

**2025**

# **YEAR END REPORT**

**HOUSING AUTHORITY OF COVINGTON**  
2300 MADISON AVENUE, COVINGTON, KY 41014  
[WWW.HACOV.ORG/RESIDENT-SERVICES](http://WWW.HACOV.ORG/RESIDENT-SERVICES)  
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## 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 2025, the department delivered 3,916 case management services and 2,447 referrals through in-person check-ins, phone calls/texts, and worksite visits. Additionally, RIC staff assisted 3,252 visitors during open lobby hours on Mondays, Wednesdays, and Fridays from 8:00 AM to 4:30 PM. Despite significant staffing changes, the department maintained robust service delivery with four dedicated team members.

Several summer youth programs offered job training, college exploration, and educational opportunities for ages 0-20, including the STAR Program, YES Program, Teen Summer Work Program (TSWP), Summer Lunch Program, and Summer Camp at Camp Ernst. The Teen Readiness and Knowledge (TRAK) Club continued serving middle school youth in the fall.

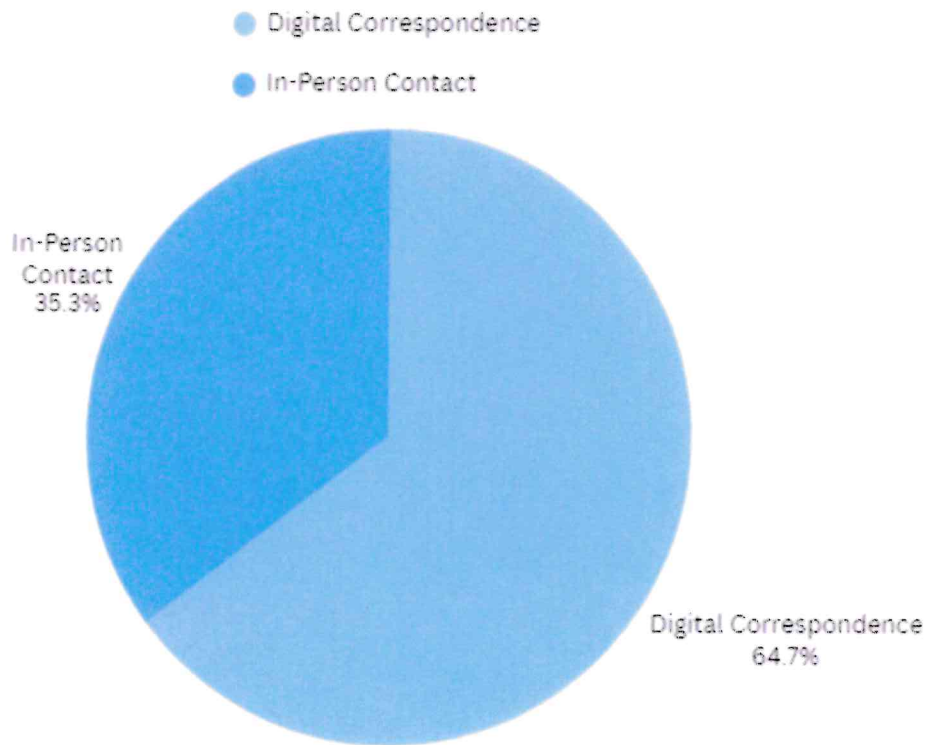
Housing Choice Voucher and Public Housing residents had the opportunity to enroll in the Family Self-Sufficiency (FSS) program. Public Housing residents were also invited to participate in the Skills Enhancement and Employee Development (SEED) Program, made available through the Resident Opportunity and Self-Sufficiency (ROSS) grant. Outreach initiatives included flyers, the RIC newsletter, social media, door-to-door contact, and email campaigns through Constant Contact.

Senior residents made strides in employment opportunities, social and physical wellness, and food and transportation assistance. Supporting a holistic approach to independent living and aging in place, HAC executed 51 on-site social and educational programs, in addition to regular on-site food and health services.

