



Marquan Jackson

VICE PRESIDENT, RESIDENT SERVICES

Marquan Jackson was appointed Vice President, Resident Services at True Ground in 2023. He joined the organization in 2021 as Director of Resident Services.

Mr. Jackson oversees programs and services for more than 6,000+ residents who live in 25+ rental communities across five jurisdictions in the DC region. His visionary leadership has created a comprehensive environment of support for residents with key pillars focusing on housing stability; economic mobility; health, wellness, and senior support; children, youth, and families; and community engagement. Under Mr. Jackson's supervision, True Ground's resident services program received the prestigious Certified Organization for Resident Engagement & Services (CORES) certification in 2022.

Mr. Jackson has established innovative programs to meet resident need. Recent highlights include the People's Pantry, which converted a conference room into a full-service food pantry, an Individual Development Account (IDA) program to help participants invest in their futures, and seasonal initiatives such as an annual Thanksgiving meal distribution to older adults across the portfolio. Mr. Jackson has also prioritized stabilization and eviction prevention for all residents. During the COVID-19 pandemic True Ground's resident services connected residents with \$8.6M+ in rent relief assistance.

Mr. Jackson has grown the resident services team from 4 to 21 to match a growing real estate portfolio.

Prior Experience

At the Family Empowerment Program (FEP), Mr. Jackson helped residents achieve economic self-sufficiency, improved educational outcomes for children, and promoted asset development through IDA and micro-loan programs. He has clinical and macro practice experience in juvenile justice, mental health, schools, and foster care. As an adjunct professor at The University of Michigan, he taught courses on social work research and evaluation, as well as social welfare and policy.

Education

- MSW,
University of Michigan School of Social Work
- Bachelors,
University of Michigan Ann Arbor

Affiliations and Recognitions

- Board of Directors,
Arlington Neighborhood Village
- President's Innovation Advisory Council,
George Mason University
- NAACP
- National Association of Black Social Workers
- National Association of Housing and Redevelopment Officials