



2023

YEAR END REPORT

HOUSING AUTHORITY OF COVINGTON
2300 MADISON AVENUE, COVINGTON, KY 41014
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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 (HAC) residents. During 2023, we made notable contributions to this goal.

During this past year, we completed 1,704 case management services. Primarily, resident case management took place over the phone and in the office. Over the course of the year, Resident Services staff also made 558 referrals.

HAC's resident services department has also performed many outreach initiatives throughout 2023. During 2023, 42% of outreach efforts targeted Youth, while 33% targeted Seniors and 25% targeted Adults. Flyers were passed out regularly for events, and monthly newsletters were given to every resident. In total, the Resident Services department distributed 12,218 pieces of information and promotional materials to residents.

A number of youth services were coordinated in 2023. In total, 27 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, 879 meals were provided to students.

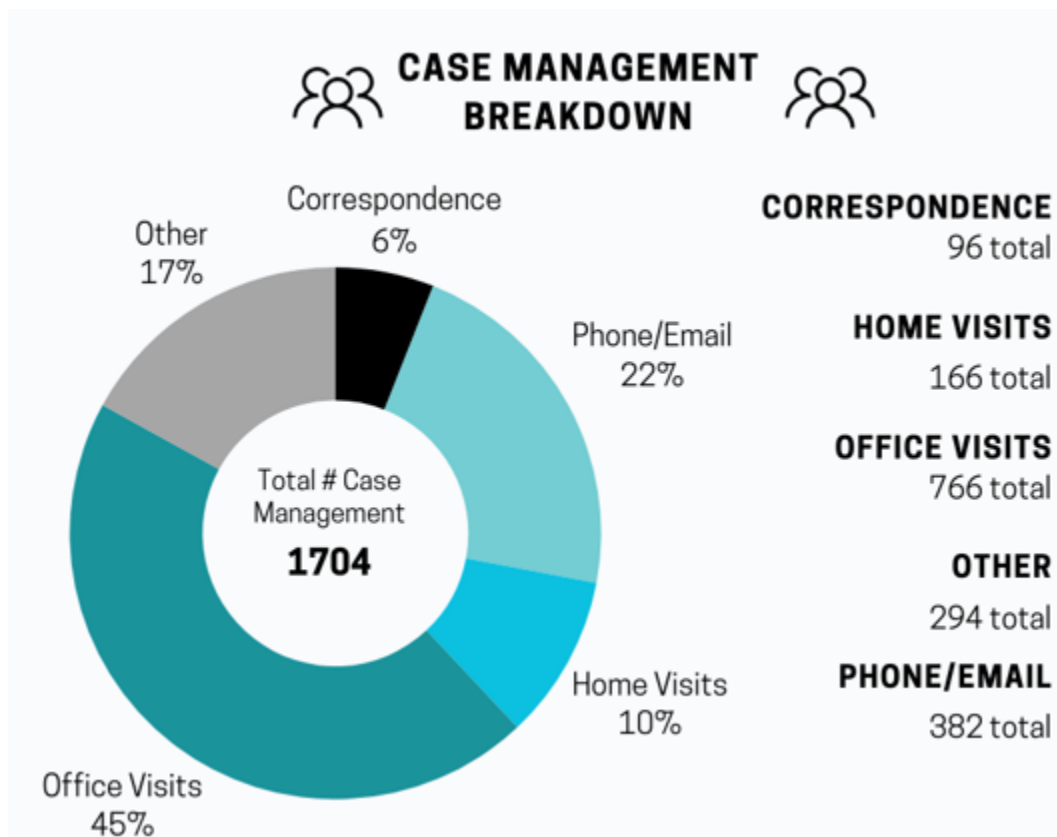
In addition, many adult programs efforts were achieved during the year. Over the course of the year, residents continued to make strides towards furthering employment opportunities and pursuing higher education. Residents also participated in financial literacy, employee development, and workforce readiness. When transportation was required to meet these goals, HAC staff assisted with 270 referrals.

HAC's senior population was also a focal point throughout 2023. Along with weekly Silver Sneakers transportation, 37 educational and social programs were held for our senior residents. Program topics varied, but most focused around health education, crafts, and community engagement. In addition, more than 3,409 meals were served to our seniors through the congregate meal program.

