



**2024**

# **YEAR END REPORT**

**HOUSING AUTHORITY OF COVINGTON**  
2300 MADISON AVENUE, COVINGTON, KY 41014  
[WWW.HACOV.ORG/RESIDENT-SERVICES](http://WWW.HACOV.ORG/RESIDENT-SERVICES)  
859-491-5311

---

**FOLLOW US**



# Table of Contents

Executive Summary .....	3
Case Management .....	4
Referrals .....	5
Transportation Assistance .....	6
Youth Programming .....	7
Adult Programming .....	8
Senior Services .....	9
Other Programming .....	10
Family Self Sufficiency (FSS) .....	11



# Executive Summary

The Resident Services Department of The Housing Authority of Covington (HAC) strives to provide quality programming, case management services, and resources to support resident self-sufficiency. In 2024, evident contributions were made toward this goal- shown through our total of 4,140 case management services and 1,234 referrals. Case management is executed through a variety of methods, including phone calls/texts, home visits, office visits, and more.

This year, the Housing Authority of Covington's main office opened its lobby to the public on July 1<sup>st</sup>. Lobby doors were open every Monday, Wednesday, and Friday from 8-4:30 PM. This allowed the Resident Service Department to directly address customer needs. Customers received information and guidance regarding Public Housing and Housing Choice Voucher applications, recertifications, and various items. In addition, HAC welcomed 3 kiosks that are located at the Main Office, Latonia Terrace, and Golden Tower. With this, Resident Services conducted 2 kiosk trainings and 2 support sessions for all HAC residents.

HAC's Resident Services Department offered a variety of programming for youth, adults, and seniors. This year, programming included the Family Self Sufficiency (FSS) program for Housing Choice Voucher recipients. Each program executed multiple outreach initiatives via flyers, our Monthly Newsletter, Social Media, Door to Door contact, and email via the departments new method: Constant Contact. In total, 4,026 flyers were distributed in 2024.

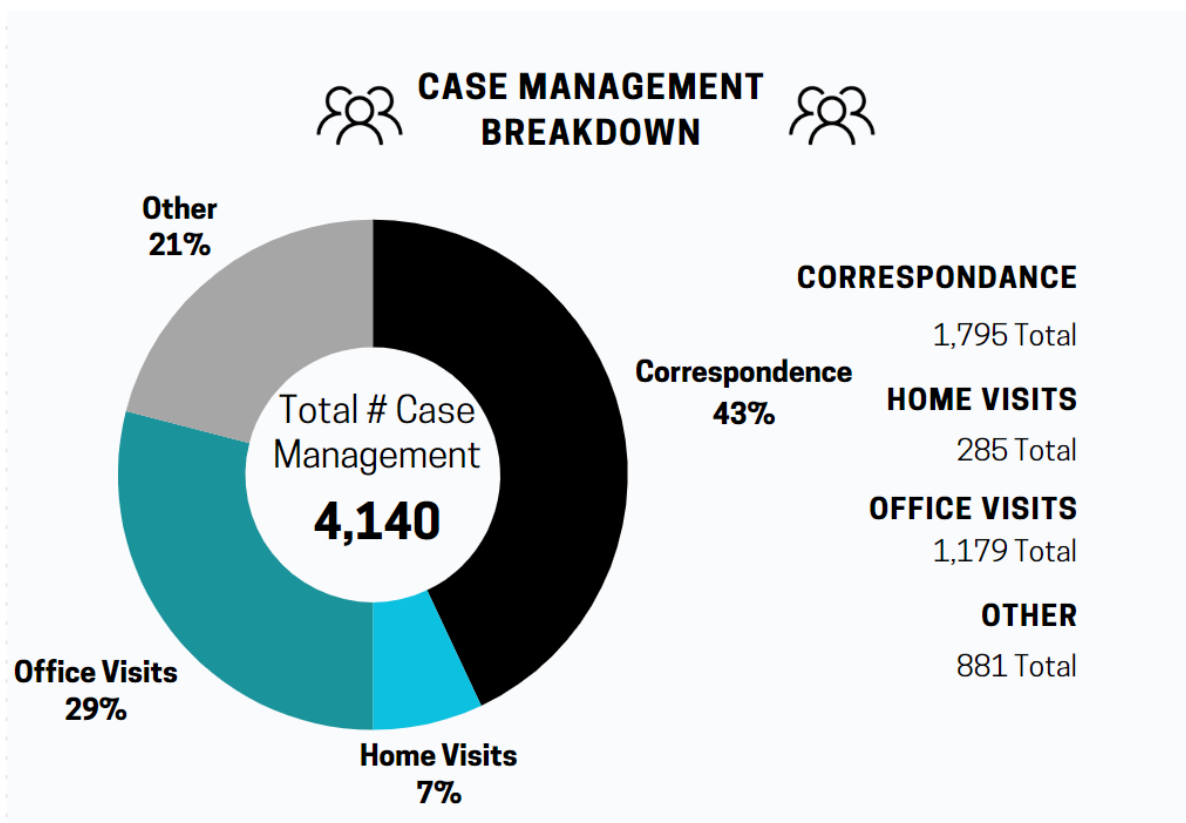
Our Youth Programs are mainly held during the summer. Summer programs included the STAR Program, the YES Program, the Teen Summer Work Program (TSWP), Summer Lunch Program, and Summer Camp at Camp Ernst. In addition, the Youth Leadership Development (YLD) afterschool program was held in the Spring of 2024 as well as the Teen Readiness and Knowledge (TRAK) Club in the Fall. In total, 67 youth were enrolled in HAC programming in 2024.

