



## FAQs

### **What is Entryway's mission?**

Entryway is a national 501(c)3 organization that transitions individuals and families at risk of or facing situational homelessness to economic self-sufficiency by providing career training, employment, and housing opportunities in partnership with the real estate industry.

### **How does Entryway accomplish its mission?**

Entryway provides apartment companies with a pipeline of pre-screened, trained, and ready-to-work individuals for their entry-level positions. We find talent where typical hiring managers are not looking: individuals and families at risk of or facing situational homelessness. Entryway participants receive industry-specific career training and mentorship to strengthen their existing skillsets and prepare them to step into new careers in multifamily. Our industry partners receive diverse and motivated team members, our participants receive the stability of employment and housing to return to economic independence, and local communities are lifted. It's a win-win-win solution we know works.

### **What supportive services does Entryway provide to its participants?**

**Resume and interview coaching:** Entryway partners with volunteers to support our clients during the pre-employment stage to strengthen their resumes and prepare for interviews. Volunteers meet virtually for a minimum of 30 minutes to offer suggestions to improve their resume and do mock interview sessions.

**Learning and Development:** Entryway uses a robust online program geared specifically for our clients through Grace Hill, a virtual training software platform. Entryway uses Grace Hill to provide clients in both the pre-employment stage and after employment to receive technical training, soft skills and financial literacy. Once a client is employed, Entryway partners with their employer to provide wrap around support tied to their new position with additional technical modules to assist in career advancement.

**Mentoring:** If a client is hired into employment with an Entryway industry partner, they are provided with the opportunity for a trained volunteer mentor who is committed to their success. Mentors provide guidance and support for a minimum of four months. Mentors meet regularly with their mentee and provide a safe, supportive, judgement free space for open dialogue about their work and life experiences and future goals.

### **Is there an application process for individuals looking to participate?**

Yes, individuals who are currently at risk of or experiencing homelessness must complete and submit a program application. After an initial screening process, if an applicant is approved, they are invited to be a candidate in our program.

### **What job positions are available through the Entryway program?**

The most common positions Entryway fills are Groundskeeper, Maintenance Tech and Leasing Consultant. There are also times when opportunities for additional on-site roles become available including Administrative Assistant, Concierge and Property Manager.

**If an individual hired through the program turns out to not be a good fit for the company, what is the process?**

In the extreme case that a participant can no longer continue with their employment, we ask that our Industry Partner provide us with as much advanced notice as possible. This allows us to work with local community resources to ensure the individual has a place to go and avoid having to re-enter homeless services.

**What is the discount that an Entryway Apartment Industry Partner provides to the hired Entryway participant?**

We ask Entryway Industry Partners to waive first month's rent and provide a monthly rent for a hired participant at no more than 30% of their gross household income for 12 months.

**When considering a partnership with Entryway, what, if any, concerns does leadership of apartment management companies bring up?**

The discount on the housing above the standard 20% discount for employees can often be a concern. However, most properties are not 100% occupied and experience on average 50% turnover in their entry-level positions. Entryway is providing a motivated, quality employee as well as a community resident with long-term potential. Once companies understand the value of the program, they become comfortable with this piece.

**Do Entryway participants often default on their lease or miss rent payments due to their financial situation?**

Generally, no. With most participants getting a significant discount, the first year of rent is not usually an issue for them to afford. Local staff works with them throughout the year on budgeting to make sure they are in a position to either afford the increase in rent for their second year or assist them in moving to a less expensive housing option nearby. Occasionally, participants have unexpected circumstances crop up and they fall behind on rent. The sooner we're alerted to the situation, the sooner we can work with the individual and get them back on track.

**What markets does Entryway operate in?**

As of Q4 of 2024, Entryway operates in: Arizona, Atlanta, Houston, Nashville, the National Capital Region, South Carolina, North Texas, Central Florida, Central Texas, Denver, North Carolina, and Philadelphia.

**What are future target markets Entryway is looking to expand?**

Entryway is currently evaluating potential expansion cities where we have the ability to leverage apartment industry partnerships, nonprofit referral partnerships, and community financial support. Seed capital of \$200,000 a year for the first two years is required for Entryway to launch in a new market.