Case Management

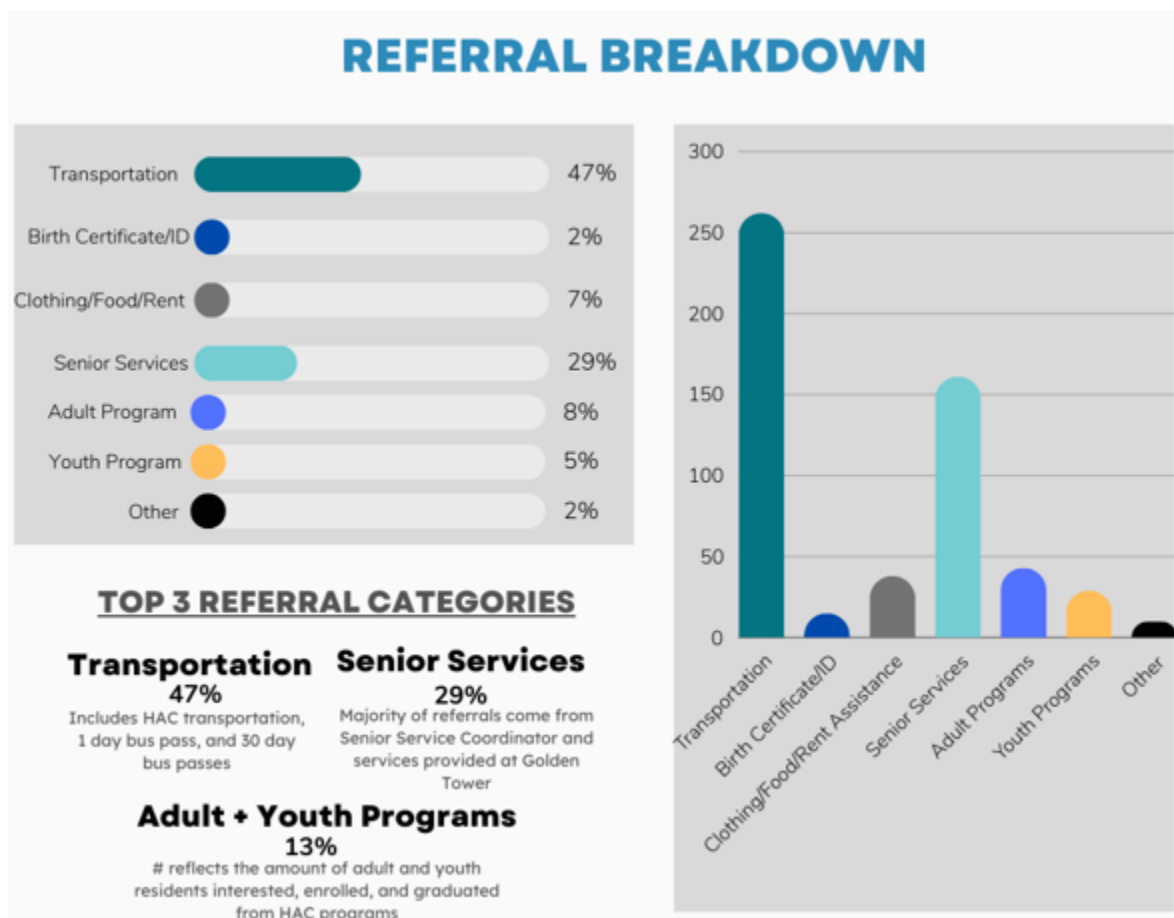
Case Management is happening regularly in the Resident Services Department. We serve all residents by connecting individuals and families with local services such as rent assistance, financial wellness, senior services, and job coaching.

Almost half of case management is conducted in office. However, case management is broadened to phone calls, texts, home visits, and other correspondence. All HAC program participants receive regular check ins and follow-up case management services.



