



Providing Resident Services
— Since 1990 —

Peabody Properties recognized from its inception that providing housing for its residents involved much more than building bricks and mortar. Property management is a people business and providing services that respond to the needs of its residents while also offering a connection to the larger community in which they reside are important tools for a company with a stated mission:

We put the **HOME** in housing



Our award-winning, statewide team includes more than 80 multilingual and multicultural professionals:

- HUD certified resident service coordinators and managers
- Licensed clinical social workers and registered nurses
- Care managers and regional wellness nurses
- \$5 mil to-date in grant funding awards for resident services and programs
- 70+ industry resident services impact awards

What We Do:



Foster Harmonious Communities



Resident Engagement Activities



Develop Community Partnerships



Expand Access to Programs & Resources



Coordinate Wellness Education & Support Resident Health



Tenancy Stabilization & Preservation



Follow up to Incident Reports & Referrals to Supportive Services



Respond to Requests for Reasonable Accommodation/ Modifications

Providing GAFC Homecare Since 1995



We are **CARF**
International Certified in
Supportive Living Supporting
Healthcare Access & Wellness In
Our Communities

OUR CORE *Values*

RESPECT IS KEY

Our Respect is Key Policy sets the tone for a respectful and harmonious environment at our housing communities.

RESIDENT SERVICES MISSION

Our goal is to promote successful tenancies for our residents by linking them to the supportive services they may need to assist with lease compliance, benefit well-being, and support aging-at-home.

We enrich the quality of life for all residents through the coordination of on-site enrichment programs that foster community-building.

TEAM APPROACH

The Peabody Resident Services in Housing Model established in 1990 starts with a Team Approach between Management and on-site Resident Services staff.

COMMUNITY CONNECTION

Collaboration and partnerships with community-based providers is essential to being a "good neighbor" in the communities where our housing is located and connects residents to local resources and services.



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We contract with 15 health plans including MassHealth, Senior Care Options, One Care, and PACE managed care programs.



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Serving residents age 22+ throughout Massachusetts in Peabody managed or other affordable housing community.



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Assist elders and persons with disabilities to remain at home and in the community.



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Culturally competent and person-centered care management services that foster housing stabilization.



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Personal care and homemaking with registered nurse well visits.



OUR *Leadership* TEAM



MISTY PISANI

MSW, LICSW
Director of Resident & Community Programs



ARIA ZAYAS

MSW, LICSW, MBA
Director of GAFC Homecare Programs



SHERYL FERNANDES

RN, MSN
Homecare Nursing Quality Assurance Manager



JENNIFER ZAJAC

RN, BSN
Program Development Manager



VINDA BUTLER

BSW, MBA
Community Outreach Manager



MARCY GRADY

BS, MA
Resident Services Portfolio Director



ALAN RIAS

BA
Resident Services Portfolio Director



LISA SOUCIE

BS
Resident Services Portfolio Director



JACQUIE COPE

MSW, LICSW
Senior Resident Services Manager



KRISTEN FOWLER

MPA
Senior Resident Services Manager



MICHELLE COPPI

MS, LSW
Senior Resident Services Manager



LILIA BOUHID

RN, BSN
Regional Wellness Nurse Manager



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