Bay City



Housing Commission. Shannon holds and bachelor degree in social work and a masters in Health-Science Leadership from Saginaw Valley State University. Shannon has twenty years experience working with the best service providers in the area.

**We are here to help! Contact Shannon to discuss ways she may assist you!**

## STRONG PARTNERSHIPS!

One of the main objectives of the resident services program is to build and keep strong alliances and community partnerships among local service providers for the benefit our residents.

In late 2021, a partnership between the U.S. Department of Health and Human Services (HHS) and the U.S. Department of Housing and Urban Development (HUD) launched a national program called The Housing and Services Resource Center. The opening message for that program said..."In every state and community, there are a number of entities and programs helping people access housing and supportive services, but the housing and service systems often are siloed. Stronger collaboration between these systems would enable states and communities to coordinate resources to help older adults, people with disabilities and people experiencing homelessness achieve housing stability, live with dignity and independence in the community, and avoid homelessness and costly institutional care".

**We are better, together!**