Throughout the year, efforts to provide a variety of adult and senior programming were achieved. Participating adult residents made strides towards furthering employment opportunities and the pursuit of higher education, through HAC's SEED and FSS Programs. Monthly educational and social events were held at Golden Tower, totaling at 26 events and serving 199 of participants.

# Case Management

Resident Services Staff offered case management services for all HAC residents. Services included rent assistance, financial wellness, senior services, job coaching, food and clothing needs, and supporting individuals in obtaining health services and childcare services. In 2024, Resident Services staff provided 4,140 case management services. This number includes Correspondence (phone calls and emails), Home Visits, Office Visits, and Other (worksite visits and text messages) miscellaneous methods. While all HAC residents were eligible for case management services, HAC Program Participants received regular check ins and follow ups.

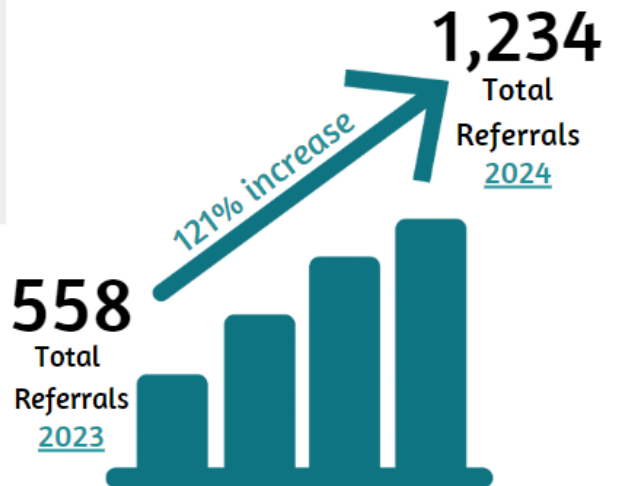
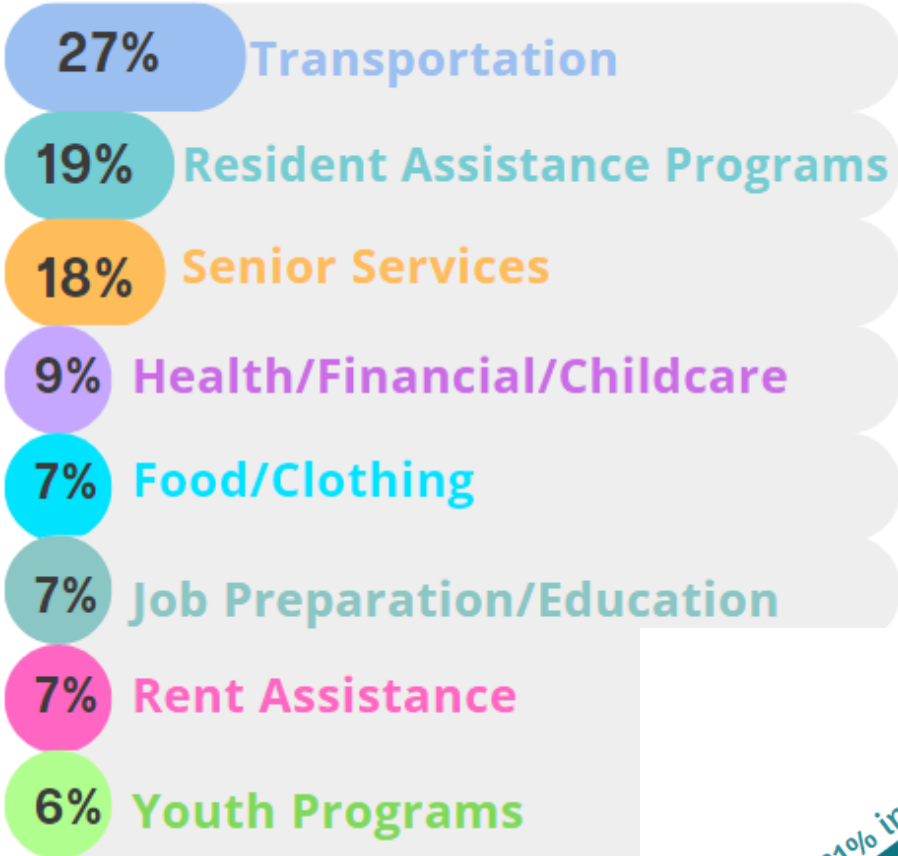
Compared to 2023, the Resident Services Department case management was amplified from a total 1,704 to 4,140 services- resulting a whopping 143% increase. While 45% of services were provided via email, phone/text, and worksite visits in 2023, 65% of total case management services were provided in the same method in 2024. When comparing 2023 case management totals with the total from 2-24 Home Visits grew by 72% and Office Visits grew by 59%.