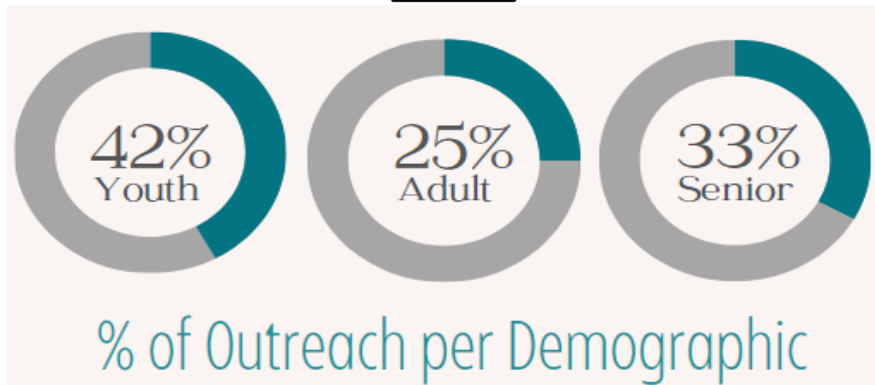
Referrals

Resident Services is regularly connecting residents to programs and local services. In 2023, there were a total of 558 referrals. These included connections with Brighton Center, Salvation Army, and St. Vincent de Paul for rent assistance, transporting residents to food pantries, Dress for Success, and ID or Birth Certificate obtainment, assisting Seniors at Golden Tower, and enrollment and graduate status from HAC sponsored programs,



Total Outreach

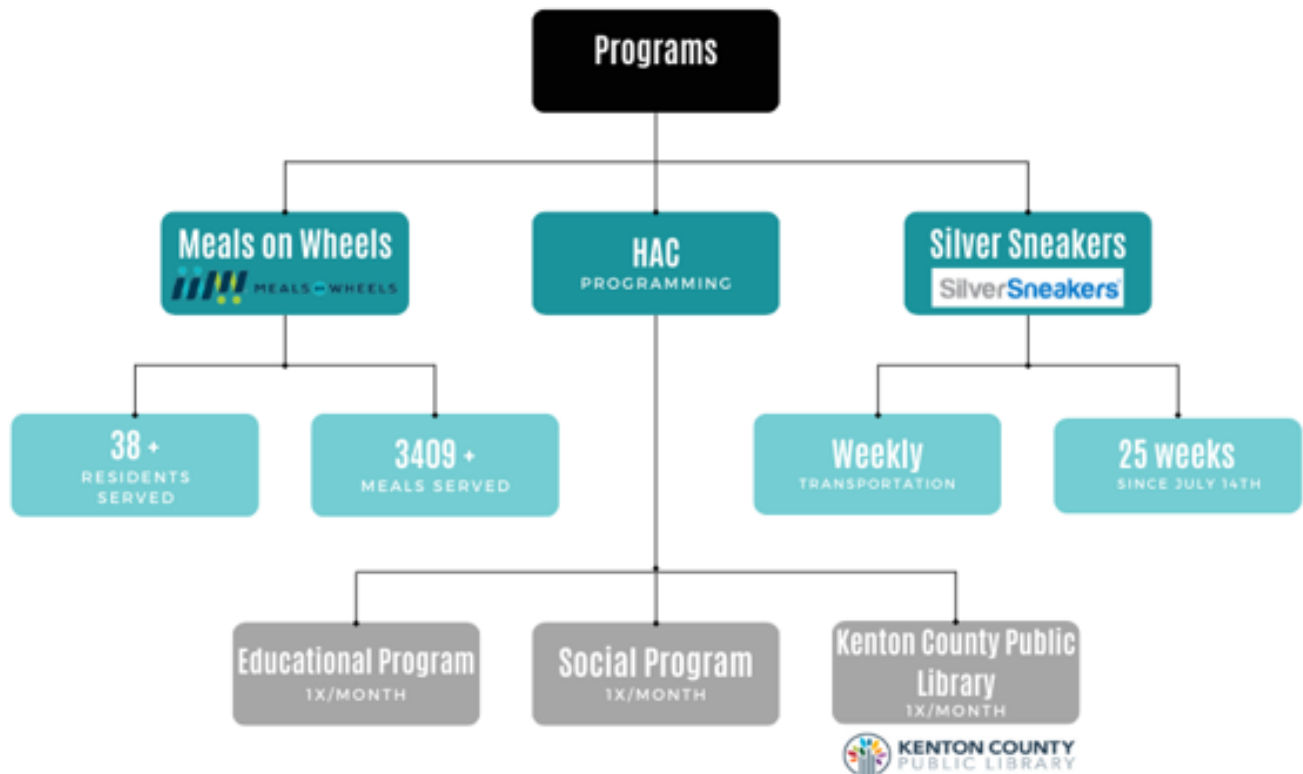
Outreach for Youth, Adult, and Senior programs was ongoing throughout 2023. Outreach consisted of going door to door at City Heights, Latonia Terrace, and Golden Tower. In addition, outreach included flyer distribution, phone calls, social media posts, and tabling. Targeted outreach was executed depending on the intended demographic.



