



2022

Y E A R E N D REPORT

HOUSING AUTHORITY OF COVINGTON

2300 Madison Avenue, Covington, KY 41014
www.hacov.org/resident-services
859-491-5311

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EXECUTIVE SUMMARY

The Resident Services Department strives to provide case management, outreach services, and programming to our Housing Authority of Covington residents. During 2022, we made notable contributions to this goal.

During this past year, we completed 772 case management services. Primarily, resident case management took place over the phone, in the office, and in resident homes. Over the course of the year, RIC staff also made 195 referrals.

HAC's resident services department has also performed many outreach initiatives throughout 2022. During 2022, 10,842 outreach efforts were performed in 2022. Flyers were passed out regularly for events, and monthly newsletters were given to every resident. In total, the RIC department distributed 17,741 pieces of information and promotional materials to residents. 118 phone calls were made to residents throughout the year for outreach purposes.

A number of youth services were coordinated in 2022. In total, 25 youth residents participated in programming. The following programs were coordinated throughout the year: The STAR Program, the YES Program, Youth Leadership Development (YLD), Summer Camp, and the Teen Summer Work Program. During the summer months, 1,120 meals were provided to students.

In addition, many adult programs efforts were achieved during the year. Over the course of the year, residents continued to make strides towards furthering employment opportunities and pursuing higher education. 61 residents also participated in financial literacy and homeownership counseling. When transportation was required to meet these goals, HAC staff assisted with 148 referrals.

HAC's senior population was also a focal point throughout 2022. 25 educational/social programs were held for our senior residents. Program topics varied, but most focused around health education, crafts, and bonding. In addition, approximately 2900 meals were served to our seniors through the congregate meal program.

Resident Services Staff

Jon
Adkins

Director of Resident
Services

Jenn
Rugg

Program Manager/FSS
Coord.