# Referrals

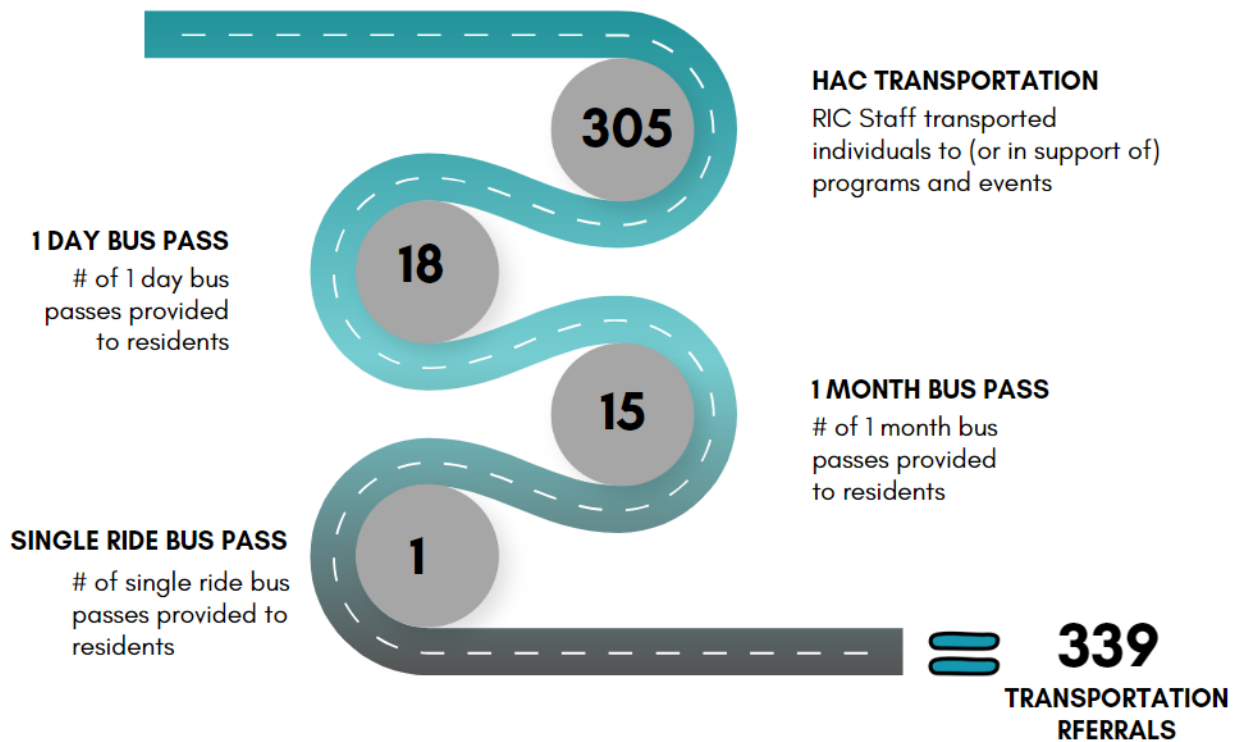
The Resident Services Department strives to provide referrals based on the individual needs of each resident and family unit. In 2024, there were a total of 1,234 referrals. This year, referrals reflected a high need for Transportation Assistance- earning 27% of the total yearly referrals. Miscellaneous Resident Assistance Programs earned 19% of total referrals and Senior Services earned 18% of total referrals. Resident Assistance Programs referrals included: holiday food and toys, assistance in obtaining personal support documentation, legal services, HAC program supplies, and new resident welcome kits. To address resident needs in 2024, HAC connected with numerous support agencies including: the YMCA, St. Vincent de Paul, Salvation Army, NKCAC, NKADD, Kentucky Career Center, KCPL, Brighton Center, Dress for Success, CIPS, and Action Ministries.