Senior Services

Senior residents received ongoing services over the course of 2023. HAC staff offered 37 programs in addition to our partnership with Meals on Wheels, Silver Sneakers, and various agencies. Programming at Golden Tower includes 2 monthly educational and social programs. Interested residents had the opportunity for transportation to Silver Sneakers each Friday Morning.

PROGRAM BREAKDOWN



Total HAC Programs

37

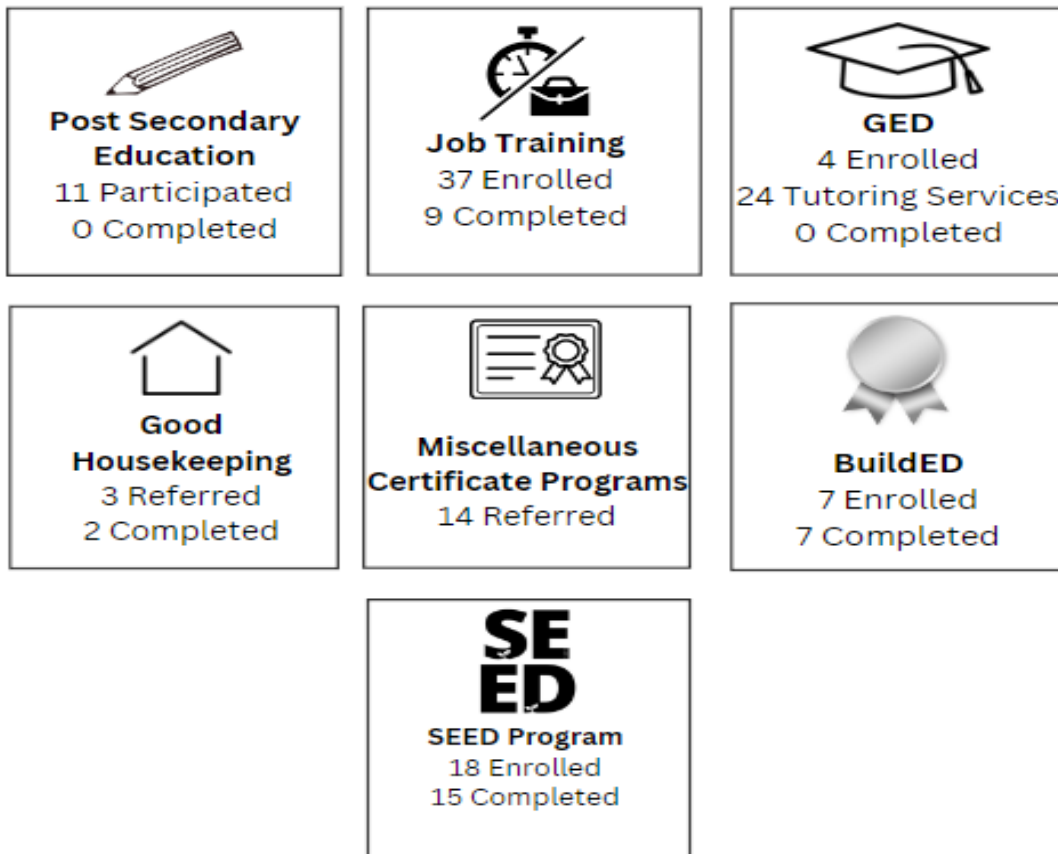
157+ Residents Served

Total Senior Services Referrals

161

Adult Programming

Resident Services offers ongoing Adult Programming throughout the year. In 2023, our staple programs included Good Housekeeping and The SEED Program with the addition of BuildED. Through continuous case management, adults were also connected with healthcare services, financial literacy programs, ID/Birth Certificate attainment, and food/clothing/rental assistance programs.



Children's Programming

In addition to the Summer Lunch Program, 5 specific Programs were offered for Youth in 2023. 4 out of the 5 programs were offered during the summer. In these 4 summer programs, 27 residents were served with a successful completion rate of approximately 76%.