## Case Management

Resident Services Staff offered case management services for all HAC residents. Case management included in-person and digital support regarding rent and recertification assistance, senior services appointments, employee readiness and job training services, educational support, and assistance in obtaining healthcare, childcare, and transportation services. In 2025, staff provided 3,916 case management services through phone calls, texts, emails, worksite and workshop visits, office visits, and home visits. All HAC residents were eligible for case management services, with program enrollees receiving regular, scheduled check-ins and follow-ups. This year, 35% of services were provided in-person, while 65% were delivered via email, phone calls, and text messages

Case Management Services  
By Contact Type

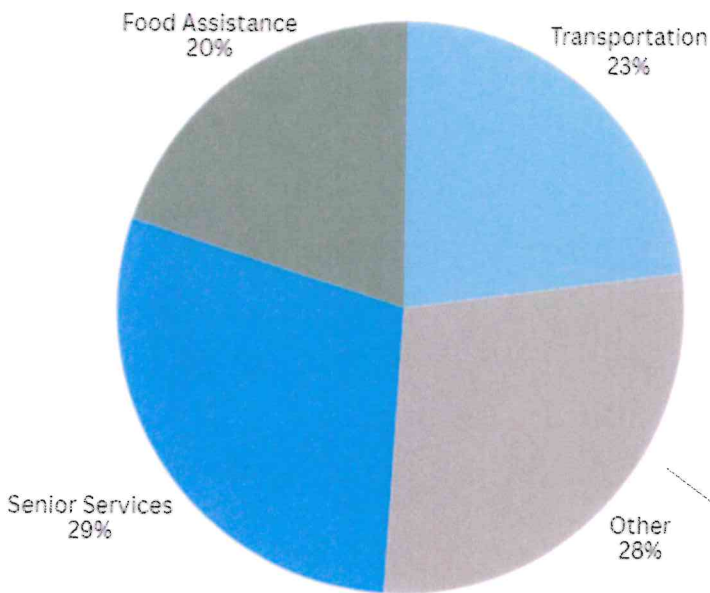


## Referrals

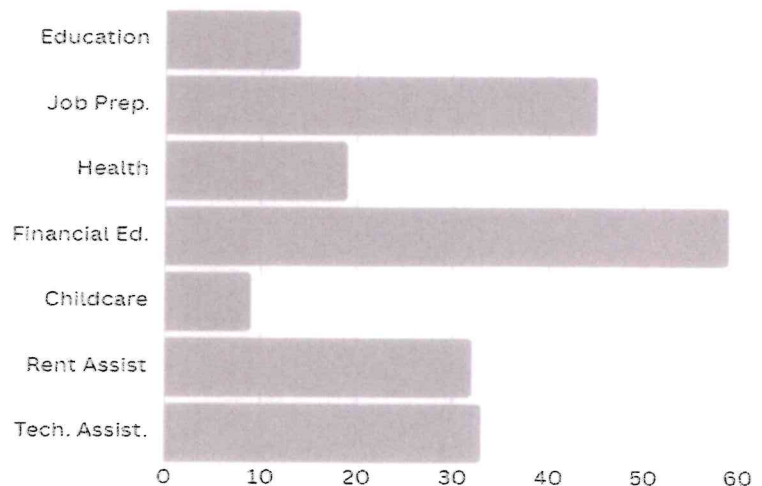
The Resident Services Department connected residents to a wide range of resources, including in-house programming and services provided through local community partners. In 2025, staff made 2,447 referrals—a 98.3% increase from the previous year. Of these, 68% were to services provided by the Resident Services Department, such as senior services, the SEED Program, youth programming, transportation, and emergency food assistance.

The highest demand areas were senior services (29% of total referrals), transportation assistance (23%), and emergency and holiday food assistance (20%). Other referrals included financial education, job preparation, technology assistance, rent assistance, and health services.