## Referral Breakdown



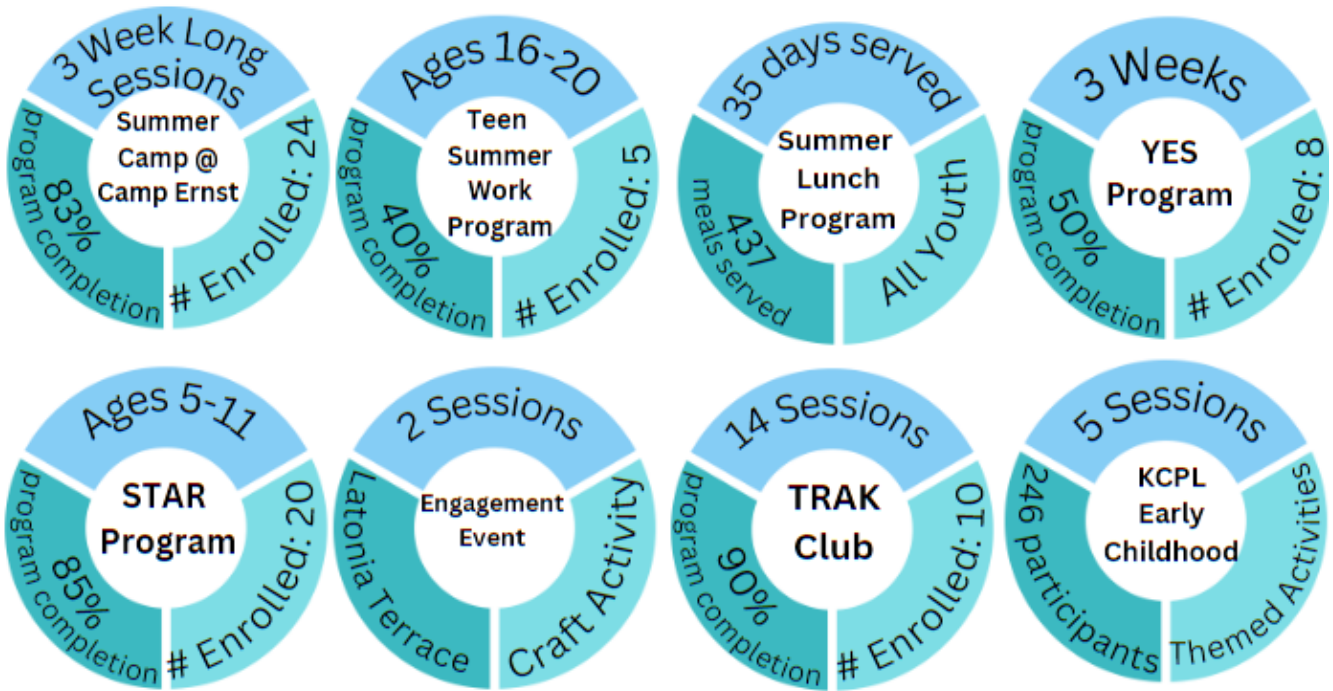
## Transportation Assistance

In 2024, 27% of all referrals were for transportation assistance. Transportation is provided in support of resident self-sufficiency needs. 90% of all transportation was directly provided by the Resident Services vehicle and staff. Depending on individual resident needs and accessibility, bus passes were available on a case-by-case basis. A total of 34 bus passes were distributed to qualifying residents. Single day bus passes earned 5% of all transportation assistance for the year. Monthly and single use passes were also available- earning a combined usage of 5%.



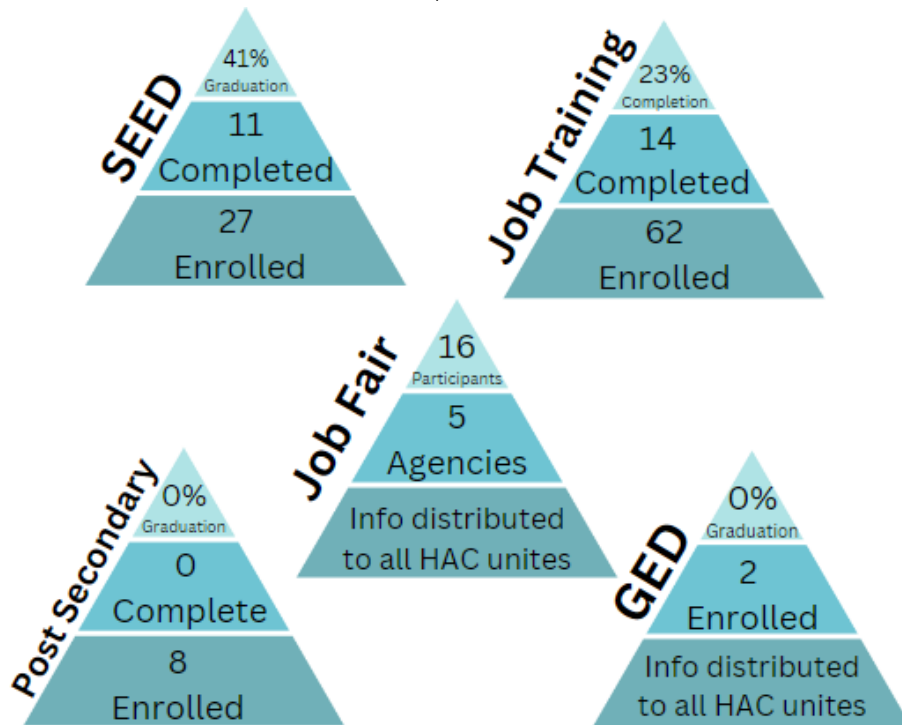
# Youth Programming

In 2024, the Resident Services department offered a total of 14 programs specifically for HAC youth. Programming was available for children ages 5 to 20 years old. With the goal to provide educational opportunities year-round, the majority of programming was held in the summer. In response to the need for middle school afterschool programming, HAC offered a monthly afterschool program in the Spring (Youth Leadership Development) and a weekly afterschool program (TRAK Club) in the Fall. In addition to these reoccurring sessions, HAC continued its partnership with Kenton County Public Library and executed 5 community events throughout the year.