YES

Ages 13-15

Youth Served: 5
80% Completed

STAR

Ages 5-11

Youth Served: 9
33% Completed

Teen Summer Work Program

Ages 16-20
Youth Served: 4
100% Completed

Summer Camp

Youth Served: 10
90% Completed

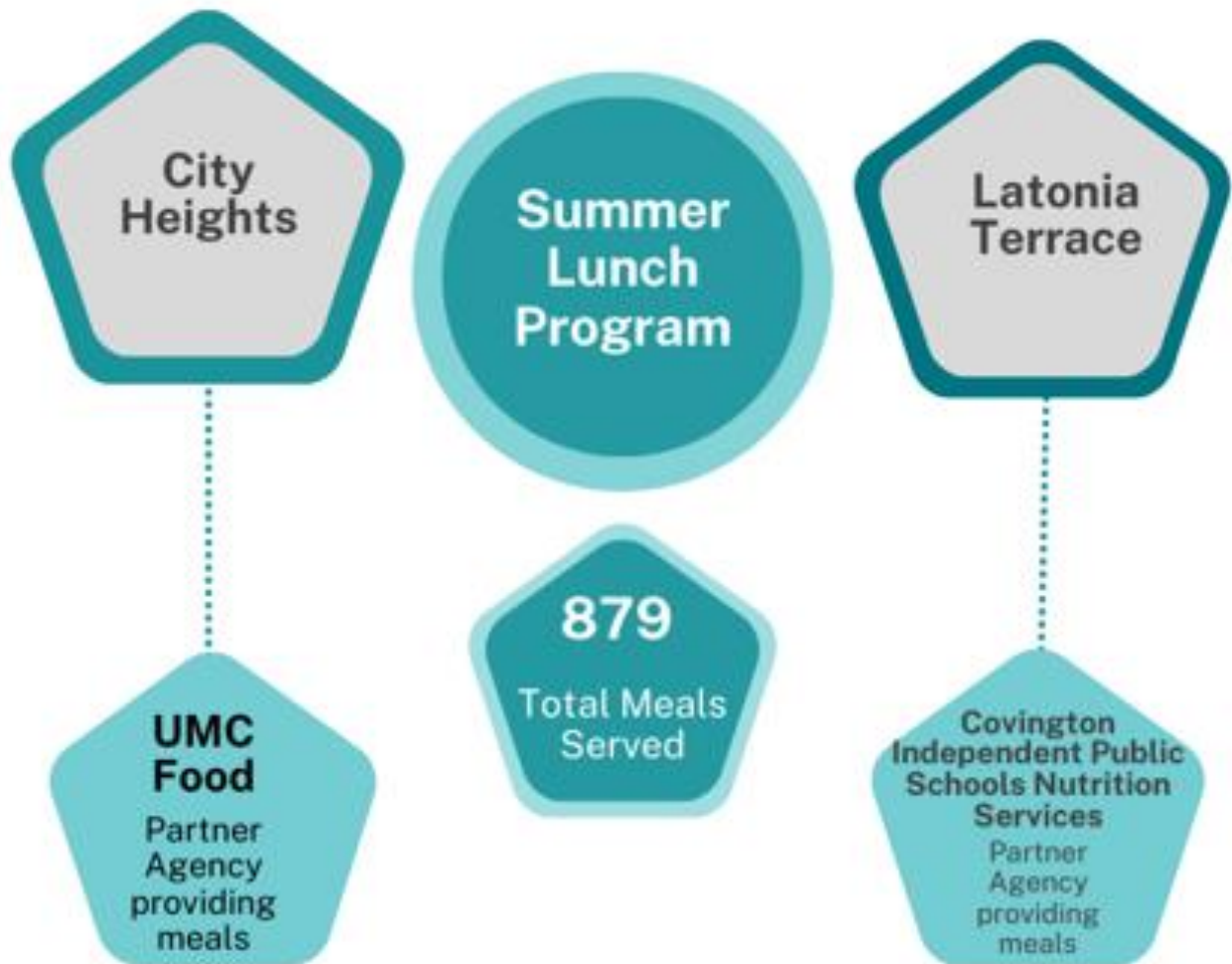
Youth Leadership Development

Ages 12-18
Open to All Youth



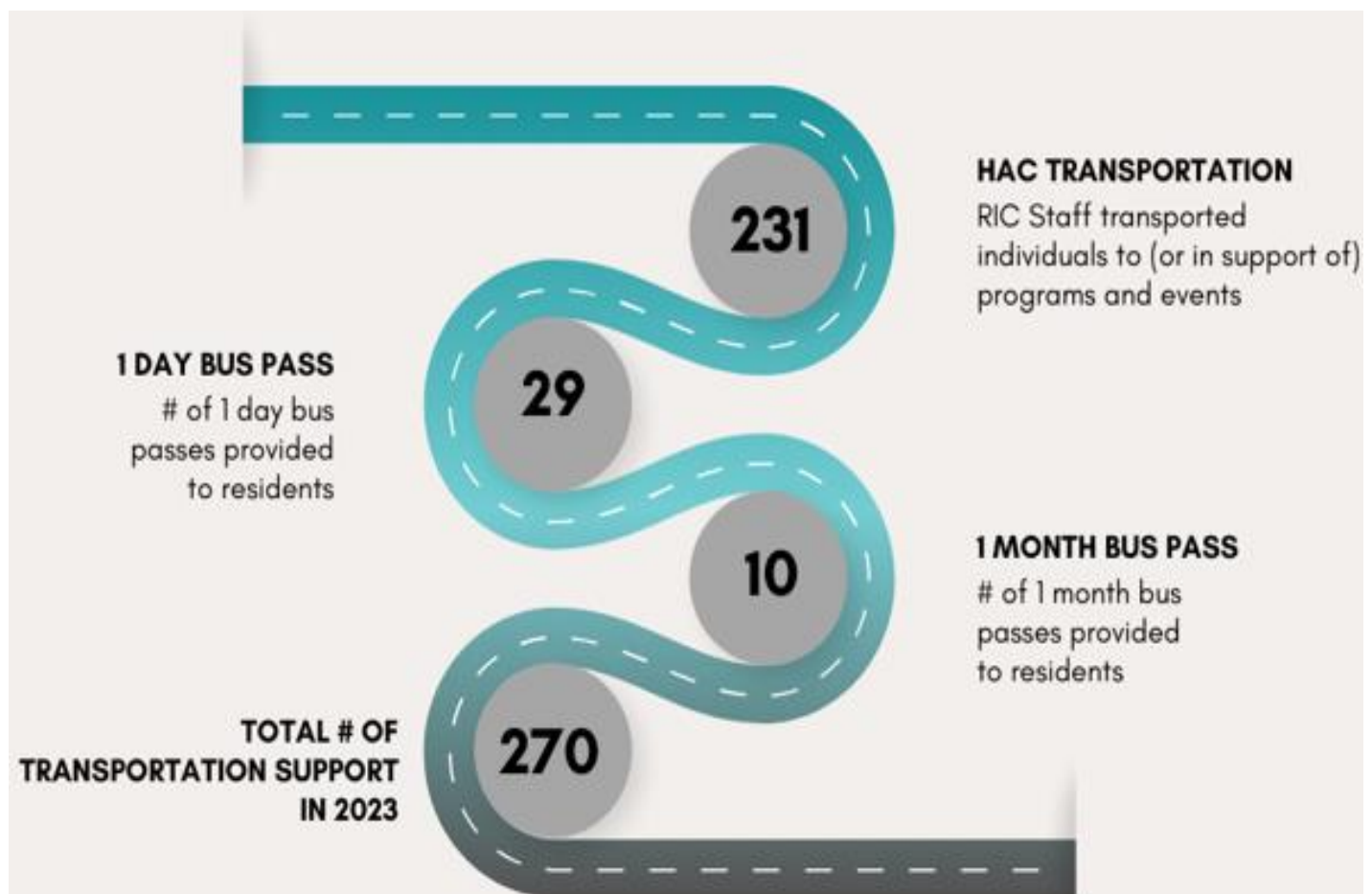
Summer Lunch Program

A total of 879 lunches were served to Youth in City Heights and Latonia Terrace the Summer of 2023. UMC Food provided meals to City Heights while Latonia Terrace was served by the Covington Independent Public Schools Nutrition Services.



Transportation

Resident Services Staff were able to provide transportation in HAC vehicles 231 times in 2023. Transportation assistance included transportation to HAC sponsored programming and events including but not limited to The SEED Program, Senior Services, Youth Programming, and Resident Council. Bus passes were provided on a case-by-case basis, with a total of 39 bus passes dispersed in 2023.



Resident Services Staff

<i>Jon Adkins</i>
Director of Resident Services

<i>April Peacock</i>	<i>LaTasha Alford</i>	<i>Natalie Kuhn</i>	<i>Hannah Troll</i>
Program Manager	Program Specialist	FSS Coordinator	Senior Services Coordinator

RESIDENT SERVICES MISSION

The mission of the Resident Services Department is to break the cycle of generational poverty and foster economic self-sufficiency among residents living and/or being served by HAC programs.