Total Referrals  
2025 Breakdown

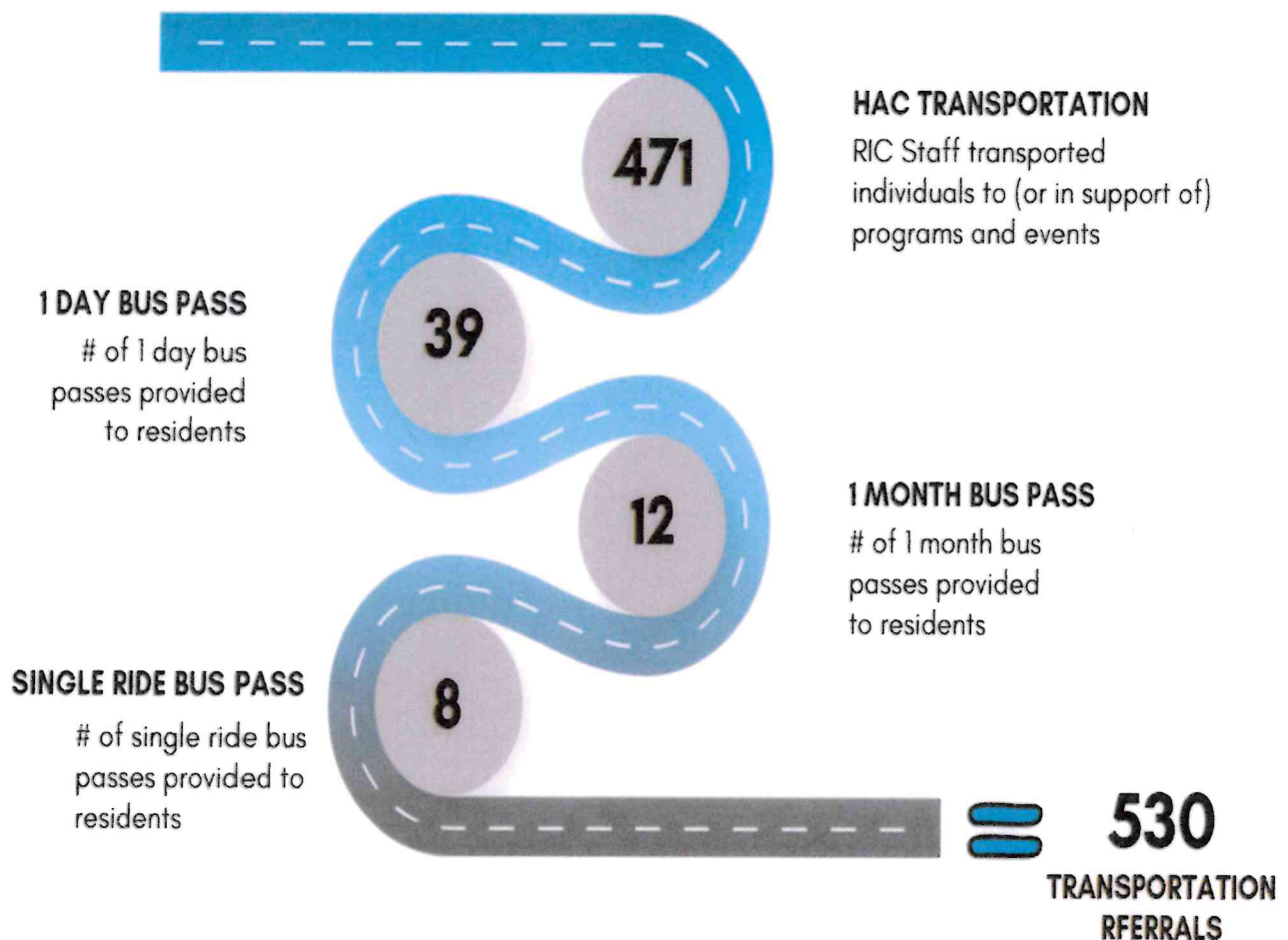


"Other" Referral Breakdown



## Transportation

The Resident Services Department addressed resident transportation needs by providing HAC Transportation in support resident self-sufficiency goals including employment, education, financial literacy, and emergency food assistance- earning almost a quarter of all referrals in 2025. The Resident Services vehicle and staff directly provided 89% of all transportation services in 2025. In addition, 59 bus passes were distributed to qualifying residents on a case-by-case basis: 66% of all distributed passes were one-day bus passes, while 20% were monthly passes, and 14% were single-ride passes.



## Youth Programming

In 2025, the Resident Services Department provided eight programs designed to support youth ages 0-20 with learning and education, employability skills, food security, technology literacy, and social well-being. Programs included the STAR Program, TSWP, YES Program, Summer Camp at Camp Ernst, Summer Lunch Program, TRAK Club, Fall Family Fun Event, and Steinford Holiday Toy Boxes. These programs delivered approximately 89 sessions throughout the year, serving 49 enrolled participants. Youth also participated in over 30 community programs provided by local partner organizations, including Ida Spence Mission, Read Ready Covington, and KCPL.