# Adult Programming

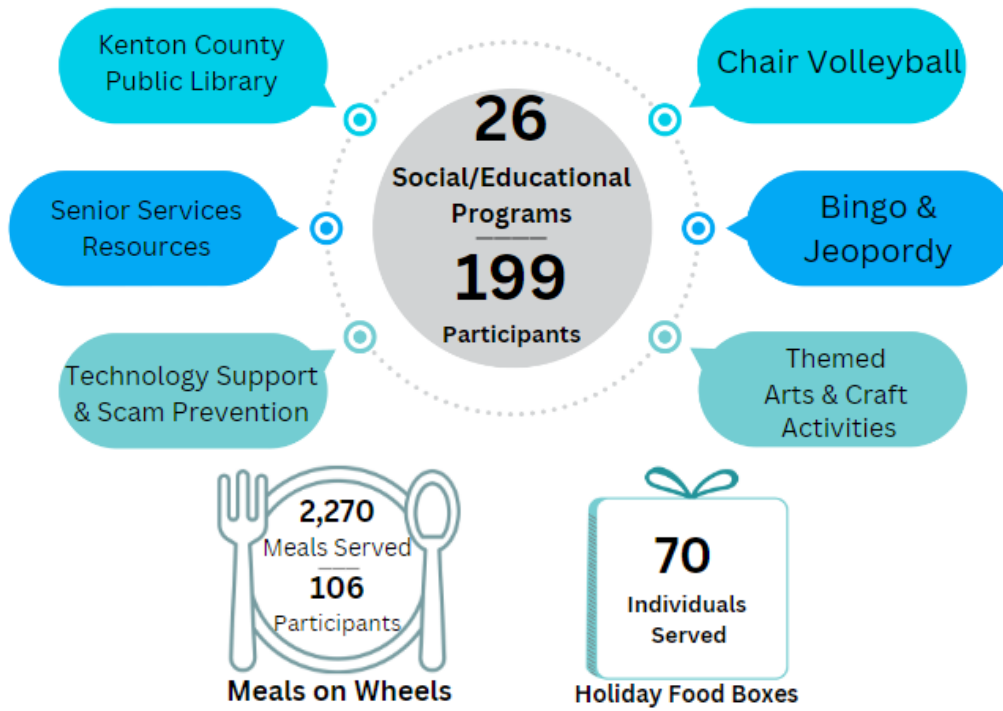
The Resident Services Department strives to support the needs of adult residents by offering suitable programming. In 2024, adult residents had the opportunity to enroll in the SEED (Skills Enhancement and Employee Development) Program. This program presents information regarding available job trainings, post-secondary education and GED enrollment, workforce readiness services, employee development and case management. During this program, participants were encouraged to enroll in the Family Self Sufficiency program. In addition, all adult HAC residents received information regarding GED enrollment. Information was distributed via social media, newsletters, and flyers. At the close of 2024, residents aged 16 years old and over were invited to attend a Job Fair at Latonia Terrace. At this event, five local agencies were available to discuss job opportunities. All eligible residents received event information via fliers, newsletters, social media, and direct correspondence.





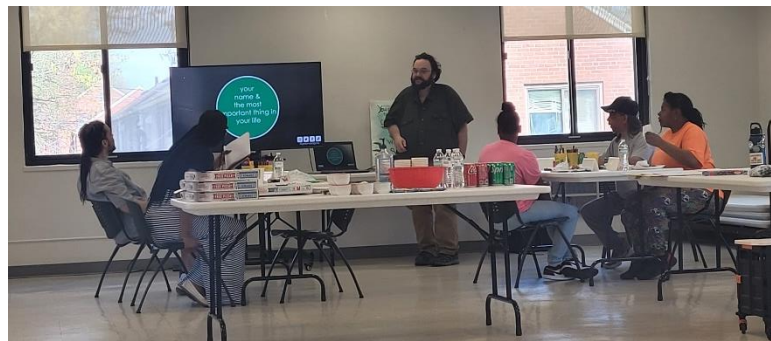
# Senior Services

Resident Services aimed to support HAC's senior residents with services based on individual and community needs. With this, Senior Services referrals earned 18% of total referrals for 2024. While these services are available to all residents as needed, a majority of these services are held and executed at Golden Tower. At Golden Tower, residents had the opportunity to enroll in the Congregate Meal Program (Meals on Wheels), attend a monthly social and educational event, utilize HAC transportation to Silver Sneakers, receive onsite case management services, and sign up for holiday food boxes.



