



Our Purpose

To strengthen communities by way of empowering its members to engage in conflict constructively by removing barriers to Housing Stability and Self Sufficiency, therefore enhancing the security of their essential needs.

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Purpose Inc.**



**HOUSING
STABILITY
& HOMELESS
PREVENTION**

**A CONFLICT
RESOLUTION
APPROACH TO KEEPING
PEOPLE HOUSED**

Learning & Development

Conflict Management:

1/2 Day -Basics of Resolving Conflict
1 Full Day- Full Training w/ Skill Building

Communicating with Purpose:

1/2 Day - Training w/ Skill Building

Inclusion Training:

1 Full Day- Training w/ Skill Building

Resident Retention Best Practices:

1 /2 Day- "Elements of Resident Satisfaction"

1 Full Day- Assessing, Developing, Implementing Lasting Engagement



Resident Satisfaction & Engagement

Resident Engagement Strategies:

No two communities are alike and we at 4ward understand this extensively. What may be an effective means of engaging your community at one property may not be effective at another. We assess each property and community at large to identify your communities' unique needs.

- Resident Engagement Assessment Surveys
- Community Engagement
- Acquisition Support



Conflict Management & Mediation Support

Communication is often the barrier to moving through Conflict constructively. Conflict amongst Residents or staff can create a hostile environment in your community, office, or both.

Our team is trained in Conflict Resolution and Mediation and can provide leadership and support. Bringing in a neutral third party often lessens anxiety and creates a less hostile discussion.

Example of LL/Resident Mediation Support Areas:

- Non-Payment of Rent
- Pre-eviction filing (Solution Discovery)
- Lease/House Rule Violations
- Disturbance Reports
- Crime/Safety Items

Example of Resident/Resident Mediation Support Areas:

- “Noisy Neighbor” Complaints
- Unruly Child Complaints
- Issues with Neighbors Pet (s)
- Parking Disagreements
- Visitor Conflicts



Housing Supportive Services

- Individualized Case Management
- Conflict & Grievance Management
- Call Handling & Facilitation
- Complaint Investigation
- Statistical Outcome Reporting
- Crisis Intervention & Support
- Property/Community/ Geographic Region Level Reporting

Dashboard Reporting of Key Identified Metrics