The STAR Program, YES Program, TRAK Club, and Summer Camp at Camp Ernst met or exceeded participation goals. The Summer Lunch Program served 305 hot lunches (42% of available meals) throughout the 10-week program. Three teens completed the TSWP job training program. To expand youth work opportunities, the department partnered with Northern Kentucky Community Action Commission to support youth ages 18-24.



*Summer Camp @ Camp Ernst*



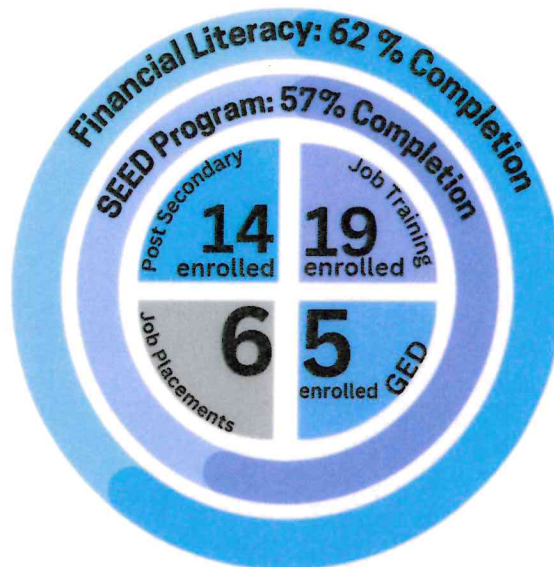
*Teen Summer Work Program Orientation*



*YES Program: NKU Campus Tour*

## Adult Programming

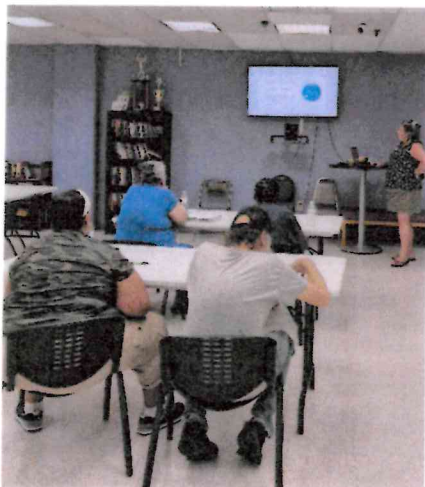
The Resident Services Department provided workforce preparation and educational programming to adult residents. In 2025, residents had the opportunity to enroll in the SEED (Skills Enhancement and Employee Development) Program in the winter or fall. This program covered job training opportunities, post-secondary education and GED enrollment, workforce readiness services, financial literacy workshops, employee development, career exploration, and case management. Participants were also informed about the FSS Program and encouraged to enroll. In support of employment and educational goals, the department hosted an Expungement Clinic provided by the Kentucky Department of Corrections and a Pop-Up GED Orientation provided by Northern Kentucky Adult Education.



*SEED Program Mock Interviews*

## Senior Services

Resident Services supported HAC's senior residents with services based on individual and community needs. While available to all residents, a majority of these services were held and executed at Golden Tower. In 2025, ~70% of Golden Tower residents utilized HAC case management services, resulting in 458 case management appointments. Residents also had the opportunity to enroll in the Congregate Meal Program (Meals on Wheels), sign up for holiday assistance programs, and attend 51 social and educational programs provided by HAC staff—with support from Kenton County Public Library, Nurse Advocacy Center for the Underserved, St. Elizabeth, PACE, and other partners.