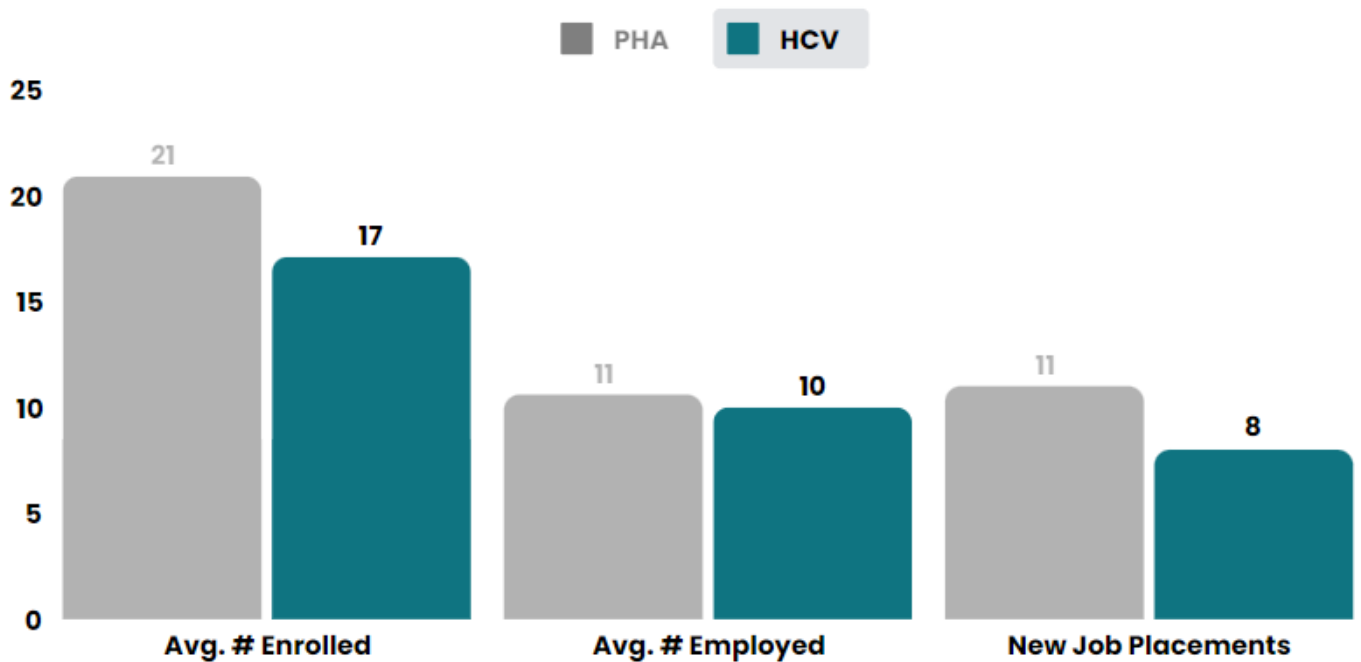
## Other Programming

The Resident Services Department also incorporated additional programming aimed to provide a comprehensive portfolio to meet the wide range of resident needs and interests. In 2024, Resident Services hosted the annual Fall Family Fun Event (previously named the "Back to School Fair"). 102 individuals received information from 9 local social services agencies. Out of 102 attendees, 10 youth participants received a new backpack and school supplies. HAC's Eviction Prevention program was available by referral. In 2024, the department received 1 referral, with 0 completing the class. Due to the community wide interest in safety, Resident Services staff coordinated two Green Dot trainings with the aim to decrease interpersonal violence. One session was held at both Golden Tower and Latonia Terrace, serving over 10 residents. In November, staff offered 4 rounds of HAC transportation for registered voters. Finally, we ended the year by distributing 65 Christmas Toy Boxes and 31 Thanksgiving Meal boxes to participating HAC families.



# Family Self Sufficiency (FSS)

In 2024, the Resident Services Department continued to offer the Family Self Sufficiency (FSS) Program for Public Housing tenants (FSS-PHA). In July of 2024, Resident Services absorbed Housing Choice Voucher Family Self Sufficiency (FSS-HCV) participants- resulting in the temporary addition of the FSS-HCV Coordinator position. Both programs conducted resident Needs Assessments and created Individual Training and Service Plans. Upon graduation of the 5-year program, 5 FSS graduates received their earned escrow as agreed upon during FSS enrollment. Due to the similar goals of FSS Program and the SEED Program, SEED participants are encouraged to enroll in the FSS program. 2 SEED participants enrolled in FSS in 2024. In addition to individualized services, participants commonly received support with post-secondary education enrollment, financial and credit counseling, transportation, and food assistance.



## 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>	<i>Veronica Williams</i>
Program Manager	Program Specialist	FSS Coordinator	Program Coordinator	Customer Support Specialist

## 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.

