Volunteer Program Progress

Eden Housing’s Volunteer Program prides itself on continuing to provide high quality, enriching opportunities for members of the community to engage with Eden Housing residents. This past year, our program grew by 35%. We achieved this by adding new roles, maintaining relationships with existing partners and expanding our geographic reach.

Eden Housing’s Volunteer Program has a Net Promoter Score of +74. The Net Promoter Score is an index ranging from -100 to 100 that measures the willingness of volunteers to recommend our program to others.

Given the Net Promoter Score range of -100 to +100, a “positive” score or NPS above 0 is considered “good”, above 50 is “Excellent,” and above 70 is considered “world class.”
Corporate Volunteers

We are proud to have partnered with 33 companies and hosted 92 corporate volunteer groups in service projects. Together we have:

- Cleaned 162 senior units and painted 10 properties
- Distributed bags of groceries and cleaning supplies to 670 families
- Purchased and distributed holiday gifts and backpacks to 450 Eden youth

“I didn’t realize that affordable housing also works to build community and empower its residents. I think it’s awesome.”
- Workday volunteer

Events hosted: 64
Community Volunteers

This year we connected 167 community volunteers to our residents. We launched new opportunities for members of the community to engage with Eden properties in an ongoing capacity. Here is a list of current opportunities available:

- After school program volunteers
- ESL/Conversational English instructors
- Art instructors
- Fitness instructors (Zumba, yoga, line dancing)
- Senior buddies
- Financial coaches

“My students are so energetic and kind. I believe that providing affordable housing not only helps the tenants but it also increase the value of the community.”

- ESL Instructor at The Altenheim

“I realize even more how many obstacles get in the way of getting ahead. I feel fortunate for this opportunity to help.”

- Financial Coach at Sara Conner Ct.

“Eden treats their volunteers very well, they keep in communication, and are very responsive if I have specific requests.”

- Financial Coach at Wexford Way
Volunteer Year In Review

Deepening Impact and Building Partnerships

Based on your experience volunteering with Eden, what are your general impressions about affordable housing?

“The term ‘affordable housing’ generates a more vivid, positive impression now than it did before.”

-Orbital Insight volunteer

Total hours: 32,250

Overall, how would you rate your experience volunteering with Eden Housing?
The Eden Impact on Volunteers

<table>
<thead>
<tr>
<th>Quote</th>
<th>Volunteer</th>
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<tbody>
<tr>
<td>“There is a stereotype to what affordable housing looks like. This helped me see that it is a good quality of living and only adds a great value to the neighboring communities.”</td>
<td>Apple volunteer</td>
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<tr>
<td>“I don’t have much experience with affordable housing, outside of the communities I live near in San Francisco. They often come across as run down, but Eden Housing seemed to be thriving with resources and community.”</td>
<td>Tanium volunteer</td>
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<td>“The staff genuinely seems to care about their residents. Facility was very modern and clean! I also noticed there was a nice outdoor space. The residents seem very happy!”</td>
<td>Hewlett Packard volunteer</td>
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<td>“I didn’t realize there were these types of options for people. It was really great to see.”</td>
<td>Apple volunteer</td>
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<td>“I think many people assume affordable housing means a run down building or something in an unsafe neighborhood. Eden’s developments are well maintained and a pleasure to visit.”</td>
<td>Angius &amp; Terry LLP volunteer</td>
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<td>“The housing units both inside and outside are amazing, and an inspiration for a challenging problem. Eden is a great example and should be supported by private and public funds.”</td>
<td>Kaiser Permanente volunteer</td>
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<td>“Affordable housing doesn’t have to mean sub-standard service or living accommodations. Every Eden property I’ve been to has been clean and well kept!”</td>
<td>Salesforce volunteer</td>
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