*MyChart Info Session*



*Bingo*

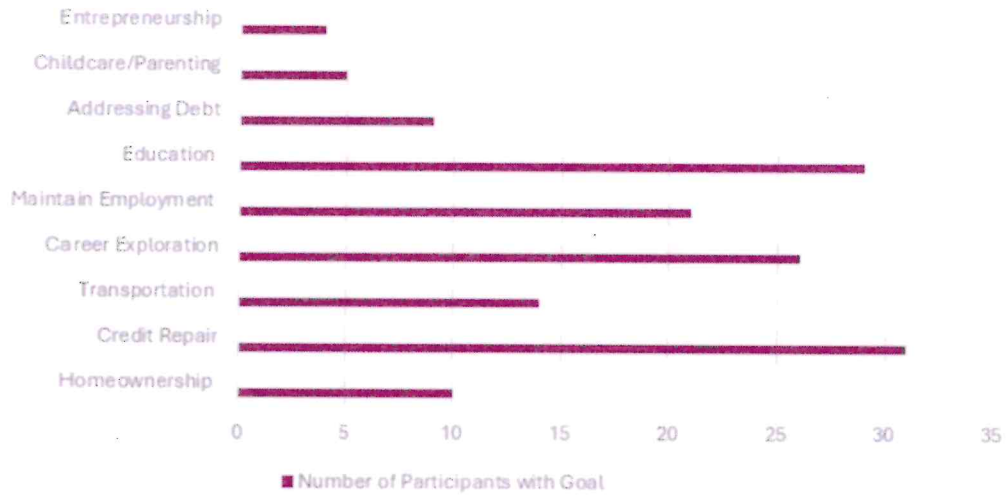


*Golden Corral Lunch Outing*

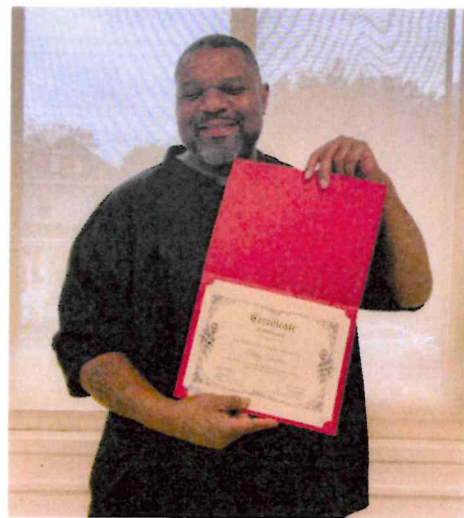
# Family Self Sufficiency Program (FSS)

In 2025, the Resident Services Department continued to offer the Family Self Sufficiency (FSS) Program for Public Housing tenants (FSS-PHA) and Housing Choice Voucher recipients (FSS-HCV). Each participant completed an Individual Services and Training Plan in support of employment, education, and financial literacy. This year, the program served 49 participants through 446 check ins- including office/home visits, phone calls/texts, and 330 referrals to resources focused on homeownership, financial coaching, transportation, and emergency food assistance. In addition, 3 FSS participants graduated the program and received their earned escrow which totaled to \$116,306.80 for all 2025 program graduates.

FSS Participant Goals



2025 HCV-FSS Graduate



2025 PH-FSS Graduate

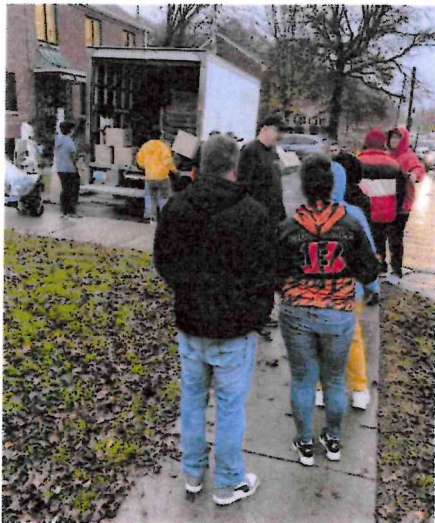
## Other Programming

The Resident Services Department incorporated additional programming to provide a comprehensive portfolio meeting the wide range of resident needs and interests. In 2025, the department continued to support family self-sufficiency through the Good Housekeeping Eviction Prevention Program, serving four residents, and through emergency food box assistance for those impacted by disruptions in SNAP benefits, serving 47 families. Staff also coordinated the distribution of approximately 125 Thanksgiving food boxes. The department hosted its Annual Fall Family Fun Event, welcoming over 125 individuals and providing 15 backpacks with school supplies.

The Resident Services Department delivered expert and quality services by continuously working with local partners, including Kenton County Public Library, Brighton Center, Read Ready Covington, the ION Center, Meals on Wheels, the City of Covington, Ida Spence Mission, NKCAC, and others.



*Fall Family Fun Event*



*Thanksgiving Food Boxes*



*Emergency Food Box Assistance*

## Resident Services Staff

<b>April Peacock</b>
Manager of Resident Services

<b>Natalie Schmidl</b>	<b>Hannah Troll</b>	<b>Veronica Williams</b>
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.