Latasha
Alford

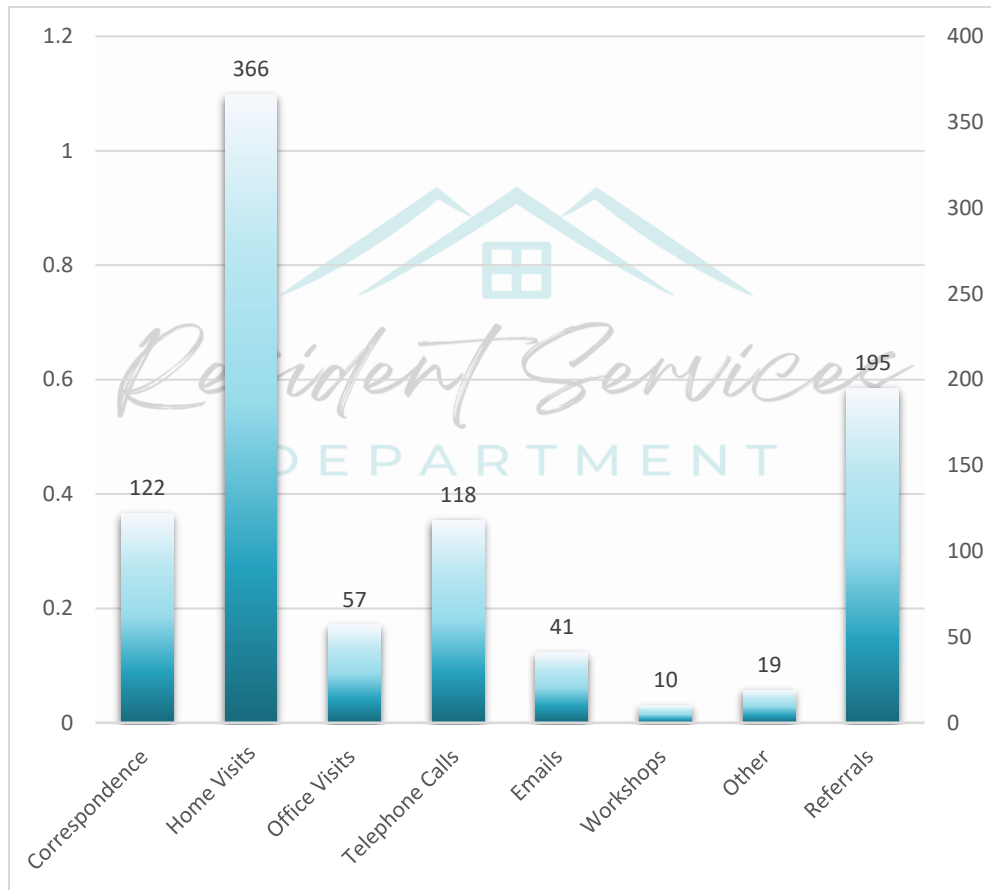
Program Specialist

Natalie
Kuhn

Community Worker



CASE MANAGEMENT



436

Case management meets were conducted



195

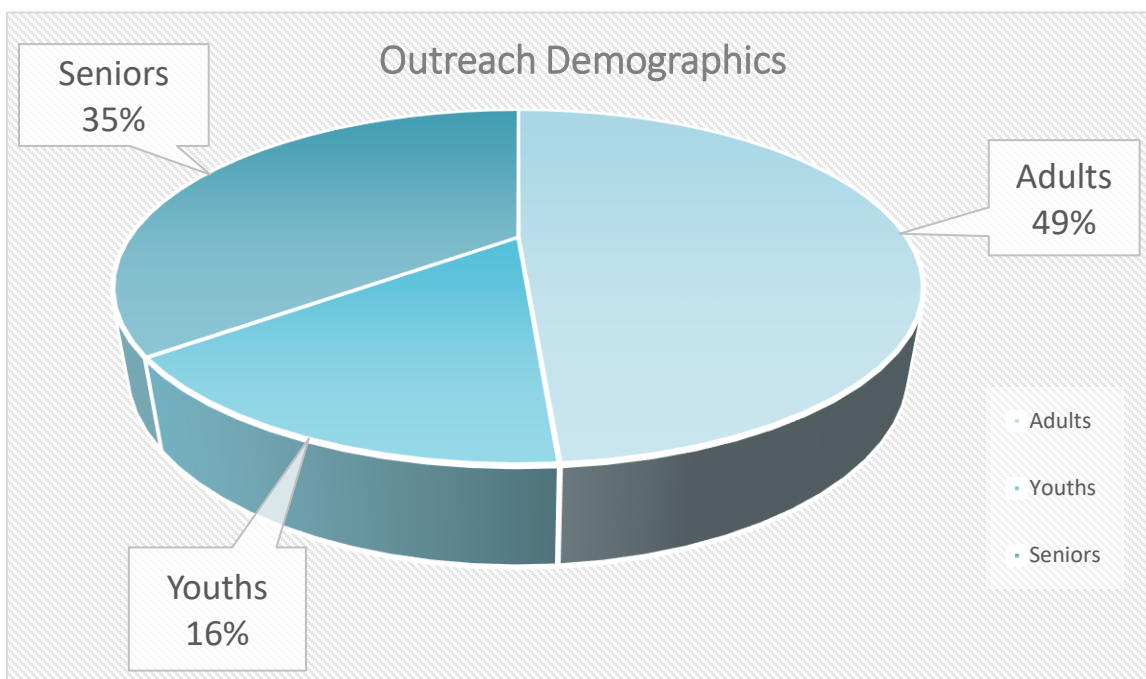
Referrals coordinated to connect residents with resources



772

Case management services completed in 2022

TOTAL OUTREACH



17,741

Information materials, newsletters, and promotional flyers were distributed to residents.



171

Phone calls made to residents.



10,842

Outreach efforts were completed in 2022.



616

Doors were knocked on in 2022.

SENIOR SERVICES



25

Social/ educational programs held for seniors.

2900

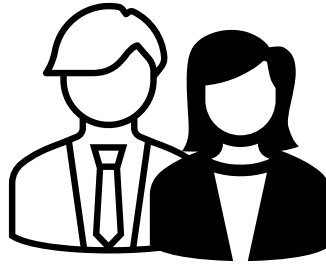
Meals on Wheels Served at Golden Towers



ADULT PROGRAMING



18
Good
Housekeeping



167
Employment
Services



68
New
Employment



68
Continued
Education



61
Financial Literacy &
Home Buyer
Education



148
Transportation
Assistance



Maintained employed
throughout the year for
6 + months
261



Meals were served to
residents in need of
food.
1120

Maintained employed
throughout the year for
12 + months
301



Self-Sufficiency Goals
were Met
771



CHILDREN'S PROGRAMING

STAR

Ages 5-11
Residents Served : **6**
100% Completion



YES!

Ages 13-15
Residents Served : **6**
100% Completion



Teen Summer Work Program

Ages 16 - 20
Residents Served : **3**
100% Completion

Camp Ernst

Residents Served : **10**
100% Completion



SUMMER LUNCH PROGRAM!

Both City Heights and Latonia Terrace Participated in a Summer Lunch program where over 2500 lunches were served to at risk youth between both communities. Covington Schools and UMC Food Ministries supplied lunches to the properties. Resident Council also helped facilitate these programs making them as successful as they were.